Thank you for choosing Volkswagen

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

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

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

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

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WARNING

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

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About this owner’s manual

This owner's manual is valid for all model types and versions of your Volkswagen Commercial Vehicle model and model year. The owner's manual describes all equipment and models without indicating whether the equipment is optional or specific to the model type. This means that your vehicle may not have some of the equipment described, or it may only be available in certain countries.

Likewise, Upgrades functions may be described that require subsequent activation .

The scope of equipment fitted in your vehicle can be found in the sales documentation, or you can contact a suitably qualified workshop for this information. Volkswagen Commercial Vehicles recommends using a Volkswagen Commercial Vehicles dealership for this purpose.

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

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

Depending on the country, the vehicle may be equipped with differing versions of an owner’s manual due to legal and technical requirements.

Short definitions in blue that appear before some sections of this manual provide a summary of the relevant topic. More detailed information about the features, conditions and limitations of systems and equipment can be found in the relevant sections.

readme

The vehicle may have a printedreadme instead of a complete printed owner’s manual. Thereadme provides an overview of basic safety topics and contains information about the vehicle.

Words and groups of words marked inblue in the readme are key words under which you can find further, more detailed information in the digital owner’s manual (Vehicle wallet).

The readme is supplemented by a digital owner’s manual in the Infotainment system that can be updated online.

Digital owner’s manual

Depending on the equipment level, the vehicle may be equipped with a digital owner’s manual in the Infotainment system.

The digital owner’s manual describes the vehicle’s functions at the time of delivery. During the life of the vehicle, the digital owner’s manual can be updated due to system updates, additions and changes.

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

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Explanations

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

Directions and positions

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

Dimensions and speed

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

Illustrations

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

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

Form of address

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

Terms used and their meaning:

Workshop

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

Volkswagen Commercial Vehicles dealership

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

Go to a qualified workshop.

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

Seek expert assistance

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

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Description of symbols

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

The arrow indicates the end of a section.

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

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

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

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

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

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

⚠ DANGER

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

⚠ WARNING

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

⚠ CAUTION

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

ⓘ NOTICE

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

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

Texts with this symbol contain additional information.

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Front view

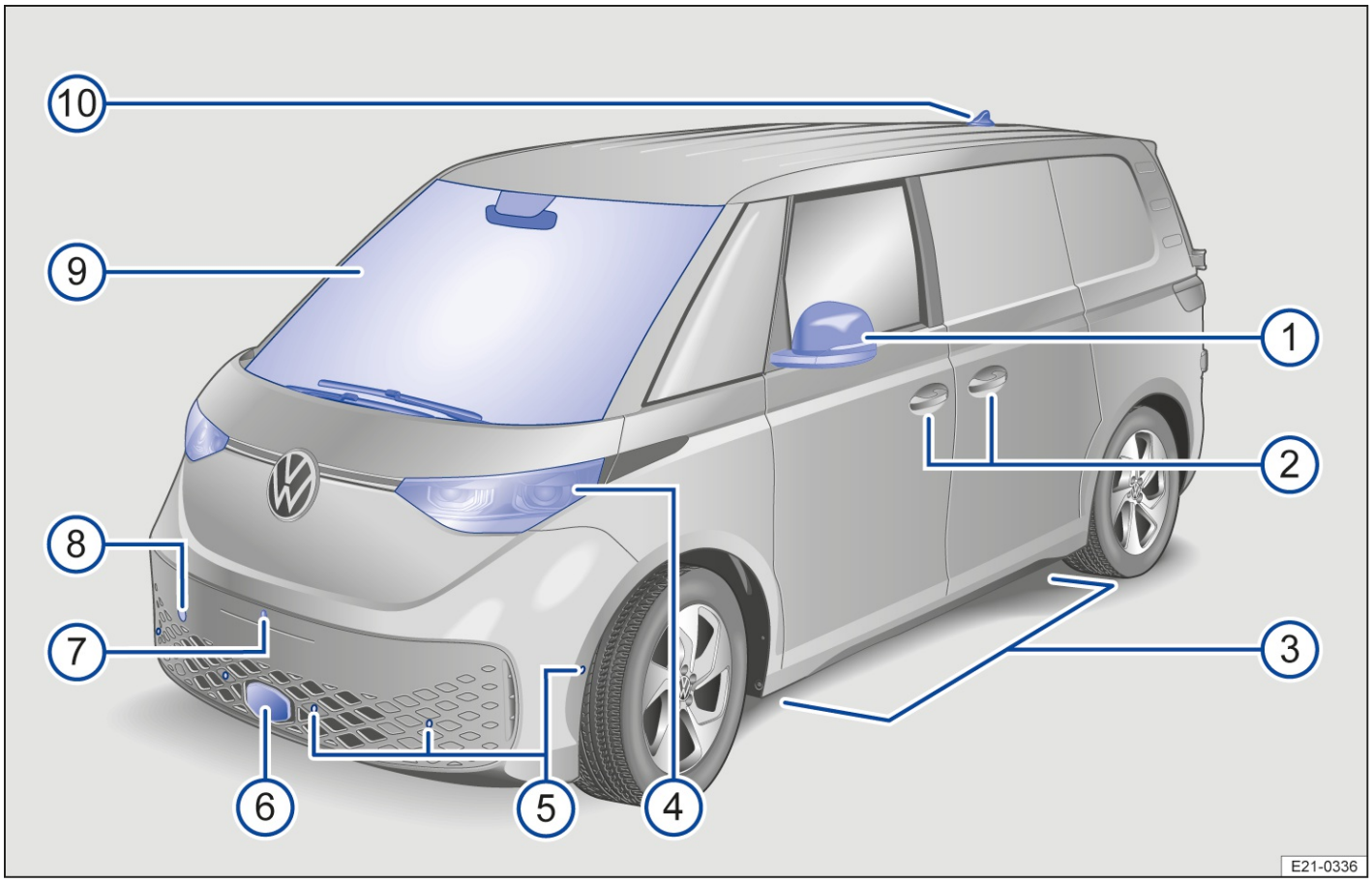


Fig. 1 Overview of the front of vehicle

1 Exterior mirror:
- — with camera for assist systems *(→ Vehicle care, exterior)*
- — With turn signal
- — With display for assist systems

2 Door handles

3 Jacking points

4 Headlights

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

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

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

8 Behind a cover: mount for the towing eye

9 Windscreen:
- — with vehicle identification number
- — with windscreen heating *(→ Windscreen heating)*
- — with windscreen wiper
- — with camera window for assist systems in the lower section *(→ Vehicle care, exterior)*
- — with rain/light sensor in the lower section *(→ Rain and light sensor)*, *(→ Vehicle care, exterior)*

10 Roof aerial

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Rear view

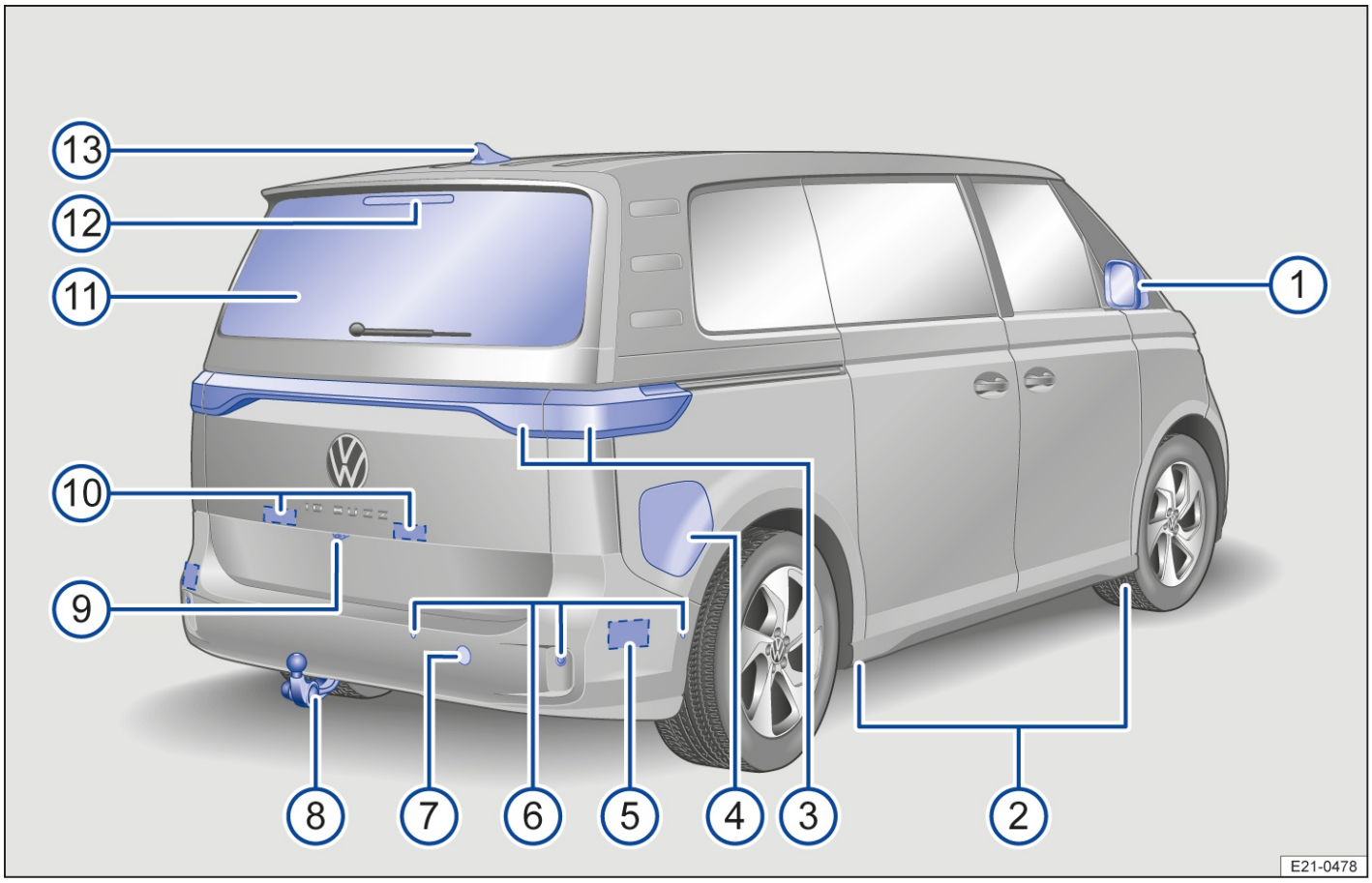


Fig. 1 Overview of rear with boot lid.

1 Exterior mirror:
- — with camera for assist systems *(→ Vehicle care, exterior)*
- — With turn signal
- — With display for assist systems

2 Jacking points

3 Tail light cluster ,

4 Charging socket flap

5 Behind the bumper: Radar sensor for assist systems *(→ Vehicle care, exterior)*

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

7 Behind a cover: mount for the towing eye

8 Towing bracket

9 Area:
- — Opening handle
- — Camera for parking systems , *(→ Vehicle care, exterior)*

10 Number plate light

11 Rear window:
- — with rear window wiper *(→ Rear window heating)*

12 High-level brake light

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13 Roof aerial

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Driver door

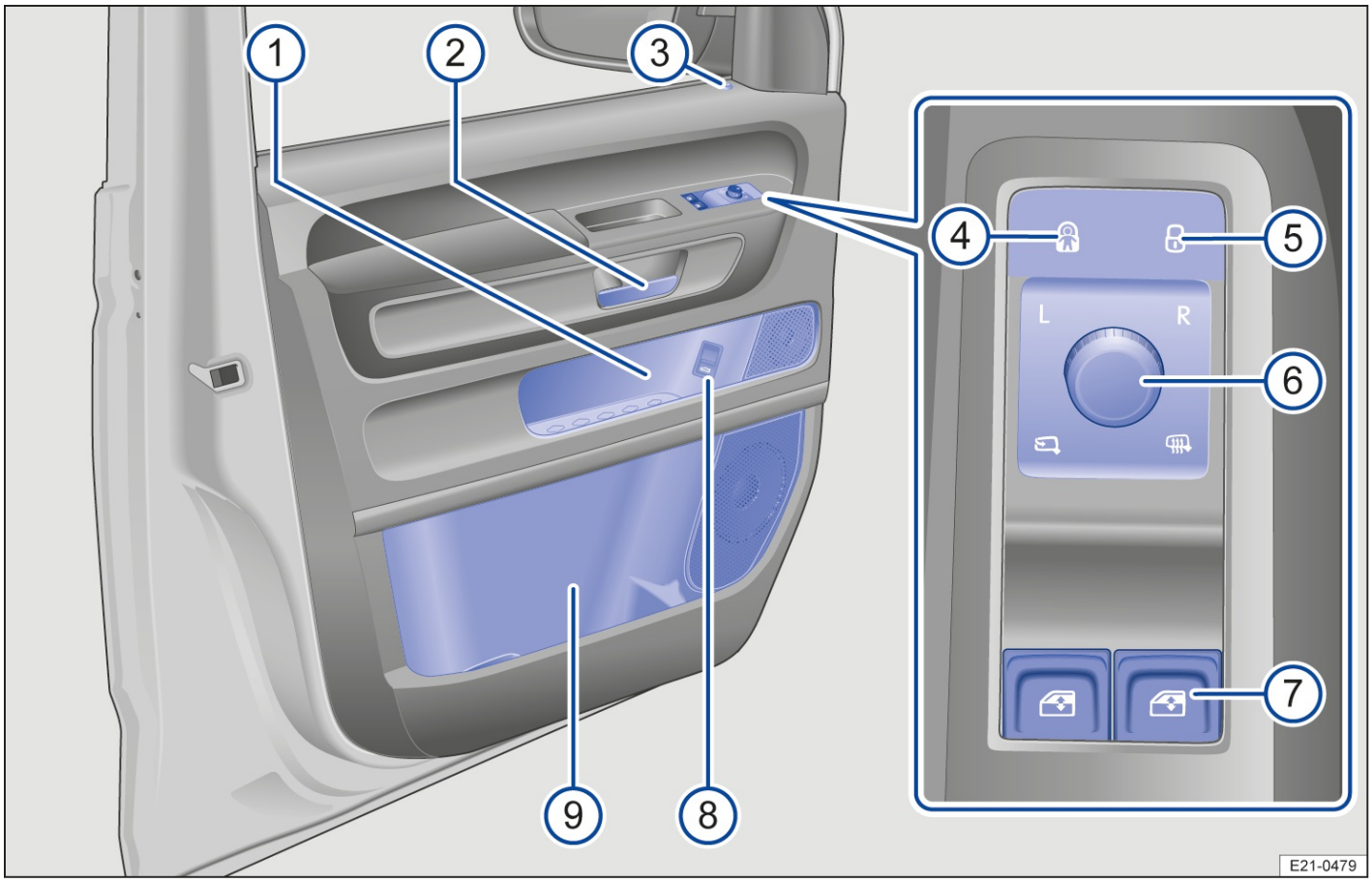


Fig. 1 Overview of controls in the driver door (left-hand drive vehicles).

1. Stowage compartment
2. Door release lever
3. Central locking system indicator lamp *(→ Indicator lamp in the driver door)*
4. Childproof lock button *(→ Childproof lock, electric)*
5. Central locking button *(→ Central locking button)*
6. Rotary knob for exterior mirror adjustment and functions *(→ Exterior mirrors)*
7. Buttons for operating the electric windows
8. Button for opening the boot lid
9. Stowage compartment *(→ Emergency equipment)*

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Driver side

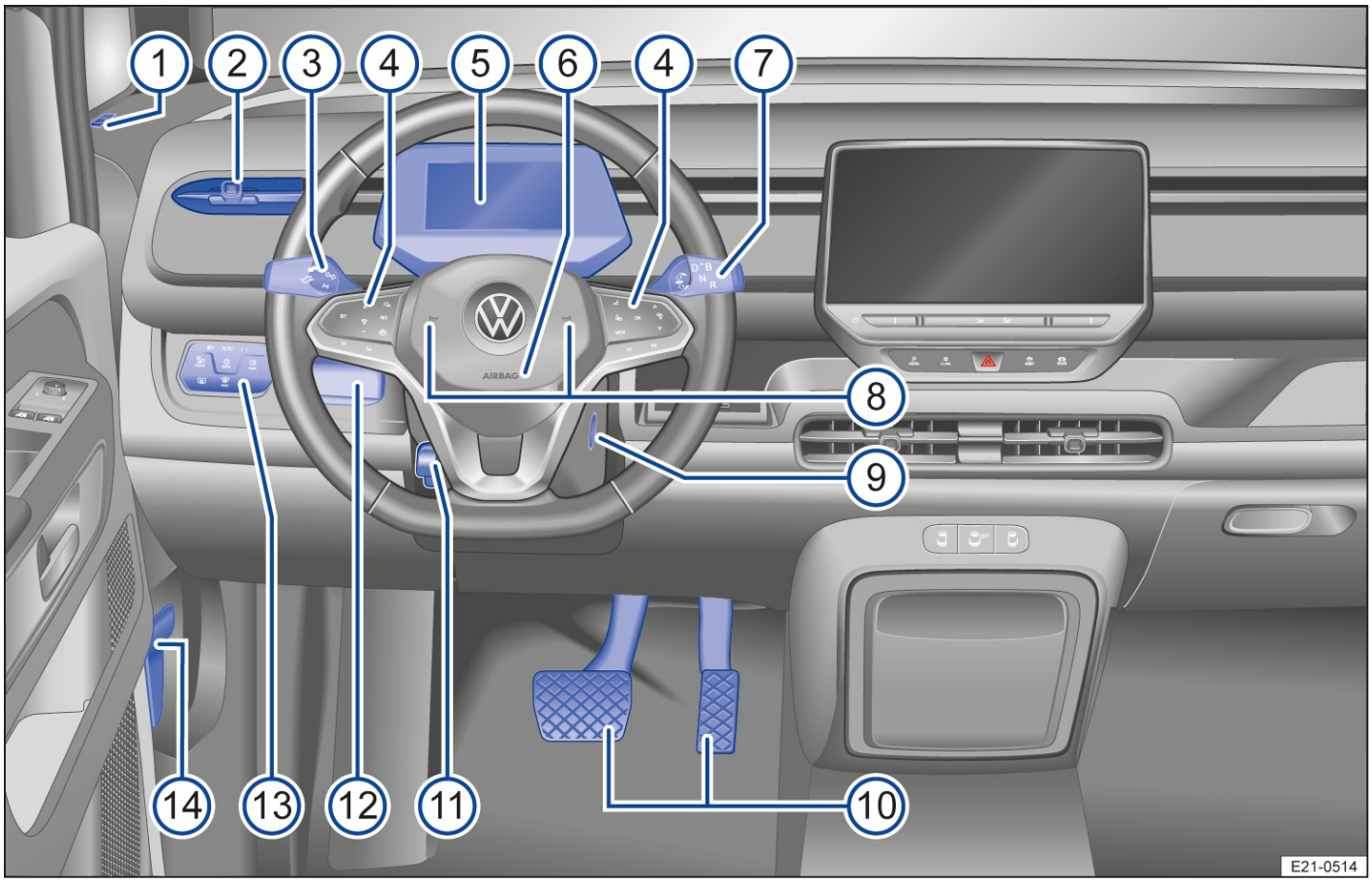


Fig. 1 Overview of driver side in left-hand drive vehicles.

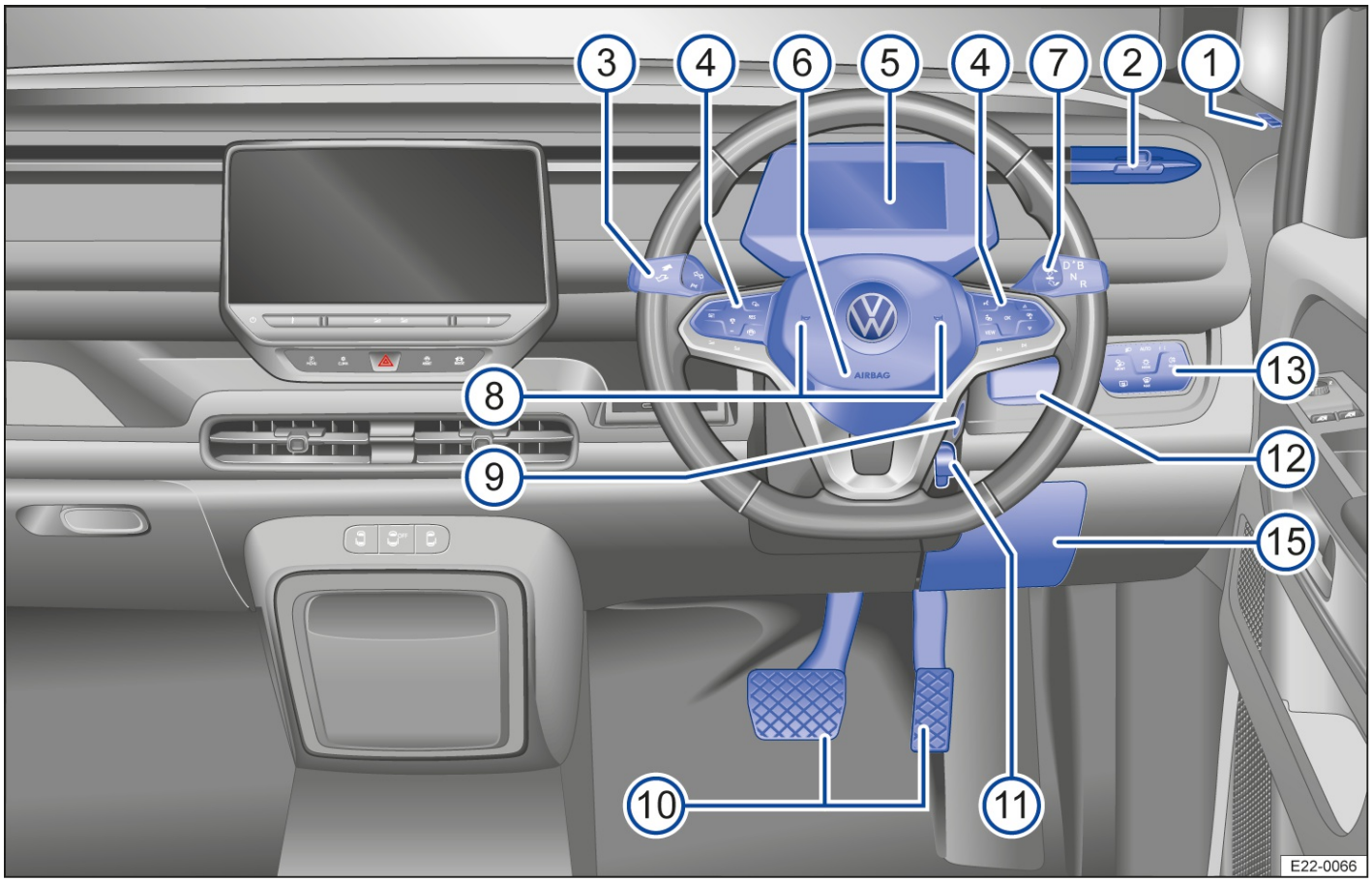


Fig. 2 Overview of driver side in right-hand drive vehicles.

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1. Vents *(→ Air distribution of the air conditioning system)*
2. Adjustable vents *(→ Air distribution of the air conditioning system)*
3. Turn signal, main beam and wiper levers *(→ Turn signals)*,
4. Controls on the multifunction steering wheel:
   - for driver assist systems
   - for menu selection *(→ Vehicle settings menu)*
   - for accepting telephone calls
   - for audio and navigation
   - for volume adjustment
   - for activating voice control
   - for switching between the current and previous menu *(→ Digital instrument cluster)*
5. Instrument cluster
   - with warning and indicator lamps *(→ Symbols in the instrument cluster)*
6. Location of the driver front airbag
7. Selector lever
8. Horn
9. Button for starting and switching off the engine(Press & Drive) *(→ Starter button)*
10. Pedals *(→ Pedals)*
11. Lever for adjusting the steering column position
12. Stowage compartment
13. Control panel:
    - for light functions
    - for window heating and ventilation *(→ Windscreen heating)*
14. Bonnet release lever (on the left side in left-hand and right-hand drive vehicles) *(→ In the engine compartment)*
15. Fuse box (behind the glove compartment for a left-hand drive vehicle)

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Centre console

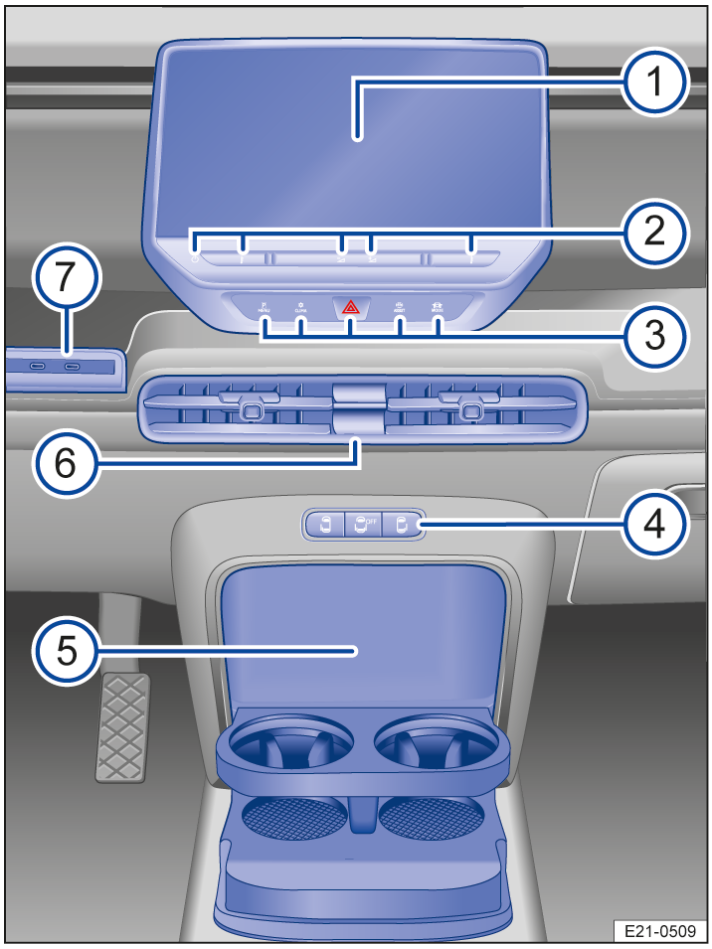


Fig. 1 Overview of the centre console.

1 Infotainment system

2 Controls:

— for switching the Infotainment system on and off

— for setting temperature of air conditioning system or heating and fresh air system

— for volume adjustment

3 Controls:

— for driver assist systems

— for driving profile selection MODE *(→ Driving profile selection)*

— for the air conditioning system, heating and fresh air system CLIMA

— for assist systems for parking and manoeuvring P MENU

— for switching the hazard warning lights off and on *(→ In an emergency)*

4 Buttons for electric sliding doors

5 Drink holder

— Below: Contact area for the vehicle key for emergency start *(→ Starting the engine)*

6 Vents *(→ Air distribution of the air conditioning system)*

— Depending on the equipment level, with button for switching the hazard warning lights on and off *(→ In an emergency)*

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7 USB sockets *(→ Connection – USB)*

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Front passenger side

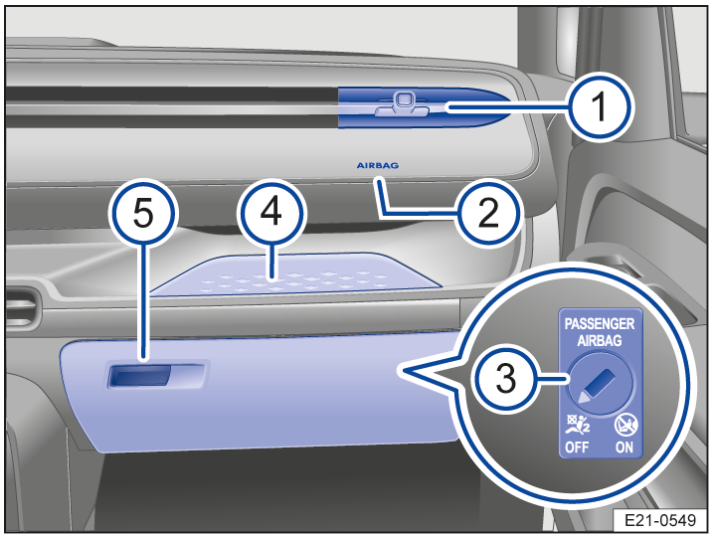


Fig. 1 Passenger side (left-hand drive vehicles): overview of the dash panel (mirrored for right-hand drive vehicles).

1. Adjustable vent *(→ Air distribution of the air conditioning system)*
2. Location of front passenger front airbag in the dash panel *(→ Front airbags (standard airbag))*
3. In the glove box: Key switch for switching off the front passenger front airbag
4. Stowage compartment
5. Lever for opening the glove box

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Controls in the roof

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

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Symbols in the instrument cluster

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

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

WARNING

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

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

Symbol	Meaning
	STOP Do not continue driving! Central warning lamp → *Priority 1 warning message*, → *Introduction to the instrument cluster*
	Seat belt not fastened → *Seat belt prompt*
	High-voltage battery empty and total discharge possible → *High-voltage battery is empty, and total discharge is possible*
	Electronic parking brake → *Electronic parking brake*, → *The holding force is insufficient in the current situation*
	Electronic parking brake → *Electronic parking brake*
	STOP Do not drive on! Brake system fault → *Brake system fault*
	STOP Do not drive on! Brake fluid level low → *Brake fluid level*
	STOP Do not drive on! Electromechanical brake servo failure → *Electromechanical brake servo failure*
	Electronic parking brake → *Fault in and / parking brake*
	Depress the brake pedal! → *Introduction*
	Fault in the high-voltage circuit → *Coolant*
	STOP Do not drive on! Steering fault → *Steering fault*
	STOP Do not drive on! Leave the vehicle! Risk of fire → *and Danger of fire*

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	STOP Do not drive on! Fault in the high-voltage system → *Fault in high-voltage system*
	STOP Do not drive on! Electric drive overheated → *Electric drive overheated*
	12-volt power supply faulty → *12-volt vehicle battery*
	High-voltage battery empty — vehicle operation not possible → *Deactivation of the drive is imminent*
	Open windows! CO2 concentration too high → *or CO2 concentration in the air of the vehicle interior too high*
	Collision warning → *Warning levels and braking intervention*
	Take over steering immediately → *Take over steering immediately*
	Intervention by proactive occupant protection system → *Displays*
	Accident site ahead → *Traffic hazard alert*
	Intervention of an assist system in a vehicle ahead → *Traffic hazard alert*
	Emergency vehicles on active call → *Traffic hazard alert*
	End of traffic jam ahead → *Traffic hazard alert*
	Central warning lamp → *Priority 2 warning message*, → *Fault in and / parking brake*, → *Electromechanical brake servo fault*
	Airbag or belt tensioner system switched off with diagnostic tool → *Indicator lamp*
	Airbag or belt tensioner system fault → *Indicator lamp*
	Range calculation fault → *Fault in range calculation*
	Front passenger front airbag switched off → *Switching the front passenger front airbag on and off*
	Front passenger front airbag switched on → *Switching the front passenger front airbag on and off*
	Emergency call system fault → *eCall emergency call system fault*
	Vehicle key not in the vehicle → *No valid vehicle key recognised*
	Electronic parking brake fault → */ Electronic parking brake faulty*
	Check the brake pads → *Brake pad wear indicator*
	Lit up: electronic stability control (ESC) switched off by the system → *ESC fault*
	Flashing: Electronic Stability Control (ESC) or traction control system (TCS) control intervention → *Electronic Stability Control (ESC)*
	Anti-lock brake system (ABS) fault → *and No brake energy recuperation possible*, → *Anti-lock brake system failure or fault*

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	Travel Assist fault → *Travel Assist is not available or does not function as expected* → *Auto lane changing not available*
	Vehicle lighting failure → *Exterior drive lighting not working*
	Rear fog light switched on → *Switching the rear fog light on and off*
	Air conditioning system not working properly or CO2 concentration cannot be measured → *Air conditioning system is not working properly or CO2 concentration cannot be measured*
	Open windows! CO2 concentration too high → *or CO2 concentration in the air of the vehicle interior too high*
	Wiper fault → *Fault in wipers*
	Washer fluid level too low → *Washer fluid level too low*
	Steering fault → *Steering fault*
	 Do not drive on! Tyre pressure low → *Low tyre pressure*
	 Do not continue driving! Fault in the tyre monitoring system → *Fault in the Tyre Pressure Loss Indicator*
	Fault in electric drive system → *and No brake energy recuperation possible*
	High-voltage system faulty → *High-voltage system is faulty*
	Driving performance reduced → *Power restricted*
	Electronic engine sound malfunction → *Electronic engine sound is not working*
	Area monitoring system (Front Assist) not available or availability is restricted → *Front Assist not available or functions restricted*
	Area monitoring system (Front Assist) deactivated → *Operating Front Assist*
	Speed limiter not available → *Speed limiter not available*
	Fault in the cruise control system → *Cruise control system fault*
	Adaptive Cruise Control (ACC) is not available → *ACC not available*
	Emergency Assist not available → *Emergency Assist not available*
	Lane keeping system (Lane Assist) not available → *Lane Assist not available*
	Lane keeping system (Lane Assist) regulating → *Driving with Lane Assist*
	Emergency Assist is regulating → *Driving with Emergency Assist*
	Fault in lane change system (Side Assist) → *Side Assist faulty*
	Rear Traffic Alert fault → *Fault*
	Rear Traffic Alert braking intervention → *Emergency braking*

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	12-volt vehicle battery →
	Low charge level of the high-voltage battery → *Charge level of the high-voltage battery low*
	High-voltage battery empty → *High-voltage battery is empty*
	Breakdown ahead → *Traffic hazard alert*
	Accident site ahead → *Traffic hazard alert*
	Emergency vehicles on active call → *Traffic hazard alert*
	Day and mobile road works ahead → *Traffic hazard alert*
	End of traffic jam ahead → *Traffic hazard alert*
	Ball coupling of the towing bracket not locked → *Ball coupling of the towing bracket not locked*
	Seat belt fastened → *Seat belt prompt*
	Auto Hold function active → *Keeping the vehicle stationary with the Auto Hold function*
	Turn signals → *Turn signal indicator lamp*
	Trailer direction indicator → *Trailer turn signal indicator lamp*
	Vehicle's drive system display → *Power display*
	Cruise control system switched on, control intervention active → *Introduction*
	Speed limiter switched on, control active → *Introduction*
	Lane keeping system (Lane Assist) is active → *Driving with Lane Assist*
	Travel Assist active → *Introduction*
	Adaptive Cruise Control (ACC) intervention active, no vehicle detected ahead → *Switching ACC on and off*
	Adaptive Cruise Control (ACC) intervention active, vehicle detected ahead → *Switching ACC on and off*
	Speed regulation due to the road layout → *Driving with predictive cruise control*
	Speed regulation due to a roundabout → *Driving with predictive cruise control*
	Speed regulation due to a junction → *Driving with predictive cruise control*
	Speed regulation due to lifting of the speed limit → *Driving with predictive cruise control*
	Speed regulation due to approaching the tail end of a traffic jam → *Driving with predictive cruise control*
	Speed regulation due to speed limit → *Driving with predictive control*, → *Driving with predictive cruise control*
	High-voltage battery is being charged → *Charging*
	Main beam or headlight flasher → *Switching main beam on and off*

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	Main-beam control active → *Switching on Light Assist*, → *Switching on advanced main-beam control*
AUTO HOLD	Auto Hold function switched on → *Switching on*
	Cruise control switched on, system control not active. → *Introduction*
	Speed limiter switched on, system control not active → *Introduction*
	Main-beam control active → *Main-beam control (Light Assist)*, → *Advanced main-beam control (Dynamic Light Assist)*
	Seat not occupied → *Seat belt prompt*
	Outside temperature below +4 °C (+39 °F) → *Information displays on the digital instrument cluster*
	Open the left electric sliding door → *Functions of the vehicle key*, → *Opening and closing the automatic sliding doors*, → *Opening and closing the automatic sliding doors manually*
	Open the right electric sliding door → *Functions of the vehicle key*, → *Opening and closing the automatic sliding doors*, → *Opening and closing the automatic sliding doors manually*
	Travel Assist deactivated → *Introduction*
	Travel Assist active, Adaptive Cruise Control active, adaptive lane guidance passive → *Introduction*
	Take over steering → *Take over steering*
	Charging connector connected → *Charging*
	Area monitoring system (Front Assist is starting up → *Front Assist is starting*
	Distance warning → *Warning levels and braking intervention*
	Eco driving profile → *Characteristics of driving profiles*
	Comfort mode → *Characteristics of driving profiles*
	Individual mode → *Characteristics of driving profiles*
	Sport mode → *Characteristics of driving profiles*
	Reference to information in the owner's manual → *Reference to information in the owner's manual*
	Remove your foot from accelerator pedal. → *Eco Assistance*
	Motorway exit ahead → *Eco Assistance*
	Roundabout ahead → *Eco Assistance*
	Junction ahead → *Eco Assistance*
	Left-hand bend ahead → *Eco Assistance*
	Right-hand bend ahead → *Eco Assistance*
	Speed limit ahead, example → *Eco Assistance*

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Emergency charging of the high-voltage battery → *Emergency charging of the high-voltage battery*

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Warning and information messages

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

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

Priority 1 warning message

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

Priority 2 warning message

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

Reference to information in the owner's manual

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

Information message

Information about various procedures within the vehicle.

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

If warning messages about malfunctions are displayed when the vehicle's drive system is activated, it may not be possible to adjust some settings or display information as described. If the fault persists, consult a suitably qualified workshop.

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Introduction to the instrument cluster

The vehicle is equipped with a digital instrument cluster. The instrument cluster indicates basic information, such as speed.

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

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

— Status displays for the driver assist systems.

— Display messages.

— Warning and indicator lamps.

— Information about fuel consumption and range.

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

WARNING

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

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

WARNING

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

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

When you activate the vehicle's drive system after the 12-volt vehicle battery has been totally discharged, replaced or after a jump start, you may find that system settings, such as personal convenience settings and programming, have been changed or deleted. Check and correct the settings as necessary once the 12-volt vehicle battery has been sufficiently charged.

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

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ID. Cockpit

The ID. Cockpit is a digital instrument cluster with a high-resolution LC colour display. By selecting different information profiles, displays from the driver assist systems and other displays can be shown in addition to the digital speedometer. The term “digital instrument cluster” is used below for the ID. Cockpit.



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

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Digital instrument cluster operation

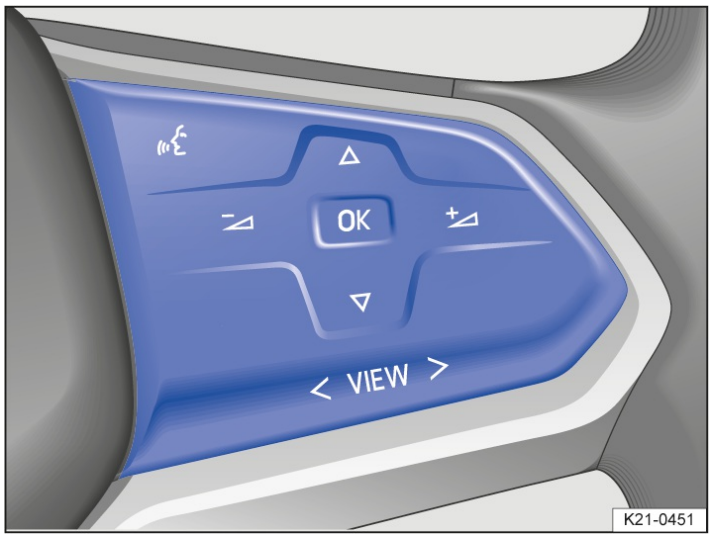


Fig. 1 Right-hand side of the multifunction steering wheel: buttons for operating the menus and information displays in the digital instrument cluster.

Views in the display area

The digital instrument cluster can display the following views:

Summary

Before activation of the vehicle's drive system: display with information on mileage, charge level and range.

Basic

Driving displays with information on driver assist systems, speed and navigation.

Driver assist systems

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

Navigation

Display with route guidance and speed information. The graphic view of the driver assist systems is hidden.

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

The amount and scope of the displayed information may differ depending on the vehicle equipment.

Setting views

The different views provide a better overview of the driving data, navigation or information on the driver assist systems.

You can select the "driver assist systems" and "navigation" views with the VIEW button on the multifunction steering wheel.

— To change to the "Navigation" view, press the VIEW button in the right-hand area or swipe to the right over the button.

— To change to the "Driver assist systems" view, press the VIEW button in the left-hand area or swipe to the left over

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the button.

Event in the digital instrument cluster

Information and warnings are shown as an event in the digital instrument cluster. The event display appears in the digital instrument cluster from above and is hidden again after some time.

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

WARNING

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

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

Information displays on the digital instrument cluster

Possible notifications in the digital instrument cluster

Depending on the vehicle equipment, various kinds of information can be shown as overlays in the digital instrument cluster:

— Outside temperature display.

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

— Open doors, bonnet and boot lid.

— Speed warnings.

— Speed warning for winter tyres

— Navigation information.

— Mileage displays.

— Range display.

— Remaining charging time during charging of the high-voltage battery *(→ Charging process display)*.

— Personalisation: welcome and user selection.

— Service interval display.

— Warning and information messages

Outside temperature display

If the outside temperature falls below approximately +4°C(around +39°F), the digital instrument cluster shows a snowflake symbol as an overlay display from above ❄. This symbol remains lit until the outside temperature rises above +6°C (+43°F) .

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

— When the vehicle is stationary.

— When the auxiliary heater is being used.

— When travelling at very low speeds.

WARNING

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

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

Open doors, bonnet and boot lid

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

Speed warning for winter tyres

A display in the digital instrument cluster indicates when you have exceeded the set maximum speed.

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

Mileage displays

The odometer records the total distance travelled by the vehicle.

Range display

Approximate calculation of the distance in km that can still be travelled with the current battery charge level under the current driving conditions and with the same consumption. This distance is calculated using factors that include the current energy consumption.

Some notifications in the digital instrument cluster may be overridden by sudden events, e.g. speed warning.

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

If several warnings are present, the symbols will appear at the bottom in the middle of the display for several seconds, one after another. The symbols will continue to appear until the faults are rectified.

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

Charge level and range in the digital instrument cluster

Charge level display

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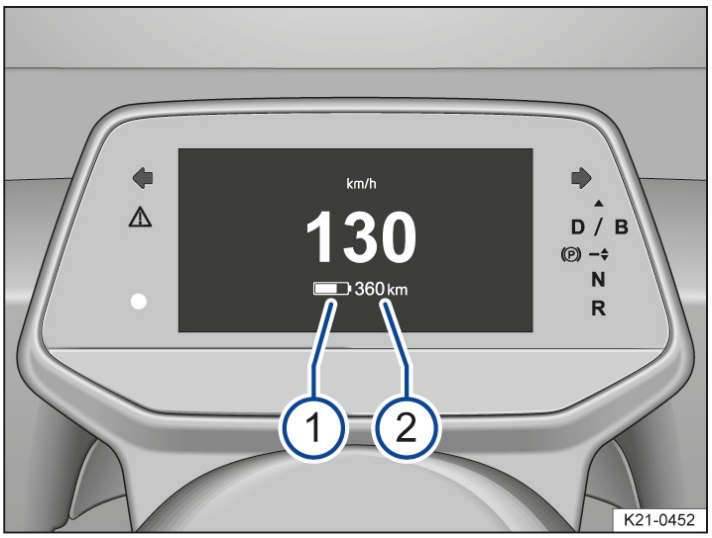


Fig. 1 In the digital instrument cluster: Charge level of the high-voltage battery (1) and the range of the vehicle (2).

The current charge level of the high-voltage battery is displayed in the digital instrument cluster by the symbol → *Fig. 1* (1). The fill level of the battery symbol changes with the charge level.

Range display

The vehicle range is specified in kilometres(km) or miles (mi), depending on the setting → *Fig. 1* (2).

The displayed value is calculated and updated depending on the driving style and ambient conditions. Therefore the range can also vary when the high-voltage battery is fully charged.

Reserve range

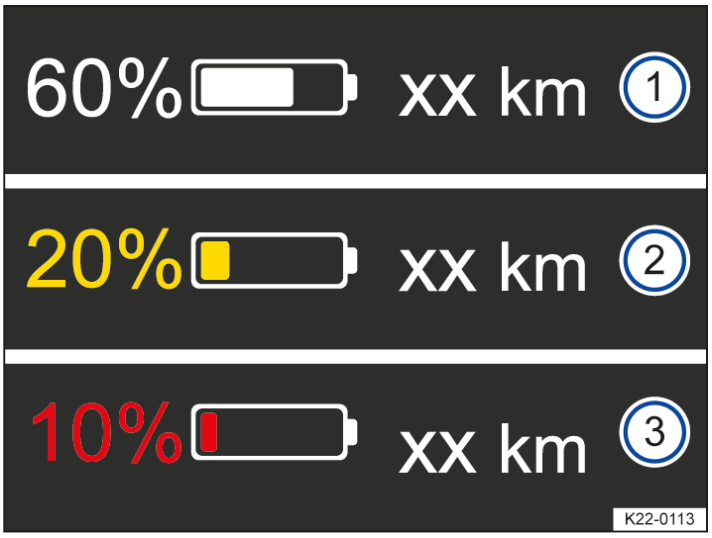


Fig. 2 In the digital instrument cluster: Range and reserve indicator.

(1) Charge level and range.
(2) Reserve capacity warning level 1 and range.
(3) Reserve capacity warning level 2 and range.

Warning levels for the reserve range:

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Yellow

The charge level is equal to or lower than 20%→ *Fig. 2* (2).

Red

The charge level is equal to or lower than 10%→ *Fig. 2* (3).

Charge the high-voltage battery as soon as possible to prevent the vehicle from breaking down→ ⚠.

⚠ WARNING

Driving when the charge level of the high-voltage battery is too low can lead to the vehicle coming to a standstill in traffic, potentially causing accidents and serious injuries.

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

⚠ WARNING

When the charge level of the high-voltage battery reaches the reserve range, this may result in changed vehicle handling, e.g. different acceleration response of the vehicle.

- Always adapt your speed and driving style to suit visibility, weather, road and traffic conditions as well as the charge level of the high-voltage battery.

NOTICE

Self-discharge of the high-voltage battery, e.g. due to the vehicle standing for periods of several months, can lead to the high-voltage battery being damaged if ambient temperatures are high and the high-voltage battery has a low charge level.

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

At very low outside temperatures(and therefore a very cold high-voltage battery)the range of an electric vehicle may be reduced.

Power display

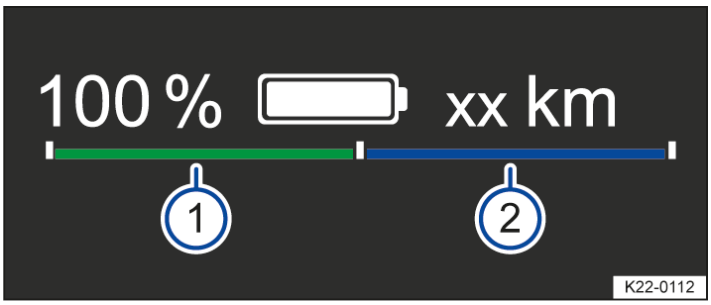


Fig. 1 In the digital instrument cluster: Power display (illustration).

The power display shows the current performance capability of the electric drive and the current electric drive or recuperation power while the vehicle is in motion.

Display concept

When the vehicle's drive system has been activated, the indicator lamp READY lights up in the instrument cluster.

Using the bar divided in the middle, the power display continuously shows the availability of brake energy recuperation → *Fig. 1* (1) (green) to the left and traction → *Fig. 1* (2) (blue) to the right. The availability is unrestricted when the respective bar reaches the end marking. The bar is shown shortened in each case if availability is restricted.

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The current drive power is displayed dynamically by a lighter bar, either as brake energy recuperation power (light green) to the left or traction power (light blue) to the right.

The power limit of the electric drive is reached when the current drive power and currently available performance capability are the same (bars are same length)

The power limit cannot be achieved at all vehicle speeds.

Influencing factors

The following influencing factors apply in addition to the vehicle speed:

— The availability of traction and brake energy recuperation depends on the charge level of the high-voltage battery. Brake energy recuperation may be restricted by a high charge level and traction by a low charge level.

— Very low or very high temperatures of the high-voltage battery can lead to a reduction in the available drive power. This applies to traction and brake energy recuperation

WARNING

If the performance capability of the electric drive is reduced or the charge level of the high-voltage battery has reached the reserve range, the driving characteristics can change, e.g. the acceleration performance of the vehicle.

- Always adapt your speed and driving style to suit visibility, weather, road and traffic conditions as well as the charge level of the high-voltage battery.

ID. Light

The ID. Light is an intelligent light concept that displays additional information on the vehicle status. The ID. Light provides information on the current driving situation when the vehicle's drive system is active and while driving.

The ID. Light displays information from the following systems and functions:

— Locking and unlocking.

— Entry and exit lighting.

— Charging operations.

— Voice control.

— Phone call.

— Navigation.

— Reduced power.

— Operating break.

— Steering wheel contact detection.

— Eco Assistance.

— Park Assist (Park Assist Plus).

— Traffic hazard alert (V2X).

— Adaptive Cruise Control (ACC).

— Autonomous Emergency Braking (Front Assist).

Some of the selections displayed in the submenu have no function.

The displayed information may be changed and extended by a system update.

Brightness

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1. Tap the Vehicle function button on the Infotainment system.
2. Select display content for the Interior. Then tap the ID. Light function button.
3. Adjust the brightness by means of the tap slider.
4. Tap the Home button ▢ to return to the previous menu.

Settings in the Infotainment system

Certain functions of the ID. Light can be activated or deactivated in the vehicle settings in the Infotainment system.

The activated functions are highlighted in colour.

1. Tap the Home button ▢ to return to the previous menu.

Service menu

Opening the Service menu

1. Tap the Vehicle function button in the Infotainment system.
2. In the Vehicle menu, tap the Status function button.
3. Tap the Service function button to display the service information.

   The activated functions are highlighted in colour.

   The number of kilometres and the days until the next inspection are displayed.
4. Tap ↩ to go back to the previous menu.

Resetting the trip recorder

1. Tap the Vehicle function button in the Infotainment system.
2. In the Vehicle menu, tap the Status function button.
3. Tap the Distance covered function button.
4. Tap the 0.0 function button to reset the value.

Displaying vehicle identification number (VIN)

1. Tap the Vehicle function button in the Infotainment system.
2. In the Vehicle menu, tap the Status function button.
3. Tap the Service function button to display the vehicle identification number (VIN
).
   The vehicle identification number (VIN
) is displayed.

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Service interval display

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

Service alert

When an inspection is due, a service announcement will appear on the display when the ignition is switched on.

The number of kilometres or amount of time shown correspond to the maximum number of kilometres or maximum time that can still be driven before the next inspection.

One of the following displays may appear:

— Inspection in xx km!

— Inspection in xx days!

Service event

For a scheduled inspection, an acoustic signal will be given when the ignition is switched on and the spanner symbol will be displayed for several seconds on the digital instrument cluster. The following message will also appear:

— Please have an inspection carried out

Accessing service intervals in the Infotainment system

1. Tap the Vehicle function button.
2. Tap the Status function button.
3. Tap the Service function button to display the service information.

   The activated functions are highlighted in colour.

   The number of kilometres and the days until the next inspection are displayed.

Resetting the service interval display

The service interval display can only be reset as part of an inspection.

The service message goes out automatically after the vehicle's drive system has been active for a few seconds, or when you press the OK button on the multifunction steering wheel.

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Time and date

Setting the time and date in the Infotainment system

1. Tap the Setup function button *(→ Vehicle settings menu)*.
2. Selection the menu option Time and date.
3. Select the time source:
   — Automatic.
   — Manual.

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

Depending on the equipment level and country, the automatic time specification may be limited. In this case, set the time manually.

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Exit menu

You can use the exit menu to adjust some function settings before leaving the vehicle. The exit menu is displayed on the Infotainment system when you deactivate the vehicle's drive system and open the driver door.

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

— Auxiliary heater or stationary air conditioning.

— Interior monitoring.

— Charging the high-voltage battery.

Hiding the menu

The Exit Vehicle menu is hidden automatically when you leave the vehicle.

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

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

Setting

You can select the entries individually and arrange their order.

1. Tap ⊘.
2. Select the desired entries and re-arrange their order as required.
3. ⊘ must be tapped again.

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Vehicle settings menu

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

General information on operating the unit

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

The activated functions are highlighted in colour.

Opening the Vehicle settings menu

1. Switch on the ignition.
2. Switch on Infotainment system if necessary.
3. Tap the Vehicle function button.
4. Depending on the equipment level: Tap the Vehicle menu option and select between the Interior and Exterior function buttons.

   Or: Select the ⚙ menu option.
5. Open the desired option from the sub-menus and make the desired setting.

Systems settings and display of vehicle information

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

— With some equipment levels: 3D vehicle view (interior or exterior).

— Driving data.

— Vehicle status.

When you activate the vehicle's drive system after the 12-volt vehicle battery has been totally discharged, replaced or after a jump start, you may find that system settings, such as personal convenience settings and programming, have been changed or deleted. Check and correct the settings as necessary once the 12-volt vehicle battery has been sufficiently charged.

⚠ WARNING

Accidents and injuries can occur if the driver is distracted. Operating the Infotainment system can distract you from the road.

- Always drive with your full attention and responsibly.

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Introduction



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

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

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

Function conditions

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

WARNING

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

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

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

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

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Limits of the Driver Alert System

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

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

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

— Roads with bends.

— Poor roads.

— Adverse weather conditions.

— Road works.

— Sporty driving style.

— Driving with trailers .

— The driver is distracted.

The Driver Alert System is reset in the following situations:

— The ignition is switched off.

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

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

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

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Hiding a message

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

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

Switching on and off

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

When the vehicle's drive system is activated, the Driver Alert System switches on automatically.

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Introduction

Dynamic Road Sign Display uses a camera on the dash panel to monitor standard road signs and informs the driver of any detected speed limits, overtaking restrictions and danger signs. Within the system limits, the system also displays a sub-plate to indicate temporary restrictions, for example. In some cases, the system can also display the current speed limits on non-signposted routes.

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

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

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

Display of traffic signs

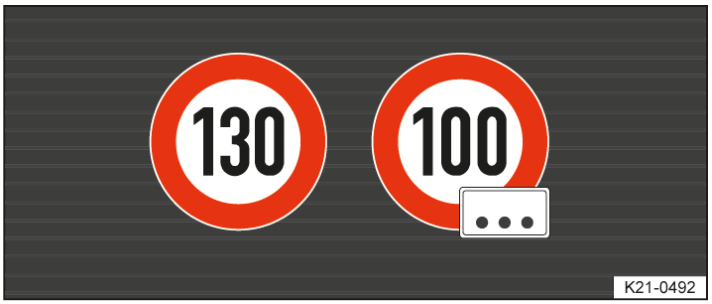


Fig. 1 On the instrument cluster display: Detected speed limits with the generic sub-plates (illustration).

After validation and evaluation of the information from the camera, the Infotainment system and the current vehicle data, the active Dynamic Road Sign Display shows up to two valid road signs and one generic additional sign *→ Fig. 1*:

1st position:

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

2nd position:

A further road sign can be displayed in the second position, for example a danger sign.

Additional signs:

A detected sub-plate, e.g. with time restrictions, is displayed under the valid road sign. Due to system limitations, a generic sub-plate is displayed instead of the sub-plate actually detected.

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

No-entry warning

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

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WARNING

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

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

WARNING

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

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

Limits of Dynamic Road Sign Display

Error messages

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

  Or: the camera has not detected any regulatory or warning signs.

Fault: Dynamic Road Sign Display.
: System fault. If the fault persists, go to a correspondingly qualified workshop.

Speed warning currently not available.
: Fault in the Dynamic Road Sign Display system speed warning. If the fault persists, go to a correspondingly qualified workshop.

Dynamic Road Sign Display: Clean the windscreen!
: The windscreen is dirty in the area of the camera or the camera view is impaired due to the weather conditions. Clean the windscreen.

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

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

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

Function limitations

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

— High ambient temperatures or long periods of direct sunlight.

— Poor visibility, for example when it snows.

— When dazzled, e.g. by oncoming traffic or sunlight.

— High speeds.

— Covered or dirty camera.

— Road signs that are located outside of the camera's field of view.

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— Partially or fully hidden road signs, e.g. by trees, snow, dirt or other vehicles.
— Road signs that do not correspond to the standard design.
— Damaged or bent road signs.
— Variable road signs on gantries (changeable road sign display usingLED s or other light sources).
— Out-of-date map material of the Infotainment system.
— Vehicles have that have road sign stickers, e.g. speed restrictions on trucks.

Using Dynamic Road Sign Display

Speed warning function

If the Dynamic Road Sign Display detects that an applicable speed limit has been exceeded, it issues a visual warning signal or warns visually and acoustically with a message on the instrument cluster display.

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

Trailer mode

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

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

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Introduction

Assuming an incorrect sitting position considerably impairs the level of protection provided by a seat belt. This could lead to severe or even fatal injuries. The risk of severe or fatal injuries is especially increased when a deploying airbag strikes a vehicle occupant who has assumed an incorrect sitting position. The driver is responsible for all occupants transported in the vehicle, especially children.

Number of seats

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

Each seat is equipped with a seat belt.

Retrofitting seats

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

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

WARNING

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

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

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Correct sitting position

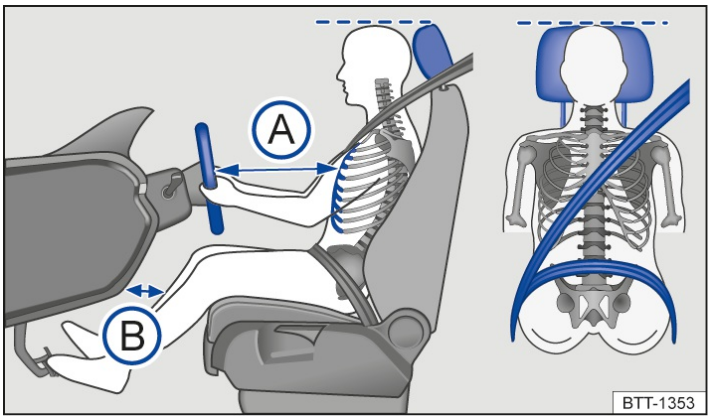


Fig. 1 Illustration: correct distance between the driver and the steering wheel, correct seat belt routing and correct head restraint adjustment.

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

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

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

The following applies to all vehicle occupants:

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

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

— For taller people, push the head restraint up as far as it will go.

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

— Adjust and fasten seat belts properly .

Additional points for the driver:

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

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

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

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

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

Additional points for the front passenger:

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

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

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deployed.

Introduction

If worn properly, seat belts hold the vehicle occupants in the correct sitting position during an accident or braking manoeuvre, providing maximum protection.

⚠ WARNING

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

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

⚠ WARNING

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

- Never damage the belt by trapping it in the door or in the seat mechanism.
- If the belt webbing, belt connections, belt retractor or seat belt buckle become damaged, the seat belt or belt attachment element in question must be replaced immediately by a correspondingly qualified workshop. The correspondingly qualified workshop must use correct spare parts that are compatible with the vehicle, equipment level and model year.
- Never try to repair, modify or remove the seat belts or belt attachment elements yourself. Have all repairs to seat belts, belt retractors and buckles carried out by a correspondingly qualified workshop. The correspondingly qualified workshop must only replace the seat belt with a seat belt approved for the seat.
- Have seat belts that have been subjected to stress and stretched during an accident replaced by a correspondingly qualified workshop. Renewal may be necessary even if there is no apparent damage. Also check the anchorages of the seat belts.

⚠ WARNING

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

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

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Seat belt prompt



Fig. 1 On the display of the instrument cluster: Warning lamp.

Seat belt warning system for the front seats

If the driver or front passenger seat is occupied by an adult, an acoustic warning will be emitted for 126 seconds if the seat belts are not fastened at the start of a journey and the vehicle reaches a speed of more than approximately 25 km/h (15 mph) or if the seat belts are unfastened while the vehicle is in motion. The red warning lamp will also flash → *Fig. 1*.

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

Fasten seat belt prompt for the rear seats (depending on country and equipment)

When the ignition is switched on, the fasten seat belt prompt for the rear seats on the instrument cluster display shows the driver whether the adult rear seat passengers have fastened their seat belts.

The red symbol indicates that the passenger on this seat has not fastened their seat belt.

The green symbol indicates that the passenger on this seat has fastened their seat belt.

The white symbol indicates that this seat is not occupied.

If a seat belt for one of the rear seats is unfastened while the vehicle is in motion, the symbol will light up red for this seat. The red warning lamp also flashes on the instrument cluster display in the lower area. An acoustic signal will also sound for 126 seconds if the vehicle is travelling faster than approximately 25 km/h (around 15 mph).

WARNING

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

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

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Fastening and unfastening seat belts

Fastening the seat belts

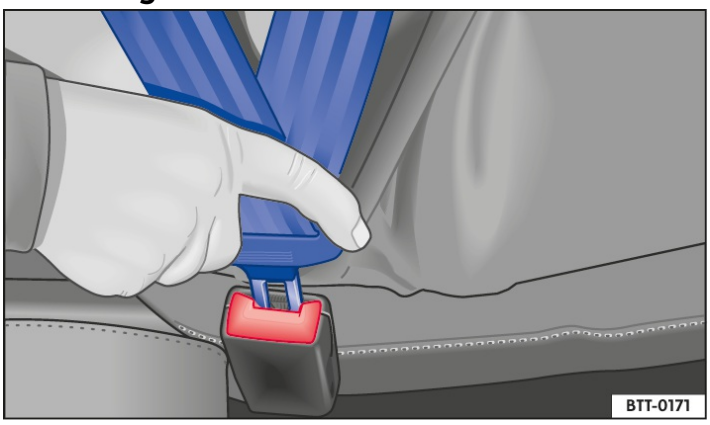


Fig. 1 Inserting the seat belt latch plate into the buckle.

Fasten seat belts before every trip.

1. Adopt correct sitting position *(→ Sitting position)*.
2. Take hold of the belt and pull it evenly across your chest and pelvis. Do not twist the belt when doing this.
3. Insert the latch plate securely into the buckle belonging to the occupied seat→ *Fig. 1*.
4. Pull on the seat belt to ensure that the latch plate is securely locked in the buckle.

Unfastening the seat belts

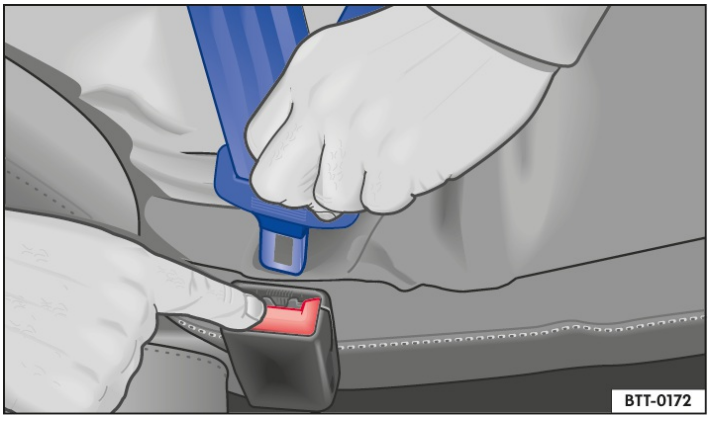


Fig. 2 Removing the latch plate from the buckle

Unfasten seat belts only when the vehicle is stationary.

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

Twisted seat belt

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

1. Take hold of the latch plate then slowly and carefully pull out the seat belt.
2. Untwist the seat belt and guide it back slowly by hand.

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3. Fasten the seat belt even if you are unable to undo the twist.

   However, the twist should not be in part of the seat belt that comes into direct contact with the body.

4. Contact a correspondingly qualified workshop as soon as possible to have the twist removed.

Seat belt routing

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

Correct seat belt routing

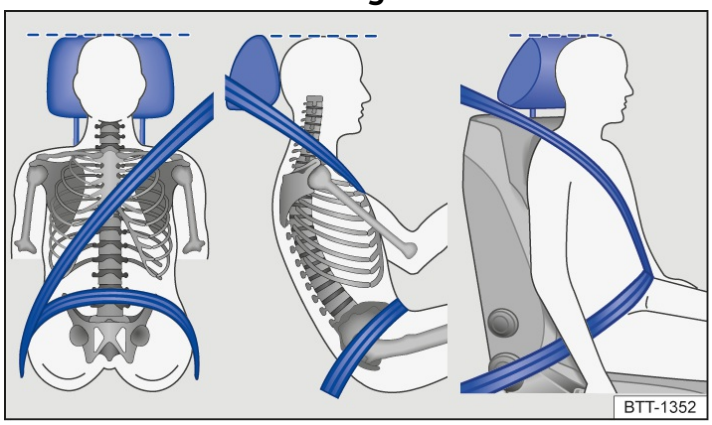


Fig. 1 Correct seat belt routing and head restraint adjustment

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

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

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

Correct seat belt routing during pregnancy

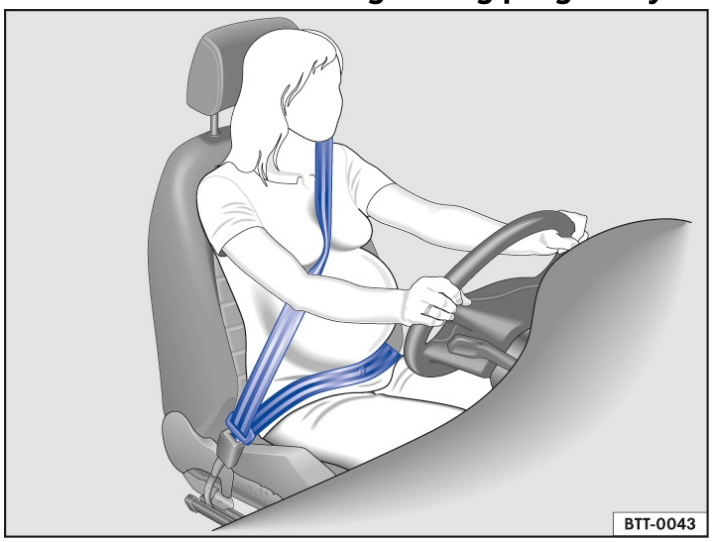


Fig. 2 Correct seat belt routing during pregnancy

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

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Correct seat belt routing according to height

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

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

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

WARNING

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

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

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

Seat belt height adjuster

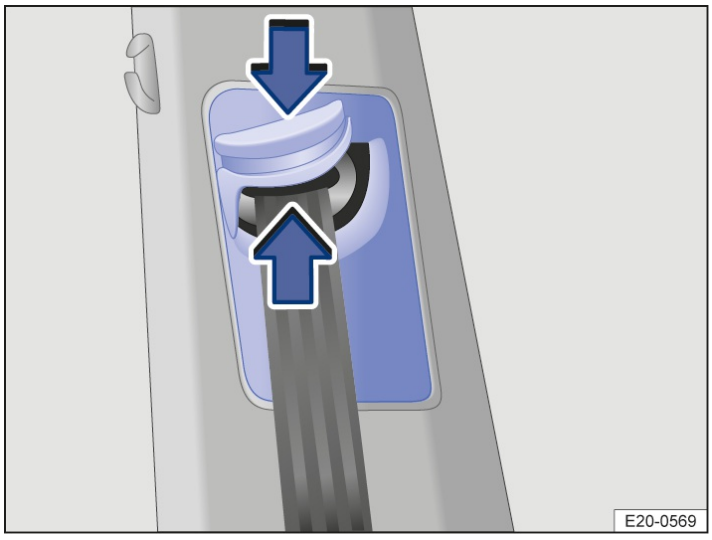


Fig. 1 Next to the front seats: seat belt height adjuster.

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

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

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

⚠ WARNING

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

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

Belt retractor, belt tensioner, belt tension limiter

The seat belts in the vehicle are part of the vehicle safety concept and include the following important functions:

Automatic belt retractor

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

Belt tensioners

The seat belts of the driver seat and the outer front passenger seat are equipped with belt tensioners depending on the equipment level.

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

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

⚠ WARNING

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

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

Reversible belt tensioning (proactive occupant protection system)

The seat belts are fitted with reversible belt tensioning, depending on the equipment level. Fastened seat belts on the outer front seats may be tensioned automatically by the proactive occupant protection system in critical situations, for example during an emergency stop or in the event of oversteering or understeering. Both seat belts are slackened if the accident does not happen, or when the critical situation has passed. The proactive occupant protection system is ready to be triggered again.

In certain situations, you can reverse the tensioning process for seat belts. Examples include:

— Strong braking.

— Oversteer or understeer.

— Minor collisions.

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The reversible belt tensioners may remain continuously tensioned after certain driving situations. In this case, the seat belts must be manually unfastened when the vehicle is stationary and then fastened correctly again in order to release the belt tensioning.

Belt tension limiter

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

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

Service and disposal of belt tensioners

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

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

WARNING

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

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

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

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Introduction

The proactive occupant protection system is an assistance system that initiates action to protect vehicle occupants in dangerous situations. However, the system cannot prevent a collision.

Speed range

The basic function of the proactive occupant protection system is available when driving forwards at speeds from approx. 30 km/h (19 mph).

Displays



In the event of intervention by the proactive occupant protection system, the red warning lamp lights up on the instrument cluster display.

WARNING

The intelligent proactive occupant protection system cannot overcome the laws of physics, and functions only within the limits of the system. Never let the extra convenience afforded by the proactive occupant protection system tempt you into taking any risks when driving. The system cannot prevent a collision. The system is not a substitute for the full concentration of the driver.

- Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- The system cannot detect objects in all situations.
- The proactive occupant protection system does not react to animals or poorly visible objects.
- Reflective objects such as safety barriers, tunnel entrances, heavy rain and ice can impair the performance of the proactive occupant protection system and thus prevent it from detecting a collision risk.
- The system may be falsely triggered.

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Functions of the proactive occupant protection system

Basic functions

The following functions may be triggered individually or together in critical driving situations, e.g. in the event of emergency braking, understeer and oversteer or minor collisions:

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

— Depending on the vehicle equipment, automatic closing of the side windows down to a small gap.

— Activation of the hazard warning lights.

The belts may be tensioned individually or together depending on the respective critical driving situations.

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

For vehicles with Autonomous Emergency Braking(Front Assist), the system limits also include calculation of the probability of a rear-end collision with the vehicle in front. If the system detects that a rear-end collision is likely, or initiates severe braking, it can trigger the proactive occupant protection system.

Additional functions for vehicles with Emergency Assist

The proactive occupant protection system may be triggered in vehicles with Emergency Assist if no driver activity is detected.

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

— Reversible belt tensioning of the driver's fastened seat belt for a brief or extended period of time.

— Depending on the vehicle equipment, automatic closing of the side windows down to a small gap.

Setting in driving profile selection

In vehicles with driving profile selection, the proactive occupant protection system is adapted to the special vehicle setup of the respective driving profile.

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Limits of the proactive occupant protection system

The availability of the proactive occupant protection system depends on country-specific legal regulations and the vehicle equipment.

The proactive occupant protection system will not be available, or will only be available to a limited extent, in the following situations:

— Malfunction in the ESC, reversible belt tensioners *(→ Belt retractor, belt tensioner, belt tension limiter)* or airbag control unit *(→ Indicator lamp for standard airbag system)*.

— TCS or ESC is restricted *(→ Brake support systems)*.

— Autonomous Emergency Braking (Front Assist) is restricted or has a system fault.

— Emergency Assist is restricted or has a system fault.

— Reverse gear is engaged.

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A message is shown for a short time on the instrument cluster display.

The proactive occupant protection system functions are restricted or the system is not available.

1. Ending and re-establishing the electric drive .
2. In the event of a persistent malfunction, have the proactive occupant protection system checked by a suitably qualified workshop.

Depending on the malfunction, additional information may be displayed in the vehicle status.

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Introduction

The airbags are not a substitute for seat belts, which must always be worn.

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

The airbags are not triggered as a result of all visible vehicle damage.

Situations in which the airbags are not always triggered:

— If the ignition is switched off during a collision.

— In minor frontal collisions.

— During a minor side collision.

— During rear collisions.

— If the rotational speed measured by the control unit is too low in the event of a vehicle rollover.

— In collisions at low speed.

Injuries such as swelling, bruising, burns and grazes cannot be excluded when an airbag is triggered.

WARNING

If there are any objects located between the vehicle occupants and the deployment zone of the airbag, these objects change the airbag's deployment zone and increase the risk of injury when the airbag triggered. The objects could enter the deployment zone of the airbag during sudden braking or driving manoeuvres and then be flung dangerously through the vehicle interior if the airbag is activated.

- Never carry any objects in your hands or on your lap while the vehicle is in motion.
- Never transport any objects on the front passenger seat.

WARNING

The airbag system can only be triggered once. After the airbags have triggered, they lose their protective effect and must be replaced. If the airbags do not have their protective effect, this increases the risk of injury in the event of sudden braking or driving manoeuvres.

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

WARNING

Fine dust particles or steam may be released when the airbags are triggered. This is normal and does not mean that there is a fire in the vehicle. The fine dust can cause irritation to the skin and eye membranes and cause breathing difficulties, particularly for people suffering from asthma or people who have (had) other respiratory problems.

- To help reduce breathing difficulties, get out of the vehicle or open the windows or doors for more fresh air.
- If you come into contact with the dust, you should wash your hands and face with a mild soap and water before eating.
- If dust has entered your eyes, rinse them with water.

WARNING

Cleaning agents that contain solvents cause the surface of the airbag modules to become porous. In an accident that triggers the airbag, loose plastic parts can cause serious injury.

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

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Type of front passenger front airbag system

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

Airbag system

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

Characteristics of the airbag system:

— Front passenger front airbag in the dash panel.

— Indicator lamp in the instrument cluster display.

Airbag system with front passenger front airbag deactivation

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

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

— Front passenger front airbag in the dash panel.

— Indicator lamp in the instrument cluster display.

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

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

— Key-operated switch on the front passenger side.

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Indicator lamp

Functional check

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

Fault in airbag or belt tensioner system

The yellow indicator lamp lights up continuously. In addition, a message may be displayed in the instrument cluster. A malfunction has been detected in at least one airbag or belt tensioner.

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

Airbag or belt tensioner system deactivated with diagnostic tool

The yellow indicator lamp lights up for around 4 seconds when the ignition is switched on and then flashes for around 12 seconds. In addition, a message may be displayed in the instrument cluster. At least one airbag or belt tensioner was deactivated with a diagnostic tool.

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

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Fitting locations and deployment zones

The airbag fitting locations are identified by the text “AIRBAG”.

The areas inside the red lines in the airbag figures are covered by the airbags when the airbags are triggered (deployment zone). You must never leave or attach any objects in these areas→⚠.

⚠ WARNING

Once triggered, the airbag inflates at very high speed in milliseconds. This could cause objects to be flung through the interior. This can cause serious injuries.

- Always keep the deployment zones of the airbags clear.
- Never secure any items on the covers or in the deployment zones of the airbags.
- Do not affix stickers or cover the fitting locations of the airbags and the surfaces in the airbag deployment zones or modify these components in any way.
- No other people, animals or objects may be carried between the vehicle occupants and the airbag deployment zones. Ensure that children and passengers keep to this rule.
- Do not attach any objects, e.g. mobile navigation devices, to the windscreen above the front airbag on the front passenger side.
- Only push the sun visors over to the side windows if no items are attached to them (e.g. pens or the remote control for a garage door).
- Do not install any sun blinds on the side windows unless they have been expressly approved for use in your vehicle.
- The coat hooks in the vehicle should be used only for lightweight clothing. Never keep any heavy or sharp objects in the pockets.
- Do not fit any accessories to the doors.

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Front airbags

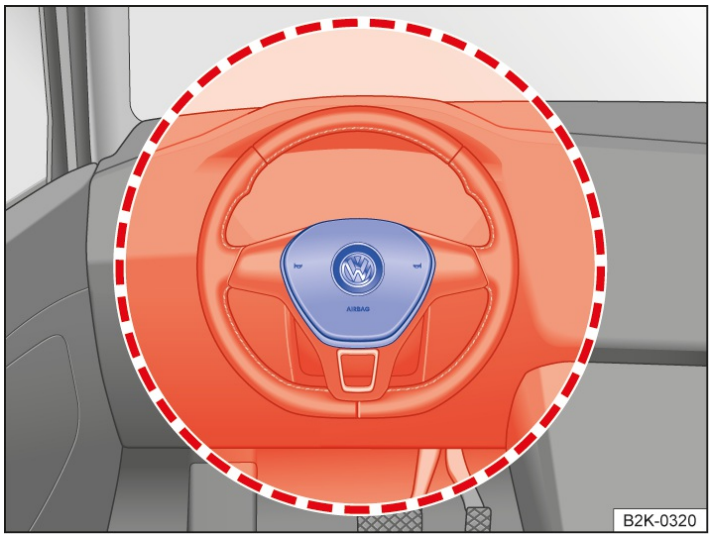


Fig. 1 Fitting location and deployment zone of the driver front airbag (illustration).

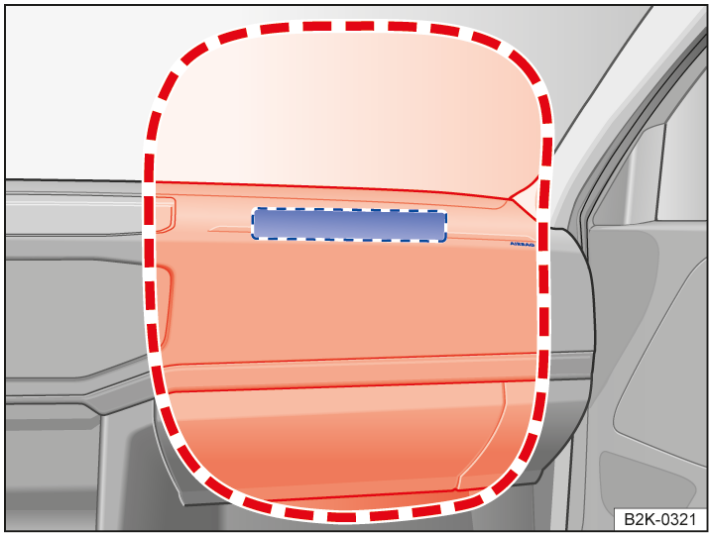


Fig. 2 Fitting location and deployment zone of the front passenger front airbag (illustration).

WARNING

An incorrect sitting position can prevent the front airbags from functioning correctly and cause serious injuries.

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

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Switching the front passenger front airbag on and off



Fig. 1 In the glove box: key-operated switch for switching the front passenger front airbag on and off.

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

Observe the country-specific specifications for use of child seats on the front passenger seat.

Deactivation of the front passenger front airbag is not available in all countries. If there is no key-operated switch in the vehicle, the front passenger airbag can only be switched off by a suitably qualified workshop.

Front passenger front airbag switched on



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

ON The yellow indicator lamp for the activated front passenger front airbag lights up for around 60 seconds after the ignition is switched on or after switching on the front passenger front airbag with the key-operated switch → *Fig. 2* and then goes out automatically. The front passenger front airbag has been switched on.

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

Front passenger front airbag deactivated



Fig. 3 In the roof console: indicator lamp showing front passenger front airbag disabled.

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OFF The yellow indicator lamp lights up continuously→ *Fig. 3*. The front passenger front airbag has been switched off.

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

Enabling the front passenger front airbag

1. Switch off the ignition.
2. Open the glove box.
3. Remove the manual key from the vehicle key.
4. Insert the key bit into the key-operated switch in the glove box until the second point of resistance→ *Fig. 1*. Around three quarters of the key bit should be inserted in the key-operated switch at this point →⚠.
5. The manual key can then be turned to position ON relatively gently.
6. Remove the manual key from the key-operated switch.

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

Deactivating the front passenger front airbag

1. Switch off the ignition.
2. Open the glove box.
3. Remove the manual key from the vehicle key.
4. Insert the key bit into the key-operated switch in the glove box until the second point of resistance→ *Fig. 1*. Around three quarters of the key bit should be inserted in the key-operated switch at this point →ⓘ.
5. The manual key can then be turned to position OFF relatively gently.
6. Remove the manual key from the key-operated switch and fold the key bit away.
7. Close the glove box.

The PASSENGER AIR BAG OFF indicator lamp in the roof console lights up continuously when the ignition is switched on *(→ Indicator lamp for standard airbag system)*.

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

Recognising a deactivated front passenger front airbag

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

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

Side airbags

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DANGER

Please observe important safety notes on the front passenger front airbag *(→ Child seats)*

DANGER

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

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

WARNING

Do not leave the manual key inserted in the key-operated switch while the vehicle is in motion.

- Vibrations in the vehicle could cause the manual key to turn in the key-operated switch, which could then activate the front passenger front airbag.
- Untimely inflation of the front passenger front airbag could lead to serious or fatal injuries.

NOTICE

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

NOTICE

Do not leave the manual key inserted in the key-operated switch when closing the glove box as this can damage the key-operated switch and the manual key.

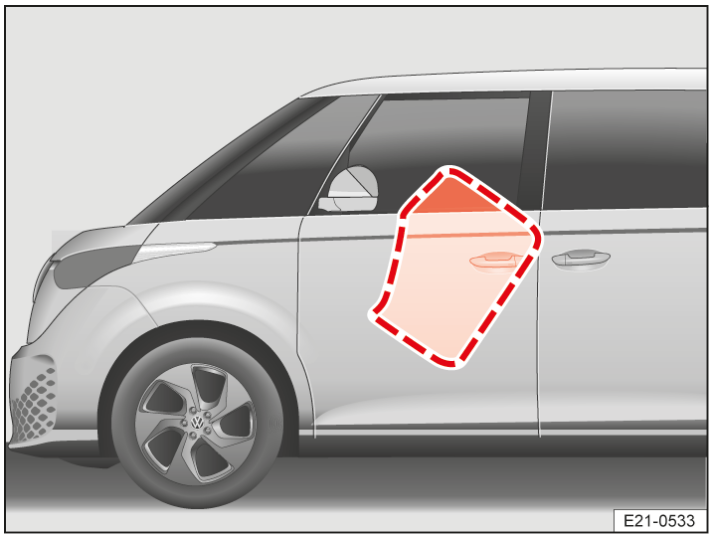


Fig. 1 On left-hand side of vehicle: deployment zone of the side airbag.

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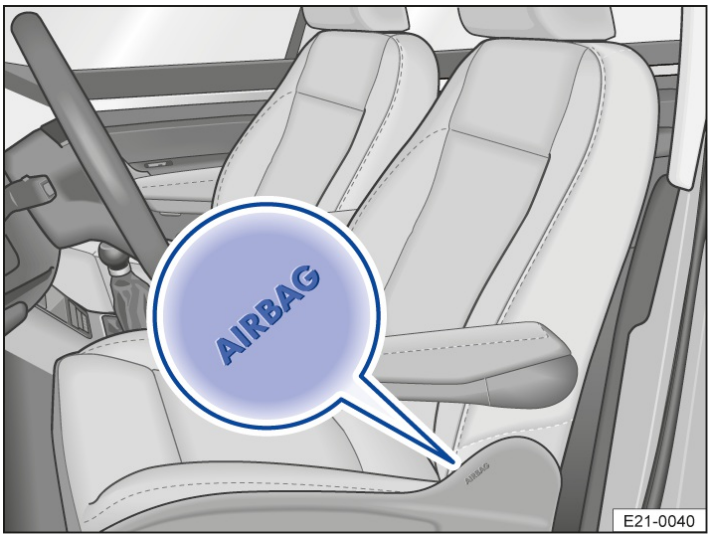


Fig. 2 On the side of the front seat: location of the side airbag.

WARNING

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

- Never remove the front seats from the vehicle or modify any part of them.
- Do not apply excessive force to the seat backrest bolsters.
- Do not fit seat covers or protective covers over the seats unless they have been expressly approved for use in the vehicle.
- Have any damage to the original seat covers or around the seams of the side airbag units repaired immediately by a correspondingly qualified workshop.

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Curtain airbags

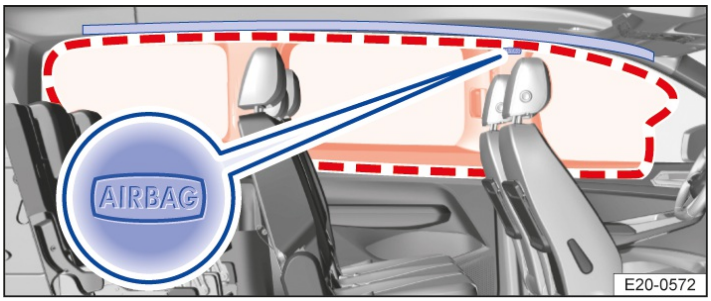


Fig. 1 On the left-hand side of the vehicle: location and deployment zone of the curtain airbag.

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

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Central airbag

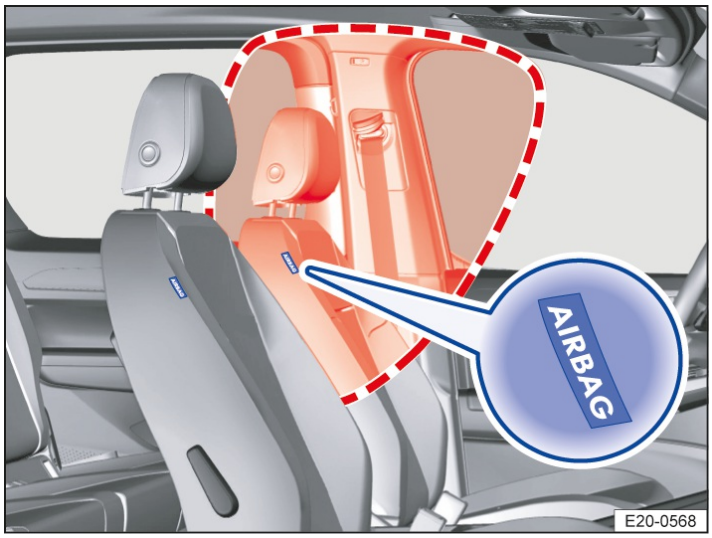


Fig. 1 In the inner backrest padding of the driver seat: central airbag.

WARNING

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

- Never remove the front seats from the vehicle or modify any part of them.
- Do not apply excessive force to the seat backrest bolsters.
- Do not fit seat covers or protective covers over the seats unless they have been expressly approved for use in the vehicle.
- Have any damage to the original seat covers or around the seams of the centre airbags repaired immediately by a qualified workshop.

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Introduction

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

Note the following:

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

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

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

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

⚠ WARNING

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

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

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Types of child seat

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

Standards for child seats

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

— Weight class.

— Size class.

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

— Approval number.

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

Child seat weight classes



Fig. 1 Example illustrations of child seats.

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

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

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

— Weight classes 2/3: groups 2 and 3 include child seats with a backrest, and booster seats with no backrest. Child seats with a backrest have integrated seat belt routing and side padding, and so provide better protection than booster seats with no backrest. The use of child seats with backrests is recommended. Group 2 child seats are for children up to the age of about 7, group 3 child seats for those older than 7.

When using a Group 2 child seat, use the fourth anchorage point of the child seat, if available, for the seat belt. Please observe the instructions for use of the child seat.

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Not every child will fit in the child seat specified for their weight group. Likewise, not every seat will fit in every vehicle. Therefore it is vital to check that the child fits properly in their child seat and that the child seat can be securely fastened in the vehicle.

Child seat approval categories

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

- Universal: child seats with “universal” approval are approved for use in all vehicles. No type list is required. ISOFIX child seats with universal approval must also be secured using a top tether.
- Semi-universal: “semi-universal” approval requires other safety devices for attaching the seat(that require additional testing) in addition to the standard requirements for universal approval. Child seats with “semi-universal” approval come with a type list. The seats should only be used in vehicles that are included on this list. Please refer to the child seat manufacturer's vehicle type list to find out whether the child seat may be fitted in the vehicle.
- Vehicle-specific: a child seat with vehicle specific approval must have undergone dynamic testing in each model of vehicle for which it is approved. Child seats with “vehicle-specific” approval also come with a type list. Please refer to the child seat manufacturer's vehicle type list to find out whether the child seat may be fitted in the vehicle.
- i-Size: child seats classified as i-Size must conform to the installation and safety requirements prescribed in regulation ECE-R 129. Contact the child seat manufacturer to find out which child seats are approved for this vehicle in accordance with i-Size.

Installing and using child seats

Country-specific regulations

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

Information on fitting a child seat

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

- Read and follow the instructions provided by the child seat manufacturer→ ⚠.
- Whenever possible, fit the child seat on the rear bench seat behind the front passenger seat so that children can exit the vehicle on the kerb side.
- Set the seat belt height so that the seat belt routing follows a natural line and is adjusted to the child seat without turning back on itself. For rear-facing child seats, use the lowest position of the belt height adjuster.
- Deactivate the front passenger front airbag if fitting a rear-facing child seat on the front passenger seat.
- When fitting on the front passenger seat, push the front passenger seat back fully and adjust the seat to the highest position. Set the backrest to the upright position *(→ Sitting position)*.
- When using child seats on the rear bench seat in the second row of seats, move the backrest to the steepest position.
- When using child seats of group 0, 0+ or 1 and i-Size child seats for children up to a height of 105 cm on the rear bench seat in the second row of seats, push the rear bench seat to a rear position.
- When using child seats of group 2/3 and i-Size child seats for children as from a height of 100 cm on the rear bench seat in the second row of seats, push the rear bench seat to the furthest forward position.
- Always ensure that there is enough space around the child seat. If necessary, adjust the position of the seat in

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front. When doing so, ensure that the driver or front passenger can still maintain a correct sitting position *(→ Sitting position)*.

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

Airbag sticker



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



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

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

— On the front passenger sun visor → *Fig. 1*.

— On the B-pillar on the front passenger side → *Fig. 2*.

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

Risks involved in carrying children on the front passenger seat

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

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

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

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

Risks presented by side airbags and centre airbags

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

⚠ DANGER

Observe the important safety instructions for the front passenger front airbag *(→ Standard airbag system)*.

⚠ DANGER

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

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

⚠ WARNING

Child seats present a risk of injury if incorrectly installed.

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

⚠ WARNING

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

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

⚠ WARNING

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

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

Securing systems

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

Overview of securing systems

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

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

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

Additional securing points:

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

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

Recommended child seat securing systems

Child seats should be secured as follows:

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

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

⚠ WARNING

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

⚠ WARNING

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

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

Securing child seats with ISOFIX and top tether

Overview of child seat installation with ISOFIX and i-Size

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

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

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

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

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

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

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

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

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

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

Installing child seats with ISOFIX/i-Size

The location of the ISOFIX anchor points is indicated by one of the following symbols.

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

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

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Fig. 1 On the rear seats: Marking variants identifying the ISOFIX anchor points for child seats.

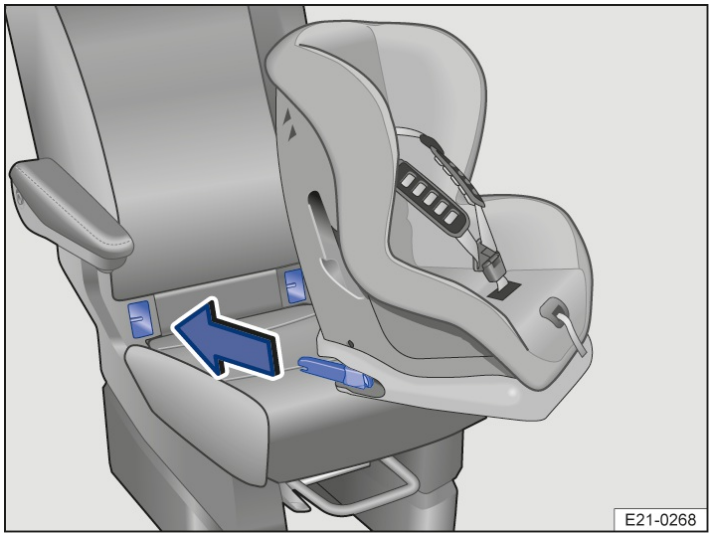


Fig. 2 Illustration: Fitting an ISOFIX child seat with attachment arms.

1. Observe the instructions *(→ Child seats)*.
2. Push the attachment arms of the child seat in the direction of the arrow onto the ISOFIX or i-Size retaining rings *→ Fig. 2*. The child seat must click and audibly securely into place.
3. Pull on both sides of the child seat to check whether the seat has clicked properly into place.

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

Securing child seats with the top tether



Fig. 1 Illustration: label showing the top tether attachment point.

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

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

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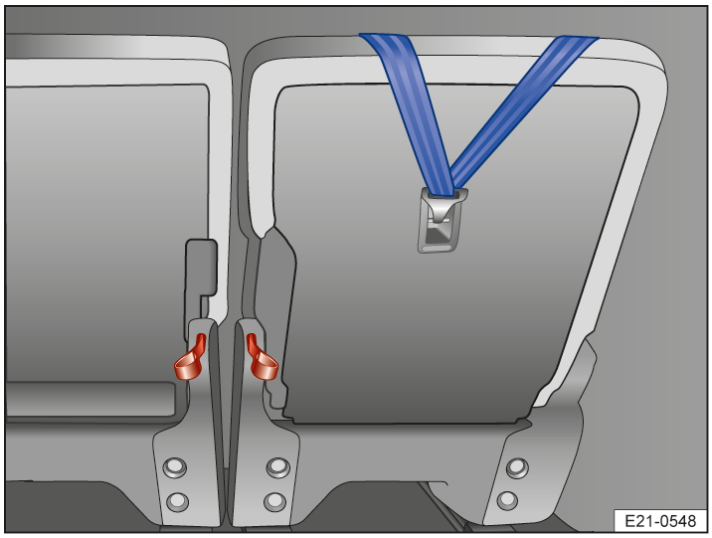


Fig. 2 Rear seats: top tether fitted.

1. Observe the instructions *(→ Child seats)*.
2. Fully push up the head restraint located behind the child seat.

   Or remove the head restraint located behind the child seat and stow it securely in the vehicle.
3. Push the attachment arms on the child seat into the ISOFIX anchor points as shown by the arrows *(→ Child seat with ISOFIX)*. The child seat must click and audibly securely into place.
4. If necessary, push the seat forward.
5. Guide the top tether strap on the child seat behind the seat and hook it into the top tether attachment point *→ Fig. 2*.
6. Tighten the tether so that the top of the child seat rests against the rear seat backrest.

⚠ WARNING

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

- Each anchor ring can hold only *one* child seat restraining strap.
- Never fasten the strap on a child seat to any other fastening rings.

⚠ WARNING

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

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

Securing a child seat using the seat belt

If you want to fit a child seat from the “universal”(u) approval category in your vehicle, you must first ensure that it is approved for the seat position in question. Important information is given on the orange ECE approval label on the child seat. Installation options are shown in the table below.

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Group		Child's weight	Front passenger seat		Rear seats
			Front passenger front airbag is activated	Front passenger front airbag is deactivated	
Group 0		up to 10 kg	x	u	u
Group 0+		up to 13 kg	x	u	u
Group 1	Rear facing	9 to 18 kg	x	u	u
	Forward facing	9 to 18 kg	u	x	u
Group 2		15 to 25 kg	u	x	u
Group 3		22 to 36 kg	u	x	u

u: Universal; x: Seat not suitable for attaching a child seat in this group.

Securing a child seat using the seat belt

1. Observe the instructions *(→ Child seats)*.
2. When fitting on the front passenger seat, push the front passenger seat back fully and adjust the seat to the highest position. Set the backrest to the upright position.
3. Remove the head restraint, if necessary *(→ Head restraints)*.
4. Set the seat belt height so that the seat belt routing follows a natural line and is adjusted to the child seat without turning back on itself. For rear-facing child seats, use the lowest position of the belt height adjuster.
5. Put on the seat belt according to the instructions of the child seat manufacturer and guide it through the child seat.
6. Ensure that the seat belt is not twisted.
7. Insert the latch plate into the buckle for the appropriate seat and push it down until it audibly engages.

Making you and your vehicle safe

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

Checklist

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

1. Stop the vehicle at a safe distance away from moving traffic and on a suitable surface.
2. Switch on the hazard warning lights with the ⚠ button.
3. Operate the electronic parking brake.
4. Deactivate the vehicle's drive system.
5. Ensure that all occupants exit the vehicle and go straight to a safe place away from moving traffic, e.g. behind the safety barrier. Observe the country-specific regulations concerning high-visibility waistcoats.

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6. Take all vehicle keys with you when you leave the vehicle.
7. Place the warning triangle in position to draw the attention of other road users to your vehicle.
8. Allow the electric drive to cool down and if necessary seek suitably qualified expert assistance.

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

Switch on the hazard warning lights

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

— If the traffic in front slows suddenly.

— You reach the end of a traffic jam.

— There is an emergency situation.

— The vehicle has broken down.

— When tow-starting or towing.

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

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

WARNING

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

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

WARNING

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

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

NOTICE

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

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

In some vehicles, if you brake hard at speeds over approximately 60 km/h (37 mph), the brake lights will flash to warn the traffic behind. If you then continue to brake, the hazard warning lights will be switched on automatically at speeds under approximately 10 km/h (6 mph). The brake light will light up steadily. Once the vehicle starts to accelerate, the hazard warning lights will switch off again.

Equipment for an emergency

First-aid kit

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

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

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— In the front door trim.

— Behind a cover on the right of the luggage compartment.

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

Warning triangle

The warning triangle must comply with legal requirements.

The warning triangle is located in the boot lid.

High-visibility waistcoat

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

Fire extinguisher

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

⚠ WARNING

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

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

Information call, breakdown call and Emergency Call Service



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

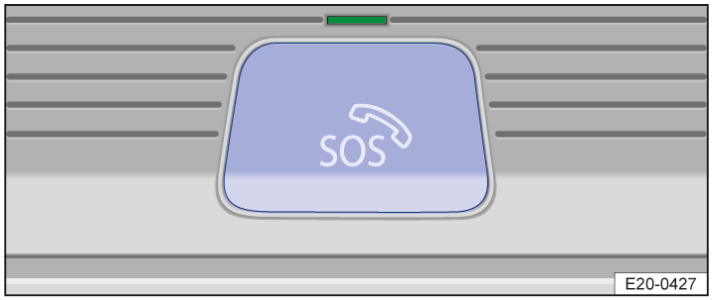


Fig. 2 In the roof console: Control for eCall Emergency System (behind button cover)

ℹ Information call.

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Breakdown Call.

Emergency Call Service.

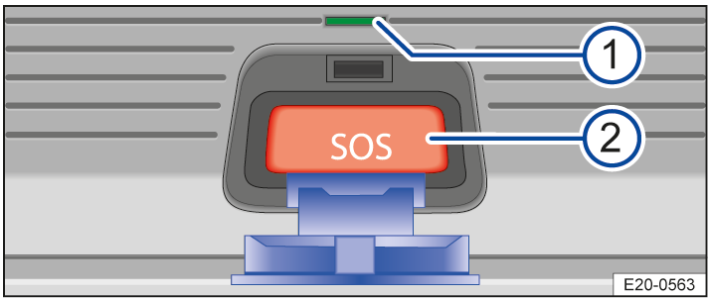


Fig. 3 Control for Emergency Call: Indicator lamp and button.

1 Indicator lamp.

2 Button for Emergency Call Service.

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

The emergency call function allows help to be organised very quickly in danger situations. A voice connection is established to a public emergency call centre. The call centre communicates in the language of the country in which the vehicle is located. In addition, data relevant to the emergency call and required by law is transmitted automatically to the public emergency call centre, e.g. the current vehicle position.

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

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

Indicator lamp for the Emergency Call Service

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

Indicator lamp is not lit up: emergency call is not available.

Indicator lamp flashes red for about 20 seconds after the ignition has been switched on: emergency call is deactivated.

Indicator lamp lights up red continuously: system fault. Emergency call is restricted or not available.

The indicator lamp lights up green: emergency call is available, system ready for operation.

The indicator lamp flashes green: emergency call is active.

WARNING

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

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

Information Call

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

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

Breakdown Call

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

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

Initiating an emergency call manually

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

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

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

Automatic emergency call

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

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

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

Integrated battery

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

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

Data transmission

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

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

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

The transmitted data include the following:

— Current position of the vehicle when the emergency call was initiated.

— Two further positions shortly before the emergency call was initiated(route, a few 100 m, or around 328 ft).

— Vehicle identification number (VIN).

— Type of vehicle drive.

— Vehicle class.

— Type of initiation (automatic or manual).

— Type of call.

— Direction in which the vehicle was moving when the emergency call was triggered.

— Time of the collision.

— Reliability of the positioning data.

— Data record version.

— Counter for transmitted data records per call.

— Estimated number of passengers per call.

Troubleshooting

SOS eCall emergency call system fault

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

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

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

SOS Emergency call system eCall restricted

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

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

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

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Functions of the vehicle key



Lock the vehicle.



Unlock the vehicle.



Unlock only the boot lid.



Open and close the right electric sliding door *(→ Sliding door, electric)*.



Open and close the left electric sliding door *(→ Sliding door, electric)*.

Single door unlocking

The single door unlocking function can be activated and deactivated via the Infotainment system.

Replacement key

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

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

New vehicle keys are available from Volkswagen Commercial Vehicle dealerships or from qualified workshops and authorised key services which are qualified to manufacture these vehicle keys.

WARNING

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

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

NOTICE

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

The regular use of convenience systems will reduce the service life of the button cell in the vehicle key, as will other usage patterns.

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Spare key

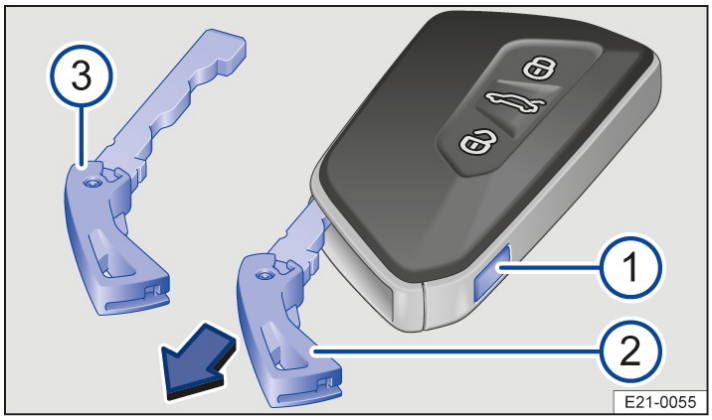


Fig. 1 Vehicle key: Releasing the spare key.

1. Press the release button briefly. The keyring folds open.
2. Press the release button and pull the spare key out in the direction of the arrow.
3. Spare key.

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

Possible uses

— Lock and unlock the vehicle manually .

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

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Changing the button cell

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

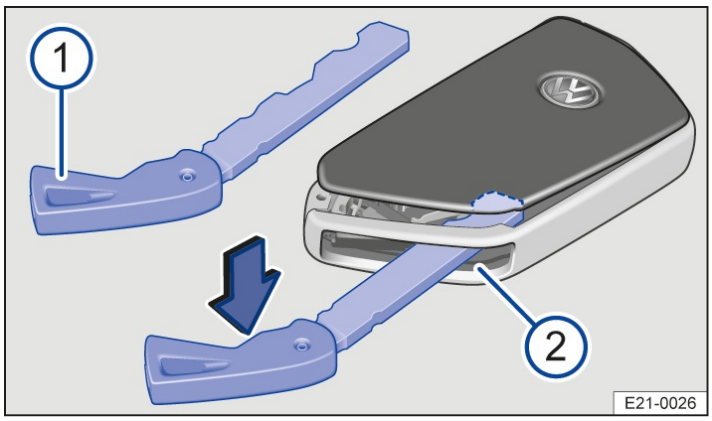


Fig. 1 Vehicle key: Opening the battery compartment cover.

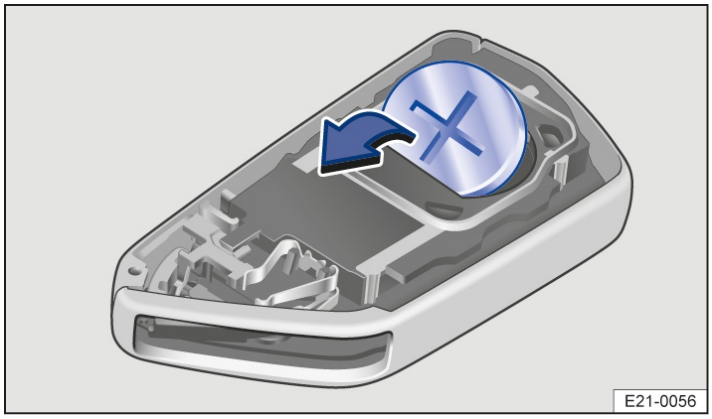


Fig. 2 Vehicle key: Replacing the button cell.

Changing the button cell

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

⚠ DANGER

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

- Seek immediate medical assistance if you suspect that someone has swallowed a button cell.
- Always keep the remote control and key ring with button cells out of the reach of children.

ⓘ *NOTICE*

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

- Replace a discharged button cell only with a new button cell of the same voltage rating, size and specification.

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- Pay attention to the correct polarity when inserting the button cell.
- Do not use the remote control if you cannot close the battery cover.

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

Synchronising the vehicle key

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

Synchronising the vehicle key:

1. Stand beside the vehicle.
2. Press the button on the vehicle key twice in quick succession.
3. Unfold the key bit or remove the manual key *(→ Vehicle key)*.

   Unlock the vehicle using the key bit or the manual key.
4. Open left-hand front door.

   If the vehicle has an anti-theft alarm, this will be triggered immediately *(→ Anti-theft alarm)*.
5. Switch on the ignition.

   Or: Hold the vehicle key against the lower section of the centre console.

The synchronisation process is complete.

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Vehicle cannot be locked or unlocked

The remote control is subject to interference caused by obstacles, adverse weather conditions or other transmitters operating in the same frequency range in the vicinity of the vehicle, e.g. mobile devices, or due to a weak or flat button cell.

Or: The central locking switches itself off briefly to protect itself against overload.

1. Close the driver door.

   Or: Synchronise the vehicle key *(→ Vehicle key)*.

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

Indicator lamp does not flash

If the indicator lamp in the vehicle key does not flash when pressing the button, the button cell in the vehicle key has to be replaced *(→ Vehicle key)*.

Additional or replacement vehicle keys can be obtained from a Volkswagen Commercial Vehicles dealership.

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Introduction

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

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Unlocking and locking the vehicle with Keyless Access

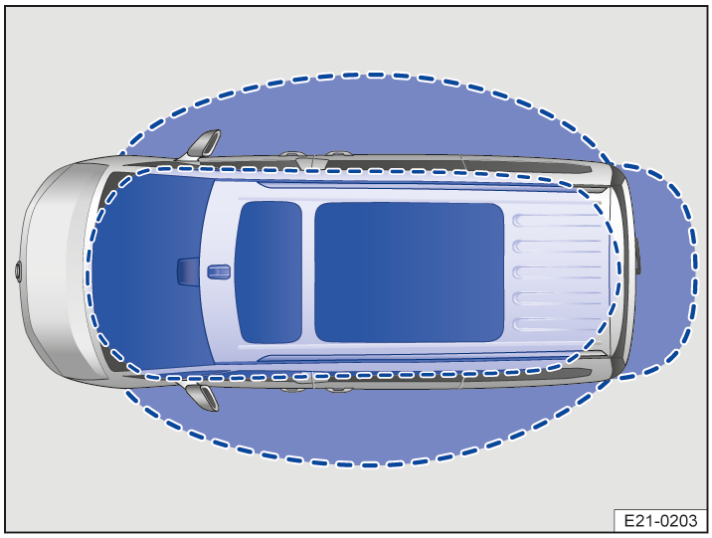


Fig. 1 Keyless Access: Operating ranges.

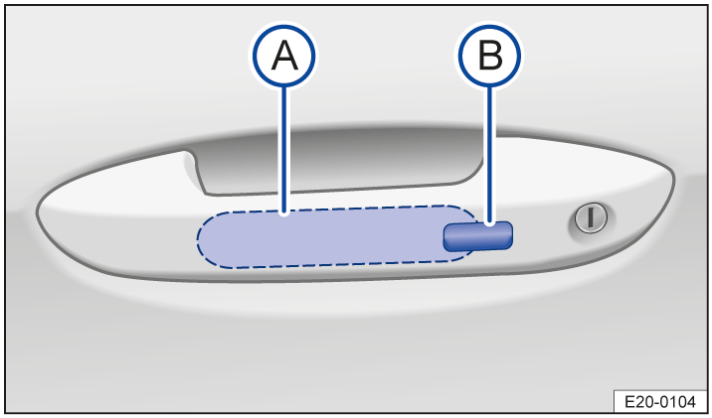


Fig. 2 In the door handle on the front doors: Sensors.

(A) Sensor on the inside of the door handle.

(B) Sensor on the outside of the door handle.

Configuring Keyless Access

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

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

Unlocking the vehicle

1. Tap the sensor → *Fig. 2* (A) on the inside of the door handle.

   All turn signals flash twice.

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

Unlocking the vehicle when approaching

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

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

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

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

Unlocking and opening the sliding door

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

If the vehicle is equipped with electric sliding doors, the corresponding sliding door opens when the button is pressed again → *Unlocking the vehicle when approaching*.

Unlocking the boot lid

The boot lid is automatically unlocked if the vehicle is locked and a vehicle key is located in the operating range of the boot lid and the unlocking when approaching function is activated.

If the unlocking when approaching function is disabled in the Infotainment system, the boot lid unlocks only after it has been opened using the handle on the boot lid *(→ Boot lid, mechanical)*.

Locking the vehicle

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

1. Park the vehicle.
2. Tap the sensor → *Fig. 2* (B) on the outside of the door handle.

   All turn signals flash once.

Temporarily deactivating the keyless locking and starting system Keyless Access

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

1. Lock the vehicle with the button in the vehicle key.
2. Tap the sensor on the outside of the door handle once within 5 seconds→ *Fig. 2* (B). Do not reach into the door handle.

   Keyless Access is deactivated temporarily.
3. To check deactivation, wait for at least 10 seconds and pull the door handle again.

   It should not be possible to open the door.

When the vehicle is next unlocked, it can be unlocked only using the vehicle key. The keyless locking and starting system Keyless Access is reactivated the next time the vehicle is unlocked.

Permanently deactivating Keyless Access

You can deactivate Keyless Access permanently in the Infotainment system to prevent the vehicle from being unlocked and started by unauthorised third parties →(!).

NOTICE

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When Keyless Access is deactivated, depending on equipment, the sensor-controlled opening and closing of the boot lid is also deactivated even it the function is active in the vehicle menu.

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

Troubleshooting

Keyless Access not working

The sensors may have limited functionality if they become very dirty or icy.

1. Clean the sensors.

All turn signals flash four times

The vehicle key used last is still in the vehicle.

1. Remove the vehicle key and lock the vehicle.

Automatic sensor switch-off

The sensors will be disabled in the following circumstances:

— If the vehicle is not locked or unlocked for an extended period.

— If a sensor is touched too many times.

Reactivating the sensors:

1. Unlock the vehicle with the button in the vehicle key.

No valid vehicle key recognised

The warning lamp lights up yellow. A text message is additionally shown on the instrument cluster display.

Vehicle key is no longer in the vehicle or in the operating range.

1. Do not deactivate the vehicle's drive system.
2. Bring the vehicle key back into the vehicle or into the operating range.

If the problem persists, go to a correspondingly qualified workshop.

NOTICE

Please note that the sensors in the door handles can be activated by a powerful jet of water or steam if a valid vehicle key is simultaneously within its operating range. If at least one window is open and sensor surfaces on the door handles are continuously activated, all windows will close. All windows could open if the jet of water or steam is briefly moved away from the door handle sensor surfaces and then moved back onto them *(→ Keyless Access)*.

There may be a malfunction in the Keyless Access system if the message Keyless Access system faulty. appears on the instrument cluster display. Go to a qualified workshop.

The Keyless Access function may not work properly if the vehicle key is subject to interference from another radio signal, e.g. mobile telephone in the direct vicinity, or is covered by another object such as a metal case. If there is no vehicle key in the vehicle or if it is not detected, a corresponding display will be shown on the instrument cluster display.

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Introduction

If the vehicle key or central locking fails, the doors can be locked manually and, in some cases, also unlocked manually.

The central locking system enables you to centrally lock and unlock all the doors, the boot lid and the tank flap of the vehicle.

The vehicle can only be locked with the vehicle key if the ignition has been switched off or the driver has switched off the engine before leaving the vehicle.

Always take the vehicle key with you when you leave the vehicle.

A symbol in the instrument cluster display indicates if one or more doors or lids are not closed properly STOP Do not drive on! Close the corresponding door or lid → ⚠.

This symbol is also visible when the ignition is switched off and will go out a few seconds after the vehicle has been locked when all doors and lids are closed.

⚠ WARNING

Any door that is not properly closed could open suddenly while the vehicle is in motion. This could lead to severe injuries.

- Stop immediately and close the door.
- Make sure that the door is closed properly and that the lock has engaged. The closed door must be flush with the surrounding body panels.
- Open or close the doors only when there is no-one in the movement path of the boot lid.

⚠ WARNING

Any door being held open by the door arrester could close unexpectedly in strong winds or if the vehicle is on a slope. This could lead to injuries.

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

⚠ WARNING

The opening/closing paths of the doors and boot lid are potential danger areas where injury can occur.

- Open or close the doors and boot lid only when there is no-one in the movement path.

⚠ WARNING

Serious injuries could occur if the doors are unlocked, opened or closed incorrectly or without due care and attention.

- If the vehicle is locked from the outside, the doors and electric windows cannot be opened from the inside.
- The central locking system locks all doors. Locking the vehicle from the inside can prevent accidental opening of the doors and unauthorised persons from entering the vehicle. However, locked doors can delay assistance to passengers inside the vehicle in the event of an accident or emergency.
- After closing the doors, check to make sure that they are properly closed so that they do not open while the vehicle is in motion. The closed doors must be flush with the surrounding body panels.
- Close and lock the doors when the vehicle is not in use. Ensure that no one remains in the vehicle.
- Temperatures inside a locked vehicle can reach extremes of heat or cold, according to season. This can cause serious injuries and illness or fatalities, especially in the case of small children.
- Never leave anyone inside a locked vehicle. People in the vehicle could become trapped in an emergency and may not be able to get themselves to safety.
- Never close a door by pushing its window with your hand. The glass window could shatter and cause injuries.

! *NOTICE*

When carrying out manual opening or closing, remove parts carefully and install them again correctly in order to avoid damage to the vehicle.

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Indicator lamp in the driver door

The central locking system indicator lamp is located in the driver door.

The indicator lamp shows the status of the central locking system for around 30 seconds after the vehicle has been locked.

A red LED

flashes for approximately 2 seconds in short intervals.

The status of the central locking system is then indicated for around 28 seconds:

Vehicle with SAFELOCK (depending on equipment)

— The vehicle has been locked with SAFELOCK if the red LED flashes at long intervals.

— The vehicle is locked but has not been locked with SAFELOCK if the red LED does not light up.

Vehicle without SAFELOCK

— The vehicle is locked if the red LED flashes at long intervals.

The LED flashes at slow intervals after approximately 30 seconds.

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Locking and unlocking doors manually

The doors can be locked or unlocked manually in the event of a fault in the electric vehicle key or central locking.

Locking the doors manually

Front left door with lock cylinder:

1. Insert the vehicle key bit into the lock cylinder of the left front door.
2. Turn the vehicle key clockwise.
3. Ensure that the door is locked.

Front right door without lock cylinder:

1. Open the door.
2. Insert the vehicle key bit into the lock cylinder above the door lock.
3. Turn the vehicle key clockwise as far as it will go.
4. Ensure that the door is locked.

Depending on the equipment, the locked door will be unlocked again when the vehicle is unlocked or the door is opened from the inside.

Unlocking the doors manually

1. *From the inside (depending on the equipment):* Pull the door release lever.
2. *From the outside:* Insert the vehicle key bit into the lock cylinder of the left front door.
3. Turn the vehicle key anticlockwise.

Depending on the vehicle equipment, the alarm may be triggered when you open the door. Switch on the ignition immediately with the valid vehicle key to deactivate the alarm.

Comfort Ready

When you occupy the driver seat, the vehicle is in Comfort Ready mode. This means that:

— the air conditioning system is available.

— some of the convenience features, e.g. the radio, are available.

— the rollaway protection remains activated.

— the ignition is still switched off.

The ignition is switched on only by pressing the start button or by depressing the brake when there is a detected key *(→ Starter button)*.

If the ignition has been switched off again and you are still sitting in the driver seat, the vehicle remains in Comfort Ready mode until you get out. Additional deactivations are possible due to a low 12-volt battery charge level, after a period of 30 minutes has elapsed, or if the vehicle is locked.

⚠ WARNING

Serious injuries can result if manual opening and closing are not performed with due care and attention.

- Depending on the equipment, the windows cannot be opened from the inside if the vehicle is locked from the outside.
- Never leave children or people requiring assistance alone in the vehicle. They could become trapped in the vehicle

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in an emergency and may not be able to get themselves to safety.

- Temperatures inside a locked vehicle can reach extremes of heat or cold, according to season. This can cause serious injuries and illness or fatalities, especially in the case of small children.

WARNING

It is dangerous to stand in the path of the doors as injuries could be sustained.

- Open or close the doors only when there is no-one in the movement path.

NOTICE

When carrying out manual opening or closing, remove parts carefully and install them again correctly in order to avoid damage to the vehicle.

Automatic locking and unlocking

Automatic locking (Auto Lock)

The vehicle can lock itself automatically at speeds above approximately 15 km/h (9 mph). The indicator lamp in the central locking button will light up yellow when the vehicle is locked.

The vehicle will be locked again if you do not open one of the doors or the boot lid within a few seconds automatically after unlocking the vehicle. This function prevents the vehicle from remaining unlocked if the unlocking button is pressed by mistake.

Automatic unlocking (Auto Unlock)

All vehicle doors and the boot lid are automatically unlocked if one of the following conditions applies:

— The electronic parking brake is engaged and the ignition is switched off.

Or: the door release lever has been pulled. This applies at speeds up to 15 km/h (9 mph).

Or: In an accident where the airbags have been triggered *(→ Doors)*.

Automatic unlocking gives emergency responders access to the vehicle.

Depending on the selected central locking settings, it may be the case that all of the doors and the boot lid are unlocked only when the button is pressed twice.

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Central locking button

The central locking button is located in the driver door.

Settings for the central locking system can be adjusted in the instrument cluster.

Central locking buttons

Unlock and lock the vehicle.

Switch on and switch off the electrical child lock.

Locking and unlocking the vehicle from inside

Please note the following when using the central locking button to lock the vehicle from the inside:

— An open door will not be locked.

— If all doors and the boot lid are closed and locked, the indicator lamp lights up yellow in the button.

— It is not possible to open the doors and the boot lid from the outside.

— The doors can be opened from the inside by pulling the door release handle. The indicator lamp in the button goes out. The unopened doors and the boot lid remain locked and cannot be opened from the outside.

— The anti-theft alarm will not be activated.

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Opening and closing the manual sliding doors

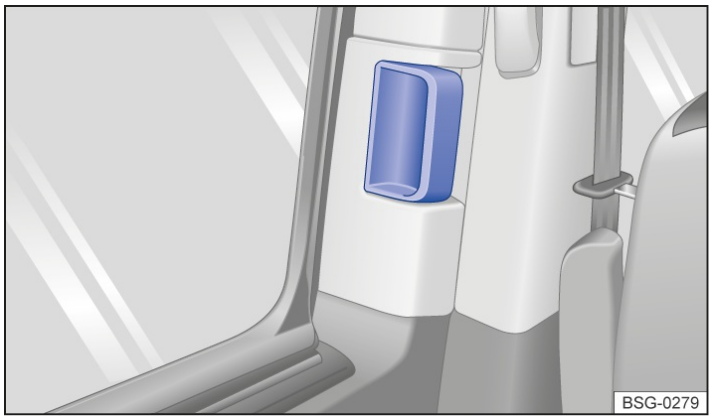


Fig. 1 In the sliding door: Door release lever.

Opening the sliding door from the outside

1. Unlock the vehicle using the vehicle key *(→ Vehicle key)*.
2. Pull the door handle and push the sliding door open until it is held open by the arrester →⚠.

Opening the sliding door from the inside

1. Pull the door release lever → *Fig. 1* and push the sliding door open until it is held open by the arrester →⚠.

Vehicles without power closing

Closing the sliding door manually

1. Pull the door handle or door release lever and push the sliding door closed with a little force. Ensure that the sliding door is completely closed →⚠.

Vehicles with power closing

Closing the sliding door manually

1. Pull the door handle or door release lever and push the sliding door using a little force until power closing closes it automatically →⚠.

⚠ WARNING

If the sliding door is not fully opened it could close suddenly. This could lead to severe injuries.

- Always open the sliding doors fully.

⚠ WARNING

Vehicles with power closing: The sliding door's automatic closing function can cause serious injury.

- When closing the sliding door, make sure that the area around the door is clear.
- You can stop the closing procedure at any time by pulling the door handle or door release lever.

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Opening and closing the automatic sliding doors

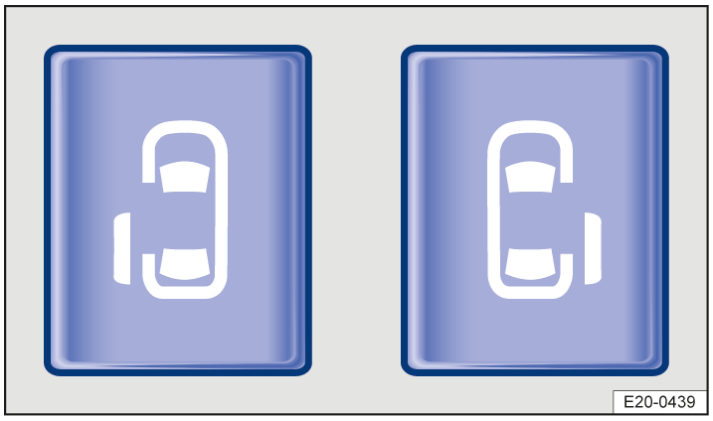


Fig. 1 In the dash panel and on the vehicle key: buttons for the automatic sliding doors.

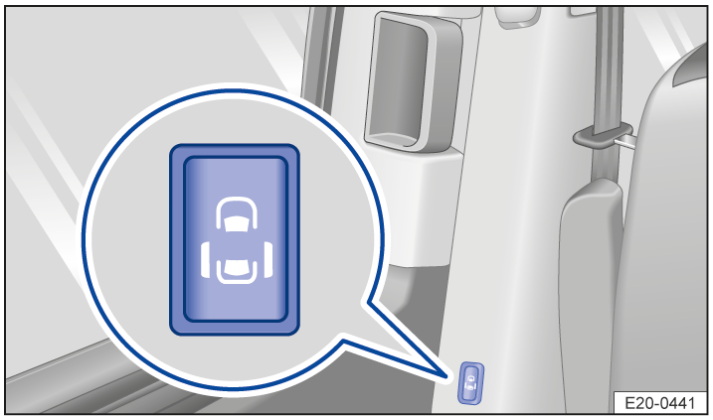


Fig. 2 In the B-pillar: button for opening the automatic sliding doors.

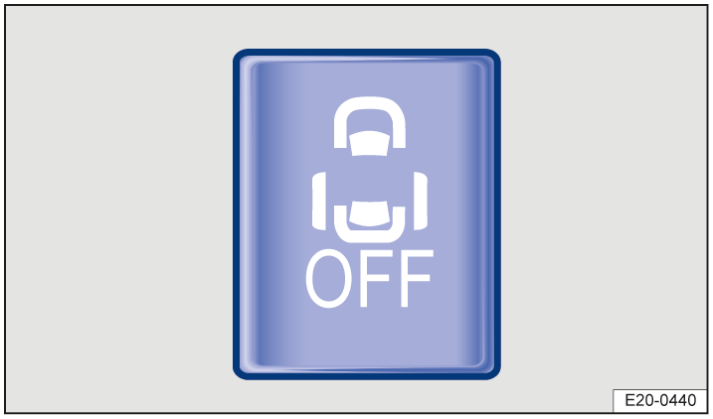


Fig. 3 In the dash panel: button for disabling the automatic sliding doors.

Opening and closing the automatic sliding doors

1. Press the or button on the dash panel → *Fig. 3*.

   Or: Press the or button on the vehicle key *(→ Vehicle key)*.

   Or: Operate the door handle or door release lever.

   Or: Press the button on the B-pillar → *Fig. 2*.

When a control point is operated, the sliding door opens or closes automatically. When a control point is operated again, the direction of the sliding door is reversed immediately.

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Acoustic warnings are given during closing →⚠.

⚠ WARNING

Closing the automatic sliding doors without the roll-back function could lead to severe injuries.

- Always take care when closing the automatic sliding doors.
- Ensure that nobody obstructs the path of the automatic sliding doors, especially if the roll-back function is not active.
- The roll-back function does not prevent fingers or other body parts getting pinched against the door frame and becoming injured.

Holding the sliding door in the intermediate position

By operating the door release lever in the same direction as the door is moving, the door stops in any intermediate position. Complete opening of the sliding door after stopping in an intermediate position may first require complete closing of the sliding door.

The automatic sliding door is held in place when fully open or in an intermediate position. It is not possible to slide an open door manually. The lock is released automatically when one of the control points is pressed.

Switching from automatic to manual sliding door

1. *Manual operation:* To deactivate the automatic sliding door functions, press the → *Fig. 3* button.

   The yellow indicator lamp in the button lights up continuously when the ignition is switched on.

   When the ignition is switched off, the yellow indicator lamp in the button lights up briefly after another control point is pressed.

   After pressing a control point, the sliding doors can be opened or closed manually →⚠.

2. *Automatic operation:* To activate the automatic sliding door functions, press the → *Fig. 3* button again.

   The yellow indicator lamp in the button will go out.

⚠ WARNING

If an electrical sliding door that is opened or closed manually moves very quickly, it does not engage in the open position and can cause severe injuries.

- Open and close the sliding door carefully, particularly on uphill and downhill gradients.
- Always close the sliding door immediately.

NOTICE

Excessively jerky movements when moving the sliding door manually can cause damage.

- Always open or close sliding doors carefully and slowly.

Roll-back function

The roll-back function for the automatic sliding doors can reduce the risk of injuries while opening and closing the sliding doors →⚠.

The sliding door opens or stops immediately if it is stiff or obstructed in any way.

What to do if the door is stiff:

1. Try to open or close the sliding door again.
2. If necessary, open or close the sliding door as in case of an emergency *(→ Sliding door, electric)*.

⚠ WARNING

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Opening or closing the automatic sliding doors without the roll-back function could lead to severe injuries.

- Always take care when opening and closing the automatic sliding doors.
- Ensure that nobody is obstructing the path of the automatic sliding doors or is located near the open sliding windows, particularly when closing the doors without the roll-back function.
- The roll-back function does not prevent fingers or other body parts getting pinched against the door frame and becoming injured.

NOTICE

The vehicle must be locked with the central locking button or the button on the vehicle key before entering a car wash. Otherwise the automatic sliding doors could open unexpectedly and any water entering the vehicle could cause damage.

Emergency locking the right front door

The right front door can be emergency locked manually.

The anti-theft alarm is not activated in this case *(→ Anti-theft alarm)*.



Fig. 1 Manually locking the vehicle door with the manual key (Version 1).

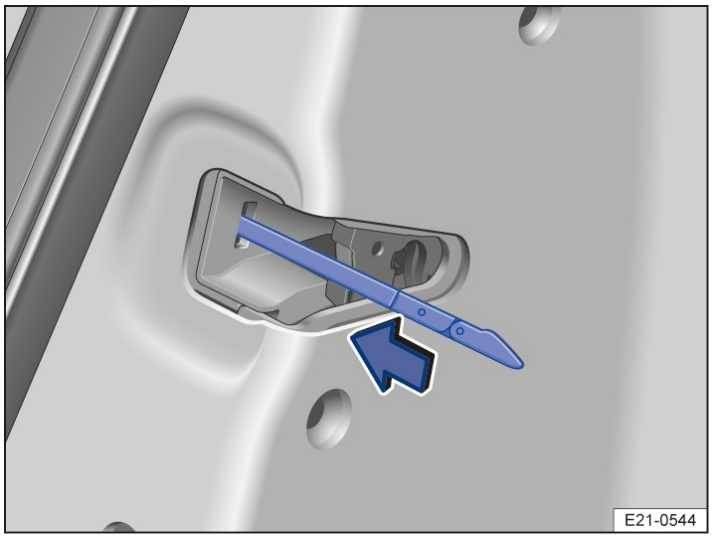


Fig. 2 Manually locking the vehicle door with the manual key (Version 2).

1. Open the door.
2. Insert the manual key in the vertical slot and turn→ *Fig. 1* or press → *Fig. 2 (→ Vehicle key)*.
3. Ensure that the door is locked.

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4. Have the vehicle checked by a correspondingly qualified workshop as soon as possible.

The manually locked door is unlocked again when the vehicle is unlocked or the door is opened from the inside.

The doors can be unlocked and opened from the inside by pulling the door release lever.

Electrical childproof lock

The electric childproof lock prevents the sliding doors being opened from the inside.

You can unlock a locked sliding door from the inside by pulling the door release lever when the childproof lock is switched on and the ignition switched off. The door can then be opened from the outside. The electric childproof lock remains active, i.e. you still cannot open the door from the inside.

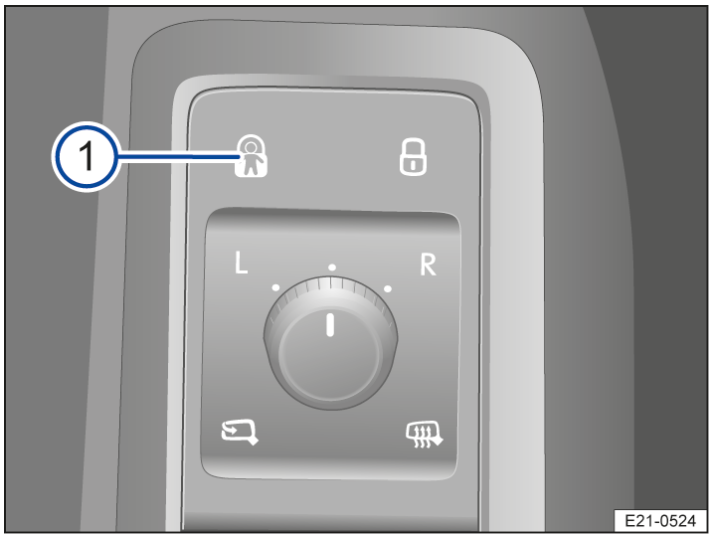


Fig. 1 In the driver door: Touch panel for electrical childproof lock.

Switching the childproof lock on and off

1. *To switch on:* Press the button → *Fig. 1* 1.
2. *To switch off:* Press the button again.

The yellow indicator lamp lights up continuously in the button when the function is switched on.

WARNING

When the electric childproof lock is activated, the door cannot be opened from the inside.

- Never leave children or people requiring assistance alone in the vehicle when the doors are locked. This may mean that people lock themselves in the vehicle. They could become trapped in the vehicle in an emergency and may not be able to get themselves to safety. People locked in the vehicle may be subjected to very high or very low temperatures.
- Temperatures inside a locked vehicle can reach extremes of heat or cold, according to season. This can cause serious injuries and illness or fatalities, especially in the case of small children.

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Opening and closing the automatic sliding doors manually

Opening and closing the sliding doors without roll-back function

1. Switch the ignition off and then back on again.
2. Press and hold the  or  button. The sliding door closes with maximum force and without the roll-back function →⚠.

⚠ WARNING

Closing the automatic sliding doors without the roll-back function could lead to severe injuries.

- Always take care when closing the automatic sliding doors.
- Ensure that nobody obstructs the path of the automatic sliding doors, especially if the roll-back function is not active.
- The roll-back function does not prevent fingers or other body parts getting pinched against the door frame and becoming injured.

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SAFELOCK

Depending on the vehicle equipment level, the vehicle may have a SAFELOCK mechanism.

If the vehicle is locked, SAFELOCK deactivates the door release levers and central locking button so that it becomes more difficult to break into the vehicle. The doors can no longer be opened from the inside →⚠.

Activating SAFELOCK

— Press the button on the vehicle key.

The vehicle is locked. SAFELOCK was activated.

Deactivating SAFELOCK

The SAFELOCK can be deactivated in one of the following ways:

— Press the button on the vehicle key again within 2 seconds.

— *In vehicles with the keyless locking and starting system Keyless Access:* Touch the sensor on the outside of the door handle again within 2 seconds *(→ Keyless Access)*.

— Switch on the ignition.

Or: temporarily deactivate the interior monitor and the anti-tow alarm *(→ Interior monitoring system and anti-tow alarm)*.

The vehicle is locked. SAFELOCK was not activated.

There may be an indication of the activated SAFELOCK in the display of the instrument cluster.

The following applies when SAFELOCK is deactivated:

— The vehicle can be unlocked and opened from the inside using the door release lever.

— The anti-theft alarm is active.

— The interior monitoring system and anti-tow alarm are deactivated.

⚠ WARNING

Careless or unsupervised use of SAFELOCK can result in severe injuries.

- Never leave anybody in the vehicle if the vehicle has been locked using the vehicle key. The doors can no longer be opened from the inside once the SAFELOCK is activated!

If you unlock the driver door mechanically using the vehicle key, only the driver door is unlocked, and not the whole vehicle. The doors are released (but not unlocked) and the central locking button is activated only when you switch on the ignition.

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Indicator lamp lights up continuously

The red LED

for the central locking system in the driver door flashes for around 2 seconds at short intervals and then lights up continuously for around 28 seconds. After that, the LED flashes in long intervals.

There is a fault in the locking system.

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

Turn signals do not flash

The turn signals do not flash to confirm that the vehicle has been locked.

1. Close all windows and doors.
2. Close the boot lid.
3. If the turn signals still do not flash, go to a correspondingly qualified workshop to have the system checked.

Locking the vehicle after airbags have been triggered

The entire vehicle is unlocked if the airbags are activated during an accident. Depending on the extent of the damage, the vehicle can be locked after an accident as follows:

1. Switch off the ignition.
2. Open and close any vehicle door.
3. Lock the vehicle.

   Or: Press the central locking button in the driver door *(→ Central locking button)*.

The Easy Open sensor-controlled luggage compartment opener is not working

— Easy Open works only when the ignition is switched off.

— The charge level of the 12-volt vehicle battery is too low.

— Clean and dry the vehicle.

— The towing bracket is swivelled out .

— A towing bracket has been retrofitted to the vehicle .

— During heavy rain, Easy Open may be deactivated in order to prevent accidental activation.

Automatic deactivation of the sensors

The sensors will be disabled in the following circumstances:

— The vehicle is not unlocked or locked for an extended period.

— A sensor has been triggered an excessive number of times.

Reactivating the sensors:

1. Unlock the vehicle with the  button in the vehicle key.

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Electric sliding door does not work.

The sliding door cannot be opened or closed electrically.

1. Pull the outer door handle and carefully close the door manually→⚠.

   Or: Tap and hold the or button. The sliding door closes without roll-back function and with maximum force →⚠.

2. If the fault persists, the system should be checked by a correspondingly qualified workshop.

⚠ WARNING

An electrical sliding door which is opened or closed manually moves very quickly, does not engage in the open position and can cause severe injuries.

- Open and close the sliding door carefully, particularly on uphill and downhill gradients.
- Always close the sliding door immediately.
- Ensure that nobody obstructs the path of the electric sliding doors, especially if the roll-back function is not active whilst closing or opening.

Anti-theft alarm

Depending on the vehicle equipment level, the vehicle may have an anti-theft alarm.

The anti-theft alarm system monitors the doors, bonnet, boot lid and ball coupling.

The anti-theft alarm is activated automatically when the vehicle is locked using the vehicle key.

If the vehicle is not opened with a valid vehicle key, the anti-theft alarm is triggered and emits acoustic and visual warning signals for up to 5 minutes.

When does the system trigger an alarm?

— When a manually unlocked door is opened without switching on the ignition.

— When the bonnet is opened.

— When the boot lid is opened.

— If the ignition is switched on using an invalid key.

— If the 12-volt vehicle battery is disconnected.

Switching off the alarm

1. Unlock the vehicle using the unlocking button on the vehicle key.

   Or: Switch on the ignition.

   A short alarm lasting around one second may sound.

2. *Vehicles with Keyless Access:* Grip the door handle.

The anti-theft alarm will not function correctly if the 12-volt vehicle battery is weak or discharged.

When the 12-volt vehicle battery is disconnected, the anti-theft alarm system can be triggered.

If the connection to a trailer connected to the anti-theft alarm system is interrupted, the anti-theft alarm system may be triggered .

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Interior monitoring system and anti-tow alarm

If movements are detected in the driver's cab when the vehicle is locked, the interior monitoring triggers an alarm.

The anti-tow alarm will be triggered if the vehicle is lifted.

Switching on the interior monitoring system and anti-tow alarm

Lock the vehicle. When the anti-theft alarm is switched on, interior monitoring and the anti-tow alarm are also active.

Depending on the equipment, the function of interior monitoring may be impaired if a load guard is used.

Temporarily switching off the interior monitoring system and anti-tow alarm

The interior monitoring system and anti-tow alarm can be switched off temporarily in the Opening and closing submenu in the Infotainment system *(→ Vehicle settings menu)*. The interior monitoring and anti-towing alarm are deactivated until the next time the vehicle is locked.

The interior monitoring system and anti-tow alarm can also be switched off in the Exit Vehicle menu. The ignition must be switched off *(→ Exit menu)*.

To avoid false alarms, deactivate interior monitoring and the anti-tow alarm in the following situations:

— If any people or animals are to remain in the vehicle interior for a short period.

— If the vehicle is to be loaded onto another vehicle.

— If the vehicle is to be transported.

— If the vehicle is going to be towed with one axle off the ground.

— If the vehicle is to be parked in a two-storey garage.

— If the vehicle is to be parked in a car wash.

Risk of false alarms for the interior monitoring system

Interior monitoring can only work properly if all the vehicle doors are fully closed. Observe the legal requirements.

A false alarm can be triggered in the following situations:

— If one or more windows are fully or partially open.

— If lightweight items such as loose pieces of paper or items hung from the interior mirror are left in the vehicle.

— If the vibration alarm of a mobile telephone is switched on.

Permanent deactivation of interior monitoring and the anti-tow alarm is not possible.

If doors or the boot lid are still open when the anti-theft alarm is activated, only the anti-theft alarm is activated. Interior monitoring and the anti-tow alarm are not activated until all doors and the boot lid are closed.

The SAFELOCK is also deactivated when the interior monitoring and anti-tow alarm are switched off.

Retrofitted equipment or loads that are inadequately secured can restrict correct functioning of the system and increase the risk of a false alarm.

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Introduction

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

In vehicles with Keyless Access, the boot lid is unlocked automatically when the vehicle is opened .

If single door unlocking is activated in the opening and closing settings in the Infotainment system, the button on the vehicle key must be pressed twice to release the boot lid.

On vehicles with Keyless Access, it is necessary to operate the sensor on the inside of the driver door handle twice for this.

A symbol in the instrument cluster display indicates if the boot lid is not closed properly Do not drive on! Close the boot lid →.

This symbol is also visible when the ignition is switched off and will go out a few seconds after the vehicle has been locked when all doors and lids are closed.

WARNING

Incorrect and unsupervised unlocking, opening or closing of the boot lid can cause accidents and serious injuries.

- Open or close the boot lid only when there is no-one in the movement path.
- Always check that the boot lid is properly closed after closing it. The closed boot lid must be flush with the surrounding body panels.
- Always keep the boot lid closed while the vehicle is in motion.
- Never open the boot lid when loads are secured to it. The boot lid may close under its own weight due to the additional load. Support the boot lid as necessary or remove the load beforehand.
- Close and lock the boot lid and all doors when the vehicle is not in use. Ensure that no one remains in the vehicle.
- Never leave children playing unattended in or around the vehicle, especially when the boot lid is open. Children could climb into the interior and shut the boot lid, thereby trapping themselves inside. Temperatures inside a locked vehicle can reach extremes of heat or cold, according to season. This can cause serious injuries and illness or fatalities, especially in the case of small children.

WARNING

Fitting a rear carrier system on the boot lid can lead to accidents and cause serious injuries when the vehicle is driven.

- Never fit a rear carrier system on the boot lid.

WARNING

Serious injuries can occur if the boot lid is unlocked or opened incorrectly or without due care and attention.

- After closing the boot lid, always check that the catch is engaged securely in the lock carrier.

WARNING

If there is a large amount of snow or a heavy load on the boot lid, the boot lid may lower by itself and cause serious injuries due to the additional weight.

- Never open the boot lid if it is covered by a large amount of snow or a load is attached to it.
- Remove the snow or load before opening the boot lid.

WARNING

Never close the boot lid by pressing with your hand on the rear window. The rear window could shatter and cause injuries.

NOTICE

Fitting a rear carrier system on the boot lid can cause damage to the vehicle.

- Never fit a rear carrier system on the boot lid.

NOTICE

Never use the opening mechanism to fix or hold a load. This could lead to damage that makes it impossible to close

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the boot lid.

NOTICE

Never use the rear window wiper, the gas struts or the rear spoiler to attach or hold a load. This may result in damage where the components are torn off.

Manually opening and closing the boot lid

Manually opening the boot lid

1. Press the button to unlock the whole vehicle.

   Or: To unlock the boot lid, press the button on the vehicle key.

   The doors remain locked.

2. Open the boot lid using the boot lid button in the handle recess until it is held at the stop in a fixed position.

If the boot lid is not opened within the next few minutes after unlocking, it automatically locks again.

Closing the boot lid manually

1. Grab the loop on the boot lid.

   Carefully lower the boot lid with the loop until the boot lid can be held from the outside.

2. Push the boot lid down from the outside until it engages in the lock→ ⚠.

3. Check that the boot lid is engaged securely.

The boot lid is also locked by the central locking system.

⚠ WARNING

Serious injuries can occur if the boot lid is opened or closed incorrectly or without due care and attention.

- When opening the boot lid, make sure the boot lid is moved fully up.
- When closing the boot lid, make sure that no-one has their hands in the direct path of the boot lid as it moves.

At outside temperatures of less than 0°C(+32°F), the gas-filled struts cannot always lift the opened boot lid automatically. If necessary, guide the boot lid up by hand.

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Electrically opening and closing the boot lid

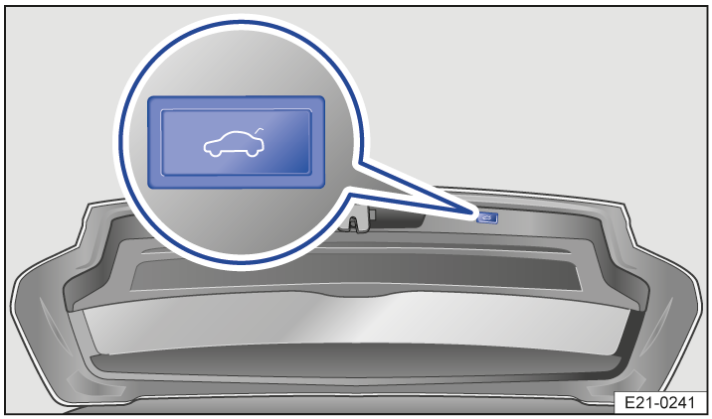


Fig. 1 In the open boot lid: Button for electrically closing the boot lid.

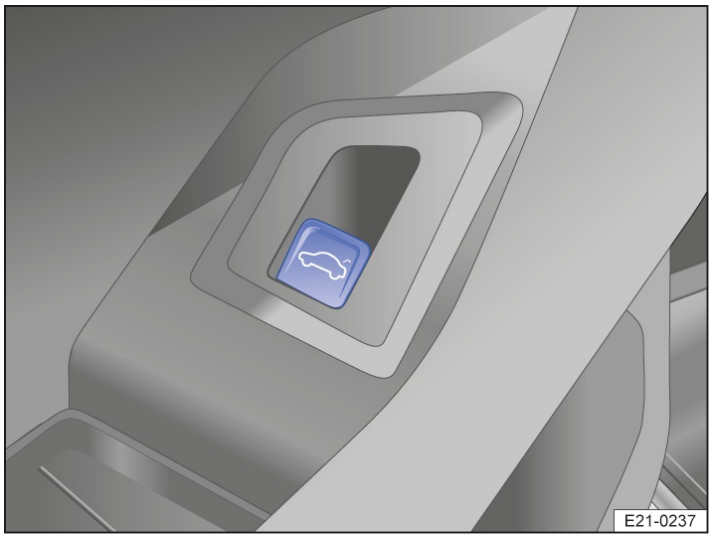


Fig. 2 In the open driver door: button for electrically opening the boot lid.

When the towing bracket is electrically connected with a trailer, the boot lid cannot be electrically opened using the remote control or door button →⚠.

Electrically opening the boot lid

1. Unlock the vehicle.
2. Press the boot lid button in the handle recess.

   Or: Press and hold the button on the vehicle key.

   If the rear Park Distance Control sensors do not detect any obstacles, the boot lid opens by itself →⚠.

   Or: Pull up and hold the button in the driver door → *Fig. 2*.

   If the rear Park Distance Control sensors do not detect any obstacles, the boot lid opens by itself →⚠.

Opening is confirmed by the rear turn signals flashing when the boot lid is opened with the remote control or button in the driver's door.

The button in the driver door can also be used with the ignition switched off.

If the boot lid is not opened within the next few minutes after unlocking, it automatically locks again.

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Electrically closing the boot lid

1. Briefly press the button on the open boot lid → *Fig. 1*.

   Or: grab the loop on the boot lid and pull it gently.

   Acoustic warnings are given during closing.

   Or: *In vehicles with the keyless locking and starting system Keyless Access:* Press and hold the button on the vehicle key. The vehicle key must be in the operating range of the boot lid.

The boot lid closes automatically.

The boot lid is also locked by the central locking system.

Interrupting the opening or closing procedure

If the boot lid is blocked by an obstacle, the opening and closing procedure will be interrupted immediately → ⚠.

Opening and closing of the boot lid can be interrupted by pressing one of the buttons during the procedure.

1. Press and hold the button in the vehicle key to stop the procedure.

   Or: Press the button in the open boot lid → *Fig. 1*.

   Or: Pull up and hold the button in the driver door → *Fig. 2*.
2. Move the boot lid by hand. You will need to use increased force to do this.

Pressing the button again moves the boot lid back into the starting position.

Acoustic signals

Acoustic signals are given during the whole boot lid opening and closing procedure. Exception: If the boot lid is operated via the handle or the button.

Adjusting the opening angle

If the area behind or above the vehicle is smaller than the path of the boot lid, the opening angle can be changed, e.g. in a garage.

The boot lid must be at least half open in order to store a new opening angle.

1. Stop the opening procedure at the desired position.
2. Press the button in the open boot lid for at least three seconds.

The changed opening angle will be stored.

The rear turn signals flash and an acoustic signal sounds to confirm that the changed opening angle has been stored.

Resetting the opening angle

The opening angle will have to be reset and stored again in order to fully open the boot lid again.

1. Open the boot lid automatically up to the stored height.
2. Press the open boot lid up by hand to the stop. You will need to use increased force to do this.
3. Press the button in the open boot lid for at least three seconds.

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The opening angle is reset to the factory setting and stored.

The hazard warning lights flash and an acoustic signal sounds to confirm that the data has been stored.

WARNING

Serious injuries can occur if the boot lid is opened or closed incorrectly or without due care and attention.

- Never open the boot lid if it is covered by a large amount of snow or a load is attached to it. The boot lid may close under its own weight due to the additional load and cause serious injuries.
- Remove the snow or load before opening the boot lid.
- When closing the boot lid, make sure that no-one has their hands in the direct path of the boot lid as it moves.

WARNING

The Park Distance Control sensors cannot overcome system-related vehicle limitations.

- When opening the boot lid electrically, always monitor the area around the vehicle as small children, animals and objects will not always be detected by the Park Distance Control sensors.
- Certain surfaces of objects and clothes cannot reflect the signals from the sensors. The system is unable to detect these objects or people wearing this type of clothing as an obstacle, or they may be detected incorrectly.
- External sound sources may affect the signals of the sensors. This may prevent the system from recognising people or objects.

Before opening or closing the boot lid, check whether there is enough clearance to open or close the boot lid, e.g. in garages.

If the instrument cluster or infotainment system indicates that the Park Distance Control sensors are faulty, the sensors can no longer detect people or objects.

Boot lid with Easy Open motion sensor

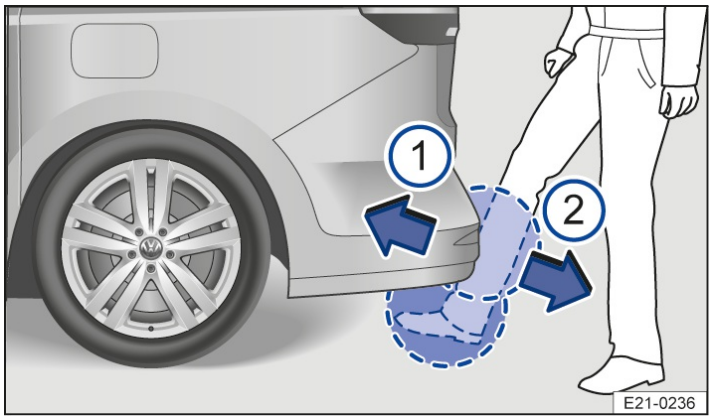


Fig. 1 Sensor-controlled luggage compartment opener (Easy Open).

The boot lid can be unlocked and opened with a foot movement if there is a valid vehicle key within the operating range of the boot lid *(→ Keyless Access)*.

1. Stand centrally behind the vehicle.
2. Make a quick kicking movement with your foot and shin towards the bumper→ *Fig. 1* (1). The shin must be located in the upper sensor area and the foot in the lower area.
3. Then quickly move your foot and shin away from the sensor area again (2).

Visual feedback is provided via the turn signals. The boot lid opens.

During heavy rain, after driving through water or after washing the vehicle, the function of the sensor may be impaired.

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Activating or deactivating Easy Open

Easy Open can be activated and deactivated in the Infotainment system:

1. Select the Vehicle menu.
2. Select the Exterior submenu.
3. Swipe sideways and activate or deactivate Easy Open.

Or:

1. Swipe sideways and select the Central locking menu option.
2. Scroll down the list and activate or deactivate Easy Open.

If Easy Open is activated, Easy Close is also active, depending on the vehicle equipment *(→ Boot lid, automatic (Easy Close))*.

The Easy Open function is available only when Keyless Access is activated .

⚠ CAUTION

If a valid vehicle key is located close to the boot lid, the Easy Open function can sometimes be operated accidentally, causing the boot lid to open, for example when running the charging cable along the vehicle, when sweeping or directing a powerful jet of water or steam under the rear bumper or if maintenance and repair work is carried out in the area around the rear bumper. If the boot lid is opened by mistake it can injure anyone in its path and cause material damage.

- After parking the vehicle, switch off the Easy Open function via the Infotainment system if you have parked close to obstacles such as street lamps, garage doors, or if you are in an underground car park with a low ceiling.
- Always make sure that there are no valid vehicle keys left unattended in the operating range of the boot lid.
- Always switch off the Easy Open function via the Infotainment system before any maintenance or repair work is carried out.
- Always switch off the Easy Open function via the Infotainment system before washing the vehicle.
- Always switch off the Easy Open/Easy Close function via the Infotainment system before fitting a bicycle carrier or attaching a trailer .

Closing the boot lid automatically with Easy Close

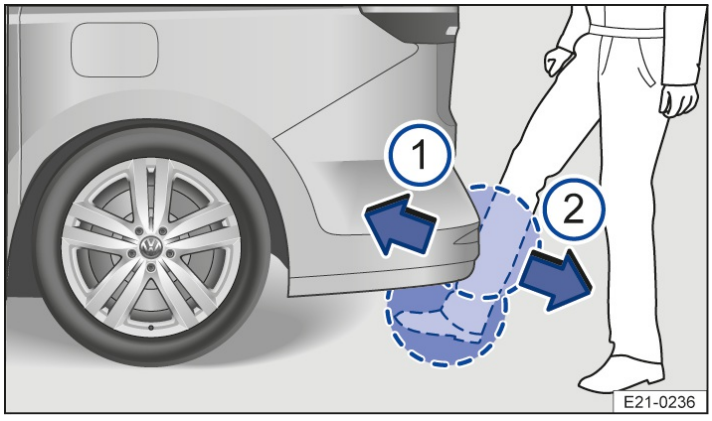


Fig. 1 Boot lid with sensor-controlled closing (Easy Close).

The Easy Close function can be activated only if there is a valid vehicle key in the operating range of the boot lid *(→ Keyless Access)*.

1. Make a quick kicking movement with your foot and shin towards the bumper→ *Fig. 1*. The shin must be located in the upper sensor area and the foot in the lower area → *Fig. 1* (1).
2. Then quickly move your foot and shin away from the sensor area again (2).

Easy Close is activatedfor around 20 seconds. An acoustic signal will sound to confirm activation.

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The boot lid will be closed as soon as all valid vehicle keys have been removed from the operating range of the boot lid.

The boot lid will lock again automatically, provided that the vehicle had been locked beforehand and as long as there is no valid vehicle key inside the vehicle.

Easy Close allows a maximum of one vehicle key to be locked into the boot.

The closing operation will be interrupted as soon as a vehicle key comes within the operating range again. The boot lid will then open again.

During heavy rain, after driving through water or after washing the vehicle, the function of the sensor may be impaired.

Activating or deactivating Easy Close

The Easy Close function can be activated and deactivated together with the Easy Open function in the Vehicle menu in the Infotainment system *(→ Boot lid, automatic (Easy Open))*.

The Easy Close function is available only when Keyless Access is activated .

⚠ CAUTION

If a valid vehicle key is located close to the boot lid, the Easy Close function can sometimes be operated accidentally, causing the boot lid to close, for example when running the charging cable along the vehicle, when sweeping underneath the rear bumper or if maintenance and repair work is carried out in the area around the rear bumper. If the boot lid is closed by mistake, this can cause injuries to persons in the path of the boot lid and material damage.

- After parking the vehicle, switch off the Easy Open function via the Infotainment system if you have parked close to obstacles such as street lamps, garage doors, or if you are in an underground car park with a low ceiling.
- Always make sure that there are no valid vehicle keys left unattended in the operating range of the boot lid.
- Always switch off the Easy Close function via the Infotainment system before any maintenance or repair work is carried out.
- Always switch off the Easy Close function via the Infotainment system before washing the vehicle.
- Always switch off the Easy Open/Easy Close function via the Infotainment system before fitting a bicycle carrier or attaching a trailer .

The closing operation will be automatically interrupted if another boot lid function is activated during closing or if objects are detected in the area of the boot lid.

The boot lid locks automatically after closing if the vehicle is locked and the Easy Close function is active. If the vehicle is completely unlocked and the Easy Close function is operated, the boot lid will not lock automatically after closing.

Unlocking the boot lid manually

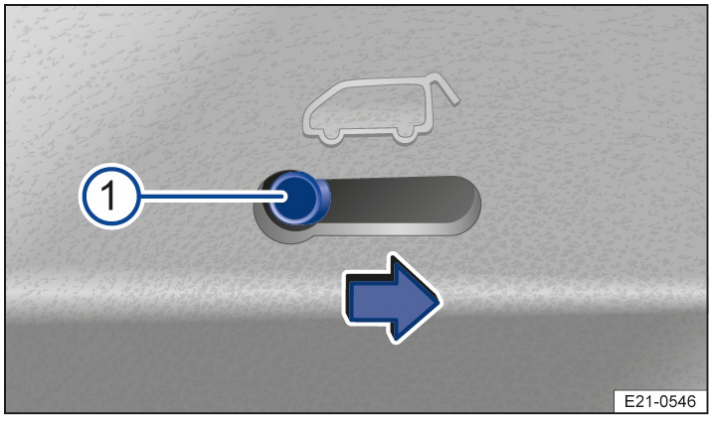


Fig. 1 In the luggage compartment: Unlock the boot lid manually.

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1. Insert a suitable object into the opening of the release lever→ *Fig. 1* (1) and push in the direction of the arrow.
2. Open the boot lid using more force than normal.

Troubleshooting

Boot lid cannot be opened or closed automatically

If the boot lid is blocked by an obstacle, the opening procedure will be interrupted.

If obstacles are detected in its path, the boot lid will not open. The hazard warning lights system flashes *three times*.

The drive switches off automatically in order to prevent overheating if the boot lid is operated too frequently within a short space of time.

The boot lid must be closed by hand if the 12-volt vehicle battery or fuse is disconnected or faulty.

1. Check whether the boot lid is blocked by an obstacle.
2. Manually open or close the boot lid *(→ Boot lid, mechanical)*.

Boot lid is stiff

At outside temperatures around freezing point, the opening mechanism cannot always lift the partially opened boot lid automatically.

1. Guide the boot lid further upwards by hand.

The Easy Open sensor-controlled luggage compartment opener is not working

— Easy Open works only when the ignition is switched off.

— The charge level of the 12-volt vehicle battery is too low.

— Clean and dry the vehicle.

— The towing bracket is swivelled out .

— A towing bracket has been retrofitted to the vehicle .

— During heavy rain, Easy Open may be deactivated in order to prevent accidental activation.

Easy Close automatic closing is not working

— Switch off the ignition and close the driver door.

— The charge level of the 12-volt vehicle battery is too low.

— The boot lid must be at least half open.

— Unhitch the trailer .

— There is more than one vehicle key in the luggage compartment.

— Perform Easy Close again.

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Opening and closing windows

The buttons for operating the windows are located in the driver door *(→ Driver door)*.



Open window: Press the button. Close window: Pull the button.

One-touch opening and closing

One-touch opening and closing makes it possible to fully open and close the windows. The individual buttons do not have to be held down to do this.

One-touch closing

1. pull the button for the appropriate window briefly up into the second position.

One-touch opening

1. push the button for the appropriate window briefly down into the second position.

Stopping the one-touch function

1. Press or pull the button for the appropriate window again.

Convenience opening and closing

The windows can be opened and closed from outside the vehicle using the vehicle key when the ignition is switched off:

1. Press and hold the locking or unlocking button on the vehicle key.

   In vehicles with the keyless locking and starting system Keyless Access: Hold your finger on the locking sensor in the door handle for a few seconds until the windows are closed. The vehicle key must also be within the operating range.
2. To interrupt the function: Release the locking or unlocking button on the vehicle key.

   Or: Remove your finger from the sensor.

A valid vehicle key must be located within the operating range. All turn signals will flash *once* as confirmation that all the windows have been closed.

Set the convenience opening settings in the Vehicle settings menu in the Infotainment system.

WARNING

Careless or unsupervised use of the electric windows can cause serious injuries.

- Open or close electric windows only when there is no-one in the operating path of the windows.
- Never leave children or people requiring assistance alone in the vehicle when the vehicle is locked. The windows can no longer be opened in an emergency.
- Always take all vehicle keys with you every time you leave the vehicle. The windows can still be operated using the buttons several minutes after the ignition has been switched off, provided that the driver door and front passenger door are not opened.
- When transporting children on the rear seats, always press the safety switch to deactivate the rear electric windows so that they cannot be opened or closed.

WARNING

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Improper use of the electric windows can cause crush injuries to the body.

- Never allow children to play with the electric windows.
- Always makes sure that your vehicle is in view when using the convenience opening and closing function.

NOTICE

During sudden rain showers, water can enter the vehicle interior via open windows and cause damage to the vehicle. Correct operation of the controls also cannot be guaranteed.

One-touch opening and closing and the roll-back function will not work if there is a fault in the electric windows. Go to a qualified workshop.

To convenience-open the windows using the key in the door lock, you must first unlock the vehicle using the vehicle key.

Electric window roll-back function

The roll-back function of the electric windows can reduce the risk of crush injuries when the windows are closed.

If a window cannot close properly due to stiff movement or an obstacle, the window will open again immediately→ ⚠.

1. Check to see why the window has not closed.
2. Try to close the window again.

If closing of the window is interrupted again, the roll-back function will be deactivated for several seconds.

If the window still cannot be closed, it will stop at the corresponding position→ ⚠.

The window will close without roll-back function if the button is pressed again within a few seconds→ ⚠.

Please go to a suitably qualified workshop if the window still cannot be closed.

WARNING

Closing the electric windows without the roll-back function can cause serious injuries.

- Always take care when closing the electric windows.
- There must never be anyone in the movement path of the electric windows, particularly if the windows are closed without roll-back function.
- The roll-back function does not prevent fingers or other body parts from being pressed against the window frame and sustaining injury.

The roll-back function is also active for convenience closing of the windows with the vehicle key.

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One-touch opening and closing do not work

If the 12-volt vehicle battery has been disconnected or discharged when the windows were not fully closed, the one-touch opening and closing function does not work and must be reactivated:

1. Switch on the ignition.
2. Close all windows and doors.
3. Pull and hold the button for the respective window for several seconds.
4. Release the button.
5. Pull and hold the button again.

The one-touch opening and closing function is now ready for operation again.

The automatic electric window functions can be reactivated either individually or for several windows at the same time.

Window cannot be closed

1. Check whether there is an obstacle in the movement path.
2. Try to close the window again within a few seconds by pulling and holding the button.

The roll-back function is then deactivated for a small operating range of the closing path. The roll-back function will be activated again if the closing operation takes longer than a few seconds.

The window will then stop if movement is again stiff or if there is an obstacle and opens automatically again.

1. If the fault persists, the system should be checked by a suitably qualified workshop.

Touch panels do not react as expected

Moisture, dirt and grease can impede the functioning of the touch panels.

1. Always keep touch panels clean and dry.

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Adjusting the steering wheel position

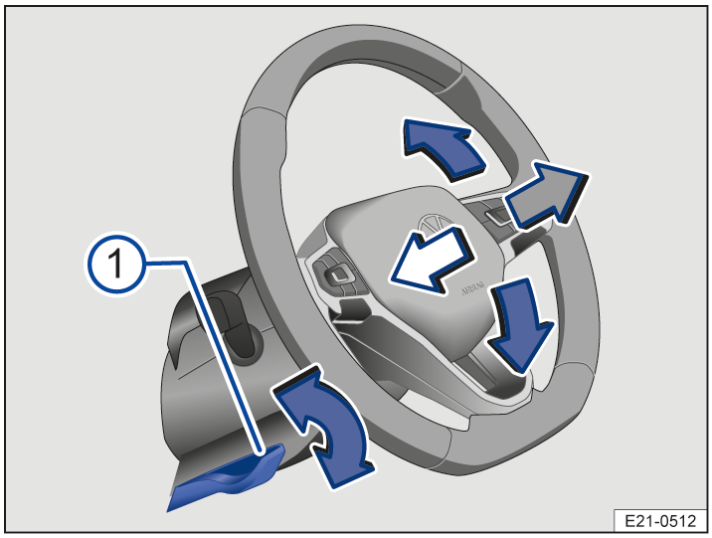


Fig. 1 Below the steering wheel in the steering column trim: lever for mechanical adjustment of the steering wheel position.

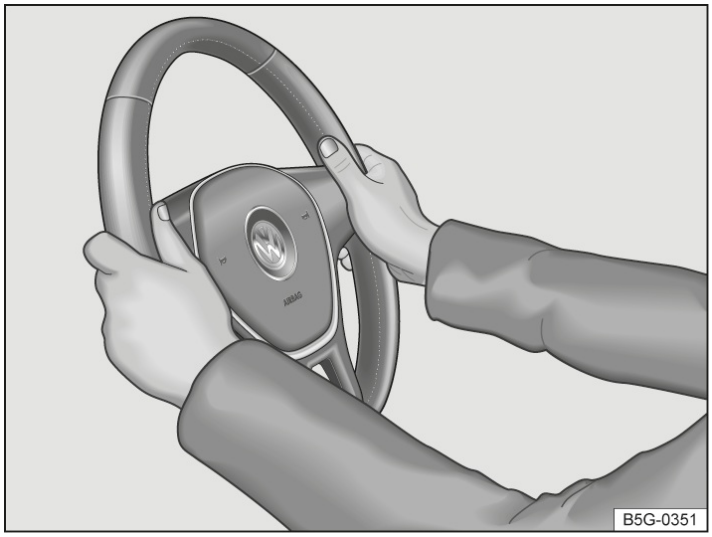


Fig. 2 On the steering wheel: 9 o'clock and 3 o'clock position.

Adjust the steering wheel position before setting off and only when the vehicle is stationary→⚠.

1. Push the lever down →*Fig. 1* (1).
2. Adjust the steering wheel so that you can hold it with both hands at its circumference at the 9 o'clock and 3 o'clock positions with your arms slightly bent →*Fig. 2*.
3. Push the lever →*Fig. 1* (1) up firmly until it is flush with the steering column trim→⚠.

⚠ WARNING

Incorrect use of the steering column position adjustment and incorrect adjustment of the steering wheel can cause serious or fatal injuries.

- After adjusting the steering wheel, always move the lever up firmly. This prevents the steering wheel from moving accidentally while the vehicle is in motion.
- Never adjust the steering wheel when the vehicle is in motion. If you determine that adjustment is necessary when driving, stop the vehicle safely and adjust the steering wheel to the correct position.
- The steering wheel must always point towards the chest and not towards the face. This ensures that the driver front airbag provides maximum protection in the event of an accident.

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- While driving, always keep both hands on the outside of the steering wheel at the *9 o'clock and 3 o'clock positions*. This reduces the risk of injury if the driver front airbag is triggered.
- Never hold the steering wheel at the 12 o'clock position, or in any other manner, e.g. at the hub of the steering wheel. If the driver front airbag is triggered, you could receive severe injuries to the arms, hands and head.

Introduction

The following section describes the options for adjusting the front seats. Always ensure that the correct sitting position is adjusted *(→ Sitting position)*.

WARNING

Driving with an incorrect sitting position due to incorrectly adjusted seats can lead to serious injuries.
- Always adjust the front seats to ensure a correct sitting position before any journey and ensure that all passengers have fastened their seat belts correctly.
- Push the front passenger seat as far back as possible.

WARNING

Incorrect adjustment of the seats can cause accidents and serious injuries.
- Adjust the seats only when the vehicle is stationary. The seats could change position unexpectedly if you attempt to reposition them while the vehicle is in motion so that you lose of control of the vehicle as a result. Furthermore, an incorrect sitting position is adopted while adjusting the seat.
- Adjust the height and angle of the front seats or move them forwards and backwards only when there is no-one in the adjustment range of the seats.
- The adjustment range of the seats must not be restricted by any items.
- Adjust the angle of the rear seats or move the seats forwards and backwards only when there is no-one in the adjustment range of the seats.
- The adjustment and locking areas of the seats must not be soiled.

WARNING

Improper use of seat covers or protective covers may lead to the electrical seat controls being operated accidentally and the front seats moving unexpectedly while the vehicle is moving. You could lose control over the vehicle. This could result in serious injury and accidents. Furthermore, this may result in damage to the electrical components in the front seats.
- Never fit seat or protective covers on the electric controls.
- Do not fit seat covers or protective covers over the seats unless they have been expressly approved for use in the vehicle.

WARNING

Cigarette lighters in the vehicle could be damaged or accidentally lit. This could lead to serious burns and other injuries.
- Before adjusting the seats, always make sure that there is no cigarette lighter on or near the movable parts of the seat.

NOTICE

Sharp edges can damage the seats.
- Do not touch the seats with sharp-edged objects. Sharp objects, such as zips, rivets on clothing or belts, may damage surfaces. Open Velcro fasteners can also cause damage.

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Mechanically adjusting the front seat

The following section contains a description of all controls. The number of controls may vary depending on the version of the seat.

The controls are mirrored for the right-hand front seat.

The seat may have a combination of mechanical and electrical controls.

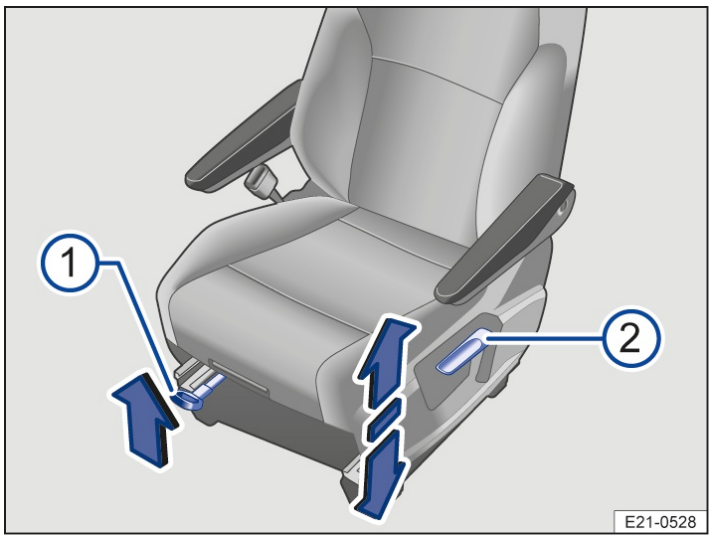


Fig. 1 On the left front seat: controls.

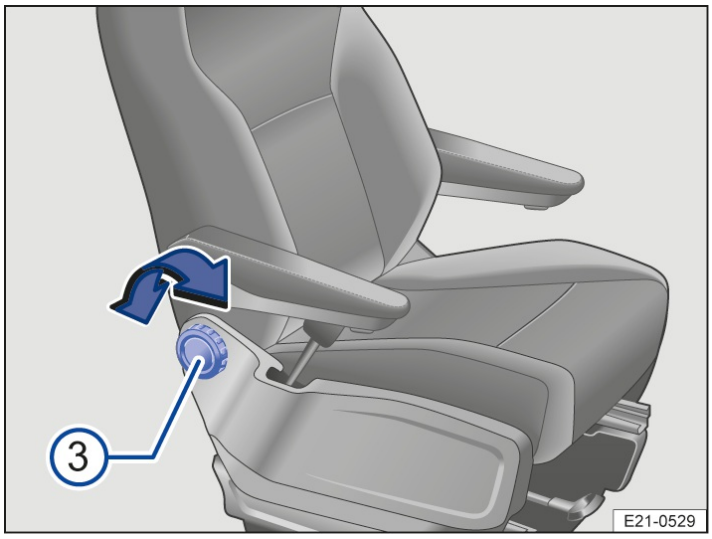


Fig. 2 On the left front seat: control.

Adjusting the front seat

1. Pull the lever → *Fig. 1* (1) to push the front seat forwards or backwards.

   The front seat must engage after the lever has been released.

2. If necessary, move the lever (2) up or down several times to adjust the seat height.

3. Take your weight off the backrest and turn the handwheel → *Fig. 2* (3) to adjust it.

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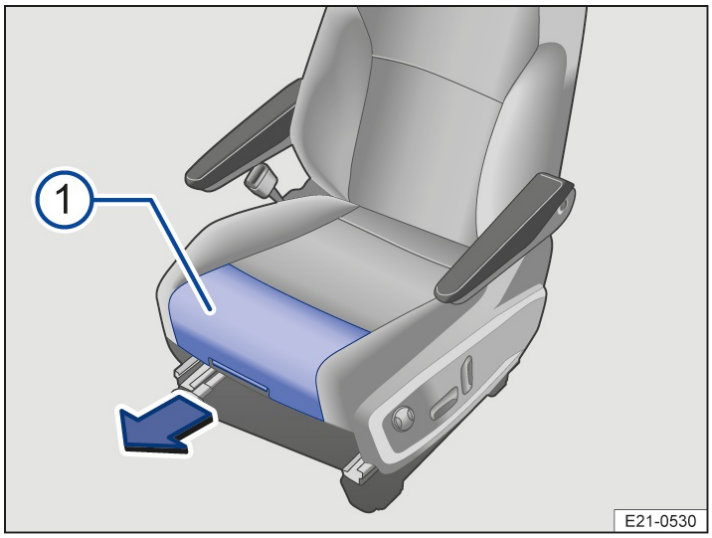


Fig. 3 On the left front seat: seat depth adjustment.

Electrical front seats may be equipped with a mechanical seat depth adjustment.

1. Lift the handle at the front of the seat cushion to push the seat cushion→ *Fig. 3* (1) forwards or backwards.

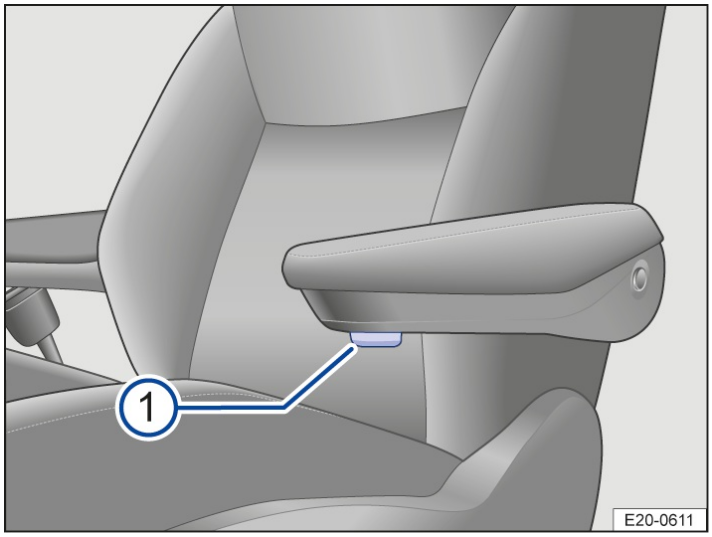


Fig. 4 Under the armrest: control.

Adjusting the armrest

1. Press button → *Fig. 4* (1) underneath the armrest.
2. Press and hold button (1) and move the armrest either to the almost horizontal or fully raised position→ ⚠.
3. Release button (1).

⚠ WARNING

The intended use positions of the armrests on the seat side are either the approximately horizontal or fully raised position of the armrest.

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Electrically adjusting the front seat

The controls are mirrored for the right-hand front seat.

The seat may have a combination of mechanical and electrical controls.

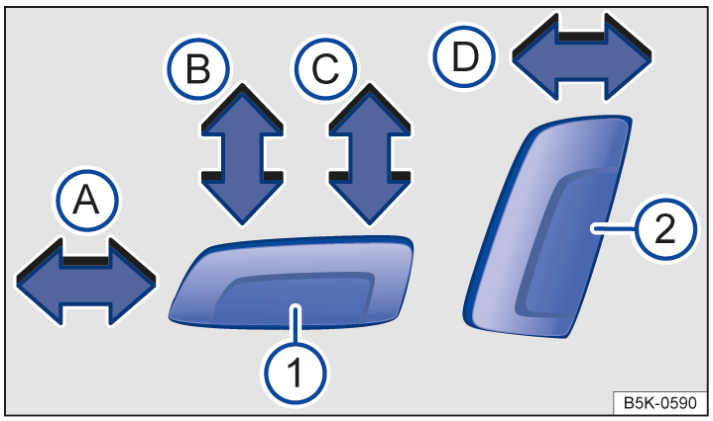


Fig. 1 Switch on left seat: moving the front seat forwards and backwards, adjusting the backrest and the seat cushion for height and tilt.

1

A Slides the seat forwards or backwards.

B Adjusts the angle of the seat cushion.

C Adjusts the height of the seat cushion.

2

D Adjusts the angle of the backrest.

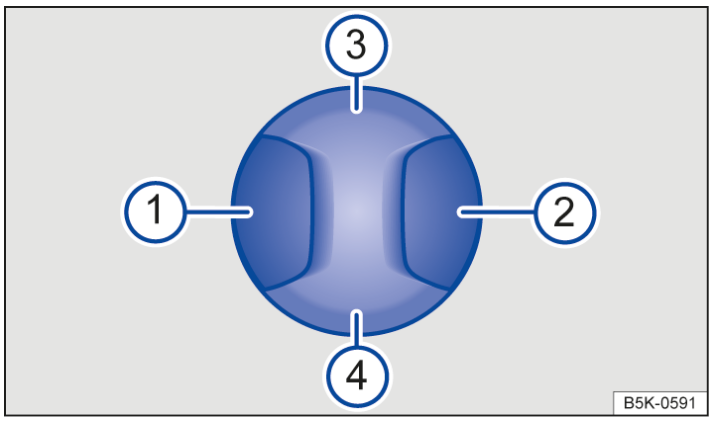


Fig. 2 Switch on left seat: adjusting the lumbar support.

1 Moves the curve of the lumbar support forwards.

2 Moves the curve of the lumbar support back.

3 Moves the curve of the lumbar support up.

4 Moves the curve of the lumbar support down.

WARNING

Careless or unsupervised use of the electric front seats can result in severe injuries.

- The electrical front seat adjustment also works when the ignition is switched off. Never leave children or people

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requiring assistance alone in the vehicle.
- In the event of an emergency, stop electrical adjustment by pressing another switch.

NOTICE

In order to avoid damage to the electrical components in the front seats, never kneel on the front seats or the seat cushion. Do not apply point loads to the backrest in any way.

It may not be possible to adjust the seat electrically if the charge level of the 12-volt vehicle battery is too low.

Activating the vehicle's drive system will interrupt the seat adjustment procedure.

Introduction

The following section describes the options for adjusting the rear seats. Always ensure that your sitting position is correct *(→ Sitting position)*.

WARNING

Using the seat functions of the rear seats incorrectly can cause accidents and serious injuries.
- Keep hands, fingers, feet and other body parts away from seat's moving parts and adjustment range.
- Never adjust the seat functions while driving as the rear seats may move unexpectedly. Furthermore, an incorrect seating position is adopted while adjusting the seat.
- Never operate several seat adjustment controls at the same time.
- Only adjust the settings when there are no people or objects in the adjustment area of the rear seats.
- All backrests must be in an upright position and securely locked in place while the vehicle is in motion so that the protective action of the seat belts for the rear seats is guaranteed. If a seat is occupied and the backrest has not clicked securely into place, the seat occupant and backrest may move forwards in the event of a sudden braking or driving manoeuvre or during accidents.
- The rear seats must be securely locked in the seat rail while driving. Check that the seats are securely locked by gently jerking them before carrying vehicle occupants on the rear bench seat.
- Ensure that the seat belt is not trapped or damaged when folding back the backrest.
- The floor mats or other objects could get caught in the hinges on the backrest or the rear seat. The seat backrest might then not engage securely when it is returned to the upright position.
- Passengers (adults and children) must not use seats if the backrest is folded forwards or is not clicked securely into place.

WARNING

Cigarette lighters in the vehicle could be damaged or accidentally lit. This could lead to serious burns and other injuries.
- Before adjusting the seats, always make sure that there is no cigarette lighter on or near the movable parts of the seat.

NOTICE

Sharp edges can damage the seats.
- Do not touch the seats with sharp-edged objects. Sharp objects such as zips, studs on clothing, and belts, may damage surfaces. Open Velcro fasteners can also cause damage.

NOTICE

Objects in the adjustment area of the rear seats can cause damage to the seat system.
- Remove all objects in front of, behind or on the rear seats before making seat adjustments.

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Adjusting the rear bench seat

The rear bench seat is split asymmetrically. Each section can be adjusted separately.

Moving the rear bench seat in longitudinal direction

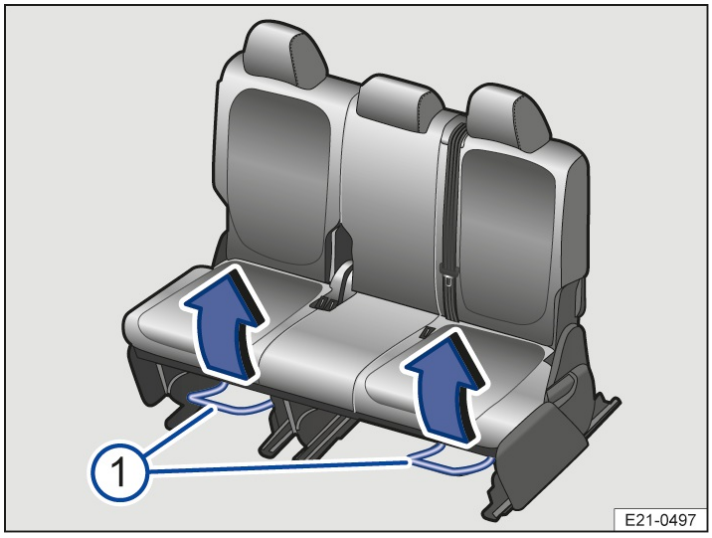


Fig. 1 On the rear bench seat: controls.

1. Pull up the right-hand or left-hand lever→ *Fig. 1* (1) in the direction of the arrow and move the corresponding element of the rear bench seat either forwards or backwards.
2. Release the lever and audibly engage the part of the rear bench seat by pushing it forwards or backwards.

Adjusting the backrest angle

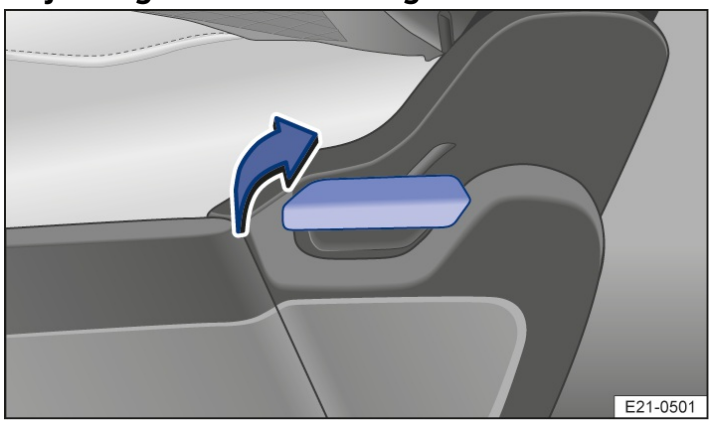


Fig. 2 On the side of the rear bench seat: lever for adjusting the backrest inclination.

1. Pull the lever→ *Fig. 2* upwards in the direction of the arrow.

   The backrest is under tension and moves forward when unlocked.
2. Push the backrest into the desired sitting position.
3. Release the lever and engage the backrest by pushing it forward or backward.
4. Tug on the backrest to make sure that it is securely engaged in position→ ⚠.

Releasing the backrest manually from the load compartment

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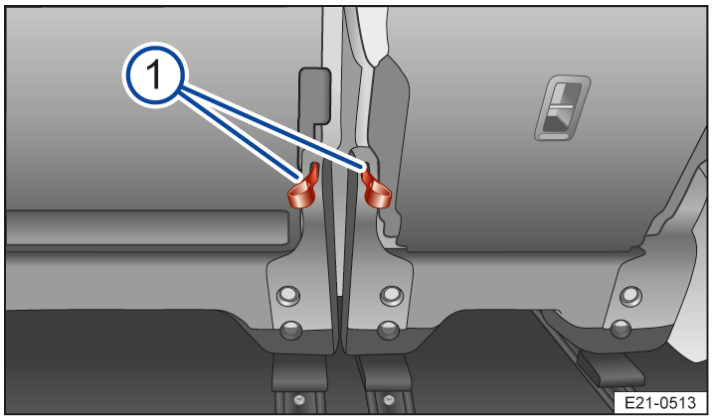


Fig. 3 On the rear of the rear bench seat: Loops for releasing the backrest manually.

1. Pull the red loop → *Fig. 3* (1).

   The backrest is under tension and moves forward when unlocked.

⚠ WARNING

Improper use of the rear bench seat while driving can cause serious injuries.

- Never use the lever and the loops to adjust the backrest angle while driving.

Folding the rear bench seat into loading position

The backrest of the second row of seats can be folded forward to extend the luggage compartment. Depending on equipment, the rear bench seat may be asymmetrically split. Both sections can be folded forward individually.

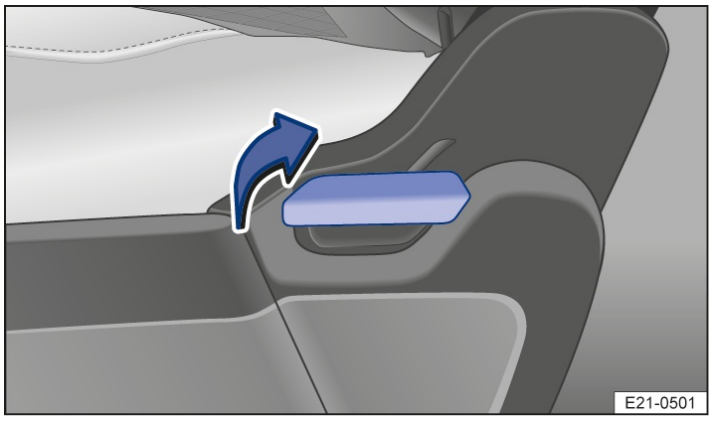


Fig. 1 On the side of the rear bench seat: lever for adjusting the loading position.

Folding the rear bench seat into loading position

1. Release both seat belt latch plates from the belt buckle and return the seat belt by hand → (!).
2. If necessary, push the front seats forwards.
3. Slide the rear seat back as far as it will go.
4. Push the head restraints all the way down.
5. Pull the lever → *Fig. 1* upwards in the direction of the arrow.

   The backrest is under tension and moves forward when unlocked.
6. Fold the backrest forward and release the lever.
7. With the backrest folded forward, push down on the backrest until it audibly engages in the loading position.

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Adults and children must not use this rear seat if the backrest is folded forward→⚠.

Folding back seats in the second row

1. Pull the lever →*Fig. 1* up.

   The backrest is under tension and moves upward when unlocked.

2. Fold the backrest upward into the upright position, push it into the latching position with slight momentum and release the lever.

3. Tug on the backrest to make sure that it is securely engaged in position→⚠.

⚠ WARNING

Improper use of the rear bench seat while driving can cause serious injuries.

- Never use the lever and the loops to fold the backrest while driving.

NOTICE

Improper folding of the backrest can cause damage to the front seats.

- Before folding down the backrest, adjust the front seats so that the head restraints or seat cushions of the backrest do not rub against the front seats.
- Before folding down the backrest, release both latch plates from the belt buckle.

Introduction

The following section shows the options for adjusting and removing the head restraints. Always ensure that the correct sitting position is adjusted *(→ Sitting position)*.

Every seat is fitted with a head restraint. The head restraints on the front seats have been developed specifically for the front seats. The rear head restraints are developed for the respective seats or seat rows depending on the equipment. Therefore you should not install the head restraints in any other positions.

There are notches in the rods of the head restraints which enable them to engage in different positions. Only correctly mounted head restraints can engage in the notches in the adjustment area. To prevent accidental removal of the head restraints after installation, stops are fitted at the top and bottom of the adjustment area.

Correct head restraint setting

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

Head restraint setting for shorter people

Push the head restraint all the way down, even if the head is then underneath the top edge of the head restraint. There may be a small gap between the head restraint and backrest in the lowest position.

Head restraint setting for taller people

Push the head restraint up as far as it will go.

⚠ WARNING

Driving without head restraints or with incorrectly adjusted head restraints increases the risk of severe or fatal injuries in the event of an accident or sudden driving or braking manoeuvre.

- If a seat is occupied, the head restraint for that seat must always be fitted and adjusted correctly.

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- Each vehicle occupant must adjust the head restraint to suit their body size in order to help reduce the risk of neck injuries in an accident. As far as possible, the upper edge of the head restraint must be level with the top of the head, but not lower than eye level. Position the back of your head in the middle and as close to the head restraint as possible.
- Never adjust the head restraint when the vehicle is in motion.

NOTICE

When removing or fitting head restraints, make sure that they do not hit the roof, the front seat backrest or other parts of the vehicle. This will prevent damage from occurring.

Adjusting the head restraints

Adjusting head restraint in first seat row

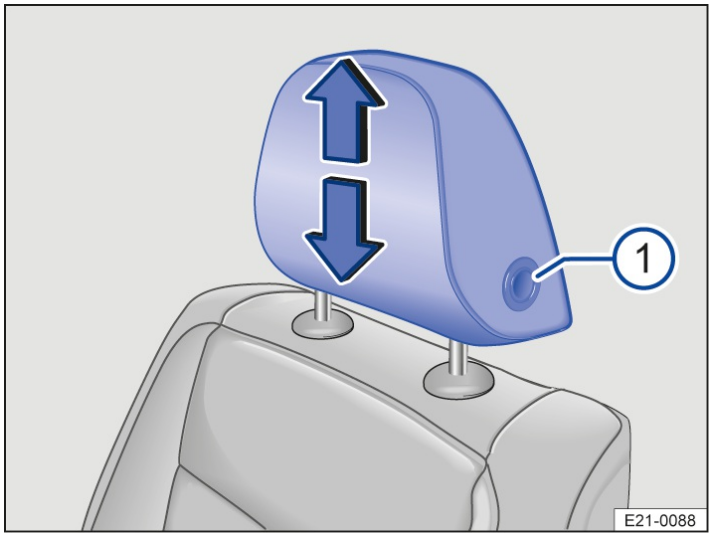


Fig. 1 First row of seats: Adjusting the head restraint.

1. Push the head restraint up or down in the direction of the arrow while pressing and holding the button → *Fig. 1* (1).

The head restraint must engage securely into position.

Adjusting head restraint in second seat row

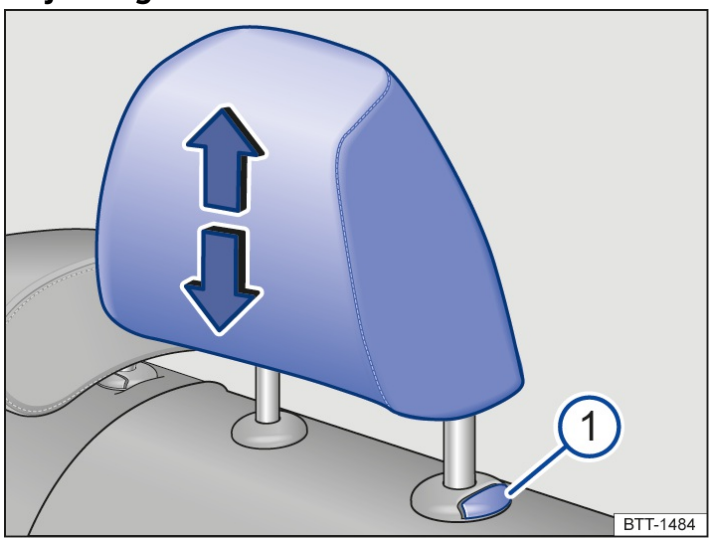


Fig. 2 Second row of seats: Adjusting the head restraint.

1. Push the head restraint up in the direction of the arrow or push it down while pressing and holding the button

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→ *Fig. 2* (1).

The head restraint must engage securely into position.

Removing and installing front head restraints

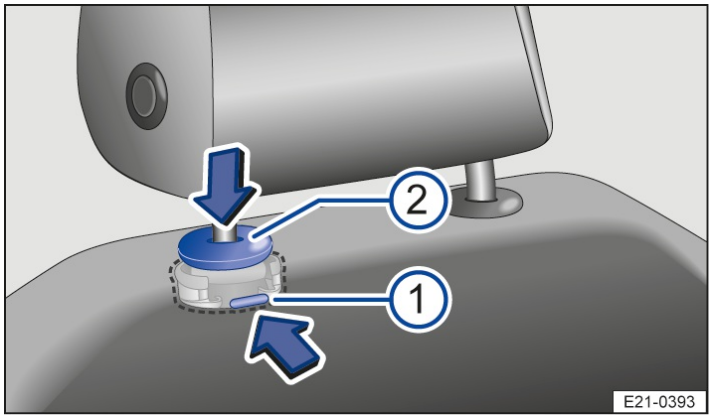


Fig. 1 On the front seats: mechanism for removing the head restraint.

Removing the front head restraints

The head restraint catch is located on the left-hand guide pin in the direction of travel under the seat cover in the seat padding and must be felt.

1. Press catch → *Fig. 1* (1) forward in the direction of the arrow and hold.
2. Press the ring (2) down to unlock the head restraint.
3. Pull the head restraint out upwards.

Installing the front head restraints

1. Position the head restraint correctly over the head restraint guides and then insert into the guides of the corresponding seat backrest.
2. Slide the head restraint all the way down until the guide pins click into place.
3. Adjust the head restraint so that a correct sitting position can be assumed *(→ Head restraints)*.

Ask a qualified workshop to remove and install the head restraints in the first row of seats.

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Removing and installing the rear head restraints

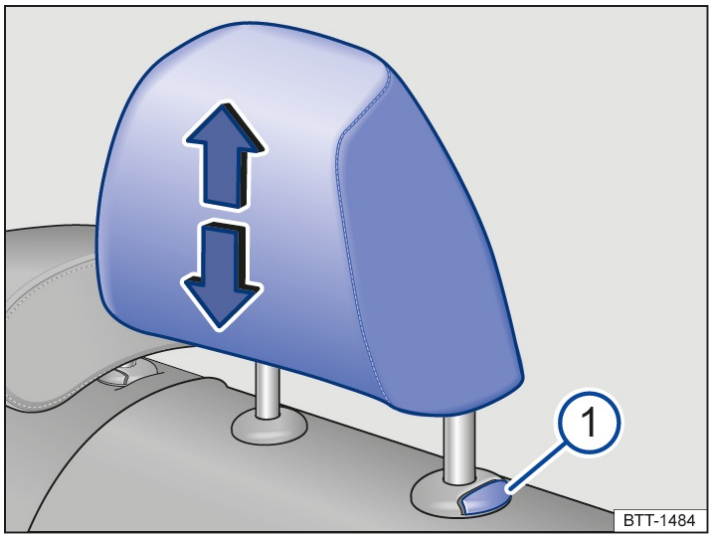


Fig. 1 Second row of seats: Removing the head restraint.

Removing head restraints in the second seat row

— If necessary, adjust the backrest so that the head restraint can be removed.

— Push the head restraint all the way up.

— Pull the head restraint out fully while pressing the button→ *Fig. 1* (1).

— Fold the rear bench seat backrest back if necessary and allow it to engage securely.

Installing head restraints in the second seat row

— Position the head restraint correctly over the head restraint guides and then insert into the guides of the corresponding seat backrest.

— Slide the head restraint all the way down until the guide pins click into place.

— Adjust the head restraint so a correct sitting position can be assumed and allow it to engage.

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Memory function

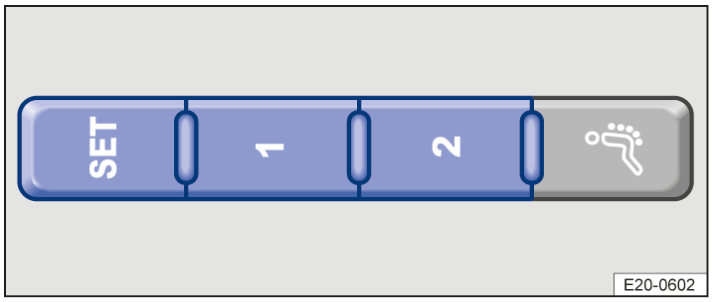


Fig. 1 On the front seat: Memory buttons.

The memory buttons can be used to store and recall settings for the driver and front passenger seat.

Storing seat settings

1. Switch on the electronic parking brake.
2. Put the gearbox into neutral.
3. Switch on the ignition.
4. Adjust the driver or front passenger seat.
5. Press the SET → *Fig. 1* button for longer than one second.
6. Press the desired memory button within approximately 10 seconds.

   An acoustic signal confirms that the settings have been stored.

Recalling seat settings

1. When the vehicle is stationary, the ignition is switched off and a driver or front passenger door is open, briefly press the corresponding memory button.

   After around ten minutes, the stored position can*no longer* be adjusted automatically. The adjustment process is cancelled if one of the memory buttons is pressed again.

   Or: with the driver or front passenger door closed or ignition switched on, press and hold the corresponding memory button until the stored position has been attained.

If the driver or front passenger door is opened later than approximately 10 minutes after unlocking the vehicle, the seat is not adjusted automatically.

Convenient entry function

Version 1: When the driver or front passenger door is opened, the seat automatically moves to a position which makes it easy to enter the vehicle. The driver seat moves back to its original position automatically as soon as the driver door is closed and the ignition is switched on.

Version 2: Before exiting, the driver or front passenger seat automatically moves to the rear position and remains there. After getting back in and closing the driver or front passenger door, the seat moves forward to the last stored position.

You can switch the convenient entry function on and off in the Infotainment system.

WARNING

Incorrect use of the seat functions can cause serious injuries.

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- Always assume the correct sitting position before the start of the journey and maintain this position during the journey. This also applies to all passengers.
- Adjust the memory function only when the vehicle is stationary.
- Keep hands, fingers, feet and other body parts away from seat's moving parts and adjustment range.
- Never leave a child unsupervised in a vehicle.
- If someone becomes trapped, interrupt seat adjustment immediately and move the seat back to its initial position.

NOTICE

If the seat is adjusted to a stored seat position, the seat can collide with other components. This can damage the seat or other components.

- Adjust the backrest to an upright position before using the memory buttons
- Make sure that there are no components or objects in the seat adjustment range.

Massage function

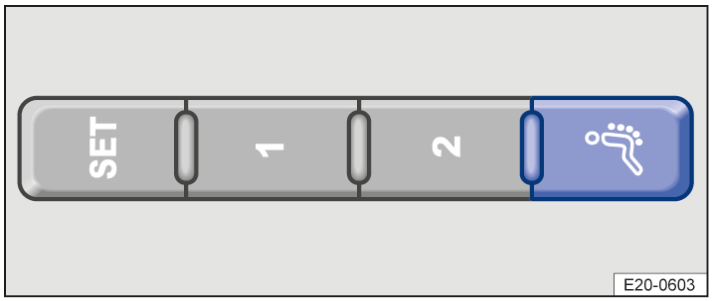


Fig. 1 On the front seat: Button for massage function.

When the massage function is switched on, the lumbar support moves and massages the lumbar region.

The curvature of the lumbar support can be individually adjusted during operation by repeatedly pressing the corresponding switch *(→ Front seat, electric)*.

Switching the massage function on or off

1. To switch on, press the button in the seat touch panel.
2. Press the button again to switch it off.

The massage function switches itself off automatically after approximately ten minutes.

WARNING

Incorrect use of the seat functions can cause serious injuries.

- Always assume the correct sitting position before the start of the journey and maintain this position during the journey. This also applies to all passengers.
- Switch the massage function on and off only when the vehicle is stationary.
- Keep hands, fingers, feet and other body parts away from seat's moving parts and adjustment range.

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Switching direction indicators on and off

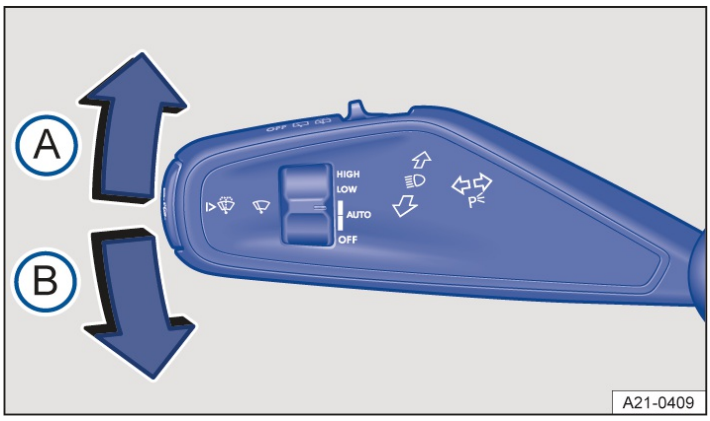


Fig. 1 On the left-hand side of the steering column: direction indicator and wiper lever.

(A) Activate right direction indicator ➡.

(B) Activate left direction indicator ⬅.

Switching direction indicators on and off

1. Switch on the ignition.
2. Move the lever from the centre position to the desired position→ *Fig. 1*.
3. To switch off the direction indicator, move the lever to the basic position.

Go to a correspondingly qualified workshop and have the vehicle checked if the acoustic signal does not sound when a direction indicator is switched on.

Convenience turn signal

1. Push the lever up or down to the point where you incur resistance and then release.

   The direction indicator flashes three times.

To cancel the convenience turn signal, immediately move the lever in the opposite direction up to the pressure point and then release it.

You can activate and deactivate the convenience turn signal in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

⚠ WARNING

Incorrect use of direction indicators, failure to use direction indicators, or forgetting to switch off a direction indicator can confuse other road users. This can lead to accidents and serious injuries.

- Always activate the direction indicator in good time when changing lanes and performing overtaking or turning manoeuvres.
- Always switch off the direction indicator once the lane change or overtaking or turning manoeuvre has been completed.

The hazard warning lights also work when the ignition is switched off.

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Some settings can be stored in the personalised user accounts and therefore change when the user account changes.

Switching lights on and off

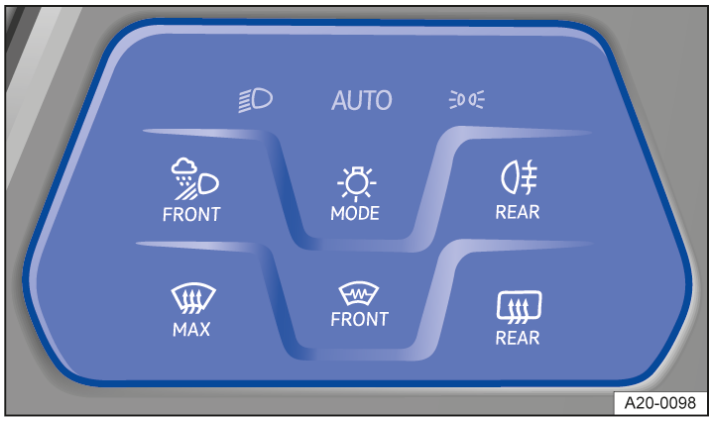


Fig. 1 Next to the steering wheel: touch panel for switching on the exterior lighting.

Switching lights on

1. Switch on the ignition.
2. Tap the button as often as required until the corresponding indicator lamps light up.

AUTO

Automatic lighting control: running lights are switched on or off depending on the brightness level, *(→ Automatic lighting control)*.

Parking lamps switched on, the indicator lamp lights up green. Automatic lighting control **AUTO** is activated from speeds of around 10 km/h (6 mph) or when the vehicle has driven around 100 m (328 ft).

The low beam head lamps are switched on. The indicator lamp lights up green.

OFF

Display only in instrument cluster: light switched off. Automatic lighting control **AUTO** is activated from speeds of around 10 km/h (6 mph) or when the vehicle has driven around 100 m (328 ft).

Switching off the lights

1. Switch off the ignition.

AUTO

The orientation lighting can be switched on *(→ Orientation light)*.

Parking lamps or continuous parking light on both sides of the vehicle switched on. The indicator lamp lights up green.

OFF

Display only in instrument cluster: light switched off.

Daytime running lights

The daytime running lights can increase the visibility of the vehicle in traffic during the day.

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The daytime running lights are switched on each time the ignition is switched on (when brightness is detected).

The daytime running lights cannot be switched off or on manually as from a speed of around 10 km/h (6 mph) or a distance covered of around 100 m (328 ft).

WARNING

Accidents and serious injuries can occur if roads are not sufficiently illuminated and other road users have difficulty seeing the vehicle, or cannot see it at all.

- The light assist systems only provide support; the driver is responsible for making sure the vehicle lights are switched on correctly.
- Always switch on the low beam head lamps when driving in the dark, in rainy conditions and in poor visibility.
- Regularly check that all lights and direction indicators are working properly.

WARNING

The parking lamps or daytime running lights are not bright enough to illuminate the road ahead and to ensure that other road users are able to see you.

- Always switch on the low beam head lamps when driving in the dark, in rainy conditions and in poor visibility.
- The rear lights will not be switched on with the daytime running lights. If the rear lights are not switched on, the vehicle may not be visible to other road users if it is dark, raining, or if visibility is poor.

WARNING

Automatic lighting control AUTO switches the low beam head lamps on and off only when there is a change in brightness level.

- Switch the low beam head lamps on manually if required by the weather conditions, e.g. in the event of fog.

When reverse gear is engaged, the cornering light on both sides of the vehicle switches on when darkness is detected to provide better illumination of the surrounding area when manoeuvring.

Switching main beam on and off

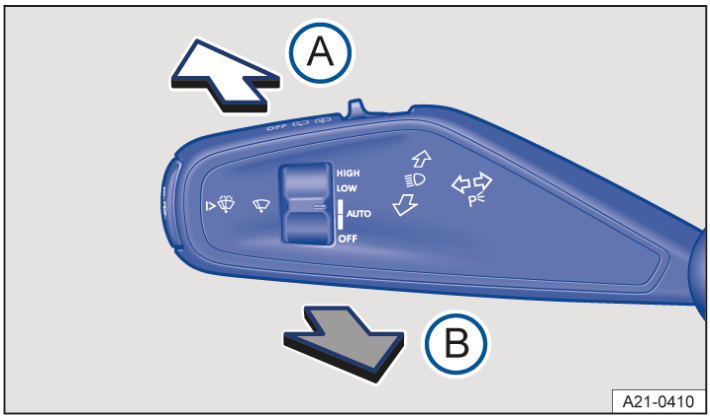


Fig. 1 On the left-hand side of the steering column: Turn signal and wiper levers.

(A) Switch on the main beam.

(B) Operate the headlight flasher or switch off main beam.

The blue indicator lamp lights up in the instrument cluster when the main beam or headlight flasher is switched on.

Switching on main beam

1. Switch on the ignition and dipped beam.

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2. Push the lever forwards from the centre position→ *Fig. 1*.

Switching off main beam

1. Pull the lever to the rear from the centre position→ *Fig. 1*.

Switching the headlight flasher on and off

1. Pull the lever to the rear from the centre position and hold in this position→ *Fig. 1*.

   Release the lever to switch off.

Main-beam control

Depending on the vehicle equipment level, advanced main-beam control may also be available *(→ Main-beam control (static))*.

⚠ WARNING

Incorrect use of the main beam headlights can lead to accidents and serious injuries as the main beam headlights can distract and dazzle other road users.

Main-beam control (Light Assist)

Main-beam control (Light Assist) automatically dips the headlights when oncoming vehicles and vehicles driving in front are detected. Light Assist normally also recognises illuminated areas such as towns and deactivates the main beam while driving through them.

Within the limits of the system, the main beam is automatically switched on or off depending on ambient and traffic conditions and on the driving speed →⚠.

Switching on Light Assist

1. Switch on the ignition and automatic lighting control AUTO.
2. Push the turn signal and wiper lever forwards from its basic position.

The indicator lamp lights up white in the instrument cluster display when Light Assist is switched on. When Light Assist is active, the indicator lamp lights up blue.

Switching off Light Assist

1. Switch off automatic headlights AUTO.

   Or: if Light Assist is switched on and active, pull back the turn signal and wiper lever.

   Or: if Light Assist is switched on and not active, tap the turn signal and wiper lever forward.

   The manual main beam is now switched on. To switch off the manual main beam as required, pull the turn signal and wiper lever backwards.

   Or: Switch off the ignition.

System limits

The main beam has to be manually switched off under the following conditions, as it is not switched off by Light

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Assist in time or at all:

— In poorly lit streets where there are highly-reflective signs.

— When encountering other road users with insufficient lighting, e.g. pedestrians or cyclists.

— In the case of crossing traffic at right-angled junctions.

— In tight bends, brows of hills or depressions in the land or half-hidden oncoming traffic.

— With oncoming traffic on streets with a central barrier where the driver can see clearly over the central barrier e.g. truck drivers.

— In fog, snow or heavy rain.

— In dusty or sandy areas.

— Damage to the windscreen in the camera's vision field.

— If the viewing field of the camera is misted up, dirty, covered by a sticker, snow or ice.

⚠ WARNING

Light Assist may not be able to recognise all driving situations correctly and may not work properly in certain situations. Light Assist only provides support; the driver is responsible for making sure the vehicle lights are switched on correctly. Switching on the main beam without due care can distract and dazzle other road users. This can cause accidents and serious or fatal injuries.

- Always check the lighting yourself and adjust it to suit the light, visibility and traffic conditions.
- Switch off the main beam manually if it is likely to dazzle to other road users.

⚠ WARNING

If the camera's field of view is dirty, covered or damaged, the function of Light Assist may be impaired. This also applies if changes are made to the vehicle's lighting system, for example if additional headlights are fitted. This can cause accidents and serious or fatal injuries.

- Clean the camera's field of view at regular intervals, and keep it clean and free from snow and ice.
- Do not cover the camera's field of view.
- Check the area of the windscreen which is in the camera's field of view for damage at regular intervals.

Advanced main-beam control (Dynamic Light Assist)

Advanced main-beam control (Dynamic Light Assist) provides maximum illumination of the road and verges. At the same time, it prevents vehicles in front or oncoming vehicles from being dazzled. The system uses a camera to detect other self-illuminated road users and their distance from your vehicle and deactivates areas within the light distribution in a targeted manner. If the system can no longer prevent other road users from being dazzled, main beam is switched off completely. Advanced main-beam control normally also recognises illuminated areas such as towns and deactivates main beam while driving through them.

Within the limits of the system, the main beam is automatically switched on or off depending on ambient and traffic conditions and on the driving speed →⚠.

Advanced main-beam control can be activated and deactivated in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

Switching on advanced main-beam control

1. Switch on the ignition and automatic lighting control AUTO.
2. Push the turn signal and wiper lever forwards from its basic position.

The indicator lamp lights up white in the instrument cluster display when advanced main-beam control is switched on. When advanced main-beam control has activated the main beam, the indicator lamp lights up blue.

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Switching off advanced main-beam control

1. Switch off automatic headlights AUTO.

   Or: if advanced main-beam control is switched on and active, pull back the turn signal and wiper lever.

   Or: if advanced main-beam control is switched on and not active, tap the turn signal and wiper lever forward.

   The manual main beam is now switched on. To switch off the manual main beam as required, pull the turn signal and wiper lever backwards.

   Or: Switch off the ignition.

System limits

The main beam has to be manually switched off under the following conditions, as it is not switched off by advanced main-beam control in time or at all:

— In badly lit towns that the system cannot recognise as towns.

— In poorly lit streets where there are highly-reflective signs.

— When encountering other road users with insufficient lighting, e.g. pedestrians or cyclists.

— In the case of crossing traffic at right-angled junctions.

— In tight bends, brows of hills or depressions in the land or half-hidden oncoming traffic.

— With oncoming traffic on streets with a central barrier where the driver can see clearly over the central barrier e.g. truck drivers.

— In fog, snow and heavy rain when self-glare cannot be sufficiently reduced.

— In dusty or sandy areas.

— Damage to the windscreen in the camera's vision field.

— If the viewing field of the camera is misted up, dirty, covered by a sticker, snow or ice.

⚠ WARNING

Advanced main-beam control may not be able to recognise all driving situations correctly and may not work properly in certain situations. Advanced main-beam control only provides support; the driver is responsible for making sure the vehicle lights are switched on correctly. Switching on the main beam without due care can distract and dazzle other road users. This can cause accidents and serious or fatal injuries.

- Always check the lighting yourself and adjust it to suit the light, visibility and traffic conditions.
- Switch off the main beam manually if it is likely to dazzle to other road users.

⚠ WARNING

If the camera’s field of view is dirty, covered or damaged, the function advanced main-beam control may be impaired. This also applies if changes are made to the vehicle's lighting system, for example if additional headlights are fitted. This can cause accidents and serious or fatal injuries.

- Clean the camera’s field of view at regular intervals, and keep it clean and free from snow and ice.
- Do not cover the camera's field of view.
- Check the area of the windscreen which is in the camera’s field of view for damage at regular intervals.

Dynamic cornering light

The dynamic cornering light permits optimum illumination of the road.

The dynamic cornering light only works when automatic lighting control AUTO is switched on and the vehicle is travelling at speeds above approximately 5 km/h (around 3 mph).

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Some settings can be stored in the personalised user accounts and therefore change when the user account changes.

Switching poor weather light on and off

The poor weather light allows the driver to improve illumination of the road in poor visibility conditions.

Switching on the poor weather light

1. Switch on the ignition.
2. Press the button *(→ Dipped beam)*. The indicator lamp in the button lights up green. The indicator lamp in the instrument cluster also lights up for a few seconds.

Switching off the poor weather light

1. To switch off, press the button again.

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Turn signal indicator lamp

The indicator lamp flashes green.

If a turn signal on the vehicle has failed, the indicator lamp will start flashing twice as fast.

1. Check the lighting and change the appropriate bulb as required .
2. If the fault persists, consult a suitably qualified workshop.

Trailer turn signal indicator lamp

The indicator lamp flashes green.

The indicator lamp goes out if a trailer turn signal or all trailer lights stop working.

1. Check the lighting and change the appropriate bulb as required .
2. If the fault persists, consult a suitably qualified workshop.

Exterior drive lighting not working

The indicator lamp lights up yellow.

Exterior lighting not working partially or completely.

1. Check the lighting and change the appropriate bulb as required .
2. If the fault persists, consult a suitably qualified workshop.

Fault in rain and light sensor

In light switch position AUTO, the vehicle lighting is not switched on or off automatically.

1. Switch the ignition on and off.
2. If the fault persists, consult a suitably qualified workshop.

Dynamic cornering light

A corresponding display appears in the instrument cluster if there is a fault in the dynamic cornering light. Go to a correspondingly qualified workshop.

In cold or damp weather, condensation may build up briefly on the interior of the headlights, tail light and turn signals. This is normal and does not affect the service life of the lighting system of your vehicle.

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Switching the rear fog light on and off

The rear fog light can only be switched on when the ignition is switched on *(→ Dipped beam)*.

Switching on the rear fog light

1. Switch on the ignition.
2. Press the REAR button *(→ Dipped beam)*.

   The REAR indicator lamp in the button lights up, and the indicator lamp in the instrument cluster lights up yellow.

Switching off the rear fog light

1. Press the button again.

If the fog lights are switched on with switched-off lights OFF, switched-on side lights or switched-on automatic lighting control AUTO, the dipped beam headlights will be switched on independently of the ambient brightness.

In vehicles with a factory-fitted towing bracket: the vehicle's rear fog light is not switched on if a trailer with rear fog light is electrically connected to the vehicle.

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Switch the parking lamps on and off.

If the parking lamps are switched on, both headlamps light up with parking lamps together with parts of the tail light clusters, the licence plate lamp and the buttons in the centre console and the dash panel. The automatic lighting control is activated as from a speed of about 10 km/h (about 6 mph) or when a distance of about 100 m (about 328 ft) has been driven.

If the vehicle is not locked from outside when the ignition is switched off, the continuous parking light on both sides of the vehicle switches on automatically after around 10 minutes to reduce 12-volt vehicle battery discharge *(→ Parking light)*.

WARNING

Accidents and serious or fatal injuries can occur if the vehicle is parked without sufficient illumination, as other road users might have difficulty seeing the vehicle, or may not see it at all.

- Always park the vehicle safely and with sufficient lighting.
- Observe any applicable country-specific legal requirements.

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Switching parking lights on and off

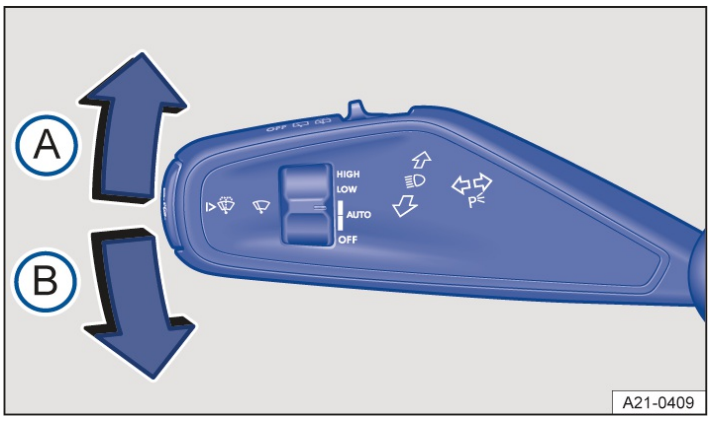


Fig. 1 On the left-hand side of the steering column: direction indicator and wiper lever.

(A) Right-hand parking light is switched on.

(B) Left-hand parking light is switched on.

Switching on parking light on one side of the vehicle

When the parking lights are switched on, the headlamp with parking lamp and parts of the tail light cluster on the corresponding side of the vehicle light up. The activation duration of the one-sided parking light is generally double that of the continuous parking light on both sides:

1. Switch off the ignition.
2. Move the direction indicator and high beam lever from the centre position to the required position → *Fig. 1*.

Switching on continuous parking light on both sides of the vehicle

Both headlamps with parking lamps and parts of the rear light cluster light up if the continuous parking light on both sides of the vehicle is switched on.

1. Switch on the parking lamps.
2. Switch off the ignition.
3. Lock the vehicle from outside.

Automatic switch-off of parking lamps

The vehicle detects a weak 12-volt battery and switches off the parking lamps in good time so that the vehicle's drive system can still be activated – however, at the earliest after two hours.

If the battery capacity is not sufficient for the parking lamps to remain switched on for two hours, the 12-volt vehicle battery may discharge so far that the vehicle's drive system can no longer be activated →.

WARNING

Accidents and serious or fatal injuries can occur if the vehicle is parked without sufficient illumination, as other road users might have difficulty seeing the vehicle, or may not see it at all.

- Always park the vehicle safely and with sufficient lighting.
- Observe any applicable country-specific legal requirements.
- If the vehicle lighting is required for several hours, switch on the right or left parking light if possible.

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NOTICE

If the parking lamps are used, the vehicle battery will discharge itself. To make it possible to activate the vehicle's drive system, the parking lamps are switched off automatically at a certain battery charge level.

- If you cannot activate the vehicle's drive system, you may want to seek assistance to help you jump start the vehicle and have the battery checked by a suitably qualified workshop.

Entry and exit lighting (orientation lighting)

The entry and exit lighting lights up the area immediately surrounding the vehicle when you get in or out of the vehicle in darkness.

The entry and exit lighting is controlled automatically by a light sensor.

Switching on entry lighting

1. Unlock the vehicle when automatic lighting control AUTO is switched on and the light sensor detects darkness.

Switching off entry lighting

1. Automatically after the switch-off delay.

   Or: Lock the vehicle.

   Or: Press the button as often as necessary until the OFF setting is displayed in the instrument cluster.

   Or: Switch on the ignition.

Switching on exit lighting

1. Switch off the ignition.

The exit lighting is switched on when the automatic lighting control AUTO is switched on and the light sensor detects *darkness*.

The switch-off delay starts when the last vehicle door or the tailgate is closed.

Switching off exit lighting

1. Automatically after the set switch-off delay has elapsed.

   Or: Automatically if a door or the tailgate is opened approximately 30 seconds after switching on.

   Or: Press the button as often as necessary until the OFF setting is displayed in the instrument cluster.

   Or: Switch on the ignition.

Adjusting entry and exit lighting

In the Infotainment system, the length of the switch-off delay can be set and the function can be activated or deactivated:

1. Switch on the ignition.
2. Tap the Vehicle function button.
3. In the Outside menu, tap the Convenience light function button.

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4. Use the touch slider to make the desired settings.

Depending on the equipment, the behaviour of the exterior lighting can be set in the vehicle settings in the Infotainment system.

It is possible to choose between two display strategies in the Convenience light menu:

Classic entry and exit lighting

— The surround lighting, headlights and tail light clusters are switched on and off simultaneously.

Dynamic entry and exit lighting

— The surround lighting, headlights and tail light clusters are switched on and off dynamically and in some cases with animation.

  For vehicles with keyless locking and starting system Keyless Access, activation of the entry light when approaching can be activated or deactivated.

Static cornering light

When the low beam head lamps are switched on, a cornering light is switched on when turning slowly or driving around very tight bends.

When reverse gear is engaged, the cornering light on both sides of the vehicle switches on to provide better illumination of the surrounding area when manoeuvring.

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Automatic lighting control

When automatic lighting control AUTO is switched on, the vehicle lighting and the instrument and switch lighting will switch on under the following conditions.

— The light sensor has detected darkness.

— The windscreen wipers have been switched on for an extended period.

When the lights are switched on, the AUTO indicator lamp lights up yellow *(→ Dipped beam)*.

The automatic lighting control function is merely an aid and will not always be able to detect all driving situations.

In vehicles with a corresponding equipment level, the switch-on time of the automatic lighting control function can be set in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

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Headlight range control

Headlight range control can be used to adjust the dipped beam light cone to the vehicle load level. This gives the driver the best visibility possible and means that oncoming traffic will not be dazzled →⚠.

The headlight range can be adjusted in the Infotainment system, depending on the equipment.

Manual headlight range control

Adjusting in the Infotainment system:

1. Press the button or the MENU function button.
2. Tap the Vehicle and ⚙ function buttons to open the Vehicle settings menu.
3. Tap the Lighting function button to open the Light settings menu.
4. Tap the Headlight range control function button.
5. Tap the required setting value (typical vehicle load level).

Settings in the Infotainment system	
0	Front seats occupied and luggage compartment empty.
2	All seats occupied and luggage compartment empty.
4	All seats occupied and luggage compartment fully laden. Towing a trailer with a low drawbar load.
6	Only the driver seat occupied and luggage compartment fully laden. Towing a trailer with maximum drawbar load.

Dynamic headlight range control

The headlight range cannot be adjusted manually if the vehicle has dynamic headlight range control. The headlight range automatically adjusts to the load level of the vehicle when the vehicle's drive system is activated and, if necessary, while driving →⚠.

⚠ WARNING

Heavy objects in the vehicle can cause the headlights to dazzle and distract other road users. This can lead to accidents and serious injuries.

- Always adapt the light cone to the load level of the vehicle to avoid dazzling other road users.

⚠ WARNING

Failure or malfunction in the dynamic headlight range control can cause the headlights to dazzle or distract other road users. This can lead to accidents and serious injuries.

- Have the headlight range control checked by a correspondingly qualified workshop as soon as possible.

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Switching over headlamps for driving abroad (travel mode)

If you have to drive a right-hand drive vehicle in a left-hand drive country, or vice versa, the low beam head lamps of vehicles with dynamic cornering light may dazzle oncoming traffic. For this reason, the headlamp alignment of vehicles with this equipment can be adjusted in the vehicle settings in the Infotainment system (travel mode) *(→ Vehicle settings menu)*.

It is not necessary to adjust the headlamps on vehicles without dynamic headlamp range control Contact a suitably qualified workshop for further information.

Travel mode may only be used for a short period. Please contact a suitably qualified workshop for a permanent alteration.

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Acoustic warnings if lights are not switched off

When the ignition has been switched off and the driver door is opened, acoustic warnings will sound under the following conditions:

— If the parking light is switched on.

— If the parking lamps are switched on.

— If the rear fog lamp is switched on.

No acoustic warning will be given as a reminder that a light is still switched on when leaving the vehicle when the orientation lighting is switched on *(→ Orientation light)*.

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Instrument and switch lighting

The brightness of the instrument and switch lighting can be adjusted in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

The brightness setting is automatically adjusted to the changing light conditions in the vehicle.

When automatic lighting control AUTO is switched on, a sensor will switch the dipped beam and the lighting in the instruments and switches on and off automatically depending on the ambient brightness.

When the lights are switched off and the ignition switched on, the instrument and switch lighting (needles and scales) is switched on. As the ambient light decreases, the lighting of these scales is automatically reduced and may be switched off entirely. This function is intended to remind the driver to switch on the dipped beam in good time, i.e. when driving through tunnels.

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Interior and reading lights, background lighting

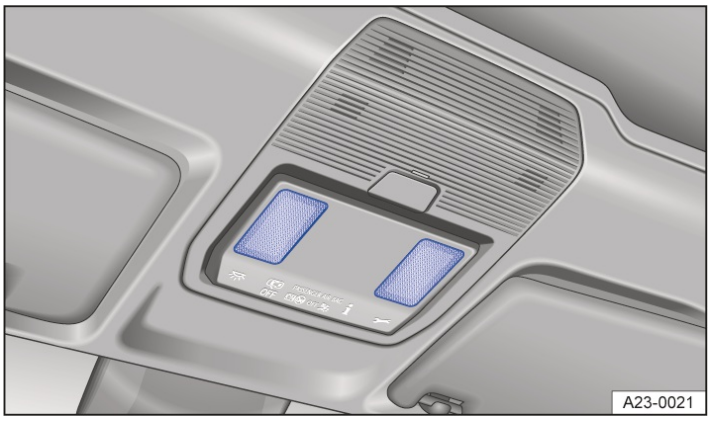


Fig. 1 In the roof console: Touch-sensitive reading lights.

Tap the corresponding symbol:

Switch interior lights on or off or dim lights.

OFF

Function is switched off: The interior lights are switched on automatically when the vehicle is unlocked, a door is opened or the ignition is switched off.

Touch-sensitive reading lights with manual dimming function

There may be touch-sensitive reading lights in the roof console and above the seat rows, depending on the vehicle equipment → *Fig. 1*. The respective reading light can be switched on or off by tapping the light surface.

In order to activate the manual dimming function, keep touching the light surface until the desired brightness level is reached.

Glove box and load compartment lighting

The corresponding light will be switched on or off when the glove box or boot lid is opened or closed.

Background lighting

Depending on the equipment level, the background lighting provides indirect light in the various areas of the vehicle interior.

The brightness and, depending on equipment level, colour of the background lighting can be adjusted in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

In addition, various driving situations or warning functions can be displayed by the background lighting.

The lights switch off when the vehicle is locked or after a few minutes once the ignition has been switched off. This prevents the 12-volt battery from discharging.

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Operating the wiper lever

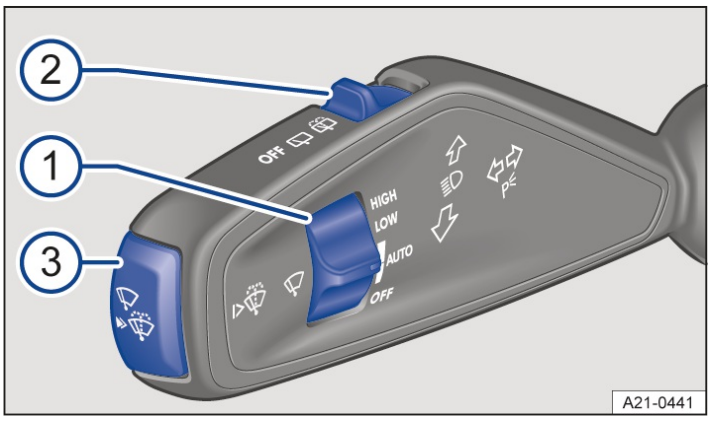


Fig. 1 On the left-hand side of the steering column: Turn signal and wiper levers.

(1) Operating the front windscreen wipers

(2) Operating the rear window wiper.

(3) Operate the flick wipe and wash and wipe system of the windscreen wipers.

The wipers function only when the ignition is switched on and the bonnet or boot lid are closed.

Switching on the windscreen wiper

1. Switch on the ignition.
2. Turn the switch to the required position → *Fig. 1* (1):

HIGH
Fast wipe.

LOW
Slow wipe.

AUTO
Vehicles without rain and light sensor: Interval wipe. The wiping interval can be set in two stages.

Vehicles with rain and light sensor: Automatic wiping depending on the degree of precipitation. The sensitivity of the rain/light sensor can be adjusted in two levels.

Switching off the windscreen wiper

1. Turn switch → *Fig. 1* (1) to the **OFF** position.

Flick wipe – switching brief wiping on and off

1. Switch on the ignition.
2. Press → *Fig. 1* (3) to the first position → ⚠. Press and hold the button for longer to wipe more quickly.

To switch off flick wiping, release the button.

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Switching the wash and wipe system of the windscreen wipers on and off

1. Switch on the ignition.
2. Press → *Fig. 1* (3) to the second position → ⚠.

To switch off the wash and wipe system, release the button.

Switching on the rear window wiper

1. Switch on the ignition.
2. Push switch → *Fig. 1* (2) to the central position.

   The windscreen wiper will wipe the window approximately every 6 seconds.

Switching off the rear window wiper

1. Push switch → *Fig. 1* (2) to the left to the OFF position.

Switching the wash and wipe system of the rear window wiper on and off

1. Switch on the ignition.
2. Push and hold switch → *Fig. 1* (2) to the right position → ⚠.

To switch off the wash and wipe system, release the button.

⚠ WARNING

Without adequate anti-freeze, the washer fluid may freeze onto the windscreen and obscure your view.

- In winter temperatures, the windscreen washer system should only be used when adequate anti-freeze has been added.
- In winter temperatures, never use the windscreen washer system before the windscreen has been heated by the ventilation system or the windscreen heating. This could lead to the anti-freeze mixture freezing on the windscreen and restrict the driver's vision.

⚠ WARNING

Worn or dirty wiper blades reduce visibility and increase the risk of accidents and severe injuries.

- Always change windscreen wiper blades if they are damaged or worn and no longer clean the windscreen properly *(→ Wiper blades)*.

NOTICE

Improper handling of the wipers may cause damage to the window as well as the wiper blades and the windscreen wiper motor.

- Before driving off and before switching on the ignition, check that the wiper lever is in the basic position.
- Remove any snow and ice from the wipers and windows.
- Always carefully detach frozen wiper blades from the window.
- Do not switch on the wipers when the window is dry.

When switched on, the wipers will temporarily be switched to the next setting down when the vehicle is stationary.

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If the vehicle is parked during cold weather, the service position of the windscreen wiper may be helpful in order to be able to release the wiper blades better from the windscreen *(→ Wiper blades)*.

Wiper function

Automatic activation of the rear window wiper

The rear window wiper is switched on automatically if the front windscreen wipers are switched on and reverse gear is engaged. Automatic activation when reverse gear is engaged can be activated and deactivated in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

Heated washer jets

The heating defrosts frozen washer jets. The heating output is automatically regulated when the ignition is switched on, depending on the ambient temperature. Only the washer jets are heated and not the hoses carrying washer fluid.

Cleaning system of the rear view camera system

Vehicles with rear window wiper: The cleaning system of the rear view camera system cleans the rear view camera and works in conjunction with the wash and wipe system to clean the rear window.

If the view from the camera remains obscured after it has been cleaned several times, the camera lens must be cleaned manually *(→ Vehicle care, exterior)*.

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Rain/light sensor

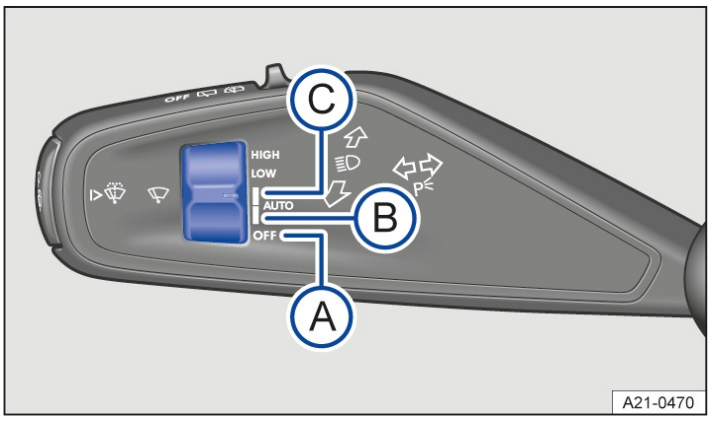


Fig. 1 On the left-hand side of the steering column: Turn signal and wiper levers.

(A) The rain/light sensor is deactivated.

(B) Rain and light sensor activated, level 1.

(C) Rain and light sensor activated, level 2.

When the rain/light sensor is activated, it automatically controls the frequency of the wiper intervals, depending on the intensity of the rain.

The automatic wipe function can be activated and deactivated in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)* →⚠.

Activating the rain and light sensor

1. Switch on the ignition.
2. Turn the switch to the required position→ *Fig. 1*:
   — Position (B): Low sensitivity of the rain and light sensor.
   — Position (C): High sensitivity of the rain and light sensor.

If the automatic wipe function is deactivated in the Infotainment system, the intervals are set at fixed levels.

Deactivating the rain and light sensor

1. Turn switch to position→ *Fig. 1* (A).

⚠ WARNING

The rain/light sensor cannot always detect every rain shower and activate the wipers.

- If necessary, switch on the wipers manually if the water on the windscreen restricts the field of vision.

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Washer fluid level too low

The indicator lamp lights up yellow.

1. Fill up the washer fluid reservoir as soon as possible *(→ Washer fluid)*.

Fault in wipers

The indicator lamp lights up yellow.

The wipers do not wipe.

1. Switch the ignition on and off.
2. If the fault persists, go to a correspondingly qualified workshop.

Fault in rain and light sensor

The wipers are not switched on automatically if it rains during rain/light sensor operation.

1. Switch the ignition on and off.
2. If the fault persists, go to a correspondingly qualified workshop.

Changes in the response of the rain and light sensor

Possible causes for faults and misinterpretations *relating to the sensitive surface* of the rain and light sensor *(→ Front view)* include:

— Damaged wiper blades: a film of water or smears caused by damaged wiper blades can increase the time the wipers are switched on, can shorten the length of the intervals between wipes or cause the wipers to run quickly and continuously.

— Insects: insects hitting the windscreen surface can cause the wipers to be activated.

— Salt deposits: in winter, salt deposits can cause the wipers to continue to wipe the windscreen when it is almost dry.

— Soiling: dry dust, wax, windscreen coatings (lotus effect), or detergent deposits (from an automatic car wash) can cause the rain and light sensor to become less sensitive and react too slowly, or prevent it from reacting at all. Clean the sensitive surface of the rain and light sensor at regular intervals and inspect the wiper blades for damage *(→ Vehicle care, exterior)*.

— Crack in the windscreen: a wipe cycle will be triggered if the rain and light sensor is switched on when the windscreen is impacted by a stone. The rain/light sensor will then register the reduction in sensitivity of the surfaces and adjust accordingly. Depending on the size of the stone impact, the response of the rain/light sensor may change.

We recommend that you use an alcohol-based glass cleaner to remove wax and polish.

The wipers will try to wipe away any obstacles that are on the window. The wipers will stop moving if the obstacle blocks their path. Remove the obstacle and switch the wipers back on again.

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Introduction

You can use the exterior mirrors and the interior mirror to observe traffic behind you and adjust driving style accordingly.

For safety reasons, it is important that the driver positions the exterior and interior mirrors correctly before starting a journey →⚠.

Looking in the exterior mirrors and the interior mirror does not allow the driver to see the entire area around the side and rear of the vehicle. The area that cannot be seen is known as the blind spot. Objects and other road users may also be located in the blind spot.

⚠ WARNING

Adjusting the exterior and interior mirrors while driving may cause the driver to become distracted. This can lead to accidents and serious injuries.

- Adjust the exterior mirror and interior mirror only when the vehicle is stationary.
- When parking, changing lane, or performing an overtaking or turning manoeuvre, always pay careful attention to the area around the vehicle as objects and other road users may be located in the blind spot.
- Always ensure that the mirrors are positioned correctly and that the rear view is not restricted by ice, snow, condensation or any other objects.

⚠ WARNING

If you estimate the distance from traffic behind you incorrectly, you can cause accidents and serious injuries.

- Curved mirrors (convex or aspheric) enlarge the field of vision and can make objects in the mirror seem smaller and further away than they actually are.
- Using convex mirrors to estimate the distance from other vehicles behind you when changing lanes can provide inaccurate results and can lead to accidents and severe injuries.
- Whenever possible, use the interior mirror to check the exact distance between your vehicle and following traffic or other objects.
- Make sure that you have a good view to the rear of the vehicle.

⚠ WARNING

Automatic anti-dazzle mirrors contain an electrolyte fluid which could leak if the mirror is broken.

- The leaking electrolyte fluid can cause irritation to the skin, eyes and respiratory organs, especially in people who suffer from asthma or similar illnesses. Immediately ensure that there is a sufficient supply of fresh air and get out of the vehicle. If this is not possible, open all of the windows and doors.
- If your eyes or skin come into contact with the electrolyte fluid, wash the affected area immediately with plenty of water for at least 15 minutes and seek medical attention.
- If your shoes or clothes come into contact with the electrolyte liquid, wash them immediately with plenty of water for at least 15 minutes. Clean shoes and clothes thoroughly before wearing them again.
- If you have swallowed electrolyte fluid, rinse your mouth immediately with plenty of water for at least 15 minutes. Do not induce vomiting unless instructed to do so by a doctor. Seek medical assistance immediately.

NOTICE

If the glass of an automatic anti-dazzle mirror is broken, electrolyte fluid can leak from the mirror. This fluid corrodes plastic surfaces.

- Remove leaked liquid as quickly as possible, e.g. with a wet sponge.

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Interior mirror

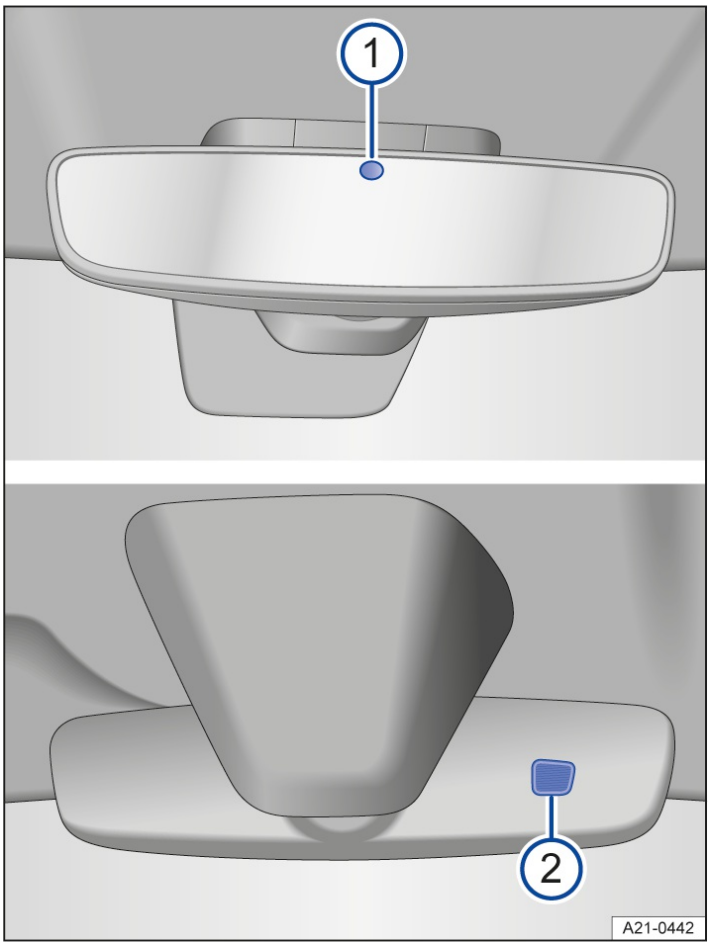


Fig. 1 On the headliner: automatic anti-dazzle interior mirror.

1 Sensor for incident light from the rear.

2 Sensor for incident light from the front.

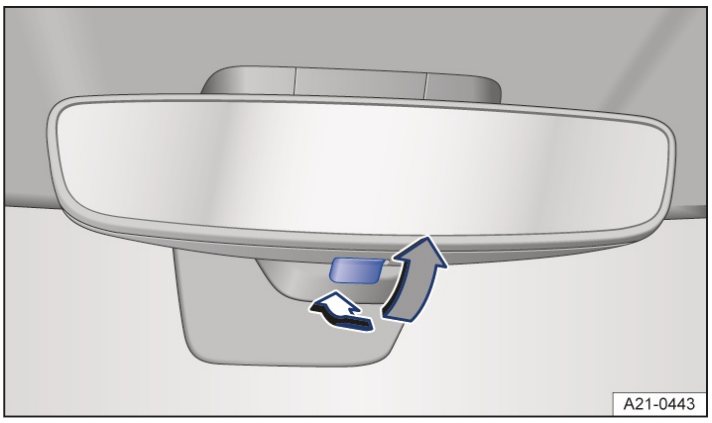


Fig. 2 On the headliner: manual anti-dazzle interior mirror.

Automatic anti-dazzle interior mirror

When the ignition is switched on, the sensors measure the incident light from the rear→ *Fig. 1* (1) and from the front (2).

Depending on the values measured, the interior mirror dims automatically.

If the incident light on the sensors is hindered or interrupted, e.g. by a sun blind or other hanging objects, the

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automatic anti-dazzle interior mirror will not function or will not function correctly. Mobile navigation devices attached to the windscreen or near the interior automatic anti-dazzle interior mirror can also influence the sensors → ⚠.

The automatic anti-dazzle function will be deactivated in some situations, e.g. when reverse gear is engaged.

Manual anti-dazzle interior mirror

— Basic position: the lever on the lower part of the mirror is pointing towards the windscreen.

— Pull the lever back to select the anti-dazzle function→ *Fig. 2*.

⚠ WARNING

The illuminated display from a mobile navigation device can lead to the malfunction of the interior automatic anti-dazzle mirror and cause accidents or serious injuries.

- You may not be able to precisely determine the distance from vehicles travelling behind you or from other objects if the automatic anti-dazzle function is impaired.

Exterior mirrors

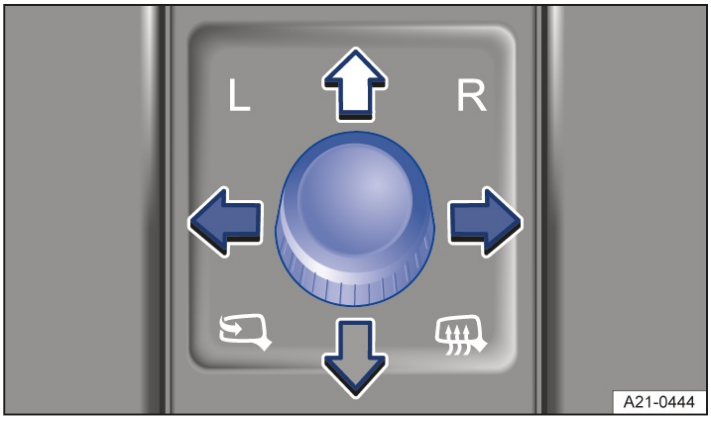


Fig. 1 In the driver door: Rotary knob for adjusting the exterior mirror.

The exterior mirror functions for left-hand drive vehicle are described below. Position **L** corresponds to the exterior mirror on the driver's side and position **R** to the exterior mirror on the front passenger side. These instructions are mirrored for right-hand drive vehicles.

Electrically adjustable exterior mirrors

1. Switch on the ignition.
2. Turn the rotary knob in the driver door to the desired symbol→ *Fig. 1*.
3. To adjust the exterior mirror, swivel the knob in the direction of the arrow to the front, rear, right or left.

Fold exterior mirrors into the body electrically → ⚠. The exterior mirrors can be folded in up to a speed of around 50 km/h (around 30 mph).

Switch on the exterior mirror heating.

L

Adjust the exterior mirror on the driver side.

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R

Adjusts the right exterior mirror.

0

Neutral position. The exterior mirror cannot be adjusted and all functions are switched off.

Depending on the model, electrical controls can be combined with mechanically adjustable exterior mirrors.

Activating the exterior mirror functions

The following exterior mirror functions must be activated once in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

Synchronised mirror adjustment

Synchronous mirror adjustment means that the right-hand exterior mirror is also adjusted at the same time when you adjust the left-hand exterior mirror.

1. Turn the rotary knob to position **L**.
2. Adjust the exterior mirror on the driver side. The right-hand exterior mirror will be adjusted at the same time (synchronised).
3. Correct the adjustment of the right exterior mirror if necessary, turn the rotary knob to position **R** and adjust the right exterior mirror.

Folding in the exterior mirrors while parking

The exterior mirrors fold in or out automatically when the vehicle is locked or unlocked from the outside. This requires the rotary knob to be in the position , **L**, **R** or **0**.

The exterior mirrors remain folded in if the rotary knob for the electrically adjustable exterior mirrors is in the position .

Storing front passenger exterior mirror settings for reversing

1. Unlock the vehicle with the vehicle key to which the settings should be assigned.
2. Select reverse gear.
3. Adjust the exterior mirror on the front passenger side so that you have a good view of the kerb area, for example.
4. Put the gearbox into neutral.
5. Switch off the ignition.

   The settings for the mirror position will be saved and assigned to the vehicle key.

Activating the front passenger exterior mirror setting for reversing

1. Turn the rotary knob for the exterior mirrors to the position for adjusting the front passenger exterior mirror.
2. With the ignition switched on, select reverse gear.

   The front passenger exterior mirror will now adjust itself to the stored position.

The front passenger exterior mirror will move out of the position saved for reversing when the vehicle is driven forwards faster than approximately 15 km/h (around 9 mph) or when the rotary knob is turned to another position.

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WARNING

Injuries can be sustained if you do not take care when folding the exterior mirrors in and out.

- Fold the exterior mirrors in or out only when no-one is in the path of the mirrors.
- Always ensure that no fingers are trapped between the exterior mirror and the mirror base when the exterior mirrors are moved.

WARNING

If you estimate the distance from traffic behind you incorrectly, you can cause accidents and serious injuries.

- Curved mirrors (convex or aspheric) enlarge the field of vision and can make objects in the mirror seem smaller and further away than they actually are.
- Using convex mirrors to estimate the distance from other vehicles behind you when changing lanes can be inaccurate and lead to accidents and severe injuries.
- Whenever possible, use the interior mirror to check the exact distance between your vehicle and following traffic or other objects.
- Make sure that you have a good view to the rear of the vehicle.

NOTICE

- Always fold in the exterior mirrors when driving through an automatic car wash.
- Do not fold electrically folding exterior mirrors in or out manually as this can damage the electric motor.

You should switch off the exterior mirror heating when it is no longer needed. Energy is otherwise wasted.

In the event of a fault, the electric exterior mirrors can be adjusted by hand by pressing on the outer edge of the mirror.

Some settings can be stored in the personalised user accounts and therefore change when the user account changes.

Sun visors

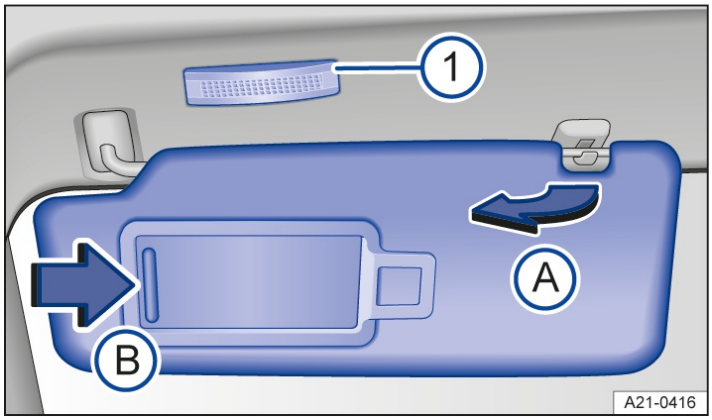


Fig. 1 In the front headliner: sun visor.

(1) Light.

(A) Pull out of holder.

(B) Slide the cover open.

Adjustment positions for the driver and front passenger sun visors:

1. Folded down over the windscreen.

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2. Pull out of the bracket and swing over towards the door→ *Fig. 1* (A).

Illuminated vanity mirror

With the sun visor folded down, there may be a vanity mirror behind a cover.

1. Slide the cover open in the direction of the arrow→ *Fig. 1* (B).

The light → *Fig. 1* (1) will go out when the vanity mirror cover is pushed back or the sun visor is folded back up.

WARNING

Driving with the sun visors folded down and the sun blinds pulled out can reduce your view of the road.

- Sun visors should always be folded away and sun blinds should always be retracted if they are not being used.

Overview of the Climatronic

Automatic air conditioning system

The Climatronic is an automatic air conditioning system that heats, cools and dehumidifies the air. Automatic mode enables the Climatronic to control the air temperature, air distribution and air volume automatically.

The air conditioning system will function most effectively if the windows are kept closed. Opening the windows and glass roof to allow air to enter the vehicle may accelerate cooling if high temperatures have developed in the vehicle interior.

Some functions of the air conditioning system and menus in the Infotainment system depend on the vehicle equipment.

Display of active functions

Illuminated symbols on the buttons indicate that the function is switched on.

Colour-coded function buttons display an activated function in the air conditioning menu in the Infotainment system.

Operating the air conditioning system with voice commands

You can use voice control to operate some air conditioning system functions, depending on the vehicle equipment.

WARNING

Poor visibility through the door windows, windscreen and rear window increases the risk of collisions and accidents which can cause serious or fatal injuries.

- Keep all windows free from ice, snow and condensation.
- Adjust the heating, air conditioning system and rear window heating to prevent the windows from misting up *(→ Heating and air conditioning system)*.
- Only set off once all windows are clear.
- Use air recirculation mode for a short period only. Condensation could otherwise form on the windows very quickly so that visibility is greatly reduced.
- Switch off the air recirculation mode when it is no longer required.

Some settings can be stored in the user accounts of the personalisation function and therefore change when the user account changes .

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Switching Climatronic on and off

In the air conditioning menu: Top edge of the screen

Switch Climatronic on and off.

1. Open the air conditioning settings in the Infotainment system *(→ Air conditioning menu in the Infotainment system)*.
2. Tap .

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Climatronic automatic mode

In the air conditioning menu

AUTO The set air temperature is kept constant. The volume of air and air distribution are controlled automatically. Automatic mode switches itself off when the blower speed is adjusted manually.

Automatic mode of Climatronic is also switched on if aSmart Climate function is activated *(→ Air distribution of the air conditioning system)*.

Selecting a climate profile

The blower speed in automatic mode can be controlled via the climate profiles.

1. Open the air conditioning settings in the Infotainment system.
2. Tap **AUTO**.
3. Choose the desired climate profile in the pop-up window.

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Air Care

In the air conditioning menu: Air Care **sub-menu**

The enhanced air filter in theAir Care Climatronic can reduce the amount of pollutants and allergens that enter the vehicle interior.

When Air Care is switched on, the air conditioning system's air recirculation mode is maximised as far as is permitted by the risk of window fogging depending on the interior humidity and outside temperature. The air recirculation mode is automatically regulated and features continuous adjustment in order to prevent fatigue of the vehicle occupants.

Switching Air Care **on and off**

1. Open the air conditioning settings in the Infotainment system.
2. Tap Air Care.
3. Tap Active.

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Air conditioning menu in the Infotainment system

In the top centre console

CLIMA Open the air conditioning settings in the Infotainment system.

In the Classic Climate and Smart Climate submenus, you will find the functions for temperature control *(→ Temperature control of the air conditioning system)* and air distribution *(→ Air distribution of the air conditioning system)*.

Depending on the equipment level, theClassic Climate menu may also be calledAir conditioning.

The Smart Climate sub-menu is available depending on the equipment level .

Air conditioning settings **submenu**

Open the Air conditioning settings submenu.

Depending on the equipment, you will find further convenience functions in theAir conditioning settings submenu:

— Switches automatic air recirculation mode on *(→ Air recirculation mode)*.

— Switch on seat heating automatically at the start of the journey *(→ Seat heating)*.

— Switch on the steering wheel heating automatically at the start of the journey *(→ Steering wheel heating)*.

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Temperature control

In the Infotainment system: Bottom edge of the screen

Select temperature. The temperature settings are displayed permanently at the bottom of the screen in the Infotainment system.

The temperatures set for the rear row of seats are shown on the displays for the air conditioning block for the rear seats.

In the air conditioning menu: Classic Climate submenu

Depending on the equipment level, theClassic Climate menu may also be calledAir conditioning.

A/C The air is cooled and dehumidified in cooling mode.

MAX A/C Switch maximum cooling output on and off.

Air recirculation mode is automatically switched on and the Climatronic automatically directs air to the upper body.

SYNC Adopt temperature settings of driver side for all seats.

On the Infotainment system: Setting the temperature with the touch slider

Depending on the equipment, you can set the temperature using the touch slider on the Infotainment system.

1. To adjust the Climatronic temperature to +22°C (+72°F), tap and hold the touch slider centrally between and .

   Or: To set a different temperature, swipe the touch slider to the left or right.

   The selected temperatures are displayed at the bottom of the screen in the Infotainment system.

In the Infotainment system: Stationary air conditioning menu

Open the Stationary air conditioning menu in the Infotainment system *(→ Stationary air conditioning)*.

Seat-related air conditioning

The air conditioning is controlled in relation to the occupied seats in order to keep the energy consumption of the air conditioning system as efficient as possible. If a seat is not occupied, Eco can be displayed instead of the temperature in the air conditioning menu in the Infotainment system.

If a person is seated while wearing a seatbelt and the vehicle's drive system is active, the vehicle detects the occupied seat.

Setting the temperature for the rear passenger compartment

Depending on the equipment, you can set the temperature for the rear passenger compartment in the Infotainment system or on an air conditioning block in the roof above the sliding doors.

REAR Open the settings for the rear seats in the Infotainment system.

1. Open the air conditioning settings in the Infotainment system.

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2. Tap REAR.
3. Tap function button ■ or ■.

   Or: ■ or ■ tap the air conditioning block for the rear seats.

   The set temperature for the rear passenger compartment appears in the displays in the roof above the sliding doors.

If REAR LOCK is switched on in the Infotainment system, the air conditioning blocks for the rear seats cannot be operated.

Air distribution and blower speed

Vents

The vents are located in the following positions in the vehicle:

— Driver side.

— Front passenger side.

— Front centre console.

— Rear passenger compartment.

NOTICE

Heat-sensitive food, medicine and other items could be either damaged or rendered useless.

- Never leave food, medicines or other temperature-sensitive objects in front of the vents.

NOTICE

Do not insert any objects in the vent slots. This could cause damage to the air outlets.

Air distribution functions in the air conditioning menu: Classic Climate

WARNING

Stale air can quickly make the driver tired and affect their concentration, which in turn can cause collisions, accidents and serious injuries.

- Never switch off the blower or switch on the air recirculation mode for an extended period as this prevents fresh air from entering the vehicle interior.

Set the blower speed with the touch slider.

Direct air towards upper body.

Direct air into the footwell.

Direct air onto the windscreen.

Air distribution functions in the air conditioning menu: Smart Climate

The Climatronic automatic mode is also switched on if aSmart Climate function is activated. TheSmart Climate functions remain switched on for a short time. Automatic mode remains switched on after this time elapses.

Clear the windscreen and windows in the passenger compartment of ice and mist.

Direct warm air into the footwell.

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Direct warm air onto the steering wheel.

Direct cool air into the footwell.

Direct fresh air from the outside into the vehicle interior.

Briefly increase the heating output.

Briefly increase the cooling system output.

Setting the blower speed for the rear passenger compartment

The set blower speed for the rear passenger compartment appears in the displays in the roof above the sliding doors.

Defrost function

On the touch panel next to the multifunction steering wheel

MAX The defrost function clears the windscreen of condensation and frost.

The air is dehumidified and the blower is set to a high speed.

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Air recirculation mode

When air recirculation mode is switched on, no fresh air enters the vehicle interior.

Switch air recirculation mode on and off in the air conditioning menu.

1. Open the air conditioning settings in the Infotainment system.
2. Tap Classic Climate.
3. Tap .

Automatic air recirculation mode of Climatronic

Automatic air recirculation mode supports you within the system limits by temporarily switching the fresh air supply on or off if the fresh air entering the vehicle is of poor quality. The system cannot detect unpleasant odours.

1. Open the air conditioning settings in the Infotainment system.
2. Switch automatic air recirculation mode on or off via ▸ Automatic air recirculation.

When does air recirculation mode switch off?

Air recirculation mode switches off in the following situations →⚠:

— When the defrost function is switched on.

— If a sensor detects that condensation might form on the vehicle's windows.

⚠ WARNING

Stale air can quickly make the driver tired and negatively affect their concentration which may cause collisions, accidents and serious injuries.

- Never use the air recirculation mode for an extended period as no fresh air will enter the vehicle interior.
- Use air recirculation mode for a short period only. Condensation could otherwise form on the windows very quickly so that visibility is greatly reduced.
- Switch off the air recirculation mode when it is no longer required.

NOTICE

In vehicles with an air conditioning system, do not smoke when the air recirculation mode is switched on. Smoke can leave a residue on the cooling system evaporator and on the active combi filter, producing a lasting unpleasant odour.

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Fresh air intake

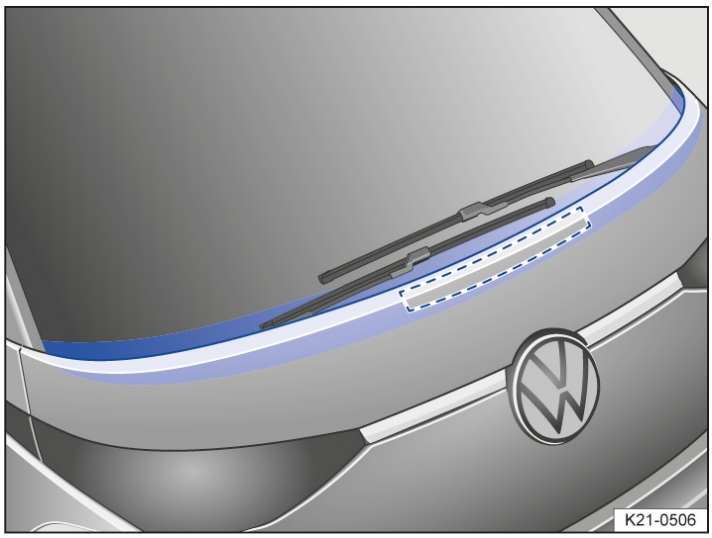


Fig. 1 Illustration: area of the fresh air intake in front of the windscreen.

The vehicle has a fresh air intake duct in front of the windscreen→ *Fig. 1*.

NOTICE

If snow is drawn in, it can cause damage to the vehicle.

- Before starting a journey, make sure there is no snow in the area of the fresh air intake.
- Remove any snow as required.

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Overview of seat heating

Switch seat heating on and off in the air conditioning menu.

Heating levels of the seat heating

The seat heating operating conditions are shown in colour in the Infotainment system. At the highest temperature setting, all three displays under or on the Infotainment system are shown in red.

When should the seat heating be switched off?

Switch off the seat heating if one of the following conditions applies:

— A person with reduced sensitivity to pain or temperature is sitting on the seat → ⚠.

— The seat is not occupied.

— A child seat is installed on the seat.

— Objects are covering the seat cushion, e.g. protective covers, jackets, blankets or bags.

— The seat cushion is damp or wet.

— The temperature in the vehicle interior or the outside temperature is above +25°C (+77°F).

⚠ WARNING

Magnetic fields are produced during operation of the seat heating. These magnetic fields can affect active medical implants (e.g. pacemakers) in isolated cases.

- Wearers of an active medical implant should consult their doctor or the implant manufacturer before operating the seat heating.
- Also make the other vehicle occupants aware of this if necessary.

⚠ WARNING

Anyone experiencing reduced sensitivity to pain or temperature due to medication, paralysis or chronic illness (e.g. diabetes) could sustain burns on the back, buttocks and legs when using the seat heating. These burns may take a long time to heal or may never heal fully. Please consult a doctor to determine your own level of health.

- Never use the seat heating if you have reduced sensitivity to pain or temperature and leave the “Automatic seat heating at the start of a journey” function switched off *(→ Seat air conditioning)*.

⚠ WARNING

Wet seat covers can cause a malfunctions in the seat heating and increase the risk of burns.

- Ensure that the seat cushion is dry before using the seat heating.
- Do not sit on the seat in damp or wet clothing.
- Do not place any damp or wet objects or items of clothing on the seat.
- Do not spill any liquids on the seat.

NOTICE

- To avoid damaging the heating elements, do not kneel on the seats and do not apply sharp pressure at a single point to the seat cushion and backrest.
- Liquids, sharp objects and insulating materials, such as a protective cover or child seat, may damage the seat heating.
- If odours develop, switch off the seat heating immediately and have it checked by a suitably qualified workshop.
- If the original seat covers are replaced with another material, the seat heating can overheat or the seat heating function may be restricted.

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Operating the seat heating function

1. Open the air conditioning settings in the Infotainment system.
2. Tap or at the bottom of the screen to switch on the seat heating at the highest temperature setting.
3. Tap or repeatedly to adjust the temperature setting.
4. To switch off the seat heating, tap or repeatedly until the symbol is coloured grey.

   Or: To switch the seat heating on or off, use two fingers to tap the touch slider of the driver or passenger side under the Infotainment system (depending on the equipment).

To save energy, switch off the seat heating as soon as possible.

The seat heating switches on and off automatically

The most recent temperature setting for the driver seat is activated automatically if you switch on the vehicle's drive system again within approximately 10 minutes. The most recent temperature setting is also switched on automatically for the passenger seat when it is occupied.

If the front passenger leaves the seat when the seat heating is switched on and the vehicle's drive system is activated, the seat heating of the front passenger seat will be switched off automatically. The display in the Infotainment system turns grey after around 2 seconds. If the front passenger returns to the seat when the vehicle's drive system is still activated, the seat heating of the front passenger seat will be switched on again automatically.

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Automatic seat heating at the start of a journey

1. Open the air conditioning settings in the Infotainment system.
2. To open the Air conditioning settings submenu, tap .
3. To select the heating level at the start of the journey, tap ⌄ in the Seat heating menu option.

   Once the vehicle's drive system has been activated, the selected heating level is switched on automatically depending on the outside temperature.

   Or: To prevent the seat heating from switching on automatically at the start of the journey, select Off in the menu option.

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Steering wheel heating

Switch the steering wheel heating on and off in the Infotainment system.

Temperature settings of the steering wheel heating

The steering wheel heating operating conditions are shown in colour in the Infotainment system. At the highest temperature setting, all three displays under on the Infotainment system are coloured red.

Operating the heated steering wheel

1. Open the air conditioning settings in the Infotainment system *(→ Air conditioning menu in the Infotainment system)*.
2. Open the Classic Climate sub-menu in the Infotainment system.
3. Tap to switch on the steering wheel heating at the highest temperature setting.
4. To adjust the temperature setting, tap repeatedly.
5. To switch off the steering wheel heating, tap repeatedly until the symbol is coloured grey.

The most recent temperature setting is switched on automatically if you reactivate the vehicle's drive system within approximately 10 minutes.

Switching on the steering wheel heating automatically at the start of the journey

1. Open the air conditioning settings in the Infotainment system *(→ Air conditioning menu in the Infotainment system)*.
2. To open the Air conditioning settings submenu, tap .
3. Activate the Steering wheel heating checkbox.

   Once the vehicle's drive system has been activated, the steering wheel heating is switched on automatically depending on the outside temperature.

Switching on the steering wheel heating automatically with the Smart Climate function

Direct warm air onto the steering wheel.

The Smart Climate sub-menu is available depending on the equipment level.

If you switch on the Smart Climate function in the air conditioning system menu, the steering wheel heating is automatically switched on at the lowest heating level.

If the steering wheel heating is already switched on before you switch on the Smart Climate function , the set heating level of the steering wheel heating remains selected.

Steering wheel heating switches off automatically

The steering wheel heating switches itself off automatically if one of the following conditions applies:

— The power consumption is too high.

— There is a fault in the steering wheel heating system.

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Windscreen heating

The windscreen heating works when the ignition is switched on.



Switch the windscreen heating on and off on the touch panel next to the multifunction steering wheel.

The windscreen heating switches itself off depending on the outside temperature or after around 8 minutes at the latest.

Windscreen heating using the defrost function

The windscreen heating will be switched on automatically when the defrost function is switched on and a sensor detects that condensation may form on the windscreen.

Windscreen heating switches off automatically

The windscreen heating switches itself off automatically if one of the following conditions is met:

— The power consumption is too high.

— There is a fault in the air conditioning system.

— The specified time has elapsed.

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Rear window heating

The rear window heating works when the ignition is switched on.



Switch the rear window heating on and off on the touch panel next to the multifunction steering wheel.

The rear window heating switches off automatically after around 10 minutes at the latest.

NOTICE

To prevent damage to the rear window heating system, do not put stickers over the heating elements on the inside of the window.

To save energy, switch off the rear window heating as soon as possible.

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Introduction

The vehicle interior can be cooled, ventilated or heated using the stationary air conditioning whilst the vehicle is stationary. In winter, the windscreen can be cleared of ice, condensation and a thin coating of snow. The stationary air conditioning is supplied with power via the main socket or via the vehicle's high-voltage battery.

The stationary air conditioning system can be programmed and managed in the Infotainment system or via an app on your mobile telephone.

Information about the app, the requirements for use and availability, and about compatible end devices is available on the internet .

NOTICE

Heat-sensitive food, medicine and other items could be either damaged or rendered useless.

- Never leave food, medicines or other temperature-sensitive objects in front of the vents.

The range of the vehicle will be reduced if you operate the stationary air conditioning without a connected charging cable. At extreme outside temperatures, the heating or cooling output of the stationary air conditioning may not be sufficient to achieve the set desired temperature.

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Operating the stationary air conditioning system

The auxiliary air conditioner can be operated when the charging connector is not plugged in. When the charging connector is not connected, the stationary air conditioning is powered by the high-voltage battery.

When the charging connector is not connected, the stationary air conditioning functions only if the high-voltage battery is sufficiently charged. The stationary air conditioning does not start if the charge level of the high-voltage battery in the digital instrument cluster shows the reserve range *(→ Charge level display and range)*.

Opening the Stationary air conditioning **menu in the Infotainment system**

Stationary air conditioning menu in the Infotainment system.

1. Tap the home button ▢.
2. Tap .

Setting desired temperature

1. Open the Stationary air conditioning menu in the Infotainment system
2. Tap .
3. Set the desired temperature by means of ⊖ and ⊕.

Immediate air conditioning of stationary vehicle

Immediate air conditioning in the exit menu in the Infotainment system.

1. Switch on the electronic parking brake.
2. Undo the seat belt buckle of the driver's seat.

   The exit menu is displayed on the Infotainment system.
3. Tap in the exit menu in the Infotainment system *(→ Exit menu)*.

   The vehicle is air conditioned for around 30 minutes. The function will then switch off automatically.

Alternatively, the vehicle can be air conditioned before a desired departure time *(→ Stationary air conditioning)*.

Switching off the stationary air conditioning manually

1. Switch on the electronic parking brake.
2. Undo the seat belt buckle of the driver's seat.

   The exit menu is displayed on the Infotainment system.
3. Tap Immediate air conditioning in the exit menu in the Infotainment system.

   Or: tap ⏻ in the air conditioning menu.

   Or: switch off the stationary air conditioning via the app on the mobile telephone.

The stationary air conditioning switches off automatically

The stationary air conditioning switches itself off automatically if one of the following conditions is met:

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— After around 30 minutes if the vehicle is air conditioned with the ignition switched off.

— After around 15 minutes if the vehicle's drive system was not activated after a programmed departure time.

— If the charge level of the high-voltage battery is too low *(→ Timer-controlled charging)*.

Operating noises can be heard if the stationary air conditioning is switched on.

Programming the stationary air conditioning system

The stationary air conditioning can be programmed for your planned departure time in the Infotainment system. You can program the desired temperature of the vehicle interior at a departure time.

On the basis of the desired temperature, the vehicle calculates the time at which the stationary air conditioning must be switched on in order to achieve the desired temperature at the departure time. The maximum running time of the stationary air conditioning before the departure time is around 30 minutes.

Air conditioning the vehicle before departure

1. Open the Stationary air conditioning menu.
2. To open the timer menu, tap .
3. Set the planned departure time.
4. Tap the function button.
5. To switch on the timer, tap the checkbox.

   The earliest programmed departure time is shown in the exit menu in the Infotainment system and can be switched on or off there *(→ Exit menu)*.

When the vehicle is locked, the stationary air conditioning can switch on a maximum of five consecutive times. This counter is reset as soon as you activate the vehicle's drive system.

Stationary air conditioning with convenience features

If the vehicle is air-conditioned before departure, the vehicle can also switch on the convenience features automatically depending on the outside temperature. The convenience features are switched on automatically at the earliest 10 minutes before the scheduled departure time.

The following equipment-dependent convenience features can be switched on automatically by the vehicle before a scheduled departure time:

— seat heating.

— Steering wheel heating.

— Exterior mirror heating.

— Rear window heating.

— Windscreen heating.

To have the vehicle automatically switch on the convenience features before a scheduled departure time, proceed as follows:

1. Open the Stationary air conditioning menu.
2. Tap .
3. Select front seats whose convenience features are to be switched on automatically before a scheduled departure time.

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Only convenience features of the selected front seats are automatically switched on before departure.

4. To switch on the rear window heating, the windscreen heating and the exterior mirror heating automatically before the departure time, switch on the Automatic window heating function.

Air conditioning the vehicle after charging the high-voltage battery

The vehicle can be air conditioned before a planned departure time if the vehicle's high-voltage battery is charged with alternating current (AC) or direct current (DC). You can make this setting in the charging settings in the Infotainment system *(→ Timer-controlled charging)*.

Air conditioning of vehicle after unlocking

1. Open the Stationary air conditioning menu in the Infotainment system
2. Tap .
3. Activate the checkbox Air condition vehicle after unlocking.

   As soon as you open a door, the vehicle is air conditioned for 5 minutes. The air conditioning will not start if you open a vehicle door and the vehicle is being charged with alternating current (AC) at that moment.

Depending on the equipment level, you can set the door release to Single door or All doors in the Vehicle settings menu in the Infotainment system for vehicles with Keyless Access *(→ Keyless Access)*. If the door release is set to Single door, the air conditioning only starts once you open the driver door. If the door release is set to All doors, the air conditioning starts once you open a vehicle door or the boot lid.

Programming check

The next activated timer and the set functions are shown in the Infotainment system when the ignition is switched off.

Troubleshooting

or CO_2 concentration in the air of the vehicle interior too high

The indicator lamp lights up red or yellow.

The message Health risk! High CO2 concentration. Open windows! or Health risk! CO2 too high. Open all windows immediately! may be displayed on the instrument cluster display.

1. Open all windows immediately.
2. Go to a suitably qualified workshop and have the air conditioning system checked.

Air conditioning system is not working properly or CO_2 concentration cannot be measured

The indicator lamp lights up yellow.

The message Air conditioning system not working correctly. Visit workshop.may be displayed in the instrument cluster display.

1. Go to a suitably qualified workshop and have the air conditioning system checked.

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Cooling mode A/C or heating cannot be switched on or its function is restricted

Cooling mode A/C begins to function as soon as the driver seat is occupied.

If the high-voltage battery is very hot, in extreme outside temperatures or if the charge level of the high-voltage battery is too low, cooling mode A/C, heating and the defrost function may only function to a limited extent.

— Switch on the blower.

— Charge the high-voltage battery sufficiently.

— Check the fuse of the air conditioning system .

— Replace the enhanced air filter with activated carbon .

— If the fault persists, consult a suitably qualified workshop.

NOTICE

If the air conditioning system is not working, switch it off immediately to prevent consequential damage. Have the air conditioning system checked by a correspondingly qualified workshop.

Condensation on the windows

Condensation forms on the windows if they are colder than the ambient temperature and the air is very humid. Cold air can absorb less moisture than warm air, which is why condensation frequently forms on windows in cold weather.

1. Keep the air intake in front of the windscreen free from ice, snow and leaves to improve the heating or cooling output *(→ Vehicle care)*.
2. To allow air to flow from the front to the rear of the vehicle, leave air vents in the rear of the load compartment clear.
3. Switch on the defrost function *(→ Defrost function)*.

The wrong unit of temperature has been set

You can change the unit of temperature for all temperature displays in the vehicle using the Infotainment system.

1. Tap the home button ▢.
2. Open the Settings menu.
3. Select the Units menu option.

Water or water vapour under the vehicle

If the humidity and temperature outside the vehicle are high, condensation can drip off the evaporator in the cooling system and form a pool underneath the vehicle. This is normal and does not indicate a leak.

If the outside humidity is high and the outside temperature low, condensation may evaporate through the stationary air conditioning when it is running. If this is the case, steam may appear underneath the vehicle. The vehicle is not damaged.

The stationary air conditioning cannot be switched on

The high-voltage battery will be discharged if the stationary air conditioning is not plugged into the charging connector. The stationary air conditioning does not start if the charge level of the high-voltage battery is not sufficient.

Noises when the stationary air conditioning or cooling mode A/C is switched on

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Operating noises, e.g. from the radiator fan, when the stationary air conditioning or cooling mode A/C is switched on are normal and do not indicate a malfunction.

Touch panels do not react as expected

Moisture, dirt and grease can impede the functioning of the touch panels.

1. Always keep touch panels clean and dry.

Functions of the electric drive

Power output of the electric drive

The maximum torque of the electric drive is available immediately when you press the accelerator pedal.

Brake energy recuperation (energy recovery)

When the vehicle brakes, electrical energy is generated by the electric drive and then stored in the high-voltage battery *(→ Brake energy recuperation)*. This will also occur to a certain extent when the vehicle is rolling to stop when in overrun mode or travelling downhill.

The higher the charge level of the high-voltage battery, the lower the recuperation and thus also the engine braking effect. When the high-voltage battery is fully charged, no brake energy recuperation occurs and therefore no engine braking effect is available →⚠.

Brake energy recuperation can be displayed in the ID. Cockpit or on the Infotainment system screen.

Crawling function

The crawling function allows you to drive forwards or backwards slowly at a speed of around 5 km/h (around 3 mph) without pressing the accelerator.

The crawling function is automatically active:

— When the vehicle's drive system is activated and the position D/B is selected.

Or: When reverse gear R is engaged.

The crawling function is deactivated:

— When the driving mode selector is in position N.

Or: When the electronic parking brake Ⓟ is switched on.

⚠ WARNING

An electric vehicle generates only very low levels of noise when stationary, driving or during operation. Other road users, such as pedestrians and children, may therefore have difficulty hearing or detecting the vehicle while it is driving. This can result in accidents and injuries, for example when driving in traffic-calmed areas, when manoeuvring the vehicle or when driving in reverse.

⚠ WARNING

Unintentional vehicle movements can cause serious injury.

- When the vehicle is ready to be driven and the selector lever is in gear selector position D/B or reverse gear R, hold the vehicle with the foot brake.

⚠ WARNING

The higher the charge level of the high-voltage battery, the lower the engine braking effect from recuperation, to

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the point where no engine braking effect may be generated at all.

- Reduce your speed before driving down a long, steep gradient.
- When driving down a long, steep gradient, slow the vehicle using the vehicle brake.

Information on steering

The steering should be locked every time you leave the vehicle to make it more difficult for the vehicle to be stolen.

The steering

The power steering provided by the electromechanical steering system automatically adjusts to the vehicle speed, steering wheel torque and steering wheel angle. The electromechanical steering functions only when the vehicle's drive system is activated.

You will need considerably more strength than normal to steer the vehicle if the power steering is reduced or has failed completely.

Electronic steering lock

The steering column is locked electronically:

1. Stop the vehicle.
2. Switch on the electronic parking brake .
3. If the ignition is active, press the starter button once.

   Or: open the driver door. The ignition is switched off when the door is opened.

   The steering column is locked.

Counter steering assistance

Counter steering assistance provides the driver with steering assistance in some critical driving situations. In combination with ESC

, additional steering power helps the driver when counter steering→⚠.

⚠ WARNING

The power steering only functions when the vehicle's drive system is activated. If the power steering does not work, a stiff steering wheel will greatly reduce steering ability. This can lead to loss of vehicle control, accidents and serious or fatal injuries.

- Never allow the vehicle to roll if the engine is switched off.

⚠ WARNING

The counter steering assistance is not a replacement for the driver's attention and works exclusively within the system limits. In critical driving situations, uncontrolled vehicle movements may occur despite counter steering assistance. If you are inattentive, there is a risk of accidents and serious injury or even death.

- Always remain alert and do not rely solely on the system. The driver is always responsible for all driving tasks.
- Note that the vehicle is not steered by the counter steering assistance.
- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions.

NOTICE

When the ignition is switched off during towing, some vehicle functions are not available, e.g. the turn signals, the horn, the windscreen wipers and the windscreen washer system.

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- Switch on the ignition when the vehicle is being towed.

Troubleshooting

Steering fault

The warning lamp lights up red.

There is a fault in the electromechanical steering.

Do not drive on!

1. Seek expert assistance.

— If the warning light lights up red, the steering my be difficult to operate because of a fault in the electromechanical power steering.

Steering fault

The indicator lamp lights up yellow.

The steering is harder or more sensitive than usual.

1. Establish the vehicle's drive system once again and drive a short route slowly.
2. If the indicator lamp continues to light up, the system should be checked by a suitably qualified workshop.

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Pedals

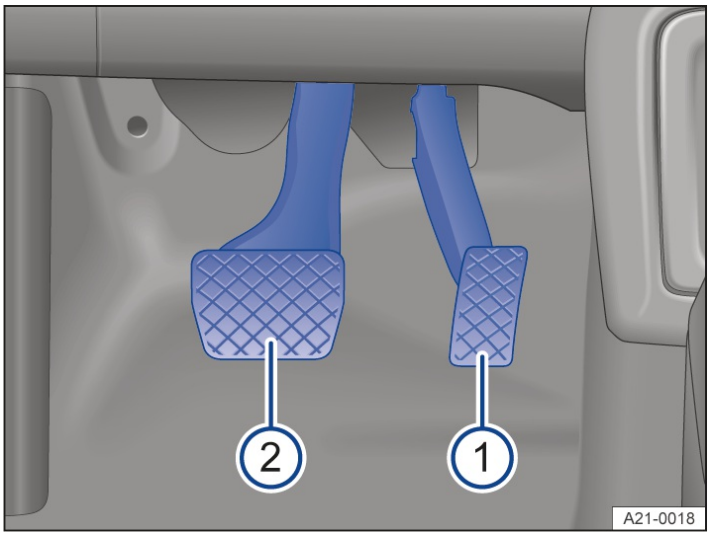


Fig. 1 In the footwell: Pedals.

(1) Accelerator.

(2) Brake pedal.

WARNING

Objects in the driver footwell can hinder pedal operation. This can lead to loss of control of the vehicle and increase the risk of serious injury.

- Make sure that all pedals can always be operated without any hindrance.
- The floor mats must always be properly secured in the footwell.
- No additional floor mats or other floor coverings should be placed over the fitted floor mat.
- Make sure that no objects can enter the driver footwell while the vehicle is in motion.
- If there are any objects in the footwell, remove them when the vehicle is parked.
- Wear shoes that provide good grip for your feet when using the pedals.

WARNING

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

- Take regular breaks on long journeys – at least every two hours.

WARNING

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

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

NOTICE

The pedals must be freely operable at all times. For example, a larger brake pedal travel will be necessary in order to stop the vehicle if a brake circuit fails. The brake pedal will have to be depressed further and harder than normal.

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Information on the brakes

Running in brake pads

New brake pads cannot generate the full braking effect during around the first 200 to 300 km (around 100 bis 200 miles) and must first be "run in" → ⚠. However, you can compensate for the slightly reduced braking force by applying more pressure to the brake pedal. During the run-in period, the braking distance is longer when the brakes are depressed fully or during emergency braking than with those that have been fully run in. In the run-in period, the brakes should not be depressed fully and situations should be avoided that create a heavy load on the brakes, e.g. when driving up close to the vehicle ahead.

Brake pad wear

The rate of wear of the brake pads depends to a great extent on the conditions under which the vehicle is operated and the way in which the vehicle is driven. If the vehicle is used for regular urban trips or short journeys and is driven with a sporty driving style, the brake pads must be regularly checked by a correspondingly qualified workshop.

External influences on the brake

When driving with wet brakes, for example after driving through water, after heavy rainfall or after washing the vehicle, the braking effect may be delayed as the brake discs will be wet, or possibly iced up (in winter). The brakes must be "dried" as quickly as possible by careful braking at higher speed. The braking force must be stronger than that which recuperation can achieve in order to apply the brake pads. During these braking operations, engage the gear selector position N so that brake energy recuperation is not used for braking. Please ensure that no other vehicles and no road users are put at risk as a result of this action → ⚠.

Any salt layer accumulating on the discs and pads will delay the braking effect and increase the braking distance. If the brakes on the vehicle have not been applied for a long time on roads that have been gritted with salt, the layer of salt must be reduced through careful braking → ⚠. The braking force must be stronger than that which recuperation can achieve in order to grind off the salt layer by applying the brake pads. During these braking operations, engage the gear selector position N so that brake energy recuperation is not used for braking. Please ensure that no other vehicles and no road users are put at risk as a result of this action → ⚠.

Corrosion on the brake discs and dirt in the brake pads is facilitated through long periods of inactivity, low mileage and low load levels. If the brake pads have been hardly used, or if they are at all corroded, we recommend that the brake discs and brake pads be cleaned by braking strongly several times from high speed. During these braking operations, engage the gear selector position N so that brake energy recuperation is not used for braking. Please ensure that no other vehicles and no road users are put at risk as a result of this action → ⚠.

⚠ WARNING

Driving with worn brake pads or with a faulty brake system can lead to loss of vehicle control, accidents and serious or fatal injuries.

- If you have reason to believe that the brakes are worn down or the brake system is faulty, go to a qualified workshop immediately and have the brake system checked and have any worn brake pads replaced.

⚠ WARNING

New brake pads cannot generate the full braking effect during around the first 300 km (around 200 mi) and must first be run in. Insufficient braking effect can increase the risk of accidents. This can cause severe or fatal injuries.

- Increase the pressure on the brake pedal if you notice that the braking effect is reduced.
- Drive with particular care when driving with new brake pads in order to reduce the risk of accidents, serious injuries and loss of control of the vehicle.
- Never drive too close to other vehicles when running in new brake pads, and never create a driving situation that will place a heavy load on the brakes.

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WARNING

Constant braking will cause the brakes to overheat. This can considerably reduce the brake effect, increase the braking distance and, in certain circumstances, cause the brake system to fail completely. This can cause you to lose control of the vehicle, which can lead to accidents and serious or fatal injuries.

- Never “ride” the brake pedal. Do not overuse the brake pedal.

WARNING

When driving downhill the brakes are placed under particular strain and become hot very quickly. Overheated brakes reduce the braking effect and considerably increase the braking distance. This can cause you to lose control of the vehicle, which can lead to accidents and serious or fatal injuries.

- Reduce your speed and select a higher energy recovery level before driving a long, steep gradient. This will make use of the electric drive braking effect and relieve the load on the brakes.
- Before driving off, make sure that the air supply to the brakes is not obstructed, e.g. by non-standard or damaged front spoilers.

WARNING

Wet brakes or brakes coated with ice or road salt react more slowly and require longer braking distances. This can cause you to lose control of the vehicle, which can lead to accidents and serious or fatal injuries.

- Test the brake carefully.
- Dry brakes and clean off any coating of ice and salt with a few cautious applications of the brake when visibility, weather, road and traffic conditions permit.

Regularly perform a visual check of the thickness of the front brake pads through the openings in the rims or from the underside of the vehicle. If necessary, remove the wheels to carry out a comprehensive check.

When the front brake pads are checked, the brake pads in the drum brakes on the rear axle should also be checked at the same time. This check is performed though an inspection hole on the rear of the drum. A sealing plug must be removed for this purpose.

Troubleshooting

Brake system fault

The warning lamp lights up red.

A text message may also be displayed.

STOP Do not drive on!

1. Seek expert assistance immediately and have the brake system checked.

Brake pad wear indicator

The indicator lamp lights up yellow.

The front or rear brake pads are worn.

1. Go to a correspondingly qualified workshop immediately.
2. All brake pads should be checked and renewed as necessary.

Unusual noises when braking

If you hear scratching or squeaking noises each time you brake, this is an indication that your brake pads on the front

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and rear axle are worn.

1. Immediately consult a suitably qualified workshop and have the system checked.
2. All brake pads should be checked and renewed as necessary.

If the braking performance of the vehicle changes

If the brake pads are worn or if you establish that the vehicle is no longer braking in the usual way (e.g. sudden lengthening of the stopping distance), proceed as follows:

1. Immediately consult a suitably qualified workshop and have the system checked.
2. All brake pads should be checked and renewed as necessary.

Switching the ignition on and off

Some vehicle functions are already activated when the driver approaches the vehicle with the vehicle key.

Switching on the ignition

1. Press the starter button once. The starter button is located on the left of the steering column.

   Or: Depress the brake pedal.

Switching off the ignition

1. Press the starter button once when the ignition is active and the vehicle is stationary.

   Or: Leave the vehicle when the vehicle is stationary and the electronic parking brake is switched on.

The ignition will also be switched off if the brake is not depressed when the vehicle is stationary and the driver opens the belt buckle of the driver seat when the electronic parking brake is switched on.

Automatic ignition switch-off

The ignition switches off automatically after a short time if the driver moves away from the vehicle with the vehicle key when the ignition is switched on. If the bonnet is opened when the ignition is switched on, the ignition will not be switched off automatically. The electronic parking brake already switches itself on automatically when the driver leaves the vehicle.

If no valid vehicle key is detected in the vehicle interior after the ignition is switched off, it is no longer possible to activate the vehicle's drive system without a valid vehicle key. A corresponding text message is shown in the ID. Cockpit.

WARNING

Unintentional vehicle movements can cause serious injury.

- If the position switch is operated when the ignition is switched on, the vehicle's drive system will be activated immediately under certain conditions *(→ Activating the vehicle's drive system)*.

WARNING

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

- Always take all vehicle keys with you every time you leave the vehicle. Children or third parties could lock the vehicle, activate the vehicle's drive system, switch on the ignition or operate electrical equipment such as the electric windows.

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- Never leave children or people requiring assistance alone in the vehicle when the vehicle is locked. They could become trapped in the vehicle in an emergency and may not be able to get themselves to safety. For example, locked vehicles may be subjected to very high or very low temperatures depending on the season. This can cause serious injuries and illness or fatalities, especially among small children.

NOTICE

The ignition can be switched on and the vehicle's drive system activated only if there is a valid vehicle key in the vehicle.

Electronic immobiliser

The immobiliser helps to prevent the electric drive from being activated and driven with an unauthorised vehicle key.

There is a chip in the vehicle key. This deactivates the immobiliser automatically when a valid vehicle key is located inside the vehicle.

The electronic immobiliser is activated automatically when there is no longer a valid vehicle key located inside the vehicle.

The vehicle's drive system can therefore be activated only when a genuine Volkswagen vehicle key with the correct code is used. Coded vehicle keys are available from a Volkswagen Commercial Vehicles dealership.

The vehicle cannot be operated properly if you do not have a genuine Volkswagen key.

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Activating the vehicle’s drive system

Requirements for activating the vehicle’s drive system

The vehicle’s drive system can be activated when the following conditions are fulfilled:

— The high-voltage battery is sufficiently charged.

— There is no charging cable connected.

— The temperature of the high-voltage battery is within the operating range.

— There is a valid vehicle key in the vehicle.

Activating the vehicle’s drive system

1. Select the gear selector position **D** or **R** with the brake pedal depressed.

   The **READY** indicator lamp lights up in the instrument cluster display and an acoustic signal sounds.

2. Repeat the procedure if the vehicle’s drive system cannot be activated. If necessary, perform an emergency start.

⚠ WARNING

An electric vehicle generates only very low levels of noise when stationary, driving or during operation. Other road users, such as pedestrians and children, may therefore have difficulty hearing or detecting the vehicle while it is driving. This can result in accidents and injuries, for example when driving in traffic-calmed areas, when manoeuvring the vehicle or when driving in reverse.

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Electronic engine sound

The electronic engine sound is a sound that warns other road users about approaching electric vehicles.

When you activate the vehicle's drive system, the electronic engine sound is switched on.

When driving quickly, the electronic engine sound is gradually faded out.

WARNING

The volume and audibility of the electronic engine sound may be restricted by snow or heavy soiling in the area of the front grille. If the vehicle is not heard by other road users, this can lead to accidents and serious injuries.

- Before each journey, check the area around the front grille for heavy soiling and clean it if necessary.
- You should always expect that the vehicle will not be heard by other road users.

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Leaving the vehicle when the vehicle’s drive system is active

If the vehicle is left after stopping with the vehicle’s drive system activated and a position selected, the ignition and drive will switch off automatically under certain conditions.

This protects the vehicle from unauthorised use.

The electronic parking brake is switched on automatically.

If you subsequently want to continue driving, the ignition must be switched back on again *(→ Starter button)*, e.g. by pressing the brake pedal, and the vehicle’s drive system must be activated again *(→ Activating the vehicle’s drive system)*. If necessary, follow the instructions in the ID. Cockpit.

Automatically switching on the side lights

If the headlights are switched on at the time the ignition is automatically deactivated, the side lights are switched on either until the vehicle is locked or for no more than about 15 minutes.

⚠ WARNING

When leaving the vehicle always ensure that the electronic parking brake is switched on and that all doors, windows, the boot lid and bonnet are completely closed and locked.

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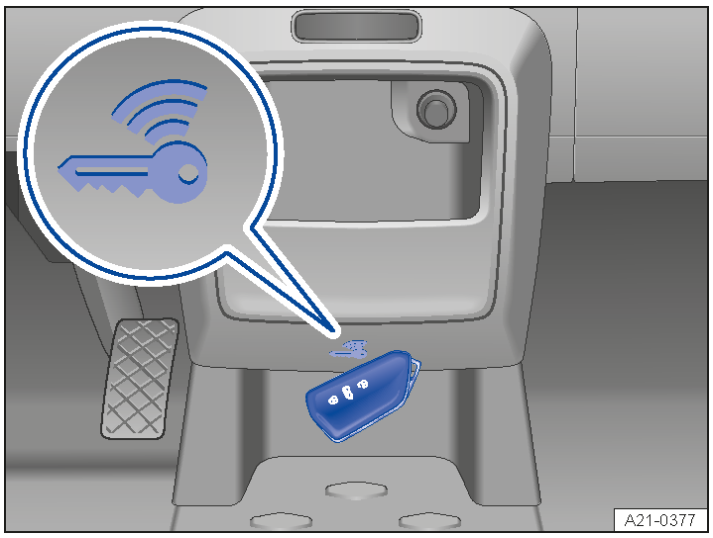


Fig. 1 In the lower section of the centre console: Emergency start function (illustration).

No valid vehicle key recognised

A corresponding text message is displayed in the ID. Cockpit.

If the button cell in the vehicle key is weak or discharged, it is possible that the vehicle key will not be recognised.

In this case it is necessary to perform an emergency start.

1. Hold the vehicle key against the lower section of the centre console→ *Fig. 1*.
2. Depress the brake pedal or press the starter button.

   The ignition is switched on.

The vehicle's drive system cannot be deactivated

The vehicle's drive system cannot be deactivated.

In this case it is necessary to perform an emergency switch-off procedure.

1. Bring the vehicle to a stop.
2. Press the starter button twice within a few seconds or press and hold once.

   The vehicle's drive system is deactivated and the ignition is switched off.

Electronic engine sound is not working

The indicator lamp lights up yellow and an acoustic signal sounds.

A corresponding text message is displayed in the ID. Cockpit.

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

Driving can be continued.

The vehicle's drive system cannot be activated

A corresponding message will be displayed in the ID. Cockpit if an unauthorised vehicle key is used or there is a system fault.

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1. Use an authorised vehicle key.
2. If the malfunction persists, seek the services of a qualified technician.

Deactivate the electric drive

The actions should only be carried out in the specified order:

1. Bring the vehicle to a stop.
2. Park the vehicle *(→ Parking)*.
3. Switch on the electronic parking brake *(→ Driving mode selection for electric vehicles)*.
4. Observe information in the ID. Cockpit .

WARNING

When leaving the vehicle always ensure that the electronic parking brake is switched on and that all doors, windows, the boot lid and bonnet are completely closed and locked.

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The vehicle’s drive system cannot be deactivated

The vehicle’s drive system cannot be deactivated.

In this case it is necessary to perform an emergency switch-off procedure:

1. Bring the vehicle to a stop.
2. Press the starter button twice within a few seconds or press and hold once.

   The vehicle’s drive system is deactivated and the ignition is switched off.

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Position switch

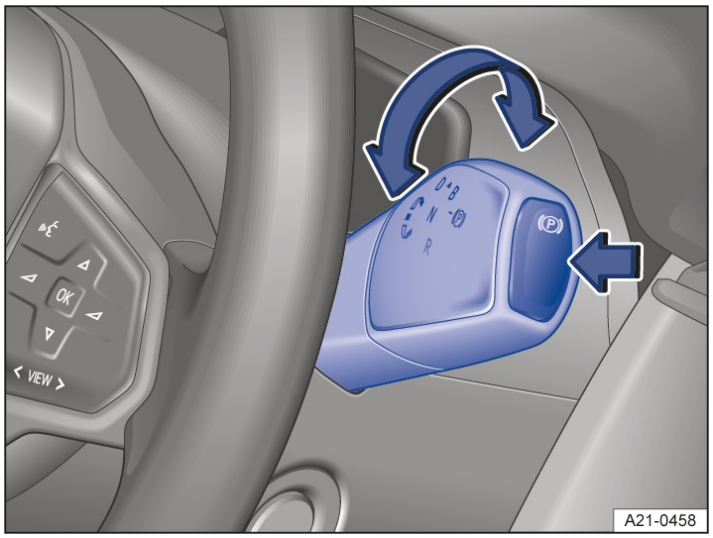


Fig. 1 On the steering wheel: Position switch with button for the electronic parking brake (arrow).

The vehicle has one forwards D/B and one reverse gear R.

The driving mode selector has a button Ⓟ for the electronic parking brake.

To change from neutral N to a gear selector position, perform the following actions:

1. Switch on the ignition.
2. Depress the brake pedal.
3. Turn the driving mode selector switch in the desired direction→ *Fig. 1*.

D – Standard forward driving position

The electric drive is in the Normal program (automatic brake energy recuperation when Eco Assistance is activated *(→ Brake energy recuperation)*).

B – High brake energy recuperation

High brake energy recuperation in overrun *(→ Brake energy recuperation)*.

△ – Changing position

It is possible to change between the positions D and B by turning the driving mode selector forward once from the position D/B → *Fig. 1*. To do this, the right hand can remain on the steering wheel and the driving mode selector can be pulled from behind on the lower side towards the steering wheel using the index or middle finger so that the driving mode selector turns forwards. After releasing, the driving mode selector springs back again. Turning the switch forward once more switches back to D position.

Ⓟ – Electronic parking brake

The drive wheels are locked mechanically. Switch on only when the vehicle is stationary .

N – Neutral

The electric drive is in the neutral position. No force is transmitted to the wheels and the braking effect of the electric drive is not available.

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R – Reverse gear

Reverse gear is selected. May only be selected when the vehicle is stationary.

Driving down hills

Brake energy recuperation should be used if possible when driving down hills *(→ Brake energy recuperation)*.

Stopping and pulling away on uphill gradients

If you wish to stop the vehicle or pull away when driving uphill you should use the Auto Hold function *(→ Auto Hold function)*.

When you stop the vehicle on an incline and the vehicle remains in gear, the vehicle must always be prevented from rolling by depressing the brake pedal or by applying the electronic parking brake. Release the brake pedal only when you pull away.

Crawling function

When the brake pedal is released with the Auto Hold function switched off and the gear selector position engaged, the vehicle starts to move at a “crawl”, depending on the vehicle load even on steep inclines. This allows the vehicle to pull away more slowly and precisely by applying the brakes in a controlled manner, e.g. when manoeuvring.

⚠ WARNING

Selecting the wrong position can cause you to lose control of the vehicle, which can lead to accidents and serious injuries.

- Never press the accelerator when engaging a gear selector position.

⚠ WARNING

Rapid acceleration can cause loss of traction and skidding, particularly on slippery roads. This can cause you to lose control of the vehicle, which can lead to accidents and serious injuries.

- Only use the kickdown function or fast acceleration if visibility, weather, road and traffic conditions permit, and other road users are not put at risk due to the acceleration and the driving style.
- Always adapt your driving style to suit the traffic flow.
- When you switch off the TCS, the drive wheels may spin, especially if the road surface is wet, slippery or dirty. This may result in you no longer being able to steer or control the vehicle.

⚠ WARNING

A vehicle that is left unattended when the vehicle’s drive system is activated can cause accidents and serious injuries.

- Never leave the vehicle unattended when the vehicle’s drive system is activated.
- Always switch off the ignition. The electronic parking brake is switched on automatically.
- When you park or leave the vehicle, always ensure that the electronic parking brake is switched on.
- When leaving the vehicle always ensure that all doors, windows, the boot lid and bonnet are completely closed and locked.
- If the vehicle is ready to drive and positionD or R is selected, hold the vehicle with the foot brake.
- Never select reverse gear when the vehicle is in motion.

! *NOTICE*

Never allow the vehicle to roll in positionN, particularly if the vehicle’s drive system is not activated.

Troubleshooting

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Electric drive overheated

The warning lamp lights up red.

The electric drive is overheated.

A corresponding text message is displayed in the ID. Cockpit displayed.

Stop the vehicle immediately!

1. Stop the vehicle as soon as it is safe and possible to do so and park in the open air.
2. Deactivate the vehicle's drive system.

   Do not refill coolant.
3. Seek expert assistance.

and No brake energy recuperation possible

The indicator lamps light up yellow.

There is a fault in brake energy recuperation.

The range can be limited.

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

NOTICE

The electric drive will be damaged if the vehicle rolls for an extended period or at high speed with the ignition switched off, the electric drive switched off or discharged 12-volt vehicle battery. The vehicle can only be towed in certain conditions *(→ Towing)*.

Deactivation of the drive is imminent

The indicator lamp lights up red during vehicle operation.

The charge level of the high-voltage battery is very low and the drive power reduced.

A text message is shown on the instrument cluster display and an audible warning sounds.

The vehicle is about to break down in traffic.

The vehicle can still be emergency-started twice and moved a short distance at a speed of around 7 km/h(4 mph) *(→ Starting the engine)*.

Convenience functions of the air conditioning are restricted.

1. If traffic conditions permit, drive to the side of the road and park the vehicle safely or drive to the charging station if possible.

The indicator lamp will go out when the power is increased again.

Vehicle operation not possible

The indicator lamp lights up red before the vehicle is started.

The temperature of the high-voltage battery is too low.

A text message is shown on the instrument cluster display and an audible warning sounds.

Low power can lead to the vehicle breaking down in traffic.

Only manoeuvring at about 7 km/h(about 4 mph) is possible.

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Convenience functions of the air conditioning are restricted.

1. Charge the high-voltage battery when the charge level is low .

If a departure is planned in cold weather, Volkswagen Commercial Vehicles recommends performing stationary air conditioning of the vehicle beforehand *(→ Stationary air conditioning)*. The high-voltage battery is also heated when this takes place. This increases the vehicle power available immediately after the vehicle's drive system is activated.

Observe the behaviour of the power display in the instrument cluster *(→ Power display)*.

The indicator lamp will go out when the power is increased again.

Power restricted

The indicator lamp lights up yellow.

A text message is shown on the instrument cluster display and an audible warning sounds.

The power is significantly reduced and may decrease further.

Convenience functions of the air conditioning are restricted.

1. Charge the high-voltage battery when the charge level is low.

At very cold or hot outside temperatures, the high-voltage battery is heated or cooled respectively during driving. The vehicle power will increase again after some time.

Observe the behaviour of the power display in the instrument cluster display *(→ Power display)*.

The indicator lamp will go out when the power is increased again.

Brake energy recuperation

When the vehicle is braked, and when the vehicle is in overrun mode or driving downhill, electrical energy is generated via the electric drive and stored in the high-voltage battery. The electric drive then acts as a generator and creates an engine braking effect. This procedure is known as brake energy recuperation.

The extent of the engine braking effect varies depending on the gear selector position *(→ Driving mode selection for electric vehicles)*.

If there is a high level of brake energy recuperation, the brake lights on the vehicle can also light up. The higher the charge level of the high-voltage battery, the lower the recuperation and thus the engine braking effect. No brake energy recuperation occurs and therefore no engine braking effect occurs when the high-voltage battery is completely charged. If the vehicle detects that the road conditions do not allow the wheels to reliably contact the road surface, recuperation and thus the engine braking effect will be reduce automatically. The power display provides information about the availability of brake energy recuperation and the engine braking effect *(→ Power display)*.

The vehicle performs brake energy recuperation in different ways depending on the selected position and on the settings in the Infotainment system:

Position D engaged and Eco Assistance deactivated: No brake energy recuperation.

Position D engaged and Eco Assistance activated: Automatic brake energy recuperation. The energy recovery level is selected automatically depending on the navigation data and traffic situation.

Position B engaged: High brake energy recuperation.

The vehicle also performs recuperation when the brake pedal is pressed.

Eco Assistance

The Eco Assistance function helps the driver to use the engine braking effect of the vehicle efficiently. It selects the

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energy recovery level depending on the navigation data and traffic situation.

The Eco Assistance function can be switched on and off in the vehicle settings in the Infotainment system.

Driving down hills

When driving down hills, you should drive in positionB if possible.

Never allow the vehicle to roll down mountains or hills in the neutral positionN.

WARNING

High brake energy recuperation can cause loss of traction and skidding, particularly on slippery roads. This can cause you to lose control of the vehicle, which can lead to accidents and serious injuries.

- Use permanent high brake energy recuperation only if permitted by visibility, weather, road and traffic conditions, and if other road users are not put at risk due to the deceleration behaviour of the vehicle and the driving style.

WARNING

The higher the charge level of the high-voltage battery, the lower the engine braking effect, to the point where no engine braking effect may be generated at all. This puts more strain on the vehicle brakes.

- Never fully charge the high-voltage battery at high altitudes, such as at the top of a pass, in order to permit use of a braking effect by means of recuperation when driving downhill.
- Reduce your speed before driving down a steep gradient.
- When driving down a steep gradient, slow the vehicle using the vehicle brake.

General notes on driving

Think ahead when driving

The fuel consumption will increase if you do not adopt a steady driving style. Keeping a close eye on the traffic can help to avoid frequent acceleration and braking. Keeping a sufficient distance from the vehicle in front will help you to think ahead when driving.

Avoid driving at full throttle

The rolling and air resistance increase at excessively high speeds. This in turn increases the force needed to move the vehicle. Never make use of the vehicle's top speed.

Observe the tyre pressures

Low tyre pressures does not just mean greater wear, but also increases the rolling resistance of the tyres and thus the fuel consumption. Use optimised rolling resistance tyres.

Adjust the tyre pressure according to the vehicle load:

— Observe the information on the tyre pressure sticker .

— Tyre Pressure Loss Indicator *(→ Tyre Pressure Loss Indicator)*.

WARNING

Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.

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Economic driving style

Adopting the right driving style can reduce consumption, damage to the environment, and wear and tear to the electric drive, brakes and tyres. A few tips are provided below which will help you protect the environment and also save money.

Using brake energy recuperation (energy recovery)

The vehicle will "coast" if the Eco Assistance function is deactivated in the Infotainment system and position D is selected and the accelerator is not pressed.

The vehicle will perform brake energy recuperation automatically if the Eco Assistance function is activated in the Infotainment system and position D is selected and the accelerator is not pressed. It will adapt itself to the driving situation and external conditions such as vehicles in front and speed limits. The energy of the rolling vehicle is used to charge the high-voltage battery. The vehicle is braked as a result.

A high level of recuperation will take place if the accelerator is not pressed in position B.

Recuperation is also increased if the brake pedal is pressed.

Carry out regular maintenance

Regular maintenance is an essential prerequisite for economical driving and increases the service life of the vehicle.

Do not drive with unnecessary loads in the vehicle

You can reduce energy consumption by clearing out the luggage compartment before setting off, for example by removing empty drink crates or unused child seats.

In order to keep the drag coefficient of the vehicle as low as possible, remove attachments and add-on parts such as ski, bicycle or roof carriers after use.

Save electrical energy

Convenience consumers such as the air conditioning system or window heating require energy from the high-voltage battery.

If you want to increase the range of the vehicle:

— Set a warmer interior temperature in summer and a lower temperature in winter. Air the vehicle before starting your journey at high outside temperatures.

— If the vehicle is connected to an external power supply, use the stationary air conditioning.

— Switch off all convenience features that are not needed.

For more information on proper maintenance and replacement parts that are particularly energy-efficient, e.g. new tyres, contact a qualified workshop.

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Driving a loaded vehicle

For good vehicle handling when driving a loaded vehicle, please observe the following:

— Stow all items of luggage securely .

— Accelerate particularly cautiously and carefully.

— Avoid sudden braking and driving manoeuvres.

— Brake earlier than in normal driving.

— If necessary, refer to information about the roof load carrier .

— If applicable, observe the information about driving with a trailer .

— If applicable, observe the information about driving with a bicycle carrier *(→ Bicycle carrier)*.

⚠ WARNING

Shifting loads can severely impair the vehicle's stability and driving safety, lengthen the braking distance in the event of braking hard, and cause accidents and serious injuries.

- Secure objects properly to prevent them from sliding.
- Use suitable straps when securing heavy objects.
- Securely engage the rear seat backrests and, if applicable, the reclining rear seats.

NOTICE

Do not carry large quantities of liquid in the vehicle interior. Leaking liquids can get into the plug connections of the orange high-voltage cables. This can cause damage to the electrical system and to the high-voltage battery.

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Driving with an open boot lid

Driving with an open boot lid is particularly dangerous. All objects and the open boot lid must be secured properly and suitable measures taken.

Driving with an open boot lid increases the air resistance of the vehicle and thus also the energy consumption of the electric drive. This reduces the possible range of the vehicle considerably. Volkswagen Commercial Vehicles does not recommend driving with the boot lid open due to the resulting reduction in range.

WARNING

Driving with an unlocked or open boot lid can cause serious injuries.

- Always drive with the boot lid closed.
- Always stow all objects in the luggage compartment securely. Loose objects can fall out of the luggage compartment and injure road users who are driving behind.
- Always drive carefully and ensure that you think ahead.
- Avoid any abrupt or sudden driving and braking manoeuvres as this can cause the open boot lid to move unpredictably.
- Any objects protruding from the luggage compartment must be marked to ensure that they are visible to other road users. Observe the legal requirements.
- Any objects protruding from the luggage compartment must never be held in position by the boot lid.

NOTICE

The vehicle height, and possibly the length, are different when the boot lid is open.

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Driving through water on roads

Please follow these rules to help prevent damage to your vehicle when driving through water, for example if the road is flooded:

— Check the depth of the water before driving through it. The water level must be no higher than the lower edge of the vehicle body →.

— Do not drive faster than walking speed.

— Never stop the vehicle, reverse or deactivate the electric drive while in water.

— Oncoming vehicles will create waves that could increase the water level for your vehicle to such an extent that it is not safe to drive through the water.

WARNING

After driving through water, mud, slush etc., the brakes may react slowly and the braking distance will be increased as the brake discs and pads will be wet, or possibly iced up in winter.

- Dry and de-ice the brakes by performing careful braking manoeuvres. Make sure that you do not endanger any other road users or violate any legal requirements while doing this.
- Avoid abrupt and sudden braking manoeuvres directly after driving through water.

NOTICE

If you drive through water, parts of the vehicle, such as the electric drive, running gear and vehicle electrics, could sustain severe damage.

- Never drive through salt water, as salt can cause corrosion. Rinse all components that have been exposed to salt water immediately with fresh water.

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Using the vehicle in other countries and continents

The vehicle has been manufactured specifically for a particular country and complies with the registration regulations that applied in that country at the time of vehicle production.

If you want to use the vehicle abroad temporarily or for a short period, all relevant information and instructions should be followed.

In some countries, special safety standards and legislation apply that may differ from the construction of the vehicle. It is recommended that you visit a qualified workshop before travelling abroad to find out about any legal requirements at your destination.

If the vehicle is going to be sold in another country or used in another country for an extended period, the legal requirements applicable in that country must be observed.

In some cases, certain equipment will have to be fitted or removed and functions deactivated. The service scope and service types could also be affected. This is particularly important if the vehicle is driven in another climate region for a long period of time.

The factory-fitted Infotainment system may not work abroad because different frequency bands are used in different countries.

Due to different legal regulations, it is possible that charging at mains sockets will be permitted only with reduced charging current in other countries. The charging cable limits the charging current corresponding to the infrastructure used. The lower value is used for charging if the settings differ .

Due to different technical standards, charging at charging stations in another country may not be possible or may be possible only using a suitable charging cable. Consult a Volkswagen Commercial Vehicles dealership for further information.

NOTICE

- Volkswagen Commercial Vehicles is not responsible for any vehicle damage caused by inadequate servicing work or lack of availability of genuine parts.
- Volkswagen Commercial Vehicles cannot be held responsible if the vehicle does not comply with or only partly complies with the relevant legal requirements in other countries and continents.

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Introduction

By selecting different driving profiles, the driver can adapt the characteristics of the vehicle systems to the current driving situation, the desired ride comfort and an economical driving style. The adaptable vehicle systems include the running gear, engine management system and the air conditioning system.

Different driving profiles are available depending on the vehicle equipment. The effect on the vehicle systems in the individual driving profiles varies depending on the vehicle equipment.

Some settings can be stored in the user accounts of the personalisation function and therefore change when the user account changes .

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Selecting a driving profile

The driving profile can be selected when the ignition is switched on and when the vehicle is stationary or while driving →⚠.

⚠ WARNING

Selecting a driving mode while the vehicle is in motion can distract you from the road and cause accidents.

- Always drive with your full attention and responsibly.

If you have selected a driving profile while driving, the vehicle systems will be switched immediately to the new driving profile except for the Drive system.

1. To activate the newly selected driving profile for theDrive system also, take your foot off the accelerator as soon as permitted by the traffic situation.

Selecting the driving profile on the tap panel of the Infotainment system

1. Tap MODE.
2. To select driving profiles, tap the desired driving profile in the Infotainment system.

Displaying information on the driving profile

1. Tap i in the Infotainment system to display further information on the selected driving profile.

Selecting the Individual driving profile

1. Tap MODE until the Individual driving profile is selected.
2. To open the Individual menu, tap ....

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Characteristics of driving profiles

Eco driving profile switches the vehicle into economical mode and helps you to drive the vehicle in an energy-saving manner.

Comfort driving profile corresponds to the basic settings of the vehicle systems and leads to a comfort-oriented vehicle setup suitable for everyday use, for example.

Sport driving profile provides you with a sporty driving feeling.

With the Individual driving profile, you can customise individual vehicle systems according to your personal preference.

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Standard behaviour of the driving profiles and vehicle systems

The Comfort driving profile corresponds to the basic settings of the vehicle systems when the ignition is switched on.

Behaviour of the driving profiles when the ignition is switched off and on

If you switch the ignition off and then back on again, the previously selected driving profile remains active.

Behaviour of the Drive vehicle system when the ignition is switched off and on

The settings of the Drive vehicle system are reset to the settings of theComfort driving profile as soon as you switch the ignition off and on again.

The other vehicle systems retain the settings.

You can switch the Drive vehicle system to the desired driving profile again.

1. Select the desired driving profile again.

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The driving profiles or vehicle systems do not behave as expected

1. Note the standard behaviour of the driving profiles and vehicle systems *(→ Driving profile selection)*

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Introduction

Depending on equipment, the vehicle has driver assist systems that increase comfort and convenience when driving. Some of these driver assist systems use sensors or cameras (also referred to below generally as “sensors”) for operation. These are visible to you in some cases and in other cases not.

The sensors and cameras detect the vehicle surroundings optically and using ultrasound or radar waves.

Installed sensors

Depending on equipment, the following sensors may be installed:

— Radar sensor at the front of the vehicle.

— Radar sensors at the rear of the vehicle.

— Camera behind the windscreen.

— Ultrasound sensors at the front of the vehicle.

— Ultrasound sensors at the rear of the vehicle.

Further information on the respective locations can be found in the vehicle overviews .

WARNING

The driver assist systems cannot replace the driver’s attention and operate only within the limits of the respective system. The driver assist systems cannot detect all driving situations and may not react or may warn or react with a delay or in an undesired way. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always remain alert and do not rely solely on the system. The driver is always responsible for all driving tasks.
- Observe the limits of the sensors and the system limits of the individual systems.
- Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Be ready at all times to override or cancel automatic interventions.
- Observe the information on the instrument cluster display and respond according to the displays if permitted by the traffic situation.
- Do not use the driver assist systems if you suspect there is a problem or damage.

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Limits of the sensors

Limits of the radar sensors

Driver assist systems that use the radar sensors can react unexpectedly, with a delay or not at all in the following situations:

— Driving in poor weather conditions, e.g. heavy rain, snow or heavy spray.

— Driving through road works, tunnels or toll stations.

— Driving on twisting roads, e.g. mountain roads

— Crests and dips in the road.

— Driving off-road

— Driving in multi-storey car parks.

— Driving on roads with embedded metal objects, e.g. railway tracks.

— Driving on roads with loose chippings

— In complex driving situations, e.g. at traffic islands.

— If components in the area of the radar sensors are exposed to external force, e.g. after a rear-end collision.

— If the radar sensors are covered, dirty, displaced or damaged.

Limits of the camera behind the windscreen

Driver assist systems that use the camera behind the windscreen can react unexpectedly, with a delay or not at all in the following situations:

— Crests and dips in the road.

— Driving through road works.

— Driving off-road

— Driving in poor weather conditions, e.g. heavy rain, snow, fog or heavy spray and poor road conditions.

— When the sun is low in the sky, in darkness or with glare from oncoming vehicles.

— If the camera is temporarily unavailable due to prolonged exposure to direct sunlight or high ambient temperatures.

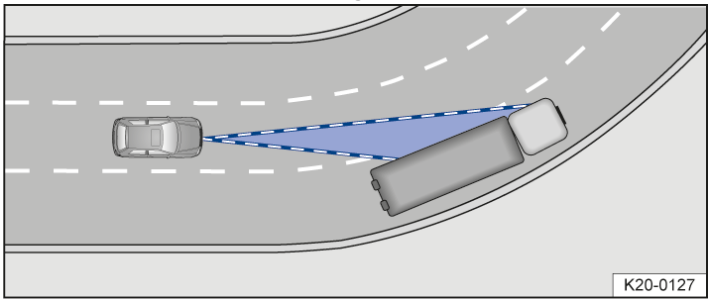
— If the camera window is covered, dirty or damaged.

— If the camera is displaced.

Delayed response

If the sensor system is exposed to environmental conditions that impair sensor functioning, the driver assist systems may detect this only after a certain delay. For this reason, any restrictions to functions may be displayed only after a delay at the start of the journey and when driving .

Limits in certain driving situations



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Fig. 1 Driving through bends.

The sensor system always measures straight ahead. For this reason, vehicles may be incorrectly detected or vehicles driving ahead not detected in tight bends.

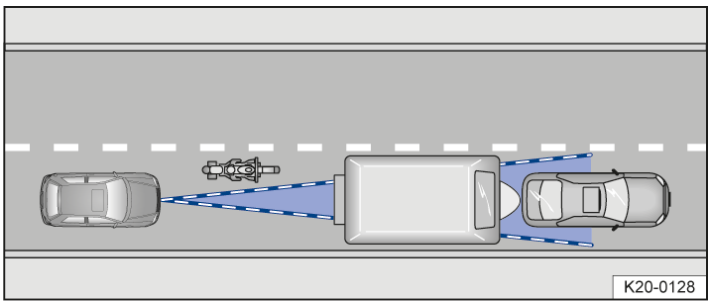


Fig. 2 Narrow vehicle.

Vehicles that are driving outside the sensor range in close proximity to your vehicle, e.g. motorbikes, cannot be detected.

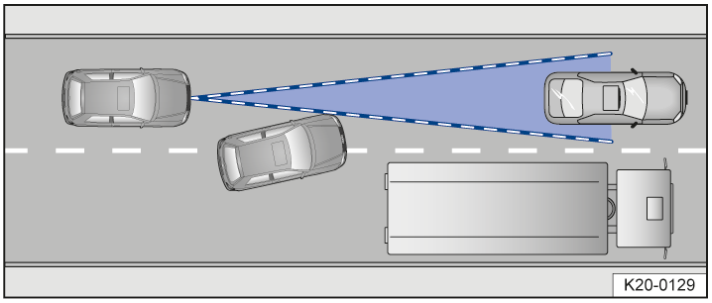


Fig. 3 Vehicle changes lane.

Vehicles that change into your lane directly in front of your vehicle cannot be detected. This also applies to vehicles with bodies or attachments that project beyond the vehicle.

Specific system limits

In addition to the limits of the sensors, each driver assist system has additional, functional system limits. Also observe these:

— Predictive speed limiter *(→ Speed limiter with predictive control)*.

— Eco Assistance *(→ Eco Assistance)*.

— Adaptive Cruise Control (ACC) *(→ Adaptive Cruise Control (ACC))*.

— Predictive cruise control system *(→ Predictive cruise control)*.

— Autonomous Emergency Braking (Front Assist) *(→ Autonomous Emergency Braking (Front Assist))*.

— Lane keeping system (Lane Assist) *(→ Lane keeping system (Lane Assist))*.

— Semi-automated driving assistance (Travel Assist) *(→ Travel Assist)*.

— Emergency Assist *(→ Emergency Assist)*.

— Lane change system (Side Assist) *(→ Lane change assist system (Side Assist))*.

Introduction

The cruise control system helps to maintain a speed set by the driver.

Speed range

The cruise control system is available when driving forwards at speeds of approx. 20 km/h (around 15 mph) and above.

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Driving with the cruise control system

You can exceed the stored speed at any time, e.g. to overtake. Control is interrupted for the duration of the acceleration manoeuvre and is then resumed with the stored speed.

Displays

When the cruise control system is switched on, the instrument cluster display shows the stored speed and the status of the cruise control system:

Cruise control system switched on, control active.

Cruise control system switched on, control not active.

If no speed is stored, the instrument cluster display shows--- instead of the speed.

Driving downhill

The vehicle cannot maintain the stored speed in all driving situations. Always be prepared to brake the vehicle.

1. Use the brake energy recovery function of the electric drive on extended downhill stretches.

   This will relieve the load on the brakes.

WARNING

The use of the cruise control system can lead to accidents and serious injuries if traffic does not allow you to drive at a safe distance from the vehicle in front at a constant speed. The speed limiter does not relieve the driver of their responsibility for the speed of the vehicle.

- Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Never use the cruise control system in heavy traffic, if the distance to the vehicles in front is insufficient, on steep or winding roads, on slippery road surfaces (e.g. due to snow, ice, wet roads, loose chippings) or on flooded roads.
- Never use the cruise control system when driving off-road or on unpaved road surfaces.

Operating the cruise control system

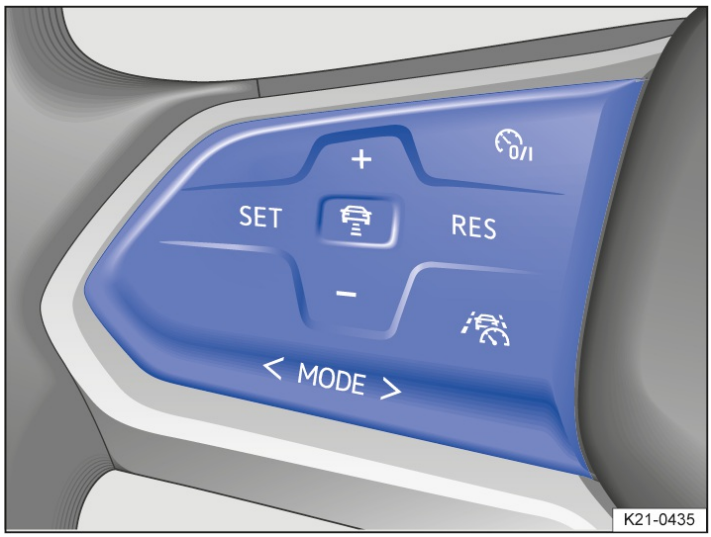


Fig. 1 Left-hand side of the multifunction steering wheel.

Switching on

1. Press the button.

   No speed has been stored yet and the speed is not yet controlled.

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Starting control

1. While driving, press the SET button.

   The cruise control system stores and regulates the current speed.

Adjusting the speed

You can adjust the stored speed while the cruise control system is regulating the speed:

+ 1 km/h (1 mph):
  Gently press the + button.

- 1 km/h (1 mph):
  Gently press the − button.

+ 10 km/h (5 mph):
  Strongly press the + button or swipe over the button from bottom to top. The first time it is pressed, it jumps to the next higher ten (km/h) or five (mph) increment.

- 10 km/h (5 mph):
  Strongly press the − button or swipe over the button from top to bottom. The first time it is pressed, it jumps to the next lower ten (km/h) or five (mph) increment.

Press and hold the corresponding button to continuously change the stored speed.

The vehicle adapts the current speed by accelerating or braking.

Cancelling control

1. Briefly press the 0/I button.

   Or: Depress the brake pedal.

   The speed is stored in the memory.

Restarting control

1. Press the RES button.

   The cruise control system resumes operation with the stored speed and regulates the speed again.

WARNING

There is an accident risk if you resume a stored speed unintentionally, or if the stored speed is too high for the prevailing road, traffic and weather conditions. This can cause serious injuries or death.

- Check that the stored speed suits the prevailing road, traffic and weather conditions before you resume regulation.
- Switch off the cruise control system if you do not need it.

Switching off

1. Press and hold the 0/I button.

   The cruise control system is switched off and the stored speed is deleted.

Troubleshooting

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Switching to other driver assist systems

Depending on the equipment level, you can switch to the following driver assist systems:

— Speed limiter.

1. Press the MODE button or swipe over the button.
2. Swipe to the left or right to select the desired system.
3. Press the MODE button.

Cruise control system fault

Malfunction. The indicator lamp lights up yellow.

1. Switch off the cruise control system and go to a correspondingly qualified workshop.

Control is interrupted automatically

— The vehicle has exceeded the stored speed for an extended period.

— The driver has not selected a position for driving forwards.

— Brake support systems (e.g. TCS or ESC) have performed a control intervention.

— The vehicle was braked by Autonomous Emergency Braking(Front Assist).

— If the problem persists, switch off the cruise control system and go to a suitably qualified workshop.

Introduction

The speed limiter helps you to stop exceeding a selected speed.

Speed range

The speed limiter is available when driving forwards at speeds of approx. 30 km/h(around 20 mph) and above.

Driving with the speed limiter

You can interrupt the speed limiter at any time by depressing the accelerator all the way down until you meet resistance. As soon as the stored speed is exceeded, the green indicator lamp will flash and an acoustic warning may sound. The speed is stored in the memory.

The speed control function switches back on automatically as soon as the speed drops back below the stored speed.

Displays

When the speed limiter is switched on, the instrument cluster display shows the stored speed and the status of the speed limiter:

LIM Speed limiter switched on, control active.

LIM Speed limiter switched on, control not active.

Driving downhill

The vehicle cannot maintain the stored speed in all driving situations. Always be prepared to brake the vehicle.

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1. Use the brake energy recovery function of the electric drive on extended downhill stretches.

   This will relieve the load on the brakes.

⚠ WARNING

Always switch off the speed limiter after use to avoid unwanted control operations.

- The speed limiter does not relieve the driver of their responsibility for the speed of the vehicle. Do not drive at full throttle if it is not required.
- Use of the speed limiter in adverse weather conditions is dangerous and can cause serious injury, e.g. through aquaplaning, snow, ice, or leaves. Use the speed limiter only when the road and weather conditions allow it to be used safely.

Operating the speed limiter

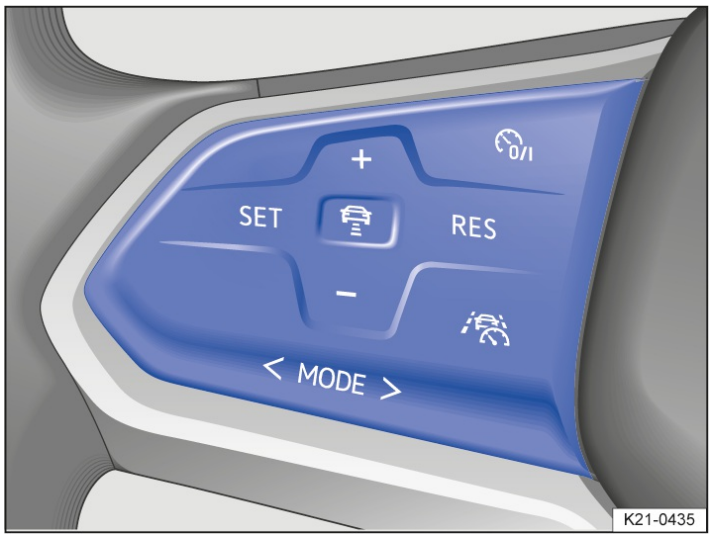


Fig. 1 Left-hand side of the multifunction steering wheel.

Switching on

1. Press the button.

   No speed is stored. No control yet.

Starting control

1. While driving, press the SET button.

   The current speed is stored as the maximum speed.

Adjusting the speed

You can adjust the stored speed:

+ 1 km/h (1 mph):
Gently press the + button.

- 1 km/h (1 mph):
Gently press the − button.

+ 10 km/h (5 mph):
Strongly press the + button or swipe over the button from bottom to top. The first time it is pressed, it jumps to the next higher ten (km/h) or five (mph) increment.

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- 10 km/h (5 mph):
  Strongly press the − button or swipe over the button from top to bottom. The first time it is pressed, it jumps to the next lower ten (km/h) or five (mph) increment.

Press and hold the corresponding button to continuously change the stored speed.

Cancelling control

1. Press the button.

   The speed is stored in the memory.

Restarting control

1. Press the RES button.

Switching off

1. Press and hold the button.

   The speed limiter is switched off and the stored speed is deleted.

Switching to other driver assist systems

Depending on the equipment level, you can switch to the following driver assist systems:

— Cruise control system.

— Adaptive Cruise Control (ACC
).

1. Press the MODE button or swipe over the button.
2. Swipe to the left or right to select the desired system.
3. Press the MODE button.

Troubleshooting

LIM Speed limiter not available

Fault or malfunction. The indicator lamp lights up yellow.

1. Ending and re-establishing the electric drive .
2. If the problem persists, switch off the speed limiter and go to a suitably qualified workshop.

Control is interrupted automatically

— The ESC
is switched off.

— The brakes have overheated. Leave the brakes to cool and check them again.

— If the problem persists, switch off the speed limiter and go to a suitably qualified workshop.

For safety reasons, the speed limiter does not fully deactivate itself until you release the accelerator once or switch the system off manually.

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Control cannot be started

The selected driving profile does not allow control to be started.

1. Select a different driving profile and repeat the process.

Introduction

The speed limiter with predictive control automatically adapts a maximum speed that you have stored to detected speed limits.

The speed limiter with predictive control is an extension of the speed limiter and makes use of Dynamic Road Sign Display and the navigation data provided in the Infotainment system.

The speed limiter with predictive control is dependent on the vehicle equipment and is not available in all countries.

WARNING

The intelligent technology used in the speed limiter with predictive control cannot overcome the given physical limits, and functions only within the limits of the system. Never let the extra convenience tempt you into taking safety risks when driving. Careless or unintentional use of the speed limiter with predictive control can cause accidents and serious injuries. The system is not a substitute for the full concentration of the driver.

- Ensure that your speed is always appropriate for the current visibility, weather and road/traffic conditions.
- Always pay attention to the traffic situation and the area around the vehicle.
- Be prepared to control the speed yourself at all times. Malfunctions in the Dynamic Road Sign Display function and out-of-date navigation data can lead to the speed being changed unexpectedly and suddenly or not being adapted to the current traffic situation. Speeds regulated by the system may also not match your individual driving style.
- Be prepared to control the speed yourself at all times. If you are driving without route guidance or leave the route calculated by the navigation system or if the vehicle position cannot be correctly determined due to inexact GPS data, the speed may be changed unexpectedly and suddenly or not adapted to the current traffic situation.
- Keep the navigation data up-to-date.
- Always observe the maximum speed limit. The maximum speed limit may be exceeded in the case of speed limits that are not contained in the navigation data.

Please also observe the safety-relevant information on the speed limiter *(→ Speed limiter)*.

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Limits of predictive control

In addition to the system limits of the Dynamic Road Sign Display , the speed limiter with predictive control has the following additional, system-related limits:

— The speed limiter with predictive control detects only road signs that show a speed limit.

— Road signs that indicate a speed limit indirectly, e.g. place-name signs, will be detected only on the basis of the navigation data.

— If a speed limit is announced on the basis of the navigation data but is not detected by the Dynamic Road Sign Display function, the announced speed will be reset to the last-stored speed.

— The speed limiter with predictive control is not available for detected speed limits below around 30 km/h (around 20 mph). A corresponding text message is shown on the instrument cluster display in this case.

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Activating predictive control

1. Switch on the speed limiter and start control *(→ Operating the speed limiter with the multifunction steering wheel)*.
2. Activate predictive control in the Assist systems menu of the Infotainment system.

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A message will be displayed on the instrument cluster display as soon as the system detects a speed limit on the route. The detected speed is stored as the new desired speed.

Cancelling speed adaptation

— Press the RES button.

Or: Release the accelerator and press it again twice.

The last-stored speed is resumed again.

— Press the SET button.

The current speed is adopted.

— Press the button.

The system is switched to passive mode.

Adjusting the announced speed

+ 1 km/h (1 mph):
Gently press the + button.

- 1 km/h (1 mph):
Gently press the − button.

+ 10 km/h (5 mph):
Strongly press the + button or swipe over the button from bottom to top. The first time it is pressed, it jumps to the next higher ten (km/h) or five (mph) increment.

- 10 km/h (5 mph):
Strongly press the − button or swipe over the button from top to bottom. The first time it is pressed, it jumps to the next lower ten (km/h) or five (mph) increment.

If you adjust the announced speed excessively, predictive control will be terminated.

If a speed limit is detected, the predictive control function will adjust the stored speed even if the speed limiter is not regulating.

If the current speed significantly exceeds a speed limit detected by the Dynamic Road Sign Display function, a warning will appear on the instrument cluster display.

When you join a motorway, the recommended speed will automatically be stored as the desired speed.

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A message is displayed that the speed limiter with predictive control is currently not available or is not available in your country

1. If this message is displayed for an extended period and the speed limiter with predictive control is available in your country, go to a suitably qualified workshop.

Depending on the malfunction, additional information may be displayed in the vehicle status *(→ Digital instrument cluster)*.

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Eco Assistance

The Eco Assistance function supports the driver by providing situation-dependent recommendations on the instrument cluster display for an anticipatory and energy-saving driving style.

The Eco Assistance function uses the navigation data of the Infotainment system and the sensors of some assist systems. The most probable route is used if the route guidance function is not active.

The Eco Assistance function is dependent on the equipment level and is not available in all countries.

Driving with Eco Assistance

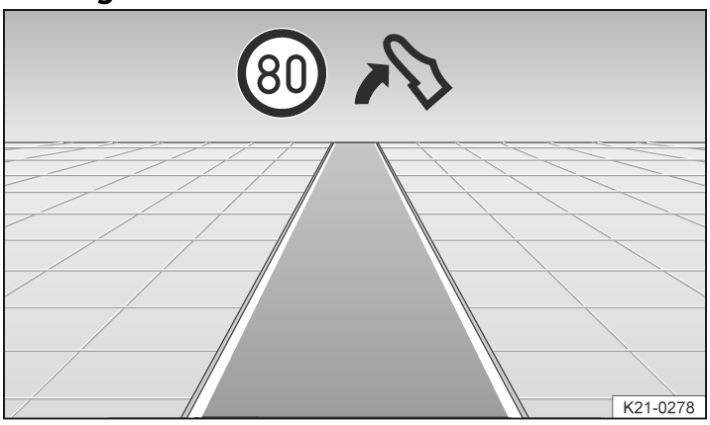


Fig. 1 On the display of the instrument cluster: Eco Assistance display (illustration).

When you are approaching a speed limit or a route to be followed, the symbol and information about the type of event are shown in the display of the instrument cluster.

As soon as you take your foot off the accelerator, the vehicle adapts the brake energy recuperation and speed. The vehicle takes into account the selected driving profile and the distance to the event.

The system does not use the vehicle brake. Also, when driving downhill, the system cannot decelerate the vehicle sufficiently in all driving situations.

When the system is active, Eco Assistance can increase the deceleration and adapt the speed to a vehicle detected ahead even if no message is displayed.

You can override Eco Assistance interventions at any time by accelerating.

Displays

Depending on the driving situation, the following symbols are shown on the instrument cluster display:

Remove your foot from accelerator pedal.

Junction ahead.

Motorway exit ahead.

Roundabout ahead.

Left-hand bend ahead.

Right-hand bend ahead.

30 Speed limit ahead, as an example.

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The displayed symbols may vary depending on the vehicle equipment. Symbols may be altered or extended by a system update.

Switching on and off

You can switch Eco Assistance on and off in the Assist systems menu of the Infotainment system.

Eco Assistance will be automatically deactivated temporarily in the following cases:

— The Sport driving profile is activated.

— Driving with Adaptive Cruise Control (ACC) or the cruise control system.

Depending on the situation and driving behaviour, Eco Assistance may nevertheless be displayed.

When the reason for deactivation is no longer present, Eco Assistance is reactivated, provided it is switched on in the Infotainment system.

WARNING

The intelligent technology of Eco Assistance cannot overcome the physical limits specified, and functions only within the limits of the system. Never let the extra convenience tempt you into taking safety risks when driving. Careless or unintentional use of Eco Assistance can cause accidents and lead to serious injury. The system is not a substitute for the full concentration of the driver.

- Always adapt your speed and driving style to the current visibility, weather and road or traffic conditions.
- Road signs on the road and traffic regulations always have priority over driving recommendations.
- Be prepared to control the speed yourself at all times.

Introduction

The Adaptive Cruise Control (ACC) maintains a speed selected by the driver. If the vehicle approaches a vehicle in front, the ACC automatically adapts the speed so that a distance you have selected is maintained.

Does my vehicle have the ACC function?

The vehicle is equipped with ACC

if you can adjust the ACC settings in the Assist systems menu in the Infotainment system.

Speed range

You can set the speed to 20 km/h (15 mph) or above.

Driving with Adaptive Cruise Control

You can override the ACC at any time. Control will be cancelled if you brake. If you accelerate, the system will be interrupted for the duration of the acceleration process and will then continue again at the set speed.

Control by ACC is less dynamic when towing a trailer.

Driver intervention prompt

The ACC will send a message to the instrument cluster telling you to apply the brake if the ACC's automatic deceleration is insufficient, or if the system limits are reached. In addition, the red warning lamp lights up and an acoustic warning is given. Take control of the vehicle and be prepared to apply the brakes!

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⚠ WARNING

The intelligent technology used in the ACC cannot overcome the laws of physics, and functions only within the limits of the system. Never let the extra convenience tempt you into taking safety risks when driving. Careless or unintentional use of the Adaptive Cruise Control (ACC) can cause accidents and lead to serious injury. The system is not a substitute for the full concentration of the driver.

- Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Never use the ACC in poor visibility, on steep or winding roads, or on slippery road surfaces e.g. due to snow, ice, wet roads, loose chippings, or on flooded roads.
- Never use the ACC off-road or on non-surfaced roads. The ACC is designed for use on surfaced roads only.
- Take control of the vehicle immediately if a driver intervention prompt appears on the instrument cluster display or if the ACC does not reduce the speed sufficiently.
- Apply the brakes if the vehicle starts rolling unintentionally, e.g. after a driver intervention prompt.
- Be prepared to control the speed yourself at all times.

Special driving situations

The functions described below are dependent on the equipment level and are not available in all countries.

Predictive cruise control

If the vehicle is equipped with the Dynamic Road Sign Display function and an Infotainment system with navigation, ACC

can predictively adapt the vehicle speed to detected speed limits and the course of the road ahead.

Overtaking

If you are indicating left (or right when driving on the left) to overtake, the ACC accelerates the vehicle and reduces the gap to the vehicle in front. The system will not exceed the speed you have stored.

If the ACC has not detected a vehicle in front once you have changed lanes, the ACC will accelerate the vehicle up to the selected speed.

Stop-and-go traffic

ACC can brake the vehicle to a standstill and hold it stationary. The ACC remains active; the instrument cluster will display ACC ready for a few seconds.

Vehicles with Travel Assist: You can extend this time by continuing to hold the steering wheel.

As long as ACC remains active, the vehicle will move off again automatically as soon as the vehicle in front moves off and if no obstacle is detected.

Extending or reactivating the period in which the vehicle is ready to pull away:

1. Press the RES button.

   Or: Vehicles with Travel Assist: take hold of the steering wheel again.

Pulling away when the ACC is no longer ready and the vehicle in front is already a long way ahead:

1. Press the RES button or briefly depress the accelerator.

The ACC remains inactive in the following situations:

— The vehicle is stationary for several minutes.

— A vehicle door is opened.

— The driver is not wearing a seat belt.

— The driver seat is not occupied.

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— The vehicle's drive system is deactivated.

WARNING

If the message ACC ready appears on the instrument cluster display and the vehicle in front moves off, your vehicle will move off automatically. In some cases, obstacles in the vehicle's path may not be detected. This can result in serious injury and accidents.

- Always check the road every time the vehicle starts to pull away and brake the vehicle if necessary.

Inside Overtaking Prevention System (left-hand traffic: inside overtaking prevention on left-hand side)

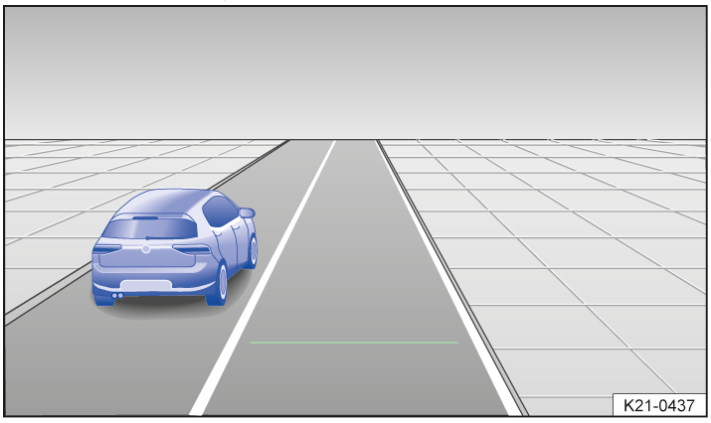


Fig. 1 On the display of the instrument cluster: Slower vehicle detected in the left-hand lane (illustration).

Vehicles with Inside Overtaking Prevention System: If the ACC detects a slower vehicle in the left-hand lane (left-hand traffic: in the right-hand lane), the ACC will brake the vehicle gently within the system limits and can therefore prevent a prohibited overtaking manoeuvre. The function is active from speeds of around 80 km/h (around 50 mph).

Vehicles without Inside Overtaking Prevention System: Cancel control when driving on a multi-lane road if vehicles in the overtaking lane are driving more slowly.

System limits of ACC

Limits of the sensors

ACC

detects driving situations by means of the radar and ultrasound sensors in the front of the vehicle and the camera behind the windscreen. The range of the radar sensor is up to approximately 160 m (around 520 ft).

WARNING

If you use ACC in driving situations that are outside the system limits, this could result in accidents and serious injuries as well as violations of legal requirements.

- Observe the limits of the sensors *(→ Sensors)* and cancel control in the specified situations.

Objects that cannot be detected

The ACC only detects vehicles moving in the same direction as your vehicle. It cannot detect:

— Persons

— Animals

— Crossing or oncoming vehicles

— Other stationary obstacles

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Stationary vehicles

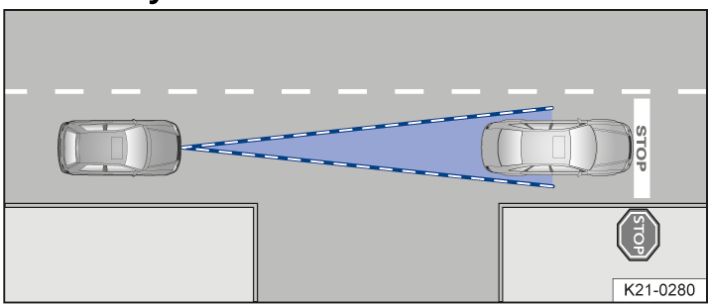


Fig. 1 Stationary vehicle.

The ACC can react to stationary vehicles in a limited way up to a speed of around 60 km/h (approx 37 mph). To do so, the ACC must detect the stationary vehicle correctly and be able to brake your vehicle comfortably behind it, within the system limits. ACC does not perform emergency braking.

The function which enables your vehicle to react to stationary vehicles comes with some equipment levels and is not available in all countries.

Switching ACC on and off

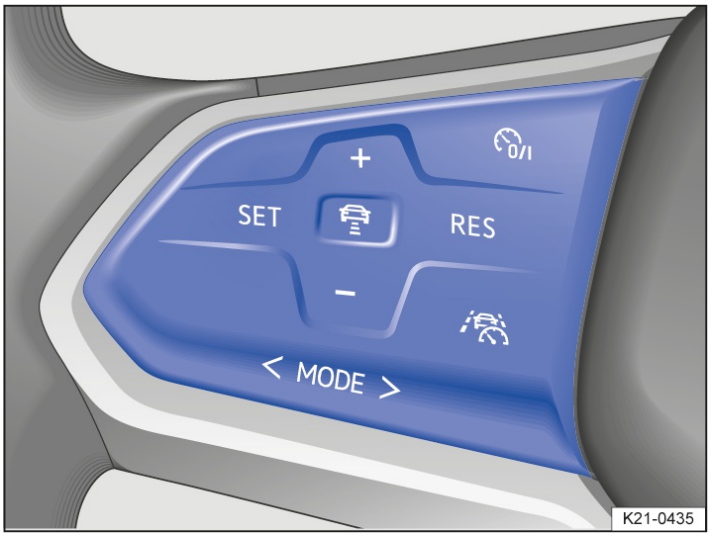


Fig. 1 Left-hand side of the multifunction steering wheel.

Switching on

1. Press the button.

   ACC

   is not yet performing a control intervention.

Starting control

1. Press the SET button while driving forwards.

   The ACC stores the current speed and maintains the selected distance. If the current speed is outside the defined speed range, ACC will set the minimum speed (when driving more slowly than the limit) or maximum speed (when driving faster than the limit).

   In addition, TCS

   Sport and, depending on the level of equipment, ESC Sport are deactivated.

Depending on the driving situation, the following indicator lamps light up:

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ACC control active, no vehicle detected ahead.

ACC control active, vehicle in front detected.

When ACC is not regulating, the indicator lamps light up grey.

Cancelling control

1. Briefly press the button.

   Or: Depress the brake pedal.

   The indicator lamp corresponding to the driving situation lights up grey, the speed and distance remain stored.

   Control is automatically cancelled if TCS Sport is activated.

Restarting control

1. Press the RES button.

   The ACC adopts the last stored speed and gap. The instrument cluster display shows the set speed and the indicator lamp corresponding to the driving situation lights up.

Switching off

1. Press and hold the button.

   The set speed will be deleted.

Switching to other driver assist systems

Depending on the equipment level, you can switch to the following driver assist systems:

— Speed limiter.

1. Press the MODE button or swipe over the button.
2. Swipe to the left or right to select the desired system.
3. Press the MODE button.

Adjusting ACC

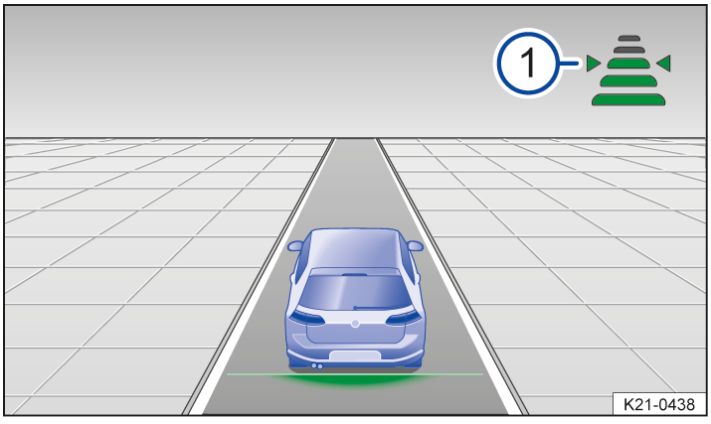


Fig. 1 On the instrument cluster display: set distance (1), ACC regulating (illustration).

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Adjusting the distance

You can set the distance in five steps from very small to very large:

1. Press the button.
2. Press the or button or swipe vertically over the button area from to or .

   Or: press the button repeatedly until the required distance is set.

   The instrument cluster display shows the chosen distance setting → *Fig. 1* (1). Note the country-specific regulations regarding the minimum distance.

In the Assist systems menu of the Infotainment system, you can choose whether you want to start control with the distance set at the end of the journey or a preselected distance.

Adjusting the speed

Using the buttons on the multifunction steering wheel, you can adjust the stored speed within the specified speed range as follows:

+ 1 km/h (1 mph):
Gently press the button.

- 1 km/h (1 mph):
Gently press the button.

+ 10 km/h (5 mph):
Strongly press the button or swipe over the button from bottom to top. The first time it is pressed, it jumps to the next higher ten (km/h) or five (mph) increment.

- 10 km/h (5 mph):
Strongly press the button or swipe over the button from top to bottom. The first time it is pressed, it jumps to the next lower ten (km/h) or five (mph) increment.

Press and hold the corresponding button to continuously change the stored speed.

⚠ WARNING

If you do not maintain the minimum distance to a vehicle in front or if the difference in speed between the vehicle in front and your own vehicle is so great that the braking action of the ACC is insufficient, you are in danger of colliding with the vehicle in front. Rain and winter conditions will also reduce the braking distance.

- The Adaptive Cruise Control may not be able to detect all driving situations correctly.
- Always be prepared to brake the vehicle yourself.
- Depressing the accelerator will override the Adaptive Cruise Control. In this case, the ACC will not brake the vehicle automatically.
- Observe any country-specific regulations regarding the minimum distance between vehicles.
- Maintain a larger gap in wet weather, snow or poor visibility.

Adjusting the way the ACC responds

You can decide how sporty the response of the ACC should be:

1. Vehicles with driving profile selection: Set preferred driving profile.
2. Vehicles without driving profile selection: Select the desired gearbox program in the Assist systems menu of the Infotainment system.

Some settings can be stored in the user accounts of the personalisation function and therefore change automatically when the user account changes .

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ACC not available

The indicator lamp lights up yellow.

— The radar sensor is dirty. Clean the radar sensor *(→ Vehicle care)*.

— The radar sensor's range has been impaired by the weather, e.g. by snow, or residue/layers of cleaning agent. Clean the radar sensor *(→ Vehicle care)*.

— The radar sensor's range is obstructed by add-on parts, trim frame for number plate holders or stickers. Keep the area around the radar sensor clear *(→ Accessories, modifications, repairs and renewal of parts)*.

— The radar sensor has been displaced or damaged, e.g. due to damage to the front of the vehicle. Check whether damage is visible *(→ Accessories, modifications, repairs and renewal of parts)*.

— Fault or malfunction. Deactivating and re-activating the vehicle's drive system.

— Painting work or structural modifications have been performed on the front of the vehicle.

— If the problem persists, go to a correspondingly qualified workshop.

ACC does not function as expected

— The radar sensor is dirty. Clean the radar sensor *(→ Vehicle care)*.

— The ultrasound sensors are dirty, covered or damaged. Clean the ultrasound sensors *(→ Vehicle care)*.

Keep the area around the ultrasound sensors clear and check whether there is any visible damage *(→ Accessories, modifications, repairs and renewal of parts)*.

— The system limits have been exceeded *(→ Adaptive Cruise Control (ACC))*.

— The brakes have overheated, control was cancelled automatically. Leave the brakes to cool and check them again.

— If the problem persists, go to a correspondingly qualified workshop.

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

Control cannot be started

Make sure the following conditions are met:

— The brake lights on the vehicle are working.

— The brake lights on the electrically connected trailer are in working order.

— ESC

is not performing a control intervention.

— The brake pedal is not depressed.

Unusual noises during automatic braking

This is normal and is not a fault.

Touch panels do not react as expected

Moisture, dirt and grease can impede the functioning of the touch panels.

1. Always keep touch panels clean and dry.

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Introduction

The predictive cruise control adapts the vehicle speed to detected speed limits and the course of the road ahead, e.g. bends, junctions, roundabouts.

The predictive cruise control is an extension ofACC

and makes use of Dynamic Road Sign Display and the navigation data provided in the Infotainment system.

The predictive cruise control function is dependent on the equipment level and is not available in all countries.

Reaction to the end of a traffic jam

Vehicles with V2X technology (depending on vehicle equipment and not available in all countries)interact with other vehicles in their vicinity. As a result, your vehicle can be informed about a traffic jam ahead and can reduce speed early on.

Prerequisites:

— V2X is activated in the Infotainment system *(→ Car2X)*.

— The reaction to the end of a traffic jam is activated in the Infotainment system *(→ Predictive cruise control)*.

⚠ WARNING

The intelligent technology of predictive cruise control cannot overcome the physical limits specified, and functions only within the limits of the system. Never let the extra convenience afforded by predictive cruise control tempt you into taking any safety risks. Careless or unintentional use of predictive cruise control can cause accidents and lead to serious injury. The system is not a substitute for the full concentration of the driver.

- Ensure that your speed is always appropriate for the current visibility, weather and road/traffic conditions.
- Always pay attention to the traffic situation and the area around the vehicle.
- Be prepared to control the speed yourself at all times. Malfunctions in the Dynamic Road Sign Display function and out-of-date navigation data can lead to the speed being changed unexpectedly and suddenly or not being adapted to the current traffic situation. Speeds regulated by the system may also not match your individual driving style.
- Be prepared to control the speed yourself at all times. If you are driving without route guidance or leave the route calculated by the navigation system or if the vehicle position cannot be correctly determined due to inexact GPS data, the speed may be changed unexpectedly and suddenly or not adapted to the current traffic situation.
- Keep the navigation data up-to-date.
- Always observe the maximum speed limit. The maximum speed limit may be exceeded in the case of speed limits that are not contained in the navigation data.

Please also observe the safety-relevant information on ACC

.

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System limits of predictive cruise control

In addition to the system limits of Dynamic Road Sign Display andACC

, the predictive cruise control function has the following additional, system-related limitations:

— The predictive cruise control function detects only road signs that show a speed limit. In particular, predictive cruise control does not take into account any rights of way or traffic lights.

— Road signs that indicate a speed limit indirectly, e.g. place-name signs, will be detected only on the basis of the navigation data.

— Road signs with sub-plates, e.g. indicating a time-limited restriction, are only taken into account if they are included in the navigation data.

— Predictive cruise control is not available on roads which are not recorded in the navigation data or not recorded with sufficient accuracy.

— If a speed limit is announced on the basis of the navigation data but is not detected by the Dynamic Road Sign Display function, the announced speed will be reset to the last-stored speed.

— Predictive cruise control cannot take over at speeds below the minimum speed.

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Activating predictive cruise control

You can separately set the events to which the vehicle should react in the Assist systems menu of the Infotainment system:

— Reaction to the road layout.

— Reaction to permitted speeds.

— Reaction to the end of traffic jams.

If you have activated at least one event, predictive cruise control is automatically switched on when ACC is switched on.

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Driving with predictive cruise control

Displays

As soon as the system has detected a speed limit or is going to reduce the speed based on the route, a message is shown in the instrument cluster display. This message indicates the reason and the speed to which your vehicle will be regulated.

Speed regulation due to speed limit.

Speed regulation due to cancellation of the speed limit.

Speed regulation due to a roundabout.

Speed regulation due to a junction.

Speed regulation due to the road layout.

Speed regulation due to the end of a traffic jam.

When automatic speed control is assumed due to a speed limit, the detected speed is stored as the new desired speed. In the case of control due to a road characteristic ahead, the vehicle will accelerate back up to the previously stored speed afterwards.

Announced speeds for driving through bends depend on the driving profile .

Cancelling speed adaptation

During the announcement:

1. Press the RES button.

During the control:

1. Press the SET button.

Adjusting the announced speed

The announced speed can be adjusted only in the case of speed regulation due to a speed limit.

+ 1 km/h (1 mph):
Gently press the + button.

- 1 km/h (1 mph):
Gently press the − button.

+ 10 km/h (5 mph):
Strongly press the + button or swipe over the button from bottom to top. The first time it is pressed, it jumps to the next higher ten (km/h) or five (mph) increment.

- 10 km/h (5 mph):
Strongly press the − button or swipe over the button from top to bottom. The first time it is pressed, it jumps to the next lower ten (km/h) or five (mph) increment.

If you adjust the announced speed excessively, predictive cruise control will be terminated.

If a speed limit is detected, the predictive cruise control function will adjust the stored speed even if ACC
is deactivated. However, speed regulation will not take place.

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When a speed limit is lifted on a motorway, the target speed is automatically saved as the desired speed. If, however, a higher speed has previously been stored on a motorway without a speed limit, this will be adopted instead of the recommended speed.

Troubleshooting

A message is displayed that predictive cruise control is currently not available or is not available in your country

1. If this message is displayed for an extended period and predictive cruise control is available in your country, go to a suitably qualified workshop.

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

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Introduction

The Autonomous Emergency Braking (Front Assist) system can detect imminent frontal collisions and issue corresponding warnings. The system can also assist when braking and initiate automatic braking.

Front Assist can help to avoid accidents, but is not a substitute for the full concentration of the driver.

Front Assist functions only within the system limits. The warning times vary depending on the traffic situation and driver behaviour.

Functions

Front Assist includes the following additional functions depending on vehicle equipment and country:

— Pedestrian Monitoring.

— Cyclist Monitoring.

— Swerve assist.

— Turning emergency braking.

The listed functions are automatically active when Front Assist is switched on.

Detectable objects

Front Assist can detect the following objects depending on vehicle equipment and country:

— Vehicles.

— Bicycles and motorcycles.

— Pedestrians.

Driving with Front Assist

You can cancel the automatic braking interventions by steering or pressing the accelerator.

You can cancel automatic braking interventions by counter-steering.

Automatic braking

Front Assist can decelerate the vehicle to a standstill. The vehicle will not remain stationary. Depress the brake pedal!

The brake pedal will feel harder during an automatic braking manoeuvre.

WARNING

The intelligent technology used in Front Assist cannot overcome the laws of physics, and functions only within the limits of the system. Never let the extra convenience afforded by Front Assist tempt you into taking risks when driving. Front Assist cannot prevent accidents and serious injuries on its own. The driver is always responsible for all driving tasks.

- Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Please note that Front Assist cannot detect all objects throughout the entire speed range *(→ Autonomous Emergency Braking (Front Assist))*.
- If Front Assist issues a warning, brake the vehicle immediately if the traffic allows or avoid the obstacle.
- Front Assist can intervene unintentionally, for example if its functioning is impaired. You should therefore consider cancelling the automatic interventions by Front Assist if appropriate.
- If you are unsure about the equipment and country-specific systems that are fitted in your vehicle, please enquire at a correspondingly qualified workshop before starting your journey.

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Warning levels and braking intervention

Speed ranges

Front Assist provides maximum assistance in the following speed ranges:

— Reaction to vehicles: around 5 km/h (around 3 mph) to around 250 km/h (around 155 mph)

— Reaction to bicycles and motorcycles: around 5 km/h(around 3 mph) to around 250 km/h (around 155 mph)

— Reaction to pedestrians: around 5 km/h (around 3 mph) to around 85 km/h (around 53 mph)

The assistance may include an advance warning, an urgent warning and automatic braking or a braking intervention. A distance warning may also be displayed.

Influencing factors

Whether and in what speed range Front Assist reacts to the specified objects depends on the following factors:

— Type of object.

— Direction of travel of the object.

— Speed of the object.

— Speed of the vehicle.

The operating range may therefore be restricted if the vehicle approaches an object very quickly and there is therefore little time for a reaction.

In addition, not all warning levels are used in all situations. Depending on speed, there may not be an advance warning or an urgent warning, for example. Instead, automatic braking may take place immediately in order to ensure optimum protection for the object.

Distance warning



Front Assist detects when safety is endangered due to driving too close to the vehicle in front.

The indicator lamp lights up. Increase the distance.

Advance warning



Front Assist detects a possible collision and prepares the vehicle for possible emergency braking.

An acoustic warning sounds and the red warning lamp lights up. Brake or take evasive action!

Urgent warning

If you do not react to the advance warning, the system may initiate a short braking jolt in order to draw attention to the increasing collision risk. Brake or take evasive action!

Automatic braking

Front Assist can brake the vehicle automatically in several stages with increasing braking force. The reduced speed may help to minimise the severity of an accident.

Braking intervention

If the system detects that you are braking insufficiently when there is a risk of collision, Front Assist can increase the

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braking force and help prevent a collision. The braking intervention takes place only for as long as you press the brake pedal hard.

System limits of Front Assist

Limits of the sensors

Front Assist detects traffic situations using the radar sensor in the front of the vehicle and the camera behind the windscreen.

Observe the limits of the sensor system *(→ Sensors)*. Always pay due attention and intervene yourself if necessary.

After vehicle start

Front Assist is not available or its functions are restricted immediately after the vehicle is started. The white indicator lamp lights up in the instrument cluster display during this time.

Objects that cannot be detected

Front Assist cannot react – or will react with a delay – in the case of the following objects:

— Oncoming vehicles or vehicles crossing your path.

— Oncoming pedestrians; generally no reaction to persons without Pedestrian Monitoring.

— Stationary or oncoming cyclists; additionally no reaction to crossing cyclists without Cyclist Monitoring.

— When pedestrians and cyclists are not detected, for example because they are partially or fully hidden.

Function limitations

In addition to the situations specified in the section on the limits of the sensors, Front Assist may not react or may react with a delay or in an undesired way in the following situations, among others:

— Reversing.

— If ESC
is performing a control intervention or is faulty.

— If several brake lights on the vehicle are defective.

— If there is a fault in several brake lights on a trailer or bicycle carrier with an electrical connection to the vehicle.

— If the vehicle accelerates hard or the accelerator is fully depressed.

— In unclear traffic situations, e.g. vehicles ahead are braking heavily or turning off.

— When driving into and out of tunnels.

— If there is a fault in Front Assist.

Switching off Front Assist

Front Assist is not suitable for use in the following situations due to the limitations of the system and must be switched off →⚠:

— If the vehicle is utilised in a capacity beyond usage on public roads, e.g. offroad or racing tracks.

— If the vehicle is being towed or is loaded onto another vehicle.

— If add-on parts cover the radar sensor or camera.

— If the camera or the radar sensor is faulty.

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— If components in the area of the radar sensor are exposed to external force, e.g. after a rear-end collision.

— If the windscreen is damaged in the area of the camera window.

— In the event of multiple unwanted interventions.

WARNING

If you use Front Assist in the situations mentioned, this can result in accidents and serious injuries or even death.

- Switch off Front Assist in the specified situations.

Swerve support

The swerve assist function can help to steer the vehicle around an obstacle in critical driving situations.

If you steer to avoid an obstacle after an urgent warning, swerve assist can help you. Swerve support brakes individual wheels and corrects your steering wheel angle while you steer the vehicle.

Speed range

Swerve assist is available in a speed range from around 30 km/h (around 20 mph) up to 150 km/h (around 90 mph).

Limits

Swerve support does not react to crossing objects and animals. Always also observe the fundamental system limits of Front Assist *(→ Autonomous Emergency Braking (Front Assist))*.

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Oncoming vehicle braking when turning

The oncoming vehicle braking when turning function can prevent the vehicle from colliding with an oncoming vehicle during a turn.

If there is a risk of the vehicle colliding with an oncoming vehicle in the adjacent lane when turning, the oncoming vehicle braking when turning function can brake your vehicle. The vehicle can then remain in its own lane as a result.

Speed range

The oncoming vehicle braking when turning function is available at speeds of up to approximately 15 km/h (around 9 mph).

Limits

The oncoming vehicle braking when turning function is available only if you have activated the turn signal and turned the steering wheel to start the turning manoeuvre. However, after changing from right-hand driving to left-hand driving or vice versa, the oncoming vehicle braking when turning function is only available after 30 minutes or more.

The oncoming vehicle braking when turning function does not react to persons, animals, crossing vehicles or objects that are not detected as a vehicle. Always also observe the fundamental system limits of Front Assist *(→ Autonomous Emergency Braking (Front Assist))*.

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Operating Front Assist

Front Assist and all the included country- and equipment-dependent functions are automatically switched on when you switch on the ignition.

However, Front Assist is not available or only available to a limited extent as long as the indicator lamp is lit.

Volkswagen Commercial Vehicles recommends that Front Assist and all country- and equipment-specific functions are switched on at all times. Exceptions: *(→ Autonomous Emergency Braking (Front Assist))*.

Switching on and off

You can switch Front Assist on and off manually and view the current activation status.

In the Infotainment system:

1. Open the Assist systems menu.
2. Switch Front Assist on or off in the corresponding submenu.

If you switch off Front Assist, all the included equipment- and country-specific functions are also switched off. The yellow indicator lamp lights up in the instrument cluster display.

If Front Assist has been automatically deactivated, e.g. in the event of a detected towing operation, the yellow indicator lamp also lights up.

Setting the included equipment- and country-specific functions

If Front Assist is switched on, you can make the following settings in the Assist systems menu of the Infotainment system, depending on the equipment level and country:

— Switch the distance warning on and off.

— Switch the pre-warning on and off.

— Set the warning time for the pre-warning.

— Switch swerve support on and off.

— Switch the oncoming vehicle braking when turning function on and off.

Some settings can be stored in the user accounts of the personalisation function and therefore change automatically when the user account changes .

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Front Assist is starting

The indicator lamp lights up.

— Front Assist is temporarily not available or only available to a limited extent. Front Assist is available after driving straight ahead for a short time, and the indicator light goes out. When the vehicle is not moving, the indicator lamp lights up continuously.

Front Assist not available or functions restricted

The indicator lamp lights up yellow and a text message is also displayed.

— The radar sensor or camera window is dirty. Clean the radar sensor and windscreen *(→ Vehicle care)*.

— The view of the radar sensor or camera is impaired due to the weather conditions, e.g. snow, or due to detergent deposits or coatings. Clean the radar sensor and windscreen *(→ Vehicle care)*.

— The radar sensor's range is obstructed by add-on parts, trim frame for number plate holders or stickers. Keep the area around the radar sensor clear *(→ Accessories, modifications, repairs and renewal of parts)*.

— The view of the camera is impaired by add-on parts or stickers. Keep the area around the camera window clear *(→ Accessories, modifications, repairs and renewal of parts)*.

— The radar sensor or camera has been displaced or damaged, e.g. due to damage to the front of the vehicle or the windscreen. Check whether damage is visible *(→ Accessories, modifications, repairs and renewal of parts)*.

— The camera was automatically deactivated due to high ambient temperature or long periods of direct sunlight. When the camera is available again, Front Assist is also available again.

— Painting work or structural modifications have been performed on the front of the vehicle.

— If the problem persists, switch off Front Assist and go to a suitably qualified workshop.

Front Assist does not function as expected or is triggered unnecessarily several times

— The radar sensor or camera window is dirty. Clean the radar sensor and windscreen *(→ Vehicle care)*.

— The system limits have been exceeded *(→ Autonomous Emergency Braking (Front Assist))*.

— Low sun or darkness.

— If the problem persists, switch off Front Assist and go to a suitably qualified workshop.

Touch panels do not react as expected

Moisture, dirt and grease can impede the functioning of the touch panels.

1. Always keep touch panels clean and dry.

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Introduction

Within the system limits, the lane keeping system(Lane Assist) helps the driver to stay in lane. The function is not designed to keep the vehicle in lane automatically, nor is it suited to this purpose.

If your vehicle moves too close to a recognised road lane marking, Lane Assist will warn the driver with a corrective steering intervention. The corrective steering intervention can be overridden by the driver at any time.

Speed range

When road lane markings can be detected, Lane Assist is ready to intervene at speeds above around 60 km/h (around 35 mph) (system status active).

WARNING

The intelligent technology used in Lane Assist cannot overcome the physical limits specified, and functions only within the limits of the system. Careless or unintentional use of Lane Assist can cause accidents and serious injuries. The system is not a substitute for the driver's full concentration and steering manoeuvres.

- Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Your hands should always be on the steering wheel so that you can steer at any time. The driver is always responsible for staying in lane.
- Override any unwanted system intervention immediately by steering the vehicle.
- Observe the information on the instrument cluster display and respond according to the prompts, if permitted by the traffic situation.
- Always observe the area around the vehicle with care and watch the road ahead while driving.
- If the camera’s field of view is dirty, covered or damaged, the function of Lane Assist may be impaired.

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System limits of Lane Assist

Limits of the sensors

Lane Assist detects road lane markings by means of the camera behind the windscreen.

Observe the limits of the camera *(→ Sensors)*. Always pay due attention and intervene yourself if necessary.

Road lane markings not recognised or incorrectly recognised

Lane Assist is not able to correctly recognise all road lane markings. If road lane markings are not recognised or are incorrectly recognised as such, Lane Assist may not provide any control assistance or may perform undesired interventions. In addition to the situations stated for the camera limits, this can also happen in the following situations, among others:

— If there are no road lane markings present.

— With a very dynamic driving style.

— Away from motorways and good main roads.

— On poor road surfaces, when there are road structures or objects present.

— In the event of reflections and glare effects.

Always pay due attention, and intervene yourself if necessary to immediately override any undesired system intervention. Switch off Lane Assist temporarily if necessary.

Lane Assist not available

Lane Assist is not available under the following conditions(passive system status):

— The vehicle speed is under 55 km/h(approximately 30 mph).

— Lane Assist has not detected a road lane marking.

— If the lanes are too narrow and in tight bends.

— Temporarily if the driving style is very dynamic.

— When the turn signal is switched on before changing lane manually.

— If the driver steers the vehicle to override a system intervention.

— If the driver does not react to a driver intervention prompt.

Interference

WARNING

The effectiveness of systems can be severely inhibited if components and systems are retrofitted, e.g. by second stage manufacturers. The proper functioning of systems may therefore be impaired or adapted in vehicles with add-ons and modifications.

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

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Driving with Lane Assist

Switching on and off

Depending on the country, Lane Assist is always switched on when the ignition is switched on. You can also switch Lane Assist on and off in the Infotainment system and view the current system status there.

1. Open the Assist systems menu.
2. Switch Lane Assist on or off in the corresponding submenu.

If there is a system fault, Lane Assist can switch itself off automatically.

Displays

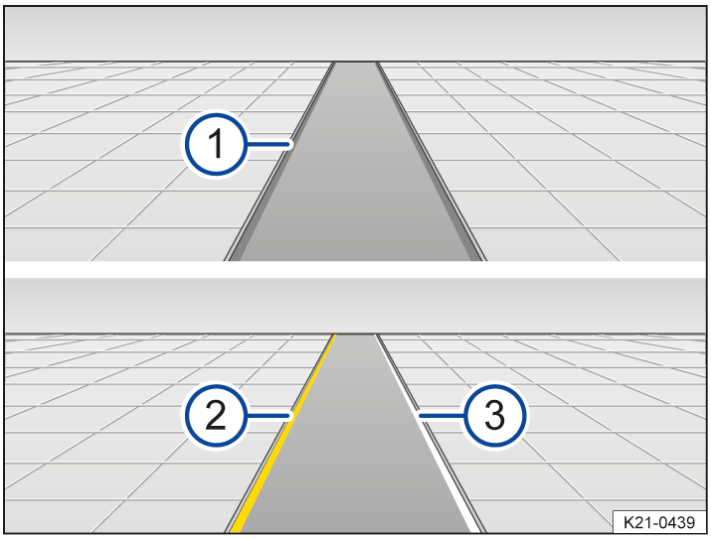


Fig. 1 On the display of the instrument cluster: Lane Assist displays.

1. Grey line: Lane markings detected. The system is not ready to intervene on the side shown.
2. Yellow line: Lane markings detected. System regulates on the side displayed.
3. White line: Lane markings detected. The system is ready to intervene on the side shown.

With some equipment levels, additional details about the road lane marking may also be shown on the instrument cluster display, e.g. dotted lane markings.

One of the following indicator lamps will light up depending on the driving situation:

System is active and ready to perform control intervention.

System controls (corrective steering intervention).

If no warning lamp lights up, Lane Assist is not ready to intervene (passive system status) on both sides or is switched off.

If the comfort drive function (Travel Assist) is actively performing a control operation, there is no steering intervention and no display for Lane Assist.

Driver intervention prompt

If there is no steering activity, Lane Assist prompts you to drive in the middle of the lane by means of acoustic

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warnings and a display on the instrument cluster.

Lane Assist switches to the passive state if you do not react.

Depending on the vehicle equipment, Emergency Assist will be activated if Emergency Assist is switched on in the Infotainment system.

Independently of steering activity, you are also prompted to drive in the middle of the lane by means of a display on the instrument cluster and acoustic warnings if the corrective steering intervention takes place for an extended time.

Steering wheel vibration

The following situation can cause the steering wheel to vibrate:

— The system can no longer detect a lane during a major steering intervention.

You can also select the Vibration or Steering wheel vibration option in the Assist systems menu on the Infotainment system. In this case, the steering wheel will vibrate if the vehicle drives across a detected road lane marking when Lane Assist is active.

Troubleshooting

Lane Assist not available

The indicator lamp lights up yellow. A message will also appear on the instrument cluster display.

— The camera window is dirty. Clean the windscreen *(→ Vehicle care)*.

— The view of the camera is impaired due to the weather conditions, e.g. snow, or due to detergent deposits or coatings. Clean the windscreen *(→ Vehicle care)*.

— The view of the camera is impaired by add-on parts or stickers. Keep the area around the camera window clear *(→ Accessories, modifications, repairs and renewal of parts)*.

— The camera has been displaced or damaged, e.g. due to damage to the windscreen. Check whether damage is visible *(→ Accessories, modifications, repairs and renewal of parts)*.

— The camera was automatically deactivated due to high ambient temperature or long periods of direct sunlight. When the camera is available again, Lane Assist is also available again. Ending and re-establishing the electric drive .

— Fault or malfunction. Ending and re-establishing the electric drive .

— If the problem persists, go to a correspondingly qualified workshop.

It may take several seconds before a system error is detected one the ignition is switched on.

If Lane Assist is not available, Travel Assist is also not available.

Emergency Assist is not available if Lane Assist is not available.

The system behaves differently than expected

1. Do not attach any objects to the steering wheel.

Touch panels do not react as expected

Moisture, dirt and grease can impede the functioning of the touch panels.

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1. Always keep touch panels clean and dry.

Introduction

Using Travel Assist, the vehicle can maintain a distance preselected by the driver from a vehicle in front within the system limits and remain in the predefined position within the lane (adaptive lane guidance).

Does the vehicle have Travel Assist?

The vehicle is equipped with Travel Assist if the button is available on the multifunction steering wheel.

Speed range

Travel Assist performs control as from around 20 km/h(around 15 mph), with extended operation for adaptive lane guidance from 0 km/h (0 mph). This speed range may differ in certain countries.

System limits of Travel Assist

Travel Assist detects driving situations using the same sensors as the Adaptive Cruise Control(ACC

) and the lane keeping system(Lane Assist).

Observe the system limits and alerts of ACC and Lane Assist. Always pay due 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 decelerate the vehicle to a standstill behind a vehicle that is stopping. It can also start driving again by itself.

You can override Travel Assist regulation at any time.

Displays

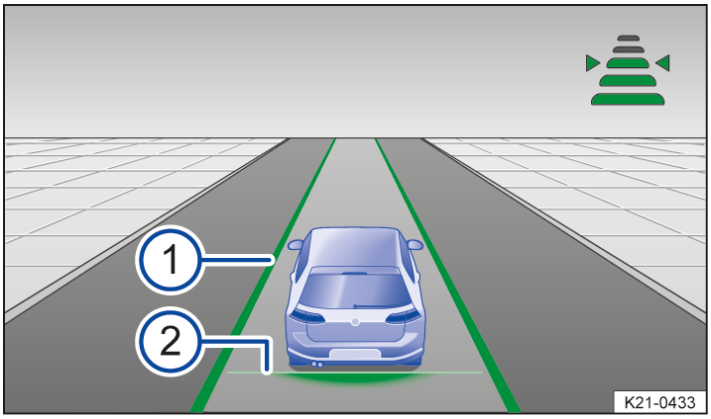


Fig. 1 On the display of the instrument cluster: Display during active control intervention (illustration).

(1) Colouring of the lane marking indicates the status of adaptive lane guidance.

— Green: Adaptive lane guidance active.

— Grey: Adaptive lane guidance passive.

(2) Set distance.

Depending on the vehicle equipment, additional details such as dotted lane markings and vehicles on the road ahead

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may be shown in the instrument cluster display.

Indicator lamps on the instrument cluster display show the status of Travel Assist:

Travel Assist active, Adaptive Cruise Control and adaptive lane guidance active.

Travel Assist active, Adaptive Cruise Control active, adaptive lane guidance passive.

Travel Assist deactivated, no regulation.

Driver intervention prompt

If you take your hands off the steering wheel, the system prompts you within a few seconds to take over active steering by way of acoustic warnings and a display on the instrument cluster.

Travel Assist will be deactivated if you do not respond to the prompt.

Alternatively, depending on vehicle equipment, Emergency Assist will be activated if Emergency Assist is switched on in the Infotainment system.

Travel Assist with mass location data

Travel Assist with mass location data uses online map data to enhance the function of Travel Assist (depending on the equipment level and not available in all countries).

This can increase the availability of Travel Assist in selected driving situations, e.g. when lane markings are incomplete or missing on one side.

Prerequisites:

— Travel Assist is activated.

— Your We Connect membership is activated.

— An internet connection is established.

— The use of online map data is activated.

— The upload function of the collected map data of your vehicle is activated (optional).

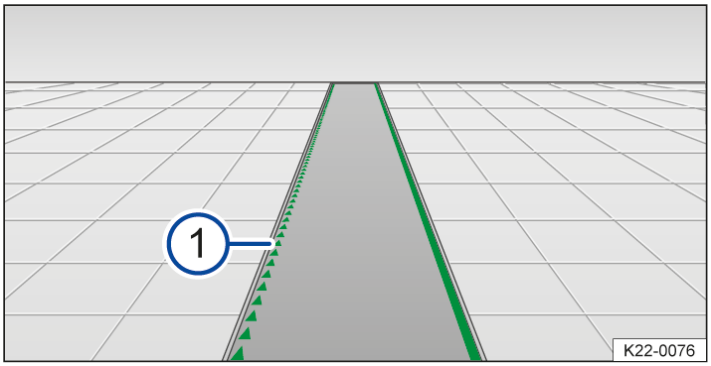


Fig. 2 On the display of the instrument cluster: Display when using mass location data by Travel Assist (illustration).

(1) Green triangle line: Lane marking detected by using mass location data.

WARNING

The intelligent technology used in Travel Assist cannot overcome the physical limits specified, and functions only within the limits of the system. Careless or unintentional use of Travel Assist can cause accidents and serious injuries. The system is not a substitute for the full concentration of the driver.

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- Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Never use Travel Assist in poor visibility, on steep or winding roads, or on slippery road surfaces, e.g. due to snow, ice, wet roads, loose chippings, or on flooded roads.
- Never use Travel Assist offroad or on unsurfaced roads. Travel Assist is designed for use on surfaced roads only.
- Travel Assist does not react to persons, animals or vehicles crossing or approaching in the same lane.
- Take control of the vehicle immediately if a driver intervention prompt appears on the instrument cluster display or if Travel Assist does not reduce the speed sufficiently.
- Apply the brakes if the vehicle starts rolling unintentionally, e.g. after a driver intervention prompt.
- Your hands should always be on the steering wheel so that you are ready to steer at any time. The driver is always responsible for staying in lane.
- Be prepared to control the speed yourself at all times.

Operating Travel Assist

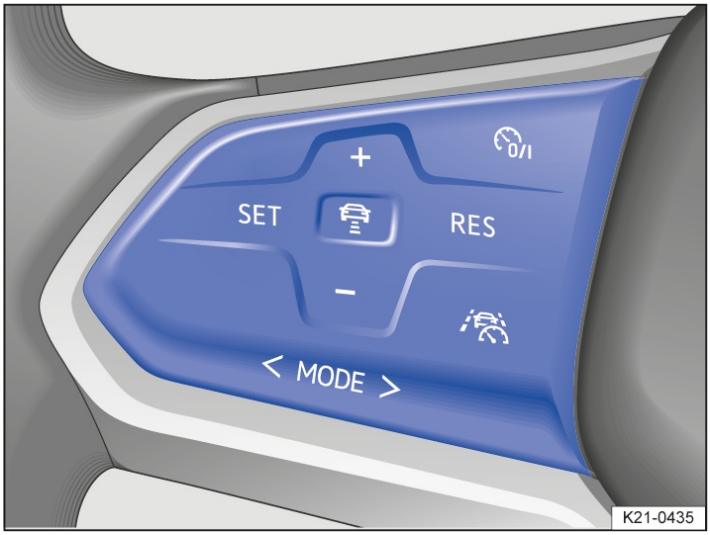


Fig. 1 Left-hand side of the multifunction steering wheel.

Switching on and starting control intervention

1. While driving forward with the ACC switched on, press the button on the multifunction steering wheel.

   The vehicle switches from ACC to Travel Assist.

Depending on the driving situation, the vehicle changes to the following system statuses in Travel Assist:

— When ACC is regulating the speed, Travel Assist maintains the current speed and the preset distance to the vehicle ahead (system status passive).

When lane markings are detected, the vehicle is simultaneously kept in lane by steering movements (system status active).

— If ACC is not regulating the speed, Travel Assist is switched on but remains deactivated.

1. Press the SET button.

   Travel Assist changes to active or passive system status according to the driving situation.

The indicator lamp corresponding to the driving situation lights up in the instrument cluster display. A message is also displayed.

Cancelling control

1. Briefly press the button.

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Or: Depress the brake pedal.

The set distance remains stored.

Switch to ACC

1. Press the button on the multifunction steering wheel.

   The vehicle switches from Travel Assist to the ACC system status appropriate to the driving situation.

Making other settings

The other operating functions of Travel Assist correspond to operation of ACC *(→ Adaptive Cruise Control (ACC))*.

Using auto lane changing

When you set a convenience turn signal, the vehicle can perform auto lane changing on multi-lane motorways within the system limits if sufficient space has been detected surrounding the vehicle.

Assisted lane changing uses the same sensors as the lane change system (Side Assist) and the parking systems. Therefore, read the information on Side Assist and the notes on the parking systems carefully. Observe the system limits listed there and other information.

Prerequisites

Assisted lane changing is available only during forward travel on multi-lane motorways that are included in the navigation data of the Infotainment system and from a speed of around 90 km/h (around 55 mph).

In addition, Travel Assist must be switched on and lane change flash must be activated in the vehicle settings *(→ Vehicle settings menu)*.

Displays

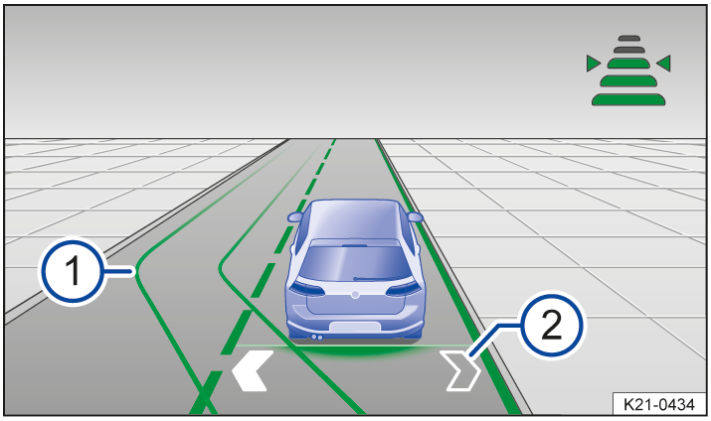


Fig. 1 On the display of the instrument cluster: Display of assisted lane changing (illustration).

(1) Indicated lane change (green), assisted lane changing is performed. In addition, the respective adjacent lane is highlighted.

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(2) Arrows on own lane indicate the status of assisted lane changing.

— Grey: assisted lane changing not possible on the respective lane side.

— White: assisted lane changing possible on the respective lane side. In addition, the respective adjacent lane is highlighted.

Switching assisted lane changing on and off

You can switch assisted lane changing on and off in the Infotainment system.

1. Open the Assist systems menu.
2. Select Travel Assist.
3. Switch assisted lane changing on or off as a sub-function of Travel Assist.

If there is a system malfunction, assisted lane changing may switch itself off or abort during the lane change.

If Side Assist is not available, assisted lane changing is not available either.

Activating assisted lane changing

1. While driving, press the SET button.

   Assisted lane changing is activated. The arrows on your own lane in the instrument cluster display are shown in grey → *Fig. 1* (2).

Changing lane

If the system has not detected any objects in the detection range of the sensor system and assisted lane changing to an adjacent lane is possible, the corresponding lane is shown on the instrument cluster display next to the driver's own lane. In addition, the arrow on the corresponding lane side is displayed in white → *Fig. 1* (2).

1. Operate the convenience turn signal for the corresponding side.

   The vehicle now changes lane. A message is also displayed.

During the lane change, the vehicle automatically indicates on the corresponding side of the vehicle. When the lane change is complete, the turn signal is automatically switched off.

WARNING

The sensor system cannot reliably detect all surrounding objects and functions only within the system limits. If you do not take care when using the auto lane changing function, this can cause accidents and serious injuries. The system is not a substitute for the full concentration of the driver.

- Before every lane change, check to make sure that this is possible safely. Particularly objects that are approaching quickly may not be detected in good time.
- Keep your hands on the steering wheel at all times and be prepared to control the vehicle speed and direction of travel yourself.

Deactivating assisted lane changing

1. Briefly press the button.

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Or: Depress the brake pedal.

Assisted lane changing and Travel Assist are deactivated.

Troubleshooting

Travel Assist is not available or does not function as expected

The indicator lamp lights up yellow. A message will also appear on the instrument cluster display.

— There is a fault in the sensor system. Check the causes and remedies described in the information on ACC *(→ Adaptive Cruise Control (ACC))* or Lane Assist *(→ Lane keeping system (Lane Assist))*.

— Fault or malfunction. Ending and re-establishing the electric drive .

— The system limits have been exceeded.

— If the problem persists, go to a correspondingly qualified workshop.

Take over steering

The warning lamp lights up white and a message is displayed in the instrument cluster display. You have released the steering wheel for a few seconds.

1. Touch the steering wheel and take over the vehicle guidance.

Take over steering immediately

The warning lamp lights up red and a message is displayed in the instrument cluster display. An acoustic warning is given or the steering wheel vibrates, depending on the driving situation. You have taken your hands off the steering wheel for a prolonged period or the system has reached its limits.

1. Take hold of the steering wheel immediately and take over vehicle control.

Travel Assist switches off automatically

— Vehicles without Emergency Assist:

You have released the steering wheel for an extended period of time.

— Fault or malfunction. Ending and re-establishing the electric drive .

— If the problem persists, go to a correspondingly qualified workshop.

The control system is interrupted unexpectedly

Vehicles without auto lane changing:

— You have activated the turn signal.

Auto lane changing not available

The indicator lamp lights up yellow. A message will also appear on the instrument cluster display.

— There is a fault in the sensor system. Check the causes and remedies described in the information on the lane change system (Side Assist) and parking systems.

— If the problem persists, go to a correspondingly qualified workshop.

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Assisted lane changing is aborted or not available

A message is shown on the instrument cluster display.

— The vehicle has no longer detected a road lane marking.

— You have let go of the steering wheel.

— You have steered or counter-steered too strongly.

— You have activated the turn signal several times or the turn signal and main beam lever is engaged in position.

— The vehicle speed is under approximately 85 km/h(around 53 mph).

— The vehicle has detected objects in the area around the vehicle that prevent auto lane changing.

— You are not on a multi-lane motorway.

Introduction

Emergency Assist can detect a lack of activity on the part of the driver and keep the vehicle in the lane automatically, or brake the vehicle to a standstill if required. The system can therefore actively contribute to preventing or reducing the consequences of an accident.

System limits of Emergency Assist

Emergency Assist detects driving situations using the same sensors as the Adaptive Cruise Control(ACC

) and the lane keeping system(Lane Assist). Please, therefore, read the information on ACC and Lane Assist carefully and observe the system limits and warnings listed there.

WARNING

The intelligent technology used in Emergency Assist cannot overcome the laws of physics, and functions only within the limits of the system. The driver is always responsible for controlling the vehicle.

- Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Emergency Assist cannot always prevent accidents and serious injuries on its own.
- If the radar sensor or the front camera are covered or have been displaced, Emergency Assist may carry out unwanted braking or steering interventions.
- Emergency Assist does not react to persons, animals or vehicles crossing or approaching in the same lane.

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Switching on and off

You can switch Emergency Assist on and off in the assist systems menu of the Infotainment system.

When switched on, Emergency Assist is active only if the following prerequisites are met:

— Travel Assist or Lane Assist is switched on.

— The system has detected a road lane marking on both the right and left sides of the vehicle.

If there is a system fault, Emergency Assist can switch itself off automatically.

Emergency Assist is not available if Lane Assist is not available.

Driver intervention prompt

If the driver is inactive, Emergency Assist emits acoustic warnings and applies a braking jolt to prompt the driver to take control of the vehicle. A message also appears on the instrument cluster display and the volume of the Infotainment system is reduced.

At the same time, the proactive occupant protection system is triggered, depending on the level of equipment.

System intervention

The system can brake the vehicle and keep it in lane if the driver does not react. The following indicator lamp lights up in the instrument cluster display:

 System intervenes.

You can override the control intervention at any time by accelerating strongly, braking or steering, depending on the traffic situation.

Other road users will be warned as follows when Emergency Assist is actively performing control interventions:

— The hazard warning lights will be switched on after a short time.

— Depending on the speed, the vehicle horn will sound.

If the remaining stopping distance is sufficient, the vehicle will be braked to a standstill if necessary.

The following will happen as soon as the vehicle is stationary:

— The electromechanical parking brake is switched on.

— The doors will be unlocked.

— The interior lighting will be switched on.

— Depending on the equipment, an emergency call is made via the statutory eCall Emergency System .

WARNING

If Emergency Assist is triggered unexpectedly, it can result in accidents and serious injuries.

- If the vehicle behaves differently to expected, cancel the intervention of Emergency Assist by accelerating strongly, braking or steering.
- Switch off Lane Assist.
- Do not use Travel Assist.
- Go to a correspondingly qualified workshop and have the system checked.

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Emergency Assist not available

Fault or malfunction. The warning lamp lights up yellow. A message will also appear on the instrument cluster display.

1. Ending and re-establishing the electric drive .
2. If the problem persists, switch off Emergency Assist and go to a suitably qualified workshop.

Touch panels do not react as expected

Moisture, dirt and grease can impede the functioning of the touch panels.

1. Always keep touch panels clean and dry.

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Introduction

The lane change assist system(Side Assist) provides assistance when checking for traffic behind the vehicle.

Radar sensors behind the rear bumper cover monitor the area behind the vehicle. The system measures the distance and speed difference in relation to other vehicles and informs the driver by means of visual signals in the housings of the exterior mirrors.

Use Side Assist only on paved roads.

Speed range

When switched on, Side Assist is active from speeds of around 15 km/h (around 9 mph). Side Assist is deactivated at a speed of around 10 km/h (around 6 mph).

WARNING

The intelligent technology used in Side Assist cannot overcome the physical limits specified, and functions only within the limits of the system. Never let the extra convenience afforded by Side Assist tempt you into taking safety risks when driving. Careless or unintentional use of Side Assist can cause accidents and serious injuries. The system is not a substitute for the full concentration of the driver.

- Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Your hands must always remain on the steering wheel so that you can steer at any time.
- Observe the signals on the exterior mirror housing and in the instrument cluster display, and respond to the prompts.
- Always pay close attention to the area around your vehicle.
- Never use Side Assist if the radar sensors are dirty, covered or damaged. These circumstances can impair the proper functioning of the system.

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System limits of Side Assist

Limits of the sensors

Side Assist detects driving situations by means of radar sensors in the rear area of the vehicle.

Observe the limits of the radar sensors *(→ Sensors)* and always pay due attention.

Function limitations

In addition to the situations specified in the section on the limits of the sensors, Side Assist may not interpret the traffic situation correctly in the following situations, among others:

— When driving in between two lanes

— When road lanes are not the same width

— Where there are special roadside structures, e.g. high or offset crash barriers.

Limited visibility

It may be hard to see the display in the exterior mirror in direct sunlight.

Calibration

The radar sensors calibrate themselves once during the first kilometres after vehicle delivery and after sensor repairs. The sensor range may be restricted during the calibration phase.

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Switching on and off

You can view the activation status of Side Assist in the Infotainment system. You can also switch Side Assist on and off there.

1. Open the Assist systems menu.
2. Switch Side Assist on or off in the corresponding submenu.

When it is switched on, the yellow indicator lamp in the exterior mirror housing lights up once briefly.

If there is a system fault, Side Assist can switch itself off automatically.

Deactivation when towing a trailer

If you use the factory-fitted trailer towing coupling and have set up the necessary electrical connection, Side Assist switches off automatically. Once a trailer is electrically connected to the vehicle and the driver pulls away, a notification appears in the instrument cluster display to inform the driver that Side Assist has been deactivated. After you have disconnected the electrical connection, Side Assist is switched back on automatically.

If the trailer towing coupling is not factory-fitted, you must manually switch off Side Assist and then switch it back on again.

Displays in the exterior mirror

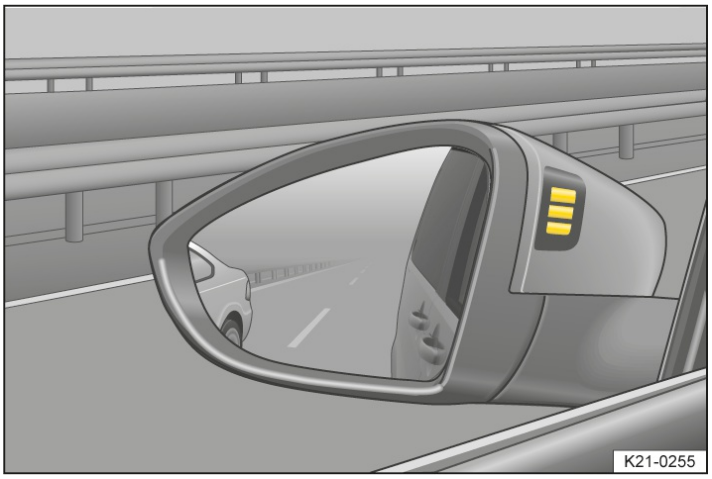


Fig. 1 In the exterior mirror housings: Side Assist visual displays.

- Flashing: A vehicle was detected in the blind spot and the turn signal was activated in the direction of the detected vehicle.
- Lit up: Your vehicle is being overtaken or you are overtaking another vehicle with a speed difference of up to around 15 km/h (about 9 mph).

  No display will be shown if the takeover manoeuvre is much faster.

The quicker the vehicle approaches, the earlier the indicator in the exterior mirror housing lights up.

Lane change system “Side Assist Plus”

If the vehicle is equipped with a lane keeping system(Lane Assist) and Lane Assist is switched on, it performs a

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corrective steering intervention to warn you when changing lanes during a potentially critical situation (information level, warning level). The steering intervention also occurs when you operate the turn signal for the corresponding direction. If you override the steering intervention, the steering wheel vibrates to give an additional warning. For this, steering wheel vibration must be activated in the Assist systems menu in the Infotainment system.

Brightness

The brightness of the visual display will automatically adapt to the light levels.

You can adjust the basic brightness of the display in the Assist systems menu in the Infotainment system. Side Assist is not active during the setting procedure.

Some settings can be stored in the user accounts of the personalisation function and therefore change automatically when the user account changes .

Troubleshooting

Side Assist faulty

Fault or malfunction. The indicator lamp in the instrument cluster display lights up yellow. The yellow central warning lamp ⚠ also lights up.

1. Ending and re-establishing the electric drive .
2. If the problem persists, go to a correspondingly qualified workshop.

No sensor visibility, fault message, system switches itself off

— Clean the radar sensors and remove any stickers or accessories from the radar sensors and the bumper *(→ Vehicle care, exterior)*.

— Check for any visible damage.

— If the problem persists, go to a correspondingly qualified workshop.

The system behaves differently than expected

— The radar sensors are dirty. Clean the radar sensors *(→ Vehicle care, exterior)*.

— The radar sensors are covered by water.

— The radar sensors' view has been impaired by the weather(e.g. snow) or cleaning agent residue or coatings. Clean the radar sensors *(→ Vehicle care, exterior)*.

— The system limits have been exceeded *(→ Lane change assist system (Side Assist))*.

— The vehicle is damaged in the area of the radar sensors, e.g. caused by parking collisions. Check for any visible damage *(→ Accessories, modifications, repairs and renewal of parts)*.

— The radar sensors' view is impaired by add-on parts, bicycle carrier systems or stickers. Keep the area around the radar sensors clear *(→ Accessories, modifications, repairs and renewal of parts)*.

— Paintwork or structural modifications have been carried out in the area around the radar sensors, on the rear of the vehicle or on the running gear.

— Tinted window film has been applied to the side windows after delivery.

— If the problem persists, go to a correspondingly qualified workshop.

Touch panels do not react as expected

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Moisture, dirt and grease can impede the functioning of the touch panels.

1. Always keep touch panels clean and dry.

Parking the vehicle

WARNING

The vehicle may roll away if you leave and park the vehicle incorrectly. This can cause accidents and serious injuries.

- When parking, observe the specified sequence.
- Before leaving the vehicle, make sure that the electronic parking brake is switched on and that the indicator lamp Ⓟ next to the driving mode selector lights up red.

1. Stop the vehicle on a suitable surface→ⓘ.
2. Depress and hold the brake pedal.
3. Switch on the electronic parking brake .

   The vehicle's drive system is deactivated. The indicator lampⓅ next to the driving mode selector lights up red.
4. On uphill and downhill slopes, turn the steering wheel so that the vehicle will roll against the kerb if it starts to move.
5. Release the brake.
6. Get out and make sure that all occupants, in particular children, leave the vehicle→⚠. Watch out for other road users!
7. Take all vehicle keys with you and lock the vehicle.

WARNING

If children, people requiring assistance or animals are left unattended in the vehicle, there is the danger of accidents and serious injuries.

- Never leave children, people requiring assistance or animals in the vehicle unattended. They could operate the driving mode selector and switch off the electronic parking brake as a result. The vehicle could start to move.
- Never leave children, people requiring assistance or animals in the vehicle. They could become trapped in the vehicle in an emergency and may not be able to get themselves to safety. Temperatures inside a locked vehicle can reach extremes of heat or cold, according to season. This can cause serious injuries and illness or fatalities, especially in the case of small children.
- Always take all vehicle keys with you every time you leave the vehicle.

NOTICE

The vehicle may become damaged if you park and leave the vehicle incorrectly.

- Always engage the electronic parking brake to avoid unintentional vehicle movement when parking the vehicle.
- Objects that protrude from the ground can damage the bumper and other components when parking the vehicle. Always take care when driving into parking spaces with high kerbs or fixed boundaries. Stop before the wheels touch the fixed boundaries or kerbs.
- Low-lying vehicle components such as the bumper, spoiler and parts of the running gear could be damaged. Take care when driving over dips in the road, driveways, ramps, kerbs and other objects.

NOTICE

If the ground is uneven, sandy or muddy, this may mean that the vehicle cannot be parked safely and may be damaged.

- Always park the vehicle on a stable, level surface.

Please adhere to relevant legislation when stopping and parking your vehicle.

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Rear seat warning

When the vehicle's drive system is switched off, a text message in the Infotainment system reminds you not to leave any passengers in the rear seats →⚠.

If a rear door was used before the journey, a text message is also displayed in the instrument cluster and an acoustic warning sounds if necessary. The acoustic warning can be activated and deactivated using the vehicle settings in the Infotainment system.

Rear seat warning muted.

Electronic parking brake

The electronic parking brake secures the parked vehicle to stop it from rolling away. It can also be used to brake the vehicle in an emergency.

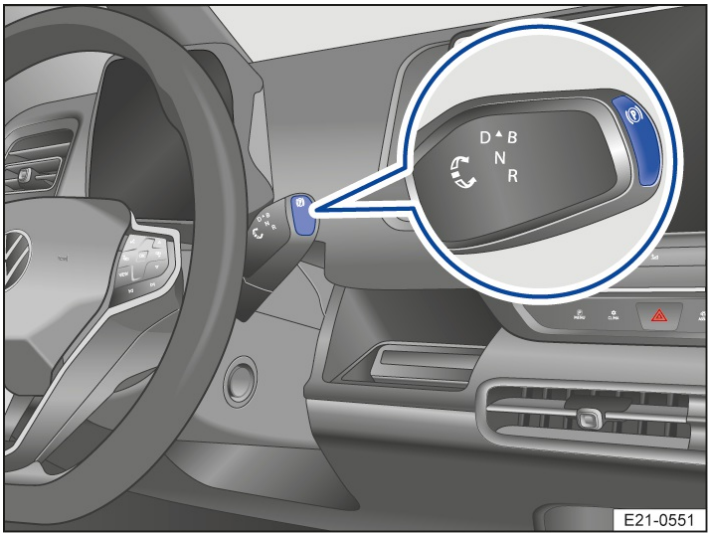


Fig. 1 On the driving mode selector: Button for the electronic parking brake (illustration).

Switching on

1. When the vehicle is stationary, press the button for the electronic parking brake→ *Fig. 1* Ⓟ.

   Or: Switch off the ignition.

Ⓟ

If the indicator lamp next to the driving mode selector lights up red, the electronic parking brake is switched on.

The display **PARK** also lights up red on the instrument cluster display.

Switching off

1. Press the brake pedal and select a gear selector position **D**, **B**, **R** or neutral **N**.

The red indicator lamp Ⓟ and also the display **PARK** go out.

Automatic switch-on if the driver does not leave the vehicle correctly

If you leave the vehicle with the ignition switched on or the gear selector position engaged, the rollaway protection

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becomes active and the electronic parking brake automatically engages →⚠. Even in neutral N, the electronic parking brake is engaged if the vehicle is left improperly.

⚠ WARNING

The vehicle may roll away if you leave the vehicle incorrectly. This can lead to accidents, severe injuries and material damage.

- Always park the vehicle in the specified order.
- Before leaving the vehicle, make sure that the electronic parking brake is switched on and that the indicator lamp Ⓟ lights up red on the instrument cluster when the ignition is switched off.

Rollaway protection

The vehicle's rollaway protection can be temporarily deactivated in the Infotainment system. The electronic parking brake is switched off and the vehicle is able to roll, e.g. in a car wash or for towing →ⓘ.

Prerequisites

✓ Vehicle is stationary.

✓ Ignition is switched on.

Deactivate the rollaway protection:

1. Depress the brake pedal.
2. Select neutral N.
3. Confirm the message Rollaway protection is deactivated. in the Infotainment system.

   Or: Open the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

   1. Open the Brakes submenu.
   2. Switch on function.

A text message is continuously shown on the instrument cluster display. An acoustic warning may be given.

Activate the rollaway protection:

1. Apply the brake and engage the gear selector position.

   The rollaway protection is activated and the vehicle is ready to drive.

   Or: Switch off the ignition.

   The rollaway protection is activated. The electromechanical parking brake is switched on.

ⓘ *NOTICE*

The electronic parking brake must not switch on automatically in a car wash or when being towed. This could lead to the vehicle being damaged.

- Deactivate the rollaway protection in the Infotainment system.
- Do not remove yourself from the vehicle with the vehicle key. The ignition switches off automatically and the rollaway protection is activated again.

Emergency braking function

The emergency braking function should be used only in an emergency in situations where the vehicle cannot be stopped using the foot brake →⚠.

1. Press and hold the Ⓟ button.

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The vehicle brakes strongly. A signal tone sounds at the same time.

WARNING

The incorrect use of the electronic parking brake can cause accidents and serious injuries.

- Always use the foot brake and never the electronic parking brake to brake the vehicle, except in an emergency. The braking distance is considerably longer.

Troubleshooting

The holding force is insufficient in the current situation

The indicator lamp next to the driving mode selector flashes red. The vehicle is stationary. A text message is additionally shown on the instrument cluster display.

Electronic parking brake not fully applied.

1. Park the vehicle in a different place or on a level surface and secure it against rolling away.

Fault in and / parking brake

The indicator lamp next to the driving mode selector flashes red. The display of the instrument cluster also shows the red brake warning lamp or the yellow central warning lamp.

There is a system fault.

1. Select a gear position.
2. Press the button for the electronic parking brake again.

If the indicator lamp lights up red and the PARK display appears without another warning light illuminating in the instrument cluster, the vehicle is safely parked.

Version 1

1. If the yellow central warning lamp is still displayed, consult a qualified workshop immediately.

Version 2

Do not drive on!

1. If the red brake warning lamp is still displayed, do not continue driving!
2. Consult a suitably qualified workshop.

Button for the electronic parking brake faulty

When the button for the electronic parking brake is pressed, the indicator light next to the driving mode selector flashes red.

Button for the electronic parking brake faulty.

1. To switch on the electronic parking brake automatically, switch off the ignition.
2. Consult a suitably qualified workshop.

/ Electronic parking brake faulty

The central warning lamp lights up yellow. The symbol with a text message is additionally shown on the

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instrument cluster display.

1. Consult a suitably qualified workshop.

The electronic parking brake is working, but will not switch off

— Charging connector is plugged in.

— The 12-volt vehicle battery is discharged *(→ Jump starting)*.

Electronic parking brake makes noises

Noises may be heard when the electronic parking brake is switched on and off.

If the electronic parking brake has not been used for a long period, the system will carry out occasional automatic and acoustic checks when the vehicle is parked.

Auto Hold function

The Auto Hold function secures the vehicle against rolling away when stationary, without the vehicle having to be held by the foot brake.

Prerequisites

✓ Driver door is closed.

✓ The vehicle's drive system has been activated.

If the selector lever is moved to the N position, the Auto Hold function willnot switch on or will switch itself off. As a result, the vehicle will not be held securely in a stationary position →⚠.

Switching on

1. Open the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.
2. Open the Vehicle menu.
3. Open the Exterior menu.
4. Open the Brakes menu.
5. Switch on the Auto Hold function.

AUTO HOLD

When the Auto Hold function is switched on, the indicator lamp in instrument cluster lights up grey.

Auto Hold is ready for use, but the vehicle is not necessarily stationary→⚠.

The Auto Hold function remains active when the vehicle's drive system is activated again.

Keeping the vehicle stationary with the Auto Hold function

1. Bring the vehicle to a standstill using the brake with the Auto Hold function switched on *(→ Parking)*.
2. Release the brake pedal →⚠.

The vehicle is being held stationary by the Auto Hold function.

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AUTO HOLD

The indicator lamp in the instrument cluster lights up green when the Auto Hold function is active.

The hold function stops if the vehicle is driven off or if the prerequisites for the Auto Hold function are not met.

Switching off

1. Switch off the Auto Hold function in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

The Auto Hold function can only be switched off if the brake pedal is depressed→ ⚠.

⚠ WARNING

The intelligent Auto Hold function cannot overcome the laws of physics, and operates only within the limits of the system. Do not let the extra convenience afforded by the Auto Hold function tempt you into taking any safety risks when driving.

- Make sure that the indicator lamp AUTO HOLD lights up green or Ⓟ red on the instrument cluster display if the vehicle is to be held securely. The vehicle is being held with the Auto Hold function when the indicator lamp is green; the electronic parking brake is applied when the lamp is red.
- Never leave the vehicle while the vehicle's drive system is activated and with the Auto Hold function switched on.
- In some cases, the Auto Hold function cannot hold the vehicle sufficiently on uphill gradients or brake it sufficiently on downhill gradients, e.g. if the ground is slippery or icy.

NOTICE

Damage could be caused as a result of the electronic parking brake switching on automatically in a car wash.

- Always switch off the Auto Hold function before driving into a car wash.

Safety information

⚠ WARNING

The intelligent technology of the parking systems cannot overcome the laws of physics, and functions only within the system limits. Never let the extra convenience afforded by the parking systems tempt you into taking any risks when driving. The parking systems cannot replace the full concentration of the driver.

- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions.
- Keep looking in the direction in which you are parking and at the relevant area surrounding the vehicle. Pay special attention to small children, animals and objects.
- Please note that the parking system may not be able to react if the obstacle is approached too fast and will then not issue a warning.
- Do not allow the parking system displays to distract you from the traffic around you.

⚠ WARNING

Camera lenses enlarge and distort the field of view. Using images from the camera to estimate the distance from persons or obstacles can be inaccurate and may cause accidents and serious injuries.

- Do not rely on the camera image.

NOTICE

Observe a distance of 50 cm(20 inches) from walls and buildings in parking spaces without kerbs in order to avoid damage to the vehicle.

Limits of sensors and cameras

There are various sensors and cameras on the vehicle which detect and monitor the area around the vehicle by means of ultrasound, radar waves and optical systems. The various parking systems use different combinations of the

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sensors. Common to all sensors is the fact that they are subject to technical and physical limits →⚠.

— The sensors or cameras may not detect some objects, e.g. trailer drawbars, thin bars, fences, posts, trees, very low or high obstacles, and boot lids that are open or being opened.
— The detection ranges of the sensors have blind spots in which obstacles and people are not registered.
— In some cases, dirt or ice and water on the sensors and cameras could be registered as an obstacle or impair detection of objects. The sensor visibility may be impaired by dirt and snow or also residue from cleaning agents or coatings.
— External sources of sound and certain surfaces on objects and clothing may influence the sensors' signals. In certain circumstances, the systems will be unable to detect or properly detect people and objects.
— It may be difficult or impossible to see objects such as narrow posts or railings on the screen because of its low resolution or poor light conditions.
— The cameras show only two-dimensional images on the screen. The lack of depth of field means that potholes and protruding objects on the ground may only be detected with difficulty, or may not be detected at all.

Practise using the parking systems in a traffic-calmed area or car park to familiarise yourself with the systems and their functions.

Prerequisites

General information

The following prerequisites must be met so that the sensors and cameras are best able to detect the surroundings of the vehicle and display this information on the Infotainment system:

✓ Doors are closed.
✓ Exterior mirrors are not folded in.
✓ The sensors or cameras are not covered by add-on parts or trim frames for number plates.
✓ The surrounding area has a flat surface.
✓ Vehicle does not have a heavy load at the rear or on one side.
✓ The vehicle's drive system is activated.
✓ Brake support systems such as ESC or TCS are switched on.

The parking function and the acoustic warnings will be deactivated if other functions are operated on the Infotainment system during a parking operation.

The use of parking systems, e.g. with camera support, may not be permitted in some regions due to legal regulations.

— Use the parking systems only when permitted by law.

Finding a suitable parking space

To ensure that a suitable parking space can be displayed and detected correctly, the following prerequisites must be met:

✓ The length and width of the parking space must be larger than the vehicle dimensions and offer sufficient space for manoeuvring.
✓ Distance when driving past the parking space should be around 1 metre(3 feet).
✓ Vehicles with Park Assist Plus: the speed when driving past the parking space should not exceed around 40 km/h

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(around 25 mph) for *parallel parking spaces* or around 20 km/h (around 12 mph) for *perpendicular parking spaces*.

✓ Vehicles with Park Assist Plus with memory function: the maximum speed when calibrating the parking procedure is around 40 km/h (around 25 mph).

Automatic braking intervention

The automatic braking intervention of a parking system is designed to reduce the possible damage due to a collision if an obstacle is detected during the parking manoeuvre.

Depending on the equipment, the vehicle may have parking systems with a manoeuvring or emergency braking function →⚠.

⚠ WARNING

Do not let the automatic braking intervention triggered of the parking systems tempt you to take any risks while driving. In some situations the automatic brake intervention can only work in a limited way or not at all. Collisions with obstacles can cause injuries to persons and vehicle damage. The system is not a substitute for the full concentration of the driver.

- Always pay due attention and do not rely exclusively on the parking systems.
- Always be prepared to brake and steer the vehicle yourself.
- Do not take any safety risks.
- React appropriately to the warnings and driving recommendations of the parking systems.

Prerequisites

✓ The vehicle does not exceed a maximum speed of around 10 km/h (6 mph) when manoeuvring.

✓ A parking system was switched on.

What happens when an automatic braking intervention takes place?

The vehicle is braked to a standstill and then held for around two seconds if it encounters an obstacle.

1. Hold the vehicle with the foot brake after an automatic braking intervention.

Park Assist Plus: the vehicle is braked if it is travelling too fast. The parking manoeuvre can then be continued.

Switching automatic braking intervention on or off

Automatic braking intervention is activated or deactivated as soon as a parking system has been switched on or off by the driver.

1. Or: tap the ⚙ function button for the settings on the Park Distance Control screen to temporarily deactivate or reactivate the manoeuvre braking function.

Manoeuvre braking function of Park Distance Control

The manoeuvre braking function is automatically activated every time the ignition is switched on.

1. Briefly press the accelerator to cancel the automatic braking intervention →⚠.

The automatic braking intervention does not take place for an obstacle in the front area if Park Distance Control has been activated automatically when driving forwards *(→ Park Distance Control)*.

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Driving with a trailer

The automatic braking intervention function at the rear of the vehicle when reversing is deactivated if a trailer is electrically connected to the factory-fitted towing bracket .

Switch off the parking system if automatic braking intervention takes place too frequently, e.g. when driving on offroad terrain.

If the Park Distance Control's manoeuvre braking function has intervened, the function is inactive for five metres in the same direction of travel or is operational again after a change in the direction of travel.

The parking manoeuvre will be aborted after emergency braking by Park Assist Plus, e.g. if an obstacle was detected.

After the Rear Traffic Alert has performed emergency braking, another automatic braking intervention may only take place after 10 seconds.

The automatic braking intervention is deactivated if the doors are open.

Troubleshooting

The parking system is not responding as expected

This could have various causes:

— The prerequisites for system operation are not met *(→ Parking systems)*.

— The sensors or the camera are dirty or iced-up *(→ Vehicle care, exterior)*.

— The camera lens is not clean and the camera image is unclear *(→ Vehicle care, exterior)*.

— The ultrasound signal is subject to interference from external noise sources, e.g. pneumatic drill or cobblestones.

— Only the scanned area to the front of the vehicle is shown on the Infotainment system display in vehicles with a factory-fitted towing bracket and a trailer with an electrical connection to the vehicle.

— The vehicle is damaged in the area around the sensors or the camera, e.g. caused by parking collisions.

— The detection range of the sensors or camera is blocked by add-on parts, e.g. bicycle carriers.

— Changes have been made to the paintwork or structural modifications have been made in the area of the sensors or the camera, e.g. on the vehicle front end or the running gear.

Fault displays

1. Observe the text messages in the instrument cluster display and the Infotainment system.

NOTICE

Go to a suitably qualified workshop as soon as possible in the event of a parking system fault.

No sensor or camera view, or the parking system has been switched off

The sensor area is switched off permanently if a sensor fails. The affected sensor area can be displayed by the symbol and a grey image segment ❑ in the Infotainment system. The parking system is switched off completely if necessary.

If there is a fault in the Park Distance Control, a signal tone will sound for several seconds when it is switched on. A text notification may also be shown on the instrument cluster display.

1. Check whether one of the listed causes is present.

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2. Switch the system on again once you have rectified the source of the fault.
3. If the problem persists, go to a correspondingly qualified workshop.

Park Assist Plus parks inaccurately after a wheel change

If Park Assist Plus does not park properly after a wheel change (e.g. vehicle is too far away or too close to the curb), it may be necessary for the system to adopt the new wheel circumferences.

1. Drive a longer distance with the vehicle, including curves.

   Park Assist Plus learns the new wheel circumferences automatically.

Park Assist Plus with memory function does not recognise the stored parking space

The vehicle may not be able to recognise the surroundings of the stored parking space.

1. Stop the vehicle in the immediate vicinity of the stored vehicle path.

   Or: do not use the parking system in very poor weather and light conditions.

   Or: clean the front camera as required.

   Or: check whether there is an online connection. The parking system always determines the vehicle position by means of geo-coordinates.

Park Assist Plus with memory function not available

The camera for assist systems was automatically deactivated due to high ambient temperatures or long periods of direct sunlight. When the camera is available again, Park Assist Plus with memory function is also available again.

1. End and re-establish the vehicle's drive system as required.

Introduction

The Park Distance Control assists the driver when manoeuvring and parking.

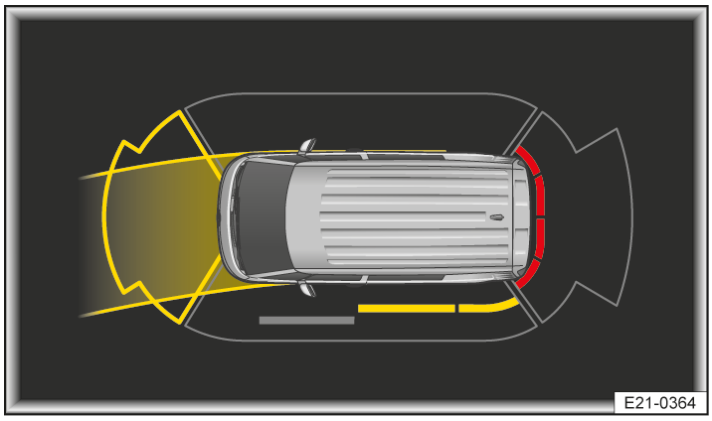


Fig. 1 In the Infotainment system: obstacle detection and steering wheel angle for Park Distance Control (illustration).

How the system works

Park Distance Control detects the distance from an obstacle by means of sensors in the front and rear areas of the vehicle .

Park Distance Control warns about an obstacle by means of colour segments on the Infotainment system screen and

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acoustic signals → *Fig. 1*. The closer the vehicle drives towards an obstacle, the closer the segment will move towards the vehicle as shown on the display →⚠.

An automatic braking intervention can take place if the driver does not react when an obstacle is approaching *(→ Automatic braking intervention)*.

⚠ WARNING

The intelligent technology used in the parking systems cannot overcome the laws of physics, and functions only within the system limits. The parking system is not a substitute for the full concentration of the driver. If this is not observed, this can result in accidents, serious injuries and also damage to the vehicle.

- Always pay due attention and do not rely exclusively on the parking systems.

NOTICE

The collision area has been reached at the latest when the penultimate segment is displayed.Do not drive on!

NOTICE

The vehicle must be moved a few metres forwards or backwards in order to scan and display the side areas in full. An obstacle entering these areas from the outside will not be displayed.

Park Distance Control settings

Depending on the equipment, additional settings for Park Distance Control are possible in the Infotainment system (e.g. automatic activation when driving forward, manoeuvre braking or volume of the signal tones).

— Press the touch panel for parking functions [P MENU] *(→ Centre console)*.

— Touch the ⚙ function button in the Infotainment system and adjust the settings.

P

Switching Park Distance Control on and off *(→ Park Distance Control)*.

Switch to rear view camera system.

Manoeuvre braking deactivated or faulty.

Red-coloured image segment: Obstacle close to the vehicle.Vehicle is at risk. Brake.

Yellow-coloured image segment: Obstacle in the vehicle's path.Vehicle is at risk. Adjust the steering wheel angle.

Grey-coloured image segment: Obstacle outside the path of the vehicle or faulty sensor area.

!

System fault in the monitored area (depending on equipment level). The colour may vary.

Mute signal tones.

NOTICE

Visual and acoustic warnings are given only for obstacles in the vehicle path.

Switching Park Distance Control on and off

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Park Distance Control settings

Additional settings for Park Distance Control are possible in the Infotainment system, e.g. automatic activation when driving forward, manoeuvre braking or volume of the signal tones.

1. Press the touch panel for parking functions (P MENU) *(→ Centre console)*.
2. Touch the ⚙ function button in the Infotainment system and adjust the settings.

Things to note for trailer towing

The rear and side sensors of Park Distance Control are not switched on if a trailer is electrically connected:

— No warnings are given for obstacles.

— The manoeuvre braking function is also automatically deactivated.

Personalisation

Some Park Distance Control settings, e.g. the volume of the acoustic signals, can be stored in the personalised user accounts. The settings change automatically when the user account is changed.



Fig. 1 In the centre console: Touch panel for parking functions.

Switching on

1. Select reverse gear.

   Or: Press the touch control for parking functions (P MENU) → *Fig. 1*. Then tap the (P) function button in the Infotainment system if necessary.

   Or: vehicle rolls backwards.

Switching off

1. Drive forwards at a speed of more than 10-15 km/h(6-9 mph).

   Or: Tap the (P) function button in the Infotainment system.

   Or: Press the touch panel for parking functions (P MENU) → *Fig. 1*.

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Automatic activation when driving forwards

Park Distance Control switches itself on automatically if the vehicle approaches an obstacle when driving forwards slowly. Automatic activation can be switched on in the Infotainment system:

1. Tap touch panel for parking functions → *Fig. 1* to open the menu for parking systems in the Infotainment system.
2. Switch the function on or off.

Automatic activation takes place only once. Renewed automatic activation is possible under the following conditions:

— The ignition is switched off then back on again.

— Or: You are driving forwards at a speed of more than 15 km/h(9 mph).

If an obstacle is detected in front of the vehicle, the display on the Infotainment system is activated first. Acoustic signals are output additionally if the vehicle continues to approach the obstacle.

Introduction

The rear view camera system in the rear of the vehicle makes it easier for the driver to see behind the vehicle and provides support for parking manoeuvres.

The rear view camera system shows the area behind the vehicle on the Infotainment system screen. Depending on the operating mode and equipment level, orientation lines aid the view to the rear →⚠.

Rear view camera system with parking modes

Depending on equipment, the following views are available for the rear view camera system:

Perpendicular parking:

orientation lines assist reverse parking at a right angle to the road.

Crossing traffic:

shows the area behind and beside the vehicle with a wide angle.

Trailer support:

shows the area immediately behind the vehicle with a high zoom factor and orientation lines

⚠ WARNING

The intelligent technology used in the parking systems cannot overcome the laws of physics, and functions only within the system limits. The parking system is not a substitute for the full concentration of the driver. If this is not observed, this can result in accidents, serious injuries and also damage to the vehicle.

- Always pay due attention and do not rely exclusively on the parking systems.

Volkswagen Commercial Vehicles recommends that you practise parking with the reversing camera in a traffic-calmed area or car park with good visibility and weather conditions, so that you can familiarise yourself with the system, orientation lines and guiding functions in a safer environment.

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Switching the rear view camera system on and off

Switching on

1. Select reverse gear.

   Or: Press the touch panel for parking functions (P MENU) *(→ Driver side)*. Then tap the (P) function button in the Infotainment system if necessary.

Switching off

1. Drive forwards at a speed greater than 15 km/h(9 mph).

   Or: Touch the (P) function button in the Infotainment system.

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Driving into a parking space (rear view camera system with parking mode selection)

Displays

Depending on equipment, the following views are available for the rear view camera system:

Switch to Parking Sensors.

Perpendicular parking:

orientation lines assist reverse parking at a right angle to the road.

Crossing traffic:

shows the area behind and beside the vehicle with a wide angle.

Trailer support:

Shows the area immediately behind the vehicle with orientation lines.

Red line: boundary or safety clearance. The horizontal red line ends approximately 0.4 metres behind the vehicle on the road.

Yellow lines: vehicle path depending on the steering angle.

Green lines: boundaries.

Adjusts brightness, contrast and colour.

Parking perpendicular to the road

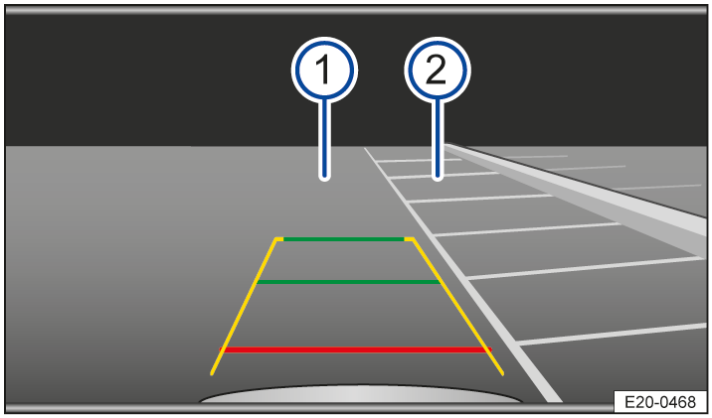


Fig. 1 Infotainment system screen display: selecting a parking space.

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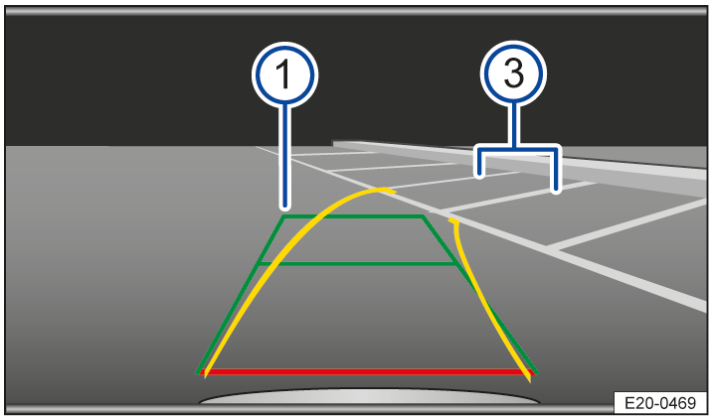


Fig. 2 Infotainment system screen display: driving towards the selected parking space.

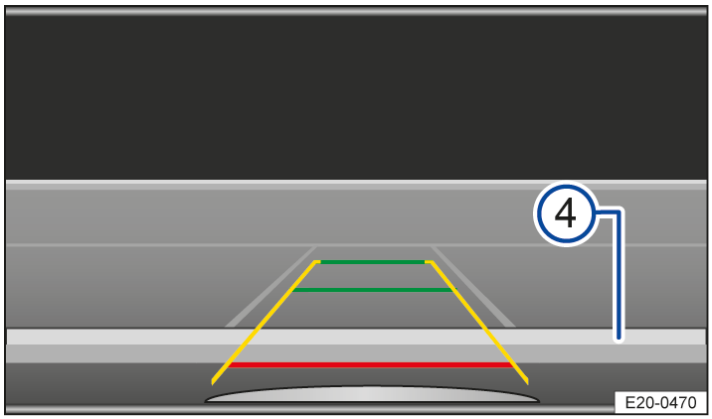


Fig. 3 Infotainment system screen display: aligning vehicle in parking space.

(1) Road.

(2) Selected parking space.

(3) Lateral boundaries of selected parking space.

(4) Rear limit of the parking space.

Driving into a parking space

1. Before driving past the selected parking space, press the touch control for parking functions (P MENU) *(→ Driver side)*. Then tap the (P) function button in the Infotainment system if necessary.
2. Tap the function button in the Infotainment system to select the parking mode.
3. Position the vehicle in front of the parking space → *Fig. 1* (2).
4. Steer so that the yellow lines lead into the parking space. The green and yellow lines must be aligned with the side limit lines → *Fig. 2* (3).
5. Stop when the red line reaches the rear boundary → *Fig. 3* (4).

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The system displays the orientation lines irrespective of the area surrounding the vehicle. There is no automatic obstacle detection. Drivers must judge for themselves whether the vehicle will fit into the parking space.

The lens of the rear view camera can be cleaned by operating the automatic rear wiper wash and wipe function or by tapping the wash button in the Infotainment system *(→ Vehicle care, exterior)*.

Parking mode: trailer support

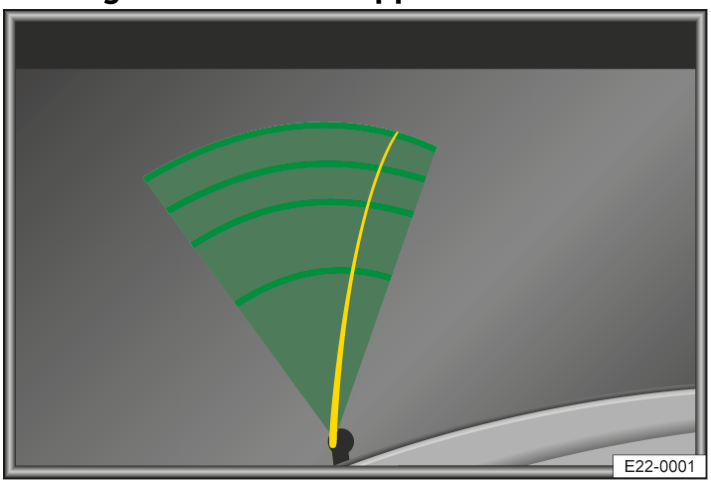


Fig. 4 Infotainment system screen display: trailer support.

In vehicles with a factory-fitted towing bracket, the trailer support function can be used when approaching a trailer drawbar.

1. Tap the function button to select the parking mode.

The rear view camera system shows the vehicle's towing bracket in the lower part of the image. Coloured guiding lines help with the manoeuvring process → *Fig. 4*:

Green lines: distance to towing bracket.

Yellow line: pre-calculated direction of the towing bracket depending on the angle of the steering wheel.

Introduction

Park Assist Plus recognises a suitable parking space and automatically manoeuvres the vehicle during the parking procedure.

How the system works

Park Assist Plus performs steering and gear changes as well as acceleration and braking of the vehicle→⚠.

Available functions

— Displaying a suitable parking space.

— Select or change the parking mode.

— Driving into suitable parallel and bay parking spaces.

— Driving out of a suitable parallel parking space.

Bay parking spaces are not supported.

The driver always monitors the vehicle environment→⚠.

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In the event of obstacles in the vehicle path or in a hazardous situation, automatic braking intervention can take place.

WARNING

The intelligent technology used in the parking systems cannot overcome the laws of physics, and functions only within the system limits. If this is not observed, this can result in accidents, serious injuries and also damage to the vehicle.

- Pay careful attention to the parking procedure and the traffic around you. Keep looking in the direction in which you are parking.
- Do not use Park Assist Plus for parking spaces without structural boundaries, e.g. close to the edge of bodies of water or close to slopes without any structural separation.

WARNING

The driver is responsible for the automatic parking procedure at all times. There is a risk of accidents.

- Only park the vehicle if you hold a valid driving licence.
- Observe the road traffic regulations of the respective country.
- Do not leave the driver seat during the parking manoeuvre.
- Set the turn signal independently.
- Use the foot brake to slow the vehicle in a hazardous situation.

WARNING

The system can respond only to a limited extent to quickly changing external conditions. Collisions can occur with other road users.

- Do not use the parking system in traffic that is moving at speeds above 80 km/h(50 mph).
- Always observe at least one vehicle length from junctions.
- Do not perform a parking procedure on the opposite side of the road or across several lanes.

WARNING

The vehicle can swing out or move into the path of oncoming traffic.

- Pay careful attention to the parking procedure and the traffic around you.
- Keep the vehicle under control and brake it if necessary.

WARNING

If it is slippery, the parking procedure cannot be carried out correctly and the vehicle may slide away. Accidents and vehicle damage may occur.

- Do not park the vehicle using Park Assist in winter road conditions.

NOTICE

Park Assist may suggest parking spaces that are not suitable for the parking procedure due to adjacent objects.

- Do not park next to overhangs, e.g. load areas and parked trailers or under hanging objects.
- Pay close attention to the parking procedure in multi-storey car parks where the parking space is limited by pillars.

Looking for a parking space

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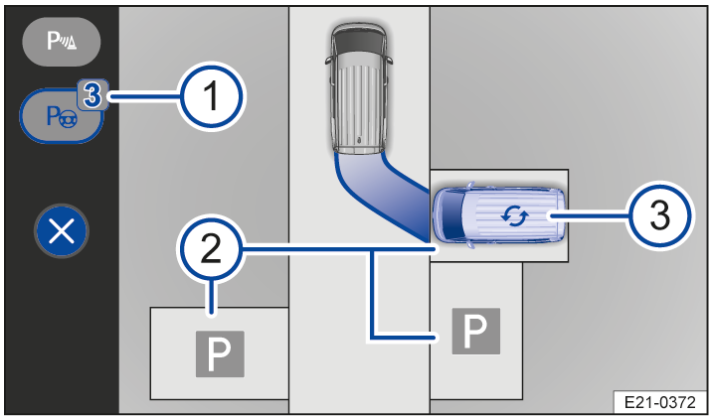


Fig. 1 Infotainment system: Choosing a parking space (illustration).

(1) Number of detected parking spaces.

(2) Possible parking modes:

— Driving forwards into a perpendicular parking space.

— Reversing into a perpendicular parking space.

— Reversing into a parallel parking space.

(3) Change preferred parking space (blue vehicle) and parking mode.

Looking for a parking space

1. Press the touch panel for parking functions.
2. Observing the traffic around you, drive slowly past a row of parked vehicles.

   Park Assist automatically searches for possible parking spaces.

   Park Assist Plus automatically selects a parking space and shows this as the preferred parking space (blue vehicle) in the Infotainment system → *Fig. 1* (2) or (3).

   The number of detected parking spaces is displayed on the function button (1).
3. Decelerate to a stop and press and hold the brake pedal.

Changing parking space and parking mode

It is possible to change the parking space if several parking spaces on the road are displayed in the Infotainment system:

1. Touch the desired parking space on the Infotainment system screen → *Fig. 1* (2).

   A new preferred parking space (blue vehicle) is displayed.

If the parking mode can be changed with the available parking modes, the symbol is displayed (3).

1. Tap the symbol.

   A new parking mode is displayed.

Park Assist can be activated retrospectively. If a suitable parking space was driven past before, it is displayed.

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Driving into a parking space

Prerequisites

✓ Park Assist has been activated.

✓ A parking space has been found and selected.

✓ Vehicle is in the start position and the vehicle path is displayed in blue in the Infotainment system.

1. Hold the vehicle with the brake.
2. Touch START in the Infotainment system.
3. Release the steering wheel.
4. Release the brake.
5. Observe the notifications in the Infotainment system.

   Park Assist Plus starts the process of driving into a parking space. If necessary, Park Assist Plus will independently change the direction of travel.
6. To achieve an optimal parking result, always wait at the end of a parking procedure until Park Assist Plus has completed the turning movements of the steering wheel →⚠.

   When the parking procedure has been completed, a text message appears in the Infotainment system and an acoustic signal sounds.

   The electromechanical parking brake is switched on.
7. Park the vehicle.

⚠ WARNING

Fast rotational steering wheel movements can cause serious injury.

- During the manoeuvring operation, do not grasp the steering wheel until prompted to do so by the system.
- If a dangerous situation occurs, take control of the steering.

Driving into a tight parking space

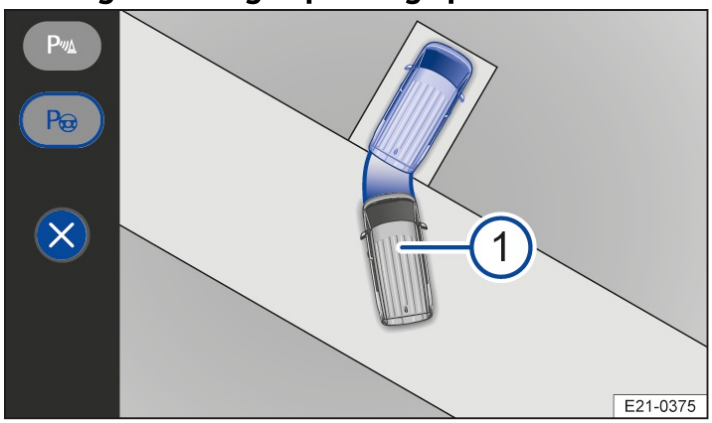


Fig. 1 Infotainment system: Take over the parking process from the driver.

(1) Vehicle in a tight parking space.

In a difficult parking situation where the parking space is tight, Park Assist Plus can take over the parking process and guide the vehicle into the parking space → *Fig. 1*.

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Prerequisites

✓ Park Assist Plus is not activated.

✓ The front or rear of the vehicle has been driven into a tight parking space.

Reverse parking

1. Hold the vehicle with the foot brake.

   A detected parking space is shown on the function button in the Infotainment system.
2. To switch to Park Assist Plus, tap.
3. Tap START to start the process of driving into a parking space.
4. Release the steering wheel.
5. Release the brake and follow all actions as described for driving into a parking space from step 5.

Driving forwards into a parking space

1. Hold the vehicle with the foot brake.
2. Press the touch panel for parking functions.
3. Tap START to start the process of driving into a parking space.
4. Release the steering wheel.
5. Release the brake and follow all actions as described for driving into a parking space from step 5.

The speed for automatic parking can be reduced by operating the brake pedal.

Driving out of a parking space

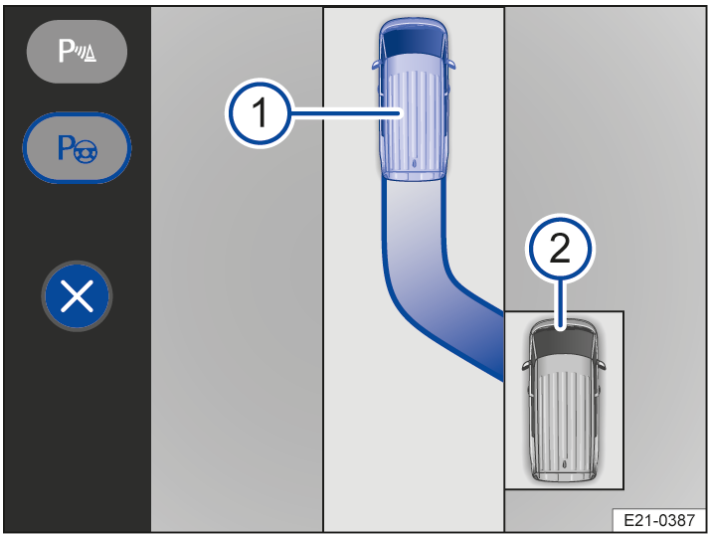


Fig. 1 Infotainment system: Driving out of a parking space (illustration).

(1) Target position.

(2) Vehicle in a parallel parking space.

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1. Activate the vehicle's drive system.
2. Depress and hold the brake pedal.
3. Activate Park Assist.
4. Press the turn signal lever for the side of the street where the parking space is that you want to get out of.
5. Tap START on the Infotainment system screen.
6. Let go of the steering wheel.
7. Release the brake.
8. Observe the notifications in the Infotainment system.

   The vehicle is guided out of the parking space by Park Assist Plus.

   A text message on the Infotainment system and an acoustic signal indicate that the manoeuvre for driving out of the parking space has been completed.

   The vehicle is handed over to the driver in neutral N.
9. Take over the vehicle and fully drive out of a parking space in the direction of travel → ⚠.

⚠ WARNING

Drive the vehicle out of a suitable parallel parking space only when permitted by the traffic situation.

⚠ WARNING

The parking assistant does not support driving out of perpendicular parking spaces because obstacles in traffic cannot be fully detected.

- Drive out of a perpendicular parking space independently and keep an eye on the traffic.

The lane that is displayed in the Infotainment system during a parking process is a schematic representation. It does not correspond to the actual parking procedure performed by Park Assist.

Introduction

Park Assist Plus with memory function assists in parking in frequently used parking spaces, such as in garages or courtyard entrances. The vehicle automatically manoeuvres along a previously stored vehicle path to the parking space.

How the system works

Park Assist Plus with memory function is an extension of Park Assist Plus.

The parking system detects the surroundings via the front camera and records the vehicle path to the parking space over a maximum distance of 50 m (164 ft). If the parking procedure has been saved in the Infotainment system, the vehicle can automatically drive the route to the parking space.

The driver always monitors the vehicle environment → ⚠.

In the event of obstacles in the vehicle path or in a hazardous situation, automatic braking intervention can take place.

Prerequisites

✓ Geo-coordinates for the vehicle position are available.

✓ Sufficient space for manoeuvring. The vehicle may first drive a few metres to the configured vehicle path.

Things to note for trailer towing

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If a trailer is electrically connected, the parking system cannot be activated.

WARNING

The intelligent technology used in the parking systems cannot overcome the laws of physics, and functions only within the system limits. If this is not observed, this can result in accidents, serious injuries and also damage to the vehicle.

- Pay careful attention to the parking procedure and the traffic around you. Keep looking in the direction in which you are parking.
- Do not use Park Assist Plus with memory function for parking spaces without structural boundaries, e.g. close to the edge of bodies of water or close to slopes without any structural separation.

WARNING

The driver is responsible for the automatic parking procedure at all times. There is a risk of accidents.

- Only park the vehicle if you hold a valid driving licence.
- Only use the parking system if the legal regulations allow it.
- Do not leave the driver seat during the parking manoeuvre.
- Set the turn signal independently.
- Use the foot brake to slow the vehicle in a hazardous situation.

WARNING

The system can respond only to a limited extent to quickly changing external conditions. Collisions can occur with other road users.

- Do not use the parking system in traffic that is moving at speeds above 80 km/h(50 mph).
- Always observe at least one vehicle length from junctions.
- Do not perform a parking procedure on the opposite side of the road or across several lanes.

WARNING

The vehicle can swing out or move into the path of oncoming traffic.

- Pay careful attention to the parking procedure and the traffic around you.
- Keep the vehicle under control and brake it if necessary.

WARNING

If it is slippery, the parking procedure cannot be carried out correctly and the vehicle may slide away. Accidents and vehicle damage may occur.

- Do not park the vehicle using Park Assist in winter road conditions.

Park Assist Plus may not be available in some regions.

— Observe the display in the Infotainment system.

Calibrating the parking process

Finding a suitable parking space

✓ The parking space is easily visible and free of obstacles. Underground garages and multi-storey car parks are not suitable.

✓ Visibility conditions are good, e.g. no heavy rain, fog, snow or darkness.

If the car park is unsuitable, the parking process may only be calibrated to a limited extent.

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NOTICE

Select the parking space so that the vehicle retains a sufficient distance from obstacles, e.g. curb. Otherwise, this could lead to the vehicle being damaged.

Calibrating the process of driving into a parking space

1. Drive as usual along the vehicle path to the parking space.
2. Park the vehicle and leave it safely.

NOTICE

If Park Distance Control indicates an obstacle with a continuous tone, repeat the entire calibration process. Otherwise, this could lead to the vehicle being damaged during the subsequent automatic parking process.

To achieve an optimal parking result, observe the following instructions.

— Carry out the process of driving into a parking space as smoothly as possible.

— Avoid corrections to the vehicle path in the last few metres to the parking space.

— Do not turn the steering wheel fully or too quickly or change direction too often.

Version 1: Saving a parking space in Park Assist Plus with memory function

1. Tap the touch panel for parking functions MENU.
2. Tap for Park Assist Plus with memory function in the Infotainment system.
3. Tap ⊕.
4. Name the function button, assign the desired symbol and confirm.

   A new parking space is stored in the menu.

Version 2: Saving a parking space in the vehicle exit menu

When leaving the vehicle, the exit menu is displayed in the Infotainment system.

1. Tap Store parking process.

   The process of driving into a parking space is stored as an unnamed parking space with the geo-coordinates.

To replace the geo-coordinates with a parking space name, edit the parking space in the parking system menu.

Recalibrating the parking process for a stored parking space

If you want to calibrate a new parking process, e.g. to improve the parking result or to drive into a parking space from a different direction of travel, first remove the stored parking space from the menu.

1. Remove stored parking space for the position in the Infotainment system.
2. Completely calibrate the parking process again.

When a stored parking space is removed, the processes for driving into a parking space are always deleted.

Displaying and editing car parks

Opening the menu

In the Park Assist Plus with memory function menu, up to five stored parking procedures are displayed as favourites.

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1. Tap the touch panel for parking functions.
2. Tap for Park Assist Plus with memory function in the Infotainment system.

Managing parking spaces

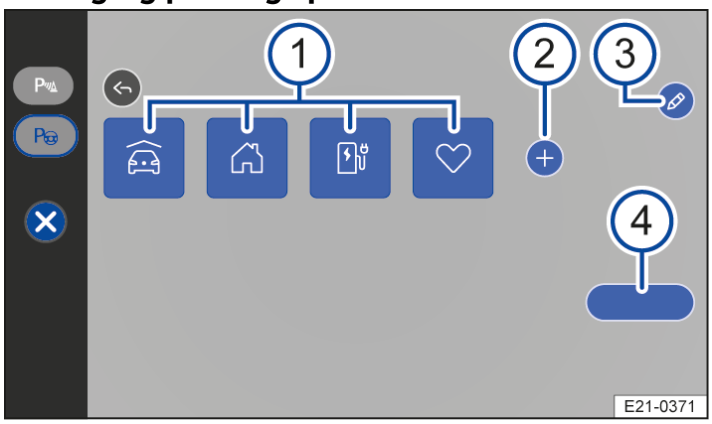


Fig. 1 Infotainment system: Menu for Park Assist Plus with memory function.

1. Maximum of five stored parking spaces.
2. Add last parking procedure.
3. Edit stored parking spaces.
4. Start the parking procedure.

Editing, sorting or removing parking spaces

1. Tap → *Fig. 1* 3.

   All stored parking spaces can be edited.
2. To rename a parking space or assign a new symbol, tap.

   Or: to reorganise the parking spaces, press and hold the function button of a parking space and move it to the new position.

   Or: to remove a parking space, tap on the parking space symbol.

   To remove all parking spaces, tap on the function button for all parking spaces.

Status of stored parking spaces

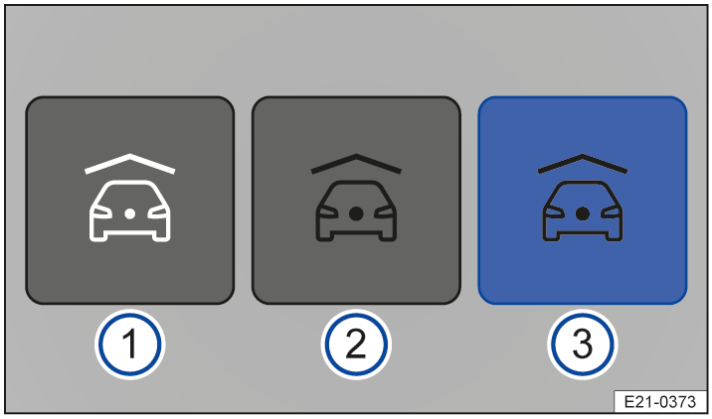


Fig. 2 Infotainment system: Parking spaces without navigation.

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1 Parking space not available.

2 Parking space available.

3 Automatic parking process selected.

Driving into a parking space

Driving into a parking space

When the vehicle drives close to a stored parking space, the parking system automatically offers a parking procedure in the Infotainment system.

— Stop as close as possible and with a maximum of about 1 m(about 3.28 ft) deviation from the stored vehicle path.

— Always drive from the same direction of travel to the starting position for parking.

If visibility is very poor, there may be restrictions on the automatic driving into a parking space, such as in the dark or when snowing.

Version 1: Park Assist Plus with memory function menu

1. Bring the vehicle to a standstill near the parking space and hold it with the foot brake.
2. If necessary, tap available parking space in the parking system menu in the Infotainment system.

   The function button is displayed in blue.
3. Tap START.
4. Let go of the steering wheel and release the foot brake.

   The parking system starts the parking process.
5. To achieve an optimal parking result, always wait at the end of a parking procedure until Park Assist Plus has completed the turning movements of the steering wheel →⚠.

   When the parking procedure has been completed, a text message appears in the Infotainment system and an acoustic signal sounds.

   The electromechanical parking brake is switched on.
6. Park the vehicle.

Version 2: Infotainment system navigation

A text message appears in the Infotainment system as soon as the destination has been reached.

1. Bring the vehicle to a standstill and hold it with the foot brake.
2. Tap START in the text message.
3. Let go of the steering wheel.
4. Release the brake.
5. Observe the notifications in the Infotainment system.

   The parking system starts the parking process.
6. Follow actions as described in version 1 from step 5.

⚠ WARNING

Fast rotational steering wheel movements can cause serious injury.

- During the manoeuvring operation, do not grasp the steering wheel until prompted to do so by the system.
- If a dangerous situation occurs, take control of the steering.

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NOTICE

During automatic manoeuvring to the stored vehicle path, the vehicle can make steering inputs and corrections. Obstacles could lead to the vehicle being damaged.

- Ensure sufficient distance to obstacles and brake the vehicle if necessary.

Navigation to a car park as a destination

Which car parks are available as navigation destinations?

Stored car parks with a navigation symbol can be transferred to the navigation as a destination. This function depends on the equipment level and country.

Starting route guidance

1. To select a destination, tap the car park with navigation symbol in the parking system menu in the Infotainment system.
2. Confirm the text message in the Infotainment system.

   The route guidance starts and the parking menu is closed.
3. When the vehicle has arrived at its destination, pay attention to the text message in the Infotainment system.

   Park Assist Plus with memory function is ready to drive the vehicle into a parking space automatically.

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Introduction

Area View shows the entire vehicle surroundings in real time. This function can help you to detect obstacles at an early stage in confusing situations.

How the system works

The system uses several cameras to take images of the area around the vehicle which are then displayed on the Infotainment system screen →⚠.

The Area View functions and displays may differ depending on the vehicle equipment, for example, if Park Distance Control is available and is also displayed.

⚠ WARNING

The intelligent technology used in the parking systems cannot overcome the laws of physics, and functions only within the system limits. If this is not observed, this can result in accidents, serious injuries and also damage to the vehicle.

- Pay careful attention to the parking procedure and the traffic around you. Keep looking in the direction in which you are parking.
- Use the foot brake to slow the vehicle in a hazardous situation.

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Switching on and off

Switching on

1. Select reverse gear.

   Or: Press the touch panel for parking functions. Then tap the function button on the Infotainment system screen.

Switching off

1. Drive forwards faster than approximately 15 km/h(9 mph).

   Or: Tap the or function button on the Infotainment system screen.

   Or: Press the touch panel for parking functions.

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Changing the camera perspective

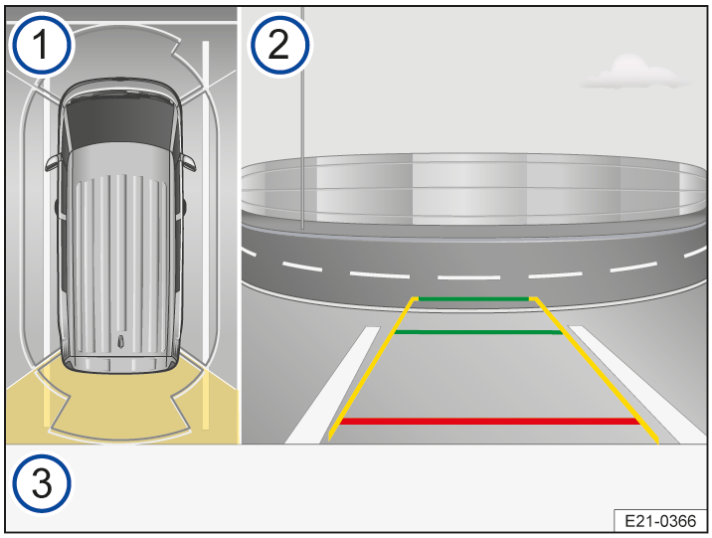


Fig. 1 In the Infotainment system: Area View screen display (illustration).

(1) Bird's eye view with selectable screen areas.
(2) Camera image.
(3) Area for the Area View function buttons.

Switching between the camera images

1. Tap the function buttons in the lower area of the screen → *Fig. 1* (3) to select the corresponding view.

Screen areas

Two screen areas are displayed on the Infotainment system:

— *Left screen* → *Fig. 1* (1): a bird's eye view of the vehicle is shown. The view in the right area of the screen changes when you tap an individual area.

— *Right screen* → *Fig. 1* (2): the individual camera images are displayed depending on the area selected in the left screen.

Displays

Front perpendicular parking.

Rear perpendicular parking.

Front crossing traffic.

Rear crossing traffic.

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Switch to trailer or off-road support.

Rear Traffic Alert (Rear Cross Traffic Alert)

Rear Traffic Alert monitors crossing traffic when reversing out of a parking space or manoeuvring.

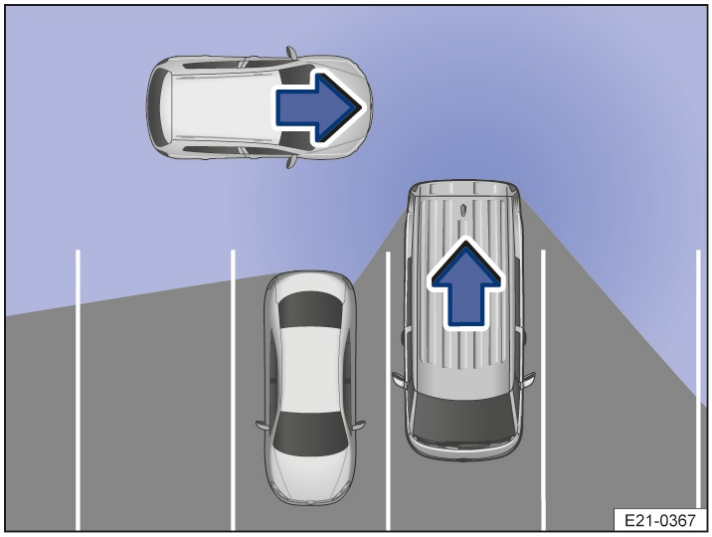


Fig. 1 Illustration of Rear Traffic Alert: Monitored area around the vehicle leaving the parking space.

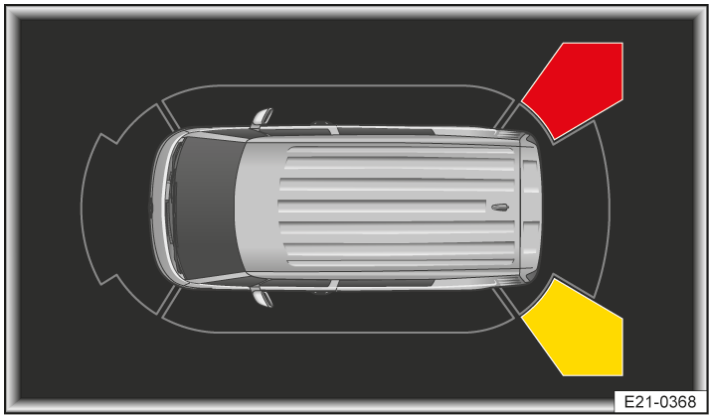


Fig. 2 On the Infotainment system screen: Rear Traffic Alert display.

Please also observe the information and warnings that apply to all parking systems *(→ Parking systems)*.

Switching on and off

1. Press the touch panel for parking functions P MENU.
2. Tap the function button in the Infotainment system.
3. Switch Rear Traffic Alert on or off.

This setting can be saved in the user accounts of the personalisation function and can therefore change automatically when the user account is changed.

How the system works

Rear Traffic Alert uses radar sensors in the rear bumper.

The system detects approaching or moving objects at the rear and to the sides of the vehicle→ *Fig. 1* and warns the

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driver when approaching an obstacle →⚠.

If an obstacle is detected, a warning signal is issued and the obstacle area is shown in colour in the Infotainment system → *Fig. 2*.

If Park Distance Control is deactivated, no feedback can be given to the driver.

Functional restrictions may occur when the doors are open.

Emergency braking

An automatic braking intervention may be performed if the driver does not react to a warning *(→ Automatic braking intervention)*.

The following indicator lamp is shown on the instrument cluster:



Automatic braking intervention of Rear Traffic Alert.

Press the brake to hold the vehicle stationary.

Fault

In the event of a fault with Rear Traffic Alert, e.g. due to dirty sensors or a system error, the following indicator lamp lights up in the digital instrument cluster:



Rear Traffic Alert is faulty.

Things to note for trailer towing

Rear Traffic Alert is deactivated if the factory-fitted towing bracket is electrically connected to a trailer.

⚠ WARNING

The intelligent technology used in the parking systems cannot overcome the laws of physics, and functions only within the system limits. Failure to observe this information can result in accidents, serious injuries and vehicle damage.

- The parking system is not a substitute for the full concentration of the driver. Always pay attention to the traffic situation and the area around the vehicle.
- Always be aware of the vehicle's surroundings as Rear Traffic Alert may not be able to detect all approaching objects, e.g. pedestrians or objects approaching quickly.
- The Rear Traffic Alert will not always independently bring the vehicle to a complete stop.

Information on brake support systems

The brake support systems can assist the driver in critical driving or braking situations. The driver is responsible for driving safety →⚠.

If a brake support system is performing a braking intervention, continue to brake with the necessary force, and if necessary steer the vehicle.

⚠ WARNING

The intelligent technology used in brake support systems cannot overcome the laws of physics, and functions only within the limits of the systems. Driving fast on icy, slippery or wet roads can lead to a loss of control of the vehicle and could cause serious injury to the driver and passengers.

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- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions. Never take any safety risks.
- Brake support systems cannot prevent an accident if you are driving too close to the vehicle in front.
- Always use suitable tyres. The driving stability depends on the tyre grip.
- Keep the footwell under the pedals clear so that the brake pedal can move freely.

— The ESC, ABS and TCS can function properly only if all four wheels are fitted with the correct tyres→⚠.

— If there is a fault in the ABS, the ESC, TCS and EDL will also stop working.

The status of the brake functions is checked automatically when the ignition is switched on. The indicator lamps light up briefly and then go out again. If an indicator lamp remains lit up continuously, there is a fault *(→ Brake support systems)*. Go to a correspondingly qualified workshop immediately.

⚠ WARNING

The effectiveness of ESC can be reduced considerably if other components and systems which affect driving dynamics are not serviced properly or are not functioning properly. This applies in particular to modifications made to the suspension and the use of non-approved wheel and tyre combinations.

- Have repairs and modifications to your vehicle carried out only by a suitably qualified workshop.
- Always use suitable tyres. The driving stability depends on the tyre grip.

Electronic Stability Control (ESC)



ESC

control intervention to reduce the risk of skidding and improve driving stability →⚠.

The indicator lamp flashes yellow.

Traction control system (TCS)



TCS

control intervention to prevent the wheels from spinning. The indicator lamp flashes yellow.

The TCS reduces the drive output if wheelspin occurs and adapts the output to suit road surface conditions. The TCS makes it easier to pull away, accelerate and drive up hills →⚠.

Anti-lock brake system (ABS)

ABS

prevents the wheels from locking during braking so that the vehicle can still be steered →⚠.

Brake assist system (BAS)

BAS

can help to reduce the stopping distance. The brake assist system reinforces the braking force when the driver depresses the brake pedal quickly in an emergency situation.

Electronic differential lock (EDL and XDL)

EDL

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brakes a spinning wheel automatically and distributes the drive force to the other drive wheels.

XDS

uses braking interventions to improve traction and keep the vehicle in lane.

Automatic Post-Collision Braking System

In the event of a collision, the Automatic Post-Collision Braking System can help the driver to reduce the risk of skidding, and the danger of secondary collisions, through automatic braking.

The Automatic Post-Collision Braking System functions only for collisions that are detected as a collision by the airbag control unit.

The vehicle is braked automatically if the required systems have not been damaged in the collision and have remained functional.

Requirement for automatic braking:

✓ The driver does not press the accelerator.

Electronic brake pressure distribution system (EBD)

The EBD

regulates the braking force between the front axle and the rear axle even outside the ABS control. Overbraking of the rear axle is avoided and the vehicle remains stable during braking.

Electromechanical brake servo

The EBS

supports the driver's foot movement when the ignition is switched on, and boosts the pressure applied to the brake pedal by the driver →⚠. In the event of a braking intervention by a driver assist system, e.g. when ACC is regulating or during emergency braking, the brake pedal can move automatically.

The brake pressure boost will reduce gradually after you switch off the ignition. Messages are displayed on the instrument cluster display if the vehicle is still being held by the brake pedal. The brake servo function is restricted in this case.

Secure the stationary vehicle against rolling away *(→ Parking)*.

Brake blending

The brake blending function regulates between the braking action of the electric drive motor during energy recovery (brake energy recuperation) and mechanical braking by the driver.

⚠ WARNING

Driving without the brake servo or with restricted brake servo function can considerably increase the braking distance and cause accidents and serious injuries.

- If the brake servo does not function or the vehicle is being towed, the brake pedal will have to be depressed more forcefully as the braking distance will be increased due to the lack of assistance for the brake system.
- Keep the footwell under the pedals clear so that the brake pedal can move freely.

⚠ WARNING

The effectiveness of systems can be severely inhibited if components and systems are retrofitted, e.g. by second stage manufacturers. The proper functioning of systems may therefore be impaired or adapted in vehicles with add-ons and modifications.

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

Switching TCS Sport on or off

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Driving situations

To prevent any safety risk, the braking systems should not be switched off under normal conditions→⚠.

⚠ WARNING

With limited TCS Sport, there is a much greater chance of the vehicle breaking away. An inexperienced driver may find the vehicle difficult to control at high speeds. This can result in accidents and serious or fatal injury.

- Never take any safety risks.

Switching on and off

1. Open the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.
2. Open the Vehicle menu.
3. Open the Exterior menu.
4. Open the Brakes menu.
5. Activate the function in the ESC system drop-down list.

If the setting is no longer being used, the brake support system should be switched back on fully→⚠.

TCS Sport

It can help to switch on TCS Sport when driving on loose terrain or when rocking the vehicle backwards and forwards if it has become stuck →⚠.

You can find this function via the TCS off setting in the ESC system drop-down list in the Infotainment system.



ASR Sport switched on. The indicator lamp lights up yellow.

Troubleshooting

Electromechanical brake servo failure

STOP Do not drive on!

The indicator lamp lights up red.

A text message may also be displayed. Press the brake pedal firmly as the braking distance will increase due to the lack of brake servo.

1. Seek expert assistance immediately.

⚠ Electromechanical brake servo fault

Indicator lamp lights up yellow.

A text message is displayed for a few seconds.

The brake pedal may pulsate when pressed. The brake pedal must be pressed more firmly as the braking distance will increase due to the reduced brake servo.

1. Go to a correspondingly qualified workshop.

ABS Anti-lock brake system failure or fault

Indicator lamp lights up yellow.

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1. Go to a correspondingly qualified workshop.

   The vehicle can be braked without the anti-lock brake system.

ESC fault

Indicator lamp lights up yellow. ESC

has been switched off.

1. Switch the ignition on and off.
2. Drive a short distance at a speed of 15–20 km/h(9–12 mph) if necessary.
3. If the indicator lamp continues to light up, go to a suitably qualified workshop.

Noises from the brake support systems

The brake pedal may move or noises may occur while the brake support systems are regulating.

1. Continue to apply the necessary amount of brake pressure, and steer the vehicle when required.

WARNING

The control function of the ABS may have failed if the brake warning lamp lights up together with the ABS indicator lamp . This can cause the rear wheels to lock quickly when you brake. Locked rear wheels can lead to a loss of control of the vehicle.

- If possible, reduce the vehicle speed and drive carefully at low speed to the nearest correspondingly qualified workshop in order to have the brake system tested.
- Avoid sudden braking and driving manoeuvres.
- The ABS is not working properly if the ABS indicator lamp does not go out or comes on while the vehicle is in motion. The vehicle can be stopped using the normal brakes only (without ABS). The protection provided by ABS is no longer available. Go to a correspondingly qualified workshop as soon as possible.

Introduction

Only use stowage compartments to stow light or smaller objects.

WARNING

Loose objects may be flung through the vehicle interior in the event of a sudden driving or braking manoeuvre. This can cause serious injury and can also lead to loss of control of the vehicle.

- Stow objects only in closed stowage compartments.
- Always keep stowage compartments closed while the vehicle is in motion.

WARNING

An open glove box can increase the risk of serious injury in the event of an accident or sudden braking or driving manoeuvres.

- Always keep the stowage compartment closed while the vehicle is in motion.

WARNING

Cigarette lighters in the vehicle could be damaged or accidentally lit. This could lead to serious burns and other injuries.

- Before adjusting the seats, always make sure that there is no cigarette lighter on or near the movable parts of the seat.
- Before closing stowage areas or compartments always make sure that there is no lighter in the way.
- Never stow lighters in stowage areas or compartments or on other surfaces in the vehicle. High surface temperatures, especially in summer, may cause cigarette lighters to self-ignite.

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WARNING

Objects in the driver footwell can hinder pedal operation. This can lead to loss of control of the vehicle and increase the risk of serious injury.

- Make sure that all pedals can always be operated without any hindrance.
- The floor mats must always be properly secured in the footwell.
- No additional floor mats or other floor coverings should be placed over the fitted floor mat.
- Make sure that no objects can enter the driver footwell while the vehicle is in motion.
- If there are any objects in the footwell, remove them when the vehicle is parked.

WARNING

Incorrect use of the drink holders can cause injury.

- Never place hot drinks in a drink holder. Hot drinks in a drink holder could be spilled and cause scalding in any sudden braking manoeuvre or accident.

WARNING

Closed drink bottles can explode in the vehicle in extreme heat or crack in extremely cold temperatures.

- Never leave closed drink bottles in an extremely hot or extremely cold vehicle for extended periods.

NOTICE

- Do not stow any temperature-sensitive objects, food or medicines inside the vehicle. Hot and cold temperatures could damage them or render them unusable.
- Objects stored in the vehicle that are made from transparent materials, such as transparent suction cups on the windows, can concentrate the sun's rays and thus cause damage to the vehicle.

NOTICE

Objects protruding from the stowage areas in the sliding doors can damage the vehicle when the sliding doors are opened.

- When opening the sliding doors, make sure that no objects protrude from the stowage areas in the sliding doors.
- Do not place any sharp-edged objects, e.g. tools, in the stowage areas in the sliding doors.

NOTICE

The space behind the maintenance flaps is not a storage space. Objects improperly stored there can damage the electrical system. This can cause short circuits and fires.

- Never stow objects behind the maintenance flaps in the luggage compartment in addition to those stowed as planned by Volkswagen Commercial Vehicles.

ID. Buzz Box

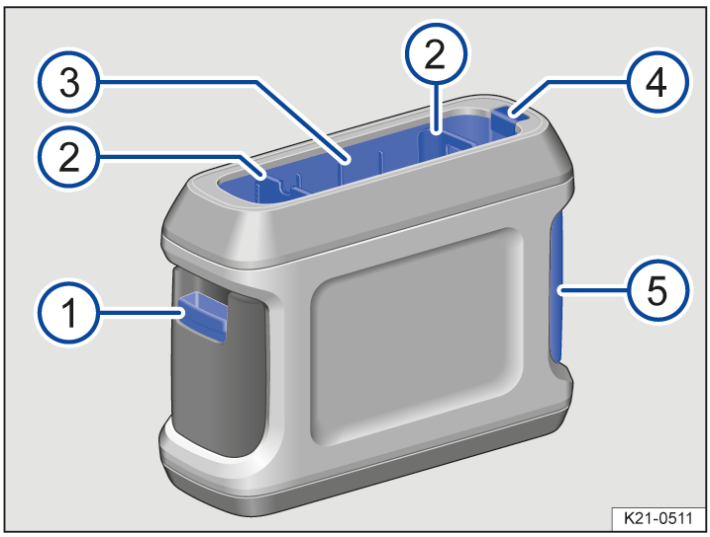


Fig. 1 ID. Buzz Box.

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1. Folding compartment.
2. Connectable partition walls.
3. Stowage compartment.
4. Release button.
5. Drawer

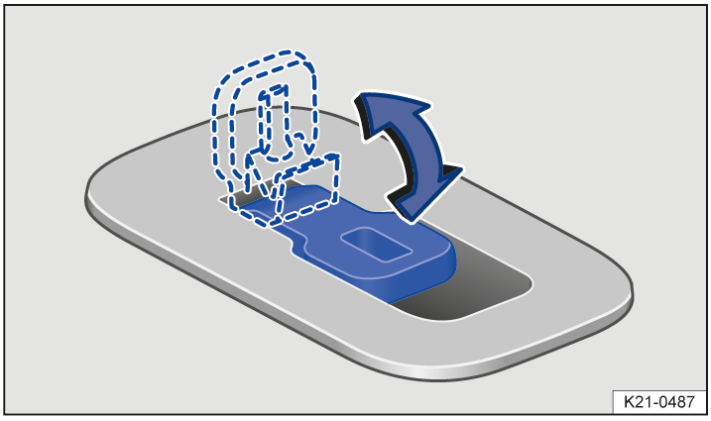


Fig. 2 In the vehicle floor: folding eyelets.

The ID. Buzz Box provides a storage option and centre console between the seats in the first or second row of seats. The possible installation positions depend on the equipment.

If necessary, you can remove the ID. Buzz Box from the vehicle and reinstall it. For this purpose, the ID. Buzz Box is attached to the floor with folding eyelets →⚠.

ID. Buzz Box storage options

The ID. Buzz Box has the following storage options → *Fig. 1*:

— Lockable folding compartment at the front.

— Lockable drawer at the rear.

— Open stowage area on the top.

— The open stowage area can be divided into sections of different sizes using the connectable partition walls.

You can use the connectable partition walls as an ice scraper and as a bottle opener. The connectable partition walls are shaped accordingly.

Installing the ID. Buzz Box

Depending on the equipment, you can install the ID. Buzz Box between the seats in the first or second row of seats. For this purpose, the ID. Buzz Box has two fixtures on the underside for the folding eyelets when unfolded.

1. Unfold folding eyelets in the vehicle floor → *Fig. 2*.
2. To prevent the folding eyelets from being folded back down by the bottom of the ID. Buzz Box, lower the ID. Buzz Box a few centimetres further back, with the rear side first.
3. Slowly slide the ID. Buzz Box straight forwards over the folding eyelets until the folding eyelets engage with the fixtures.
4. Apply light pressure to the ID. Buzz Box to lower it until the ID. Buzz Box audibly clicks into place.
5. Try to lift the ID. Buzz Box and tilt it slightly to either side.

   The ID. Buzz Box must not be able to be lifted or tipped to one side without pressing the release button →⚠.

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When the ID. Buzz Box is securely locked in place, the red area behind the release button is not visible.

The ID. Buzz Box is installed.

Removing the ID. Buzz Box

1. Press the release button all the way down.
2. Lift the ID. Buzz Box straight up.
3. Fold in folding eyelets → ⚠.

   The ID. Buzz Box is removed.

⚠ WARNING

The unfolded folding eyelets are not suitable for securing loads. There is a risk of injury if the load is not secured correctly.

- Always fold in the folding eyelets when the ID. Buzz Box is not attached to them.
- Never use the folding eyelets as fastening rings.
- Only use the folding eyelets to install the ID. Buzz Box.

⚠ WARNING

If the ID. Buzz Box is not correctly engaged in the folding eyelets, the ID. Buzz Box may be flung through the vehicle interior in the event of a braking manoeuvre. There is a risk of serious injuries.

- Never place or leave the ID. Buzz Box in the vehicle without securing it.
- Always attach the ID. Buzz Box to the folding eyelets provided for this purpose.
- Never remove the ID. Buzz Box while the vehicle is in motion.
- Always make sure that the ID. Buzz Box is correctly engaged in the folding eyelets:
  - It must not be possible to move the ID. Buzz Box without pressing the release button.
  - The red area behind the release button must not be visible when the ID. Buzz Box is installed.

Folding table

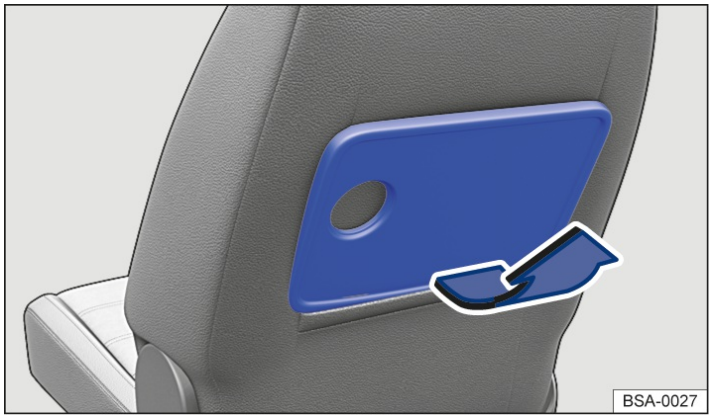


Fig. 1 On the front seat or on the second row of seats: Setting up the folding table.

The folding table can be engaged in several positions and has an integrated drink holder.

1. To set up the folding table, pull the release button on the lower edge of the table and pull upwards in the direction of the arrow → *Fig. 1* until it clicks into place.
2. To fold it down, pull the release button up and push the folding table down until it clicks into place.

⚠ WARNING

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The folding table must always remain closed while the vehicle is in motion in order to reduce the risk of injury.

Other stowage areas

Other stowage areas:

— In the front door trims.

— In the sliding door trims.

— In the side trim panels in the living area.

— On the dash panel.

— In the foldable drink holder in the centre console.

— Coat hooks behind the first row of seats.

— Foldable bag hook in the living area.

— Removable luggage securing corner in the side trims in the living area.

— USB cable holder on the underside of the Infotainment system.

WARNING

Hanging up items of clothing can restrict the driver's field of vision and cause accidents and serious injuries.

- Always hang items of clothing on the coat hook in such a way that they do not restrict the driver's field of vision.
- Use the clothes hook in the vehicle only for transporting light items of clothing. Never leave any heavy, hard or sharp objects in the pockets.

NOTICE

The luggage securing corner can only be used to secure light items behind the rear seats. The luggage securing corner is therefore not suitable for securing cargo.

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Introduction

Electrical equipment can be connected to the sockets in the vehicle.

The connected devices must be in good condition. Do not use faulty devices.

WARNING

Improper use of the sockets and electrical accessories can cause fires and severe injuries.

- Never leave children unsupervised in the vehicle. Sockets and the devices connected to them can be used when the ignition is switched on.
- If the connected electrical device gets too hot, switch off the device immediately and disconnect it from the socket.

NOTICE

- In order to prevent damage to the electrical system, never connect equipment that supplies electric power, such as solar panels or battery chargers for charging the 12-volt battery, to the 12-volt socket.
- Use only electrical devices that have been approved in accordance with current guidelines concerning electromagnetic compatibility.
- To avoid damage due to voltage fluctuations, you must switch off the connected electrical equipment before the ignition is switched on or off.
- Never connect electrical consumers requiring more than the rated power to a 12-volt socket. The vehicle's electrical system can be damaged if the maximum power output is exceeded.
- Observe the operating instructions of the electrical devices!

Using electrical devices when the electric drive has been deactivated and with the ignition is switched on will drain the 12-volt battery.

Unshielded devices can cause interference in the Infotainment system and vehicle electronics.

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Sockets in the vehicle

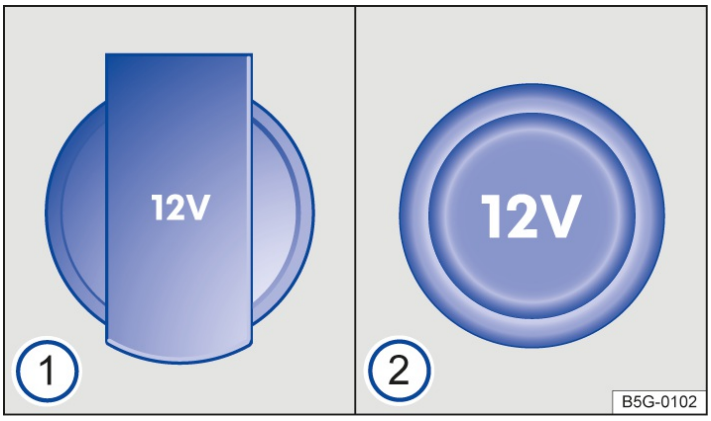


Fig. 1 12-volt socket with cover flap (1), 12-volt socket with pull-out cover (2).

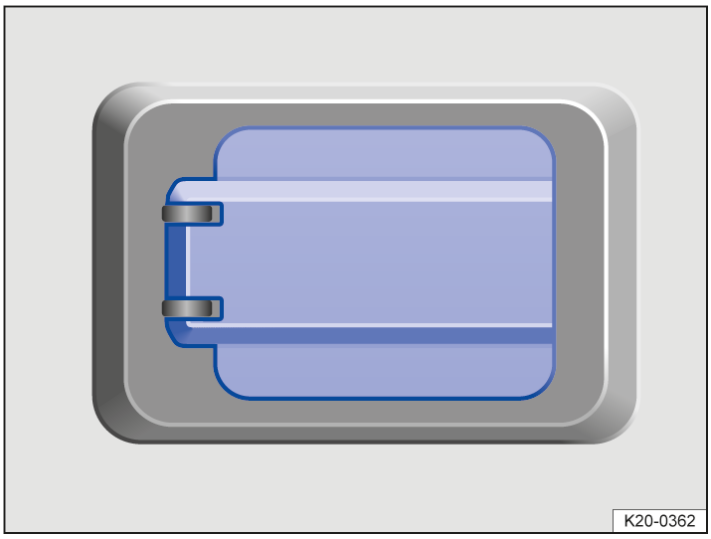


Fig. 2 Under the front passenger seat: Fold-out 230-volt socket with earthing contact (illustration).

Maximum power rating

Electrical socket	Maximum power rating
12-volt	120 watts
230-volt	300 watts (450 watts peak power)

If two or more devices are connected at the same time, the overall power consumption of all connected electrical devices must never exceed 300 watts →.

The maximum power rating of the individual sockets should never be exceeded. The power rating of each device is stated on its type plate.

12-volt socket

The sockets also work when the ignition is switched off→.

Using electrical devices will drain the 12-volt vehicle battery when the vehicle's drive system is switched off.

To avoid damage caused by voltage fluctuations, switch off connected electrical equipment before switching the ignition on or off and before activating the vehicle's drive system.

A 12-volt socket may be located in the luggage compartment.

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230-volt socket with earthing contact

The 230-volt socket with earthing contact can be found under the front passenger seat.

The socket is activated automatically as soon as a plug is inserted when the vehicle's drive system is activated. If there is sufficient energy in the system, the socket can also be used when the ignition is switched off →⚠.

Connecting electrical equipment

1. Open the cover and insert the plug all the way into the socket to release the integrated child socket protection.

Electricity will not flow until the child socket protection has been unlocked.

LED display on the socket:

Constant green light

The child socket protection is disengaged. The socket is ready for use.

Flashing green light

The ignition is switched off but there is sufficient energy available to continue to supply the socket with power for up to 10 minutes. If you remove the plug during this time, the socket switches off and cannot be used again until the ignition is switched back on.

Flashing red light

There is a malfunction such as a shutoff due to excess current or temperature.

Temperature switch-off

The inverter in the 230-volt socket will switch off automatically if the temperature exceeds a specific value. The switch-off function prevents the connected device from overheating when the power consumption is too high or if the ambient temperature is too high. The inverter will switch on again automatically after a cool-down phase. Any devices which are connected to the socket and switched on will then be reactivated. If the inverter has switched off due to overheating, always switch off the connected electrical equipment.

To use the 230-volt socket again after the cool-down phase, disconnect the plug of a connected device and then plug it in again. This helps prevent the connected electrical devices being switched on accidentally.

⚠ DANGER

High voltage in the electrical system!

- Do not spill any liquids over the socket.
- Do not plug any adapters or extension cables into the 230-volt socket with earthing contact. Otherwise the built-in child socket protection will disengage and power will be supplied to the socket.
- Never insert any items made of conducting materials, e.g. knitting needles, into the contacts of the 230-volt socket with earthing contact.

NOTICE

Observe the operating instructions of the connected devices!

- 12-volt socket:
  - Never exceed the maximum power rating as this could damage the whole vehicle electrical system.
  - Only use accessories that have been approved in accordance with the applicable electromagnetic compatibility guidelines.

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- Never feed electrical current into the socket.

- 230-volt socket:
  - Do not plug any heavy duty devices or connections, such as mains adapters, directly into the socket.
  - Do not connect any lamps which use neon tubes.
  - Only connect devices to the socket with a voltage that matches the voltage of the socket.
  - With electrical devices that require a very high level of current in the start phase, the built-in excess current protection will prevent the device from being switched on. If this happens, disconnect the power supply from the electrical consumer and reconnect after waiting approximately 10 seconds.

Unshielded devices can cause interference in the Infotainment system and vehicle electronics.

Functional problems may occur with some devices when they are connected to the 230-volt socket with earthing contact due to the lower power output (wattage).

Charging options for mobile devices

Mobile devices can be charged in the vehicle via the built-in or USB-C ports, or wirelessly.

Charging via USB-C ports

The following USB

C ports may be available in the vehicle:

Indicates a USB

socket for data transfer and charging function.

Indicates a USB

socket for the charging function only.

Available charging power

Voltages of up to 20 V are provided via the USB

port, and this allows for a charging power of up to 45 W.

Depending on the equipment level, the following charging profiles can be supported by the USB

sockets:

— Legacy charging (2.5 W).

— BC1.2 (7.5 W).

— USB

-C charging (15 W).

— USB

Power Delivery (up to 45 W).

The actual charging power taken by the connected device depends on the following points:

— Supported charging profiles.

— Charge level of the device.

— Temperature of the device.

— Charging cable used.

With double

USB

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ports, the charging power can be divided between the two ports.

Wireless charging function

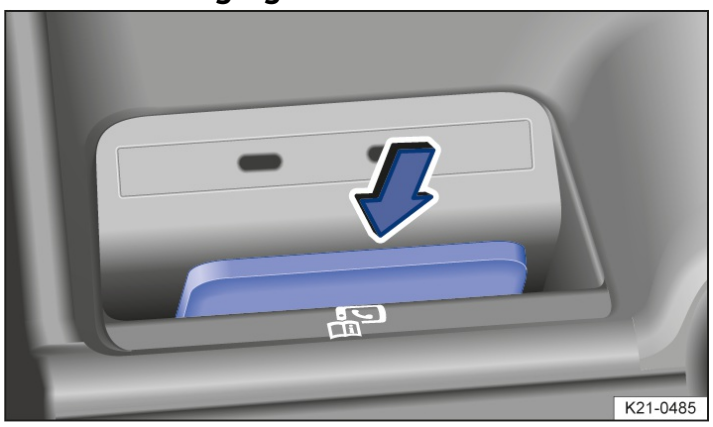


Fig. 1 In the dash panel: storage tray with lining mat for the wireless charging function.

The wireless charging function comes with some equipment levels and is not available in all countries.

The wireless charging function enables wireless energy transmission by electromagnetic induction over a short distance for Qi-certified mobile telephones.

The storage tray for the wireless charging function is located on the dash panel next to the steering wheel and is designed for only one Qi-certified mobile telephone at a time.

A symbol on the edge of the lining mat indicates the centre position of the storage tray→ *Fig. 1*.

The charging power is 5 W.

Qi standard

The Qi standard enables wireless charging of suitable Qi-certified mobile telephones. Consult the operating manual for the mobile telephone to find out if it is compatible with the Qi standard. The manufacturer of the mobile telephone may provide further information on compatibility, if necessary.

There may be charging restrictions with mobile telephones that are not Qi-certified.

Charging a mobile telephone wirelessly

Prerequisite

✓ A suitable mobile telephone that is not larger than the storage tray and is Qi-certified.

1. Remove all other items from the storage tray before charging.
2. After removing the protective cover and any other items, place the mobile telephone in the centre of the storage tray for the wireless charging function with the display facing upwards.
3. Carefully push the mobile telephone downwards into the centre console as far as it will go→ *Fig. 1*.

   The charging process will start automatically.
4. Follow the operating manual for the mobile telephone

The Infotainment system will provide information about the start of the charging operation and, where applicable, about any foreign objects with metallic components that are detected in the storage tray.

If the mobile phone is not placed correctly in the charging tray, the charging power is reduced. This can cause the mobile phone to heat up. If the temperature rises too high, the charging connection may be interrupted or the mobile phone may switch off.

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Mobile telephone is not charged

A message about a foreign object in the storage tray may be displayed on the Infotainment system.

An unfavourable position of the mobile telephone on the lining mat can impair the charging function. This can already be the case in the event of small changes in position, e.g. due to vibrations.

The position of the mobile telephone must be corrected to re-establish the correct charging function.

1. Align the mobile telephone centrally on the charging area.

The charging function can also be impaired by metal and above all magnetic parts of a mobile telephone or its protective cover.

1. Turn the mobile telephone by around 180° and align on the charging area with the display still facing upwards.

WARNING

Do not place any metal objects or items with metallic components on the wireless charging tray. Metallic objects may become very hot. This may cause burn injuries to the skin and cause a fire.

NOTICE

Do not place any ID cards, credit cards etc. with magnetic strips or with a chip on the wireless charging tray. The data stored on the magnetic strip or chip may become unusable.

Cyber security

Cyber security refers to measures designed to reduce the risk of unauthorised access by malware or an internet attack on vehicle functions, data and control units. In the vehicle, connectivity components in particular are affected by unauthorised access or internet attacks.

Connectivity components are control units for data transmission, interfaces, media and diagnostic connections via which information and data can be exchanged between the vehicle and external devices or the internet.

Connectivity components are equipped with security mechanisms that minimise the risk of unauthorised access to vehicle systems.

The connectivity components include the following in particular:

— Diagnostic socket.
— Control unit with embedded eSIM card.
— Mobile phone interface.
— App-Connect.
— Wi-Fi hotspot.
— NFC radio technology.
— AUX-IN socket.
— Bluetooth® interface.
— CD/DVD drive.
— USB port.
— SD card slot.
— SIM

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card slot.

The type and number of connectivity components present in your vehicle depend on the equipment and country.

Software and security mechanisms

The software and security mechanisms in the vehicle are subject to continuous further development. Like with computers or the operating systems of mobile telephones, the software and security mechanisms in the vehicle may also be updated at irregular intervals.

System updates improve the security, stability and running speeds of the vehicle systems. A system update is a preventive measure to optimise functionality and protect against malware, for example.

The software of control units in the vehicle is updated with a system update.

There are two options for updating your vehicle, depending on vehicle and country:

— System update by a suitably qualified workshop.

— System update via an over-the-air update.

WARNING

In spite of integrated security mechanisms and regularly performed system updates or over-the-air updates, malware can still cause malfunctions of the vehicle control units. Malfunctions of the control units and vehicle can also occur if you connect computers, data media or mobile telephones to the vehicle that are infected with malware or viruses. The malfunctions can result in serious accidents and fatal injuries.

- Reduce speed in a controlled manner if the vehicle functions or reacts differently than usual.
- Consult a suitably qualified workshop.

NOTICE

Malware can access data and information that are stored in control units, in the Infotainment system and on connected data media and paired mobile telephones. This can lead to complete loss of the data or damage to the control units, Infotainment system, computer, data medium or mobile telephone.

- Carry out over-the-air updates as soon as possible after they are made available or have system updates carried out as soon as possible. Consult a suitably qualified workshop.
- Protect computers, data media and mobile telephones by means of a suitable anti-virus program and generally known precautionary measures. Regularly update the appropriate anti-virus program with the system updates or updates from the respective provider.

Minimising risks

You too can reduce the risk of unauthorised access to vehicle systems and functions:

— Use only data media, Bluetooth® devices and mobile telephones in the vehicle than do not contain manipulated data or malware.

— Have system updates that are made available by Volkswagen Commercial Vehicles carried out by a suitably qualified workshop as soon as possible after they are made available. If it is possible for you to perform over-the-air updates for your vehicle and in your country, carry out any over-the-air updates that are made available by Volkswagen Commercial Vehicles immediately. If the driver repeatedly rejects the over-the-air update, it is then necessary to visit a suitably qualified workshop.

— Have the vehicle serviced, repaired and maintained only by a suitably qualified workshop.

Introduction

Over-the-air updates allow you to always keep your vehicle up-to-date, e.g. in order to optimise the vehicle functions and for protection against malware.

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How can you recognise when an over-the-air update is available?

An available over-the-air update is displayed to you in the Infotainment system.

If several over-the-air updates are available for the vehicle at the same time, one over-the-air update must first be completed successfully before the next over-the-air update can be performed.

In your own interest, over-the-air updates should be carried out as soon as possible. If the driver repeatedly rejects the over-the-air update, it is then necessary to visit a suitably qualified workshop.

WARNING

It is possible in very rare cases that a control unit will not function properly after an over-the-air update.

- Do not use the vehicle. Contact Customer Care at Volkswagen Commercial Vehicles.

WARNING

If the instrument cluster does not function after the over-the-air update, no instruments, warning lamps, symbols or text messages can be displayed. Driving with an instrument cluster that is not working can cause accidents and fatal injuries.

- Do not use the vehicle. Contact Customer Care at Volkswagen Commercial Vehicles.

NOTICE

If special modifications have been performed on vehicles that are outside the scope of responsibility of Volkswagen AG, e.g. for emergency services vehicles or taxis, there is a risk that the special functions, e.g. taximeter, will no longer function correctly after an over-the-air update.

- Consult your Volkswagen Commercial Vehicles dealership before you carry out an over-the-air update.

A measure to increase performance or efficiency, e.g. engine tuning, that has not been performed by Volkswagen Commercial Vehicles may be deleted by an over-the-air update.

Depending on equipment, release notes may be displayed once before or after an over-the-air update which describe the changes to the vehicle status. After that, the release notes cannot be viewed again in the vehicle.

No In-Car Apps are updated by an over-the-air update.

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Prerequisites for an over-the-air update

The following prerequisites must be met in order to download an over-the-air update and install the software.

✓ The over-the-air update function is offered in your country.

✓ You have concluded a current We Connect contract.

✓ You have assigned the vehicle to your active user account.

✓ There is a primary user available. You may have to log in as the primary user.

✓ The vehicle is in an area with sufficient mobile telephone reception.

✓ Your current privacy settings allow data and information to be transmitted and received .

✓ The 12-volt vehicle battery is appropriately charged.

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Downloading and installing the over-the-air update

Download costs

Download of over-the-air updates takes place via the factory-fitted control unit witheSIM card and is free of charge. Volkswagen Commercial Vehicles pays the connection costs.

Time of download

Download takes place automatically without any previous notification and is also possible when driving. When download has been completed, a message will be displayed to inform you that an over-the-air update is available.

The duration of a download process depends on the network quality, file size and type of over-the-air update. It is possible that the download process may be interrupted. The download process will be resumed as required when the ignition is switched on.

Software installation requirements

— The vehicle is parked safely in accordance with legal requirements and local conditions .

— The previous over-the-air updates have been installed.

Performing software installation of the over-the-air update

Choose a time for the over-the-air update when the vehicle does not have to be driven by yourself or other users.

WARNING

Control units will be deactivated and will not function while software installation is taking place. Driving with deactivated or malfunctioning control units can cause accidents and fatal injuries.

- Perform the software installation in such a way that other road users are not obstructed.
- Never use your vehicle during a software installation.

1. Stop the vehicle's drive system and apply the electronic parking brake.
2. Close the bonnet, boot lid, all windows and all doors.
3. Confirm software installation in the Infotainment system.
4. Make sure that all vehicle occupants leave the vehicle and that no animals are left in the vehicle.
5. Take all vehicle keys with you and get out of the vehicle.
6. Lock the vehicle.

Functional restrictions during software installation

Control units, the central computer, functions and displays are not available during software installation. Do not use the vehicle and do not operate the Infotainment system during this time.

— Activation of the vehicle's drive system is prevented by the system.

— The high-voltage battery is not charged.

— The diagnosis AUX-IN socket is deactivated.

— The anti-theft alarm system is deactivated.

— SAFELOCK is deactivated.

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After installing the software

After the software installation and before activating the vehicle's drive system, read the message in the Infotainment system or instrument cluster about completed software installation. The vehicle requires up to 1 minute to display the status of the over-the-air update.

— The vehicle's drive system can be activated after successful software installation.

— If the software installation failed: *(→ Over-the-air update)*.

Troubleshooting

Installation of an over-the-air update has failed

— If installation of an over-the-air update is unsuccessful, a corresponding error message will be displayed on the Infotainment system or instrument cluster. Observe the corresponding messages and warnings.

Control units will no longer function or will not function correctly in the event of a critical installation error. No functions or displays are available until the fault is rectified. Do not use the vehicle. If this occurs, contact Customer Care at Volkswagen Commercial Vehicles.

Can I interrupt installation of an over-the-air update?

No, this is not possible.

What happens if installation of an over-the-air update is interrupted?

If installation is interrupted, for example due to damage to the electrical system in the vehicle, it is possible that control units will be not be updated and may be damaged due to incomplete installation of the over-the-air update.

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Introduction

V2X technology, from here on referred to simply as V2X, permits close-range communication between several vehicles and between vehicles and the traffic infrastructure, referred to below as “participants”.

Function of V2X

Communication between participants takes place based on manufacturer-independent V2X and Wi-Fi standards.



Fig. 1 Communication between participants (illustration).

Data transmission

When V2X is activated, the following data is transmitted and received:

— Vehicle data, e.g. speed.

— Position data.

— Event data, e.g. for accidents.

The use of continuously changing, temporary IDs for the V2X data minimises the risk of the transmitted data being traced back to you or misused.

Updating V2X certificates

To update V2X certificates and ensure that V2X remains active, activate online mode in the vehicle at least once a month.

You can find further information on data processing in the Infotainment system .

Activating V2X

V2X availability depends on the country. If you can activate V2X communication under the following path, the vehicle is equipped with V2X technology.

1. Tap HOME ▸ ▸ ▸ Privacy settings.

When V2X is switched on, data is transmitted continuously between the participants – irrespective of whether your vehicle is in online or offline mode. If the vehicle is in offline mode but V2X is activated, the following symbol is displayed in the Infotainment system:

Offline mode is active; V2X is transmitting data.

When you are in online mode, there is no separate V2X display, regardless of whether or not you have activated V2X. If you want to check whether V2X is transmitting data in online mode, check whether V2X has been activated under HOME ▸ ▸ ▸ Privacy settings.

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Updating V2X certificates

To update V2X certificates and ensure that V2X remains active, activate online mode in the vehicle at least once a month.

A We Connect contract is not required to run V2X.

You can find further information about data processing in theLegal info menu in the Infotainment system *(→ Infotainment system overview)*.

Limits of V2X

Data exchange

V2X in your vehicle communicates only with participants that are equipped with functional and compatible V2X technology.

Participants with deactivated, faulty or incompatible V2X are not detected.

Range

Depending on the weather and surroundings, V2X participants can communicate in a near range of up to around 800 m (244 ft). Not all of the functions based on V2X make full use of the possible range.

WARNING

V2X cannot replace your attention. If you rely exclusively on V2X, there is a risk of accidents and serious injuries.

- Always drive with due care and attention and be ready to intervene at all times.
- Always adapt your driving style to the current visibility, weather and road/traffic conditions.

Function limitations

Functioning of V2X may be restricted in the following cases:

— Environmental conditions may prevent data reaching the participant.

— Trailer towing prevents data reaching the participant.

— Vehicle add-on parts prevent data reaching the participant.

— An event is not detected as such by participants.

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Activating and deactivating V2X

When you log into the vehicle as a user for the first time, check whether the V2X setting meets your requirements. Deactivate V2X manually if necessary *→ Activating and deactivating V2X*.

Activating V2X

1. Tap HOME ▸ ▸ ▸ Privacy settings.
2. Tap and activate V2X technology in the menu of the same name.

⚠ WARNING

When V2X is switched on, the limits for electromagnetic radiation can be exceeded outside the vehicle and thus the health of persons outside the vehicle can be endangered.

V2X aerials are located on the vehicle roof and in some cases in the mirror triangle of the windscreen.

- Keep a distance of 20 cm(around 8 in) from the activated V2X aerial outside the vehicle.
- Deactivate V2X if you suspect that it is having an adverse effect on an active medical implant, e.g. a pacemaker, or any other medical device.

Deactivating V2X manually

1. Tap HOME ▸ ▸ ▸ Privacy settings.
2. Tap and deactivate V2X technology in the menu of the same name.

Deactivating V2X automatically

V2X can deactivate itself automatically in some cases *(→ Car2X)*. When the reason for the automatic deactivation has been resolved, V2X must be reactivated manually.

Check the activation status of V2X, if necessary.

Checking the activation status of V2X

1. Tap HOME ▸ ▸ ▸ Privacy settings.

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Traffic hazard alert

The traffic hazard alert function uses the switched-on V2X system and warns about nearby traffic hazards based on the current situation. This can prevent accidents and improve traffic flow.

Depending on the type of traffic hazard, the driving speed and the degree of vehicle deceleration, a warning about a relevant traffic hazard is provided as follows:

— Acoustic warning.

— Symbol.

— Text message on the instrument cluster display and, depending on equipment, in the head-up display.

— Direction indication depending on equipment by ID. Light.

WARNING

Failure to observe traffic hazard alerts can lead to accidents and serious injuries.

- Never ignore traffic hazard alerts.

Red symbols

Red symbols warn of a hazard in the immediate vicinity.

Accident site ahead.

Emergency vehicles on active call.

End of traffic jam ahead.

Intervention of an assist system in a vehicle ahead, e.g. Autonomous Emergency Braking(Front Assist).

Yellow symbols

Yellow symbols warn of a detected hazard.

Accident site ahead.

Emergency vehicle on active call.

End of traffic jam ahead.

Stopped vehicle or breakdown ahead.

Roadworks ahead.

Hiding a displayed traffic hazard alert

1. Press OK on the multifunction steering wheel.

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Troubleshooting for V2X

V2X deactivates itself automatically

— V2X is not permitted in the country in which the vehicle is currently being driven.

— The vehicle was offline too long so that certificates were not updated. Adapt the privacy settings so that an online connection is established in order to allow the certificates to be updated.

— system fault. Consult a suitably qualified workshop.

No V2X data is displayed

— The V2X function is restricted.

— There are no participants transmitting data in the vicinity.

— There are transmitting participants in the vicinity, but they are not relevant for your vehicle.

— The V2X aerials are blocked by add-on parts or covers, e.g. trailers, bicycle carriers, roof boxes. Keep the areas around V2X aerials clear.

— The data exchange between participants is impaired or not possible due to the weather conditions.

— There is already a driver reaction to the hazard ahead.

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Introduction to mobile online services

Mobile online services, referred to below as services, allow you to connect your vehicle to the internet. This makes it possible for you to extend the scope of various services. A description of all available services can be found on the internet at:

vwn.de/we-connect-id-buzz

You can find the myVolkswagen customer area on the internet at:

vwn.de/myVolkswagen

Prior to use, We Connect has to be activated online by concluding aWe Connect contract with Volkswagen AG. The contract is subject to a country-dependent period of validity.

Both the service portfolios offered by Volkswagen AG and individual services may be changed, discontinued, deactivated, reactivated, renamed and expanded without further notice.

The provision and availability of services and service portfolios can vary from country to country and depend on the vehicle and vehicle equipment.

In areas with insufficient mobile telephone and GPS reception, no emergency calls and phone calls can be made and no data can be transmitted.
Observe the warnings in the chapter .

Volkswagen AG is not responsible for damage to the vehicle caused by poor-quality or faulty third-party apps, inadequate programming of third-party apps, insufficient network strength, data loss, misuse of mobile devices, or malware on data media, computers, tablets and mobile telephones.

You can find an overview of the services activated for you and their duration in your user account.

Execution of services using the app can consume data and cause costs. The transmission speed will be reduced if the contractually agreed data volume is exceeded, and this can cause delays in execution of the services.

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Data processing

Applies in EU countries where the General Data Protection Regulation of the European Union is valid:

When using services, information about the vehicle is transmitted and processed online. This data may also indirectly provide information about the respective driver, such as their driving behaviour. The privacy policy for the use of Volkswagen AG's mobile online services can be found in the Infotainment system under MENU ▸ Legal or HOME ▸ Legal.

Permanent transfer of the vehicle

If you purchased the vehicle second-hand or another person has transferred it to you for permanent use, mobile online services may already be activated and the previous user may still be able to view collected data and control certain vehicle functions via the mobile online services and control some functions of your vehicle.

In the Infotainment system you can see whether a person is assigned to your vehicle as the primary user. In this case, you can register yourself as the primary user for the vehicle and automatically remove the previous primary user.

Alternatively, you can permanently delete the previous user as the primary user in the Infotainment system. You can also set the vehicle to offline mode to restrict your vehicle's communication with the Volkswagen AG data server and to limit processing of vehicle-related and personal data.

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Prerequisites for using the services

In order to be able to use the full scope of the services, the following prerequisites must be met.

✓ We Connect was also ordered for the vehicle and has been installed at the factory.

✓ The vehicle and user are located in the area covered by the services.

✓ Data transmission is possible without restrictions at the location of the user and vehicle.

✓ The mobile telephone is compatible with the app.

✓ The privacy settings in the Infotainment system permit data transmission by the services.

✓ The settings in the mobile telephone permit data transmission by the services.

✓ A personal user account, Volkswagen ID, has been set up *(→ Volkswagen ID)*.

✓ There is a valid contract for use of the services.

✓ A vehicle has been added to the user account *(→ Vehicle management)*.

✓ Neither the online connectivity unit nor individual services are deactivated or decommissioned.

✓ Certain technologies that are operated by third parties and provided to Volkswagen AG are available. Volkswagen AG is not responsible if these technologies are terminated, discontinued or deactivated during the service life of the vehicle.

⚠ WARNING

Using apps, services and functions while the vehicle is in motion can distract you from the road. Serious accidents and fatal injuries can occur if the driver is distracted.

- Always drive with your full attention and responsibly.
- Only use apps, services and functions when the vehicle is stationary.

⚠ WARNING

Using services without due care or unsupervised can result in the serious injury or even death of people in and around the vehicle, e.g. if they are locked inside the vehicle unintentionally.

- Always carry out the services carefully and responsibly.

The vehicle added in the user account must first be driven for a few kilometres before individual services can record, transmit and display correct data.

Do not disclose your login data, password, registration code or S-PIN to others and keep them safe to ensure that nobody else can access or view them.

Change your password at regular intervals.

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Interference

Even when the above-mentioned requirements for using the services are met, the functionality of the services can be impaired or interrupted due to factors that lie outside the control of Volkswagen AG. Such factors include in particular:

- Maintenance, repairs, deactivation, over-the-air updates and technical changes to your service provider's telecommunication systems, satellites, servers and databases.
- The telecommunications provider has changed the mobile telecommunication standard for transferring mobile data, e.g. from LTE or UMTS to EDGE or GPRS.
- An existing mobile telecommunications standard has been switched off by the telecommunications provider.
- Disturbance, interference or interruption of mobile and GPS reception, e.g. due to high speeds, weather, landscape, interfering devices or intensive use of the mobile network in the relevant cells.
- If your current location is in an area with no or insufficient mobile communications and GPS reception. This can also include tunnels, streets with tall buildings, garages, car parks, underpasses, mountains and valleys.
- Restricted availability, completeness or correctness of information provided by third parties, e.g. maps.
- Countries, federal states and regions where mobile online services are not available.

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Services not requiring activation

The following services can also be used if the vehicle has not been added to a user account.

This is the maximum possible range of services. Not all services are available in all vehicles and countries.

— eCall Emergency System .

— Breakdown call without transmission of vehicle data.

— Information call.

The “eCall Emergency System” service is available even if you are not logged into the Infotainment system.

Further information is available on the internet in Europe and on the Volkswagen Commercial Vehicles website.

You need to log into the Infotainment system to use the pre-installed system apps, but the vehicle does not have to be activated in a user account.

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Setting up a Volkswagen ID

The Volkswagen ID provides personal access to the digital world of Volkswagen. It enables you to log into Volkswagen apps and websites.

You need a Volkswagen ID in order to use the services. You can register for theVolkswagen ID via myVolkswagen or via the Volkswagen app, referred to below as app.

Registration via myVolkswagen

1. Open vwn.de/myVolkswagen.
2. Create a user account in the Log in or register area.
3. Follow the instructions on the screen.

Registering via the app

1. Install the app.
2. Follow the instructions in the app.

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Managing vehicles

After you have set up yourVolkswagen ID and thus created your user account, you must add your vehicle by entering the 17-character vehicle identification number (VIN).

Adding via myVolkswagen

1. In the myVolkswagen customer area, click on My vehicles ▸ Add vehicle.
2. Enter and confirm the vehicle identification number (VIN
).

Adding first vehicle via the app

1. Launch the app and open theAdd vehicle area.
2. Enter or scan the VIN
   and confirm.

Adding further vehicles via the app

1. Launch the app and open themy Garage area.
2. Select vehicle and tap ⊕.

Removing a vehicle via the app

1. Open the vehicle view in the app and tapDelete vehicle.

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Ordering services and activating in the vehicle

You must first order the services free of charge before you can use them in the vehicle. You must then become the primary user of the vehicle. You must provide proof of authorisation for this. Proof of authorisation is provided by scanning the QR Code

in the vehicle. If you want to use security-relevant services, you must additionally perform the Volkswagen Ident procedure . The ordered services are activated when you have become the primary user for your vehicle and have also performed the Volkswagen Ident procedure where applicable.

Ordering services via myVolkswagen

Observe the information on privacy, right of withdrawal, Terms and Conditions and Terms of Use.

1. In the myVolkswagen customer area, give your Consent to Terms and Conditions and Terms of Use
2. Click on Order free of charge.
3. Wait for email with confirmation.
4. To activate the services in the vehicle, identify yourself as the primary user. Follow the further instructions to do this.

You can extend contracts that will expire in the near future via theExtend contract function button in the vehicle overview. If your contract has only just begun or still has a long period to run, this function button will not be visible.

In the case of used vehicles where the services have already expired, you will receive only the basic services as the primary user. The services can be then extended via myVolkswagen, the In-Car Shop or the web shop.

Ordering services via the app

Observe the information on privacy, right of withdrawal, Terms and Conditions and Terms of Use.

1. Download the Volkswagen app if you have not already done so.
2. Give your Consent to Terms and Conditions and Terms of Usein the app.
3. Tap Order free of charge.
4. Wait for email with confirmation.
5. To activate the services in the vehicle, identify yourself as the primary user. To do this, follow the further instructions in the app.

Activating services in the vehicle (becoming the primary user)

To activate the services in the vehicle, a mobile phone that supportsQR Code

scanning is helpful.

The following steps are required for activation:

Prerequisites

✓ You have created a user account *(→ Volkswagen ID)*.

✓ You have added a vehicle to your user account *(→ Vehicle management)*.

✓ You have ordered your chosen services.

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✓ The ignition is switched on.

✓ The Infotainment System is switched on.

✓ The Infotainment system is connected to the internet via the hotspot on a mobile telephone or the factory-fitted control unit with eSIM card.

Activating services

1. In the Infotainment system, tap System settings ▸ Connect to We Connect.
2. Scan the QR code with the app.
3. *Optional:* Perform the Volkswagen Ident procedure *(→ Volkswagen Ident process)*. This is only necessary if you need to enable security-related services.

Once you have registered successfully, you are the primary user of the vehicle, and the services are activated.

Setting, changing and resetting the S-PIN

Input of the security PIN (S-PIN) is requested in addition to the password as part of user authentication and acts as a second security level to protect security-relevant services from unauthorised access.

The security PIN , S-PIN is a multi-digit number sequence that can be freely selected during the registration process. When creating the S-PIN , avoid easy-to-guess number sequences and generally known birthday dates. You must treat the S-PIN as strictly confidential. For security reasons, you should change the S-PIN without delay if the S-PIN is disclosed to a third party.

Setting the S-PIN via myVolkswagen and app

— In myVolkswagen, you can set the S-PIN in your user account.
— In the app, you can set the S-PIN during the registration process.

The S-PIN should consist of four non-identical, non-consecutive numbers that are neither ascending or descending.

Changing the S-PIN via myVolkswagen and app

— In myVolkswagen, you can change the S-PIN in your user account.
— In the app, you can change the S-PIN in your user profile. To change the S-PIN, you must enter and confirm both the previous and new S-PIN.

If you enter the S-PIN incorrectly several times, the input field will be blocked for a certain period.

Resetting the S-PIN via myVolkswagen and app

— In myVolkswagen, you can reset the S-PIN in your user account.
— In the app, you can reset the S-PIN

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in your user profile.

After the S-PIN has been reset, the services can no longer be used until the vehicle keeper has verified themselves in the vehicle. You must enter an activation S-PIN in the vehicle for verification. After renewed ordering and activation, the services can then be used in full again.

Carrying out Volkswagen Ident

The identity of the primary user must be confirmed in order to use security-relevant services. You can provide proof of identity either personally at the Volkswagen dealership or through Volkswagen Ident, a video chat in the app.

1. When a message about the identity check is displayed upon using a security-relevant service for the first time, observe the information and tap Start.
2. Have your identity document ready.
3. Follow the instructions on the screen.

   A message confirms that the identity check has been performed successfully.

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Getting help

Various information sources are available to get help on the functions or operation of individual services.

Help via myVolkswagen

Information on registration, the individual services and frequently asked questions (FAQ) is available in the Help area.

Short help texts and videos are available in many areas via myVolkswagen. You can display help texts by clicking on the ⓘ symbol.

Using the chatbot, you can search directly for a certain question or keyword after tapping Start chat. The chatbot shows several possible answers for the respective topic.

Help via the app

Information on the service portfolio and individual services, frequently asked questions (FAQ) and also tutorials on the app are available in the Account area. You can display this information by clicking on the ⓘ icon.

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Managing services

The following functions are available for deactivating and activating services:

— Prevent or allow data transmission via the Infotainment system .

— Where possible: Individual activation and deactivation via your user account or in the app.

You can only use a service again once you have cancelled the deactivation.

More information can be found online at:

www *vwn.de/we-connect-id-buzz*

The control unit with integratedeSIM
can still transmit data if you deactivate all services individually.

Legally required services and their data transmissions cannot be switched off and cannot be deactivated, e.g. “eCall Emergency System”.

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Introduction

After successful registration and verification, you are authorised to perform services. You can assign or withdraw user roles and rights for other persons in your user account online via myVolkswagen or via the app.

Opening the ‘Manage users’ function

1. Tap User on the Infotainment system start screen.

Setting options

Depending on the equipment, the following setting options may be available:

— Me (primary user).

— Others (guest user or anonymous guest).

— Key.

— Setup.

Description of user roles

The vehicle keeper or a user who is not just temporarily authorised to use the vehicle, such as a lessee or company car driver, are authorised as primary users to order and activate services for a specific vehicle.

Primary user

— The “primary user” role is intended for the vehicle keeper or for a vehicle user who has not only temporary authorisation (e.g. a lessee or company car driver).

— There is only one primary user per vehicle. If a new primary user legitimises themselves for the vehicle, the previous primary user will automatically lose their primary user role. The previous primary user will be informed about this.

Guest users

— The “guest user” role is intended for all other users of the vehicle who have not been assigned the role of “primary user”, but who want to store vehicle settings to a personal user account. The guest user can use mobile online services in the vehicle in the same way as the primary user. The use of mobile online services is restricted in the app for the guest user.

Anonymous guest

— The “Anonymous guest” user role is a non person-specific account that exists locally in the vehicle and cannot be synchronised with the server. The “Anonymous guest” user role is intended for anonymous users. These are persons who have access to the vehicle but do not log in. There is only one anonymous guest account in vehicles with online personalisation, and it cannot be deleted. If the “Anonymous guest” user role is activated in the vehicle, all users logged into the vehicle will be logged out temporarily.

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Managing users

You can assign rights to the vehicle users after successful registration and verification.

In addition to the primary user, there are guest users and anonymous guest users. The anonymous guest users cannot be managed. As a primary user, you can view and remove guest users in the myVolkswagen customer area and the app.

Removing a guest user via myVolkswagen

1. Open the Vehicle users ▸ Manage users area.
2. In the Guest users section, click Delete next to the relevant user.

Removing a guest user via the app

1. Open the Vehicle users ▸ Manage users area.
2. To remove a user, tap ⓞ next to the user to be removed in theGuest user area.

Deleting the primary user

If you sell your vehicle or transfer the services to another user, you should reset the Infotainment system to the factory settings. This deletes the primary user and also deletes the service-specific data that is present in the vehicle.

Resetting the Infotainment system to the factory settings also permanently deletes entries, settings and the stored data according to the selection you make.

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Changing and deleting user data

You can change or delete your user and login data. Any changes to your login details will simultaneously also apply to the all other Volkswagen systems that use the Volkswagen ID.

Changing user data via myVolkswagen

1. In the myVolkswagen customer area, open Settings and open one of the following areas:
   — Volkswagen ID.
   — Privacy settings and consents.
2. Click on Volkswagen ID and then Adapt data.
3. Change and save the user data.
4. If necessary, adapt and save the information in thePrivacy settings and consents area.

Deleting user data via myVolkswagen

1. In the myVolkswagen customer area, click on Settings ▸ Volkswagen ID ▸ Delete data.
   Your data will be deleted. YourVolkswagen ID will not be deleted.

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Introduction

With the help of the “Privacy settings” function, data transmission between the vehicle and the internet can be permitted or prevented in several stages via the Infotainment system.

Data transmission from external devices and their communication with the vehicle or legally required services, e.g. “eCall emergency call system”, cannot be prevented or deactivated by the “Privacy settings” function.

Please note that every vehicle user can set individual “Privacy settings”. These settings may be different from those preferred by the vehicle owner.

Opening the Privacy settings menu

1. Switch on the ignition.

   In the Infotainment system, the set mode of the “Privacy” function is displayed *(→ Privacy settings)*.
2. Tap HOME ▸ ▸ .
3. Tap Privacy settings.

Setting privacy settings

Selecting online mode or offline mode

In order to permit or prevent data transmission, activate or deactivate offline mode in the Infotainment system.

1. Open the Privacy settings menu.
2. Activate or deactivate Vehicle/usage data in the menu of the same name.

   Depending on the mode, or is displayed.

Selecting online mode with location data

1. Open the Privacy settings menu.
2. Activate Send location data in the menu of the same name.

   is displayed.

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Status display

The following symbols show the respective status of the “Privacy settings” function in the Infotainment system.

Offline mode.

Your vehicle is offline. The mobile online services are not available.

Online mode (currently not connected).

Online mode is selected, but no connection to the internet can be established at the moment.

Online mode.

Your vehicle can send and receive data for activated services.

Online mode with location data.

Your vehicle is in online mode and can send additional location data for the use of other activated online services.

Online mode with signal strength display.

Your vehicle is connected to the internet with the displayed type and signal strength.

Offline mode with activated “V2X technology”.

Safety-relevant data is still exchanged with other road users and the infrastructure via the “V2X technology” *(→ Car2X)*.

There is no signal strength display in offline mode and in the event of faults in the eSIM card.

Even if offline mode is activated, online mode can be activated briefly by safety-relevant and legally required services. No services are activated and no data pertaining to these services is transmitted during this time. Offline mode will be reactivated and the eSIM card deactivated again after successful transfer of the safety-relevant or legally required data.

Signal strength display of the eSIM card

The signal strength display shows in online mode whether the integrated eSIM card can transmit and receive data at the current vehicle location and how good the signal strength is.

The more bars that are highlighted in colour, the stronger the signal and the larger the amount of data that can be transferred. Example: one or two highlighted bars indicate a low signal strength. There may be restrictions in this case for the high data transfer rates for streaming services.

The signal strength display functions independently of the mobile communication standard display.

There is no signal strength display in offline mode and in the event of faults in the eSIM card.

The signal strength display of the eSIM card does not show the signal strength of a mobile telephone paired with the Infotainment system.

The signal strength display of the eSIM card does not show whether a Wi-Fi device connected to the Infotainment system is connected to the internet.

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Effects on online vehicle functions

If data transfer is restricted, online vehicle functions, e.g. system update, cannot be executed.

Some online vehicle functions are only available in certain countries and vehicle models.

The restrictions also apply to new online vehicle functions that are provided for the vehicle in future.

Offline mode

— All services are deactivated and do not send any data.

— The eSIM card is deactivated.
All vehicle functions that require an online connection are deactivated *(→ Privacy settings)*.

— It is not possible to update any information and data stored in the control units, e.g. emergency call numbers. This can restrict functions and services or mean that they are not available.

— No signal strength display of the eSIM card available.

Legally required services cannot be deactivated and still transmit data.

Online mode

— All services can transmit and receive data depending on their settings in the user account.

— The eSIM card is activated.
Data transmission is possible for all vehicle functions that require an online connection.

— Signal strength display of the eSIM card is available.

Online mode with location data

— All services can transmit and receive data depending on their settings in the user account.

— The primary user can access the vehicle's location data via the myVolkswagen customer area or the app.

— The eSIM card is activated.
Data transmission is possible for all vehicle functions that require an online connection.

— Signal strength display of the eSIM card is available.

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Introduction

The personalisation function allows personalised vehicle settings, e.g. for the air conditioning system, to be saved in your user account. User identification takes place when logging into the Infotainment system. Changes to the settings are assigned to the user account active in the vehicle and are automatically saved online in the user account via an existing internet connection.

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Personalised vehicle settings

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

This is the maximum possible range of services. Not all vehicle functions are available in all vehicles and countries.

The following functions can be personalised:

— Wiper settings.

— Seat settings.

— Switch-on times of the dipped beams and settings for convenience turn signals.

— Air conditioning system settings.

— Multifunction display and selection of displays in the digital instrument cluster.

— Settings for the driver assist systems.

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Synchronising vehicle settings

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

— When switching on the ignition and the Infotainment system: all recently used user accounts stored in the vehicle are synchronised.
— When changing to another user account: the newly activated and the now deactivated user account are synchronised.
— At the end of the journey and when the ignition is switched off: the last active user account is synchronised.

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

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

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Introduction

After delivery, new functions can be added to the vehicle on a permanent or temporary basis by means of Upgrades.

Functions

Before using an activated function, read and observe the relevant information and warnings in the owner's manual or in the digital owner's manual that may be available.

Depending on the vehicle model, you can activate convenience and Infotainment system functions, along with driver assistance systems, on a temporary or permanent basis for a fee.

The activation of Upgrades functions depends on the country and vehicle.

Some Infotainment systems contain a list of activated functions.

Activated functions are not tied to the duration of the user account.

Inform the user or buyer about any permanently or temporarily activated functions when renting or selling the vehicle.

WARNING

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

- Activate the functions only when the vehicle is stationary.

If the required hardware for the on-demand function is not available in the vehicle, it can be retrofitted in some cases by a suitably qualified workshop.

If the required software for the function on demand is not available in the vehicle, it can be retrofitted in some cases . Retrofitting may be subject to charge, depending on the type of software.

Function status

Function activated.

The function is faulty or temporarily unavailable.

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Viewing and activating functions

Before reactivating the vehicle's drive system, read the notification in the Infotainment system about completed activation. Observe the instructions if activation was not successful.

Prerequisites

- ✓ A suitable Infotainment system is installed in the vehicle.
- ✓ The compatibility and performance of the hardware available in the vehicle is sufficient for the function.
- ✓ A valid contract for use of the services exists between you and Volkswagen AG.
- ✓ The vehicle is assigned to your user account.
- ✓ You have the user role "Primary user" for the vehicle *(→ Manage users)*.
- ✓ There is sufficient mobile reception in the vehicle's current location.
- ✓ The electrical system in the vehicle is functional.
- ✓ The vehicle battery has a sufficient charge level.
- ✓ The 12-volt vehicle battery is appropriately charged.
- ✓ The factory-fitted control unit with integrated eSIM card is present.

1. Tap HOME ▸ ⚙ ▸ Upgrades.

All available functions for the vehicle can also be viewed in the In-Car Shop in the Infotainment system.

Viewing functions

The activated functions for the vehicle are displayed in the Upgrades menu.

Activating functions

Do not drive the vehicle during activation.

All functions on demand for the vehicle are displayed in the In-Car Shop of the Infotainment system.

The primary user can activate the existing functions for the vehicle in the In-Car Shop or in the We Connect web shop.

1. To open the In-Car Shop of the Infotainment system, tap HOME ▸ 🛒.
2. Tap the function in the In-Car Shop and follow the instructions in the Infotainment system.

Observe the instructions in the Infotainment system during and after activation.

After successful activation, some functions require you to park the vehicle for at least 10 minutes.

Observe the following points when parking the vehicle:

1. Stop the vehicle's drive system and apply the electronic parking brake.
2. Close the bonnet, boot lid, all windows and all doors.
3. Switch off the stationary air conditioning.
4. Switch off the lights
5. Exit route guidance in the navigation system.
6. Make sure that all vehicle occupants leave the vehicle and that no animals are left in the vehicle.
7. Take all vehicle keys with you and get out of the vehicle.

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8. Lock the vehicle and remove the vehicle keys from the operating range of the vehicle.
9. Do not charge the vehicle.
10. Do not use the app.

If you have the “primary user” role for the vehicle *(→ Manage users)*, you can also view activated functions in the app.

Troubleshooting

Where can I get functions?

You can obtain functions from a web shop accessible via your user account in themyVolkswagen area.

Depending on the equipment, functions can also be activated directly via the Infotainment system in the In-Car Shop.

Is the function restricted during activation?

The function is not available during activation.

How can I tell if activation was successful?

Notification of successful software activation is displayed on the Infotainment system.

When will the activated function be available?

Depending on the activated function, it is either available immediately or only after the next driving cycle, i.e. the vehicle’s drive system must be deactivated and then reactivated.

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Introduction

About this chapter

The Infotainment system is supplied in different versions. These differ with respect to the available functions, labelling and functions of the Infotainment buttons as well as the layout of the controls.

This section applies to all unit versions.

The functions listed below may be available for all Infotainment systems.

The functions and settings of the Infotainment system depend on the equipment and are not available in all countries.

Before using the unit for the first time

Please note the following points before using the Infotainment system for the first time so that you can make full use of the available functions and settings:

— Observe the safety instructions *(→ General information on Infotainment system)*.

— Read this section and familiarise yourself with how to use the Infotainment system.

— Reset the Infotainment system to its factory settings *(→ Settings for Infotainment system)*.

— Find your favourite radio stations, also referred to as “stations” below, and store them to station buttons or memory locations for quick access .

— Use only suitable audio sources and data media *(→ Media)*.

— Use current map data for the navigation system *(→ Navigation)*.

— Pair a mobile telephone with the Infotainment system to make calls using the mobile phone interface *(→ Mobile phone interface)*.

— Depending on the country, register withWe Connect to use the corresponding services.

Other applicable documents

In addition to this manual, please observe the following documents when using this Infotainment system and its components:

— Supplements in the vehicle wallet of your vehicle.

— The operating instructions for the mobile telephone or audio sources.

— The operating instructions for external data media, audio sources and playback devices.

— Instructions for any Infotainment accessories subsequently installed or additionally used.

— Digital manual in the Infotainment system(if available).

Activating functions

The Infotainment system may be subsequently upgraded to perform functions that were not yet activated or available at the time of delivery from the factory.

Your Volkswagen Commercial Vehicles dealership will be able to give you information on whether and which functions can be activated in your Infotainment system.

If additional functions are enabled following vehicle manufacture, this chapter and other chapter in the vehicle wallet regarding the functions in question may contain different or incomplete descriptions.

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Safety information

Before using the Infotainment system for the first time, please read and observe the following safety notes so that you are aware of dangers to yourself and others and of how these dangers can be avoided:

— Read through this manual carefully.

— Some functions may contain links to websites that are operated by third parties. Volkswagen AG does not assume ownership of the third-party websites that are reached via links and is not responsible for their content.

— Some functions may contain information supplied by third parties. Volkswagen AG is not responsible for external information being correct, up-to-date and complete, or for any infringement of third-party rights.

— The radio stations and the owners of the data media and audio sources are responsible for the content provided.

— Mobile, GPS

and radio signals can be impaired by multi-storey car parks, garages, underpasses, tunnels, tall buildings, mountains, valleys, and other electrical devices such as battery chargers.

— Films or metal-coated stickers on the antenna and windows can interfere with radio reception.

— Read and follow the appropriate operating manuals of the respective manufacturer when using mobile telephones, data media, external devices, external audio and media sources.

WARNING

The Infotainment system central computer is networked with the control units installed in the vehicle. Therefore, improper repair or improper removal and installation of the central computer increases the risk of accidents and injuries.

- Never replace the central computer with a used central computer taken from an end-of-life vehicle or a recycling facility.
- Only have the central computer removed, installed or repaired by a specialist company qualified to perform this work.

WARNING

The factory-fitted radio with integrated hardware is networked with the control units installed in the vehicle. Therefore, improper repair or improper removal and installation of the radio increases the risk of accidents and injuries.

- Never replace the radio with a used radio from end-of-life vehicles or a recycling source.
- Only have the radio removed, installed or repaired by a suitably qualified workshop.

WARNING

Accidents and injuries can occur if the driver is distracted. Reading information on the screen, operating the Infotainment system, and connecting, inserting or removing data media or audio sources while the vehicle is in motion can distract you from the road and cause accidents.

- Always drive with your full attention and responsibly.

WARNING

Unfavourable light conditions and a damaged or soiled screen may result in displays and information not being read or not being read correctly from the screen.

- Displays and information on the screen must never cause you to take any safety risks. Always drive with your full attention and responsibly.

WARNING

If the volume is too high, you may not hear acoustic signals from outside the vehicle. Excess volume can also damage your hearing. This is the case even if you are only exposed to high volumes for short periods.

- Set the volume so that you can still always hear acoustic signals from outside the vehicle (e.g. emergency service sirens).

WARNING

The volume level may suddenly change when you switch the audio or media source or connect a new source.

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- Reduce the volume before switching the audio or media source or connecting a new source.

WARNING

The following conditions can lead to situations where emergency calls, telephone calls and data transmission are not possible or are interrupted:

- If your current location is in an area with no or insufficient mobile communications and GPS reception.
- If you are in an area with sufficient mobile communications and GPS reception but the telecommunications provider's mobile network is out of order or is not available.
- If the components in the vehicle required for emergency calls, telephone calls and data transmission are damaged, not working or do not have sufficient electrical power.
- If the rechargeable battery in the mobile telephone is flat or has insufficient charge level.

WARNING

Radio stations can transmit catastrophe and danger warnings. The following conditions can prevent these warnings from being received or output:

- If your current location is in an area with no or insufficient radio reception.
- If you are in an area with adequate radio reception, but the frequency bands of the radio stations are subject to interference or are not available.
- If the loudspeakers and the components required for radio reception in the vehicle are damaged, not working or do not have a sufficient power supply.
- When the Infotainment system is switched off.

WARNING

In some countries and on some mobile networks, a call for assistance or an emergency call can be made only under the following conditions:

- A mobile telephone with unlocked SIM card and sufficient call credit is connected to the mobile phone interface of the vehicle.
- There is sufficient network coverage.

WARNING

If mobile telephones or two-way radios that are not connected to an external aerial are used, electromagnetic radiation in the vehicle could exceed limit values and thus be a health hazard for drivers and other vehicle occupants. This also applies to external aerials which have not been correctly installed.

- Maintain a minimum distance of 20 centimetres (around 8 in) between the antenna of a mobile telephone and an active medical implant, such as a pacemaker, as mobile telephones may adversely affect their functioning.
- Do not carry an operational mobile telephone close to or directly over an active medical implant (e.g. in a breast pocket).
- Switch off mobile telephones immediately if you suspect they may be interfering with an active medical implant or any other medical device.

WARNING

Mobile telephones, external devices and accessories in the vehicle that are not properly secured can be flung though the vehicle interior and cause injuries in the event of a sudden driving or braking manoeuvre or in the event of an accident.

- Safely secure or stow any mobile devices and accessories outside the deployment zone of the airbags.
- Arrange the cables for external devices and audio sources so that they do not obstruct the driver.

WARNING

Driving recommendations and traffic symbols displayed by the navigation system may differ from the current traffic situation.

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- Road signs, traffic signals, traffic regulations and local conditions have priority over the recommendations and displays provided by the navigation system.
- Adapt your speed and driving style to the current visibility, weather and road or traffic conditions.
- Certain events can make the originally planned driving time and route to the destination considerably longer or make navigation there temporarily impossible, e.g. due to a road being closed.

WARNING

Read and follow the appropriate operating manuals of the respective manufacturer when using mobile telephones, data media, external devices, external audio and media sources.

WARNING

Route the wires for external devices and audio sources so that they do not obstruct the driver.

WARNING

Switch off mobile telephones in areas where there is a risk of explosion!

WARNING

The centre armrest can obstruct the driver's arm movements. This can cause accidents and severe injuries.

- Always keep the stowage compartment in the centre armrest closed while the vehicle is in motion.

NOTICE

The radiation produced by the mobile telephone when switched on may interfere with sensitive technical and medical equipment, possibly resulting in malfunction or damage to the equipment.

- Always switch off your mobile telephone in areas where special regulations apply and when the use of mobile devices is forbidden.

NOTICE

Setting the volume too high and playing tracks too loudly or with excess distortion can damage the speakers.

- Choose the volume setting so that the loudspeakers are not damaged.

NOTICE

Your mobile telephone must always be switched off in areas where special regulations apply and when the use of mobile telephones is forbidden. The radiation produced by the mobile telephone when switched on may interfere with sensitive technical and medical equipment, possibly resulting in malfunction or damage to the equipment.

NOTICE

Insertion of objects, incorrect insertion or insertion of data media with the incorrect shape or size can damage the media drives and the unit.

- When inserting a data medium, make sure it is correctly positioned.
- Insert only suitable data media in the corresponding media drives.
- Applying force may damage the locking mechanism in theSD

  card slot.
  ●
- When inserting and removing SD

  cards, always hold them at right angles to the front of the unit and do not tilt them.
  ●
- Always remove SD

  cards horizontally and at right angles to the front of the device and without tilting them, as this can cause damage.
  ●

NOTICE

Foreign bodies and liquids adhering to a data medium can damage the media drives and the Infotainment system.

- Do not affix stickers or other similar items to the data medium. Stickers may peel off and damage the media

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drive.

- Do not use printable data media. Coatings and prints may peel off and damage the media drive.
- Use only SD cards that are undamaged, dry, clean and suitable.

●

Notes on use

— The Infotainment system needs a few seconds for a complete system start and does not respond to inputs during this time. During system start-up, only the rear view camera image can be displayed.

— The Infotainment system must start up completely before all displays are available and before it is possible to execute functions. The duration of a system start depends on the functional scope of the Infotainment system and can also take longer than usual particularly at low and high temperatures.

— When using the Infotainment system and the corresponding accessories, such as a headset or headphones, please observe the country-specific regulations and legal requirements.

— To ensure that the Infotainment system works, it is important to make sure the system is switched on and that, where applicable, the correct date and time are set in the vehicle.

— A missing function button on the screen does not constitute a fault in the unit; it reflects the equipment that is available in the country in question.

— Not all listed function buttons and functions may be available due to the device software used in your country. A missing Infotainment button or function button on the screen does not mean that the device is faulty.

— Some of the functions and settings of the Infotainment system are available only when the vehicle is stationary. In some countries, the driving mode selector must also be turned to neutral N or the Ⓟ button for the electronic parking brake must be pressed on the driving mode selector. This is not a malfunction, but simply a legal requirement.

— In some countries there may be restrictions on using Bluetooth® devices. Information is available from the local authorities.

— Switch on the ignition before switching the Infotainment system back on if the 12-volt vehicle battery has been disconnected.

— If settings are modified, displays on the screen may vary and the Infotainment system may behave differently from the description in this manual in some cases.

— The Infotainment system is automatically switched off when the vehicle's drive system is deactivated and when the charge level of the 12-volt vehicle battery is low.

— In some vehicles equipped with the Park Distance Control, the volume of the current audio source is automatically lowered when the reverse gear is engaged. It is possible to adjust the volume reduction *(→ Park Distance Control)*.

— Information about the software and the licence conditions is stored in the Infotainment system: Settings ▸ Copyright.

— If you sell your vehicle or loan it to somebody else, make sure that all the stored data, files and settings are deleted and that the external audio sources and data media are removed where applicable.

— Some Infotainment functions require an active We Connect user account for the vehicle and an internet connection. The data transfer may not be restricted when the functions are used.

— The Infotainment system is fixed permanently to the vehicle and marked with a security code, depending on the unit and country. It therefore cannot be used in another vehicle *(→ General information on Infotainment system)*.

— In order to ensure that the functionality of the system is not impaired, have any repairs or modifications to the Infotainment system performed only by a suitably qualified workshop.

— High speeds, poor weather and poor road conditions, loud noise levels, also outside the vehicle, and network quality may impair telephone calls in the vehicle.

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Brands, licences, copyright law

More information may be available in the Infotainment system.

Brands and licences

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Copyright law

Audio and video files saved on data media and audio sources are normally subject to national and international copyright laws. Observe legal requirements.

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Cleaning the screen

Observe this checklist when cleaning the screen:

✓ The Infotainment System is switched off.

✓ Use a clean, soft cloth that is moistened with water.

Or: Use a special cleaning cloth available from a Volkswagen Commercial Vehicles dealership.

✓ In the case of stubborn dirt:

- ✓ Moisten dirt with only a little water and allow to soak in.
- ✓ Carefully remove dirt with a clean, soft cloth.

NOTICE

The screen can be damaged if it is cleaned with the wrong cleaning agents or while dry.

- Only exert light pressure.
- Do not use aggressive or solvent-based cleaning products. These cleaning products can damage the unit and make the screen go blind.

NOTICE

If the screen is cleaned with too much moisture, it may no longer be possible to operate the screen or the screen may switch itself off.

- Dry the screen then leave the vehicle locked from the outside for at least 2 minutes.

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Infotainment system overview

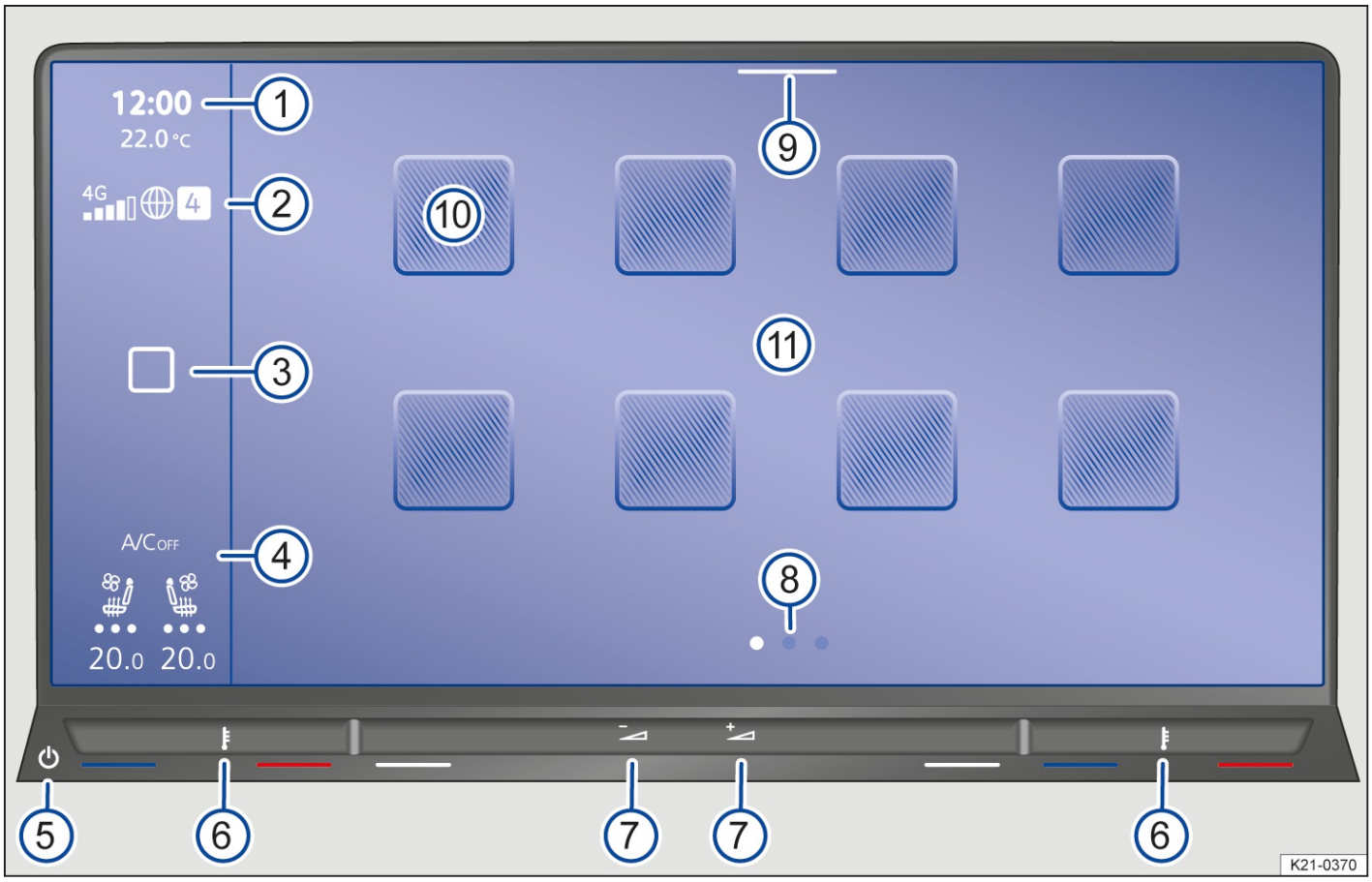


Fig. 1 Overview of 12" version of the Infotainment system.

1 Display of time.

2 Status display of the "Privacy settings" function with signal strength display ofeSIM (availability depends on the country) and display showing number of notifications.

3 Home button: ▢ (referred to below as: HOME).

4 Display of interior temperature (adjustment via → *Fig. 1* 6) and status display for seat heating(available depending on equipment).

5 Sensor field for switching Infotainment system on or off.

6 Touch slider for temperature.

7 Touch slider for volume.

8 Views.

9 Control centre.

10 Function button for main menus.

11 Screen (touchscreen).

You will find further information and tips on using the Infotainment system in these operating instructions *(→ Infotainment system overview)*.

3 Home button: ▢ (referred to below as: HOME)

In some countries, the Home button can be customised *(→ Settings for Infotainment system)*. The home button is referred to below as HOME.

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1. Tap HOME to open the start screen.

(5) Sensor field for switching Infotainment system on or off

1. Tap to switch the Infotainment system on or off manually.

(6) Touch slider for temperature

Touch slider for the driver seat and touch slider for the front passenger seat.

— Swipe left to reduce the temperature.

— Swipe right to increase the temperature.

(7) Touch slider for volume

— Swipe left to reduce the volume.

— Swipe right to increase the volume.

(8) Views

Some submenus and functions have several views with different content. The current view is highlighted.

— Tap the highlighted area to change the view.

— Swipe your finger to the left or to the right across the screen to switch between views.

(9) Control Centre

There are additional function buttons in the Control Centre for functions and notifications (e.g. the Auto Hold function can be switched on and off here). You can configure the displayed functions *(→ Infotainment system overview)*.

1. To open the Control Centre, tap and hold the marking and slide it down.

(10) Function button for main menus

The position of the function buttons can be configured *(→ Infotainment system overview)*.

1. Tap the corresponding function button to open a main menu, e.g. for the mobile phone interface .

(11) Screen (touchscreen)

The Infotainment system functions are operated via the screen. The screen brightness can be adjusted via the Control Centre → *Fig. 1* (9). A detailed explanation of the different finger gestures is provided in the digital instructions of the Infotainment system, where available *(→ Infotainment system overview)*.

1. Tap HOME ▸ ⓘ ▸ ▸ Operation.

Scroll bar (without position number)

Some menus and functions have further content above or below the current screen view.

1. Tap the scroll bar and swipe it up or down to display additional content.

Gesture control (without position number)

Gesture control can also be switched on. If gesture control is switched on, this is indicated on the screen.

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1. Tap HOME ▸ ⚙ ▸ Screen ▸ Gesture.

Infotainment system overview

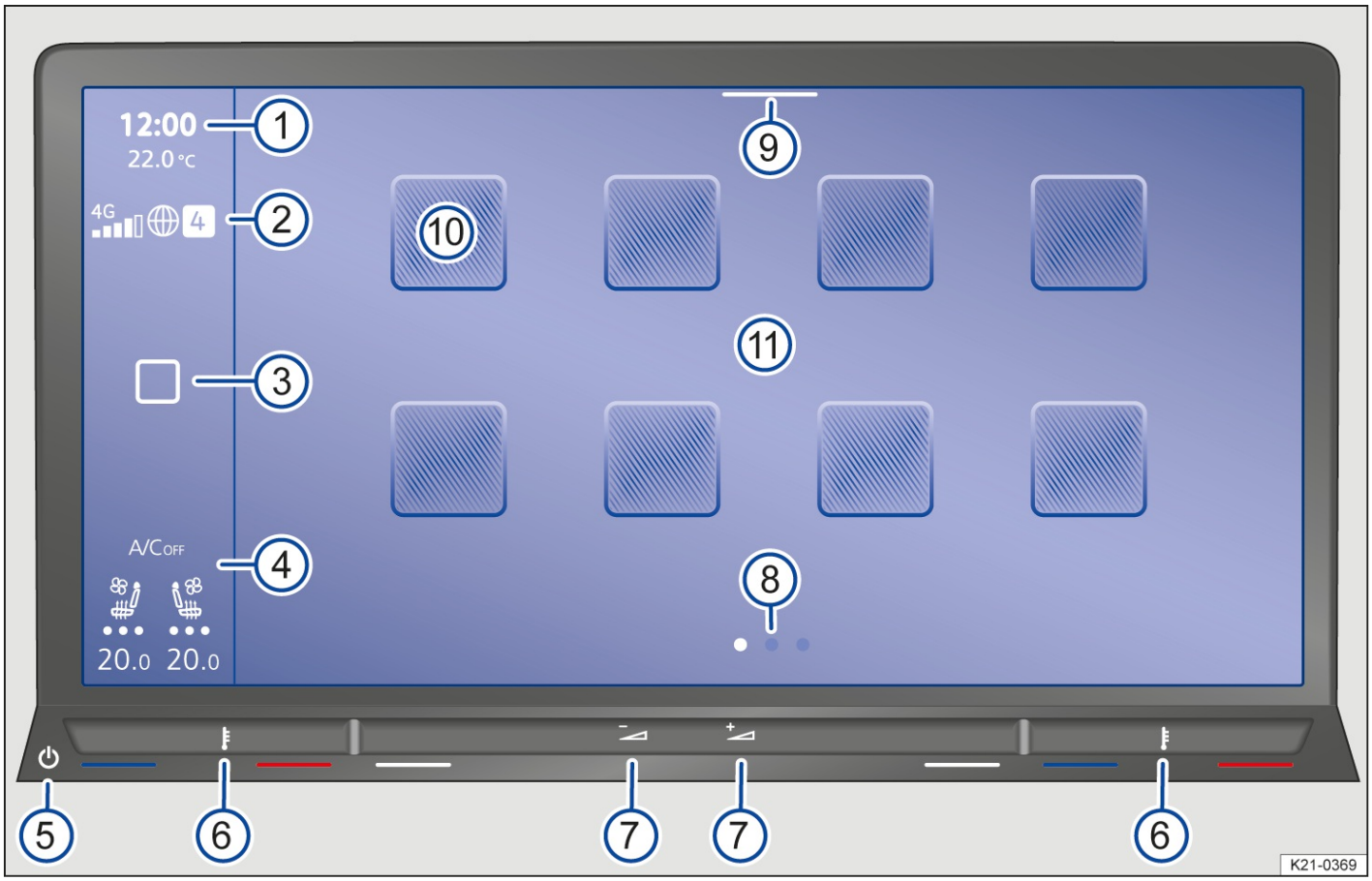


Fig. 1 Overview of 10" version of the Infotainment system.

1. Display of time.
2. Status display of the "Privacy settings" function with signal strength display ofeSIM (availability depends on the country) and display showing number of notifications.
3. Home button: ▢ (referred to below as: HOME).
4. Display of interior temperature (adjustment via → *Fig. 1* 6) and status display for seat heating(available depending on equipment).
5. Sensor field for switching Infotainment system on or off.
6. Touch slider for temperature.
7. Touch slider for volume.
8. Views.
9. Control centre.
10. Function button for main menus.
11. Screen (touchscreen).

You will find further information and tips on using the Infotainment system in these operating instructions *(→ Infotainment system overview)*.

3 Home button: ▢ (referred to below as: HOME)

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In some countries, the Home button can be customised *(→ Settings for Infotainment system)*. The home button is referred to below as HOME.

1. Tap HOME to open the start screen.

(5) Sensor field for switching Infotainment system on or off

1. Tap to switch the Infotainment system on or off manually.

(6) Touch slider for temperature

Touch slider for the driver seat and touch slider for the front passenger seat.

— Swipe left to reduce the temperature.

— Swipe right to increase the temperature.

(7) Touch slider for volume

— Swipe left to reduce the volume.

— Swipe right to increase the volume.

(8) Views

Some submenus and functions have several views with different content. The current view is highlighted.

— Tap the highlighted area to change the view.

— Swipe your finger to the left or to the right across the screen to switch between views.

(9) Control Centre

There are additional function buttons in the Control Centre for functions and notifications (e.g. the Auto Hold function can be switched on and off here). You can configure the displayed functions *(→ Infotainment system overview)*.

1. To open the Control Centre, tap and hold the marking and slide it down.

(10) Function button for main menus

The position of the function buttons can be configured *(→ Infotainment system overview)*.

1. Tap the corresponding function button to open a main menu, e.g. for the mobile phone interface .

(11) Screen (touchscreen)

The Infotainment system functions are operated via the screen. The screen brightness can be adjusted via the Control Centre → *Fig. 1* (9). A detailed explanation of the different finger gestures is provided in the digital instructions of the Infotainment system, where available *(→ Infotainment system overview)*.

1. Tap HOME ▸ ⓘ ▸ ▸ Operation.

Scroll bar (without position number)

Some menus and functions have further content above or below the current screen view.

1. Tap the scroll bar and swipe it up or down to display additional content.

Gesture control (without position number)

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Gesture control can also be switched on. If gesture control is switched on, this is indicated on the screen.

1. Tap HOME ▸ ⚙ ▸ Screen ▸ Gesture.

Operating the Infotainment system

Opening the digital manual in the Infotainment system (if available)

For some equipment, a digital user guide for operating the Infotainment system is available in the system. The digital manual for the Infotainment system contains further information and tips for using the system.

1. Tap HOME ▸ ⓘ ▸ .

Switching the Infotainment system on and off

The Infotainment system switches on automatically in the following situations:

— When the driver gets in.

— The Infotainment system will start up automatically when the ignition is switched on if the Infotainment system was not switched off manually beforehand.

The Infotainment system switches off automatically in the following situations:

— When the driver gets out.

— If you leave the vehicle when the ignition is inactive.

— After around 30 minutes without a user input if you switch on the Infotainment system manually when the ignition is inactive.

— After about 30 minutes without a user input if you remain seated in the vehicle when the ignition is inactive.

If the Infotainment system gets stuck, the Infotainment system is automatically restarted. If the restart does not work automatically, tap the sensor field to switch the Infotainment system on and off and hold it for about 15 seconds.

The Infotainment system will start at the last selected volume setting provided this does not exceed the preselected maximum switch-on volume.

The Infotainment system switches off automatically when you leave the vehicle with inactive ignition.

If you switch on the Infotainment system manually when the ignition is inactive, it will switch off automatically after around 30 minutes without a user input.

Opening the start screen

1. Tap HOME .

Main menus on the start screen

The following main menus may be included as function buttons on the start screen:

Background lighting, background lighting .

App-Connect .

Assist systems .

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Vehicle .

Help: here you can find further information on the functions and operation of the Infotainment system, e.g. the quick guide *(→ Infotainment system overview)*.

ID. Software: You will find information on the software version here.

Sound *(→ Settings for Infotainment system)*.

Charging .

Navigation .

Users, User management *(→ Manage users)*.

Radio/Media , .

Legal information.

Settings *(→ Settings for Infotainment system)*.

Shop

Stationary air conditioning.

Telephone .

Configuring the start screen

You can configure the layout of the function buttons and also the views and displays on the start screen of the display and operating unit or have them positioned on the basis of factory layout templates.

1. Tap and hold a function button until the function button is visibly highlighted.
2. Drag the function button to your chosen position and release.

Scrolling through lists, switching tracks

Use the touchscreen or menu control to select the desired function, setting or track.

Moving objects, adjusting the volume

Move objects on the screen to adjust settings, e.g. of sliders, or to move areas of a menu.

Personalise function buttons and views depending on equipment *(→ Infotainment system overview)*.

Enlarging or reducing images and maps on the screen

Recommendation: Use your thumb and index finger.

1. Tap and hold the screen with two fingers at the same time.
   — To enlarge images and maps, move fingers slowly apart.
   — To minimise images and maps, move fingers slowly together.

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Operating break

If the Infotainment system is operated frequently within a short period of time while driving, an operating break may occur. This interruption is automatically cancelled after a short time.

Personalising the Infotainment system

Depending on the equipment, you can personalise the Infotainment system to permit faster access to favourite or frequently used functions.

You can find tiles for accessing additional menus and functions on the Infotainment system views.

Configuring tiles

Configure the tiles by removing or adding views.

1. Tap and hold the tile until an additional window appears.
2. Tap ✎ to open the configuration function.
   - — To add a new view with tiles, tap ⊕ and the desired template.

     New tiles are created without functions.
   - — Tap 🗑 to remove a view containing tiles.
3. Tap ✎ to close the configuration function.
4. To return to the view, tap ⊗ or a free area on the screen.

At least two views are always available. These cannot be removed. With some equipment levels, you can add two more views. A maximum of four views can be displayed.

Adapting tiles

Adjust the tiles and the functions of the tiles displayed in the Infotainment system views to personalise the Infotainment system to suit your requirements.

1. Tap and hold the tile until an additional window appears.
2. Touch your preferred tile in order to add functions to it.
3. Tap the desired function in the additional window. Various functions are available depending on the size of the tile.
4. Select a tile and then touch 🗑 to remove a function from that tile.
5. To return to the view, tap ⊗ or a free area on the screen.

More functions are available for some tiles than are visible at first glance in the additional window. Swipe to the left or right in the additional window to see all functions.

Adapting the control centre

Adapt the Control Centre of the Infotainment system to permit faster access to favourite or frequently used functions.

1. Tap and hold the function until an additional window appears.
2. Tap your chosen function in the additional window and hold it until the function is visibly highlighted.
3. Drag the function to your chosen position and release.

   The active function is automatically removed from the control centre and added to the additional window.

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More functions are available for the control centre than are visible at first glance in the additional window. Swipe to the left or right in the additional window to see all functions.

Opening tips for personalisation (if available)

You can find further information and tips for personalisation in the digital instructions for the Infotainment system.

1. Tap HOME ▸ ? ▸ ▸ Custom.

System and sound settings

The choice of possible settings varies depending on the country and also on the vehicle equipment.

Changing settings

The meanings of the following symbols apply to all system and sound settings.

Changes are automatically stored when a menu is closed.

☑, ◉ or ⊷ The setting is selected and activated or switched on.

☐, ○ or ⊷ The setting is neither selected, deactivated nor switched off.

▽ or ﹀ Open the drop-down list.

✚ Increase the setting values.

▬ Decrease the setting values.

< Gradually back.

> Gradually forwards.

Change setting values with the slider control (infinitely variable).

System settings

Due to the system update, some of the system settings listed here may be omitted or new ones may have been added.

The following functions, information and setup options may be available in the system settings:

— Offline mode.

— V2X technology.

— Screen.

— Time and date.

— Home button.

— Language.

— Additional keyboard languages.

— Units.

— Voice control.

— Wi-Fi

.

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— Data connection.

— Mobile devices.

— Connect We Connect.

— Reset to default settings.

— System information.

— Copyright.

— Configuration assistant.

Opening the system settings

1. Tap HOME ▸ ⚙.

Sound settings

The sound settings may contain information and setting options for equaliser, position, volume and settings.

Opening the sound settings

1. Tap HOME ▸ 🎚.

Adjusting the output volume of external audio sources

If you need to increase the volume of an external audio source, reduce the volume of the Infotainment system beforehand.

If the sound from the external audio source is too quiet, increase the output volume of the external audio source. If this is not sufficient, set the input volume to Medium or Loud.

If the sound from the connected external audio source is too loud or distorted, lower the output volume on the external audio source. If this is not sufficient, set the input volume to Medium or Quiet.

Introduction

In radio mode, you can receive radio stations that are available via different reception modes and store your favourites for quick access.

The available reception modes and frequency bands depend on the equipment and are not available in all countries. Frequency bands may be discontinued, switched off or no longer offered in some countries.

With some equipment levels and in some countries, you can also use Internet Radio *(→ Radio – online functions)*.

The radio stations are responsible for the content of the information sent.

Additional electrical devices connected in the vehicle can interfere with radio reception and cause noises in the loudspeakers.

Foil or metal-coated stickers attached to the windows may affect reception on vehicles with a window aerial.

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Selecting the reception mode

Various stations are available depending on the selected reception mode. The available reception modes are dependent on the equipment level and are not available in all countries.

1. Tap ∨ to open the list of reception modes.
2. Select the reception mode, e.g. FM

   .

Searching for and selecting stations

You can search for and select stations in different ways. The possibilities vary depending on reception mode.

Searching for stations in SCAN mode

In SCAN mode, the stations of the reception mode are set automatically one after the other and played back for approx. 5 seconds. SCAN mode is possible only in the additional window in which the current playback content is displayed.

1. Tap SCAN to start SCAN mode.

   SCAN mode starts and the station currently set is shown in the display.
2. To select a station, tap SCAN.

   SCAN mode stops and the station is set.

Selecting stations using the multifunction steering wheel

You can select stations from the station list or from the favourites using the multifunction steering wheel.

— To select the previous station, press ⏮ on the multifunction steering wheel.

— To select the next station, press ⏭ on the multifunction steering wheel.

Selecting stations via the frequency band

1. Open settings and switch off the combined station list in the settings.
2. To open the frequency band, tap .
3. Tap the cursor, move on the frequency band and release at the desired frequency.

   Or: tap a point on the frequency band. The cursor will automatically go to the relevant frequency.

   The station is set at that particular frequency.

Selecting stations from a station list

The station list is updated automatically.

1. Open the station list.
2. Tap the desired station.

   The selected station is set. The best reception mode is selected automatically according to availability of the station.

Selecting a station and storing as a favourite

You can store up to 36 stations or frequencies from different reception modes as favourites.

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Storing a station as a favourite

1. Set the required station.
2. Tap ♡.

   Or: Tap and hold the station in the station list.

   The memory locations are displayed.
3. Tap ⊕.

   Or: tap a previously assigned memory location and hold for around 3 seconds.

   The station is stored to the selected memory location.

   If a station has already been stored to the memory location, that station will be removed from the memory location and replaced by the new station.

Showing or hiding display of station logos and the DAB slideshow

1. To open the additional window with the current playback content, tap the | window with current playback on the right-hand edge of the screen and swipe from right to left.
2. Tap Radio text in the current playback content.

Other functions in radio mode

The functions listed below depend on the equipment level and are only available in some countries.

Traffic Programme function (TP function)

The Traffic Programme function (TP

function) monitors the traffic reports from a set traffic news station and automatically outputs them during current radio or media mode. Reception of a traffic news station must be possible and the TP function must be activated in the settings in order to receive traffic announcements *→ Traffic Programme function (TP function)*. Traffic news stations are not available in all countries. Some stations that do not broadcast their own traffic news support the TP function through a corresponding traffic news station (EON).

Provided that a traffic news station can be received, a traffic news station is automatically set in the background in media mode.

No TP will be shown on the display if no traffic news station can be received. The unit will automatically search for an available traffic news station. As soon as a new traffic news station is available, the status on the display changes to TP.

Switching the TP function on

1. In radio mode, tap ⚙ ▸ Radio and tap and activate Traffic Programme (TP).

   Or: in media mode, tap ⚙ ▸ Media and tap and activate Traffic Programme (TP).

Station logos

Station logos can be pre-installed in the Infotainment system for some frequency bands.

The station logos will be assigned automatically to the stations if Autoselect station logos is activated in the settings.

In Internet Radio mode, the Infotainment system accesses the station logos from an online database and assigns them automatically to the stations.

Activating automatic assignment of station logos

1. In radio mode, tap ⚙ ▸ Radio and tap and activate Automatically select station logo.

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1. In radio mode, tap ⚙ ▸ Radio ▸ Station logos.
2. Select the station to which you wish to assign a station logo.
3. Select the station logo.
4. If required, repeat the process for other stations.
5. Tap ⮌ to finish assigning station logos.

Functions and symbols

Functions

The functions and possible reception modes depend on the vehicle equipment and are not available in all countries.

— FM
double tuner (diversity aerial).
— Combined station list.
— Combination of FM
- and DAB stations in one list.
— Combined station list for favourites.
— Display of station logos.
— Aerial amplifier.
— DAB
/DAB+.
— DAB
slide show.
— Stationary images are transmitted parallel to the current broadcast.
— Internet Radio.

Symbols

The symbols depend on the equipment and are not available in all countries and can also differ in appearance depending on the Infotainment system.

General symbols

1. To open the main menu, open the start screen and tap ♫ 📻.

FM Select FM reception mode.

FM/DAB Select FM /DAB reception mode.

Internet Radio Select Internet Radio reception mode.

⌄ Select frequency band or reception mode.

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Open favourites.

Small in a station list: station already stored as a favourite.

Open the current playback.

Mute radio.

Open frequency band for manual selection ofFM frequency.

Possible only if the combined station list is switched off in the settings in Radio mode.

Swap between radio and media mode.

My playlist.

Add station as favourite.

Select the previous station from the station list or the station stored on the previous station button.

Select the next station from the station list or the station stored on the next station button.

Open the settings.

TP

The TP function for monitoring the traffic is activated.

No TP

The selected traffic news station is not available.

AF Off

Automatic station tracking (AF) is switched off.

RDS Off

Radio Data System (RDS) is switched off.

Symbols in the FM/DAB frequency band

No DAB reception possible.

DAB station supports slide show.

Slide show is not available for theDAB station.

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Symbols in Internet Radio mode

Open full-text search.

No web radio reception possible.

Open the most recently listened to Internet Radio stations.

Open the 100 most listened to Internet Radio stations.

Open available Internet Radio podcasts.

Open Internet Radio stations from the desired country.

Open Internet Radio stations that broadcast their programmes in the desired language.

Open Internet Radio stations whose programmes belong to the desired genre.

Open the station selection.

Open available podcast episodes.

Open associated stations and podcasts.

Skip forward 15 seconds in podcast episode.

Skip back 15 seconds in podcast episode.

Depending on the equipment, the Infotainment system may feature online functions in radio mode.

Online functions in radio mode are not available in all countries and vehicle models.

The online functions in radio mode include, for example, Internet Radio.

What you need in order to use online functions in radio mode:

✓ The requirements for using the services have been fulfilled .

✓ You have ordered the service and activated it in your vehicle.

Internet Radio

Internet Radio is a reception mode for internet radio stations and podcasts which is independent of FM

and DAB. As it is transmitted via the internet, reception is not regionally restricted. Internet Radio is available only when the Infotainment system has an active internet connection . Costs may be incurred for data transmission from the internet when using Internet Radio mode.

Functioning of Internet Radio depends on the privacy settings in the vehicle.

Searching for and filtering stations

In Internet Radio mode, you can filter stations by category or use a full-text search to find stations.

1. Tap to open the full-text search.
2. Enter the name of the required station or your preferred category.

   The list of stations found is automatically updated as you type.

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Or: select the desired category to filter stations according to a category.

3. Tap the desired station.

Introduction

In media mode, you can play media files from data media via the Infotainment system and store your favourites for quick access.

With some equipment levels, the following data media may be used as a media source:

— USB

data medium, e.g. USB stick.

— Bluetooth device, e.g. mobile telephone.

With some equipment levels, the following types of media files may be played back:

— Audio files, e.g. music.

— Video files.

Restrictions and information on data media

Dirty, overheated and damaged data media may become unusable. Please observe the manufacturer's instructions.

Quality differences in data media from different manufacturers may cause malfunctions in the media playback.

If a data storage device is incorrectly configured, this may result in the data storage device not being readable.

Storage volumes, state of use (copy and deletion processes), file system, folder structure and the volumes of data stored may increase the reading time of data media.

Playlists only specify one playback order and refer to the location of the media files within the folder structure. No media files are stored in a playlist. To play a playlist, the media files must be stored in the locations on the data medium that are referenced by the playlist.

No liability can be accepted for damaged, changed or lost files on data media.

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Playing a media file

Connecting and selecting a media source

1. Connect a media source.
2. Tap My media and select the desired media source.

Searching for and playing media files

You can search for and play media files from a media source in various ways.

Searching in a selected media source

All media files on the connected media source can be found via a folder structure or using the full-text search.

1. Display the folder structure.
2. Search the folder structure for the required track.

   Or: Tap ◯ to start the full-text search.

   The input line is displayed.
3. Enter the name of the required track.

   The list of tracks found updates automatically during the input.
4. Tap the desired track.

   If the selection is in a folder on a media source when playback starts, the media files in that folder will be added to the playback.

   When a playlist is played back, all the available tracks in the playlist are added to the playback.
5. Close the selection with ×.

Saving a media file as a favourite

Only media files that are stored in My media in the folders Music and Video can be stored as favourites. You can save individual tracks, albums, artists and genres as favourites.

1. Start playback of your chosen track.
2. Tap ♡.
3. Tap ⊕.

   Or: tap a previously assigned favourite location and hold for around 3 seconds.
4. Choose from the selection list, e.g. track.

   The selection options in the selection list depend on the data assigned to the media file. If no genre is specified for music files, for example, the genre cannot be saved as a favourite.

   If a video file is currently playing, only that video can be saved as a favourite.

   The selection is saved to the selected favourites space as a favourite. If the favourite location was already assigned, the previously stored favourite is overwritten by the selection.

Selecting a media file from favourites

1. Tap ♡.
2. Tap the desired favourite.

   Depending on what you select, all the tracks belonging to the favourite are added to the playlist.

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Entertainment playback via the Infotainment system

The Infotainment system can be used to play videos as well as music.

Video mode

In video mode, the Infotainment system display can play a video from a data medium or the internal memory, depending on the equipment and country.

The video soundtrack is played on the vehicle loudspeakers.

The video image is displayed only when the vehicle is stationary. When the vehicle is in motion, the Infotainment system display is switched off. You will still hear the video audio.

In some countries, no video image is displayed even when the vehicle is stationary for traffic safety reasons.

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 control via Bluetooth.

— Audio playback in the following formats:

  — AAC

    .

  — APE

    .

  — ALAC

    .

  — FLAC

    .

  — MP2

    .

  — MP3

    .

  — MP4

    .

  — Vorbis.

  — OPUS

    .

  — WMA

    .

  — WAV

    .

— Video playback in the following formats:

  — MPEG

    -1 and MPEG-2 (.mpg, .mpeg, .mkv, .avi).

  — ISO

    MPEG -4 ASP; Xvid (.mp4, .m4v, .mov, .mkv, .avi).

  — ISO

    MPEG-4 AVC / H.264 (.mp4, .m4v, .mov, .mkv, .avi).

  — Windows Media Video 9 (.wmv, .asf, .mkv, .avi).

— Cross-device playlists.

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— Cross-source media database:
  — The data of all media sources connected to the Infotainment system is stored in a media database.
  — If My media is selected, categories, e.g. music, and connected media sources are displayed first.
  — All media files of USB
    devices are filtered according to categories, e.g. albums. This category view is always displayed in My media. The classic folder structure of the individual USB data media is additionally located in theMy media folder.
— Media search.

Symbols

The symbols depend on the equipment and are not available in all countries and can also differ in appearance depending on the Infotainment system.

General symbols

1. To open the main menu, open the start screen and tap .

Open the current playback.

Start playback.

Pause playback.

Go to previous track.

Go to the next track.

Repeat current track.

Repeats all tracks.

Activate random playback sequence.

Display favourites list.

Add media file as favourite.

Top right: Select media source.

Open the settings.

Open search.

Return to the media source in the higher level folder.

Symbols for media sources

My media: Select the cross-source media database My media as the media source. Connected USB devices can be selected under My media.

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Bluetooth: Select a device connected via Bluetooth as the media source.

Symbols for categories and groups of media files


Music tracks.


Videos.


Playlists.


Albums.


Artists.


Genres.


Podcasts.


Audiobooks.

Symbols for video playback


Playback videos in full screen mode.


Minimise playback.

Introduction

The current vehicle position is determined by means of a global satellite system. All measured values and any traffic information are compared with the available map material in order to enable optimal navigation to the destination.

Acoustic navigation prompts and graphic representations guide the user to the destination.

Depending on the country, some Infotainment system functions can no longer be selected when the vehicle is travelling above a certain speed. This is not a malfunction, but simply a legal requirement.

WARNING

Configure settings and enter destinations and changes for navigation only when the vehicle is stationary.

If a turn is missed during a route guidance, the navigation may recalculate the route.

The quality of the navigation recommendations depends on the navigation data available and any reported traffic problems.

Before using the online functions and online services of the navigation, activate "Online mode" and "Location data" in the privacy settings *(→ Privacy settings)*.

To use the online functions and online services, e.g. traffic information, the corresponding We Connect service must be activated.

Limitations of the navigation function

If the Infotainment system cannot receive any data fromGPS

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satellites, e.g. in a tunnel, navigation can still continue using the vehicle sensors.

In areas that are not or only partially digitised in the Infotainment system's memory, the Infotainment system also tries to enable route guidance.

If navigation data is unavailable or incomplete, the navigation system may be unable to determine the exact vehicle position. As a result, the navigation may not be as exact as usual.

Road layouts are subject to continuous change, e.g. due to road works. If the navigation data is out of date, errors or inaccuracies may occur during route guidance.

Functional descriptions

Navigation announcements

Navigation announcements are acoustic driving directions for the route currently travelled.

The type and frequency of navigation announcements depends on the driving situation, e.g. start of route guidance, driving on a motorway or in a roundabout.

A navigation announcement informing you that you have reached the destination area is given if the exact destination cannot be reached, e.g. because it is located in a non-digitised area. In addition, information about the direction and distance to the destination is shown on the screen.

During dynamic route guidance, you receive information about reported traffic disruptions on the route. An additional navigation announcement is given if the route is recalculated due to a traffic disruption or changed driving style.

The volume of a navigation announcement can be adjusted or muted while the announcement is playing. All other navigation announcements will be at this volume setting or will be muted.

Navigation announcements are not output when the Infotainment system is muted.

Customising the navigation map

To obtain the optimum view, you can also customise the navigation map and map view using enhanced finger movements.

Moving the navigation map

Recommendation: Use your index finger.

1. Use your finger to move the navigation map.

Zooming into or out of the map view

Recommendation: Use your index finger.

1. Tap and hold the map twice in quick succession.
2. To zoom out of the map view, move your finger up. To zoom in the map view, move your finger down.

Zooming into or out of the map view

Recommendation: Use your thumb and index finger.

1. Tap and hold the map with two fingers at the same time.
2. To zoom out of the map view, move your fingers toward each other. To zoom in the map view, slowly move your fingers away from each other.

Tilting the map view

Recommendation: Use your index and middle finger.

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1. Tap and hold the map with two fingers horizontal to each other at the same time.
2. Move your fingers up to tilt the map view forward. To tilt the map view back, move your fingers down.

Rotating the map view

Recommendation: Use your thumb and index finger.

1. Tap and hold the map with two fingers at the same time.
2. Turn your fingers clockwise or anti-clockwise to rotate the map view.

Route plan

Several destinations can be defined one after another in the route plan. The starting point is always the vehicle position determined by the Infotainment system. The route plan contains information on relevant events, such as stopovers and suggested destinations, if navigation data is available.

When you tap an event, an additional window opens with further options. The options available depend on the event and the current settings.

Opening and closing the route plan

1. Tap the route plan to open it.
2. Tap ❯ to close the route plan.
3. To stop route guidance to the destination or stopover, tap⊗ next to the destination in the route plan.

Editing route guidance

To edit route guidance, move the stopovers or the destination to the route plan.

1. Tap and hold your chosen destination until it is highlighted on the screen.
2. Move the destination into your chosen position and release it.

   The route will be recalculated.

Additional window in the route plan

You can tap on the items on a route plan to open an additional window showing further options relating to the items. These options depend on which item you tap.

Functions in the additional window:

Display on map
: Display the selection on the map.

Direct route
: Start direct route guidance.

Add stopover
: Add a stopover to the route guidance.

Delete
: Delete stopover from route guidance.

Bypass
: Bypass traffic disruption. The route will be recalculated.

Stop route guidance
: End the current route guidance.

Closing the additional window in the route plan

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1. Tap a free area outside the additional window.

Setting up a favourite POIs category

The system shows various POIs, e.g. petrol stations, via the quick selection symbol in the destination entry field, on the route plan and on the map. You can prioritise display of these symbols under ⚙ ▸ Basic functions ▸ Define preferred POI categories.

Saved data

To enable fast destination input and to optimise route guidance, the Infotainment system stores certain data, such as frequently driven routes and positioning data.

Deleting saved data

1. Tap ⚙ ▸ Basic functions ▸ Delete usage pattern.
2. Tap confirmation to delete.

Learning usage patterns

While travelling, the navigation saves the routes travelled and destinations arrived at in order to create suggested destinations automatically. Destinations are learned depending on the time of day and the day of the week.

The navigation system can suggest learned routes. Route guidance begins when one of the suggested routes is selected.

The route guidance follows the selected route until the vehicle deviates from it. The route is recalculated and will guide you back to the selected route via a direct alternative.

Route guidance takes account of any relevant traffic disruption. Relevant traffic disruption will be avoided if an alternative route is available and the navigation system can access the data.

If you drive an already learned route when route guidance is inactive, the destination will be transferred to the route plan. It is not necessary to actively start route guidance to the learned destination. Warnings may be given about traffic disruption.

An estimated arrival time is displayed.

You can activate or deactivate the function at any time and also delete the stored data for the function.

Activating or deactivating “Learn usage pattern” function

1. Tap ⚙ ▸ Basic functions to open the settings for this function.
2. Tap Learn usage pattern.

Displaying suggested routes

1. Tap 🔍 ▸ Suggested.

Deleting stored data of “Learn usage pattern” function

1. Tap ⚙ ▸ Basic functions to open the settings for this function.
2. Tap Delete usage pattern.

Navigation functions and symbols

Functions

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The functions are dependent on the equipment level and are not available in all countries.

— Destination input and route calculation.

— Personal destinations.

— 3D City Maps.

— Online Map Update.

— Online Traffic Information.

— 360° range.

Symbols

The symbols depend on the equipment and are not available in all countries and can also differ in appearance depending on the Infotainment system.

General symbols

1. To open the main menu, open the start screen and tap .

Enter and search for destinations.

Displays the navigation map.

Open saved addresses (contact list of the connected mobile telephone).

Open the settings.

Map symbols

The function buttons and displays depend on the settings and the current driving situation.

The map displays symbols for traffic information andPOI

s, (e.g. filling stations) when navigation data is available *(→ Navigation)*.

Display current position.

Align the map.

Map scale.

Display information on the route.

Fully automatic map mode (align to direction of travel, position, zoom, tilt).

Display additional window with route options.

Display additional window with further options.

Display additional window with active filter to the charging station.

Symbols in the additional window

1. To open the additional window, tap .

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Display route overview and alternative routes for current route guidance when route guidance is active.

Repeat the last navigation announcement.

Mute navigation announcements and adjust volume for navigation announcements.

360° range.

Route plan symbols

Display current position.

Destination of the current route guidance.

Add a destination as a stopover or start direct route guidance to the destination.

Save destination as a favourite.

Close the route plan.

Forecast distance to the destination.

Forecast time of arrival at the destination.

Forecast time needed to reach the destination.

Other symbols

Destination search: Detailed route entry for a particular address.

Save as favourite.

Work (company).

Home (private).

Electric charging station symbols

Electric charging stations, from now on referred to as “charging stations”, are displayed on the map when navigation data is available.

To start route guidance, tap the desired charging station.

Charging station on the map.

Number of planned charging stops on the total route.

Charging time at the charging station.

Filter/preference settings for displaying the charging station on the map.

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Current occupancy status of the charging station.

Red status: Charging station is occupied or faulty.

Green status: Charging station is free and available.

Status of the high-voltage battery.

Traffic disruptions

Traffic disruptions are displayed on the map when navigation data is available *(→ Navigation)*.

1. Tap a traffic disruption symbol to open an additional window showing details *(→ Navigation)*.

Traffic jam.

Accident.

Ice.

Road closed.

Risk of skidding.

Danger.

Road works.

Strong winds.

Entering a destination and starting route guidance

Various functions for entering destinations are available depending on the equipment level. Some functions are available only in some countries.

You can narrow down your search by adding certain suggestions to the results list, e.g. “nearby”.

You will find further information on the symbols on the Infotainment system screen in this owner’s manual *(→ Navigation)*.

Entering an address

Start route guidance by entering an address. The navigation system suggests known destinations while you are typing an entry. You can also enter a new, unknown address for route guidance.

When entering the address, enter the name of the destination rather than the postcode.

Selecting a destination and starting navigation

1. Tap .

   Or: Tap .
2. Enter the address of the destination and select the desired destination.
3. Tap Start.

   Or: Tap .

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Quick start

1. Tap Q.
2. Enter the address then tap and hold your chosen destination for a few seconds.

Enter the destination as accurately as possible. If you make a mistake when entering the destination, route guidance will not be possible or you may be navigated to the wrong destination.

Suggested destinations

The navigation system uses stored data such as last and learned destinations, favourites, and home and work addresses in order to provide route guidance.

Selecting a destination and starting navigation

1. Tap Q ▸ Suggested.
2. Tap the desired destination.

   Route guidance starts automatically.

Last destinations

The navigation system stores up to 25 destinations that you have last driven in order to make them available for route guidance. A new destination automatically overwrites the oldest destination.

Selecting a destination and starting navigation

1. Tap Q ▸ Last destinations.
2. Tap the desired destination.
3. Tap Start.

   Or: Tap .

Quick start

1. Tap Q ▸ Last destinations.
2. Tap and hold your chosen destination for a few seconds.

Favourite destinations

Save up to 50 destinations as favourites.

Saving a destination as a favourite

1. When entering a destination, tap ♡ in the additional window.

Selecting a destination and starting navigation

1. Tap Q ▸ Favourites.
2. Tap the desired destination.
3. Tap Start.

   Or: Tap .

Quick start

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1. Tap ◯ ▸ Favourites.
2. Tap and hold your chosen destination for a few seconds.

Selecting on the map

The navigation map contains active areas at many points which are suitable for destination input. Tap your chosen position or location on the map to enter a destination. If map data is available at this point, you can start route guidance.

Destination inputs via the navigation map depends on the data status and is not possible for all positions.

Use offroad navigation to enter a destination with no known data.

Offroad navigation

Offroad navigation calculates routes to selected destination points with no known data. If a destination point is not on known roads or positioning data, the navigation system will calculate the route up to the nearest point on the known roads and then complete the route up to the destination point by a direct connection.

To start off-road navigation, tap a free area for which there is no positioning data.

Starting navigation

1. Tap ⊠.
2. Move the map view until the desired position can be selected. The navigation map can be operated by extended touch gestures *(→ Navigation)*.
3. Tap your chosen destination or any point on the map without positioning data.
4. Tap Start.

   Or: Tap .

Using a contact's address data

Start route guidance using stored address data for a contact. Stored contacts without address data cannot be used for route guidance.

Starting navigation

1. Tap .
2. Tap your chosen contact and address data.
3. Tap Start.

   Or: Tap .

NOTICE

If the address data for one of your contacts is obsolete, the route guidance will still take you to the stored address. Ensure that your contacts' addresses are up-to-date.

Adjusting the 360° range display and e-route planner

360° range display

The 360° range display shows the possible range with the current charge level of the high-voltage battery. The display only shows an estimated range taking into account the current consumption values. The representation may change during the journey and marginal areas are also to be understood as an estimate.

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Activating or deactivating the 360° range display

1. Tap ≡ ▸ .

You can adjust the map view as required to show the complete range display on the map *(→ Navigation)*.

e-route planner

Using the Electric Vehicle Route Planner, you can automatically add charging stations along the route as charging stops on the currently selected route. A maximum of five charging stations can be automatically added as charging stops.

Charging stops can be added and set with different preferences:

— Payment method at charging stations.

— Remaining range at charging stop and at the destination.

You can enter your preferences in the additional window with route options *(→ Navigation)*. This entry influences the automatic scheduling of necessary charging stations along the route. Depending on the selection and the available data, suitable charging stations will be displayed on the map and prioritised in the route plan.

If the desired method of payment is not available at one or more charging stations, acoustic information is provided.

The settings in the "Charging to the upper battery charge limit" menu can be temporarily overwritten by the "e-route planner" function *(→ Charging settings)*. After finishing the route guidance, the settings in the "Charging to the upper battery charge limit" menu are used again.

The current occupancy status of the charging stations is displayed if available in the Infotainment system provided an internet connection exists *(→ Navigation)*. The current status is indicated by a coloured dot on the edge of the symbol.

Adding charging stops automatically

1. To activate automatic scheduling of the necessary charging stations along the route, tap and activate ⚙ ▸ Route guidance ▸ Route options ▸ Add charging stops automatically.

Selecting alternative charging stations

Instead of the automatically planned charging stations, you can also select alternative charging stations for the planned routes.

1. Enter or select the desired destination.
2. Tap Start.
3. Open the route plan.
4. Tap a planned charging station in the route plan.

   Details of the planned charging station are displayed.
5. Tap Show more charging stations.

   The locations of additional nearby charging stations will be shown on the map.
6. Tap an alternative charging station nearby on the map or in the list.

   Details of the alternative charging station are displayed.
7. Tap Add as stopover destination.

   The previously planned charging station will be replaced by the newly selected charging station and the route adjusted accordingly.

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If you select Add as stopover destination, the selected charging station will be kept if the route is changed.

Search for charging stations by filter

Various criteria can be set for the search for charging stations on the map and in the search results of the “charging station” category. If a criterion is set, it affects the display of the map. Only charging stations that match the criteria are displayed. The search results in the “charging station” category are filtered according to the selected criteria. The criteria can be changed again at any time. An active filter has no influence on the route planning. To include charging stops in the route planning, adjust the settings accordingly *→ e-route planner*.

An active filter is indicated by a coloured dot on the additional window *(→ Navigation)*.

Navigation data

The Infotainment system has an internal navigation data memory. Depending on the country, the required navigation data is already pre-installed.

The Infotainment system always requires up-to-date navigation data for you to use route guidance correctly and make full use of the functions offered.

NOTICE

If you use obsolete data, you may have problems with navigation. Current routes cannot be determined or route guidance leads to the wrong destination.

- Always keep navigation data up-to-date.

Navigation data online – extension

The system may delete unused regions from the navigation data in certain circumstances, for example if there is insufficient space in the navigation data memory. If the user requires these regions again later, the navigation system downloads them again when prompted. This does not require a We Connect or We Connect Plus contract. Availability depends on the vehicle equipment and is available only in some countries.

1. Switch on the ignition.
2. Establish an internet connection, if this has not already been done.
3. Depending on the country, also select “Online mode with location data” mode in the privacy settings *(→ Privacy settings)*.

Users who use the vehicle as an anonymous guest must reset the privacy settings each time they start the vehicle *(→ Privacy settings)*.

Updating navigation data online

The regions in which the user frequently travels are automatically updated in the background on a regular basis, if requested, when you have an active We Connect Plus contract, which is subject to a fee *(→ Privacy settings)*. The availability of the service depends on the equipment level and is only available in a few countries.

1. Switch on the ignition.
2. Establish an internet connection, if this has not already been done.
3. Register for We Connect .
4. Depending on the country, also select “Online mode with location data” mode in the privacy settings *(→ Privacy settings)*.

No update is carried out in offline mode *(→ Privacy settings)*.

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Updating navigation data manually

Current navigation data for larger regions, e.g. Western Europe, can be downloaded from the internet on the Volkswagen website and stored on a suitable USB

data medium available commercially. If you switch off the Infotainment system, installation will be interrupted and will automatically continue once the unit is switched on again.

1. Download the navigation data and save on aUSB

   data medium.
2. Switch on the vehicle's ignition.
3. Connect a USB

   data storage device to the Infotainment system when the vehicle is stationary.

   The navigation data for regions that are currently frequently travelled is automatically updated in the background.

During and after the navigation data is updated, no message appears in the Infotainment system.

When you update navigation data manually, theUSB
data medium must remain continuously connected. No message is output to indicate that the update has been completed.

Leave the USB
data storage device connected to the Infotainment system for a few days until the navigation data for travelled regions has been completely downloaded and installed. Installation takes place automatically in the background while driving. Otherwise the update procedure will be cancelled.

If you remove the data medium and travel through a new region in offline mode, the navigation data will not be updated, as there is neither a USB
data storage device nor an internet connection.

Display the version of the map data

1. Tap HOME ▸ ⚙ ▸ System information.

Traffic information

Depending on equipment, it is not always possible to receive traffic information in all Infotainment systems and in every country.

The Infotainment system automatically receives detailed traffic information when connected to the internet. This information is indicated by symbols and colouring of the road network on the map.

The reception of traffic information may depend on your privacy settings. No traffic information is received in offline mode .

Traffic disruptions

Traffic disruptions, e.g. traffic jams, are shown as symbols on the navigation map *(→ Navigation)*.

The route plan displays current traffic disruptions when navigation data is available.

When route guidance is active, traffic disruptions that are on the current route are displayed in the route plan. You can avoid these traffic disruptions by editing the route plan *(→ Navigation)*.

Bypassing a traffic disruption

1. Tap the traffic disruption.
2. Tap Bypass.

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The route will be recalculated.

It is possible to avoid only one traffic disruption in this way for each route.

Local warnings, e.g. about bad weather, may be shown as pop-up messages on the Infotainment system.

Traffic flow display

The traffic flow is shown on the navigation map for current traffic disruptions by means of coloured areas on the road network.

Orange

Slow-moving traffic.

Red

Traffic jam.

Introduction

You can connect your mobile telephone to the Infotainment system via the mobile phone interface and then use the Infotainment system to control the telephone functions. The audio is relayed via the vehicle loudspeakers. You can connect up to two mobile telephones to the Infotainment system simultaneously *(→ Mobile phone interface)*.

The functions described below are dependent on the equipment, may not be available in all countries and also depend on the mobile telephone and operating system being used.

High speeds, poor weather and poor road conditions, loud noise levels, also outside the vehicle, and network quality may impair telephone calls in the vehicle.

The mobile phone interface may contain an aerial amplifier which improves the reception quality of the mobile telephone.

As a general rule, it is only necessary to pair a device, e.g. mobile telephone, once. The device connection with the Infotainment system via Bluetooth or Wi-Fi can be restored at any time without having to pair the device again.

When a telephone call is made using the hands-free system or at a loud volume, a conversation can also be heard by third parties outside the vehicle.

Areas where special regulations apply

Switch off the mobile telephone and mobile phone interface in areas where there is an explosion hazard. These areas are not always clearly signposted. This includes, for example:

— Areas immediately around chemical pipelines and tanks.

— Lower decks of ships and ferries.

— The area around vehicles that run on liquefied petroleum gas, e.g. propane or butane.

— Places where there are chemicals or particles such as flour, dust and metal powder in the air.

— All other places where the engine, vehicle's drive system or mobile telephone must be switched off.

WARNING

Switch off the mobile telephone and mobile phone interface in areas where there is a risk of explosion and in areas where special regulations apply!

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NOTICE

Your mobile telephone must always be switched off in areas where special regulations apply and when the use of mobile telephones is forbidden. The radiation produced by the mobile telephone when switched on may interfere with sensitive technical and medical equipment, possibly resulting in malfunction or damage to the equipment.

Types of mobile phone interface

The following types of mobile phone interface may be present in the vehicle, depending on the equipment and the country:

— Basic mobile phone interface.

The mobile phone interface uses the Bluetooth profile Hands-free Profile (HFP) for transmission. It enables the use of telephone functions via the Infotainment System and playback via the vehicle loudspeakers.

— Comfort mobile phone interface

Like the basic version of the mobile phone interface, the Comfort mobile phone interface uses the HFP Bluetooth profile.

Connection to vehicle aerial

Depending on the vehicle equipment level, there is a storage tray in the centre console. When the mobile telephone is placed in the storage tray, the mobile telephone is connected to the vehicle aerial depending on the equipment level. This improves the reception and call quality.

Mobile phone interface with wireless charging function

The mobile phone interface may be equipped with the wireless charging function *(→ Wireless charging function)*. In order to use the wireless charging function, you must place a suitable mobile telephone correctly in the storage tray.

Pairing, connecting and managing

Pair and connect a mobile telephone with the Infotainment system in order to use the functions of the mobile phone interface.

You can connect up to two mobile telephones to the Infotainment system simultaneously. Only one device will be active and can be used to make calls. The second connected device can accept calls via the Infotainment system and be used for playing back media.

Available functions depend on the mobile telephone used and its operating system.

The function is only available for mobile phones that support Bluetooth with version 2.1 or higher.

Pairing a mobile telephone

The mobile telephone must be paired with the Infotainment system before the first connection is established. A user profile is automatically saved in the Infotainment system *(→ Mobile phone interface)*. This pairing procedure can take a few minutes.

Prerequisites:

✓ Bluetooth is activated on the mobile telephone.

✓ Bluetooth is activated on the Infotainment system.

1. Open the list of available Bluetooth devices on the mobile telephone and select the device name of the Infotainment system.
2. Observe the messages on the mobile telephone and Infotainment system and confirm as necessary.

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If pairing was successful, the data of the mobile telephone will be stored in the user profile.

3. *Optional:* confirm the message for the data transfer on the mobile telephone.

WARNING

Carrying out the pairing while driving may cause accidents or injuries.
- Only ever pair devices when the vehicle is stationary.

When some mobile telephones are paired, a PIN is shown on the display of the telephone. To finish the pairing procedure, enter this PIN on the Infotainment system.

Connecting a mobile telephone

Prerequisite:

✓ A mobile telephone is paired with the Infotainment system.

1. Activate Bluetooth on the mobile telephone.

Functional descriptions

User profiles

An individual user profile is automatically created for every paired mobile telephone. The data from the mobile telephone (e.g. contact data) is stored in the user profile. A maximum of ten user profiles can be stored in the Infotainment system simultaneously.

Deleting a user profile

1. Tap ▸ .

   The user profiles are located under Select mobile telephone or Mobile devices.

2. Tap the desired user profile and tap to delete.

Active and passive connection

At least one mobile telephone must be connected to the Infotainment system in order to use the functions of the mobile phone interface. If several mobile telephones are connected to the Infotainment system, you can switch between active and passive connections. Establish an active connection to the Infotainment system in order to operate the mobile phone interface with the desired mobile telephone.

Difference between the connection types

Active

Mobile telephone is paired and connected. The functions of the mobile phone interface are performed with the data of this mobile telephone.

Passive

Mobile telephone is paired and connected. Only incoming calls can be accepted via the mobile phone interface. Other functions are not available.

Paired mobile telephones are stored in the Infotainment system even if they are not currently connected.

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Switching connection type (passive to active)

Prerequisite:

✓ several mobile telephones are connected to the Infotainment system simultaneously.

1. Tap ∨.

   The mobile telephone with an active connection is highlighted.

2. Tap the name of the desired mobile telephone.

   Other mobile telephones then automatically have a passive connection.

Managing connections

Prerequisite:

✓ The mobile telephone is paired and connected.

1. Tap HOME ▸ ⚙ ▸ Mobile devices.
2. Tap to select the technology you wish to use for the connection.

Phone book

The phone book is stored in the Infotainment system when a mobile telephone is paired with the Infotainment system for the first time. It may be necessary to confirm transfer on the mobile telephone.

Depending on the equipment, a maximum of 5000 contacts can be stored in the phone book.

The phone book is updated every time you connect. The phone book that is still available can be used during the update.

If conference calls are supported, you can open the phone book during a call and add another person.

If an image is stored for a contact, this can also be displayed in the list next to the entry.

Using a telephone

Select a telephone number to start the call. Various functions are available for selecting a telephone number.

Using contact details

If there are several phone numbers for each contact, you must select the desired phone number.

1. Tap 👥.
2. Tap 🔍 and enter the name of the contact to search for a contact.

   Or: Tap Favourites.

   Or: Tap All.

3. Tap the required contact in the list to start the call.

ⓘ When searching for a contact, enter the surname and first name separated by a space.

Use call list

The mobile phone interface stores incoming and outgoing calls in the call list. Frequently used phone numbers are stored as favourites. Start calls via the call list.

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1. Tap and filter the entries in the call list, e.g. missed calls.
2. To start the call, tap a number or, where applicable, a contact in the list.

Entering a telephone number manually

1. Tap and enter a phone number.
2. Tap to start the call.

While you are entering a phone number, contacts that match the number will appear on the Infotainment system display.

Favourites and speed dial keys

A speed dial key can be assigned with a favourite from the phone book. If an image is stored in the entry, this will be displayed on the speed dial button.

Speed dial buttons must be assigned manually and are assigned to a user profile *(→ Mobile phone interface)*.

Assigning speed dial keys

1. Tap ⊕.
2. Tap a contact from the phone book. If multiple phone numbers are stored for the contact, tap the number from the list.

Editing speed dial keys

1. Tap and hold a speed dial key until the phone book opens.
2. Tap a new contact from the phone book. If multiple phone numbers are stored for the contact, tap the number from the list.

Calling a favourite

1. Tap an assigned speed dial key.

Favourites are not updated automatically. If the telephone number of a contact should change, the speed dial key must be assigned again.

Deleting favourites from the speed dial button

1. Tap Favourites ▸ .
2. Tap on the desired speed dial button to delete a favourite.

Sending text messages

Depending on the mobile telephone and the Infotainment system used, you can send and receive text messages via the mobile phone interface.

Sending and receiving e-mails is also dependent on the app used on the mobile phone.

Sending an SMS

1. Tap ▸ Text message ▸ New message and enter the message.
2. Enter and tap the desired contact in the search bar.
3. Tap OK to send the message.

Sending an email

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1. Tap ∨ ▸ EMAIL and enter the message.
2. Enter the desired contact in the search bar. If necessary, you can search for a contact by means of Search for contact.
3. Tap OK to send the message.

Switching between text messages and email

To send SMS

or emails, activate the corresponding option. The active option is displayed on the screen, e.g. Text message.

1. Tap ✉.
2. Touch the desired option.

Mobile phone interface – functions and symbols

Functions

The functions are dependent on the equipment level and are not available in all countries. The available functions depend on the mobile telephone used and its operating system.

— Hands-free function.

— SMS

functions via Bluetooth:

— Read SMS

.

— Write SMS

, including templates.

— Have SMS

read out loud.

— Message history.

— Email functions via Bluetooth:

— Read emails.

— Write emails.

Symbols

The symbols depend on the equipment and are not available in all countries and can also differ in appearance depending on the Infotainment system.

Main menu symbols

1. To open the main menu, open the start screen and tap .

Open the contact list.

Open the call lists for incoming and outgoing calls.

Dial a phone number.

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Open text messages (SMS and, depending on country, email).

Select the active device from two or more connected mobile telephones.

Open the settings.

Symbols for telephone calls

Make and display a call

End or reject a call.

Mute the hands-free system.

Hold a call.

Reject call with text message template.

Add a participant to a conference or start a conference.

Make emergency call (SOS).

Get help in the event of a breakdown.

Mailbox.

Obtain information about the Volkswagen brand and about selected value-added services relating to traffic and travel.

Symbols in the contact list

1. Tap to open the contact list.

Input to search for contacts.

Address.

Edit favourites.

Add favourites.

Remove favourites.

Call list symbols

1. Tap to open the call lists.

Incoming call.

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Outgoing call.

Missed call.

Frequent calls or favourites from the mobile telephone if supported by the mobile telephone.

Telephone number (company).

Telephone number (private).

Mobile telephone number.

Fax unit.

Fax (company).

Fax (private).

Symbols for text messages

1. Tap ✉ to open the text messages.

Top left: Select active input.

Received text message.

Sent text message.

Template for text messages.

Introduction

Voice control allows you to perform certain functions by using voice commands.

Types of voice control

Depending on the language set in the Infotainment system and on the country, you can use one of the following types of voice control in the vehicle:

— Command-based voice control (standard).

— Enhanced voice control (offline or online).

Seat-based voice control

Voice control uses additional microphones to detect whether the driver or passenger is speaking. This enables you to access seat-related functions in the supported languages, e.g. switching on the seat heating.

Does my vehicle have voice control?

Voice control is installed in the vehicle if the voice control button is present on the multifunction steering wheel or if your vehicle understands the activation word.

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Black with a blue background: Voice control is active and recognises the words spoken.

Test the voice control function before driving to familiarise yourself with it.

Differences in voice control systems

Command-based voice control (standard)

Voice control only recognises grammatically correct voice commands. Voice commands must follow a defined syntax in order to be recognised correctly, e.g.: “Navigate to [*Town, Street name, House number*]”. Depending on the equipment, you will find further examples in the Infotainment system *(→ Infotainment system overview)*. Command-based voice control can be performed in every available language.

Enhanced voice control (offline or online)

Voice commands can be freely formulated and colloquial. For example, the statement “I’m cold” will lead to the set temperature in the vehicle being increased. Suggestions for voice commands depend on the set language and can be found in the Infotainment system.

Advanced voice control works online and offline. In online mode, an improvedPOI

, media and online radio station search is provided by evaluating the voice commands. In addition, messages can be dictated. For online mode, you need a valid We Connect Plus contract for the vehicle.

If advanced voice control is available in your language, it is used when voice control is activated.

Supported languages

The number of languages available in your country depends on the vehicle equipment.

Start voice control by saying the activation word used in your country *(→ Voice control)*.

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Starting and stopping the voice control function

Voice commands

Voice control only recognises voice commands in the same language set in the Infotainment system.

Note the following tips for giving successful voice commands:

✓ Speak clearly and at a normal volume. Speak slightly louder at higher speeds.

✓ Avoid over-emphasis and strong dialects.

✓ Do not leave long pauses when speaking.

✓ Avoid background noise of any kind.

✓ Do not point the airflow from the vents towards the microphones or roof.

Opening suggested voice commands

1. Tap HOME ▸ ? ▸ .

Depending on the content of the phone book, it may be advisable to swap the order of the desired contact's first name and surname to ensure that a name is reliably recognised from the phone book.

Starting the voice control function

Depending on the vehicle equipment, you can start voice control using different methods:

— Starting with your voice: Say the activation word *(→ Voice control)*.

— Starting with the multifunction steering wheel: Press the voice control button .

Depending on the mobile telephone and operating system, the voice control of a connected mobile telephone can be started by pressing and holding .

Stopping the voice control function

Depending on the vehicle equipment, you can stop voice control in different ways:

— Stopping with your voice: Tap HOME ▸ ? ▸ ▸ General for suggested voice commands to end voice control.

— Stopping with the multifunction steering wheel: Press the voice control button .

— Stopping automatically: Voice control ends automatically when you use Infotainment system functions, activate the parking system, receive an incoming phone call or the navigation system makes an announcement or issues a warning.

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Activation word

The circular buffer in the Infotainment system checks the words spoken in the vehicle for the activation word. Voice control starts if the Infotainment system recognises the activation word. Circular buffer data is overwritten approximately every 15 seconds. It does not transmit data or words spoken in the vehicle. The circular buffer is inactive when the activation word is switched off.

Switching the activation word on or off

If the activation word is switched off, the voice control cannot be activated via the activation word.

1. Tap HOME ▸ ⚙ ▸ Voice control ▸ Activation word.

Saying and recognising the activation word

Prerequisite:

✓ The Activation word is switched on in the settings.

BG Здравей ID.

BR Olá ID.

CDN Bonjour ID.

CZ Ahoj ID.

D Hallo ID.

DK Hej ID.

E Hola ID.

F Bonjour ID.

FIN Hei ID.

GB Hello ID.

GR Γεια σου ID.

I Ciao ID.

J ノ\□ー ID.

MEX Hola ID.

N Hallo ID.

NL Hallo ID.

P Olá ID.

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PL Cześć ID.

ROK 안녕 ID.

RUS Привет ID.

S Hej ID.

TR Merhaba ID.

USA Hello ID.

Troubleshooting

Voice control does not react

— Voice control is not available in your language.

— Set the correct language in the Infotainment system.

— Start voice control with the activation word or the voice control button on the multifunction steering wheel.

— Voice commands are not recognised due to a system error. Ask a suitably qualified workshop.

Voice control provides inappropriate answers

— The voice control system has interpreted the question incorrectly.

— Speak the voice command again clearly.

Voice control does not perform function

— The function cannot be performed by voice control.

— The function cannot be performed in all languages. Suggestions for voice commands in the set language can be found in the Infotainment system.

— Settings in the function prevent it from being switched on or performed.

— The voice control system has not understood the voice command.

— Insufficient data is available.

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Introduction

Some external devices can be connected to the Infotainment system by cable and wireless connections present in the vehicle (if installed).

The type and number of cable and wireless connections differ by equipment package and country. The connections may also be different within a model series or in special-edition models.

In the case of cable connections, use only the original device connecting cables or, if available, the factory-supplied connecting cables for your vehicle.

If the adapter or plug on the connecting cable cannot be inserted, check the angle of insertion and the connections.

NOTICE

Use only suitable and undamaged connecting cables for wired connections.

- When inserting the adapter and plug of the connecting cable into the appropriate port, ensure that they are correctly positioned and apply only light pressure. Applying too much pressure may damage both the unit connection and the adapter or plug of the connecting cable.
- Make sure that the connection cable is not pinched or kinked.
- Do not use unsuitable or damaged connection cables. This could result in malfunctions and damage to the unit.

If a connected device is not recognised, disconnect all devices and connect the device again. If necessary, check that the connecting cable you are using is working properly.

If a connected device malfunctions, restart the device. In some cases this will remedy the fault.

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USB port

The USB port can be used to transfer data and charge devices or only to charge devices.

USB-C port

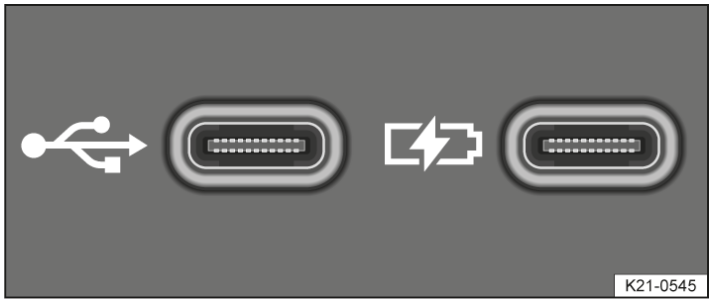


Fig. 1 USB-C ports in the vehicle(illustration).

The following USB

C ports may be available in the vehicle:

Indicates a USB

socket for data transfer and charging function.

Indicates a USB

socket for the charging function only.

Information on charging options and charging power can be found in this operating manual *(→ Wireless charging function)*.

Possible fitting locations of USB ports

The number and fitting locations of theUSB

ports depend on the equipment level and are not available in all countries.

— Beside the steering wheel.

— In the front passenger door.

— In the sliding doors.

— Armrest in the third row of seats.

— On the interior mirror.

USB

ports on the rear seats are only equipped with the charging function.

Available data transfer functions

The following functions of USB

data transmission are possible depending on the equipment level.

— App-Connect .

— Media playback .

— Update, e.g. the navigation data *(→ Navigation)*.

Notes and restrictions

— Only use suitable USB

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connection cables. The USB connection cable must match the USB port installed in the vehicle.

— Dirty, overheated and damaged data media may become unusable. Please observe the manufacturer's instructions.

— Quality differences in data media from different manufacturers may cause malfunctions in the media playback.

— If a USB

extension cable, USB connector adapter or USB hub is used, this can lead to faults with or failure of the USB functions.

Bluetooth interface

The Bluetooth interface is a wireless connection.

In Bluetooth audio mode, audio files from a Bluetooth audio source (e.g. mobile telephone) that is connected via Bluetooth can be played over the vehicle loudspeakers.

Bluetooth audio mode is available only if the vehicle is equipped with a factory-fitted mobile phone interface that supports this function.

Bluetooth profiles

The Infotainment system is factory-fitted with a Bluetooth interface.

A maximum of three Bluetooth devices can be connected at the same time.

The following Bluetooth profiles may be available in the specified or a newer version:

— HFP

1.7.

— Telephony and speakerphone.

— A2DP

1.3.

— Music playback.

— AVRCP

1.6.

— Display and operation of music playback.

— Transmission of Cover Arts.

— PBAP

1.2.

— Access to phone book and call lists.

— MAP

1.4.

— Access to SMS

and email.

— SPP

1.2.

— Serial data transfer via Bluetooth.

Starting Bluetooth audio transmission

Prerequisites

✓ The Bluetooth audio source is paired with and connected to the Infotainment system.

✓ The Bluetooth audio source supports the Bluetooth profile Advanced Audio Distribution Profile (A2DP).

✓ In the Bluetooth settings menu, the Bluetooth Audio (A2DP/AVRCP) function is activated.

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1. Reduce the volume on the Infotainment system.
2. Switch on Bluetooth visibility on the external Bluetooth audio source, e.g. mobile telephone.
3. Open the Media main menu.
4. Tap Source ▸ BT audio.
5. If necessary, start playback on the Bluetooth audio source manually.

When playback on the Bluetooth audio source is stopped, the Infotainment system remains in Bluetooth audio mode.

Controlling playback

The extent to which the Bluetooth audio source can be controlled via the Infotainment system varies depending on what Bluetooth audio source is connected.

With media players that support the AVRCP

Bluetooth profile, playback on the Bluetooth audio source can be automatically started or stopped when the unit is switched to Bluetooth audio mode or to a different audio source. Depending on the Bluetooth audio source, it may also be possible to display the track and change the track using the Infotainment system.

Due to the large number of possible Bluetooth audio sources, it is not possible to guarantee fault-free operation of all described functions for all sources.

Always switch off the warning and service tones on a connected Bluetooth audio source, e.g. key tones on a mobile telephone, to prevent interference noise and malfunctions.

With some units, the Bluetooth audio connection will be disconnected automatically if an external media player is connected to the Infotainment system via Bluetooth and the USB port simultaneously.

Connecting an external audio source via Wi-Fi

The Wi-Fi

connection is a wireless connection.

In Wi-Fi

audio mode, sources connected via Wi-Fi, e.g. mobile telephones, can be used for audio transmission.

The Wi-Fi

function depends on the vehicle equipment and is available only in some countries.

Prerequisites

✓ The connected audio source has a suitable application(app) or supports UPnP media sharing.
✓ The audio source is connected via Wi-Fi

.

Starting Wi-Fi audio transmission

1. Reduce the volume on the Infotainment system.
2. Open the Media main menu.
3. Start the UPnP

   server application or suitable app for audio playback on the Wi-Fi audio source.
4. Tap ♫ and select Wi-Fi.
5. Observe the information on the further procedure on the Infotainment system screen and on the Wi-Fi

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audio source screen.

The function button for selecting the audio source (♫) in the Media main menu may vary if another audio source is already connected to the Infotainment system, e.g. via USB

⇢, and selected.

Controlling playback

The extent to which the Wi-Fi

audio source can be controlled via the Infotainment system varies depending on what Wi-Fi audio source is connected.

Introduction

Use of the internet in the vehicle depends on the vehicle equipment and is available only in some countries.

An internet connection is required in order to use selected In-Car Apps or online functions in your vehicle. There are two options available to you for setting up an internet connection in the vehicle: via the Wi-Fi

hotspot of a mobile device, e.g. mobile telephone, or via the vehicle's eSIM.

You can use the Infotainment system as a Wi-Fi

hotspot for eight further mobile devices . This function is dependent on the equipment level and is not available in all vehicles.

If you want to use the
eSIM
for internet access, you must purchase data plans via the web shop of Volkswagen's external mobile communications partner.

If you have concluded a We Connect contract, you do not need any other data plans of the external mobile communications partner in order to use the mobile online services.

Opening Wi-Fi settings

1. Tap HOME ▸ ⚙ ▸ Wi-Fi.
   Or: tap MENU ▸ ⚙ ▸ Wi-Fi.

Changes are automatically stored when a menu is closed.

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Technical specifications for internet use

Wi-Fi

The technical specifications of the Wi-Fi

in the vehicle that are described here depend on the vehicle equipment and are available only in some countries.

— Internet connection via a mobile device hotspot or the eSIM

.

— Wi-Fi

in accordance with IEEE 802.11 a/b/g/n/ac.

— Transfer in 2.4 GHz and 5 GHz.

— Three Wi-Fi

modes simultaneously:

— Tethering (2.4 GHz or 5 GHz).

— 2.4 GHz access point.

— 5 GHz access point.

— Wi-Fi

aerial.

— One multiband aerial each for 2.4 GHz and 5 GHz.

— Wi-Fi

hotspot for simultaneous connection of up to eight mobile devices.

— Internet connection via Wi-Fi

:

— Tethering via mobile telephone or eSIM

.

— Wi-Fi

hotspot for clients in the vehicle.

— Apple CarPlay via Wi-Fi

.

— Android Auto via Wi-Fi

.

— Simplified pairing process via Wi-Fi Protected Setup (WPS

) or Quick Response Code (QR Code).

As a default, the Wi-Fi

connection is encrypted using WPA2 encryption for security reasons. Volkswagen recommends always using WPA2 encryption. Observe country-specific requirements.

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Setting up an internet connection

Internet connection via a mobile device

Prerequisite

✓ A mobile device with an internet connection and a SIM card with a data package.

Setting up a Wi-Fi connection

1. Activate tethering/Wi-Fi hotspot on the mobile device. Observe the operating instructions provided by the manufacturer of the mobile device.
2. Tap HOME ▸ ⚙ ▸ Wi-Fi ▸ Wi-Fi: Tap ▸ Wi-Fi search.

   The Infotainment system searches for Wi-Fi hotspots nearby. The search operation may take a few seconds.
3. Select the Wi-Fi network of the desired mobile device.
4. Enter the network key of the mobile device on the Infotainment system and confirm.

   The Wi-Fi connection between the mobile device and Infotainment system is now established. Further inputs may be required on the mobile device to complete the connection.

Disconnecting a Wi-Fi connection

1. Tap HOME ▸ ⚙ ▸ Wi-Fi ▸ Wi-Fi: .
2. Tap 🗑 to disconnect the Wi-Fi connection of the mobile device.

Due to the large number of possible mobile devices, it is not possible to guarantee fault-free operation of all functions.

The availability of the function for using the Infotainment system as a Wi-Fi hotspot is country-dependent and may vary.

Depending on your mobile telephone tariff, additional costs (e.g. for roaming) may be charged for downloading and using online data bundles, especially if you use these services abroad. Due to the potentially high data volume, Volkswagen recommends using a mobile phone tariff that includes a data flat rate. For more information contact your mobile telephone provider.

Internet connection via the eSIM in the vehicle

In order to use an internet connection via the vehicle's eSIM, you must purchase data plans from the web shop of Volkswagen's external mobile communications partner. You can use the internet in your vehicle by completing the registration process and purchasing data plans.

Depending on the equipment level, some Infotainment systems can be used as a Wi-Fi hotspot for mobile devices. Up to eight mobile devices can be connected.

Prerequisite

✓ The vehicle has a control unit with an embedded eSIM card and data packages are available *(→ Wi-Fi hotspot)*.

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Configuring a Wi-Fi hotspot

1. Tap HOME ▸ ⚙ ▸ Wi-Fi ▸ Infotainment system as hotspot.
2. Tap and activate Use as hotspot.
3. Note the name and network key of the Wi-Fi hotspot in the same menu.
4. Search for the name of the external Wi-Fi device.
   Or: open the Wi-Fi settings of the external Wi-Fi device, search for the name of the Wi-Fi hotspot and select by tapping.
5. Enter the displayed network key on the external Wi-Fi device and confirm.
   The Wi-Fi connection is set up. Further inputs may be required on the external Wi-Fi device to complete the connection.
6. *Optional:* Repeat the procedure to connect further Wi-Fi devices.

Deactivating the Wi-Fi hotspot

1. Tap HOME ▸ ⚙ ▸ Wi-Fi ▸ Infotainment system as hotspot.
2. Tap and deactivate Use as hotspot.

The possibility of using an internet connection via the vehicle's eSIM depends on the vehicle equipment and country.

The name and network key of the Wi-Fi hotspot are generated automatically. You can specify the name and network key of the Wi-Fi hotspot yourself afterwards.

Activating and deactivating a Wi-Fi hotspot

Depending on the equipment level, the Infotainment system can be used as a Wi-Fi hotspot for using the internet. If the Infotainment system can access a SIM card with a data plan, e.g. an embedded eSIM card, a mobile Wi-Fi hotspot for mobile devices, e.g. a mobile telephone, can be created. Up to eight mobile devices can be connected.

Prerequisite

✓ The vehicle has a control unit with an embedded eSIM card and data packages are available *(→ Wi-Fi hotspot)*.

Configuring a Wi-Fi hotspot

You will need to enter information on the mobile device and on the Infotainment system.

To set up the Wi-Fi hotspot, a Wi-Fi connection needs to be established.

1. On the start screen of the Infotainment system, tap ⚙ ▸ Wi-Fi ▸ Infotainment system as hotspot.
2. Tap and activate Use as hotspot.
3. Note the name and network key of the Wi-Fi hotspot in the same menu.

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4. Search for the name of the external Wi-Fi device.
   Or: open the Wi-Fi settings of the external Wi-Fi device, search for the name of the Wi-Fi hotspot and select by tapping.
5. Enter the displayed network key on the external Wi-Fi device and confirm.
   The Wi-Fi connection is set up. Further inputs may be required on the external Wi-Fi device to complete the connection.
6. *Optional:* Repeat the procedure to connect further Wi-Fi devices.

The name and network key of the Wi-Fi hotspot are generated automatically. You can specify the name and network key of the Wi-Fi hotspot yourself afterwards.

Deactivating the Wi-Fi hotspot

1. On the start screen of the Infotainment system, tap ⚙ ▸ Wi-Fi ▸ Infotainment system as hotspot.
2. Tap and deactivate Use as hotspot.

Quick connection

The quick connection function makes it possible to easily and quickly establish a wireless local network with encryption. Alternatively, the function can be carried out by scanning a QR Code in some countries.

WPS with Infotainment system as a Wi-Fi hotspot

Prerequisites

✓ The Wi-Fi hotspot of the Infotainment system is activated.
✓ The mobile device supports WPS.

1. Tap HOME ▸ ⚙ ▸ Wi-Fi.
2. Touch Quick connection with Infotainment system.
3. Activate WPS on the mobile device to be connected.
   The Wi-Fi connection is set up. Further inputs may be required on the mobile device to complete the connection.
4. *Optional:* repeat the procedure to connect further mobile devices.

Only one WPS connection can be established at any time. If several connection attempts are started simultaneously, all connection attempts will fail.

WPS with Infotainment system as client

Prerequisites

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✓ The Wi-Fi
hotspot of the Infotainment system is deactivated.
✓ The mobile device supports WPS
.

1. Tap HOME ▸ ⚙ ▸ Wi-Fi ▸ Wi-Fi: Tap ▸ WPS quick connection (WPS button).
2. Activate WPS
on the mobile device.
The Wi-Fi
connection is set up. Further inputs may be required on the mobile device to complete the connection.

WPS
is not supported by all mobile devices. Establish the connection manually in this case:

1. Set up the Infotainment system as a Wi-Fi hotspot *(→ Wi-Fi hotspot)*.
Or: Connect the Infotainment system as a client to the Wi-Fi hotspot of a mobile device .

Wi-Fi pairing via QR code

The Wi-Fi
connection can also be established by scanning the corresponding QR Code.

Prerequisites

✓ The Wi-Fi
hotspot of the Infotainment system is activated.
✓ A suitable application for scanning QR Code
s is installed on the mobile device.

1. Tap HOME ▸ ⚙ ▸ Wi-Fi.
2. Touch Quick connection with Infotainment system.
3. Scan the QR Code
on the Infotainment system screen with the mobile device.
The mobile device is connected as a client to the Wi-Fi
hotspot of the Infotainment system.

While the Infotainment system is in the Wi-Fi
settings menu, the wireless charging function is deactivated. Wireless charging is activated again once you leave the Settings menu.

With older mobile devices, it may be the case that the functions are restricted or do not work. Ensure that you are using the latest software version for your mobile device.

Introduction

Volkswagen App-Connect, referred to as App-Connect below, enables the user to display and operate content and functions from the mobile telephone on the Infotainment system screen.

For this, the mobile telephone must be connected to the Infotainment system using a USB
interface with data transfer function.

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Some technologies can also be accessed wirelessly usingApp-Connect Wireless via the Bluetooth interface.

The following technologies may be available:

— Apple CarPlay™.

Depending on the equipment, it can also be used wirelessly viaApp-Connect Wireless.

— Android Auto™.

Depending on the equipment, it can also be used wirelessly viaApp-Connect Wireless.

The availability of App-Connect technologies depends on the country concerned and may vary according to the mobile telephone used.

Apple CarPlay and Android Auto are technologies operated by third parties and made available by Volkswagen. Volkswagen is not responsible if these technologies are terminated, discontinued or deactivated during the service life of the vehicle.

For further information, please visit the Volkswagen Commercial Vehicles website.

⚠ WARNING

Using apps while the vehicle is in motion can distract you from the road. Accidents and injuries can occur if the driver is distracted.

- Always drive with your full attention and responsibly.
- Only use apps and functions when the vehicle is stationary.

⚠ WARNING

Using apps that are inappropriate or used incorrectly can cause damage to the vehicle, accidents or serious injury.

- Protect the mobile telephone and its apps from misuse.

NOTICE

Volkswagen is not responsible for damage to the vehicle caused by poor quality or faulty apps, insufficient programming of apps, insufficient network strength or loss of data during transmission or by misuse of the mobile telephones.

Wireless function of App-Connect after crossing a border (App-Connect Wireless)

When you cross the border into countries that have different permitted radio frequencies than in your own country, in particular, when using the wireless function of App-Connect (App-Connect Wireless)/Wi-Fi

, please note the following:

— The wireless function of App-Connect, App-Connect Wireless, is restricted or not possible at all due to legal requirements. This may be indicated by a message displayed on the Infotainment system.

— The wireless function of App-Connect , App-Connect Wireless, must be disabled due to legal requirements. TheWi-Fi

hotspot must be deactivated.

Operation of App-Connect functions with a cable connection is not affected by this restriction, and these functions can still be used.

Opening the App-Connect main menu

1. Tap HOME ▸ .

Setting up App-Connect Wireless

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The mobile telephone must be paired with the Infotainment system before you can use App-Connect Wireless.

Connecting a mobile telephone for the first time

1. Unlock the mobile telephone.
2. Activate Wi-Fi reception and Bluetooth on the mobile telephone.
3. Connect the mobile telephone to the Infotainment system using a USB cable or Bluetooth.
4. Call up the App-Connect main menu if it does not appear automatically.
5. Select the mobile telephone and the desired technology.
6. Confirm any authorisation prompts on the mobile telephone to give the Infotainment system the necessary permissions.
7. Disconnect the USB connection and connect to the Infotainment system again using Wi-Fi or Bluetooth.
   App-Connect Wireless is set up. The pairing is completed In future, the connected mobile telephone will also be able to use Wireless App-Connect without a USB connection.

If pop-up menus are rejected during the connection process, Wireless App-Connect will not be available. In this case, Volkswagen Commercial Vehicles recommends deleting the mobile telephones in both the device settings and on the Infotainment system and restarting the connection process.

Wireless App-Connect may not be supported by all technologies.

Applications (apps)

App-Connect allows content from Volkswagen apps and third-party apps on mobile telephones to be shown on the Infotainment system screen.

There may be problems with compatibility with third party apps.

Apps, their use and the necessary mobile network connection may be subject to charges.

A wide range of apps may be available and they may depend on the vehicle and country. The content, scope and providers of apps can vary. Some apps also depend on availability of services offered by third parties.

We are unable to guarantee that the available apps can be run on all mobile telephones and all operating systems.

Apps offered by Volkswagen can be changed, discontinued, deactivated, reactivated and expanded without prior notice.

Only certified apps can be used when driving so that the driver is not distracted.

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App-Connect symbols and settings

The symbols can differ in appearance depending on the Infotainment system.

Show more information.

Open the App-Connect settings menu.

Select Apple CarPlay technology.

Select Android Auto technology.

Setting options in the settings menu

The settings options depend on the device.

Mobile devices:
Open device manager.

☑ Activate data transfer for VW apps:
Data transfer for Volkswagen apps is activated.

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Apple CarPlay

Prerequisites

✓ The iPhone must support Apple CarPlay™.

✓ Voice control (Siri) must be activated on the iPhone.

✓ Apple CarPlay™ must be activated in the iPhone settings, with no restrictions.

✓ If Apple CarPlay™ Wireless (wireless use) is not possible, the iPhone must be connected to the Infotainment system via a USB port. Only USB ports with data transfer capability are suitable for using Apple CarPlay.

✓ The USB cable used must be an original cable from Apple.

✓ Apple CarPlay Wireless: Bluetooth and Wi-Fi must also be activated on the iPhone.

The availability of the technologies is country-specific and may vary.

Information on technical requirements, compatible iPhones, certified apps and availability can be found on the Volkswagen and Apple CarPlay™ websites, and is also available from your Volkswagen Commercial Vehicles dealership.

Establishing a connection

Follow the instructions on the Infotainment system screen and the display on the iPhone when establishing a connection for the first time.

The display of the function buttons on the screen may vary.

Prerequisite

✓ The prerequisites for using Apple CarPlay must be fulfilled.

1. Tap HOME ▸ .
2. Tap Apple CarPlay to set up a connection with the iPhone.

Terminating the connection

The display of the function buttons on the screen may vary.

1. To open the App Connect main menu in Apple CarPlay mode, tap .
2. Tap ⊗ to terminate the active connection.

Things to note

Please note the following points during an active Apple CarPlay connection:

— You cannot connect the iPhone to the Infotainment system via Bluetooth.

— An active Bluetooth connection between the iPhone and the Infotainment system will be ended automatically.

— When an iPhone is connected to the Infotainment system via Apple CarPlay, the phone functions can only be used 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 Apple CarPlay™ navigation at the same time as the internal navigation system. The last

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route guidance to be started terminates the previously active one.

— Depending on the Infotainment system used, the instrument cluster display shows information about telephone mode.

— Depending on the Infotainment system and navigation app you are using, turning instructions may be shown on the instrument cluster display.

— Depending on the multifunction steering wheel fitted, you can use it to accept or reject incoming calls or end a telephone call.

Starting the voice control function

The voice control function depends on the vehicle equipment level.

1. Tap briefly to start voice control on the Infotainment system.

   Or: Tap and hold to start voice control (Siri) on the connected iPhone.

The availability of the technologies is country-specific and may vary.

Information on technical requirements, compatible iPhones, certified apps and availability can be found on the Volkswagen Commercial Vehicles and Apple CarPlay™ websites, and is also available from your Volkswagen Commercial Vehicles dealership.

Android Auto

Prerequisites for the use of Android Auto

✓ The mobile telephone – hereinafter referred to as a smartphone – must supportAndroid Auto.

✓ An Android Auto app must be installed on the smartphone.

✓ If Android Auto Wireless is not possible, the smartphone must be connected to the Infotainment system by means of a USB port with data transmission function.

✓ The USB cable used must be an original cable from the smartphone manufacturer.

Android Auto Wireless: Bluetooth and Wi-Fi must also be activated on the smartphone.

The availability of the technologies is country-specific and may vary.

Information on technical requirements, compatible smartphones, certified apps and availability can be found on the Volkswagen Commercial Vehicles and Android Auto websites, and is also available from your Volkswagen Commercial Vehicles dealership.

Making a connection

Follow the instructions on the Infotainment system screen and the display on the smartphone when establishing a connection for the first time.

The prerequisites for usingAndroid Auto must be met.

The display of the function buttons on the screen may vary.

1. Tap HOME ▸ .

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2. Tap Android Auto to set up a connection with the smartphone.

Terminating the connection

The display of the function buttons on the screen may vary.

1. To open the App-Connect main menu in Android Auto mode, select the corresponding option.

   Or: Return to Volkswagen or tap Exit.

2. Tap ⊗ to terminate the active connection.

Things to note

The following points apply when an Android Auto connection is active:

— An active Android Auto device can also be connected simultaneously to the Infotainment system via Bluetooth (HFP profile).
— Telephone functions are possible via Android Auto. If the Android Auto device is connected to the Infotainment system via Bluetooth at the same time, the telephone function on the Infotainment system can also be used.
— An active Android Auto device cannot be used as a media device in the Media main menu.
— It is not possible to use the Android Auto navigation at the same time as the internal navigation system. The last route guidance to be started terminates the previously active one.
— There is no media mode display on the instrument cluster display.
— Depending on the Infotainment system used, the instrument cluster display shows information about telephone mode.
— Depending on the Infotainment system and navigation app you are using, turning instructions may be shown on the instrument cluster display.
— You can accept or reject incoming calls or end a telephone call via the multifunction steering wheel.

Starting the voice control function

1. Tap briefly to start voice control on the Infotainment system.

   Or: Tap and hold to start voice control on the connected smartphone.

The availability of the technologies is country-specific and may vary.

Information on technical requirements, compatible smartphones, certified apps and availability can be found on the Volkswagen Commercial Vehicles and Android Auto websites, and is also available from your Volkswagen Commercial Vehicles dealership.

Stowing a load

Loads must be secured taking into account country-specific road traffic regulations and any other applicable country-specific regulations. Always observe legal requirements.

You can transport a load in the load compartment or on the load area, on a trailer and on a roof load carrier .

Stowing a load securely

— Always distribute any loads in the vehicle as evenly as possible.
— Always stow loads and heavy objects in the load compartment and place them as far forwards as possible → ⚠.

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— If necessary, increase the size of the load compartment by removing the seats.

— Observe gross axle weight ratings and the gross vehicle weight rating .

— Secure items in the load compartment to the fastening rings using suitable lashing, retaining and securing straps *(→ Luggage compartment equipment)*.

— Also stow small objects safely.

— If necessary, fold back the rear seat backrest and engage it securely.

— If necessary, adjust the headlight range.

— Adjust the tyre pressure to suit the load. Observe the tyre pressure sticker *(→ Tyre pressure)*.

— If necessary, adapt the tyre monitoring system to the new load level.

Using securing straps

— Follow the instructions for the securing straps.

— Observe specifications for maximum load rating.

— The securing straps must be long enough for the item you wish to secure.

Damaged securing straps

Never use the securing straps if:

— Damage to the warp and weft of the webbing(cuts or fraying) accounts for more than 10 % of the webbing.

— The seams are damaged.

— The webbing is deformed by friction or heat.

— The securing straps are cracked, especially if cracked across the strap, or if the straps have notches.

— The securing straps have splits or corrosion damage.

— There is damage to the tightening device and connection elements.

⚠ WARNING

Objects that are not secured or are attached incorrectly can cause serious injuries in the event of a sudden driving or braking manoeuvre or in an accident. This applies particularly if objects are struck by the airbag when activated and then flung through the vehicle interior. To reduce the risk of accidents, observe the following guidelines:

- Always stow all items securely in the vehicle.
- Stow items in the vehicle interior in such a way that they can never enter the airbag deployment zones while the vehicle is in motion.
- Always keep stowage compartments closed while the vehicle is in motion.
- Stowed objects must never cause passengers to assume an incorrect sitting position.
- Any seat blocked by stowed objects must not be used by any passengers.
- Do not stow any hard, heavy or sharp objects loose in any of the vehicle's open stowage areas, on the surface of the rear seat backrest when it is folded down, the load compartment cover or the dash panel.
- Always stow heavy objects directly on the load compartment floor.
- Remove any hard, heavy or sharp objects from items of clothing and bags inside the vehicle and stow them securely.

⚠ WARNING

Transporting heavy objects changes the vehicle's handling due to the change in the centre of gravity and increases the braking distance. Heavy loads that are not properly stowed or secured in the vehicle can lead to a loss of vehicle control and serious injuries can be caused.

- Never overload the vehicle. Both the payload and the distribution of the load in the vehicle will have an effect on

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the driving response and braking distance of the vehicle.

- Transporting heavy objects changes the vehicle's handling and the centre of gravity.
- Always distribute the load evenly and as low down as possible in the vehicle.
- Always stow heavy items securely in the load compartment as far as possible in front of the rear axle.
- Loose objects in the load compartment can suddenly slide and change the way the vehicle handles.
- Always adapt your speed and driving style to the current visibility, weather and road or traffic conditions.
- Accelerate particularly carefully and gently.
- Avoid sudden braking and driving manoeuvres.
- Brake earlier than usual.

WARNING

Lashing, retaining or securing straps that are incorrectly fastened, unsuitable or damaged may become detached in the event of a sudden braking manoeuvre or accident. This could cause objects to be flung through the interior and lead to severe or fatal injuries.

- Always use suitable and undamaged lashing, retaining or securing straps.
- Attach lashing, retaining or securing straps securely to the fastening rings.
- Load the fastening rings evenly.
- Never fix lashing, retaining or securing straps between the fastening rings in the side panel and the fastening rings in the vehicle floor.
- Never fix lashing, retaining or securing straps between opposite side walls.
- Never load the lashing, retaining or securing straps beyond their load rating.
- If necessary, observe the information sign on the side trim.
- Never use elastic straps or nets to tie down loads.
- Ensure that the load retains its form and position once it has been secured. Use stable packaging and anti-slip mats.

WARNING

When the vehicle is not in use or is not being supervised, always lock the doors to reduce the risk of severe or fatal injuries.

- Never leave children unattended, particularly when the boot lid is open. Children could make their way into the load compartment, close the boot lid and be unable to get out. This can cause severe or fatal injuries.
- Never let children play in or around the vehicle.
- Never transport people in the load compartment.

NOTICE

Items that rub against the rear windows can damage or destroy the heating wires.

Appropriate retaining straps, securing straps and load securing systems are available from suitably qualified workshops.

Roll-up luggage compartment cover

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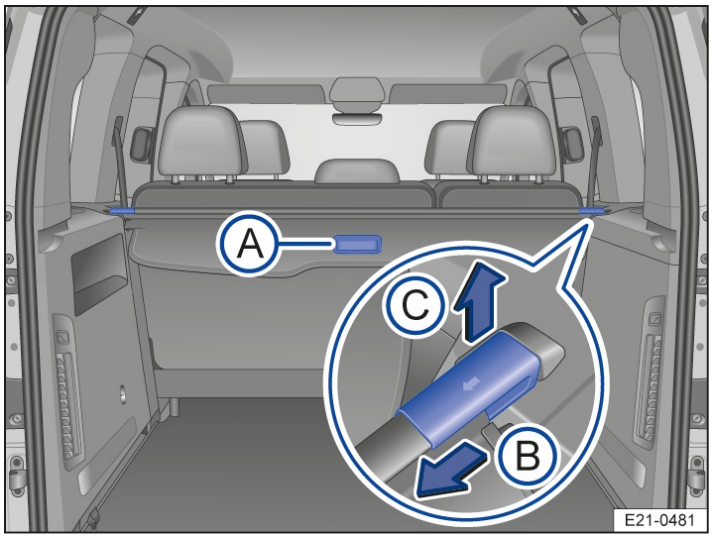


Fig. 1 In the luggage compartment: luggage compartment cover.

The luggage compartment cover can be fitted behind the second row of seats→ ⚠.

Opening the luggage compartment cover

1. Use the handle → *Fig. 1* (A) to pull the luggage compartment cover back slightly.
2. Lift the luggage compartment cover out of the side retainers and guide the luggage compartment cover forward by hand.

Closing the luggage compartment cover

1. Use the handle → *Fig. 1* (A) to pull the rolled-up luggage cover evenly to the rear.
2. Hook the luggage compartment cover into the side retainers on the left and right.

Removing the luggage compartment cover

1. Release the luggage compartment cover in the direction of the arrow→ *Fig. 1* (B) and lift it up in the direction of the arrow → *Fig. 1* (C).
2. Remove the luggage compartment cover from the retainers on the right.

Fitting the luggage compartment cover

1. Position the luggage compartment cover in the left mounting in the side trim.
2. Pull and hold the catch of the luggage compartment cover in the direction of the arrow→ *Fig. 1* (B).
3. Press the luggage compartment cover down in the right-hand mounting.
4. Release the luggage compartment cover catch.
5. Check that the luggage compartment cover is engaged securely.

⚠ WARNING

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If the luggage compartment cover is installed in front of a rear seat it can cause serious injuries in the event of sudden braking manoeuvres or an accident.

- Do not install the luggage compartment cover if there are people in the third-row rear seats.

WARNING

Objects that are not secured or are secured incorrectly, or animals on the luggage compartment cover, could cause serious injuries in any sudden driving or braking manoeuvre or in an accident.

- Never transport any objects on the luggage compartment cover.
- Never transport any animals on the luggage compartment cover.

Installing and removing the net partition

The net partition can prevent objects in the luggage compartment entering the passenger compartment.

The net partition can be fitted behind the front seats or behind the second row of seats.

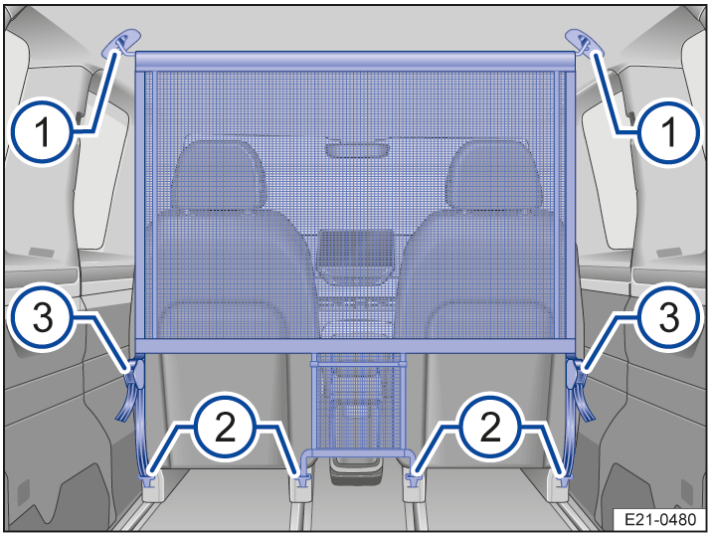


Fig. 1 Behind the front seats: fitted net partition.

(1) Top attachment.
(2) Bottom attachment.
(3) Turnbuckle.

Installing the net partition

1. Make sure that the turnbuckles point to the rear → *Fig. 1* (3).
2. Hook the net partition in at the top on the left- and right-hand side → *Fig. 1* (1).
3. Pull the net partition to check that it has engaged securely in the retainers in the headliner.
4. Hook the brackets into the seat frame on the left and right side respectively → *Fig. 1* (2). Make sure that the net partition is installed vertically.

   The lower middle part of the net partition must also be hooked into the brackets in the seat frame.
5. Tighten the net partition by pulling the turnbuckles.
6. Check that the partition is secure and taut.

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Removing the net partition

1. To release the straps, press the rocker switch on the turnbuckles.
2. Remove the net partition from the brackets in the seat frame.
3. Lift the net partition out of the upper brackets.
4. Roll up the net partition and stow it safely in the vehicle.

⚠ WARNING

Always use the net partition carefully, observing the instructions. Risk of injury.

- The net partition is secured properly in the roof only if the T-shaped holders are securely fitted into the retainers.
- The net partition is secured properly in the seat frame only if the brackets lie against the seat frame and are hooked in.
- Heavy, pointed or sharp items which are not stowed securely can cause injury in the event of sudden braking manoeuvres or accidents. This may also happen when the net partition is fitted correctly.
- Vehicle occupants must not travel behind a fitted safety net.

MultiFlex board

The MultiFlex boards can be used to create additional shelves in the load compartment. In combination with the rear bench seat backrests folded forward, the MultiFlex boards create an enlarged flat load area.

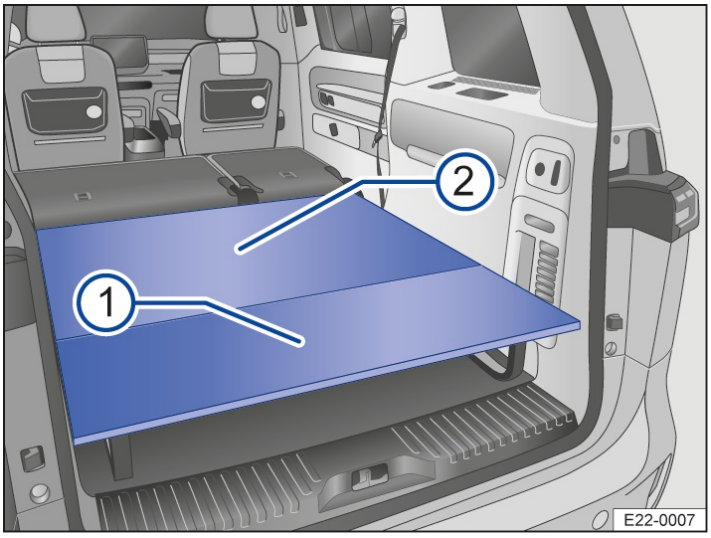


Fig. 1 In the load compartment: built-in MultiFlex boards.

(1) Narrow MultiFlex board.
(2) Wide MultiFlex board.

Depending on the equipment, there is a narrow and a wide MultiFlex board in the load compartment. The Multiflex boards can be removed and installed independently of each other.

Removing and installing MultiFlex boards

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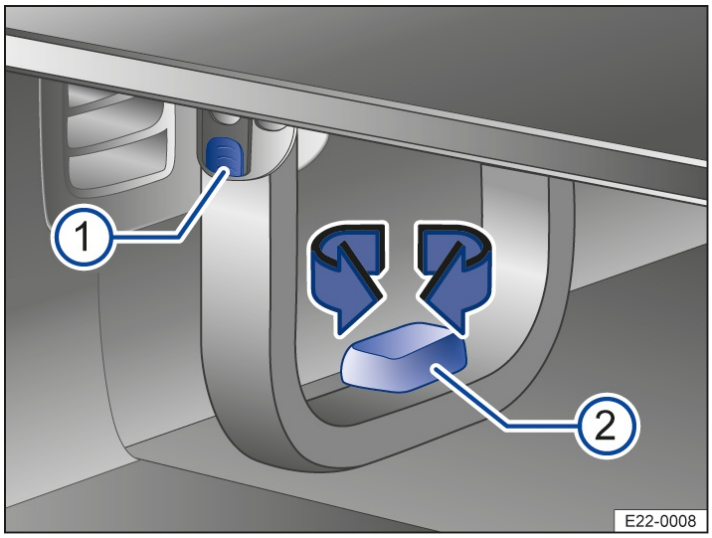


Fig. 2 At the base of the Multiflex board: controls.

The Multiflex boards are screwed to the luggage compartment floor with a knob.

Removing MultiFlex boards

1. Unscrew knob → *Fig. 2* (2) on both feet of the MultiFlex board anti-clockwise.
2. Remove the MultiFlex board.
3. *Wide MultiFlex board:* Press firmly to fold the feet inwards and stow the Multiflex board.
4. *Narrow MultiFlex board:* Press button → *Fig. 2* (1) to unlock both feet and fold the feet inwards. Stow the MultiFlex board.

   The feet do not lock in place when folded in.

Installing MultiFlex boards

1. *Wide MultiFlex board:* Fold the feet outwards with firm pressure.
2. *Narrow MultiFlex board:* Press button → *Fig. 2* (1) to unlock both feet and fold the feet outwards.

   The feet lock into place when folded out.
3. Position the MultiFlex boards on the screw connections in the load compartment.
4. Screw in knob → *Fig. 2* (2) on both feet of the MultiFlex board clockwise.

Folding the narrow MultiFlex board

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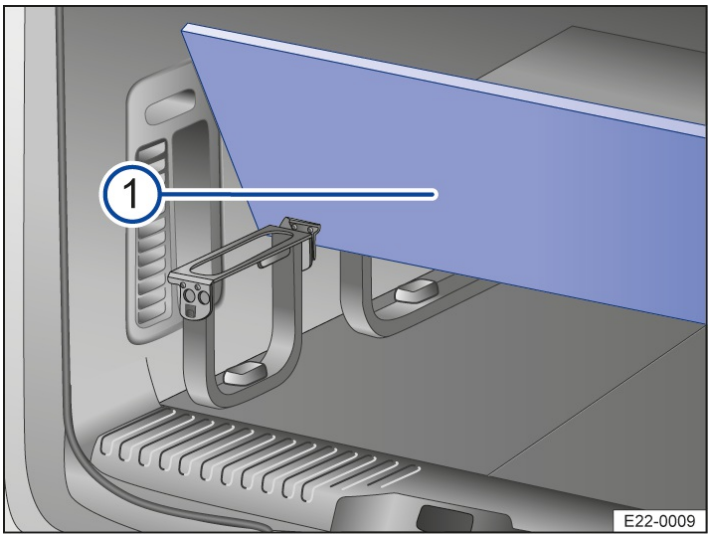


Fig. 3 In the load compartment: folded up MultiFlex board.

The narrow MultiFlex board can be folded upward to make it easier to load objects.

1. To open, grasp the narrow MultiFlex board → *Fig. 3* (1) and fold upward.

   The MultiFlex board remains open automatically by means of a gas strut.
2. To close, grasp the narrow MultiFlex board → *Fig. 3* (1) and fold downward.

Maximum load capacity

The surface of the MultiFlex board may be loaded with a maximum of250 kg. The localised load must not exceed 100 kg at any point.

NOTICE

Improper handling or incorrect loading of the MultiFlex board can cause damage.

- Do not exceed the maximum load capacity of the MultiFlex board.

Fastening rings

Observe the maximum load rating of the fastening rings *(→ Fastening rings)*.

There are fastening rings in the luggage compartment which can be used to secure loose items and luggage with the help of lashing, retaining or securing straps →⚠.

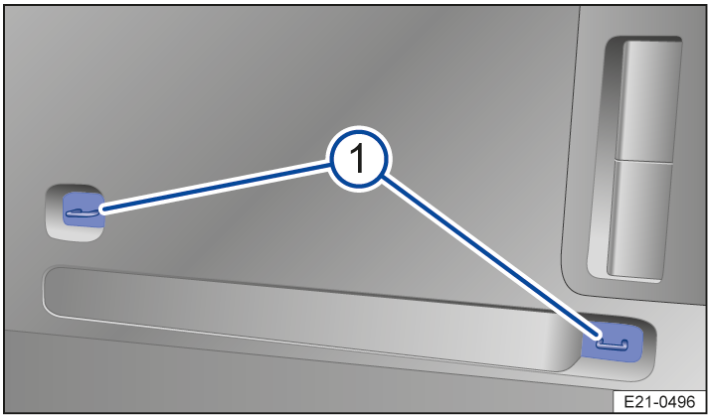


Fig. 1 On the side in the luggage compartment above the wheel housings: fastening rings.

(1) Fastening ring

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Securing the load on the fastening rails

1. Position the fastening straps or securing straps over the load *across both diagonals* and hook them into the fastening rings.
2. Pull the fastening straps or securing straps tightly over the load. Make sure that the cross-over of the fastening or securing straps is positioned in the centre of the load.
3. Check whether the load can still be moved. If necessary, tighten the securing straps even more tautly.

WARNING

Unsuitable or damaged lashing, retaining or securing straps could tear in the event of a braking manoeuvre or accident. This could cause objects to be flung through the interior and lead to severe or fatal injuries.

- Always use suitable and undamaged lashing, retaining or securing straps.
- Attach lashing, retaining or securing straps securely to the fastening rings.
- Load the fastening rings evenly.
- Never fix lashing, retaining or securing straps between the fastening rings in the side panel and the fastening rings in the vehicle floor.
- Never fix lashing, retaining or securing straps between opposite side walls.
- Never load the lashing, retaining or securing straps beyond their load rating.
- Attach lashing, retaining or securing straps securely to the fastening rings.
- Loose objects in the luggage compartment can suddenly slide and change the way the vehicle handles.
- Small and light objects should also be secured.
- Never secure a child seat using the fastening rings.
- Ensure that the load retains its form and position once it has been secured. Use sturdy packaging and anti-slip underlay for your load.
- Pull lashing, retaining and securing straps taut crosswise over the load on the luggage compartment floor and attach them securely to the fastening rings.
- Make sure that the upper edge of the load is higher than the fastening rings, particularly when stowing flat objects.

NOTICE

Suitable lashing, retaining or securing straps and load securing systems are available from specialist retailers.

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Maximum load capacity of the fastening rings

Fastening rings	Permissible nominal tensile load
Rear wheel housing	130 daN

1 daN (decanewton) corresponds to 10 newtons.

Varying country-specific requirements are met.

WARNING

The folding eyelets on the ID. Buzz Box are not suitable for securing loads. There is a risk of injury if the load is not secured correctly.

- Always fold in the folding eyelets when the ID. Buzz Box is not secured to them.
- Never use the folding eyelets as fastening rings.
- Only use the folding eyelets to install the ID. Buzz Box.

NOTICE

Observe the details on the maximum load capacity of the individual fastening points. In the event of full braking, forces act that can be many times higher than the weight of the load being transported. Always use multiple fastening points in order to distribute absorption of these forces and to ensure equal stress on each fastening point.

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Buckle straps

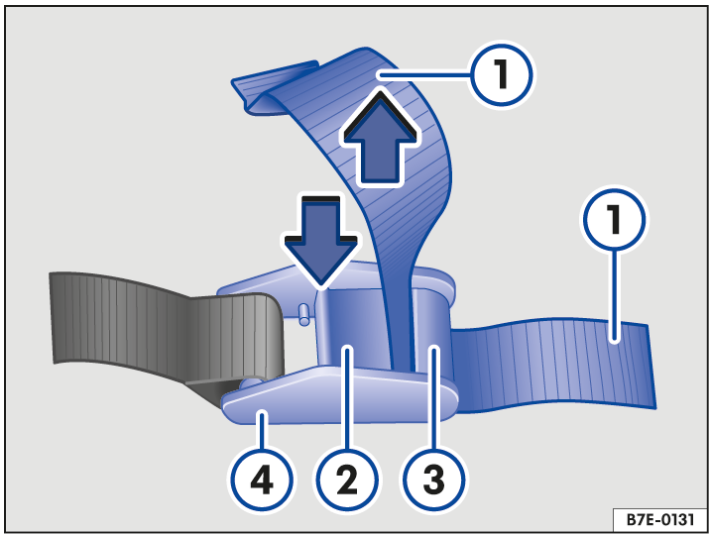


Fig. 1 Fastening the buckle strap.

Fastening the buckle strap

1. Check before tightening: The lever → *Fig. 1* (2) must not be in contact with the load, any edges or protruding objects.
2. Press and hold the lever → *Fig. 1* (2) on the buckle (4).
3. Feed the buckle strap → *Fig. 1* (1) from the back to the front between lever (2) and rib (3).
4. Tighten the buckle strap → *Fig. 1* (1) and release the lever (2).

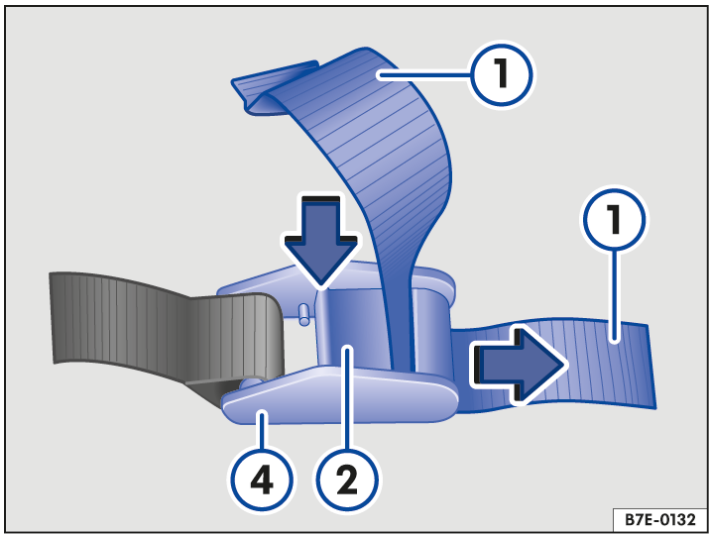


Fig. 2 Releasing the buckle strap.

Releasing the buckle strap

1. Before releasing the buckle strap, make sure the load cannot fall over.
2. Press the lever → *Fig. 2* (2) and pull the buckle strap (1) out of the buckle (4).
3. Feed the buckle strap → *Fig. 2* (1) from the back to the front between lever (2) and rib (3).

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4. Tighten the buckle strap → *Fig. 2* (1) and release the lever (2).

Ratchet straps

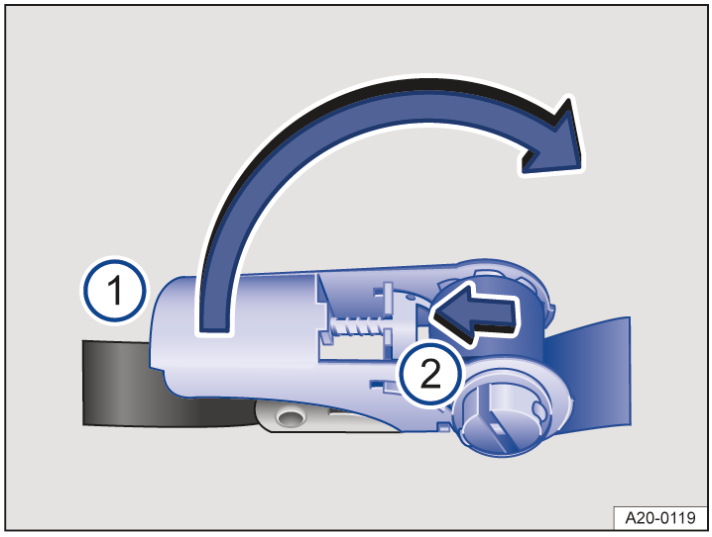


Fig. 1 Releasing and tightening the lever on the ratchet strap.

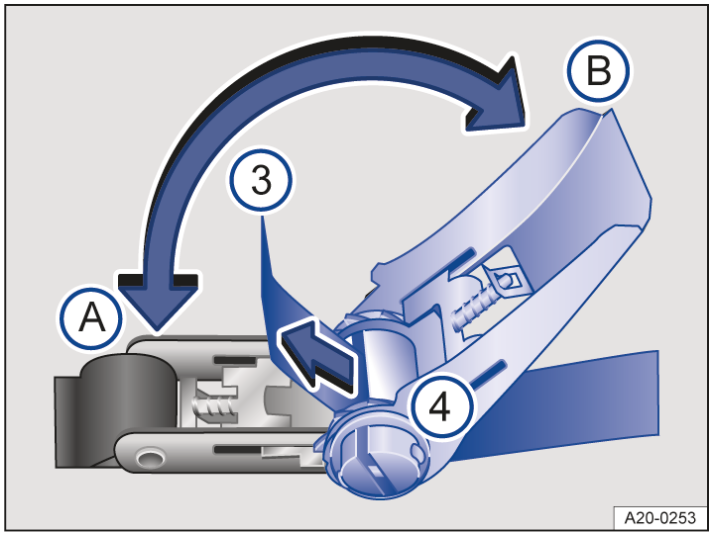


Fig. 2 Releasing and tightening the lever on the ratchet strap.

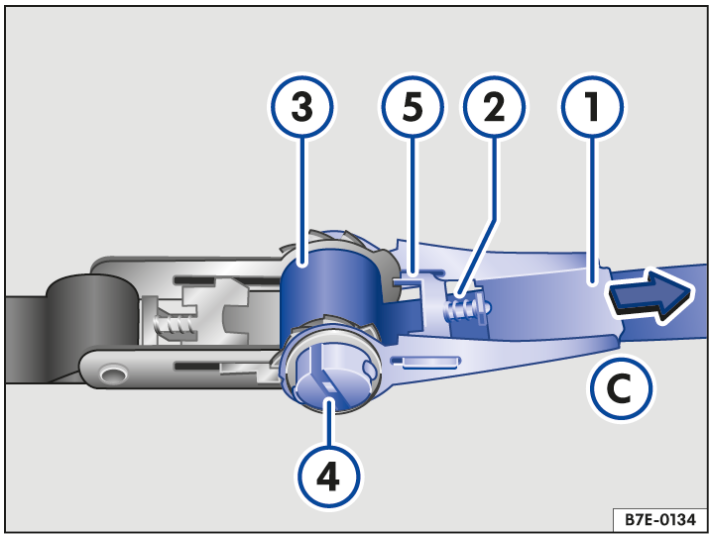


Fig. 3 Tightening the ratchet strap.

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Tightening the ratchet strap

1. Press the slider → *Fig. 1* (2) outwards in the direction of the arrow.
2. Pivot the lever → *Fig. 1* (1) to position → *Fig. 2* (B).
3. Pull the belt → *Fig. 2* (3) from the rear through the slot in the spool (4) and tighten the belt.
4. Pivot the lever → *Fig. 1* (1) back and forth alternately between positions → *Fig. 2* (A) and (B) until the belt has wound itself around the spool two to three times →⚠.
5. Press the slider → *Fig. 1* (2) outwards and pivot the lever → *Fig. 1* (1) to position → *Fig. 2* (A). The ratchet is now closed and locked in position.

Releasing the ratchet strap

1. Before releasing the ratchet strap, make sure the load cannot fall over.
2. Press the slider → *Fig. 3* (2) outwards.
3. Pivot the lever → *Fig. 3* (1) to position (C) until the slider (2) engages in the end position (5). The spool (4) now rotates freely.
4. Pull the ratchet strap → *Fig. 2* (3) out of the ratchet.

⚠ WARNING

Incorrectly fastened ratchet straps may get detached in the event of a sudden braking manoeuvre or accident. This could cause objects to be flung through the interior and lead to severe or fatal injuries.

- "Wind" the strap around the spool two to three times.
- Never use ratchet straps to secure loads to the side panels.

Swivelling out the ball coupling

The ball coupling of the towing bracket is located in the bumper. The electrically released ball coupling is swivelled out mechanically for use and cannot be removed.

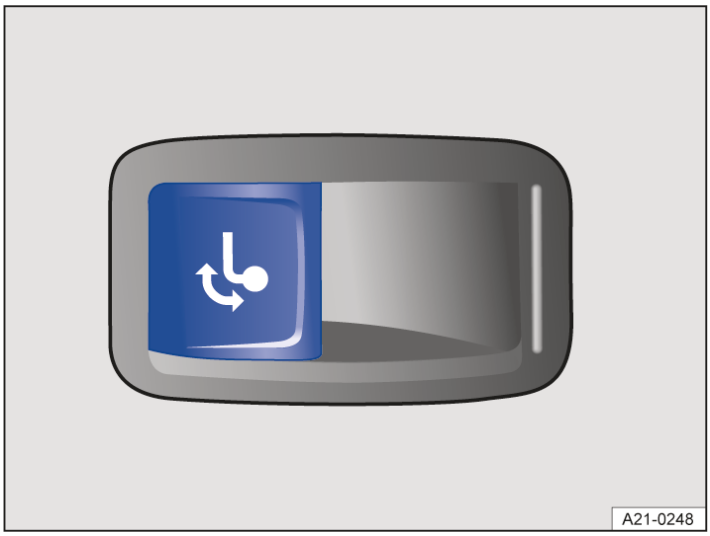


Fig. 1 In the luggage compartment: Button for swivelling out the ball coupling.

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Releasing and swivelling out the ball coupling

The ball coupling is released electrically and swivels out automatically. The indicator lamp in the button flashes.

1. Park the vehicle .
2. Open the boot lid.
3. Briefly press the button → *Fig. 1* in the luggage compartment.
4. Continue swivelling the ball coupling until you hear and feel it click into place and the indicator lamp in the button lights up continuously.
5. Close the boot lid.

Swivelling in the ball coupling

1. Park the vehicle .
2. Unhitch the trailer and disconnect the electrical connection between the vehicle and the trailer. If fitted, remove the adapter from the trailer socket.
3. Open the boot lid.
4. Briefly press the button → *Fig. 1* in the luggage compartment.
5. Swivel the ball coupling under the bumper until you hear and feel it click into place and the indicator lamp in the button lights up continuously.
6. Close the boot lid.

Meaning of indicator lamp in the button

— The indicator lamp → *Fig. 1* in the button lights up continuously when the boot lid is open: The ball coupling is correctly engaged in the swivelled out or swivelled in position.

— The indicator lamp → *Fig. 1* in the button flashes: The ball coupling is not properly engaged or the ball coupling is damaged.

— The indicator lamp → *Fig. 1* in the button goes out approximately 1 minute after the boot lid is closed.

Safety cable

In some countries, unbraked and braked trailers must be secured by means of a safety or breakaway cable.

Observe country-specific regulations on the use of a safety cable.

1. Attach the safety or breakaway cable to the eyelet provided on the ball coupling.
2. Pass the cable through the eyelet and hook it into the carabiner → ⚠.

⚠ WARNING

Improper use of the towing bracket can cause injury and accidents.

- Only use the ball coupling when it is properly engaged.
- Make sure that no people, animals or items are in the path of the ball coupling.
- Never interrupt the swivel movement of the ball coupling with items or tools.
- Never press the button if a trailer is attached or if a luggage carrier or other add-on parts are fitted to the ball coupling.
- Do not use the towing bracket if the ball coupling does not engage properly or if there are any faults with the electrical system or with the towing bracket itself. Always have the ball coupling checked by a suitably qualified

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workshop.

- Never use the towing bracket if the diameter of the ball at the smallest point is smaller than 49 mm.

WARNING

Improper securing of the trailer can cause injuries and accidents.

- Never place the safety or breakaway cable of the trailer loosely over the ball coupling.

NOTICE

Do not aim a high-pressure cleaner or steam cleaner directly at the swivelling ball coupling or the fitted trailer socket. Seals could be damaged or the grease required for lubrication could be washed off.

At extremely low outside temperatures, it may not be possible to swivel the ball coupling in or out. If this happens, it is sufficient to place the vehicle in a warmer room, e.g. a garage.

Dimensions and mounting points for retrofitting a towing bracket

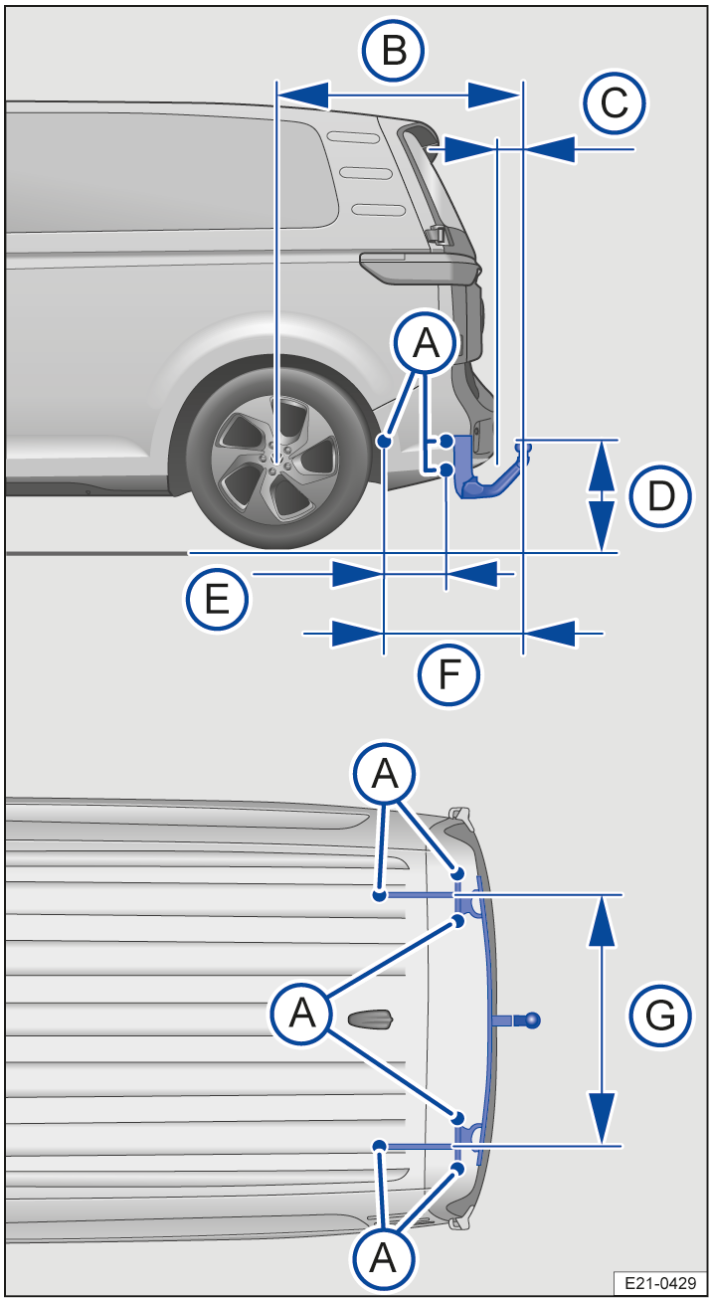


Fig. 1 Attachment points for retrofitting a towing bracket.

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(A) Attachment points.

(B) 1,003 mm.

(C) At least 65 mm.

(D) 350 mm to 420 mm.

(E) 200 mm.

(F) 515 mm.

(G) 917 mm.

Dimensions

The dimensions must be observed in all cases when retrofitting a towing bracket→ *Fig. 1*. Always observe the minimum distance given from the middle of the ball coupling (D) to the surface of the road. The values refer to the vehicle with maximum load, including the maximum drawbar load.

Have the towing bracket retrofitted by a suitably qualified workshop. Conversion measures may be necessary on the cooling system, for example, or it may be necessary to fit heat shields.

Install the towing bracket in accordance with the installation instructions provided.

A retrofitted, non-removable towing bracket must not cover either the licence plate or the lighting system at the rear of the vehicle. Observe the country-specific regulations on use of a towing bracket →⚠.

⚠ WARNING

Electrical accessories that are not connected properly can cause faults in the entire vehicle electronics system and also cause accidents and serious injuries.

- Never connect the trailer's electrical system directly to the electrical connections of the tail light clusters or to other unsuitable sources of electricity. Only a suitable connector may be used to connect the trailer.
- When retrofitting a towing bracket to the vehicle, have the work carried out by a suitably qualified workshop.

⚠ WARNING

The trailer can become detached from the towing vehicle if the towing bracket is unsuitable or incorrectly fitted. This can cause serious accidents and fatal injuries.

Use only towing brackets that are intended by the manufacturer for the corresponding vehicle model, model year and vehicle version.

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Ball coupling of the towing bracket not locked

The yellow indicator lamp lights up yellow.

1. Do not use towing bracket. Check towing bracket locking.
2. If the problem persists, go to a correspondingly qualified workshop.

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Introduction

The vehicle can be used to tow a trailer if it has the required technical equipment for this.

The additional trailer load will affect the amount of wear, energy consumption and performance of the vehicle and, in certain circumstances, could shorten the service intervals.

Driving with a trailer not only places an extra load on the vehicle, but also requires increased concentration on the part of the driver.

Trailer with lighting function check

You must not use any trailer equipped with a tail light or brake light that requires a function check of these lights for its approval. Please contact the trailer manufacturer for information on the type of approval that applies to your trailer.

Tachograph

Use of a tachograph is required by law for vehicles with a gross vehicle weight rating in excess of 3,500 kg, including trailer, and used commercially to transport goods. This is irrespective of whether the vehicle or the trailer or both are used for commercial transportation of goods.

Unused ball coupling

Swivel in or remove the ball coupling if there is no trailer, bicycle carrier or similar equipment mounted on it. This applies in particular if the number plate or the lighting on the rear of the vehicle are obscured by the unused ball coupling. Observe the country-specific regulations on the use of a ball coupling.

DANGER

It is dangerous to transport people in a trailer and it may also be illegal.

- Never transport people in a trailer.

WARNING

Improper use of the towing bracket can lead to a loss of vehicle control, accidents and serious injuries.

- Fit and use the trailer according to the instructions provided by the respective manufacturer.
- Use the towing bracket only if it is undamaged and fitted correctly.
- Do not carry out any alterations or repairs to the towing bracket.
- Swivel the ball coupling in or remove the ball coupling if possible to reduce the risk of injury in rear-end collisions and for pedestrians as well as cyclists in the event of parked vehicles.
- Never install a “weight-distributing” or “load-balancing” towing bracket to the vehicle. The vehicle was not constructed for these kinds of towing brackets. The towing bracket can fail, causing the trailer to tear loose from the vehicle.

WARNING

Towing a trailer and transporting heavy or bulky items can change the vehicle handling, increase the braking distance and lead to accidents.

- Always secure loads properly using suitable and undamaged lashing, retaining or securing straps.
- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions. Reduce your speed, particularly when driving downhill.
- Trailers with a high centre of gravity are more likely to tip over than trailers with a low centre of gravity.
- Always drive carefully and ensure that you think ahead. Accelerate particularly carefully and gently. Avoid abrupt and sudden driving and braking manoeuvres.

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- Take special care when overtaking. Reduce your speed immediately if the trailer shows even the slightest sign of snaking.
- Do not drive faster than 80 km/h(50 mph) when towing a trailer, or 100 km/h (60 mph)in exceptional cases. This also applies to countries where higher speeds are permitted. Always obey national speed limits. Speed limits for vehicles towing trailers can be lower than for vehicles without trailers.
- Never try to stop a trailer from snaking by increasing your speed.

WARNING

The start/stop system must always be deactivated manually when towing a trailer using towing brackets that have not been retrofitted by Volkswagen Commercial Vehicles. Otherwise faults can occur in the brake system, possibly resulting in accidents and serious injuries.

Always switch off the anti-theft alarm before hitching or unhitching a trailer *(→ Anti-theft alarm)*. The tilt sensor could otherwise trigger an alarm unnecessarily.

In vehicles with a new engine, do not tow a trailer during the first 1,000 km.

Depending on the equipment, the removable ball coupling is required for towing .

Technical prerequisites

Engine cooling system

There is an increased load on the engine and the cooling system when towing a trailer. The cooling system must contain sufficient coolant and be able to cope with the extra load added by the trailer.

Overrun brake

If the trailer is equipped with its own brake system, comply with the legal regulations.

Exterior mirrors

If you are unable to see the traffic behind the trailer in the vehicle's standard exterior mirrors, additional exterior mirrors should be fitted in accordance with any country-specific regulations. Before setting off, adjust the exterior mirrors so that you have a sufficient view of the rear.

Towing brackets fitted to the rear bumper

Do not make any modifications to the brake system. Check that the towing bracket is properly secured at regular intervals.

Trailer tail light clusters

The trailer tail light clusters must work correctly and meet legal requirements. Do not exceed the maximum power consumption for the trailer tail light clusters.

WARNING

If the towing bracket is unsuitable or incorrectly fitted, the trailer could become detached from the towing vehicle. This can cause serious accidents and fatal injuries.

- Do not carry out any alterations to the brake system.

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NOTICE

The vehicle electronics may be damaged if the trailer's power consumption is too high.

- Never connect the trailer's electrical system directly to the electrical connections of the tail light clusters or to other power sources. Use only suitable connections to supply power to the trailer.

We recommend additional services between the normal inspection intervals if the vehicle is used frequently for towing a trailer.

Hitching a trailer

Trailer socket

A 13-pin trailer socket makes the electrical connection between the towing vehicle and the trailer. The pin assignment corresponds with DIN ISO 11446.

If the trailer has a 7-pin plug you will need to use a suitable adapter.

1. Lift the cap on the socket and insert the plug.
2. Turn the plug by a quarter of a turn in clockwise direction until it engages fully in the socket.
3. Release the cap to lock the plug in position.
4. Check that the entire lighting system is functioning correctly before starting your journey.

If you are uncertain whether the electrical connection of the trailer with the towing vehicle is correct, please contact a suitably qualified workshop.

Emergency breakaway cable

Always fasten the trailer's emergency breakaway cable properly to the towing vehicle. Leave enough slack in the emergency breakaway cable so that the vehicle can still drive around corners. However the emergency breakaway cable should not drag along the ground while you are driving.

Connection to the anti-theft alarm

The trailer is integrated in the anti-theft system if the following conditions are fulfilled:

— When the vehicle has a factory-fitted anti-theft alarm and a factory-fitted towing bracket.

— When the trailer is electrically connected to the towing vehicle via the trailer socket.

— When the vehicle and trailer electric systems are functional, fault-free and undamaged.

— When the vehicle is locked with the vehicle key and the anti-theft alarm is active.

When the vehicle is locked, the alarm will be triggered as soon as the electrical connection to the trailer is interrupted.

Connection to the anti-theft alarm (trailer with LED tail light clusters)

For technical reasons, trailers with LED tail lights cannot be integrated into the anti-theft alarm system.

When the vehicle is locked, the alarm is not triggered as soon as the electrical connection to the trailer with LED rear lights is interrupted.

WARNING

Any electrical cables which are not connected properly or are connected incorrectly could cause a power surge to the trailer. This could lead to faults in the entire vehicle electronics system and could also cause accidents and serious injuries.

- All work on the electrical system should be carried out by a correspondingly qualified workshop.

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- Never connect the trailer's electrical system directly to the electrical connections of the towing vehicle's tail light clusters or to other power sources.

WARNING

Contact between the pins in the trailer socket can lead to short circuits, overloading of the electrical system and failure of the lighting system, thereby causing accidents and serious injuries.

- Never connect the pins in the trailer socket to one another.
- Have any bent pins repaired by a correspondingly qualified workshop.

NOTICE

If you park the trailer using the support wheel or other trailer supports, disconnect the trailer from the vehicle. The vehicle could move up and down if the load changes or if there is damage to the tyres, for example. If this happens, a great deal of force will be exerted on the towing bracket and trailer, which could lead to damage to the vehicle and trailer.

If there is a fault in the vehicle or trailer electrical systems, or if there is a fault in the anti-theft alarm, have the vehicle checked by a correspondingly qualified workshop.

If the engine is not running and electrical equipment is switched on in the trailer via the trailer socket, the 12-volt vehicle battery will discharge.

If the 12-volt vehicle battery charge level is low, the electrical connection to the trailer will be interrupted automatically.

Loading the trailer

Basic information

Always make sure that the vehicle and trailer are well balanced. Do not overload the front or rear of the trailer. Always stow heavy objects directly over the axle, or as close as possible to it. Always secure loads to the trailer properly →⚠.

Trailer weight and drawbar load

The maximum trailer weight is the weight that the vehicle can pull→⚠.

The drawbar load is the weight that the towing bracket exerts on the ball coupling neck vertically from above .

The figures for trailer weights and draw bar weights that are given on the data plate of the towing bracket are for certification purposes only. The correct values for your specific model, which may be *lower* than these figures, are given in the vehicle registration documents. All data in the official vehicle documents takes precedence over this data.

The maximum permissible drawbar load should always be utilised. The response of the trailer on the road will be poor if the drawbar load is too small.

The drawbar load increases the weight on the rear axle and reduces the maximum load level as a result.

Gross combination weight

The combination weight is made up of the actual weight of the loaded towing vehicle and of the loaded trailer .

In some countries, trailers are divided into different classes. We recommend that you contact a qualified workshop to find out about suitable trailers.

Tyre pressure

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Follow the trailer manufacturer's recommendations concerning the tyre pressure for the trailer tyres.

1. When towing a trailer, inflate the tyres on the towing vehicle with the maximum permitted tyre pressure *(→ Tyre pressure)*.

⚠ WARNING

Loads that may slide can severely impair stability and driving safety, which can cause accidents and severe injuries.

- Always load trailers properly.
- Always secure loads using suitable and undamaged lashing and securing straps.

⚠ WARNING

Accidents and serious injuries can occur if you exceed the vehicle's maximum permitted gross axle weight rating, drawbar load, gross vehicle weight rating or gross combination weight rating.

- Never exceed the stated values.
- Never exceed the maximum gross axle weight rating with the current weight on the front and rear axles.
- Never exceed the maximum permissible gross weight with the front and rear weight of the vehicle.

Driving with a trailer

Headlight adjustment

Towing a trailer can raise the front end of the vehicle enough for the dipped beam to blind other road users. Use the headlight range control to lower the light cone as required. If you do not have headlight range control, the headlights should be adjusted by a correspondingly qualified workshop.

Things to note when driving with a trailer

— If the trailer has an overrun brake, apply the brakes *gently at first* and then firmly. This will prevent the jerking that can be caused by the trailer wheels locking.

— The combination weight causes the braking distance to increase.

— Select a low gear before driving down a slope. This enables you to use the engine braking effect to slow down the vehicle. The brake system could otherwise overheat and fail.

— The vehicle's centre of gravity and in turn the vehicle's handling will change because of the trailer load and the increased gross weight of the vehicle and trailer.

— The weight distribution of a loaded trailer with an unladen towing vehicle is very unfavourable. When driving in this situation, drive particularly carefully and slowly.

Pulling off on slopes when towing a trailer

Depending on the steepness of the slope and the total weight of the trailer and vehicle, a vehicle towing a trailer could roll back a short distance when moving off on a hill.

When towing a trailer, pull off on slopes as follows:

1. Depress and hold the brake pedal.
2. Select position D.
3. Switch the electronic parking brake off.
4. Gently depress the accelerator until you feel the vehicle moving forwards.
5. Pull away slowly.

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WARNING

Incorrect trailer towing can cause loss of vehicle control and serious personal injury.

- Towing a trailer and transporting heavy or bulky items can change the way the vehicle handles and increase the braking distance.
- Always drive carefully and ensure that you think ahead. Brake earlier than usual.
- Adapt your speed and driving style to the current visibility, weather and road or traffic conditions. Reduce your speed, particularly when driving downhill.
- Accelerate particularly carefully and gently. Avoid abrupt and sudden driving and braking manoeuvres.
- Take extra care when overtaking. Reduce your speed immediately if the trailer shows even the slightest sign of snaking.
- Never try to stop a trailer from snaking by increasing your speed.
- Always obey maximum speed limits. In some areas, speed limits for vehicles towing trailers are lower than for vehicles without trailers.

Trailer stabilisation

The trailer stabilisation function can detect if an attached trailer is starting to snake from side to side and can provide counter steering assistance.

Trailer stabilisation is an extension of the Electronic Stability Control (ESC

).

If a lurching motion is detected, the trailer stabilisation function automatically helps to reduce the trailer's rocking motion using counter steering assistance. The trailer stabilisation function may be deactivated in some countries.

Requirements for trailer stabilisation

✓ The vehicle is a factory-fitted towing bracket or a compatible towing bracket is fitted.

✓ Electronic Stability Control (ESC) and traction control system (TCS

) are active. The warning lamp or in the instrument cluster is not lit up.

✓ The trailer is electrically connected to the towing vehicle via the trailer socket.

✓ The vehicle speed is higher than approximately 60 km/h (37 mph).

✓ The maximum drawbar load is being used.

✓ The trailer must have a rigid drawbar.

✓ Trailers with brakes must have a mechanical overrun system.

WARNING

Do not let the extra safety afforded by the trailer stabilisation function tempt you into taking any risks when driving.

- Adapt your speed and driving style to the current visibility, weather and road or traffic conditions.
- Accelerate carefully on slippery surfaces.
- Take your foot off the accelerator when a system is regulating.

WARNING

The trailer stabilisation function may not be able to detect all driving situations correctly.

- Trailer stabilisation is switched off when ESC is deactivated.
- Light trailers that are snaking will not be recognised by the trailer stabilisation function and stabilised accordingly in all cases.
- A trailer can still *jack-knife* on slippery roads with little grip, even if the towing vehicle is equipped with the trailer stabilisation system.
- Trailers with a high centre of gravity might tip over before snaking starts.
- Sudden braking procedures could occur automatically in extreme driving situations if the trailer socket is being

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used without a trailer.

Introduction

Rear carrier systems are, for example, bicycle carriers or hunter boxes. There are rear carrier systems for assembly on the ball coupling or on the boot lid. This vehicle is not approved for assembling a rear carrier system on the boot lid →⚠.

Only use rear carrier systems intended for the vehicle model, model year and vehicle version by the respective manufacturer.

Mount the rear carrier system according to the manufacturer's installation instructions.

⚠ WARNING

Fitting a rear carrier system on the boot lid can lead to accidents and cause serious injuries when the vehicle is driven.

- Never fit a rear carrier system on the boot lid.

NOTICE

Fitting a rear carrier system on the boot lid can cause damage to the vehicle.

- Never fit a rear carrier system on the boot lid.

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Fitting a rear carrier system (e.g. bicycle carrier) on the ball coupling

Volkswagen Commercial Vehicles recommends the use of Volkswagen Genuine Accessories, which you can purchase from your Volkswagen Commercial Vehicles dealership.

Maximum load of the rear carrier system

The load capacity is made up of the rear carrier system and the load transported on it.

The maximum recommended load of the rear carrier system fitted on the ball coupling may differ from the vehicle-specific drawbar load of the vehicle.

However, the model-specific maximum drawbar load of the towing bracket must not be exceeded.

The load capacity decreases due to the leverage effect the further away the centre of gravity of the rear carrier system is from the ball head.

Position heavy objects as close to the ball coupling as possible.

Vehicle-specific maximum load capacity

To find out the recommended load capacity for your vehicle, check what the drawbar load of your vehicle is . The following table shows the load capacity. Volkswagen Commercial Vehicles recommends that the specified number of bicycles on the rear carrier system is adhered to in accordance with guideline UN-R 55.

Vehicle-specific drawbar load	Maximum load	Number of bicycles
50 kg	50 kg	2
55 kg	55 kg	2
From 75 kg	75 kg	3

Maximum overhang of the rear carrier system

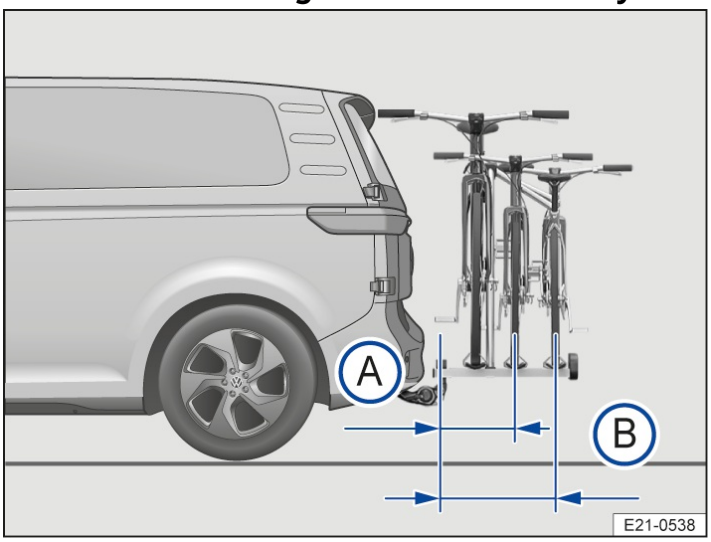


Fig. 1 Illustration of the maximum overhang on a bicycle carrier for two or three bicycles.

(A) With up to 55 kg load capacity: 500 mm.

(B) With 75 kg load capacity: 700 mm.

The maximum overhang for bicycle carrier systems with two bicycles from the centre of the ball head to the centre of

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the rail of the last bicycle carrier must not exceed 500 mm → *Fig. 1* (A). For bicycle carrier systems with three bicycles, 700 mm → *Fig. 1* (B) must not be exceeded.

WARNING

Incorrect use of a rear carrier system mounted on the ball coupling of the towing bracket can cause accidents and injuries.

- Make sure that the rear carrier system is suitable for use on your vehicle.
- Always read and follow the installation instructions provided by the rear carrier system manufacturer.
- Never secure a rear carrier system to the ball neck under the coupling ball. The rear carrier system could slip out of position due to the shape of the ball neck.

NOTICE

Considerable vehicle damage could occur if the maximum permitted payload specified in the manufacturer's assembly instructions or the overhang is exceeded.

- Never exceed the values stated in the installation instructions.

Remove as many add-on parts as possible from the rear carrier system before setting off. This includes, for example, bicycle bags and baskets, child seats or batteries. This helps improve the rear carrier system's wind load and centre of gravity.

Introduction

Depending on the model, the vehicle may be designed for fitting a roof load carrier.

Roof load carriers can be used to transport bulky items on the roof of the vehicle.

Please contact a suitably qualified workshop if you are unsure whether a roof load carrier can be fitted to your vehicle.

Volkswagen Commercial Vehicles recommends the use of Volkswagen Genuine Parts or Volkswagen Genuine Accessories, which you can purchase from your Volkswagen Commercial Vehicles dealership

Do not use or retrofit a roof load carrier if the vehicle is*not* approved for use with a roof load carrier.

Roof carriers *cannot* be fitted on vehicles that also have additional lighting factory-fitted on the vehicle roof.

WARNING

When transporting heavy or bulky objects on the roof load carrier, the way the vehicle handles will change due to a shift in the centre of gravity and increased susceptibility to crosswinds.

- Always secure loads properly using suitable and undamaged lashing, retaining or securing straps.
- Cargo that is large, heavy, bulky, long or flat will have a negative effect on the vehicle aerodynamics, centre of gravity and overall handling.
- Avoid abrupt and sudden driving and braking manoeuvres.
- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions.

WARNING

Fitting a roof load carrier that has not been approved for the vehicle or fitting a roof load carrier to a vehicle that is *not* approved for use with a roof load carrier can cause accidents and injuries.

- Use only roof load carriers that have been approved for the vehicle.
- Never fit a roof load carrier on a vehicle that has not been approved for use with a roof load carrier. If you fit a roof load carrier to such vehicles, it may work loose whilst the vehicle is in motion and fall off the vehicle roof.

NOTICE

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Securing a roof load carrier of any kind to a vehicle that is not approved for use with a roof load carrier can seriously damage the vehicle.

Securing roof load carriers

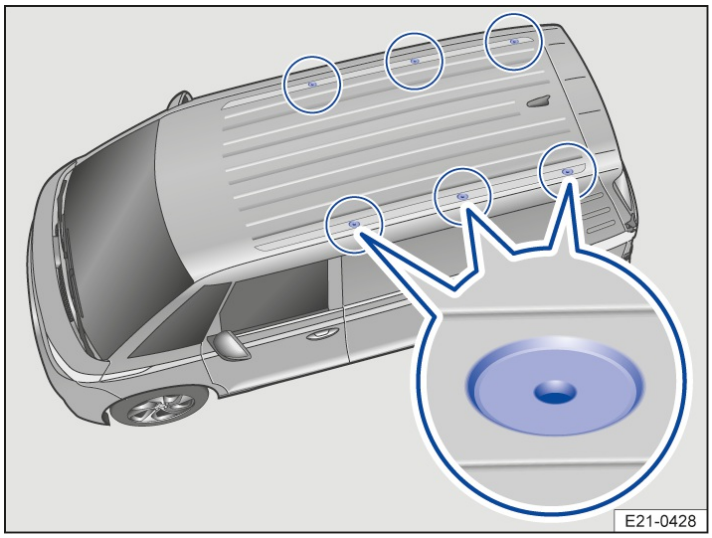


Fig. 1 Mounting points for base carriers.

Special roof load carriers must be used to transport loads, bicycles, surfboards, skis and boats safely.

Attaching the base carrier and roof load carrier

Install the base carrier bars in accordance with the supplied installation instructions.

There are three mounting points on each side of the roof→ *Fig. 1*. These screws must be removed before the mounts are fitted. The tool required to do this is supplied with the mounts.

Secure the mounts only at these specified points→⚠.

Once you have fitted the base carrier bars, you can then secure the respective roof load carrier on them.

The screws and seals must be replaced when the roof load carrier is removed.

⚠ WARNING

Incorrectly attaching and using the mounts or roof bars and roof load carrier can cause the whole roof load carrier to fall off the roof. This can cause accidents and injuries.

- Use base carrier bars or roof bars and roof load carriers only when they are undamaged and fitted correctly.
- Always fit base carrier bars or roof bars and roof load carriers properly. Always observe the installation instructions provided by the manufacturer.
- Attach the base carrier bars or roof bars only at the specified mounting points.
- Special roof load carriers for items such as bicycles, skis, surfboards, etc. must always be installed properly. Always observe the installation instructions provided by the manufacturer.
- Check that the roof load carrier is secured before starting your journey and tighten as necessary after driving a short distance. During a long trip, check all bolts and fasteners at each stop.
- Do not carry out any modifications or repairs to base carrier bars, roof bars or the roof load carrier.

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Loading the roof load carrier

Maximum permissible roof load

The maximum permitted roof load is 100 kg (220 lbs).

The roof load limit refers to the combined weight of the roof load carrier and the load carried on the roof → ⚠.

Make sure you are aware of the weight of the roof load carrier and the load to be transported. Weigh the load if necessary.

However, you will not be able to carry the maximum permitted roof load if you are using a roof load carrier with a lower load rating. In this case, do not exceed the maximum weight limit for the load carrier system which is specified in the manufacturer's installation instructions.

Distributing the load

Distribute the load evenly and secure it correctly → ⚠.

⚠ WARNING

Accidents and vehicle damage can occur if the maximum permitted roof load is exceeded.

- Never exceed the specified roof load, the maximum permissible axle loads, and the permissible gross vehicle weight for the vehicle.
- Do not exceed the load capacity of the roof load carrier, even if the maximum roof load has not been reached.

⚠ WARNING

Loose and incorrectly secured loads can fall off the roof load carrier and cause accidents and injuries.

- Always use suitable and undamaged lashing, retaining or securing straps.

NOTICE

When opening the boot lid, make sure that it does not collide with the roof load.

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Remove the roof load carrier in the following situations

— The roof load carrier is no longer needed.

— Before entering an automatic car wash.

— When the vehicle height exceeds the required clearance height, e.g. in a garage.

NOTICE

- Always remove the roof load carrier before driving through an automatic car wash.
- Installing a roof load carrier and securing a load to it changes the height of the vehicle. Check and compare the height of the vehicle with clearance heights, e.g. for underpasses and garage doors.
- The function of other components must not be impeded by the roof load carrier.

When the roof load carrier is fitted, consumption increases due to the increased air resistance.

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DANGER

The components of the high-voltage system are under high electrical voltage. Making contact with live components of the high-voltage system can cause burns, other injuries and fatal electric shock.

- You should always assume that the high-voltage battery is completely charged and that all high-voltage components are live. This can also be the case when the ignition is switched off.
- Never touch high-voltage components or orange high-voltage cables. Damage to high-voltage components is not always visible.
- Never remove, damage or modify the orange high-voltage cables.
- Never disconnect the high-voltage cables from the high-voltage network.
- Never open, modify or remove the cover of the high-voltage battery.
- Never carry out repair or maintenance work on orange high-voltage cables or high-voltage components. Any work on the high-voltage system must be carried out only by a suitably qualified workshop that has been approved for this work.
- Never carry out work with cutting, forming and sharp-edged tools or heat sources in the vicinity of high-voltage components and high-voltage cables.

DANGER

Damage to the vehicle or to the high-voltage battery could lead to a leak of toxic gases or fluids, either immediately or at a later time. These emitted gases could potentially cause a fire. There is a risk of serious injury or death.

- Do not breathe in the emitted gases.
- Never touch any fluids that escape.
- Leave the vehicle rapidly together with all vehicle occupants.
- Never remain in the direct vicinity of the vehicle.
- Observe all information on behaviour in the event of a fire risk *(→ Charging operations)*.

NOTICE

The high-voltage battery may be damaged after an accident or if the bottom of the vehicle hits an obstacle. The vehicle is no longer ready to drive if the high-voltage system has been switched off for safety reasons.

- Have the high-voltage battery checked by appropriately qualified and trained personnel.
- Secure the vehicle and seek expert assistance if the system has been deactivated.

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Warning signs for the high-voltage system

Where might I find warning signs?

— Covers and caps over high-voltage components.

— All high-voltage components including the high-voltage battery.

Warning signs

The illustrations below may vary slightly from the warning signs on the vehicle.



Fig. 1 Warning sign on the battery charger and other high-voltage components.



Fig. 2 Warning sign on high-voltage components.

The warning signs indicate the presence of high voltage → *Fig. 1*, → *Fig. 2*.



Fig. 3 Warning sign on the battery charger.

Parts of the high-voltage system can become very hot and must not be touched → *Fig. 3*.

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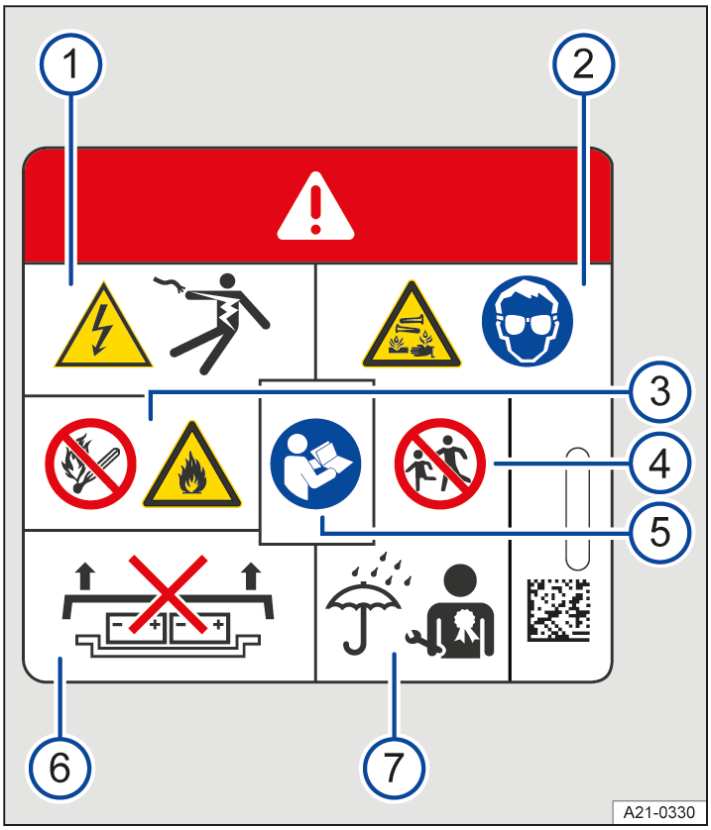


Fig. 4 Warning sign on high-voltage battery.

1. High voltages can cause serious injuries or death. Never touch the battery terminals with your fingers, tools, jewellery or any metal objects.
2. The high-voltage battery contains dangerous liquid and solid substances. Serious chemical burns and blindness can be caused if it outgasses. Suitable eye protection and protective clothing should always be worn when performing work on the high-voltage battery to prevent the battery fluid coming in contact with skin and eyes. If skin or eyes come into contact with battery fluid, rinse the affected areas with clean flowing water for at least 15 minutes and seek a doctor immediately.
3. The high-voltage battery can burn. The high-voltage battery must never be exposed to fire, sparks or naked flames. Always handle the high-voltage battery with care to avoid damage and fluid leaks.
4. Always keep children away from the high-voltage battery.
5. You will find further information and warnings in the owner's manual and in the workshop literature.
6. Incorrect handling of the high-voltage battery can cause serious injuries or death. Under no circumstances remove the lid from the high-voltage battery nor disassemble the high-voltage battery.
7. Incorrect handling of the high-voltage battery can cause serious injuries or death. Have maintenance work on the high-voltage battery performed exclusively by properly qualified and trained specialist staff. Never make modifications to the high-voltage battery. The opened high-voltage battery must not come into contact with water or other liquids. Liquids can cause short-circuits, electric shocks and burns.

Introduction

Prerequisites

✓ The vehicle's drive system has been deactivated.

✓ The charging cable and the charging infrastructure have been tested and are in perfect condition→ ⚠.

⚠ WARNING

An improper charging process, failure to observe safety instructions and incorrect use of the high-voltage battery

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may cause short-circuits, electric shocks, explosions, fire, serious burns and injuries and death.

- Always stop charging before disconnecting the mains plug to avoid the risk of electric shock and serious injury from residual energy in the electrical storage system. The charging cable and the electrical installation could be damaged.
- Observe the safety and operating instructions relating to the supplied charging cable.
- Only charge in the household using a connection that is suitable for electric vehicles and has been installed and tested by qualified personnel. High charging currents flow.
- Never carry out charging in locations where there is an explosion hazard. Components of the charging cable can cause sparks and thus ignite flammable or explosive vapours.
- Always protect electrical connectors from water, moisture and other liquids.
- For safety reasons, no other work should be carried out in or on the vehicle during charging.

Charging options

— AC charging (alternating current) at a charging station *(→ Charging operations)*.

— DC charging (direct current) at a quick-charging station → *(→ Charging operations)*.

— AC charging (alternating current) at a mains socket. The domestic electrical installation must be checked to ensure it is in perfect working order → *(→ Charging operations)*.

The maximum achievable charging capacity depends on the charging station, the charging cable used and the vehicle equipment.

For AC charging at a charging station or wall box, it is recommended to charge with the maximum available charging capacity of the charging station. The energy efficiency is improved in this case and is significantly higher that at a mains socket.

To cool high-voltage components, the radiator fan may run while the vehicle is charging, depending on the charging method and the outside temperature.

NOTICE

Frequent DC quick charging with a very high charging capacity can permanently reduce the battery capacity.

- You should primarily charge the high-voltage battery at a charging station or wall box using alternating current (AC).
-

Compatible charging connection

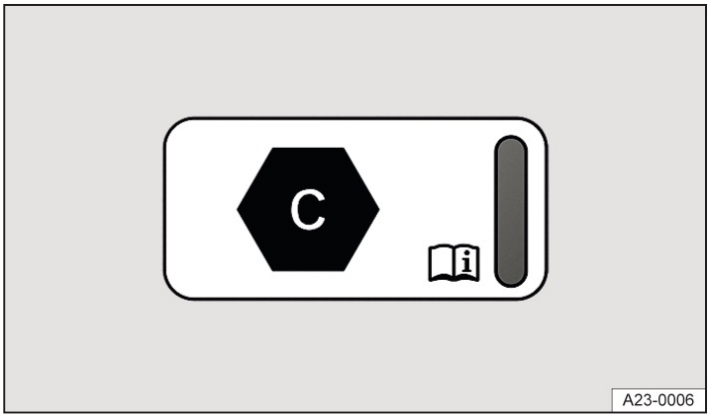


Fig. 1 On the charging socket: Sticker for AC charging.

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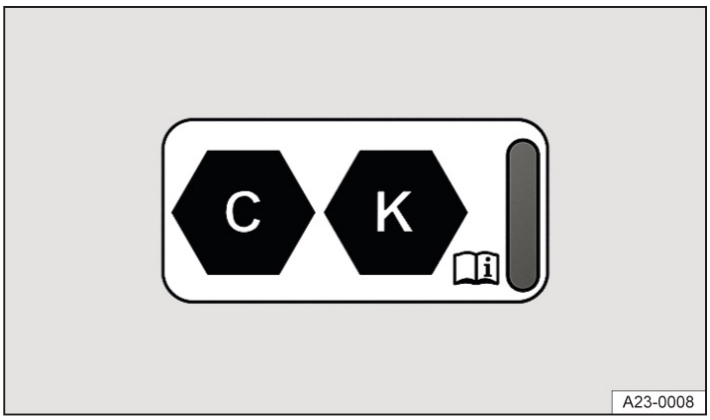


Fig. 2 On the charging socket: Sticker for AC charging(C) and DC charging (K) with a voltage of up to 500 volts.

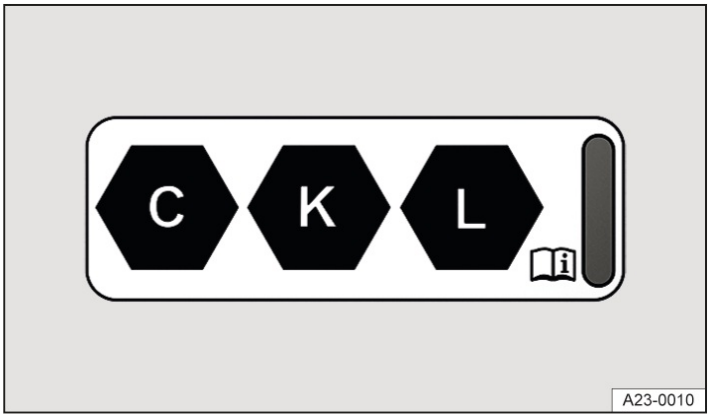


Fig. 3 On the charging socket: Sticker for AC charging(C) and DC charging (K, L) with a voltage of up to 920 volts.

The sticker on the vehicle's charging socket provides information on whether charging is possible at the local charging connection →⚠.

The labelling on the local charging infrastructure(charging station) or on the charging cable must match the identification on the sticker.

The high-voltage battery can only be charged at charging stations that meet the requirements of the corresponding country and at least the following standards:

— IEC 61851 and IEC 62196
(Europe).

⚠ WARNING

Driving when the charge level of the high-voltage battery is too low can lead to the vehicle coming to a standstill in traffic, and thus to accidents and serious injuries.

Handling the high-voltage battery

Reliability and capacity of the high-voltage battery

Lithium-ion batteries are subject to a physical and chemical ageing and wear process during their useful life. Correct handling of the high-voltage battery significantly helps to keep it reliable and to preserve its useful capacity and range in the long term. It is therefore extremely important to observe the following care instructions for the high-voltage battery. These care instructions form the basis for long value retention of the vehicle.

Please also observe the applicable warranty and guarantee conditions for the high-voltage battery. For more information, contact the Volkswagen Commercial Vehicles dealership.

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Charging recommendations

Volkswagen Commercial Vehicles recommends observing the following charging recommendations:

— For daily use, set the upper battery charge limit to 80% in the Infotainment system *(→ Battery charge limits)*.

— Charge the high-voltage battery when the charge level is below 20%. Avoid completely discharging the high-voltage battery if possible →.

— Fully charge the high-voltage battery before long journeys. Set a departure time in the Infotainment system *(→ Timer-controlled charging)* and drive off immediately after charging if possible.

— Avoid regular fast charging with direct current (DC
).

NOTICE

The high-voltage battery may not be manipulated and thus used as a stationary power source. Using it in this way can cause irreversible damage to the high-voltage battery.

Battery Care Mode

If the upper battery charge limit is set to above 80%, this is automatically reset to 80% during the next charging process.

1. Open the Charging main menu in the Infotainment system.
2. Tap Settings.
3. Activate function.

A battery charge limit higher than 80% can be used for charging with an active departure time in the Infotainment system. Battery Care Mode remains activated for other charging operations.

Volkswagen recommends using the function during everyday use to conserve the high-voltage battery.

Stationary periods

— Park the vehicle with a charge level of between 40% and 70% if it is left stationary for an extended period.

— If the vehicle is stationary for an extended period, avoid high temperatures and particularly also direct exposure to sunlight if possible.

— Use the stationary air conditioning(available with some equipment levels) in good time before your journey to improve comfort and performance, particularly at temperatures below about -15°C (about 5 F) *(→ Stationary air conditioning)*.

NOTICE

If the vehicle is parked for an extended period with discharged high-voltage battery, it is possible that the high-voltage battery will no longer be charged or the vehicle will no longer start. In the long term, irreversible damage can be caused to the high-voltage battery.

- Charge the high-voltage battery at regular intervals.

Charging

The high-voltage battery can be charged with alternating current at the charging station or mains socket(AC charging) or with direct current at the quick charging station (DC charging).

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Connecting the charging cable

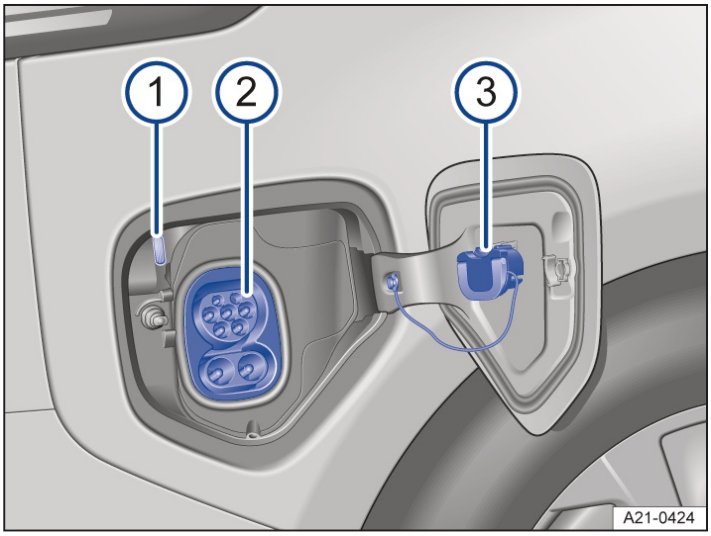


Fig. 1 Behind the charging socket flap at the rear right: Charging socket.

1. Charging process display.
2. Charging socket with AC connection (top) and DC connection (bottom).
3. Protective cap on the hanger.

1. Unlock the vehicle.
2. Press the charging socket flap lightly to open it.
3. Take the charging cable from the charging station and connect it to the power supply and unwind it completely.

   Charging cable for mains sockets: The protective device of the charging cable will carry out a self-test *(→ Charging cable for mains sockets)*.
4. Insert the charging connector into the charging socket and check that it is straight and fully inserted *→ Fig. 2*.

   The charging connector is locked automatically.

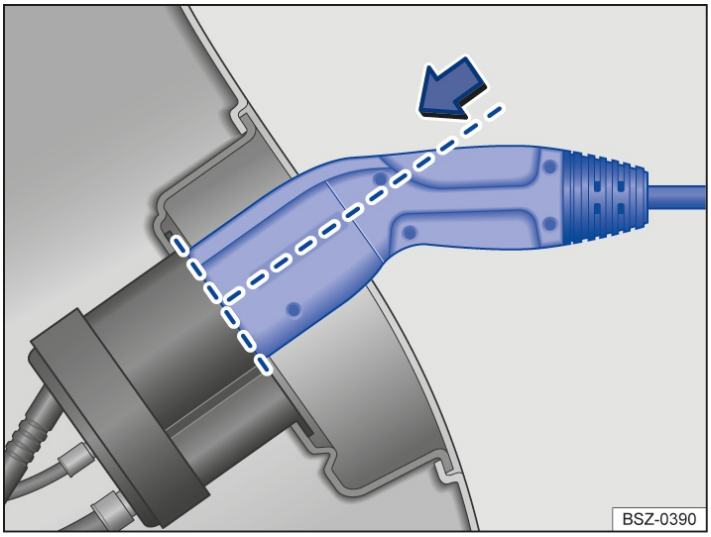


Fig. 2 On the charging socket: fully inserted charging connector (illustration).

The indicator lamp in the instrument cluster lights up white when the charging connector is plugged in.

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Starting the charging process

1. To achieve the desired range during instant charging, set the upper battery charge limit in the Infotainment system.
2. If necessary, activate the charging station.

   The charging process starts immediately or with a time delay, depending on the settings for the saved charging location.

While the high-voltage battery is charging, the indicator lamp in the instrument cluster flashes green. TheLED on the charging socket pulses green.

Interrupting the charging process

The charging process can be interrupted at any time.

1. Tap STOPP in the Infotainment system.

   Or: When charging at the charging station or mains socket withAC

   , press the central locking button.
2. Tap START to restart the charging process.
3. It may be necessary to reactivate the charging station.

Fast charging station (DC charging): The charging process can be ended at theDC

charging station.

After charging

When the high-voltage battery has been charged, the charging process display on the charging socket lights up green.

Charging station or mains socket (AC charging):

1. Unlock the vehicle.

   Or: If Unlock AC charging cable automatically is selected in the Infotainment system, the charging connector is automatically released.
2. Remove the charging connector from the charging socket within 30 seconds.
3. Disconnect the charging cable from the power supply and fit protective caps.
4. Close the charging socket flap so that it engages audibly.

Fast charging station (DC charging): The charging connector is released automatically from the charging station when charging has ended and can then be unplugged.

Charging the vehicle if it has not been used for a long time

If the high-voltage battery is new or has not been charged for a long time, the maximum charge of the high-voltage battery will probably not be reached until after several charging cycles. This is for technical reasons and does not represent a vehicle malfunction.

If the vehicle is not used for a long period, the high-voltage battery must be charged after four months at the latest *(→ Charging settings)*.

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The charging cable for the
DC
charging station may have a maximum length of about 30 metres (about 98 feet).

Charging of the high-voltage battery can be subject to limitations in very low and very high temperature conditions.

The high-voltage battery provides less power when driving off at very low temperatures. If the charge level is also low, the vehicle power may be significantly restricted for a short time.

— Use the stationary air conditioning to preheat the vehicle interior and prepare the high-voltage battery for the journey.

Charging process display

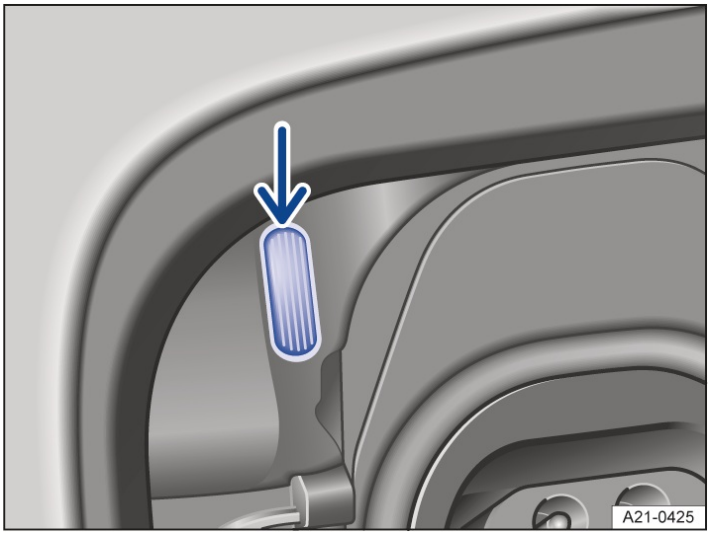


Fig. 1 Behind the charging socket flap: Charging process display.

An LED
light unit on the charging socket shows the charging process status → *Fig. 1* (arrow).

LED displays

A sticker on the charging socket provides information about the displays of theLED
light unit → *Fig. 2*.

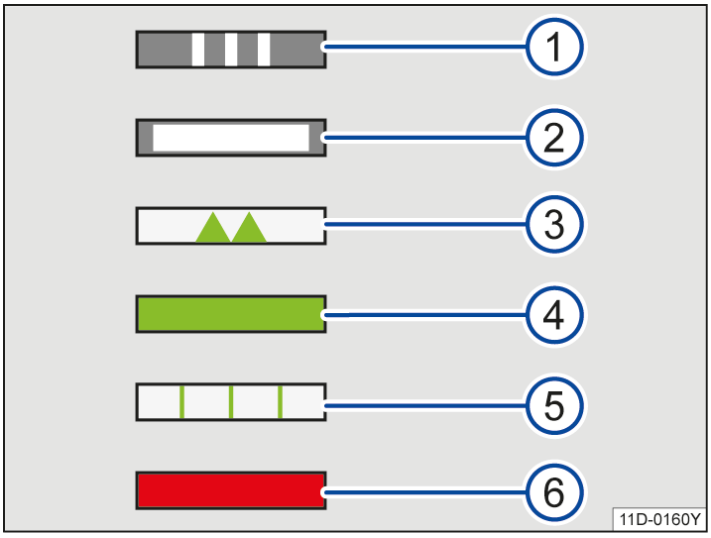


Fig. 2 LED light displays (illustration).

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1. Flashing: Charging connector has been detected.
2. White flashing: Vehicle establishes the connection with the charging infrastructure. Charging process is being prepared.

   Light units: No charging function is active.
3. Pulsing green: The high-voltage battery is being charged.
4. Lit up green: Charging process completed successfully.

   Lights up green alternately with the red display: charging is taking place with a reduced charging current to prevent the vehicle from breaking down. A fault is present, e.g. charging connector not fully inserted.
5. Flashing green: A time-delayed charging process is activated and has not yet started.
6. Lit up red: Charging system is faulty.

NOTICE

If the charging process display continually indicates a fault in the power supply or in the charging system of the vehicle, consult a suitably qualified workshop.

Illumination of the charging socket

The side lighting of the charging socket switches on in the dark if one of the following conditions applies:

— The vehicle has been unlocked.

— the charging connector has been unplugged from the charging socket.

The illumination goes out automatically after some time when the vehicle is unlocked or locked.

Troubleshooting

⚠ and Danger of fire

The central warning lamp ⚠ lights up red and is displayed together with the text message HV battery: risk of fire! Pull over safely ASAP and leave the vehicle. Call emergency services! in the instrument cluster display. A continuous acoustic warning sounds.

In addition, the warning lamp is displayed.

The temperature of the high-voltage battery is too high → ⚠.

1. Do not drive on! Stop the vehicle immediately taking into account the traffic situation.
2. Park the vehicle in a safe location in the open air and not close to buildings and other vehicles.
3. Switch on the hazard warning lights if possible.
4. Switch on the electronic parking brake.
5. Switch off the ignition.
6. Leave the vehicle key in a visible place in the vehicle, e.g. in the centre console.
7. Get out with all vehicle occupants and go to a location well away from the vehicle, if possible behind a crash barrier.
8. Inform the emergency services.
9. Do not attempt to extinguish the fire yourself.

DANGER

If there is a risk of fire in cells of the high-voltage battery, poisonous gases can escape or high-voltage components can be live. There is a risk of serious injury, burns, or lethal electrical shock.

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- Leave the vehicle rapidly together with all vehicle occupants.
- Never remain in the direct vicinity of the vehicle.

The constant acoustic warning can only be turned off by a suitably qualified workshop.

Fault in high-voltage system

The warning lamp lights up red. A message is shown on the instrument cluster display.

There is a fault in the high-voltage system. High-voltage components may be damaged→ ⚠.

It is not possible to charge the high-voltage battery.

⚠ DANGER

High-voltage components including the high-voltage battery and high-voltage cables may be live and damaged. The voltage in the high-voltage system is dangerous and can cause burns or other injuries and even lead to a fatal electric shock.

- Do not touch the high-voltage components and high-voltage cables!

1. STOP Do not drive on! Stop vehicle outside as soon as it is safe and possible to do so.
2. Deactivate the vehicle's drive system.
3. Seek expert assistance immediately.

High-voltage battery is empty, and total discharge is possible

The indicator lamp lights up red. A message is shown on the instrument cluster display.

The high-voltage battery can be damaged by a total discharge if it is not used for a long time.

1. Charge the high-voltage battery immediately.

High-voltage battery is empty

The indicator lamp lights up yellow. A message is shown on the instrument cluster display.

1. Charge the high-voltage battery immediately.

Charge level of the high-voltage battery low

The indicator lamp lights up yellow. A text message is also shown on the instrument cluster display with the remaining range.

The charge level of the high-voltage battery has reached the reserve range.

1. Charge the high-voltage battery.

High-voltage system is faulty

The indicator lamp lights up yellow. A message is shown on the instrument cluster display.

High-voltage components may be faulty.

Driving can be continued.

1. Have the high-voltage system checked by a correspondingly qualified workshop.

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Fault in range calculation

The indicator lamp lights up yellow. A message is shown on the instrument cluster display.

There is a fault with the range calculation.

1. Consult a suitably qualified workshop.

Emergency charging of the high-voltage battery

The indicator lamp lights up. A message is shown on the instrument cluster display. The charging process display on the charging socket lights up green and red alternately.

Charging is taking place at a reduced charging current and there is a fault, e.g. the charging connector is not plugged in correctly or there is a fault in the connection to the charging station.

1. Connect the charging cable again.

If the fault persists, go to a correspondingly qualified workshop.

Charging not available or interrupted

The charging process display on the charging socket lights up red.

1. Connect the charging cable again.

   Or: Check that the charging connector is inserted correctly.

   Or: Check whether a fault is indicated at the charging station.

Consult a suitably qualified workshop if you cannot rectify the fault.

Protective device of charging cable switches off

If external devices with a separate power connection are used on the vehicle simultaneously, e.g. refrigerator box, a fault may be detected during the self-test of the protection unit.

1. Connect the charging cable to the external power supply.
2. Insert the charging connector into the charging socket.

Charging time changes during DC charging

To protect the high-voltage battery from overheating, the charging current is automatically reduced during multiple consecutive DC

charging processes (e.g. when the vehicle is in continuous use).

Charging connector cannot be removed

1. When charging with alternating current AC

   , unlock the vehicle using the central locking system. Remove the charging connector immediately.

   Or: To unlock the charging connector prematurely when charging with direct current DC

   , tap STOPP on the Infotainment system screen.
2. To prevent the vehicle breaking down in traffic, manually unlock the charging connector as necessary *(→ Charging connector)*.

   Then go to a correspondingly qualified workshop.

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Manually releasing the charging connector

When can I release the charging connector?

✓ The charging connector has been inserted correctly and is not kinked, e.g. due to the weight or position of the charging cable.

✓ The vehicle is unlocked.

✓ The charging process has been completed or interrupted.

If the charging connector still cannot be unplugged, manually unlock the charging connector→ ⚠.

The charging connector cannot be unlocked manually if timer-controlled charging for a departure time is in operation, or if the stationary air conditioning is active.

⚠ DANGER

If the charging connector unexpectedly remains locked, this may be caused by a fault in the vehicle or on the charging station. Live contacts may become accessible as a result of the manual unlocking procedure. Touching the contacts in the charging socket will cause burns, other injuries or a fatal electric shock.

- Never touch the contacts in the charging socket or charging connector.

Manually release the charging connector only in the event of a fault in the vehicle.

Electrically releasing the charging connector

To avoid manually unlocking the charging connector in the load compartment, try to unlock it electrically via the vehicle's central locking system.

1. End the charging process via the STOPP function button in the Infotainment system or at the charging station.
2. Press the button on the vehicle key three times in succession.

   The turn signal must flash three times.
3. Remove the charging connector.

Manually releasing the charging connector

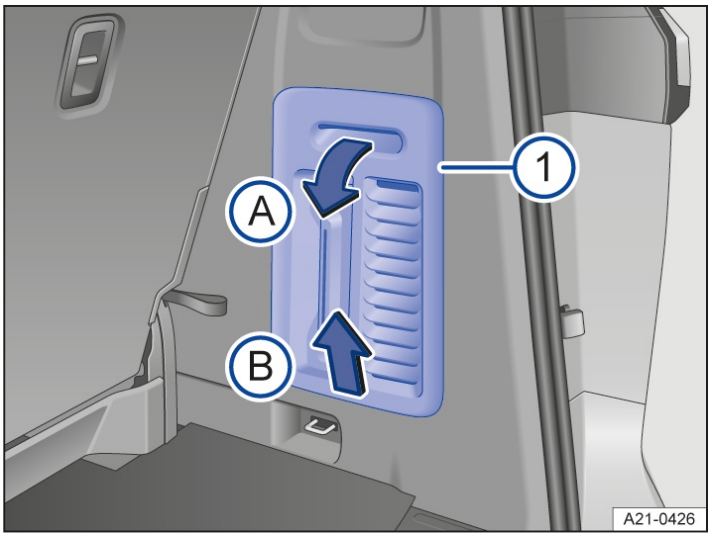


Fig. 1 Right-hand side of the load compartment: cover in the load compartment floor.

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(1) Removable cover.

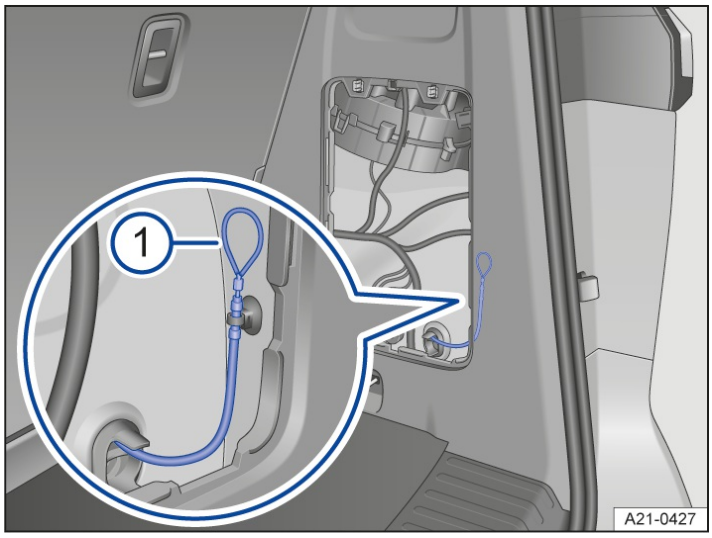


Fig. 2 Behind the load compartment floor: manual release mechanism for the charging connector.

(1) Loop for manually release.

1. Open the load compartment.

   There is a removable cover in the right load compartment trim→ *Fig. 1*.
2. Grasp the upper handle recess of the cover and pull the cover out sideways(in the direction of the arrow) → *Fig. 1* (A).
3. Lift out the lower part of the cover(in the direction of the arrow) → *Fig. 1* (B).
4. Pull the loop for the manual release mechanism→ *Fig. 2* (1).

   The charging connector can now be removed →⚠.
5. Insert the cover into the load compartment floor in reverse order.
6. Have the charging socket checked by a correspondingly qualified workshop.

Introduction

You can adjust charging settings in the Infotainment system. Advanced charging settings are available in the Charging locations menu.

Opening charging settings

1. Switch on Infotainment system.
2. Open the Charging main menu in the Infotainment system.

   Or: When the charging connector is plugged into the unlocked vehicle, a screen with charging information is displayed.

Immediate charging: If a departure time is not activated, the high-voltage battery is immediately charged to the upper battery charge limit *(→ Battery charge limits)*.

Changing charging method

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The charging procedure can be changed in the exit menu or in the Charging menu. The selection depends on the settings in the profile of the charging location created and the technical requirements at the location.

1. Tap the function button with the charging method displayed.

   A list view will open.

2. Select charging method, e.g. Immediate charging, Charging for a departure time, Charging and air conditioning.

Overview of charging settings

Opening menus

1. Open the Charging main menu in the Infotainment system.

Charging menu for general charging settings.

Manage charging locations with advanced settings *(→ Charging locations)* and departure time programming *(→ Timer-controlled charging)*.

Settings menu with additional functions.

Charging **menu**

The menu displays an overview of the currently selected settings and the charging process.

Some of the following displays may vary depending on the selected charging method or when charging is active.

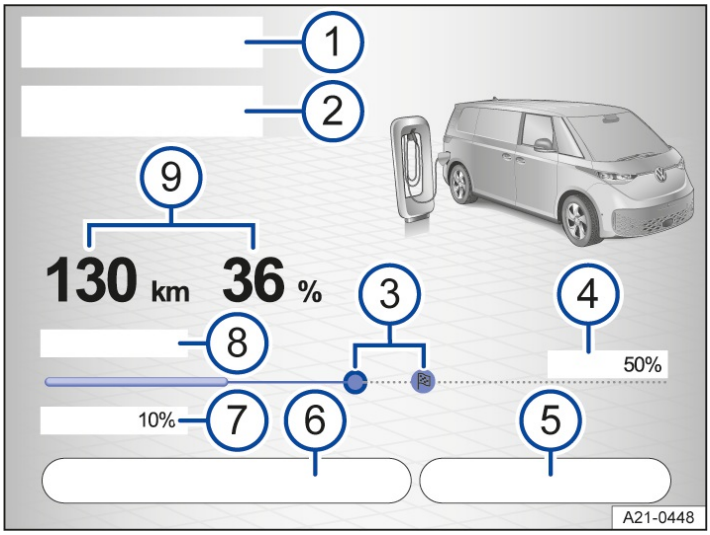


Fig. 1 Infotainment system: Function buttons and displays for charging (illustration).

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(1) Current settings or detected charging location.

(2) End of the charging process or planned departure time.

Or: Stationary air conditioning for departure time (depending on the equipment level).

(3) Touch slider for the upper battery charge limit (maximum charge level).

Navigation icon of the Electric Vehicle Route Planner: Automatically calculated upper battery charge limit for planned charging stops.

(4) Display of the upper battery charge limit.

(5) End or restart charging.

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6 Change charging method.

7 Lower battery charge limit (minimum charge level).

8 Added range during charging in km/h or km/min and charging power in kW.

9 Range and charge level.

The displays for the charging power and the duration of the charging process may differ between individual charging processes. They depend on the charging infrastructure and the temperature of the high-voltage battery. The charging power can also vary during the charging process.

Settings **menu**

— Battery Care Mode *(→ Battery capacity)*.

— Plug & Charge.

— Add charging stops automatically: The automatic scheduling of necessary charging stations along the route is activated in the navigation *(→ Navigation)*.

— Bidirectional charging: .

— Reduce AC charging current: Charging is taking place at a reduced charging current of 6 or 8 A (depending on the country). The setting is recommended if several large electrical consumers are operated via the same circuit → ⚠.

— Unlock AC charging cable automatically: The charging connector is automatically unlocked after charging and can be removed immediately. The function depends on the country.

⚠ WARNING

Even with a reduced charging current, charging the high-voltage battery using an unsuitable electrical installation can cause a short circuit, an electric shock, explosions and fire. There is a risk of damage, serious injury or death.

- Only charge the battery using a connection that has been installed and tested by qualified personnel.

Plug & Charge function

The high-voltage battery is charged at a suitable home charging station or public charging station as soon as the charging connector is inserted. Manual de-energisation for cost accounting is not required.

This function depends on the equipment level and country.

Prerequisites

✓ The charging station supports the Plug & Charge charging function according to ISO 15118.

✓ An electricity contract has been stored in the vehicle using the Volkswagen app.

✓ Before charging, sending location data in the Infotainment system was permitted .

✓ Plug & Charge has been switched on in the Infotainment system.

✓ We Connect contract.

Switching on and off

1. Open Charging in the main menu in the Infotainment system.
2. Tap Settings.
3. Activate Plug & Charge.

The function can be used by a primary user and a guest user of the We Connect service. The primary user can switch the function on and off in the vehicle. A guest user can only switch off the function.

Battery charge limits

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The charge level and thus the vehicle range can be adapted to everyday needs by means of the battery charge limits in the Infotainment system.

Upper battery charging limit

The upper battery charge limit limits the maximum charge level of the high-voltage battery between 50 and 100%.

It is not usually necessary to fully charge the high-voltage battery for everyday use.

1. Move the tap slider to the desired value in the charging settings of the Infotainment system *(→ Charging settings)*.

The upper battery charge limit can also be adjusted while the battery is charging.

Lower batter charge limit

A minimum charge level of the high-voltage battery can be set between 0 and 50% in the profile of a stored charging location.

The vehicle charges immediately after connection to the power supply and achieves a minimum range.

Only then are preferred charging times, off-peak times or a departure time for timer-controlled charging taken into consideration.

1. Open the Charging main menu in the Infotainment system.
2. Open the Charging locations menu.
3. Move the touch slider in the charging location profile to the desired value (0–50%).

For optimum setting of the battery charge limits in the Infotainment system, also observe the notes on battery care *(→ Battery capacity)*.

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Charging locations

Charging locations can be stored in the Infotainment system. The vehicle automatically recognises a stored charging location and adopts the settings when charging.

Location data

The Infotainment system uses the current location data (geographical coordinates) of the vehicle when a charging location is created or used.

Creating a charging location

1. Open the Charging main menu in the Infotainment system.
2. Open the Charging locations menu.
3. Add and name the current location as new charging location (maximum of five).

Removing a charging location

1. Open the Charging locations menu.
2. Tap .
3. Tap to remove the stored charging location.

Settings

All charging settings stored in the corresponding profile always apply to the charging location recognised by the vehicle.

If a departure time is activated for the detected charging location, the charging method can be changed, e.g. to immediate charging, in the exit menu or in the main menu Charging.

Reduce AC charging current → .

Unlock AC charging cable automatically. The function depends on the country.

Departure time (maximum of three) *(→ Timer-controlled charging)*.

Lower battery charge limit (0–50%) *(→ Battery charge limits)*.

Upper battery charge limit (50–100%) *(→ Battery charge limits)*.

Control by an external home energy management system (depending on vehicle equipment). The vehicle communicates with the charging station and the solar power system.

Preferred charging times: Individually set charging times may be helpful if there are other domestic consumers or when using off-peak electricity.

Display of the address or geo-coordinates.

Different available charging settings can be stored for a charging location.

WARNING

Even with a reduced charging current, charging the high-voltage battery using an unsuitable electrical installation can cause a short circuit, an electric shock, explosions and fire. There is a risk of damage, serious injury or death.

- Only charge the battery using a connection that has been installed and tested by qualified personnel.

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Departure times (timer-controlled charging)

If a stored charging location is available, the high-voltage battery can be charged for a desired time.

Setting departure time

Open the Charging main menu in the Infotainment system.

1. Open the Charging locations menu.
2. Open the profile of a charging location.
3. Set departure time (maximum of three).
   - Day of the week.
   - Time at which the high-voltage battery is to be charged.
   - Use once or weekly.

If timer-controlled charging has not been activated in the Infotainment system, the high-voltage battery is fully charged immediately.

Air conditioning

The vehicle interior is cooled or heated for the departure time by means of the stationary air conditioning.

1. Set the desired temperature in the stationary air conditioning menu *(→ Stationary air conditioning)*.
2. Select the function in the drop-down list for the charging method.

Activating a departure time

1. Open the profile of a charging location.
2. Activate the departure time by placing a "tick"☑ in the checkbox.

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Charging with solar power

The vehicle uses available solar power and charges according to the specifications of a home energy management system.

Prerequisites

✓ Compatible home energy management system (HEMS).

✓ Compatible charging station.

✓ A charging location has been created in the Infotainment system.

Find out from a suitably qualified workshop which home energy management systems are suitable.

How the system works

The high-voltage battery is charged with solar power when the solar power system produces more electricity than is needed in the household.

To ensure the minimum charge level of the set lower battery charge limit (charging location profile), the vehicle is initially charged with household current as usual. Afterwards, the battery is charged only with solar power.

The vehicle battery can also be charged with solar power when there is an activated departure time in the Infotainment system.

Observe the operating instructions provided by the home energy management system manufacturer.

Select charging method

1. Connect the vehicle to the home energy management system.
2. Tap the drop-down list for the charging method in the Infotainment system *(→ Charging settings)*.
3. Select Charging with solar power.

   The charging process will start automatically.

Depending on the current power supplied by the solar power system and the current load situation in the household, the charging process can start earlier than usual and continue later. If necessary, the vehicle automatically regulates the available charging phases for safety reasons.

Current monitor

The current electricity flow in the household is monitored. The vehicle automatically reduces the charging current before the household power grid is overloaded.

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Bidirectional charging

The high-voltage battery serves as an additional temporary storage unit for surplus generated electricity. If necessary, the vehicle can feed electricity back into the household grid.

Prerequisites

In-vehicle bidirectional charging is available depending on the country. This also applies to a suitable home energy management system.

✓ Vehicle with suitable, high battery capacity.

✓ Compatible home energy management system (HEMS) with energy storage unit.

✓ A charging location has been created in the Infotainment system.

First find out from a suitably qualified workshop which home energy management system is suitable.

How the system works

The home energy management system controls the charging or discharging process of the high-voltage battery as required, e.g. according to the availability of solar power in the household, and takes care of the vehicle settings.

In addition, the energy from the high-voltage battery can be used in an emergency power mode, e.g. for a household without a mains connection or in the event of a power failure.

Read and observe the Owner's Manual and the functions of the home energy management system.

Emergency power mode is only displayed in the home energy management system.

Discharging is only possible when the temperature of the high-voltage battery is between approx. -15°C (around +5°F) and approx. +40°C (around +104°F). The temperature restriction does not apply if the home energy management system is in emergency power mode.

Setting bidirectional charging and discharging in the Infotainment system

1. Connect the vehicle to the home energy management system.
2. Tap the drop-down list for the charging method in the Infotainment system *(→ Charging settings)*.
3. Select Bidirectional charging or Discharging.

   The charging or discharging process starts automatically.
4. Check the desired battery charge limits in the profile of the charging location, and change it as required.

The upper battery charge limit for charging is restricted to a maximum of 80%.

Delayed charging at a departure time is not possible with bidirectional charging.

Restricting power extraction from the high-voltage battery

1. Set the lower battery charge limit in the charging location profile to the desired value.

The value is restricted to a minimum of 20%.

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You can view the amount of power extracted and the current charging or discharging power on the home energy management system. The vehicle discharges with a maximum power of about 10 kW.

When the intended operating time(4000 h) or amount of energy (10000 kWh) in the ⚙ Settings menu is used up, only charging controlled by the infrastructure is available within the bidirectional charging function. The discharging function is no longer available.

Malfunctions

In the event of a malfunction, e.g. in the communication with the home energy management system, bidirectional charging may be cancelled. Alternatively, the vehicle can automatically switch to the Immediate charging method.

1. Remove the charging connector.
2. Connect the vehicle to the charging station again.
3. If the error persists, contact the customer service of theHEMS

   manufacturer or consult a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Introduction

Notes on the charging cable

The charging cable supplied with the vehicle depends on the scope of delivery and the country-specific technical requirements, e.g. charging connector connections for mains sockets.

Volkswagen Commercial Vehicles recommends that you use only the factory-supplied charging cables, and that you observe the following information.

— Handle with care → ⚠.

— Roll it in or out completely.

— Do not kink or bend over sharp edges.

— Do not trap it or drive over it.

— Only pull it by the plugs.

— Children are not permitted to use the charging cable.

— Keep the cable away from animals.

— Stow it safely after use, making sure it is not kinked.

⚠ DANGER

Using a charging cable that has been damaged or tampered with can result in serious injuries or a fatal electric shock.

- Before use, always check the charging connectors and charging cable for damage, e.g. cracks.
- Never open the charging cable and its components.
- Never use a charging cable that has been damaged or tampered with.
- Have the charging cable checked by a correspondingly qualified workshop if there is a malfunction.

! *NOTICE*

Before travelling abroad, inform yourself about the correct charging cable and the maximum permissible charging current. If possible, use the charging cable supplied in the respective country.

Stowing the charging cable

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The charging cable can be stored in the supplied charging cable bag→⚠.

⚠ WARNING

A loose or incorrectly secured charging cable may be flung through the vehicle interior in the event of a sudden driving or braking manoeuvre. This can result in accidents and severe injuries.

- Stow the charging cable in the bag supplied and hook it onto a fastening ring in the luggage compartment.
- If the rear seat backrest has been folded down, stow the charging cable bag in the footwell in front of it.

Notes on the charging connectors and the protective device on the charging cable

— Do not touch the contacts of the charging connector.

— Protect against intense sunlight (ambient temperature not higher than 50°C or 122°F)

— Do not drop.

— Do not allow it to come into contact with any liquids.

— Fit the protective cap after use.

⚠ WARNING

Always connect the charging cable for mains sockets directly to a mains socket. Injuries due to fire could be caused or the charging cable or domestic electrical system could be damaged.

- Never connect the charging cable to an extension cable, a cable reel, a multiple socket outlet or an adapter such as a travel adapter or timer.

NOTICE

As an item of portable electrical equipment, the charging cable may be subject to regular mandatory inspections. A test adapter is required.

Comply with the maximum load for the safety circuit used. If the charging cable is connected to a mains socket with other electrical consumers in the same electrical circuit, the fuse in the electrical circuit can be tripped.

Charging cables must be disposed of in an environmentally responsible way and must not be disposed of with domestic waste.

Cleaning the charging cable

1. Wipe the surface of the charging cable with a dry or only slightly moistened cloth→⚠, →ⓘ.

⚠ DANGER

The voltage in the high-voltage system is dangerous and can cause burns or other injuries and even lead to a fatal electric shock.

- Clean the charging cable only once it has been disconnected.

NOTICE

You can damage the charging cable by cleaning it incorrectly.

- Use only water with no added cleaners.
- Make sure that no liquids get into the contacts.

Charging cable for charging stations with alternating current (AC)

The maximum charging current is 16 A or 32 A and depends on the infrastructure used, the charging cable and the equipment of the battery charger →⚠, →⚠.

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WARNING

Charging the high-voltage battery with an unsuitable charging cable may lead to short circuits, severe injury and fatal electric shocks.

- Research the local electrical installation before travelling abroad.
- Always observe the information on the charging cable.

CAUTION

Do not use the charging cable as an extension cable.

The technical setup of the electrical installation in other countries may differ from your home country. You may need to use a charging cable with a cross-section of 5 x 6 mm2 to achieve the maximum available charging capacity .

Follow the manufacturer's information and instructions on using the charging station.

Charging with a charging cable with a rating of 16 A is not possible at some charging stations that support 32 A. This depends on the setup of the charging station.

— Research the available charging technology prior to charging your vehicle.

Charging cable for mains sockets

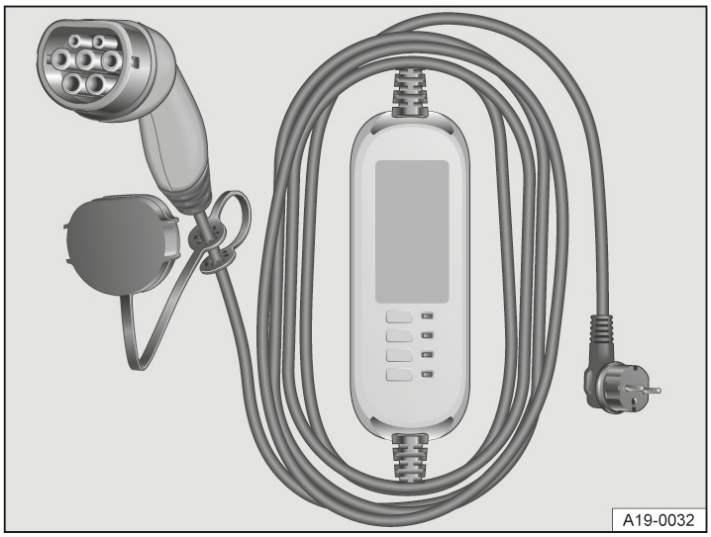


Fig. 1 Charging cable for mains sockets (illustration)

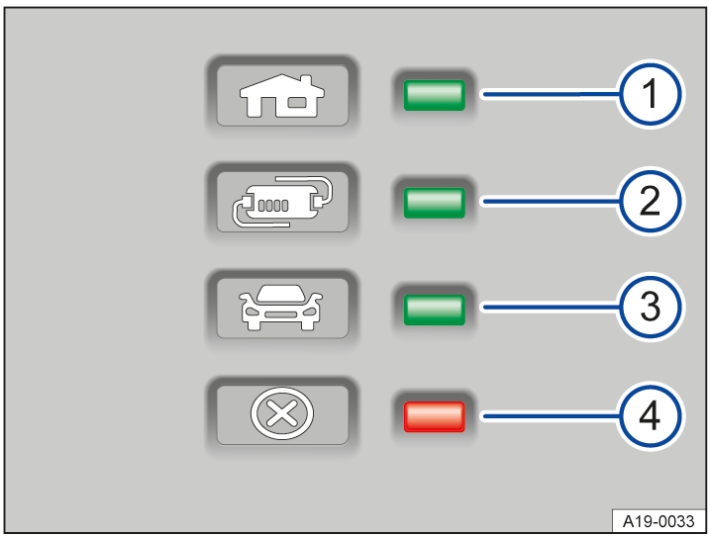


Fig. 2 Warning and indicator lamps on the protective device on the charging cable.

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(1) Indicator lamp for plug and power supply.

(2) Indicator lamp for protection unit

(3) Indicator lamp for vehicle

(4) Fault warning lamp.

Information on the charging cable

Also observe the instructions on the charging cable and on the back of the safety device before using the charging cable.

It may not be possible to use charging cables supplied outside Norway to charge your vehicle from a mains socket in Norway.

Safety device

The charging connector is de-energised by the electronic protection unit until it is inserted in the vehicle's charging socket.

Self-test

When the charging cable is connected to a mains socket, the safety device will automatically perform a self-test. All warning and indicator lamps will briefly light up and go out one after another. The current operating status is then displayed.

Status indicators

One or more indicator lamps on the safety device light up green→ *Fig. 2* (1), (2) and (3).

Display and meaning

— (1) Lit up:

The charging cable is connected to the mains network but not to the vehicle.

— (1), (2) lit up, (3) flashing:

High-voltage battery is being charged.

— (1), (2) and (3) lit up:

Charging process ended. High-voltage battery has been charged.

Adjusting the charging current

The charging cable limits the charging current corresponding to the available power supply.

You can reduce the charging current in the charge settings on the Infotainment system if you do not want to use the maximum charging current from the local power supply *(→ Timer-controlled charging)*.

Temperature monitoring

The charging cable's temperature monitoring function is triggered if the cable overheats, e.g. due to storage in an overheated luggage compartment or strong sunlight.

If charging is interrupted, the current status indicator goes out and one of the indicator lamps flashes green. The warning lamp flashes red → *Fig. 2* (4).

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1. Remove the charging cable and leave it to cool.
2. If the error occurs again, go to a correspondingly qualified workshop.

If you continue to charge the vehicle with the reduced charging current, the warning lamp flashes red→ *Fig. 2* (4) in addition to the status indicator. The charging cable must cool down for some time. The charging current will be increased again automatically.

Fault displays

If the warning lamp → *Fig. 2* (4) flashes or lights up red without an indicator lamp→ *Fig. 2* (1), (2) or (3) of the status indicator being lit continuously, there is a fault.

Display and meaning

— (1) flashing, (4) lit or flashing:
Fault in the power supply.

— (2) flashing, (4) lit or flashing:
Fault in the safety device.

— (3) flashing, (4) lit or flashing:
Vehicle malfunction.

The charging process will be interrupted or aborted.

1. Observe the information on the rear of the protection unit.
2. If the fault persists, go to a correspondingly qualified workshop.

If there is an additional connection to the power grid or the vehicle is located in direct proximity to high-voltage lines during the charging process, charging at a mains socket may not be possible. Additional connections to the power grid:

— Connection of a charger for 12-volt vehicle battery.

— Contact with working equipment connected to the power grid, e.g. lifting platform.

Introduction

Observe any country-specific legislation when securing your vehicle in the event of a breakdown.

WARNING

In the event of a sudden driving or braking manoeuvre or accident, a loose vehicle tools container, breakdown set and spare wheel could be flung though the vehicle and cause severe injuries.

- Always ensure that the vehicle toolkit, breakdown set and spare wheel are always properly secured in the vehicle.

WARNING

Unsuitable or damaged tools in the vehicle toolkit can lead to accidents and injuries.

- Never work with unsuitable or damaged tools from the vehicle toolkit.

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Stowage

The vehicle toolkit is located in the luggage compartment in the left side trim behind a cover.

Depending on the vehicle equipment, a jack with crank and a wheel spanner may be present. They are used to change the summer tyres or winter tyres. These components of the vehicle toolkit should not be permanently carried in the vehicle.

— Store these components of the vehicle toolkit at home, e.g. in the garage.

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Contents of the vehicle toolkit

The scope of the on-board tool kit depends on the country and equipment. The following section describes the maximum scope:

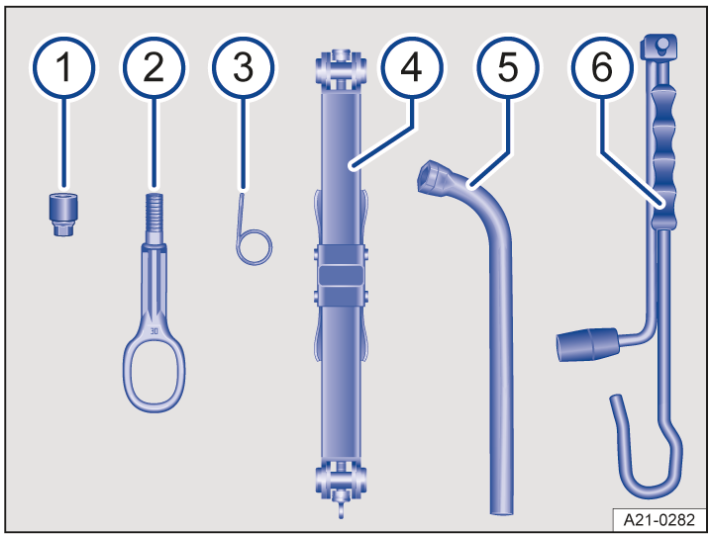


Fig. 1 Contents of the toolbox (illustration).

1. Adapter for the anti-theft wheel bolt. Carry the wheel bolt adapter in the vehicle toolkit at all times. The code number of the anti-theft wheel bolt is stamped on the front of the adapter. You will need this number to replace the adapter if lost. Make a note of the code number for the anti-theft wheel bolt and keep it in a safe place – but not inside the vehicle.
2. Screw-in towing eye.
3. Hook for pulling off the centre covers, wheel covers and the wheel bolt caps.
4. Jack. Before repacking the jack, fully wind in the jack claw so that the jack can be stowed securely.
5. Wheel wrench for loosening and tightening the wheel bolts.
6. Crank.

Tyre pressure gauge

In some countries, there may also be a tyre pressure gauge in the vehicle.

Servicing the jack

If a jack is included in the vehicle toolkit, it is not usually subject to any maintenance intervals.

1. Grease the jack with a universal lubricant when necessary.

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Service position

The wiper arms can be lifted off the windscreen when in the service position→ *Fig. 1*.

NOTICE

If work on the wiper arms is not performed carefully, this can result in damage to the bonnet, windscreen or wiper arms.

- Lift the wiper arms carefully and always only when in service position.
- Never open the bonnet when the wiper arms are lifted off the windscreen.
- Always place the wiper arms back on the windscreen before starting a trip.

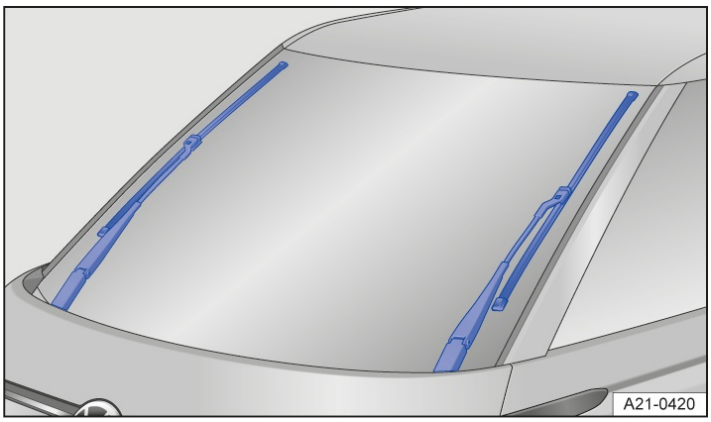


Fig. 1 On the windscreen: wipers in service position (illustration).

Using the wiper lever to activate the service position

1. Park the vehicle.
2. Close the bonnet and the driver and front passenger doors.
3. Switch the ignition on and then off again.
4. Press the button for flick wiping *(→ Wipers)*.

   Wipers move to service position.

Activating the service position via the Infotainment system

1. Park the vehicle.
2. Close the bonnet.
3. Switch on the ignition.
4. Tap the  function button.
5. Select and tap function button Mirrors and wipers.
6. Tap the Wipers in service position function button to activate or deactivate the service position.

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

Lifting the wiper arms from the windscreen

1. Move the wiper arms to the service position before lifting→ⓘ.

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2. Hold and lift the wiper arms only in the area of the wiper blade mounting.

Placing the wiper arms on the windscreen

1. Before starting your journey, take hold of the wiper arms carefully and only in the area of the wiper blade mounting and place them on the windscreen.
2. With the ignition switched on, briefly press the button for flick wiping.

   The wiper arms move back to their starting position.

Cleaning and changing wiper blades

The factory-fitted wiper blades are coated with graphite. The graphite coating ensures that the wiper blade moves quietly over the windscreen. If the graphite coating is damaged, the wiper will become louder.

Check the condition of the wiper blades on a regular basis. Rubbing wiper blades should be changed if damaged or cleaned if dirty →⚠.

Damaged wiper blades should be replaced immediately. Wiper blades are available from a correspondingly qualified workshop.

⚠ WARNING

Worn or dirty wiper blades reduce visibility and increase the risk of accidents and severe injuries.
- Always clean dirty wiper blades.
- Always change wiper blades if they are damaged or worn and no longer clean the windscreen properly.

NOTICE

Cleaning the wiper blades or windows with unsuitable cleaning agents can cause damage.
- Do not use fuel, nail varnish remover, paint thinner or similar products to clean the wiper blades and windows.
- Do not clean the wiper blades with hard sponges and other sharp-edged objects.

If wax residue from car washes or other care products remains on the vehicle windows, this can cause the wipers to rub. Remove wax residue using a special cleaning product or cleaning cloths.

Cleaning wiper blades

Windscreen wipers: Move the wiper arms to the service position before lifting.

1. Lift the wiper arms, holding the wiper arms only in the area of the wiper blade mounting.
2. Clean the wiper blades carefully using a damp sponge →ⓘ.
3. Carefully place the wiper arms back onto the windscreen.

Changing the windscreen wiper blades

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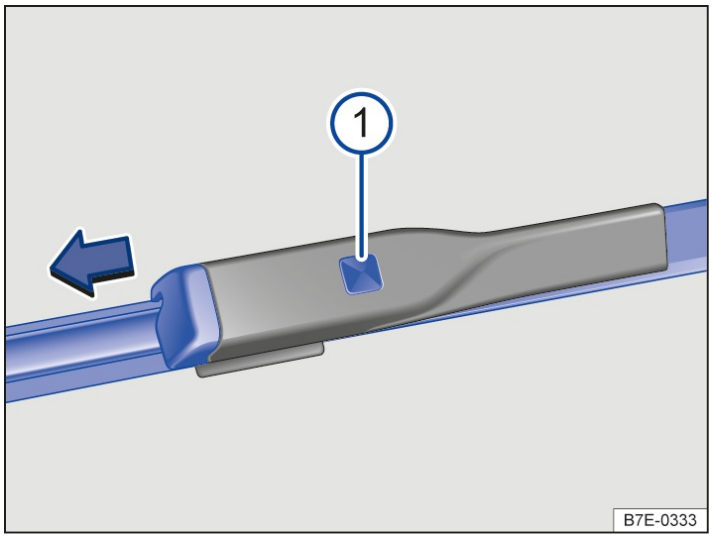


Fig. 1 On the windscreen: changing the wiper blades

(1) Release button.

1. Move the wiper arms to the service position before lifting.
2. Lift the wiper arms, holding the wiper arms only in the area of the wiper blade mounting.
3. Press and hold the release button and simultaneously pull off the wiper blade in the direction of the arrow → *Fig. 1* (1).
4. Insert a new wiper blade of the same length and type onto the respective wiper arm. Push it on until it engages.
5. Place the wiper arms carefully back onto the windscreen.

Changing the wiper blade for the rear window

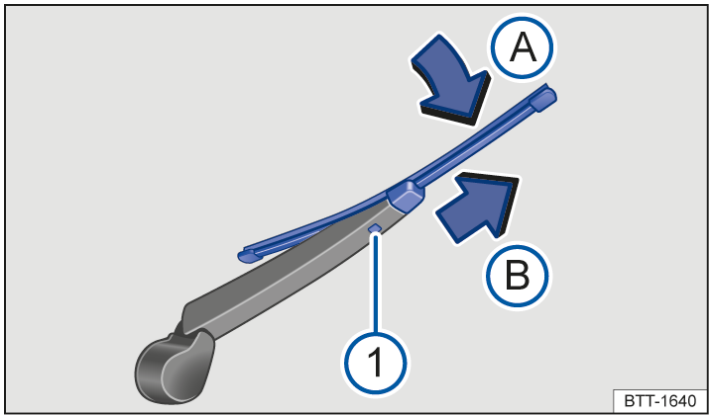


Fig. 2 At the rear of the vehicle: changing the rear window wiper blade.

(1) Release button.

1. Lift the wiper arm and fold away, holding the wiper arm only in the area of the wiper blade mounting.
2. Press and hold the release button → *Fig. 2* (1).
3. Tilt the wiper blade in the direction of the wiper arm → *Fig. 2* (A) and pull it off in the direction of the arrow (B) at the same time. You may need to use some force to do this.

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4. Insert a new wiper blade of the same length and type onto the wiper arm in the opposite direction of the arrow → *Fig. 2* (B) and push it on until it engages. The wiper blade must be in folded-down position to do this (A).
5. Carefully place the wiper arm back onto the rear window.

Exterior lighting in LED technology

The exterior lighting may be designed inLED

technology. Owners cannot replace the LEDs themselves. If individual LEDs fail, this may be an indication that others are on the point of failure too. In this case, have the light units checked and renewed if necessary at a correspondingly qualified workshop.

It may be illegal to drive with defective lights of the exterior lighting.

WARNING

Accidents can occur if roads are not sufficiently illuminated and other road users have difficulty seeing the vehicle, or cannot see it at all.

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Introduction

At the time of publication we are unable to provide an complete overview of the locations of the fuses for the electrical consumers. This is because the vehicle is under constant development, because fuses are assigned differently depending on the vehicle equipment level and because several electrical consumers may use a single fuse. You can get more information about the fuse layout from a correspondingly qualified workshop.

Several pieces of electrical equipment can share a single fuse. Conversely, a single consumer could have more than one fuse.

Therefore fuses should only be replaced when the cause of the fault has been rectified. If a new fuse blows again shortly after fitting, have the electrical system checked by a suitably qualified workshop as soon as possible.

Fuses for emergency services

A fuse for the high-voltage system in the fuse box is labelled with a special tag to allow emergency services to de-energise the vehicle as quickly as possible. Never attempt to replace this fuse or swap it with other fuses in other slots →⚠. If this fuse is faulty, always have it replaced by a correspondingly qualified workshop.

⚠ WARNING

The voltage in the high-voltage system can cause electric shocks, serious burns and death!

- Never touch the electrical cables in the bonnet space.
- Avoid causing short circuits in the electrical system.
- Never repair or replace fuses of the high-voltage system yourself. Always have work performed by a correspondingly qualified workshop.

⚠ WARNING

Using unsuitable fuses, repairing fuses and bridging an electrical circuit without fuses can cause serious damage or a fire in the vehicle. This can result in serious or fatal injuries.

- Replace fuses only with fuses with the same rating and size. Make sure that the colour and markings are identical to the defective fuse.
- Never repair fuses.
- Never use a metal strip, paper clip or similar objects to replace a fuse.

NOTICE

The high-voltage fuses in the fuse box that are labelled with special tags are intended only to allow emergency services to de-energise the vehicle in an emergency situation. The vehicle may be damaged if these high-voltage fuses are not removed correctly.

- Never remove the specially tagged fuses in the dash panel.
- Seek expert assistance if the high-voltage system has been switched off. The vehicle is no longer in running condition.

NOTICE

The electrical system can be damaged if a fuse is replaced with the vehicle's drive system activated, with the lights switched or with other electrical consumers switched on.

- Always deactivate the vehicle's drive system and switch off the lights and other electrical consumers.
- When changing a fuse, make sure that it is not possible to activate the vehicle's drive system.

NOTICE

Damage can also occur at another location in the vehicle's electrical system if a fuse is replaced by a fuse with a higher rating.

- Never replace a fuse with a fuse that has a higher rating.

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NOTICE

Dirt and moisture in the fuse boxes can damage the electrical system.

- Protect open fuse boxes against the ingress of dirt and moisture.
- Avoid causing short circuits in the electrical system.
- Check to make sure that the fuse box covers are closed tightly again and are not damaged.

This chapter does not refer to all the fuses located in the vehicle. These should be changed only by a correspondingly qualified workshop.

Fuses in the dash panel

Left-hand drive vehicles: Opening and closing the fuse box in the dash panel

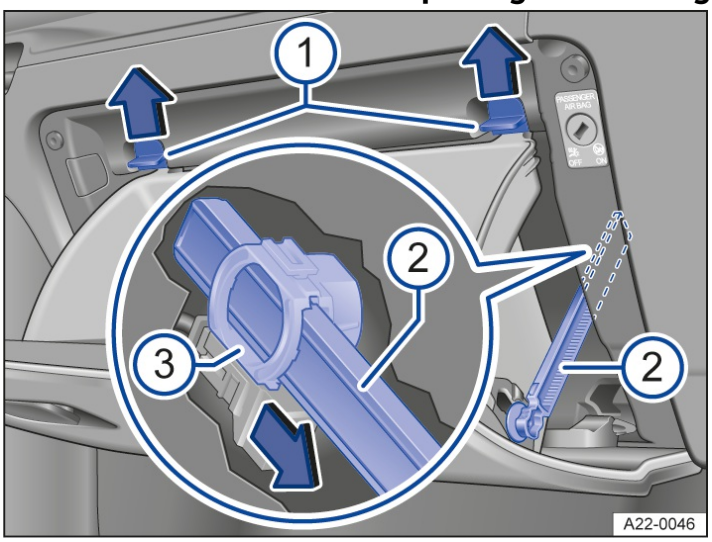


Fig. 1 Fuse box cover in the dash panel: left-hand drive vehicles – on the front passenger side (illustration).

Opening the cover

1. Open the glove box and empty if necessary → *Fig. 1*.
2. Push catches upwards in the direction of the arrow at the same time open the glove box further → *Fig. 1* (1).
3. Pull the rack → *Fig. 1* (2) out of the brake element → *Fig. 1* (3).

Closing the cover

1. Move the glove box into position.
2. Insert the rack → *Fig. 1* (2) into the brake element → *Fig. 1* (3).
3. Carefully push the glove box forwards past the resistance of the stop pin → *Fig. 1* (1).

Right-hand drive vehicles: Opening and closing the fuse box in the dash panel

Opening the cover

1. Open the cover to the right of the steering column and fold it down.

Closing the cover

1. Fold the cover upwards until you hear it click into place.

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Fuse table for fuses in the dash panel

The table shows the fuse locations of the electrical equipment relevant for the driver. The first column in the table contains the fuse location. The other columns contain the amp rating, the fuse type and the consumer protected by the fuse.

Depending on the country and vehicle specification, the fuse numbers and positions may differ to those given in the table. If necessary, ask a correspondingly qualified workshop for the exact fuse layout.

Fuse assignment

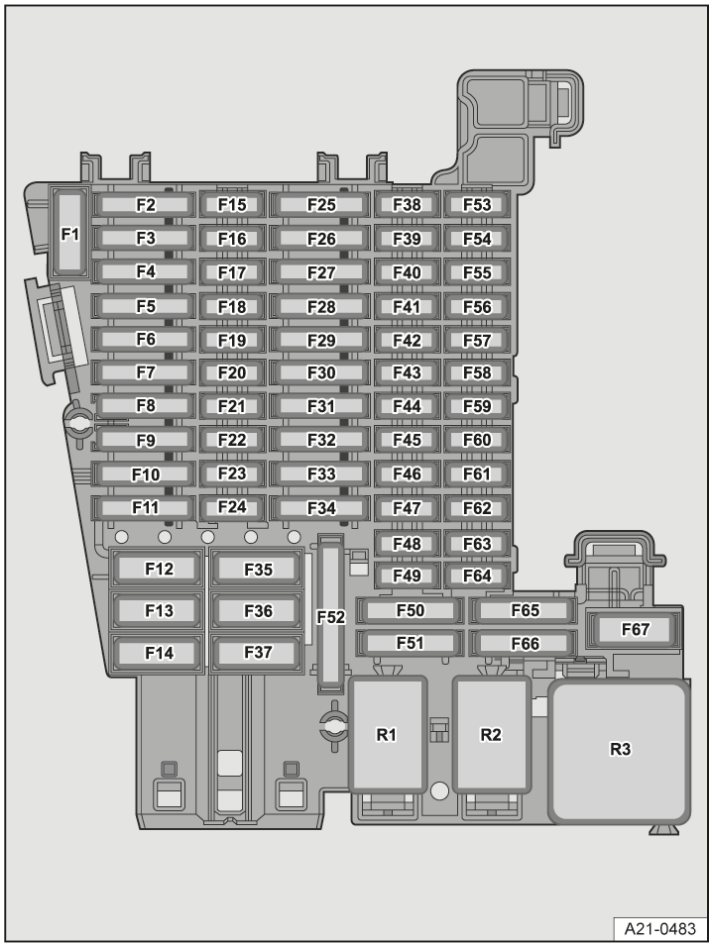


Fig. 1 In the dash panel: Fuse assignment.

Fuse location → *Fig. 1*:

F4

30 amps, ATO®, left wipers.

F5

30 amps, ATO®, right wipers.

F7

30 amps, ATO®, front seat heating.

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F9

30 amps, ATO®, front electric window.

F10

25 amps, ATO®, left exterior lighting.

F11

25 amps, ATO®, right exterior lighting.

F12

40 amps, MAXI+®, windscreen heating.

F17

20 amps, MINI®, cigarette lighter, sockets.

F19

5 amps, MINI®, display, Infotainment system control panel, stowage compartment with wireless charging function for mobile telephone.

F20

7.5 amps, MINI®, interior lighting.

F21

7.5 amps, MINI®, internet access.

F24

10 amps, MINI®, USB connection.

F29

30 amps, ATO®, blower regulator.

F30

30 amps, ATO®, Infotainment system.

F32

30 amps, ATO®, front electric window.

F34

15 amps, ATO®, air conditioning system.

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F35

40 amps, MAXI+®, windscreen heating.

F38

7.5 amps, MINI®, front seat massage function.

F40

7.5 amps, MINI®, anti-theft alarm.

F42

15 amps, MINI®, horn.

F44

7.5 amps, MINI®, camera for assist systems.

F46

10 amps, MINI®, head-up display.

F47

10 amps, MINI®, electronic engine sound.

F59

7.5 amps, MINI®, interior mirror.

F62

10 amps, MINI®, USB charging socket.

F66

15 amps, ATO®, rear window wiper, rear seat heating.

Electric windows and electrically adjustable seats may be protected by circuit breakers or control units that switch on again automatically a few seconds after the overload (e.g. window frozen shut) has been rectified.

Fuses in the load compartment

Opening the fuse box in the left luggage compartment

1. Open the luggage compartment.
2. Reach into the opening of the maintenance flap and pull the maintenance flap out of the catches.
3. Lift off the maintenance flap.

There may be a pair of plastic pliers for removing fuses in the maintenance flap.

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Closing the fuse box in the left-hand luggage compartment

1. Place the maintenance flap at the bottom.
2. Press the maintenance flap at the top until the maintenance flap audibly engages on both sides.
3. Close the luggage compartment.

NOTICE

The space behind the maintenance flaps is not a storage space. Objects improperly stored there can damage the electrical system. This can cause short circuits and fires.

- Never stow objects behind the maintenance flaps in the luggage compartment in addition to those stowed as planned by Volkswagen Commercial Vehicles.

Fuse table for fuses in the load compartment

The table shows the fuse locations of the electrical equipment relevant for the driver. The first column in the table contains the fuse location. The other columns contain the amp rating, the fuse type and the consumer protected by the fuse.

Depending on the country and vehicle specification, the fuse numbers and positions may differ to those given in the table. If necessary, ask a correspondingly qualified workshop for the exact fuse layout.

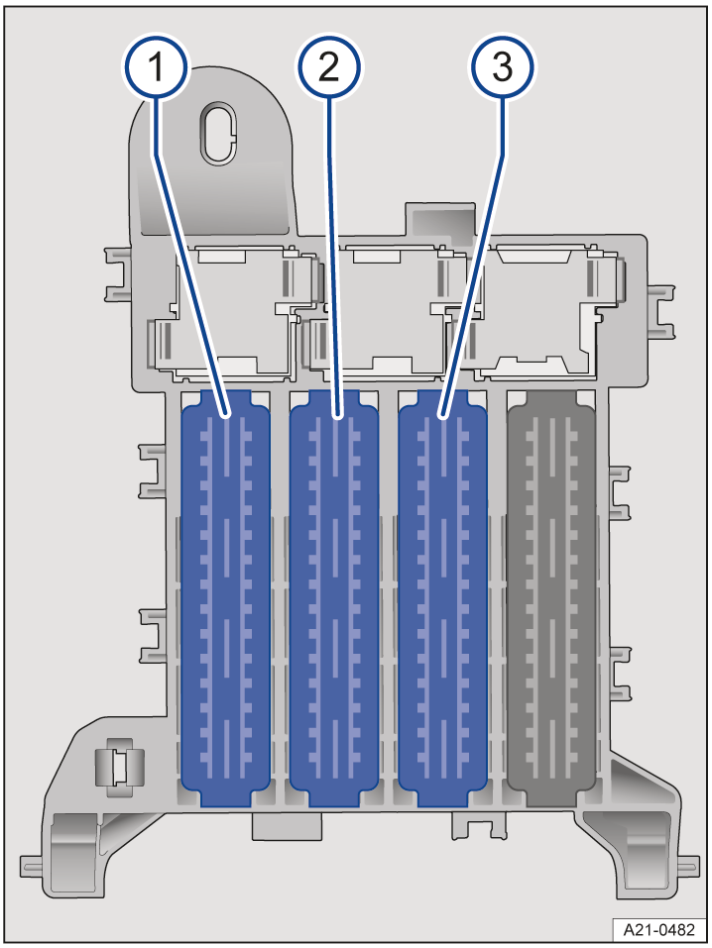


Fig. 1 On the left of the load compartment: Fuse locations.

Fuse carrier → *Fig. 1* (1)

Fuse location:

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F2

7.5 amps, ATO®, left tail light clusters.

F9

20 amps, ATO®, socket in the load compartment.

F10

30 amps, ATO®, rear seat heating.

Fuse carrier → *Fig. 1* (2)

Fuse location:

F1

7.5 amps, MINI, rear window heating, anti-theft alarm system.

F2

7.5 amps, MINI, right tail light clusters.

F3

15 amps, MINI, central locking.

F5

7.5 amps, MINI, camera for assist systems.

F7

15 amps, MINI, central locking.

F9

10 amps, MINI, USB charging socket.

F10

10 amps, MINI, USB charging socket.

F12

7.5 amps, MINI, Park Distance Control.

Fuse carrier → *Fig. 1* (1)

Fuse locations for vehicles with factory-fitted towing bracket:

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F1

30 amps, ATO®, control unit for trailer detection

F3

20 amps, ATO®, control unit for trailer detection

F7

20 amps, ATO®, control unit for trailer detection

F8

30 amps, ATO®, control unit for trailer detection

Replacing blown fuses

Preparations

1. Deactivate the vehicle's drive system and switch off the lights and all electrical consumers.

Detecting a blown fuse

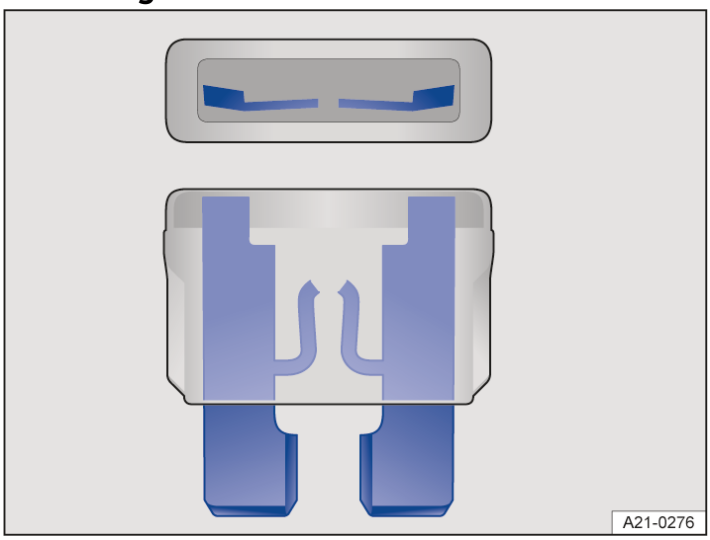


Fig. 1 Blown fuse (illustration).

1. Shine a torch onto the fuse.

You can see if a fuse is blown from the top and side through the transparent housing due to the melted metal strip *→ Fig. 1*.

Fuse types

— Standard flat blade fuse (ATO®).

— Small flat blade fuse (MINI®).

— Large flat blade fuse (MAXI® or MAXI+®).

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Colour coding of fuses

Fuses (ATO® - MINI® - MAXI® and MAXI+®).

Colour	*Amp rating*
Black	1 amps
Purple	3 amps
Orange	5 amps
Brown	7.5 amps
Red	10 amps
Blue	15 amps
Yellow	20 amps
White or clear	25 amps
Green	30 amps
Light green	40 amps

Changing a fuse

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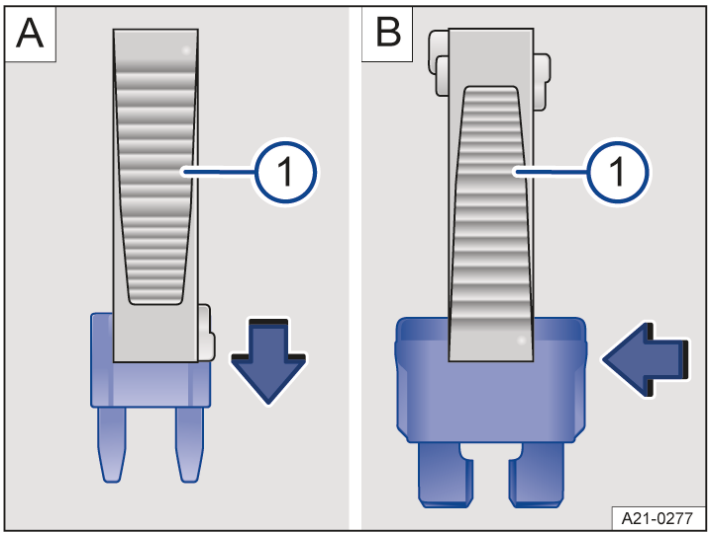


Fig. 2 Removing or inserting fuse (illustration).

(1) Plastic pliers.

NOTICE

You can damage another position in the electrical system by using a fuse with a higher amp rating.

- Never replace a fuse with a fuse that has a higher rating.

1. If necessary, take the plastic pliers → *Fig. 2* (1) out of the cover of the respective fuse box.
2. Push the plastic grippers clip suitable for the fuse design onto the fuse from the top → *Fig. 2* (A) or the side → *Fig. 2* (B).
3. Remove the fuse.
4. If the fuse has blown, replace it with a new fuse of the same amp rating (same colour and same markings) and same size →.
5. Once the new fuse has been inserted, put the plastic grippers back in the cover if applicable.
6. Insert the cover again or close the fuse box cover.

Introduction

For technical reasons, your vehicle may not be push-started →. If the vehicle's drive system cannot be restored because the 12-volt vehicle battery is discharged, you may not use the 12-volt vehicle battery from another vehicle to restore the vehicle's drive system. A commercially available battery charger or booster with a maximum output current of up to 50 A can be used to restore the vehicle's drive system →.

For technical reasons, the jump-start connection points on electric vehicles are not suitable for being used to jump start other vehicles →.

WARNING

Using the jump leads incorrectly or completing the jump start procedure incorrectly can cause the 12-volt vehicle battery to explode, which can lead to severe or fatal injuries.

- Always read and observe the warnings and safety information before carrying out any kind of work on the 12-volt vehicle battery *(→ 12-volt vehicle battery)*.
- Never confuse the positive battery terminal with the negative battery terminal or connect the jump leads incorrectly.
- Never jump start a vehicle with a frozen or thawed 12-volt vehicle battery.
- Use only jump leads with fully insulated terminal clamps.

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WARNING

A highly explosive mixture of gases is given off when the 12-volt vehicle battery is jump started. If sparks are generated, the gas emitted could ignite. This can cause an explosion and serious or injuries could result.

- Always keep fire, sparks, naked flames and lit cigarettes away from the 12-volt vehicle battery.
- Avoid electrostatic discharge in the vicinity of the 12-volt vehicle battery.

NOTICE

Jump starting can cause considerable damage to the electrical system of the electric vehicle.

- Never use an electric vehicle to jump start another vehicle.

NOTICE

Tow-starting the vehicle can damage the vehicle.

- Carry out jump starting to activate the vehicle's drive system.

NOTICE

If the maximum current of up to 50 A is exceeded when jump starting, fuse F37 in the dash panel will trip.

- Only use a commercially available battery charger or booster with a maximum output current of up to 50 A for jump starting.

Discharged 12-volt vehicle batteries can already freeze at temperatures of around 0°C (+32°F).

— Always replace a 12-volt vehicle battery which is frozen or has been frozen.

Earth jump-start connection point

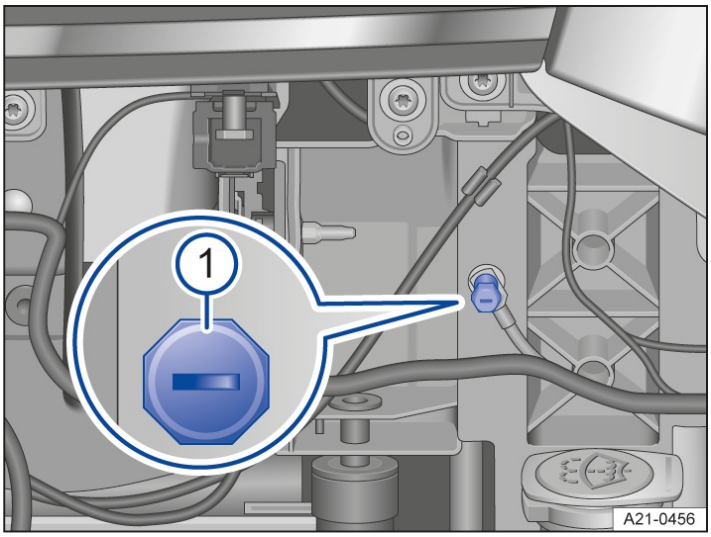


Fig. 1 In the bonnet space on the left-hand side: earth jump-start connection point.

(1) Earth jump-start connection point for connecting the black jump lead.

It is not permitted to use an electric vehicle to jump start other vehicles, as this may cause considerable damage to the vehicle electrical system. The jump-start connection point is not suitable for jump starting other vehicles.

The vehicle can be jump started via the earth jump-start connection point→ *Fig. 1*.

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Jump-start connection point (plus)

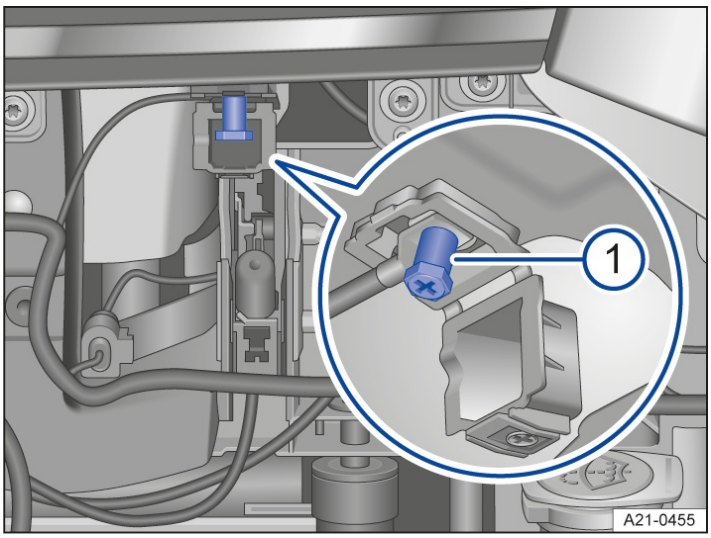


Fig. 1 Under a cover on the left-hand side of the bonnet space: jump-start connection point (plus).

(1) Jump-start connection point (plus) for connecting the red jump lead.

It is not permitted to use an electric vehicle to jump start other vehicles, as this may cause considerable damage to the vehicle electrical system. The jump-start connection point is not suitable for jump starting other vehicles.

1. Pull the cap off the jump-start connection point→ *Fig. 1*.

   The vehicle can be jump-started only via the positive jump-start connection point.

2. Fit the cap again after jump starting.

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Jump starting

Discharged 12-volt vehicle batteries can even freeze at temperatures of approx. 0°C (+32°F).

— Do not jump start a vehicle with a frozen or thawed 12-volt vehicle battery.

Preparations

Observe the following information when carrying out jump starting:

✓ Wear suitable eye protection and protective gloves → ⚠.

✓ Observe the operating instructions provided by the manufacturer of the battery charger or booster.

✓ Open the bonnet.

✓ Ensure that the battery clamps have good metal-to-metal contact with the battery terminals.

Vehicle receiving jump start

1. Check that the discharged 12-volt vehicle battery is properly connected to the 12-volt electrical system.
2. If the fitted 12-volt vehicle battery has a battery window, check the colour of the window. If the battery window is light yellow or colourless, do not jump start the vehicle. Seek expert assistance.

⚠ WARNING

The use of non-approved jump starting aids(boosters) can cause the battery to be charged with an excessively high charging voltage and an excessively high charging current. This can damage the battery and toxic fumes can escape. Chemical burns may occur and cause significant damage to the jump starting aid or vehicle.

- Always wear suitable eye protection and protective gloves.
- Never use starting devices that are equipped with *Li-Ion* rechargeable batteries.
- Attach the connecting cables in the correct order – the positive cable first, followed by the negative cable.
- Never connect the negative lead to parts of the high-voltage system of the fuel system or to the brake lines.
- Do not allow the uninsulated parts of the terminal clamps to touch each other.
- Do not allow leads attached to the positive battery terminal on the 12-volt vehicle battery to touch electrically conductive parts of the vehicle.
- Never exceed the following maximum values for charging voltage and charging current:
  - Maximum charging voltage 14.8 V.
  - Maximum charging current 50 A.
- Do not perform jump starting if the 12-volt vehicle battery is damaged or if it is frozen or has been frozen.

⚠ WARNING

Jump starting the vehicle incorrectly can cause the 12-volt vehicle battery to explode, which can lead to serious injuries or death.

- Always wear suitable eye protection and gloves and never lean over the 12-volt vehicle battery.
- Always connect the positive cable first, followed by the negative cable.
- Never connect the negative lead to parts of the high-voltage system or to the brake lines.
- Make sure that there is no contact between the non-insulated parts of the terminal clamps.
- Make sure that the cable insulation is intact.
- Ensure that the lead attached to the positive terminal on the 12-volt vehicle battery does not touch any electrically conductive parts of the vehicle.

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Jump starting

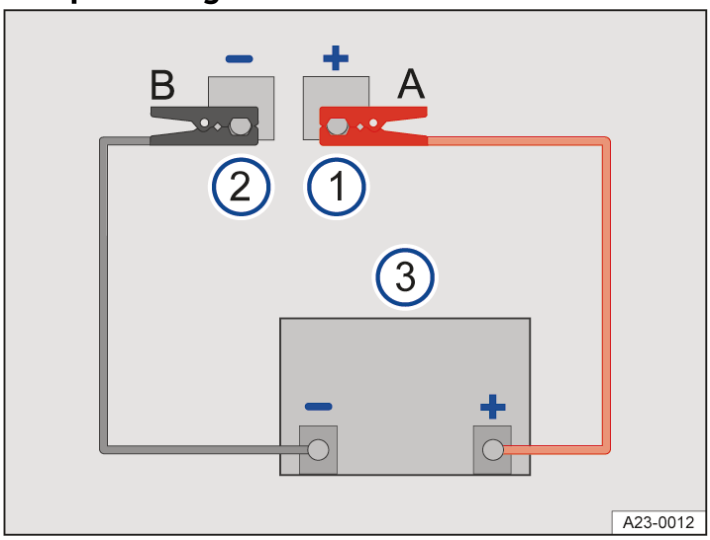


Fig. 1 How to connect the jump leads.

1. Positive jump-start connection point on the vehicle being jump-started.
2. Earth jump-start connection point on the vehicle being jump-started.
3. Battery charger or booster, supplying power.

The jump leads must be connected only in the order A – B.→ *Fig. 1*.

1. Switch off the ignition.
2. Fold open the cover of the positive jump-start connection point(+) *(→ Jump start connection point (positive))*.
3. Connect the terminal clamp of the red jump lead to the positive jump-start connection point(+) on the vehicle *→ Fig. 1* (1) , →⚠.
4. Connect the terminal clamp of the black jump lead to the earth jump-start connection point(–) on the vehicle *→ Fig. 1* (3) , →⚠.
5. Position the leads in such a way that they cannot come into contact with any moving parts.

Activating the vehicle's drive system

1. Switch on the battery charger or booster.
2. Activate the vehicle's drive system. If the vehicle's drive system cannot be activated, stop the starting procedure after about 10 seconds and try again after about 1 minute.

Seek expert assistance if the vehicle's drive system still cannot be activated.

Removing the jump leads

1. Before disconnecting the jump leads, switch off the dipped beam headlights.
2. Turn on the air conditioning system or the heating and fresh air system blower and the rear window heating in the vehicle with the discharged 12-volt vehicle battery. This helps to minimise voltage peaks which are generated when the leads are disconnected.
3. After jump starting the vehicle, the jump leads should be removed only in the order B – A→ *Fig. 1*.

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4. Close the cover of the positive jump-start connection point(+) *(→ Jump start connection point (positive))*.
5. After jump starting, have the 12-volt vehicle battery checked by a suitably qualified workshop.

Introduction

Towing requires experience, especially when using a tow-rope. Both drivers should be familiar with the technique required for towing. Inexperienced drivers should not attempt to tow.

Observe any legal requirements when towing.

Make sure that no excessive pulling forces occur and take care to avoid jerking movements. When towing offroad, there is always a risk of overloading the anchorage points.

⚠ WARNING

If a vehicle is being towed, the vehicle handling and braking effect will change significantly. This could mean that you lose control over the vehicle and cause serious or fatal injuries.

- Please note that more force is needed for steering and braking during towing.

! *NOTICE*

When pushing the vehicle by hand, the tail light clusters, side spoilers on the rear window and large panels can be damaged, and the rear spoiler may become detached.

- When pushing the vehicle by hand, do not press on the tail light clusters, side spoilers on the rear window, large panels and the rear spoiler.

Towing

Towing is where a vehicle that cannot be driven is pulled with the aid of another vehicle.

The vehicle can be towed with a tow-bar or a tow-rope.

— The maximum permitted speed is 50 km/h(approx. 30 mph).

— The maximum permitted distance is 50 km(approx. 30 miles).

It is easier and safer to tow a vehicle with a tow bar. Only use a tow rope if you do not have a tow bar. Use an elastic tow-rope in order to protect both vehicles. A tow-rope made of synthetic fibre or similarly elastic material is suitable for this.

Towing with a breakdown truck

Vehicles with rear-wheel drive: The vehicle may only be transported on a breakdown truck standing on four wheels.

Vehicles with front-wheel drive: If the vehicle is to be raised at one axle for towing, the vehicle must be raised only at the front axle.

⚠ WARNING

If the tow-ropes or tow-bars are incorrectly fastened, vehicle parts may be seriously damaged. This increases the risk of an accident and serious or injuries could result.

- Attach the vehicle only at the points provided for recovery and towing.
- Never fasten the tow-rope or tow-bar to axle or running gear components.
- Seek expert assistance and have the vehicle transported on a breakdown truck if necessary.

Transport by air or sea

To find out the transport conditions, e.g. for air or sea transport, contact a qualified workshop.

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NOTICE

The high-voltage battery can be damaged due to a lack of pressure equalisation during transport by air.

- Before transporting a vehicle by air or sea, always contact a qualified workshop.

Notes on towing

It is still possible to activate the turn signals in a vehicle that is being towed, even if the hazard warning lights are switched on. To do this, operate the turn signal lever in the required direction while the ignition is switched on. The hazard warning lights will not flash while the turn signal is being used. The hazard warning lights will start flashing automatically as soon as the turn signal lever is moved back to the neutral position.

In which situations may the vehicle not be towed?

Do not have the vehicle towed in the following situations:

— The 12-volt vehicle battery is discharged.

— A red warning lamp lights up and the text message Towing damages the electrical system. appears in the instrument cluster display. Owner's manual! is displayed in the instrument cluster display.

— The power supply for the 12-volt vehicle electrical system cannot be guaranteed.

— The instrument cluster display does not work properly.

— The distance to be towed is further than 50 km (around 30 mi).

— The position switch cannot be moved to neutral (N position).

— The rollaway protection cannot be deactivated.

— The electronic parking brake cannot be released.

— The steering column lock cannot be released.

— The vehicle's gearbox is damaged or does not contain any lubricant.

— If the steering function or the operating clearance of the wheels cannot be ensured after an accident.

If the vehicle cannot be towed on its own wheels due to one of the above conditions, seek expert assistance and have the vehicle transported on a breakdown truck if necessary. Inform the people involved, in particular the organisation office and the transport company, that your vehicle is electrically driven.

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Towing

If the conditions for towing are not met, the vehicle must be towed or pushed on its own four wheels only in emergency situations. The towing operation to the breakdown truck must take place only at walking pace and for a maximum distance of 100 m (328 ft) →⚠.

⚠ WARNING

If the vehicle is towed even though the text messageTowing damages electrical system. Owner's manual!is displayed in the instrument cluster, vibrations can occur in the drive system and the drive wheels can lock, particularly on icy or wet roads. Locking wheels can cause you to lose control of the vehicle, which can lead to accidents and serious injuries.

- If the message Towing damages electrical system. Owner's manual!appears in the instrument cluster, push or tow the vehicle only in emergency situations.

Attach the tow-rope or the tow-bar only to the points provided for this purpose:

— Towing eye.

— Ball coupling.

⚠ WARNING

If the tow-ropes or tow-bars are incorrectly fastened, vehicle parts may be seriously damaged. This increases the risk of an accident and serious or injuries could result.

- Attach the vehicle only at the points provided for recovery and towing.
- Never fasten the tow-rope or tow-bar to axle or running gear components.
- Seek expert assistance and have the vehicle transported on a breakdown truck if necessary.

Preparations

— Ensure that the tow-rope is not twisted. Otherwise a towing eye may become unscrewed during towing.

— Switch on the ignition and hazard warning lights on both vehicles. However, observe any regulations to the contrary.

— Comply with the information on towing contained in the owner's manual for the other vehicle.

Pulling vehicle (front)

1. The tow-rope must be taut before you drive off properly.
2. Press the accelerator carefully.
3. Avoid sudden braking and driving manoeuvres.
4. Do not exceed the maximum permitted trailer weight.

Pulled vehicle (rear)

NOTICE

The wheels can lock if the electronic parking brake is switched on during towing. This can cause severe damage to the vehicles.

- Stop towing immediately.
- Seek expert assistance and have the vehicle transported on a breakdown truck if necessary.

NOTICE

If the charge level of the 12-volt vehicle battery is not sufficient, it will not be possible to release the steering lock. This can cause damage to the vehicle during towing.

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- To release the steering lock, activate the vehicle's drive system by jump starting if necessary in the event of power failure or faults.
- Seek expert assistance and have the vehicle transported on a breakdown truck if necessary.

---

1. Make sure that the vehicle's drive system is always activated so that the steering wheel is not locked and the turn signals and the wipers can be operated if necessary. The brake servo and power steering function only when the vehicle's drive system is activated. Otherwise you must press the brake pedal with significantly more force and also use more effort for steering.
2. Ensure that the vehicle key is always in the vehicle during towing.
3. Select the N position.
4. Release the electronic parking brake.
5. Deactivate the rollaway protection .

   Or: the driver sits on the driving seat during the entire towing operation with the seat belt fastened at all times and with the driver door closed.
6. Make sure that the electronic parking brake is always switched off during the entire towing operation→ⓘ.
7. Ensure that the tow-rope is always taut.

Fitting the rear towing eye

Depending on the country and vehicle equipment, the mounting for the towing eye is located behind the cover in the bumper.

1. Before towing, check whether a mounting with screw thread is available for the towing eye.
2. Observe the notes on driving while towing *(→ Tow-starting and towing)*.
3. If this is not the case, seek expert assistance for towing and have the vehicle transported on a tow vehicle if necessary.

The towing eye must always be kept in the vehicle→ⓘ.

NOTICE

Use of a towing eye that is not suitable for the vehicle can damage the vehicle.

- Always use the towing eye supplied in the vehicle toolkit of your vehicle or a towing eye that is suitable for the vehicle for towing.

Fitting the rear towing eye



Fig. 1 In the rear bumper on the right: removing the cover.

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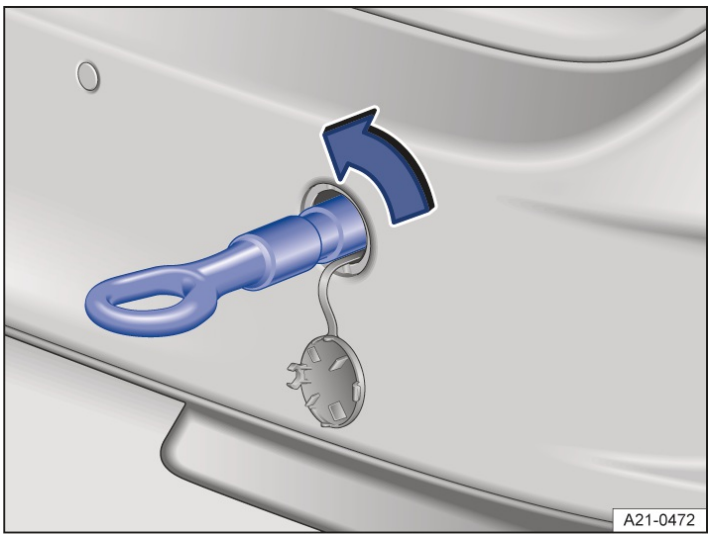


Fig. 2 In the rear bumper on the right: screwing in the towing eye.

WARNING

If the towing eye is not screwed into the mounting completely and securely, it can tear out of the mounting. This can result in accidents and serious injuries during towing.

- Check before towing to make sure that the towing eye is fully screwed in.

NOTICE

The paint and body of the vehicle may be damaged if the cover and towing eye are not removed and fitted correctly.

- Always take care when removing and fitting the cover and towing eye.

1. Take the towing eye out of the vehicle toolkit.
2. To release the catch on the cover, press the marked area of the cover in the direction of the arrow→ *Fig. 1*.
3. Remove the cover and leave it hanging from the vehicle.
4. Turn the towing eye as shown by the arrow into the threaded hole and tighten as far as possible→ *Fig. 2* , →⚠. Use a suitable object to screw the towing eye fully and securely into the mounting.
5. After you have finished towing, remove the towing eye by unscrewing it in the opposite direction to the arrow.
6. Insert the cap in the respective recess and press in until it engages.
7. Clean the towing eye if necessary and place back in the vehicle toolkit.

Vehicles with towing bracket

On vehicles with a factory-fitted towing bracket there is no mounting for the screw-in towing eye behind the cover.

1. In this case, swivel out or fit the ball coupling and use this for towing.

NOTICE

Vehicles with a factory-fitted towing bracket must carry out towing only with a tow-bar that is specially designed to be fitted to a ball coupling. If you use an unsuitable tow-bar, the ball coupling and the vehicle could be damaged.

- Use a tow-rope instead for towing.

Fitting the towing eye at front

Depending on the country and vehicle equipment, the mounting for the towing eye is located behind the cover in the bumper.

1. Before towing, check whether a mounting with screw thread is available for the towing eye.

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2. Comply with the notes on towing.
3. If this is not the case, seek expert assistance for towing and have the vehicle transported on a tow vehicle if necessary.

The towing eye must always be kept in the vehicle.

NOTICE

Use of a towing eye that is not suitable for the vehicle can damage the vehicle.

- Always use the towing eye supplied in the vehicle toolkit of your vehicle or a suitable towing eye for towing.

Fitting the towing eye at front

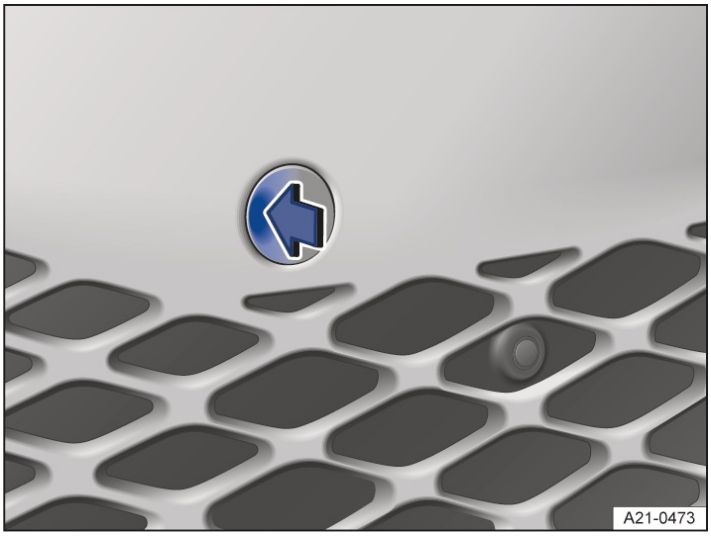


Fig. 1 In the front bumper on the right: removing the cover.

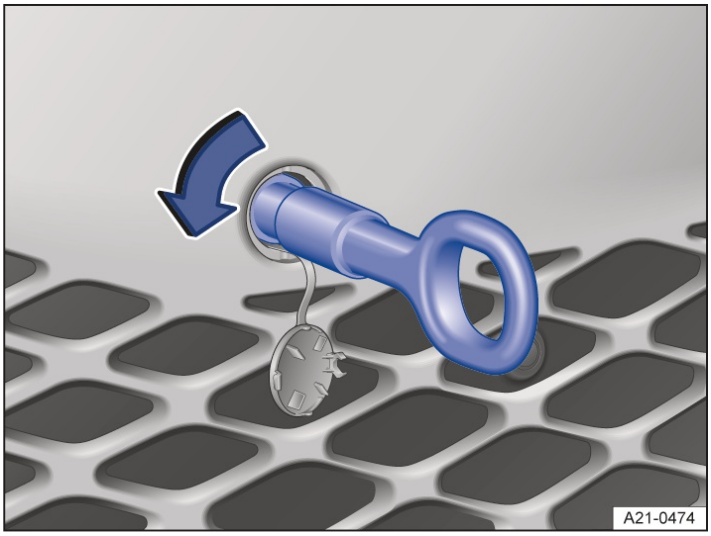


Fig. 2 In the front bumper on the right: screwing in the towing eye.

WARNING

If the towing eye is not screwed into the mounting completely and securely, it can tear out of the mounting. This can result in accidents and serious injuries during towing.

- Check before towing to make sure that the towing eye is fully screwed in.

NOTICE

The paint and body of the vehicle may be damaged if the cover and towing eye are not removed and fitted correctly.

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- Always take care when removing and fitting the cover and towing eye.

1. Take the towing eye from the toolbox.
2. To release the catch on the cover, press the marked area of the cover in the direction of the arrow→ *Fig. 1*.
3. Remove the cover, allow it to hang on the vehicle or place it in the vehicle if necessary.
4. Turn the towing eye as shown by the arrow into the threaded hole and tighten as far as possible→ *Fig. 2* , →⚠. Use a suitable object to screw the towing eye fully and securely into the mounting.
5. After you have finished towing, remove the towing eye by unscrewing it in the opposite direction to the arrow using a suitable object.
6. Insert the cap in the respective recess and press in until it engages.
7. Clean the towing eye if necessary and place back in the vehicle toolkit.

Safety notes for working in the bonnet space

The bonnet space of a vehicle is a hazardous area. Do not work in the bonnet space unless you are familiar with the tasks, aware of the applicable safety procedures and have the correct equipment, service fluids and suitable tools. Failing to carry out work correctly can cause serious injuries →⚠. Have all necessary work carried out by a suitably qualified workshop.

⚠ WARNING

The bonnet space is a hazardous area. Accidents and serious or fatal injuries can occur during all work in the bonnet space.

- Always take care and exercise extreme caution during all work.
- Carry out work in the bonnet space only if you are familiar with the necessary actions.
- Have the necessary work carried out by a suitably qualified workshop if you are unsure how to carry out work in the bonnet space.
- Switch on the electronic parking brake before working in the bonnet space.
- Switch off the ignition and keep the vehicle key in a safe place far enough away from the vehicle to prevent any risk of the vehicle's drive system being activated accidentally and supplying power to the electrical system.
- Never touch hot components of the electric drive.
- Always ensure you have not left any objects, such as cleaning cloths and tools, in the bonnet space.
- Always keep children away from the bonnet space and never leave children unsupervised.

⚠ WARNING

The bonnet space contains rotating parts. When working in the bonnet space, especially during a starting process or when the vehicle is ready to drive, contact with rotating parts (e.g. rotor blades of the radiator fan)can cause serious or fatal injuries.

- Never touch the radiator fan or the surrounding area even when the vehicle's drive system is deactivated or the ignition is switched off. The fan is temperature-controlled and can start automatically.
- Before starting work, remove any jewellery and ties, tie up long hair and pull clothes in tightly to avoid them getting caught in the electric drive.
- Always exercise due care and attention when depressing the accelerator. The vehicle could move, even if the electronic parking brake is applied.

⚠ WARNING

The bonnet space of every vehicle is a hazardous area due to hot components. Hot components can cause severe burns.

- Never touch hot components of the electric drive.

⚠ WARNING

Escaping hot steam or coolant can cause serious burns, as can hot engine parts.

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- Never open or close the bonnet as long as steam or coolant is escaping.
- Always wait until you can no longer see or hear steam or coolant coming from the bonnet space.

WARNING

The cooling system is under pressure when the electric drive is hot. If the cover is opened without due care, engine coolant can spray out and cause severe burns or fatal injuries.

- Never open the cap of the coolant expansion tank when the electric drive is hot.
- If you have to open the coolant expansion tank cap, always protect your face, hands and arms from hot coolant or steam with a large, thick cloth.
- Turn the cap of the coolant expansion tank slowly and very carefully anticlockwise while exerting slight downwards pressure on the cap.

WARNING

Additional insulating materials, e.g. blankets in the bonnet space, or objects left lying around, e.g. cleaning rags or tools, can cause malfunctions, damage the electric drive and result in fires. This can result in serious injury or death.

- Never cover the electric drive with blankets or other insulating materials.
- Never leave any objects in the bonnet space.

Always park the vehicle on a level and stable surface before carrying out any work in the bonnet space→⚠.

WARNING

Unintended vehicle movements may occur if the vehicle is not secured to prevent it from rolling away during maintenance work. This may result in accidents and serious or fatal injury.

- Never work underneath a vehicle if it is not properly secured to prevent it from rolling away.
- Make sure that the vehicle is on a level surface and that the wheels are locked when working under the vehicle while the wheels are touching the ground.
- If you intend to work underneath the vehicle, use suitable stands to provide support for the vehicle securely. The vehicle jack is not sufficient for this task and can fail.

Any work on the high-voltage system must only be carried out by workshops that have been authorised in accordance with the guidelines →⚠. After an accident, or after the underside of the vehicle has struck an obstacle, the high-voltage battery must be checked by appropriately qualified and trained experts.

DANGER

The components of the high-voltage system are under high electrical voltage. Making contact with live components of the high-voltage system can cause burns, other injuries and fatal electric shock.

- You should always assume that the high-voltage battery is completely charged and that all high-voltage components are live. This can also be the case when the ignition is switched off.
- Never touch high-voltage components or orange high-voltage cables. Damage to high-voltage components is not always visible.
- Never remove, damage or modify the orange high-voltage cables.
- Never disconnect the high-voltage cables from the high-voltage network.
- Never remove, damage or modify the orange high-voltage cables.
- Never open, modify or remove the cover of the high-voltage battery.
- Never carry out work with cutting, forming or sharp-edged tools or heat sources in the vicinity of high-voltage components and high-voltage cables. Any work on the high-voltage system must be carried out only by a suitably qualified workshop that has been approved for this work.
- Never carry out repair or maintenance work on orange high-voltage cables or high-voltage components.

DANGER

Damage to the vehicle or to the high-voltage battery could lead to a leak of toxic gases or fluids, either immediately or at a later time. These emitted gases could potentially cause a fire. There is a risk of serious injury or death.

- Do not breathe in any gases that are emitted from the high-voltage battery.

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- Never touch the fluids that leak from the high-voltage battery.
- In the event of a fire, leave the danger area together with all vehicle occupants and call the fire service.
- Always inform any attending fire and emergency services that the vehicle is fitted with a high-voltage battery.

⚠ WARNING

High voltage in the electrical system can cause electric shocks and burns. This can result in serious injury or death.

- Never short circuit the electrical system. The 12-volt battery could explode.
- While the vehicle's drive system is active or being activated, never touch high-voltage components, the high-voltage battery, or the orange high-voltage cables in particular.

Preparing the vehicle for working in the bonnet space

The following steps should always be carried out in the specified order before working in the bonnet space→⚠:

1. Park the vehicle safely on a level and stable surface *(→ Parking)*.
2. Remove the vehicle key from the vehicle and keep in a location outside the vehicle so that the vehicle is not put into operation accidentally.
3. Always keep other persons away from the bonnet space.
4. Secure the vehicle against rolling away.

⚠ WARNING

If the described actions necessary for working in the bonnet space are not observed, this can lead to accidents. This can result in serious injuries.

- Always follow the described steps and observe the general safety precautions.

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Opening and closing the bonnet

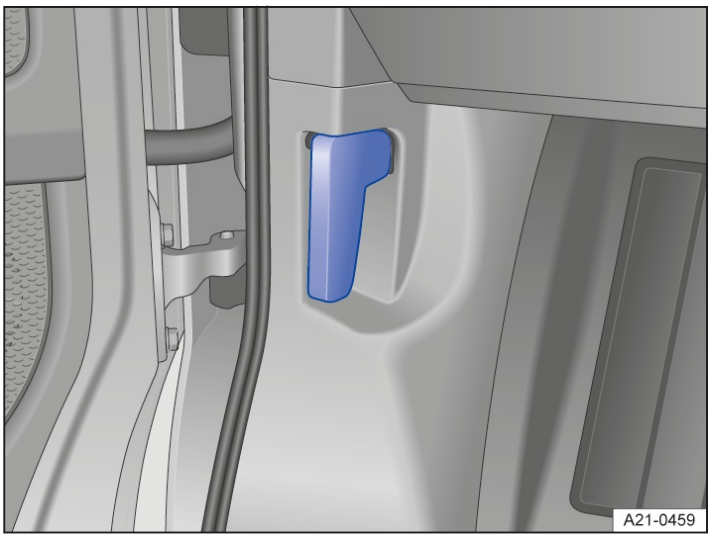


Fig. 1 In the footwell on the left side: Bonnet release lever (illustration).

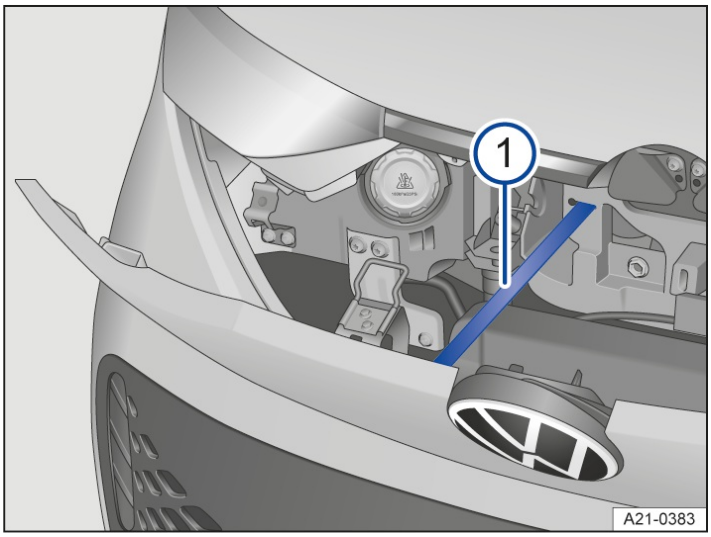


Fig. 2 In the bonnet space: Holder for the bonnet.

(1) Retaining strap for the bonnet.

Opening the bonnet

1. Open the left front door and pull the release lever in the direction of the arrow→ *Fig. 1*.

   The bonnet is released from the lock carrier catch by spring force →⚠.
2. To completely open the bonnet, pull the bonnet forward.

The bonnet is held by a strap→ *Fig. 2*.

Closing the bonnet

1. Press the bonnet upwards.

   The bonnet is flush with the body parts around it when it is closed properly.

If the bonnet is not closed properly, a notification appears in the instrument cluster display. To close the bonnet,

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open and close the bonnet again *(→ In the engine compartment)*.

WARNING

If the bonnet has not been closed properly it could open while the vehicle is in motion. This can lead to accidents and serious injuries.

- After closing bonnet, always check that the catch is properly engaged in the lock carrier.
- If you establish while driving that the bonnet is not closed properly, switch on the hazard warning lights, brake carefully, stop immediately and close the bonnet.
- Open or close the bonnet only when there is no-one in its movement path.

Display

A symbol on the instrument cluster display indicates if the bonnet is open or is not closed properly.

1. Do not drive on!

   If necessary, open the bonnet and then close it again.

This symbol is also visible when the ignition is switched off and will go out a few seconds after the vehicle has been locked when all doors are closed.

WARNING

Failure to observe warnings can cause your vehicle to break down in traffic, which can lead to accidents and serious injuries.

- Never ignore warnings.
- Stop the vehicle as soon as it is possible and safe to do so.

The symbol can differ depending on the version of the instrument cluster.

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Windscreen washer fluid

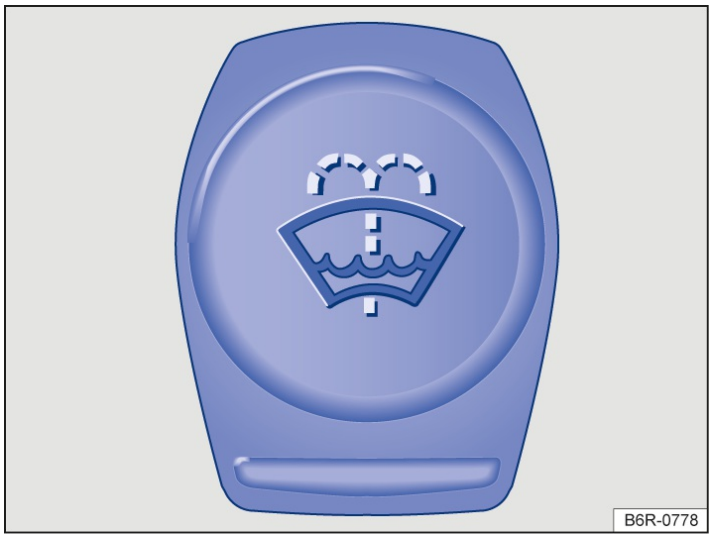


Fig. 1 In the bonnet space: washer fluid reservoir cap.

The windscreen washer fluid level should be checked regularly and topped up as necessary.

A filter can be found in the feed throat of the washer fluid reservoir. The strainer keeps larger dirt particles away from the washer jets when refilling. The filter should only be removed for cleaning. If the filter is damaged or cannot be found when refilling, dirt particles will reach the system and will block the washer jets.

1. Open the bonnet ⚠ *(→ In the engine compartment)*.

   The washer fluid reservoir is identified by the symbol on the cap → *Fig. 1*.
2. Check whether there is enough windscreen washer fluid in the reservoir.
3. To add fluid, mix clear water, but not distilled water, with suitable windscreen washer fluid → ⚠. Observe the dilution instructions on the packaging.
4. At low outside temperatures, add a special anti-freeze agent so that the fluid cannot freeze → ⚠.

⚠ WARNING

If coolant additive or similar unsuitable additives are mixed with the washer fluid, this can result in an oily film on the window that considerably impairs visibility.

- Use clean, clear water, but not distilled water, with a suitable windscreen washer fluid.
- Add a suitable antifreeze agent to the washer fluid if necessary.

NOTICE

Mixing cleaning agents incorrectly can cause the ingredients to separate and block the washer jets.

- Never use unsuitable cleaning agents.

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Introduction

Do not work on the cooling system unless you are familiar with the task, aware of the applicable safety procedures and have the correct equipment, service fluids and suitable tools. Failing to carry out work correctly can cause serious injuries →⚠. Have all necessary work carried out by a suitably qualified workshop.

Information on warning and indicator lamps that light up can be found in the troubleshooting sections at the end of the chapter *(→ Coolant)*.

⚠ WARNING

Coolant is toxic. Serious or fatal injuries can be caused by contact with coolant, particularly if coolant is swallowed.

- Seek immediate medical attention after swallowing coolant.
- Seek medical attention if you experience health problems after working with coolant.
- Always keep coolant out of the reach of children and only in the closed original container.
- Never store coolant in empty food containers, bottles or any other non-original containers as people finding these containers may then drink the coolant.
- Avoid regular contact with coolant to prevent damage to the skin.
- Protect your skin, face and especially 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

Coolant can freeze at extremely cold outside temperatures, causing the vehicle to break down. This may mean that heating in the vehicle no longer works. Vehicle occupants with inadequate winter clothing could then freeze to death.

- Make sure that the coolant additive is always adapted correspondingly to the ambient temperature.
- Use only coolant additives that have been approved by the manufacturer.

Coolant and coolant additives can pollute the environment. Spilt service fluids must be collected then disposed of properly and in an environmentally responsible way.

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Coolant specification

The cooling system is filled at the factory with a mixture of specially prepared water and at least 40% coolant additive G12evo (TL 774-L).

The proportion of coolant additive must always be at least 40% to protect the cooling system. If greater frost protection is required in very cold climates, the proportion of anti-freeze additive can be increased. However, the percentage of coolant additive should not exceed 55 %, as this would reduce the frost protection and the cooling effect.

The coolant additive is dyed purple. The mixture of water and coolant additive provides anti-freeze protection down to -25°C (-13°F), protects the alloy parts in the cooling system against corrosion, prevents limescale deposits and significantly increases the boiling point of the coolant.

When refilling the coolant, a mixture of distilled water and at least 40% G12evo coolant additive must be used in order to obtain the optimum corrosion protection →⚠.

⚠ WARNING

Insufficient anti-freeze in the cooling system can cause the electric drive to break down and cause serious injuries.

- The amount of correct coolant additive used must be sufficient for the lowest ambient temperature that you expect the vehicle to be exposed to.
- Coolant can freeze at extremely cold outside temperatures, causing the vehicle to break down. Vehicle occupants with inadequate winter clothing could then freeze to death as the heating will also no longer function.

NOTICE

If the liquid in the coolant expansion tank is not purple, the correct coolant has been mixed with another, unsuitable coolant additive. Failure to observe this warning can result in serious malfunctions or damage to the engine and cooling system.

- In this case, have the coolant changed immediately.
- Never mix Genuine coolant additives with other coolants that have not been approved by Volkswagen Commercial Vehicles.

Coolant and coolant additives can pollute the environment. Collect any service fluids that escape or are spilled and dispose of them correctly and with respect for the environment.

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Checking the coolant level and refilling coolant

Preparations

1. Park the vehicle on a firm and level surface.
2. Allow the electric drive to cool down → ⚠.
3. Open the bonnet.

The coolant expansion tank is identified by the red symbol on the cap → *Fig. 1*.

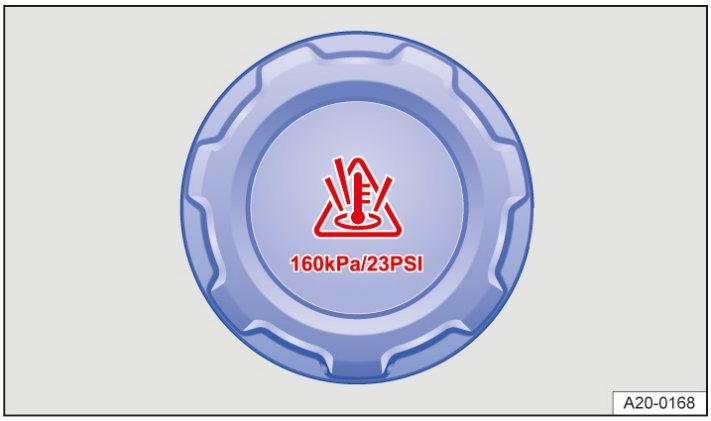


Fig. 1 In the bonnet space: coolant expansion tank cap.

⚠ WARNING

Escaping hot steam or coolant can cause serious burns, as can hot engine parts.

- Never open the bonnet if you can see or hear steam or coolant coming out of the bonnet space.
- Always wait until you can no longer see or hear steam or coolant coming from the bonnet space.

⚠ WARNING

The cooling system is under pressure when the electric drive is hot. If the cover is opened without due care, engine coolant can spray out and cause severe burns or fatal injuries.

- Never open the cap of the coolant expansion tank when the electric drive 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.
- Turn the cap of the coolant expansion tank slowly and very carefully anticlockwise while exerting slight downwards pressure on the cap.

Checking the coolant level

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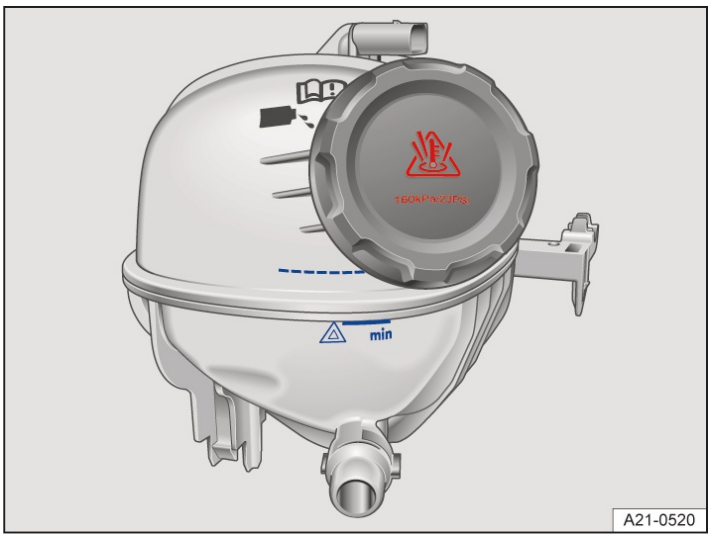


Fig. 2 In the bonnet space: markings on the coolant expansion tank (illustration).

The engine coolant may be above the marked area when a new vehicle is delivered or after repairs to the cooling system. This is normal. The coolant does not have to be sucked off.

The coolant level cannot be checked accurately in all models as the coolant level of the coolant expansion tank may be concealed. If the coolant level cannot be read exactly, please seek assistance from a correspondingly qualified workshop.

1. Check the coolant level at the side markings of the coolant expansion tank when the electric drive is cold.

   The coolant level must be between the markings.
2. If the coolant level in the coolant expansion tank is below the bead or in the lower half of the tank, add coolant.

   When the electric drive is warm, the engine coolant level may be slightly above the upper mark.
3. Do not add coolant if there is no longer any coolant visible in the coolant expansion tank→ⓘ.

Refilling coolant

1. Unscrew the lid carefully →⚠.
2. Only refill with new coolant that is compliant with the specifications *(→ Coolant)*.

   If in an emergency you do not have access to coolant in the required specification, add only distilled water initially. Then have the correct mixture ratio with the specified coolant additive restored as soon as possible by a suitably qualified workshop.
3. Add coolant up to the upper level marking. After adding the coolant, the coolant level must be between the markings on the coolant expansion tank →*Fig. 2*.
4. Close the cap tightly.
5. Check the coolant level after one day. If the level in the coolant expansion tank again drops below the “min” mark, go to a suitably qualified workshop and have the cooling system checked.

NOTICE

Coolant expands when it is heated. If coolant is topped up above the marked area, excess coolant may escape and cause damage to the vehicle.

- Do not fill coolant above the top edge of the marked area of the coolant expansion tank.

NOTICE

If there is no longer any coolant in the coolant expansion tank, air may have entered the cooling system. This could

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cause damage to the electric drive.

- Do not drive on.
- Do not add any coolant.
- Seek expert assistance.

NOTICE

Using water other than distilled water can cause corrosion in the engine due to the chemical components contained in it. This can lead to failure of the electric drive.

- Use only distilled water for refilling.
- Have the fluid in the cooling system replaced completely by a suitably qualified workshop if you have not added distilled water.

NOTICE

Use of the incorrect service fluids can cause serious malfunctions and result in damage to the electric drive.

- When refilling or replacing service fluids, ensure that you pour the correct service fluids into the appropriate openings.

Troubleshooting

Coolant

The warning lamp flashes red.

Do not drive on!

Engine coolant temperature too high or coolant level too low.

1. Stop the vehicle as soon as possible and when safe to do so.
2. Deactivate the vehicle's drive system.
3. Allow the electric drive to cool down.

Engine cooling system

1. Check the coolant level *(→ Coolant)*.
2. If the warning lamp does not go out even though the coolant level is OK, do not continue driving and stop the vehicle's drive system immediately.
3. Seek expert assistance.

together with Fault in high-voltage cooling system

The warning lamps flash red.

Do not drive on!

1. Stop the vehicle as soon as possible and when safe to do so.
2. Deactivate the vehicle's drive system.
3. Seek expert assistance.

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Introduction

Brake fluid will gradually absorb water from the surrounding air. The brake system will be damaged if there is too much water in the brake fluid. The boiling point of the brake fluid is also considerably reduced by the water content. Heavy use of the brakes may cause a vapour lock in the brake system if the water content is too high. Vapour locks reduce levels of braking power, considerably increase braking distance and can even cause the brake system to fail completely. Your own safety and that of other road users depends on having a brake system that functions properly at all times.

WARNING

Brake fluid is toxic.

- In order to reduce the risk of poisoning, never use bottles or other containers to store brake fluid. There is always a risk of someone drinking from such containers, even if they are labelled appropriately.
- Always store brake fluid in its original sealed container and out of the reach of children.

NOTICE

Brake fluid that has leaked or been spilt can damage the vehicle paintwork, plastic parts and tyres.

- Wipe off brake fluid that has leaked or been spilled immediately from all parts of the vehicle.

Brake fluid can pollute the environment. Any spilt service fluids must be cleaned up and disposed of properly.

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Brake fluid specification

Volkswagen Commercial Vehicles has developed a brake fluid that has been optimised for the brake system in the vehicle. To ensure the best possible operation of the brake system, Volkswagen Commercial Vehicles expressly recommends the use of brake fluid compliant with VW standard 501 14.

Before using a particular brake fluid, check that the specifications printed on the container correspond to the vehicle requirements.

Brake fluid that is compliant with VW standard 501 14 is available from Volkswagen Commercial Vehicles dealerships.

If this brake fluid is not available and it is necessary to use another high-quality brake fluid instead, brake fluid that is compliant with DIN ISO 4925 CLASS 6 or US standard FMVSS 116 DOT 4 can be used.

Not all brake fluids that are compliant withDIN ISO 4925 CLASS 6 or US standard FMVSS 116 DOT 4 have the same chemical composition. Some of these brake fluids may contain chemicals that can damage or destroy brake system components over time.

Brake fluid that is compliant with VW standard 501 14 fulfils the requirements ofDIN ISO 4925 CLASS 6 or US standard FMVSS 116 DOT 4.

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Checking the brake fluid

Preparations

1. Park the vehicle on a firm and level surface.
2. Open the bonnet.

Check the brake fluid level

The brake fluid reservoir is identifiable by the cap .

The brake fluid level cannot be checked accurately in all models as a flap or engine components may partially conceal the brake fluid container. If the brake fluid level cannot be read exactly, please seek assistance from a suitably qualified workshop.

The brake fluid level must always be between the MIN and MAX markings on the brake fluid reservoir→⚠.

The brake fluid level drops slightly when the vehicle is being used as the brake pads wear and the brakes are automatically adjusted.

Brake fluid change

Have the brake fluid changed regularly. Information on the change interval for the brake fluid can be obtained from a correspondingly qualified workshop. Only brake fluid that conforms with the required specification should be used.

⚠ WARNING

Brake failure or reduced braking efficiency can be caused by the brake fluid level being too low or by brake fluid that is too old or unsuitable.

- Have the brake system and brake fluid level checked or the brake fluid changed on a regular basis!
- The refilled brake fluid must be new.
- Make sure that the correct brake fluid is used. Only use brake fluid that is explicitly compliant with VW standard 501 14. Any other brake fluid or a low-quality one can affect the functioning of the brakes and reduce their effectiveness.
- If you do not have any brake fluid that is compliant with VW standard 501 14, use a high-quality brake fluid compliant with DIN ISO 4925 CLASS 6 or the US standard FMVSS 116 DOT 4, but only in exceptional circumstances.

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Brake fluid level

The warning lamp lights up red. The brake fluid level is too low.

Do not drive on! This can result in brake failure.

1. Stop the vehicle as soon as possible and when safe to do so *(→ Parking)*.
2. Check the brake fluid level.
3. Seek expert assistance if the brake fluid level is too low.

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Introduction

The 12-volt vehicle battery is part of the electrical system and supplies power to safety-relevant vehicle systems if the high-voltage system fails. The 12-volt vehicle battery will be checked and replaced if necessary as part of servicing work.

You should carry out work on the electrical system only if you know exactly how to perform the required tasks, are aware of the general safety procedures and have access to the correct equipment, service fluids and suitable tools. Failing to carry out work correctly can cause serious injuries →⚠. All work should be carried out by a correspondingly qualified workshop.

Information on warning and indicator lamps that light up can be found in the troubleshooting sections at the end of the chapter *(→ 12-volt vehicle battery)*.

Explanation of the warnings on the 12-volt vehicle battery

Always wear eye protection!

Electrolyte is very corrosive and caustic. Always wear protective gloves and eye protection!

No fires, sparks, naked lights or smoking!

A highly explosive mixture of gases is given off when the vehicle battery is charging!

Always keep children away from electrolyte and the vehicle battery.

Always observe the owner's manual!

⚠ WARNING

Any work on the 12-volt vehicle battery and the electrical system can cause serious chemical burns, fire or electric shocks. Always read the following warnings and safety information before carrying out any kind of work:

- Switch off the ignition and all electrical consumers before carrying out any work on the 12-volt vehicle battery and also disconnect the negative cable from the 12-volt vehicle battery.
- Always keep children away from the 12-volt vehicle battery.
- Always wear eye protection and protective gloves.
- Never smoke and work near naked flames or sparks.
- Electrolyte is very aggressive. It can burn the skin and can cause blindness. When working with the 12-volt vehicle battery, ensure that your hands, arms and face in particular are protected from acid spillage.
- When handling cables and electrical equipment, avoid generating sparks and electrostatic discharge.
- Never short circuit battery terminals.
- Never use a damaged 12-volt vehicle battery. The 12-volt vehicle battery can explode. Replace a damaged 12-volt vehicle battery immediately.

NOTICE

The 12-volt vehicle battery housing can be damaged by ultraviolet radiation.

- Do not expose the 12-volt vehicle battery to direct sunlight for an extended time.

NOTICE

The 12-volt vehicle battery can be “totally discharged” and thus be destroyed if the vehicle is stationary for a long time.

- Have the 12-volt vehicle battery regularly charged by a suitably qualified workshop if the vehicle is parked for

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long periods of time.

When you activate the vehicle's drive system after the 12-volt battery has been totally discharged, replaced or after a successful jump-start, you may find that system settings, such as time, date, personal convenience settings and programming, have been changed or deleted. Check and correct the settings after the 12-volt vehicle battery has been sufficiently charged.

Checking the electrolyte level of the 12-volt vehicle battery

The 12-volt vehicle battery is located under the left front seat.

The acid level of the 12-volt vehicle battery cannot be checked for technical reasons.

1. Always have the 12-volt vehicle battery checked by a suitably qualified workshop.

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Charging, replacing, disconnecting and connecting the 12-volt vehicle battery

1. If you suspect that the 12-volt vehicle battery is damaged or faulty, go to a suitably qualified workshop and have the 12-volt vehicle battery checked.

Charging the 12-volt vehicle battery

The 12-volt vehicle battery should be charged by a correspondingly qualified workshop, as the technology used in factory-fitted 12-volt vehicle batteries requires voltage-limited charging →⚠.

Replacing the 12-volt vehicle battery

The 12-volt vehicle battery has been developed to suit the conditions of its location and has special safety features. If a 12-volt vehicle battery has to be replaced, the replacement part must be installed by a workshop qualified to do this. For component information on size and the required maintenance, capacity and safety features, please contact a correspondingly qualified workshop, which must have the necessary technical documentation and equipment. The ventilation opening of the 12-volt vehicle battery must always be on the negative terminal side. The ventilation opening on the positive terminal side must always be closed →⚠.

Only maintenance-free 12-volt vehicle batteries compliant with the standards TL 825 06 and VW 7 50 73 should be used. These standards must be dated October 2014 or later.

The 12-volt vehicle battery must always be replaced by a workshop qualified to do this, as the vehicle electronics must be adapted as part of the replacement process. In addition, the battery parameters for functional safety were determined only with the original equipment battery. Only correspondingly qualified workshops have the technology required to carry out this adjustment and also the correct replacement batteries. The use of unsuitable batteries render the operating permit invalid.

Disconnecting the 12-volt vehicle battery

Please note the following if the 12-volt vehicle battery has to be disconnected from the electrical system in the vehicle:

1. Switch all electrical consumers off.
2. Unlock the vehicle before disconnecting the battery in order to avoid triggering the anti-theft alarm.
3. First disconnect the negative cable and then the positive cable →⚠.

Connecting the 12-volt vehicle battery

Please note the following if the 12-volt vehicle battery has to be connected to the electrical system in the vehicle:

1. Switch all electrical consumers off.
2. First reconnect the positive cable and then the negative cable →⚠.

Various indicator lamps may light up after the 12-volt vehicle battery has been connected and the ignition is switched on. They will go out if you drive a short distance at a speed of around 15 km/h to 20 km/h (around 10 – 12 mph). If the indicator lamps continue to light up, have the vehicle checked by a suitably qualified workshop.

If the 12-volt vehicle battery was disconnected for an extended period, the system may not able to calculate or correctly display the time when the next service is due *(→ Service interval display)*. Observe the maximum permissible service intervals .

Vehicles with starter button: If the ignition does not switch on after connecting the 12-volt vehicle battery, perform the following actions:

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1. Lock and unlock the vehicle from the outside.
2. Trying to switch on the ignition again *(→ Starter button)*.
3. Obtain expert assistance if the ignition cannot be switched on.

Automatic switch-off for electrical consumers

If the side or parking lights are switched for a long time when the vehicle is parked and the vehicle's drive system is deactivated, the intelligent onboard supply management cannot always prevent discharge of the 12-volt vehicle battery.

To prevent the 12-volt vehicle battery from discharging, the intelligent onboard supply management system automatically takes various actions when the 12-volt vehicle battery is subjected to heavy loads:

The performance of large electrical consumers may be reduced or they may be switched off completely.

12-volt vehicle battery is discharged

The 12-volt vehicle battery discharges under the following conditions:

— If the vehicle is stationary for long periods without the vehicle's drive system switched on.

— Through use of electrical equipment when the vehicle's drive system has been deactivated.

⚠ WARNING

Incorrectly securing the battery and using incorrect 12-volt vehicle batteries can cause short circuits, fire and serious injuries.

- Always use maintenance-free and leak-proof 12-volt vehicle batteries that have the same properties, specifications and dimensions as the factory-fitted 12-volt vehicle battery.

⚠ WARNING

A highly explosive mixture of gases is given off when the 12-volt vehicle battery is being charged.

- 12-volt vehicle batteries should only be charged in well-ventilated spaces.
- Never charge a 12-volt vehicle battery which is frozen or has been frozen. Discharged 12-volt vehicle batteries can even freeze at temperatures of approx. 0°C (+32°F).
- The 12-volt vehicle battery must be replaced if it has ever frozen.

⚠ WARNING

A highly explosive mixture of gases is given off in the 12-volt vehicle battery when the vehicle is operated.

- In vehicles with the 12-volt vehicle battery in the interior or luggage compartment: ensure that the gas discharge hose is connected properly to the 12-volt vehicle battery. The breather hose must always be attached on the negative terminal side of the 12-volt vehicle battery. If there is an opening on the positive terminal side of the 12-volt vehicle battery, this must always be closed.

⚠ WARNING

Incorrectly connected cables can cause a short circuit.

- First connect the positive cable and then the negative cable.

NOTICE

Never connect or disconnect 12-volt vehicle batteries when the electric drive is activated.

- This can damage the electrical system or electronic components, which can cause electrical faults.

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NOTICE

Never connect equipment that provides electric power, such as solar panels or a battery charger, to the 12-volt socket to charge the 12-volt vehicle battery.

- This can damage the electrical system or electronic components, which can cause electrical faults.

NOTICE

Never use a 12-volt vehicle battery that does not correspond with the vehicle's specifications.

- This can damage the electrical system or electronic components, which can cause electrical faults.

12-volt vehicle batteries may contain toxic substances such as sulphuric acid and lead. Dispose of the 12-volt vehicle battery in accordance with the regulations.

Electrolyte can pollute the environment. Clean up any service fluid leakages and dispose of them properly.

12-volt vehicle battery

The warning lamp lights up red. A message is shown on the instrument cluster display.

Do not drive on! Possible failure of the electrical system.

1. Stop the vehicle immediately and park it safely.
2. Switch off any electrical consumers that are not required.
3. Deactivate the vehicle's drive system.
4. Seek expert assistance.

The indicator lamp lights up yellow. The 12-volt vehicle battery is discharged. A message is shown on the instrument cluster display.

If the message in the instrument cluster display concerns the charge level of the 12-volt vehicle battery.

1. Switch on the ignition to recharge the 12-volt vehicle battery.

   Or: to charge the 12-volt vehicle battery, charge the high-voltage battery.

If the indication of the charge level of the 12-volt vehicle battery does not disappear after a few minutes despite the measures taken, seek professional assistance.

If the message in the instrument cluster display concerns the 12-volt power supply.

1. Seek expert assistance.

Introduction

Wheels are the most used and most underestimated parts of a vehicle. Wheels are very important as the narrow tyre surfaces are the only contact between the vehicle and the road.

The tyres and wheel rims approved for the vehicle have been carefully selected.

The service life of tyres is dependent on tyre pressure, driving style, handling and correct fitting.

Volkswagen Commercial Vehicles recommends that all work on wheels is carried out by a suitably qualified workshop. They are familiar with the procedure and have the necessary special tools and spare parts and the proper facilities for disposing of the old tyres.

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Wheel rims, tyres and wheel bolts

Wheel rims, tyres and wheel bolts have be adjusted to the vehicle type. If different wheel rims are fitted, the correct wheel bolts with the correct length and correctly shaped bolt heads must be used. This ensures that the brakes work properly and that the vehicle drives quietly and safely. For technical reasons, it is not generally possible to use the wheels from other vehicles. This can also apply to wheels of the same vehicle type. For conversion to other wheel rim/tyre combinations, it is essential to contact a suitably qualified workshop.

The correct wheel bolts must be used for all vehicle types; these bolts must always be tightened with the correct tightening torque *(→ Wheel bolts)*.

⚠ WARNING

Incorrect handling of wheels can reduce vehicle safety and cause serious accidents and fatal injuries.

- Check the tyre pressure regularly when the tyres are cold and always observe the specified value *(→ Tyre pressure)*. If the tyre pressure is too low, it is possible that the tyre temperature will increase to such an extent when driving that the tread peels off and the tyre bursts.
- Check the tyres regularly for damage and wear.
- Never exceed the maximum speed and load permitted for the fitted tyres.
- All four wheels must be fitted with radial tyres of the same type, size (rolling circumference) and the same tread pattern.
- If you notice unusual vibration, or if the vehicle pulls to one side when driving, stop immediately and check the tyres and wheel rims for damage.
- Never loosen the bolts on wheel rims with bolted-on rings.

⚠ WARNING

New tyres or tyres which are old, worn down or damaged cannot provide full levels of vehicle control and braking power.

This can cause serious accidents and fatal injuries.

- Run in new tyres as they will initially have reduced grip and braking efficiency. For this reason, drive with particular care during the first 600 km (370 miles).
- Never drive with worn tyres or tyres that shows signs of damage such as holes, cuts, cracks or blisters.
- If you notice unusual vibration, or if the vehicle pulls to one side when driving, stop immediately and check the wheels and tyres for damage.
- Do not use tyres or wheel rims if you do not know their history. Used tyres and wheel rims could be damaged, even if the damage is not visible.
- Use tyres that are more than six years old only if you have no alternative. In this case, drive slowly and with extra care at all times, even if the tyres have never been used.
- Replace worn or damaged tyres immediately.

⚠ WARNING

If the tightening torque of the wheel bolts is insufficient, the wheel bolts and thus the wheels can loosen while the vehicle is in motion. The wheel bolts and the threads could be damaged if the tightening torque is too high.

Incorrectly tightened or missing wheel bolts can lead to loss of control over the vehicle, serious accidents and fatal injuries.

- Always tighten the wheel bolts with the correct tightening torque. If you do not have a torque wrench, tighten the wheel bolts with the wheel bolt wrench and have the torque checked immediately by the nearest suitably qualified workshop.
- Never drive if wheel bolts are missing or loose.
- Always use wheel bolts that match the wheel rims and the vehicle type.
- Never grease or oil the wheel bolt and the threads in the wheel hubs. This could cause the wheel bolts to loosen while the vehicle is in motion, even if the required tightening torque setting is used.
- Make sure that the wheel bolts and threads of the wheel hubs are clean, smooth-running and free of oil and

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grease.

- Never loosen the bolts on wheel rims with bolted-on rings.

⚠ WARNING

Incorrect mounting of the tyre on the wheel rim can cause damage to the wheel rim and lead to the tyre suddenly losing air or bursting while driving.

This can cause serious accidents and fatal injuries.

- Have tyres mounted on the wheel rims only by a suitably qualified workshop.

Handling tyres

Avoiding tyre damage

— Drive over kerbs and other low obstacles slowly and at right angles so that the two front wheels come into contact with the obstacle at the same time.

— Check the tyre pressure on a regular basis.

— Check the tyres for damage such as cuts at regular intervals.

— Never exceed the maximum speed and load permitted for the tyres that are fitted *(→ Tyre lettering and tyre type)*.

— Damaged or worn tyres must be replaced immediately .

— Protect the tyres from contact with aggressive substances, including grease, oil, petrol and brake fluid→⚠.

— Replace missing valve dust caps immediately.

— Remove foreign bodies that have not yet penetrated to the inside of the tyre .

— Observe all warnings of the tyre monitoring system *(→ Tyre Pressure Loss Indicator)* .

⚠ WARNING

Corrosive liquids and other substances can cause visible and invisible damage to the tyres, which can cause the tyre to burst.

This can cause serious accidents and fatal injuries.

- Always keep chemicals, oils, lubricants, fuel, brake fluid and other corrosive substances away from the tyres.

Storing tyres

— Always store tyres in a cool, dry and dark place if possible.

— Do not store tyres mounted on the rim vertically.

— Any tyres not fitted on wheel rims should be kept in suitable sleeves to protect against dirt and should be stored vertically (standing on the tread).

Tyres that are more than 6 years old

Tyres age through physical and chemical processes that can impair their function. Tyres that have been stored unused for an extended period of time age quicker than tyres that are used all the time.

Volkswagen Commercial Vehicles recommends replacing tyres that are more than 6 years old with new tyres. This also applies for tyres which appear to still be in good condition and whose tread depth has not yet reached the minimum value stipulated by legislation →⚠.

Winter and all-season tyres also largely lose their effectiveness through ageing – regardless of the remaining tread depth.

The age of each tyre can be determined on the basis of the manufacturing date *(→ Tyre lettering and tyre type)*.

⚠ WARNING

Old tyres can suddenly lose air or burst, above all at high speeds.

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This can cause serious accidents and fatal injuries.

- Use tyres that are more than six years old only if you have no alternative. In this case, drive slowly and with extra care at all times, even if the tyres have never been used.

New tyres

— Drive particularly carefully for the first 600 km(370 miles) with new tyres as the tyres have to be run in. Tyres that have not been run in have reduced grip and braking efficiency →⚠.

— All four wheels must be fitted with radial tyres of the same type, size(rolling circumference) and the same tread pattern. Exceptions for wheel rotation apply if wheel and tyre sizes on the front and rear axles differ.

— The tread depth of new tyres may vary between tyre models and manufacturers due to different design features and tread designs.

⚠ WARNING

New tyres will have to be run in as they will initially have reduced grip and braking effect.
This can cause you to lose control of the vehicle, which can lead to serious accidents and fatal injuries.

- Run in new tyres. Drive with particular care during the first 600 km(370 miles).

New tyre sizes may differ significantly from the actual dimensions and tyre dimensions for different tyre brands.

Replacing tyres

— The vehicle is fitted at the factory with genuine Volkswagen Commercial Vehicles reduced rolling resistance tyres. Volkswagen Genuine tyres are marked with the symbol ⊕. The specified energy consumption and the specified range can be achieved only with these tyres. Make sure that any new tyres purchased have optimised rolling resistance *(→ Driving economically)*.

— Seek advice at a suitably qualified workshop before purchasing new low rolling resistance tyres.

— Always replace tyres at least on an axle-by-axle basis.

— Old tyres should only be replaced by tyres that have been approved by Volkswagen Commercial Vehicles for the vehicle type.

— Never use tyres with an effective size that is larger than tyres approved by Volkswagen Commercial Vehicles→⚠.

In vehicles with a Tyre Pressure Loss Indicator

The Tyre Pressure Loss Indicator must be resynchronised after changing one or more wheels. This also applies if the wheels have been swapped, e.g. from the front to the rear *(→ Tyre Pressure Loss Indicator)*.

⚠ WARNING

Wheels must have the necessary clearance. If there insufficient clearance, the tyres can rub against parts of the running gear, body and brake lines.
This can lead to failure of the brake system, tread separation or the tyre bursting and can thus cause serious accidents and fatal injuries.

- Use only tyres whose dimensions do not exceed the dimensions of tyre makes approved by Volkswagen Commercial Vehicles and that do not rub on any vehicle parts.

NOTICE

Tyres can be deformed by driving through potholes and over kerbs.
This can cause damage to the tyres and wheel rims.

- Avoid strong impacts and drive around obstacles if possible.

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NOTICE

The valves can be damaged by dirt.

- Never drive without valve caps.

NOTICE

The valves can be damaged when changing to different wheels.

- Do not allow removed wheels to fall onto the wheel rim.

Old tyres should be disposed of properly and as required by legislation.

Tyres that have been approved by Volkswagen Commercial Vehicles are guaranteed to have the dimensions that are suitable for the vehicle. In the case of other tyres, the tyre seller must provide a certificate from the tyre manufacturer stating that the tyre is also suitable for the vehicle. Store the certificate in a safe place and keep it in the vehicle.

Handling wheel rims

Avoiding damage to the wheel rims

— Missing hubcaps can result in damage to the wheel rims and wheel bolts.

Fit missing hubcaps before every journey.

— Drive over kerbs and other low obstacles slowly and at right angles so that the two front wheels come into contact with the obstacle at the same time.

— Replace missing valve dust caps immediately.

— Check the tyre pressure on a regular basis.

Wheel rims with bolted-on rim ring or trim elements

Wheel rims with bolted-on rim ring or trim elements consist of several parts. These parts are connected to each other by means of special bolts. Damaged wheel rims must be replaced and must be repaired only by a suitably qualified workshop.

Wheel rim identification

In some countries, new wheel rims must be provided with information on certain properties. The following information may be provided on the wheel rim:

— Conformity mark.

— Rim size.

— Name of manufacturer or brand.

— Date of manufacture (month/year).

— Country of origin.

— Production number.

— Raw material batch number.

— Commodity code.

WARNING

Use of unsuitable or damaged wheel rims can impair driving safety and cause accidents and serious injuries.

- Use only wheel rims that are approved for the vehicle.

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● Check the wheel rims regularly for damage and replace them if necessary.

⚠ WARNING

Incorrect loosening and tightening of the bolts on wheel rims with bolted-on rim rings can cause serious accidents and fatal injuries.

● Never loosen the bolts on wheel rims with bolted-on rings.

● Have all work on wheel rims with bolted-on rim rings carried out only by a suitably qualified workshop.

Checking the tyre pressure

The wrong tyre pressure will have a negative effect on the vehicle's response and leads to high levels of wear or even a burst tyre →⚠. The correct tyre pressure is particularly important at high speeds.

— The tyre pressure should be checked at least once a month and before every long journey. The tyre pressure should be checked more frequently in colder regions.

— Always check all the tyres, including the spare if fitted.

— Always check the tyre pressure when the tyres are cold. The specified tyre pressure applies to cold tyres. Tyre pressure is always higher in warm tyres than it is in cold tyres. For this reason, never reduce the pressure in warm tyres to adjust the tyre pressure.

— Always adjust the tyre pressure to the load level → *Fig. 1*.

— After adjusting the tyre pressures, always screw the caps onto the valves and observe the information on the tyre monitoring system.

— Always use the tyre pressure specified on the sticker. Never exceed the maximum tyre pressure which is given on the sidewall of the tyre

— If the tyre size of the fitted tyres differs from the specified value on the type plate or tyre pressure sticker, the correct tyre pressure must be determined.

Location of the tyre pressure sticker

The sticker provides the correct tyre pressure for approved tyres and is located either on the driver door pillar → *Fig. 1* or inside the charging socket flap.

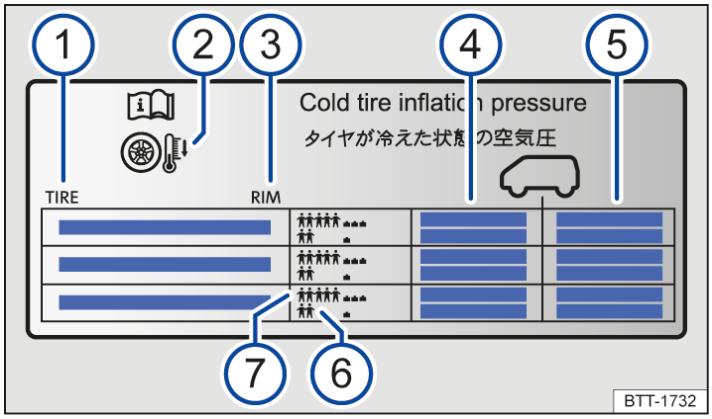


Fig. 1 Information on the tyre pressure sticker.

1 Tyre size.

2 Note: check the tyre pressure when the tyres are cold.

3 Rim size.

4 Tyre pressure for the tyres on the front axle.

5 Tyre pressure for the tyres on the rear axle.

6 Tyre pressure for partial load.

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(7) Tyre pressure for full load.

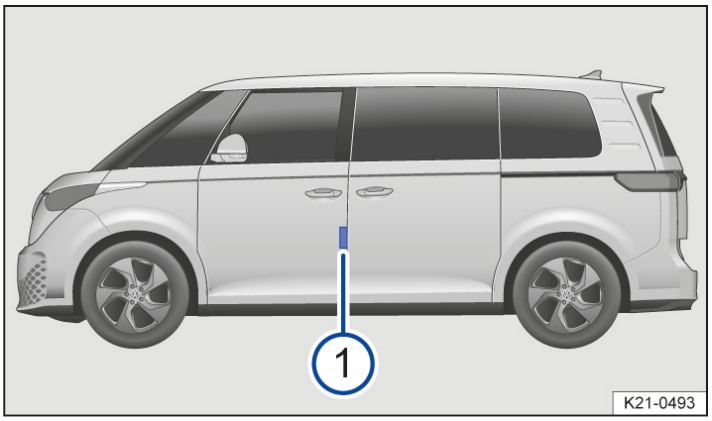


Fig. 2 On the driver door (1): tyre pressure sticker (alternatively on the inside of the charging socket flap)

The appearance of the sticker may differ between vehicles. It may contain additional tyre sizes that are not approved for your specific vehicle. For information on the tyre sizes approved for your vehicle, refer to the vehicle registration certificate or the EC Certificate of Conformity, or ask a Volkswagen Commercial Vehicles dealership.

WARNING

A tyre pressure that is too low may cause the tyre to suddenly lose pressure, the tread to separate or the tyre to burst while the vehicle is in motion. If the tyre pressure is too low, the tyres will wear prematurely and the car will not handle well.

An incorrect tyre pressure can cause serious accidents and fatal injuries.

- Check tyre pressures regularly, at least once a month and before every long trip.
- Always adapt the tyre pressure to the vehicle load level.
- Never reduce the increased tyre pressure of warm tyres.

WARNING

Driving too fast and overloading the vehicle can cause overheating, sudden tyre damage including tyre bursts, and separation of the tread.

This can cause serious accidents and fatal injuries.

- Never exceed the maximum load capacity of the fitted tyres *(→ Tyre lettering and tyre type)*.
- Never exceed the maximum permitted speed of the fitted tyres *(→ Tyre lettering and tyre type)*.

NOTICE

The valve can be damaged if due care is not taken when using a tyre pressure gauge.

- When attaching the tyre pressure gauge, ensure that you do not position it at an angle to the valve stem.

Under-inflated tyres can contribute to an increase in energy consumption.

Checking the tightening torque

The correct wheel bolts must always be used for each vehicle type and these must always be tightened with the correct tightening torque. The tightening torque of the wheel bolts must be checked regularly with a properly functioning torque wrench. In addition, the tightening torque must be checked without delay using a correctly functioning torque wrench after every wheel change. If the tightening torque of the wheel bolts is too low, the wheel bolts and rims can loosen while the vehicle is in motion. The wheel bolts and the threads could be damaged if the tightening torque is too high.

If the wheel bolts are corroded and stiff, they must be renewed and the wheel hub threads cleaned before the

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tightening torque is checked. Never grease or lubricate the wheel bolts or the threads of the wheel hub.

Tightening torque for wheel bolts

The tightening torque of the wheel bolts is specified in the section Changing a wheel *(→ Wheels and tyres)*.

⚠ WARNING

If the tightening torque of the wheel bolts is insufficient, the wheel bolts and thus the wheel can loosen while the vehicle is in motion. The wheel bolts and the threads could be damaged if the tightening torque is too high.

Incorrectly tightened or missing wheel bolts can lead to loss of control over the vehicle, serious accidents and fatal injuries.

- Always tighten the wheel bolts with the correct tightening torque. If you do not have a torque wrench, tighten the wheel bolts with the wheel bolt wrench and have the torque checked immediately by the nearest suitably qualified workshop.
- Never drive if wheel bolts are missing or loose.
- Always use wheel bolts that match the wheel rims and the vehicle type.
- Never grease or oil the wheel bolt and the threads in the wheel hubs. The wheel bolts could loosen while the vehicle is in motion, even if the required torque setting is used.
- Make sure that the wheel bolts and threads of the wheel hubs are clean, smooth-running and free of oil and grease.
- Never loosen the bolts on wheel rims with bolted-on rings.

Rotating wheels

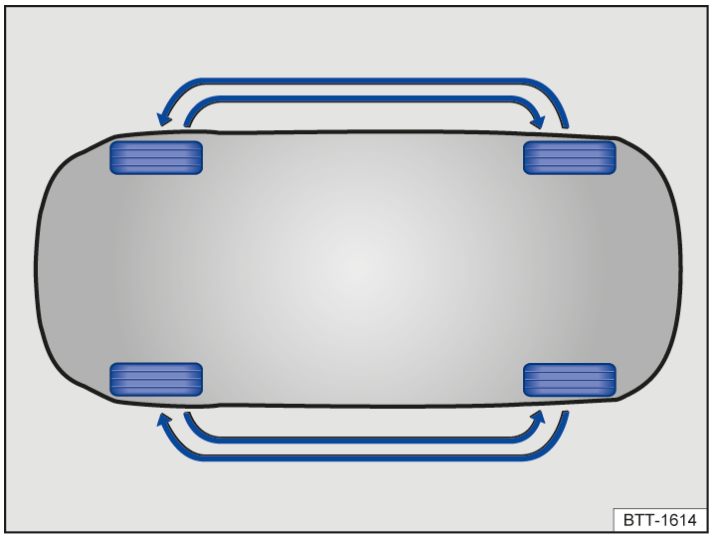


Fig. 1 Diagram for rotating wheels when all wheels have the same tyre and rim sizes (illustration).

Rotating wheels when all wheels have the same tyre and rim sizes

If all wheels have the same tyre and rim sizes, it is recommended to regularly rotate the wheels in accordance with the diagram *→ Fig. 1* to ensure even wear of all tyres. All the tyres will then last for about the same time.

Volkswagen Commercial Vehicles recommends having the wheels changed by a suitably qualified workshop.

Different tyre and rim sizes on front and rear axles

Your vehicle may be equipped with wheels which have different tyre and rim sizes depending on the axle on which they are fitted. The different wheels must not be swapped between the front and rear axles because this may also lead to the type approval for the vehicle becoming invalid.

The size (rolling circumference) and tread design of the tyres on the front and rear axles may differ.

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Checking the tread depth

Tread depth

Most driving situations require the highest possible tread depth. The tyres should have the same tread depth, at the minimum on each axle →⚠. This is especially true in wet or wintry road conditions.

In most countries, the minimum tread depth required by law is 1.6 mm (1/16 in), measured in the tread grooves next to the tread wear indicators. Observe any deviating country-specific legal requirements.

Observe any country-specific legal requirements relating to the permissible minimum tread depths for winter and all-season tyres.

Tyre wear

The tyre wear is affected by several factors:

— Style of driving.

— How well the tyres are balanced.

— Adjustments made to the running gear.

Wheel imbalance may develop when the vehicle is driven; you will notice this by the nervous steering response. Imbalanced tyres will affect the level of tyre wear. In this case the wheels should be balanced again.

Incorrect wheel alignment causes excessive tyre wear, impairing the safety of the vehicle. The wheel alignment should be checked by a suitably qualified workshop if tyres show excessive wear.

Tyre wear due to a sporty driving style

Fast cornering, heavy acceleration and hard braking all increase tyre wear.

In the case of a sporty driving style, check the tread depth every 5,000 to 10,000 km (about 3,107 to 6,214 miles).

Tread wear indicators in tyres

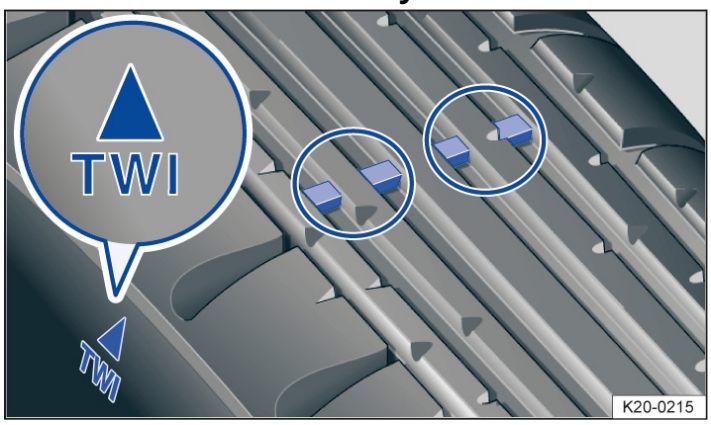


Fig. 1 In the tread grooves: tread wear indicators.

There are 1.6 mm (1/16 in) high wear indicators → *Fig. 1* in the tread base of the tyres. Markings on the tyre sidewall indicate the position of the tread wear indicators → *Fig. 1*.

The tread wear indicators show if a tyre is worn down. The tyre must be replaced at the latest when the tyre tread is worn down to the tread wear indicator.

When checking the tread depth, it is necessary to check the tread wear indicators of all tread grooves.

⚠ WARNING

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Worn tyres are a safety risk and make it difficult to control the vehicle properly. They increase the braking distance as well as the risk of skidding.

Worn tyres have significantly reduced grip. On wet roads in particular, the vehicle is more susceptible to aquaplaning.

Worn tyres lead to loss of control over the vehicle, serious accidents and fatal injuries.

- Replace the tyres with new tyres at the latest when the tyres are worn down to the tread wear indicators.

Winter tyres

Summer tyres provide less grip on icy and snowy roads. Winter or all-weather tyres improve the vehicle and brake response during winter conditions. Volkswagen Commercial Vehicles recommends that winter tyres be fitted to the vehicle at temperatures below +7°C (+45°F) or in winter road conditions. This also applies to vehicles with all-wheel drive.

Winter and all-season tyres lose their effectiveness when the tread is worn down to a depth of 4 mm (5/32 in).

The following applies when using winter tyres:

— Observe any country-specific legal requirements.

— Use winter tyres on all four wheels at the same time.

— Only use in winter road conditions.

— Only use the sizes of tyre that have been approved for the vehicle.

— Winter tyres must have the same belt type, size and the same tread pattern.

— Observe the maximum speed permitted by the speed index → ⚠.

Speed limitation

Winter tyres have a speed limit depending on the speed index *(→ Tyre lettering and tyre type)*.

You can set a speed warning in the Tyres menu in the Vehicle settings menu in the Infotainment system.

If you use V-rated winter tyres, the speed limits and required tyre pressure are determined by the engine size. You must ask a suitably qualified workshop about the maximum permitted speed and required tyre pressure.

⚠ WARNING

The improved winter driving characteristics afforded by the winter tyres should not encourage you to take any risks.

Exceeding the speed limitation of winter tyres can cause the tyres to fail suddenly and the vehicle to lose control.

- Never disregard the speed limitation of the winter tyres fitted, even if the permissible top speed of the vehicle is higher.
- Never exceed the maximum load capacity of the winter tyres that are fitted.
- Adapt your speed and driving style to the current visibility, weather and road or traffic conditions.

The vehicle handling is better if summer tyres are fitted at temperatures above +7°C (+45°F). The rolling noise is quieter, the tyre wear lower and the energy efficiency higher.

In vehicles with Tyre Pressure Loss Indicator, the system must be re-synchronised after changing from summer tyres to winter tyres or vice versa *(→ Tyre Pressure Loss Indicator)*.

You can find out about permitted winter tyre sizes from a correspondingly qualified workshop.

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Snow chains

Please heed legislation and also the permitted speed when driving your vehicle with snow chains.

On icy or snow-covered roads, snow chains will not only improve traction, but also braking response.

Snow chains may be fitted only to the rear wheels and may be fitted only to the following tyre and wheel rim combinations:

ID. Buzz		
Tyre size	Wheel	Type of snow chains to use
255/55 R18 105T/EU	8.5J x 18 ET56	Only fine-linked snow chains that add no more than about 12 mm (about 15/32 in).
265/45 R20 108T XL	10J x 20 ET58	

Volkswagen Commercial Vehicles recommends that you ask a correspondingly qualified workshop for information about appropriate wheel, tyre and snow chain sizes.

Remove hubcaps and trim rings before fitting snow chains. For safety reasons cover caps must then be fitted over the wheel bolts. Caps are available from a suitably qualified workshop.

Using snow chains with fitted temporary spare wheel

For technical reasons, snow chains must not be used on a temporary spare wheel or collapsible spare wheel.

1. In event of a flat tyre on one of the rear wheels, mount the temporary spare wheel to the front axle.
2. Replace the damaged rear wheel with the removed front wheel. Note the direction of rotation.

Volkswagen Commercial Vehicles recommends fitting the snow chains before mounting the wheel on the vehicle.

WARNING

The use of snow chains that are unsuitable for your vehicle or the incorrect installation of snow chains can cause serious accidents and fatal injuries.

- Always use the correct snow chains.
- Use snow chains only on the tyre and wheel rim combinations approved by Volkswagen.
- Observe the fitting instructions provided by the snow chain manufacturer.
- When the snow chains are fitted, never drive faster than the speed stipulated by the snow chain manufacturer or permitted by law.

NOTICE

If snow chains are used on roads that are clear of snow, they will negatively affect handling, damage the tyres and be quickly destroyed.

- Remove the snow chains on roads that are clear of snow.

NOTICE

Snow chains that are in direct contact with the wheel can scratch or damage it.

- To avoid damage, use snow chains with integrated wheel rim protection.

In vehicles with a Tyre Pressure Loss Indicator, the system must be re-synchronised when snow chains are fitted *(→ Tyre Pressure Loss Indicator)*.

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Troubleshooting

Damage to tyres and wheel rims is often hidden→⚠.

If you suspect that a wheel is damaged, slow down immediately and stop the vehicle as soon as it is safe to do so.

Pulling to one side or unusual vibrations

The vehicle pulls to the left or right while driving or vibrates in an unusual way. These symptoms can be a sign of tyre damage or that the tyre pressure is too low.

STOP Check the tyres!

Slow down immediately and stop as soon as the traffic situation permits and it is safe to do so.

1. Check the tyres and rims for damage.
2. Do not drive on if a tyre is damaged.
3. Changing a damaged wheel *(→ Changing a wheel)*. If necessary, seek assistance from a suitably qualified workshop.

   Or: seal damaged wheel with the breakdown set and inflate *(→ Breakdown set)*.
4. If there is no visible damage, drive slowly and cautiously to the nearest suitably qualified workshop in order to have the vehicle checked.

Foreign body stuck in tyre

A foreign body is stuck in the tyre or between the tread blocks.

On vehicles with mobility tyres: leave the foreign body in the tyre and go to a suitably qualified workshop. A sealant applied to the inside of the tyre tread encloses the foreign body and seals the tyre temporarily.

1. Leave the foreign body in the tyre if it has entered the inner tyre. Foreign bodies that are stuck between the tyre tread blocks can be removed.
2. Changing a damaged wheel *(→ Changing a wheel)*. Seek expert assistance if necessary.

   Or: seal damaged wheel with the breakdown set and inflate *(→ Breakdown set)*.
3. Check and adjust the tyre pressure.
4. Go to a correspondingly qualified workshop.

Tyres lose grip

The vehicle suffers from loss of grip when cornering and breaks away. The braking distance is longer and the traction control system (TCS

) and anti-lock brake system (ABS) intervene earlier.
The tyre may be too worn to guarantee sufficient grip *(→ Tread depth and tread wear indicators)*.

1. Drive slowly and cautiously to the nearest suitably qualified workshop in order to have the vehicle checked.

Wheel bolts are difficult to loosen

The wheel bolt can corrode over time. As a result, it is difficult to loosen the wheel bolts,

1. Seek the assistance of a suitably qualified workshop or drive slowly and cautiously to the nearest suitably qualified workshop in order to have the vehicle checked.

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WARNING

If you notice unusual vibration or the vehicle pulling to one side while the vehicle is in motion, this may indicate that one of the tyres is damaged.

Tyre damage can cause you to lose control of the vehicle, which can lead to serious accidents and fatal injuries.

- Slow down immediately and stop as soon as the traffic situation permits and it is safe to do so.
- Check the tyres and wheel rims for damage.
- Never drive on if tyres or wheel rims are damaged. Instead, seek assistance from a suitably qualified workshop.
- If there is no visible damage, drive slowly and cautiously to the nearest suitably qualified workshop in order to have the vehicle checked.

Function of the Tyre Pressure Loss Indicator

The Tyre Pressure Loss Indicator warns the driver if the tyre pressures are too low.

The Tyre Pressure Loss Indicator is a tyre monitoring system and uses data from the ABS sensors to compare, among other things, the speed of rotation and thus the rolling circumference of the individual wheels while driving.

If a tyre loses air or the tyre pressure is too low, the rolling circumference is reduced and the rotational speed increases.

The Tyre Pressure Loss Indicator shows a change in rolling circumference of the tyres with the (!) indicator lamp in the instrument cluster.

However, the following situations can also lead to a change in the rotational speed:

— If the tyre pressure has been changed.

— If the tyre has structural damage.

— If the vehicle is loaded more heavily on one side.

— If snow chains have been fitted.

— If one wheel per axle has been changed.

The Tyre Pressure Loss Indicator does not work if there is a fault in the ESC or ABS *(→ Brake support systems)*.

Reference pressure

The reference pressure for the tyre monitoring system is the tyre pressure of cold tyres with maximum load for the factory-fitted tyres. The reference pressure corresponds to the information on the tyre pressure sticker *(→ Tyre pressure)*.

If the tyre pressure of all four tyres has been adjusted correctly, the Tyre Pressure Loss Indicator must be re-synchronised *(→ Tyre Pressure Loss Indicator)*. The reference pressure is then adapted to the current tyre pressure.

The tyre monitoring system (!) may react with a delay or not display anything at all in the event of a sporty driving style, when driving on snow-covered or icy roads or unpaved roads or when driving with snow chains.

The recommended tyre pressure for the factory-fitted tyres is indicated on the tyre pressure sticker on the driver's door pillar *(→ Tyre pressure)*.

The tyre pressure of all tyres, including the spare wheel or temporary spare wheel, must checked once every month with cold tyres and must correspond to the specifications of the vehicle manufacturer on the tyre pressure sticker. If the tyre size of the fitted tyres differs from the specified value on the type plate or tyre pressure sticker, the correct tyre pressure must be determined.

As an additional safety feature, the vehicle is equipped with a Tyre Pressure Monitoring System (TPMS). With this system, an indicator lamp for low tyre pressure lights up if one or more tyres have a significantly lower pressure than required. If the indicator lamp for low tyre pressure lights up, stop the vehicle as quickly as possible, check the tyres

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and inflate them to the correct pressure. Driving with a tyre pressure that is significantly lower than required can cause the tyre to overheat and can lead to tyre damage. If the tyre pressure is too low, this also reduces fuel efficiency and the service life of the tyre tread and can impair the vehicle's handling and braking capability.

The tyre monitoring system does not replace regular maintenance and inspection of the tyres. The driver is responsible for ensuring that the correct tyre pressure is maintained at all times, even if the tyre monitoring system does not yet display a warning about low tyre pressure.

The tyre monitoring system also has a malfunction indicator that provides a corresponding warning if the system is not functioning correctly. The malfunction indicator is coupled with the indicator lamp for low tyre pressure. If the system detects a fault, the indicator lamp flashes for around 1 minute when the vehicle is started and then lights up continuously. This sequence is repeated each time the vehicle is started as long as the fault is present.

If the tyre monitoring system indicates a fault, the tyre pressure cannot be monitored correctly. A malfunction of the Tyre Pressure Loss Indicator can have various causes, e.g. due to replacement of a wheel or tyre. When a wheel or tyre has been replaced, check whether the (!) indicator lamp is showing a system malfunction to ensure that the tyre monitoring system is functioning properly *(→ Tyre Pressure Loss Indicator)* .

⚠ WARNING

The tyre monitoring system is not a replacement for the driver's attention and works only within the limits of the system. The tyre monitoring system cannot detect all driving situations and may not react or may react with a delay or in an undesired way. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always remain alert and do not rely solely on the tyre monitoring system. The driver is always responsible for ensuring that the tyre pressure is correct.
- Observe the system limits *(→ Tyre Pressure Loss Indicator)*.
- Check the tyre pressure regularly when the tyres are cold and always observe the specified value in accordance with the tyre pressure sticker for the tyres fitted on the vehicle *(→ Tyre pressure)*.
- Check your tyres regularly for signs of wear or damage and replace worn or damaged tyres immediately.
- Never exceed the maximum speed and load permitted for the fitted tyres.

⚠ WARNING

Driving with insufficient tyre pressure can warm up the tyre to such an extent that this can result in tread separation, the tyre bursting and loss of control over the vehicle.

If the tyre pressure is too low or too high, the tyres will wear prematurely and the vehicle will not handle well.

Different tyre pressures or tyre pressures that are too low can increase tyre wear, negatively affect driving stability, extend the braking distance and lead to tyre damage, tyre failure and loss of control over the vehicle.

This can result in serious accidents and fatal injuries.

- Always observe the warnings of the tyre monitoring system. If the (!) indicator lamp lights up, stop the vehicle immediately in a place where it is safe from traffic and check all tyres *(→ Tyre pressure)*.
- The driver is responsible for the correct tyre pressure. Check the tyre pressure regularly when the tyres are cold and always observe the specified value in accordance with the tyre pressure sticker for the tyres fitted on the vehicle *(→ Tyre pressure)*. The tyre monitoring system cannot function correctly until all cold tyres have the correct tyre pressure.
- If the tyre is not flat and it is not necessary to change the wheel immediately, drive at low speed to the nearest correspondingly qualified workshop and have the tyre pressure checked and corrected *(→ Tyre pressure)*.
- Always adapt the Tyre Pressure Loss Indicator correctly *(→ Tyre Pressure Loss Indicator)*.

⚠ WARNING

Driving too fast and overloading the vehicle can cause overheating, sudden tyre damage including tyre bursts, and tread separation.

This can cause serious accidents and fatal injuries.

- Never exceed the maximum load capacity of the fitted tyres *(→ Tyre lettering and tyre type)*.
- Never exceed the maximum permitted speed of the fitted tyres *(→ Tyre lettering and tyre type)*.

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Underinflated tyres will increase energy consumption and tyre wear.

When new tyres are driven at high speeds for the first time, they can expand slightly and trigger a one-off pressure warning.

Old tyres should be replaced only by tyres that have been approved by Volkswagen Commercial Vehicles for the vehicle type.

Do not rely only on the tyre monitoring system alone. Check your tyres regularly to ensure that they are properly inflated and have no signs of damage, such as punctures, cuts, cracks, and blisters. Remove any foreign bodies that have become embedded in the tyre tread if they have not penetrated into the interior of the tyre.

Limits of the Tyre Pressure Loss Indicator

Regular maintenance

The Tyre Pressure Loss Indicator does not replace regular maintenance and inspection of the tyres. The driver is responsible for ensuring that the correct tyre pressure is maintained at all times, even if the Tyre Pressure Loss Indicator does not yet display a warning about low tyre pressure.

The tyre pressure of all tyres must be checked monthly on the cold tyres and correspond to the vehicle manufacturer's specifications on the tyre pressure sticker.

The recommended tyre pressure for the factory-fitted tyres is indicated on the tyre pressure sticker *(→ Tyre pressure)*.

Fault not rectified

If the Tyre Pressure Loss Indicator indicates a fault, the tyre pressure cannot be monitored correctly. A malfunction of the Tyre Pressure Loss Indicator can have various causes, e.g. due to replacement of a wheel or tyre. After replacing a wheel or tyre, check whether the indicator lamp (!) indicates a system fault in order to ensure that the Tyre Pressure Loss Indicator is functioning correctly *(→ Tyre Pressure Loss Indicator)*.

Sporty driving style

When using a sporty driving style, driving on wintry or unpaved roads, or when driving with snow chains, the Tyre Pressure Loss Indicator may be delayed or may not be displayed at all.

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Synchronising the Tyre Pressure Loss Indicator

The Tyre Pressure Loss Indicator must be re-synchronised under the following conditions:

— If the tyre pressures have been adapted.

— If one or more wheels have been changed.

— If the wheels have been swapped round, e.g. from front to rear.

The Tyre Pressure Loss Indicator may be re-synchronised only if all tyres have the correct tyre pressure when measured with cold tyres. To measure the cold tyre pressure, the vehicle must have been stationary for 3 hours or driven only a few kilometres at a slow speed during this time.

After a warning about the tyre pressure being too low, switch the ignition off and then back on again. This is necessary before you can adapt the Tyre Pressure Loss Indicator again.

1. Switch on the ignition.
2. Switch on Infotainment system.
3. Tap Vehicle.
4. Tap Status.
5. Tap Tyre pressure.
6. Touch (!) SET.
7. Tap OK when all four tyre pressures correspond to the required values.

   After an extended driving time of at least 20 minutes and driving at different speeds, the system will automatically learn the new values and monitor them.

WARNING

If the Tyre Pressure Loss Indicator is synchronised with a tyre pressure that is too high or too low, the Tyre Pressure Loss Indicator may issue incorrect warnings or may not issue any warning at all in spite of a dangerously low tyre pressure.

- Make sure that the tyre pressure of all tyres is correct before synchronising the Tyre Pressure Loss Indicator.

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Troubleshooting for Tyre Pressure Loss Indicator

Low tyre pressure

The indicator lamp lights up yellow.

There is a loss of pressure in one or more tyres or the tyre is structurally damaged.

1. Stop the vehicle immediately in a safe place.
2. Check the tyres for visible damage.
3. If the tyre is not visibly damaged, drive slowly to the next filling station and check the tyre pressures. Correct the tyre pressures if necessary.
4. If the tyre is damaged, change the damaged wheel . If necessary, seek assistance from a suitably qualified workshop.

   Or: seal damaged wheel with the breakdown set and inflate .
5. Re-synchronise the Tyre Pressure Loss Indicator *(→ Tyre Pressure Loss Indicator)*.
6. If the fault persists, go to a correspondingly qualified workshop.

Fault in the Tyre Pressure Loss Indicator

The indicator lamp flashes for around 1 minute and then remains lit up yellow continuously.

There is a system fault.

1. Do not drive on!
2. Switch the ignition off and then back on again.
3. Re-synchronise the Tyre Pressure Loss Indicator *(→ Tyre Pressure Loss Indicator)*.
4. If the fault persists, go to a correspondingly qualified workshop.

Driving on unpaved roads for long periods, or a sporty driving style, can temporarily deactivate the Tyre Pressure Loss Indicator. In the event of a malfunction, the indicator lamp will flash for around 1 minute and then light up continuously. However, the indicator lamp will go out when the road conditions or driving style change.

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Introduction

You should carry out a wheel change yourself only when the vehicle is parked safely, you are familiar with the safety procedures and have access to the correct equipment. Some models are delivered from the factory without a jack or box spanner. If this is the case, have the wheel change carried out by a correspondingly qualified workshop.

The jack supplied with the vehicle is only designed for changing a wheel when one vehicle wheel is damaged and has to be replaced. If both wheels on one side of the vehicle, both wheels on one axle, or all wheels are damaged, contact a suitably qualified workshop.

The following activities must be carried out to change a wheel.

1. Prepare the vehicle for a wheel change *(→ Changing a wheel)*.
2. Remove wheel cover or wheel bolt caps *(→ Wheel cover)* *(→ Wheel bolt caps)*.
3. Loosen the wheel bolts *(→ Wheel bolts)*.
4. Lift the vehicle .
5. Remove the damaged wheel and fit the spare wheel or temporary spare wheel *(→ Wheels and tyres)*.

⚠ WARNING

Changing a wheel at the side of the road can be dangerous.
Serious accidents and fatal injuries can occur if the vehicle and working area are not properly secured.

- Change the wheel yourself only if you are familiar with the necessary actions. Otherwise, seek assistance from a correspondingly qualified workshop.
- Stop the vehicle as soon as it is possible and safe to do so.
- Park the vehicle at a safe distance from moving traffic.
- To reduce the risk of unintended vehicle movement, always deactivate the vehicle's drive system and switch off the ignition *(→ Parking)*.
- Move all passengers, especially children, a safe distance away from the working area and from moving traffic.
- To warn other road users, switch on the hazard warning lights and set up the warning triangle.
- Jack up the vehicle only on a firm and level surface. Soft ground or surfaces at an incline under the vehicle jack may cause the vehicle to slip off the jack. If necessary, use a large, strong board or similar support for the jack.
- Use a non-slip underlay, e.g. a rubber mat, to prevent the jack from slipping on smooth surfaces such as tiled floors.
- Always use suitable and undamaged tools to change the wheel.
- The wheel bolt tightening torque should be checked immediately with a correctly functioning torque wrench immediately after changing a wheel.
- If your vehicle is equipped with a Tyre Pressure Loss Indicator, you must immediately adapt the system again after a wheel change *(→ Tyre Pressure Loss Indicator)*.

If the spare tyre is not the same as the tyres that are mounted on the car – for example in the case of winter tyres or a temporary spare wheel – only use the spare tyre in the event of a breakdown for a short period of time and drive with extra care. Replace the temporary spare wheel with a normal wheel as soon as possible.

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Preparing the vehicle

Checklist

The following actions must always be carried out in the given order in preparation for changing the wheel→⚠:

1. Park the vehicle at a safe distance from moving traffic. Observe all the important information on parking *(→ Parking)*. The ground must be firm and level. Soft ground or surfaces at an incline under the vehicle jack may cause the vehicle to slip off the jack. If necessary use a large, strong board or similar support for the vehicle jack.
2. Switch on the hazard warning lights *(→ Centre console)*.
3. Ensure that all occupants exit the vehicle and go to a safe place away from moving traffic, e.g. behind the safety barrier. Observe the country-specific regulations on high-visibility waistcoats.
4. Set up the warning triangle to draw the attention of other road users to your vehicle.
5. Adjust the steering wheel so that the wheels point straight forwards.
6. Chock the wheel diagonally opposite the wheel being worked on with a stone, collapsible chocks or a similar object.
7. When towing a trailer: unhitch the trailer from the vehicle and park it .
8. When the luggage compartment is loaded: remove load.
9. Remove the vehicle toolkit from the vehicle.

⚠ WARNING

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

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

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Removing wheel covers

The wheel cover protects the wheel bolts and must be replaced after changing the tyre.

Removing the wheel covers

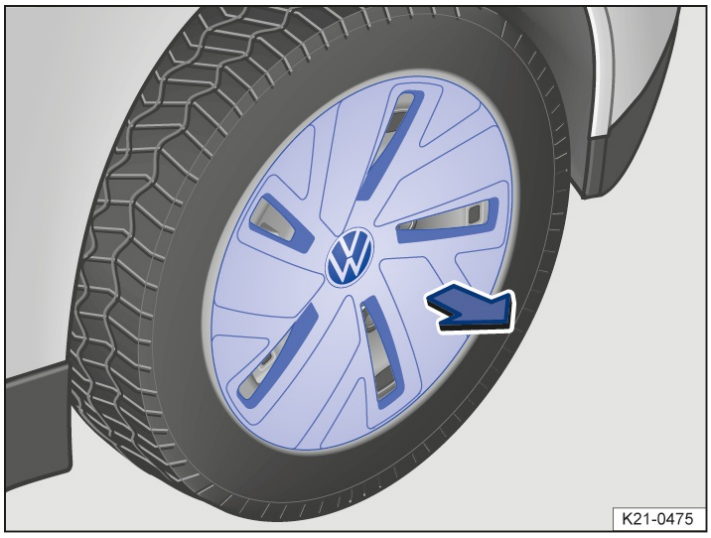


Fig. 1 Removing the wheel cover.

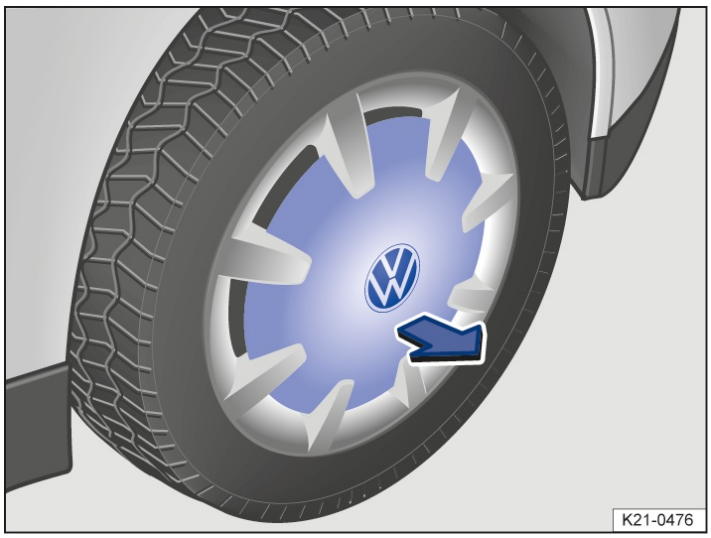


Fig. 2 Removing the wheel cover.

1. Reach into the two recesses of the wheel cover → *Fig. 1* or behind the wheel cover → *Fig. 2*.
2. Remove the wheel cover in the direction of the arrow.

Fitting the wheel covers (method 1)

Depending on the equipment level, the wheel covers may be labelled FRONT and REAR on the inside. Fit wheel covers with the inscription FRONT only on the wheel rims of the front wheels and wheel covers with the inscription REAR only on the wheel rims of the rear wheels.

1. Check the correct position of the anti-theft wheel bolt *(→ Wheel bolts)*.
2. Press the wheel cover onto the wheel rim so that the valve hole is located over the tyre valve. Please ensure the cover engages securely all the way round and, depending on the equipment level, in the centre.

Fitting the wheel covers (method 2)

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Depending on the equipment level, the wheel covers may be labelled FRONT and REAR on the inside. Fit wheel covers with the inscription FRONT only on the wheel rims of the front wheels and wheel covers with the inscription REAR only on the wheel rims of the rear wheels.

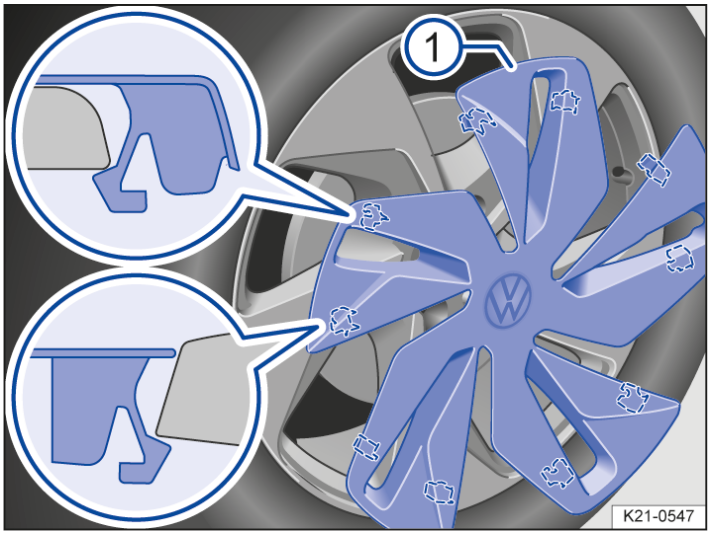


Fig. 3 Fitting wheel covers (method 2)

1. Check the correct position of the anti-theft wheel bolt *(→ Wheel bolts)*.
2. Place the wheel cover on the wheel rim so that the valve cut-out is above the tyre valve and the brackets of the wheel cover can engage flush in the recesses of the wheel rim.
3. Carefully press individual parts of the wheel cover in the area shown *→ Fig. 3* (1) against the wheel rim. Make sure that the brackets of the wheel cover engage securely and do not bend or break off.
4. Press the wheel cover in the centre against the wheel rims until the cover locks securely into place. When doing this, do not press the Volkswagen badge.

⚠ WARNING

Using unsuitable hubcaps, or fitting them incorrectly, can cause accidents and serious injuries.
Incorrectly fitted hubcaps can become loose while the vehicle is in motion and endanger other road users.
- Do not use damaged hubcaps.
- Check to make sure that the wheel trim has engaged securely around the entire circumference.

⚠ WARNING

Incorrectly fitted hubcaps can interrupt or reduce the flow of air for cooling the brakes. This also applies if hubcaps are retrofitted. If the airflow is not sufficient, the braking distance could increase significantly.
This can cause serious accidents and fatal injuries.
- Check that the hole for the tyre valve in the wheel cover is in the correct position.
- Check to make sure that the wheel trim has engaged securely around the entire circumference.

NOTICE

If hubcaps are not fitted properly, the wheel cover and the wheel rim may be damaged.
- Make sure that the brackets of the wheel cover do not jam, bend or break off when fitting the wheel cover *→ Fig. 3*.

NOTICE

The wheel cover may be bolted on tightly and can be damaged if it is pulled off.
- Do not use force to pull off tightly bolted wheel covers.

Removing and fitting wheel bolt caps

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Removing caps



Fig. 1 Removing the wheel bolt caps.

The caps protect the wheel bolts and should be placed fully back in position after changing the tyre.

1. Take the hook from the vehicle toolkit *(→ Vehicle toolkit)*.
2. Insert the hook through the opening in the cap.
3. Pull off the cap with the hook in the direction of the arrow→ *Fig. 1*.

Fitting caps

1. Press the caps onto the bolts until they click into place.

The anti-theft wheel bolt has a separate cap. It only fits onto the anti-theft wheel bolts and not onto conventional wheel bolts.

Loosening the wheel bolts

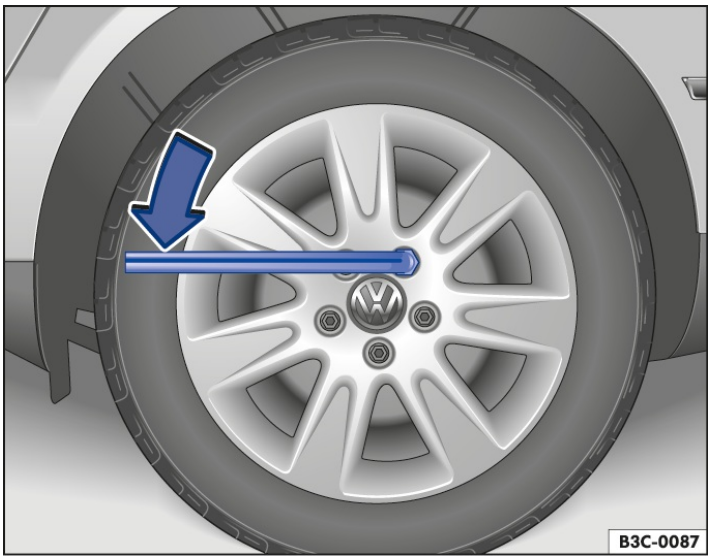


Fig. 1 loosening the wheel bolts.

Use a suitable wheel wrench to loosen the wheel bolts.

Only loosen the wheel bolts by approximately one turn before raising the vehicle with the vehicle jack.

1. Fit the box spanner over the wheel bolt as far as it will go.

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2. Hold the end of the box spanner and turn the wheel bolt one turn anticlockwise→ *Loosening the wheel bolts*.

If the wheel bolt is very tight, you may be able to loosen it by pushing down the end of the spanner carefully with your foot. Hold on to the vehicle for support and take care not to slip.

Loosening the anti-theft wheel bolt

1. Take the adapter for the anti-theft wheel bolt out of the vehicle toolkit.
2. Push the adapter onto the anti-theft wheel bolt as far as it will go.
3. Insert the box spanner into the adapter as far as it will go.
4. Hold the end of the box spanner and turn the wheel bolt one turn anticlockwise→ *Loosening the wheel bolts*.

If the wheel bolt is very tight, you may be able to loosen it by pushing down the end of the spanner carefully with your foot. Hold on to the vehicle for support and take care not to slip.

⚠ WARNING

If the wheel bolts are removed or loosened by more than one turn before raising the vehicle, the wheel could fall off and the vehicle could tip over.
This can cause serious injuries.

- Only loosen the wheel bolts by approximately one turn before raising the vehicle with the jack.
- Never place any part of your body (e.g. an arm) underneath the vehicle while you are loosening the wheel bolts.

Lifting the vehicle with the jack

Jacking points

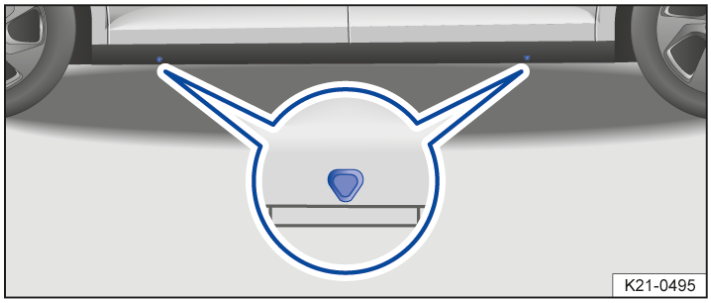


Fig. 1 On the side sill: markings for the jacking points for the jack.

The jack may be positioned only at the reinforcements on the underbody, which are located behind the markings on the body → *Fig. 1*. Always use the jacking point closest to the wheel that is to be changed→ ⚠.

Positioning the jack

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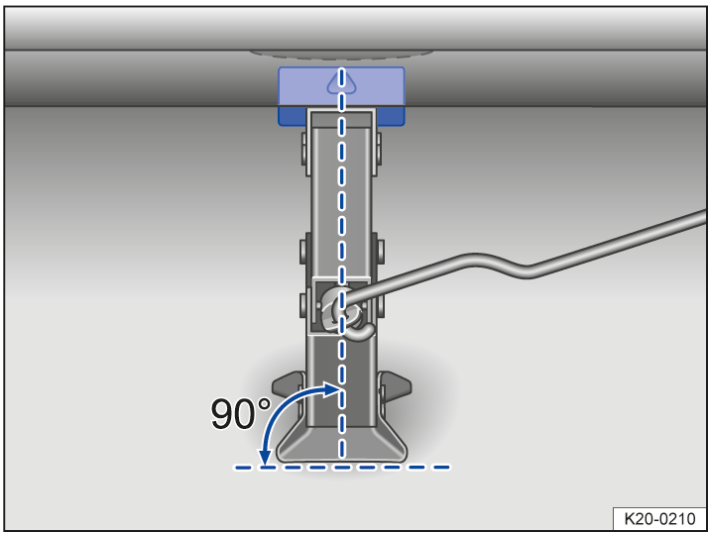


Fig. 2 Correct alignment of the jack.

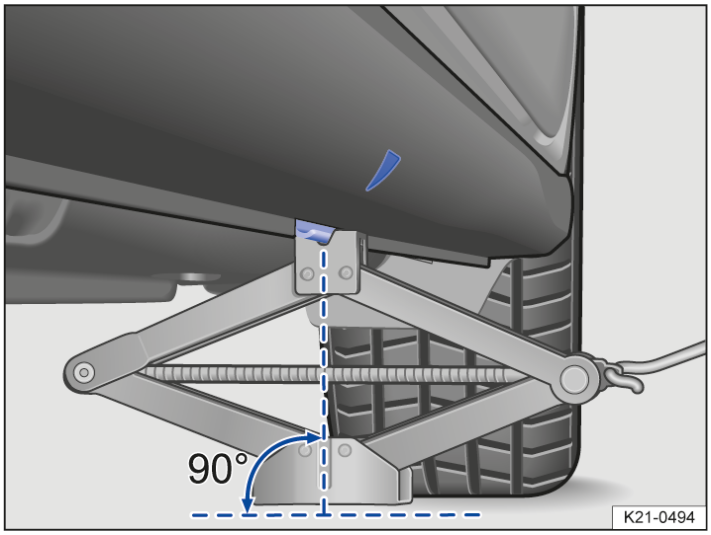


Fig. 3 Correct alignment of the jack.

Checklist

For your own safety, carry out the following points in the specified order→⚠:

1. Insert the crank into the opening on the jack (depends on the vehicle equipment).
2. Find the jacking point under the vehicle→ *Fig. 1* which is closest to the wheel that is being changed.
3. Raise the jack until it just fits under the jacking point of the vehicle.
4. Make sure that the entire surface of the foot of the jack is resting securely on the ground and that it is positioned vertically directly beneath the jacking point → *Fig. 2* and → *Fig. 3*.
5. Position the jack and simultaneously continue to crank the claw up until it is in position around the jacking point underneath the vehicle → *Fig. 3*.
6. Crank the jack further until the wheel is just clear of the ground.

⚠ WARNING

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

- Always follow the activities in the checklist.
- Observe the generally valid safety precautions.

⚠ WARNING

Incorrect use of the jack can cause the vehicle to slip off the jack, which can lead to serious or fatal injuries.

- Never jack up the vehicle if more than one wheel is damaged.

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- Never jack up the vehicle when the vehicle's drive system is activated.
- Never activate the vehicle's drive system when the vehicle is jacked up.
- Only fit the jack at the jacking points described. The jack claw must securely grip the rib under the side member *→ Fig. 3*.
- Never position the jack on the high-voltage battery.
- Use only vehicle jacks that have been approved by Volkswagen for your vehicle. Other vehicle jacks could slip out of position – this includes vehicle jacks supplied with other Volkswagen models.
- Jack up the vehicle only on a firm and level surface. Soft ground or surfaces at an incline under the vehicle jack may cause the vehicle to slip off the jack. If necessary, use a large, strong board or similar support for the jack.
- Use a non-slip underlay, e.g. a rubber mat, to prevent the jack from slipping on smooth surfaces such as tiled floors.
- Never place any part of your body, such as an arm, underneath a vehicle that is supported only by the jack. If you have to work underneath the vehicle, use suitable stands to provide extra support for the vehicle.

Changing a wheel

Removing the wheel

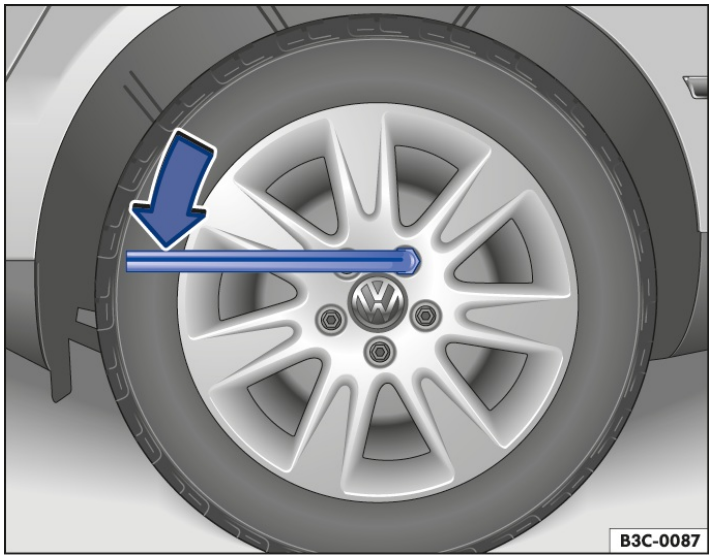


Fig. 1 Unscrew the wheel bolts with the wheel wrench.

1. Observe the checklist *(→ Changing a wheel)*.
2. Loosen the wheel bolts *(→ Wheel bolts)*.
3. Jack up the vehicle *(→ Jack)*.
4. Using the wheel wrench *→ Fig. 1*, completely unscrew loosened wheel bolts and place them on a clean surface.
5. Remove the wheel.

Two-piece wheel bolts

Two-piece wheel bolts must be used for the vehicle. With two-piece wheel bolts, the ball seat is loosely connected to the head.

Single-piece wheel bolts may not be used. If you are not sure which wheel bolts can be used for your vehicle, consult a suitably qualified workshop.

Fitting the spare wheel or temporary spare wheel

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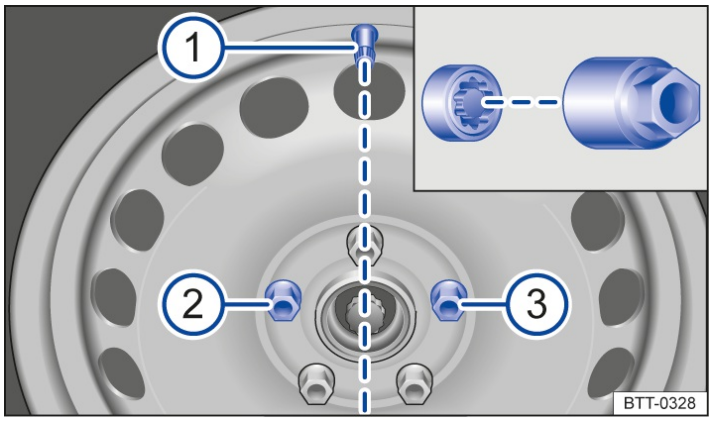


Fig. 2 tyre valve (1) and locations of the anti-theft wheel bolt (2) or (3).

1. Note the tyre direction of rotation *(→ Tyre lettering and tyre type)*.
2. Put the wheel in place.
3. Screw in the anti-theft wheel bolt with the adapter clockwise at the correct position and tighten slightly.

   On wheels with a wheel cover, the anti-theft wheel bolt must be screwed in at position → *Fig. 2* (2) or (3) according to the position of the tyre valve (1). Otherwise, it will not be possible to fit the wheel cover.
4. Screw in all the wheel bolts clockwise and use the box spanner to tighten them slightly.
5. Lower the vehicle with the jack.
6. Use the box spanner to tighten all the wheel bolts securely in a clockwise direction → ⚠. Do not tighten the bolts in clockwise or anticlockwise sequence. Tighten them in diagonal sequence.
7. Fit the covers or hubcaps *(→ Wheel cover)* *(→ Wheel bolt caps)*.

After changing a wheel

1. Clean the removed tyre and stow it safely in the vehicle.
2. If necessary, clean the vehicle tools and stow them safely in the vehicle .
3. Have the tightening torque of the wheel bolts or wheel nuts checked immediately *(→ Wheel bolts)*.
4. The damaged wheel should be replaced as soon as possible.

Tightening torque for wheel bolts

Specified tightening torque for wheel bolts for steel or alloy wheels:

— 160 Nm (118 ft-lbs).

The tightening torque should be checked with a perfectly functioning torque spanner immediately after changing a wheel.

If the wheel bolts are corroded and stiff, they must be renewed and the wheel hub threads cleaned before the tightening torque is checked.

Never grease or lubricate the wheel bolts or the threads of the wheel hub. This could cause them to loosen while the vehicle is in motion, even if the required tightening torque setting is used.

⚠ WARNING

If the tightening torque of the wheel bolts is insufficient, the wheel bolts and thus the wheels can loosen while the vehicle is in motion. The wheel bolts and the threads could be damaged if the tightening torque is too high. Incorrectly tightened or missing wheel bolts can lead to loss of control over the vehicle, serious accidents and fatal

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injuries.

- Always tighten the wheel bolts with the correct tightening torque. If you do not have a torque wrench, tighten the wheel bolts with the wheel bolt wrench and have the torque checked immediately by the nearest suitably qualified workshop.
- Never drive if wheel bolts are missing or loose.
- Always use wheel bolts that match the wheel rims and the vehicle type.
- Never grease or oil the wheel bolt and the threads in the wheel hubs. This could cause them to loosen while the vehicle is in motion, even if the required tightening torque setting is used.
- Make sure that the wheel bolts and threads of the wheel hubs are clean, smooth-running and free of oil and grease.
- Never loosen the bolts on wheel rims with bolted-on rings.

⚠ WARNING

Incorrect wheel bolts can work loose while driving and lead to a loss of vehicle control, serious accidents and fatal injuries.

- Always use wheel bolts that match the wheel rims and the vehicle type.
- Never use different wheel bolts.
- Use only two-piece wheel bolts on vehicles with two-piece wheel bolts.

After changing a wheel, the indicator lamp for the tyre monitoring system may indicate a fault in the system *(→ Tyre Pressure Loss Indicator)* .

Introduction

In some countries, the vehicle may be supplied with a breakdown set.

You can use the breakdown set to temporarily seal a tyre securely if it has been damaged by a foreign body or a puncture up to about 4 mm (about 5/32 in) in diameter. Do not remove the foreign object, such as a screw, from the tyre.

Once the sealant has been added to the tyre, the tyre pressure must be checked and adjusted again after approximately 10 minutes of driving.

Seek assistance from a correspondingly qualified workshop if more than one vehicle tyre is damaged. The breakdown set is only designed to fill one tyre.

Only use the breakdown set when the vehicle has been safely parked and you are familiar with the work and safety precautions needed. Otherwise seek assistance from a suitably qualified workshop.

The tyre sealant must not be used:

— If the rim is damaged.

— If the outside temperature is below -20°C(-4°F).

— If there are cuts or punctures in the tyre that are larger than 4mm.

— If the vehicle was driven with very low tyre pressure or a flat tyre.

— If the use-by date on the tyre filler bottle has expired.

— If a foreign object has been removed from the tyre.

— In connection with mobility tyres. The word “Seal” is on the outer wall of the tyre if your vehicle is fitted with mobility tyres.

⚠ WARNING

Use of the breakdown set at the side of the road can be dangerous.
If the vehicle and the working area are not secured appropriately, this can result in serious accidents and fatal injuries.

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- Use the breakdown set only if you are familiar with the necessary actions. If this is not the case, seek assistance from a suitably qualified workshop.
- Stop the vehicle as soon as it is possible and safe to do so.
- Park the vehicle at a safe distance from moving traffic *(→ In an emergency)* *(→ Parking)*.
- Make sure that the surface the vehicle is parked on is level and firm.
- All passengers, and children in particular, must be at a safe distance and away from your area of work.
- Switch on the hazard warning lights and set up the warning triangle to warn other road users.
- When using the breakdown set, never lift the vehicle with a jack, even if the jack is approved for the vehicle.

WARNING

Tyres that have been filled with sealant will not handle in the same way as an undamaged tyre.
If the sealed tyre is subjected to excessive loads, this can lead to serious accidents and fatal injuries.

- Never drive faster than 80 km/h(50 mph).
- Do not accelerate quickly, brake suddenly or drive at high speed through bends.
- Drive at a maximum of 80 km/h(50 mph) for not longer than 10 minutes and then check the tyre.
- Tyres that have been sealed using the breakdown set should be replaced immediately. Tyres repaired with the breakdown set are intended for temporary, emergency use only. They should be used only until you can reach the nearest qualified workshop.

CAUTION

The sealant may be harmful if it comes into contact with the skin.

- If the sealant comes into contact with the skin, remove it from the skin immediately with a cloth or another suitable item.
- Keep the breakdown set out of the reach of children.

Dispose of used or out-of-date sealant in accordance with legal requirements.

You can purchase a new tyre filler bottle from a correspondingly qualified workshop.

Observe the separate operating instructions provided by the manufacturer of the breakdown set.

Stowage

The breakdown set is located in the luggage compartment on the left behind the maintenance flap.

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Preparing the vehicle

Checklist

Always carry out the following actions in the given order→⚠:

1. Park the vehicle at a safe distance away from moving traffic and on a flat and stable surface. Observe all the important information on parking *(→ Parking)*.
2. Switch on the hazard warning lights *(→ Centre console)*.
3. Ensure that all occupants exit the vehicle and go to a safe place away from moving traffic, e.g. behind the safety barrier. Observe the country-specific regulations on high-visibility waistcoats.
4. Set up the warning triangle to draw the attention of other road users to your vehicle.
5. Check whether the puncture can be repaired with the breakdown set *(→ Breakdown set)*.
6. When towing a trailer: unhitch the trailer from the vehicle and park it .
7. When the luggage compartment is loaded: remove luggage.
8. Remove the breakdown set from the vehicle.
9. Do not remove the foreign object, such as a screw, from the tyre.

⚠ WARNING

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

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

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Sealing and inflating tyres

Sealing a tyre

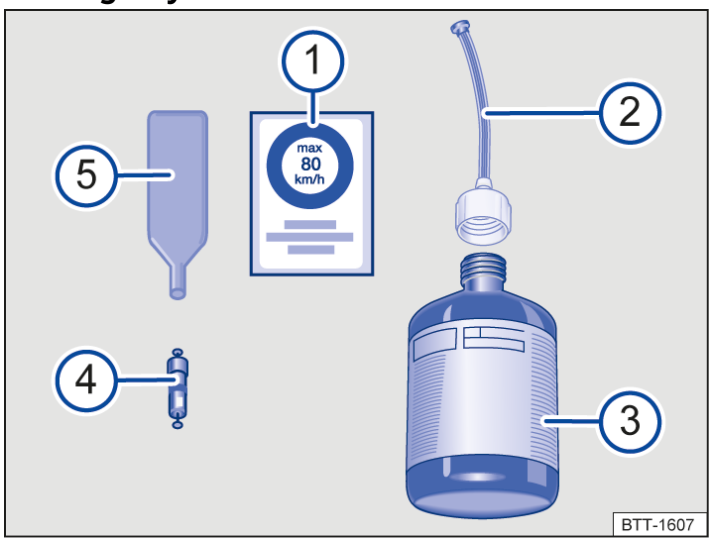


Fig. 1 Contents of the breakdown set (illustration).

1. Sticker with the maximum permitted speed “max. 80 km/h” or “max. 50 mph”.
2. Filler hose with plug.
3. Tyre filler bottle.
4. Spare valve core.
5. Valve core extractor.

There is a slot for the valve core on the lower end of the valve core extractor → *Fig. 1* (5). This is required for extracting and fitting the tyre valve core. This also applies to the spare valve core (4).

1. Take the sticker from the breakdown set → *Fig. 1* (1) and stick it on the dash panel within the driver’s field of vision.
2. Unscrew the cap from the tyre valve.
3. Use the valve core extractor → *Fig. 1* (5) to unscrew the valve core from the tyre valve. Place the core on a clean surface.
4. Shake the tyre filler bottle → *Fig. 1* (3) vigorously to and fro several times.
5. Screw the tyre sealant tube → *Fig. 1* (2) tightly onto the tyre filler bottle in a clockwise direction. The plastic foil on the plug is pierced automatically.
6. Remove the plug from the filler hose → *Fig. 1* (2) and place the open end fully on the tyre valve.
7. Hold the bottle upside down and fill the entire contents of the tyre filler bottle into the tyre.
8. Remove the empty tyre filler bottle from the valve.
9. Use the valve core extractor → *Fig. 1* (5) to screw the valve core back into the tyre valve.

Inflating the tyre (variant 1)

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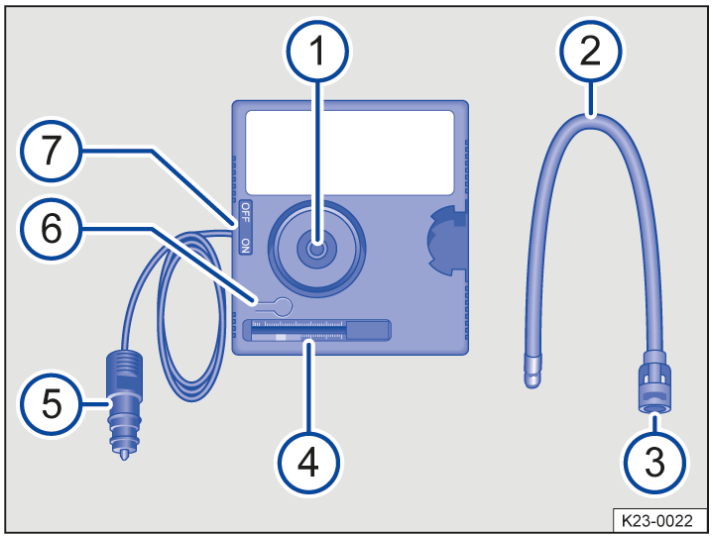


Fig. 2 Compressor in the breakdown set (illustration).

1. Mount for tyre filler hose.
2. Tyre filler hose.
3. Wing nut.
4. Tyre pressure display.
5. 12-volt plug.
6. Air bleed button.
7. ON/OFF switch.

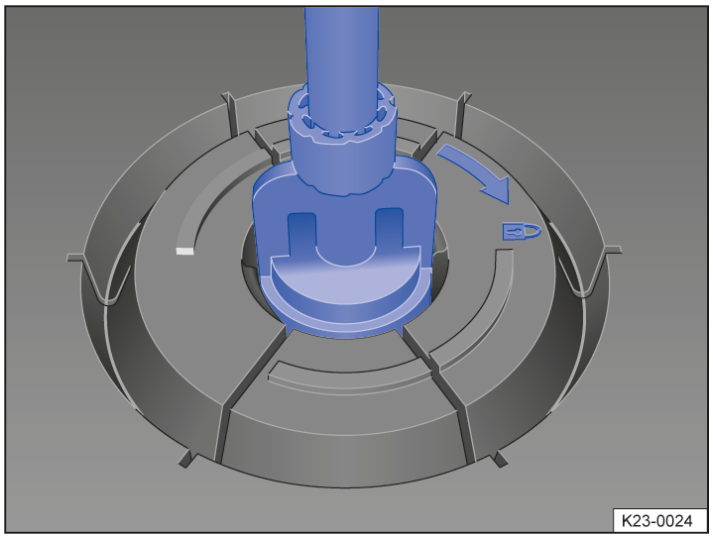


Fig. 3 Connecting the tyre filler hose.

The compressor from the breakdown set may be operated from the 12-volt socket, even if the power stated on the type plate of the compressor exceeds the maximum power of the socket.

1. Remove the tyre filler hose → *Fig. 2* (2) from the rear of the compressor.
2. Insert the tyre filler hose → *Fig. 2* (2) with the wing nut (2) into the mount for the tyre filler hose (1) so that the wing nut is pointing to 🔓.
3. Turn the wing nut → *Fig. 2* (3) in a clockwise direction until the wing nut is pointing to 🔒 → *Fig. 3*.
4. Screw the tyre filler hose → *Fig. 2* (2) of the compressor tightly onto the tyre valve.

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5. Activate the vehicle's drive system.
6. Insert the 12-volt plug → *Fig. 2* (5) into one of the vehicle's 12-volt sockets *(→ Sockets)*.
7. Switch on the compressor with the ON/OFF switch → *Fig. 2* (7).
8. Run the compressor until the pressure has reached 2.0–2.5 bar(29–36 psi/200–250 kPa).
9. Switch off the compressor.

If a tyre pressure of 2.0–2.5 bar(29–36 psi/200–250 kPa) cannot be achieved:

1. Unscrew the tyre filler hose from the tyre valve.
2. Drive (or reverse) the vehicle around 10 metres (around 33 ft)so that the sealing compound is evenly distributed in the tyre.
3. Screw the compressor's tyre filler hose firmly back onto the tyre valve and inflate the tyre again.
4. If the required pressure still cannot be reached, the tyre is too badly damaged. The tyre cannot be sealed with the breakdown set. Do not drive on →⚠. Seek expert assistance.

Continuing your journey

1. Disconnect the compressor and unscrew the tyre filler hose from the tyre valve.
2. Immediately drive on with a speed of no faster than 80 km/h(50 mph) once a tyre pressure of 2.0–2.5 bar (29–36 psi/200–250 kPa) has been reached.
3. Check the tyre pressure after driving for 10 minutes.

Inflating the tyre (variant 2)

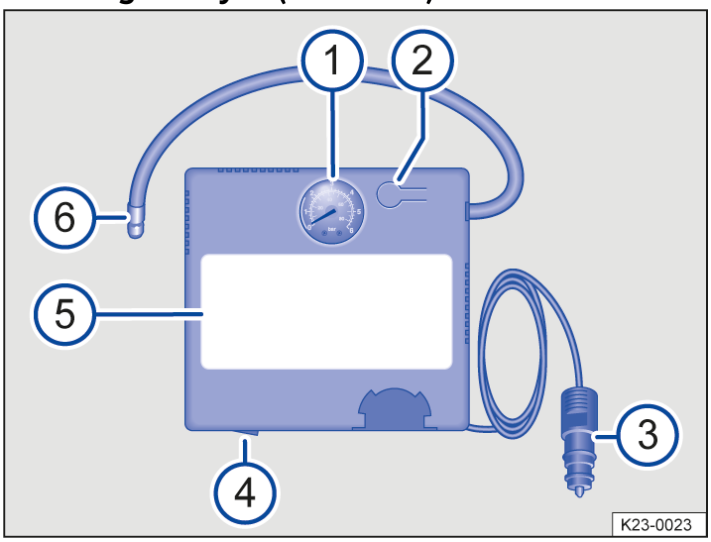


Fig. 4 Compressor in the breakdown set(illustration).

(1) Tyre pressure display.
(2) Air bleed button.
(3) 12-volt plug.
(4) ON/OFF switch.
(5) Compressor.
(6) Tyre filler hose.

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The compressor from the breakdown set may be operated from the 12-volt socket, even if the power stated on the type plate of the compressor exceeds the maximum power of the socket.

1. Screw the tyre filler hose → *Fig. 4* (6) of the compressor tightly onto the tyre valve.
2. Activate the vehicle's drive system.
3. Insert the 12-volt plug → *Fig. 4* (3) into one of the vehicle's 12-volt sockets *(→ Sockets)*.
4. Switch on the compressor with the ON/OFF switch → *Fig. 4* (4).
5. Run the compressor until the pressure has reached 2.0–2.5 bar(29–36 psi/200–250 kPa). Maximum run time: 10 minutes →.
6. Switch off the compressor.

If a tyre pressure of 2.0–2.5 bar (29–36 psi/200–250 kPa) cannot be achieved:

1. Unscrew the tyre filler hose from the tyre valve.
2. Drive (or reverse) the vehicle around 10 metres (around 33 ft)so that the sealing compound is evenly distributed in the tyre.
3. Screw the compressor's tyre filler hose firmly back onto the tyre valve and inflate the tyre again.
4. If the required pressure still cannot be reached, the tyre is too badly damaged. The tyre cannot be sealed with the breakdown set. Do not drive on →. Seek expert assistance.

NOTICE

The compressor can overheat and be damaged if it is operated for an extended time.

- Switch the compressor off after a maximum of 10 minutes.
- Allow the compressor to cool down for several minutes before switching it back on again.

Continuing your journey

1. Disconnect the compressor and unscrew the tyre filler hose from the tyre valve.
2. Immediately drive on with a speed of no faster than 80 km/h(50 mph) once a tyre pressure of 2.0–2.5 bar (29–36 psi/200–250 kPa) has been reached.
3. Check the tyre pressure after driving for 10 minutes.

Check after driving for 10 minutes

1. Park the vehicle on a firm and level surface at the next safe opportunity, e.g. a car park.
2. Reconnect the tyre filler hose → *Fig. 2* (2) or → *Fig. 4* (6) and read the tyre pressure on the tyre pressure display → *Fig. 2* (4) or → *Fig. 4* (1).

1.3 bar (19 psi / 130 kPa) and lower:

1. STOP Do not drive on! The tyre cannot be sealed adequately with the breakdown set →. Seek assistance from a suitably qualified workshop.

1.4 bar (20 psi / 140 kPa) and higher:

1. Adjust the tyre pressure back to the correct value.
2. Drive carefully to the nearest suitably qualified workshop. Do not exceed a maximum speed of 80 km/h

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(50 mph).

3. Have the damaged tyres replaced by a suitably qualified workshop.

WARNING

The tyre filler hose and compressor can become hot during the inflation process and cause burns if touched.

- Protect your hands and skin from hot components.
- Do not place the hot tyre filler hose and the hot compressor on any flammable materials.
- Allow the tyre filler hose and the compressor to cool down before stowing them.

WARNING

If the defective tyre cannot be sealed adequately with the breakdown set, the tyre will lose air when driving. This can lead to tyre failure, loss of control of the vehicle, accidents, serious injuries and death.

- If the tyre will not inflate to at least 2.0 bar(29 psi/200 kPa), the tyre is too damaged. The sealant is unable to seal the tyre. Do not drive on; seek assistance from a suitably qualified workshop instead.
- Do not carry on driving if the tyre pressure is 1.3 bar(19 psi/130 kPa) or lower after driving for 10 minutes. Instead, seek assistance from a suitably qualified workshop.

Tyre lettering and tyre type

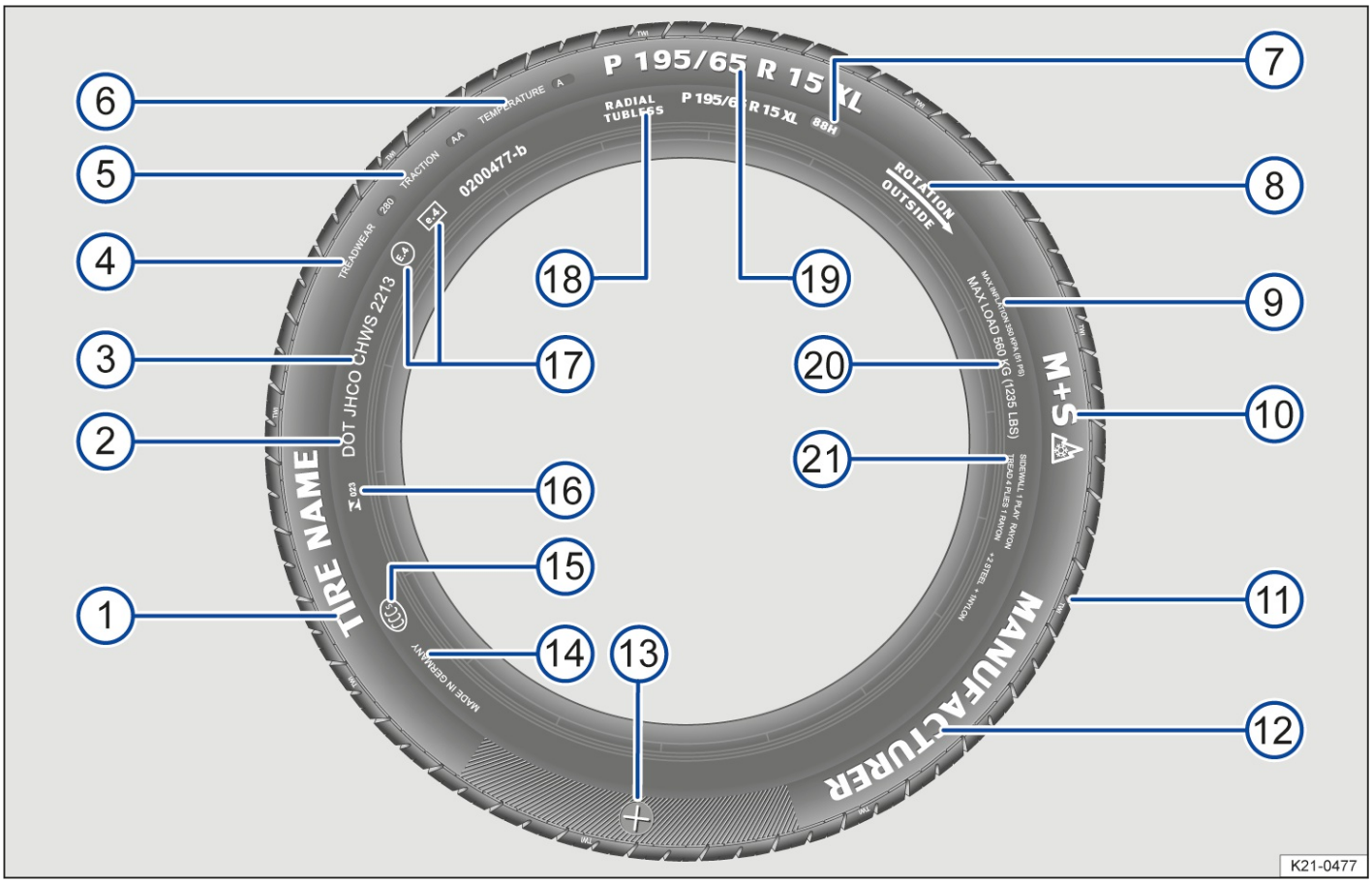


Fig. 1 International tyre lettering

Tyre lettering (example), meaning		
1	*Product name*	Individual tyre lettering from manufacturer.
2	DOT	The tyre complies with the legal requirements of the USA Department of Transportation, responsible for tyre safety standards.
		Tyre identification number (TIN – may be only on the inner side of the wheel) and date of

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Tyre lettering (example), meaning		
3	JHCO CHWS 2213	manufacture:
		JHCO CHWS: Identifier of producing plant and specifications of the tyre manufacturer on size and characteristics.
		2213: Date of manufacture: week 22 of 2013.
Information for the end user concerning comparative values for specified basic tyres (standardised test procedure):		
4	TREADWEAR 280	Relative life expectancy for the tyre, with reference to a US-specific standard test. A tyre with the specification *280* is used up at a rate of 2.8 times more slowly than standard tyres which have a treadwear value of 100. The performance of tyres is determined by how they are used and can notably deviate from norm values due to driving style, maintenance, road surface and climatic conditions.
5	TRACTION AA	Wet braking performance of the tyre (AA, A, B or C). The wet braking performance is tested under controlled conditions on certified test tracks. Tyres marked C have a low traction performance. The traction value assigned to the tyres is based on linear traction tests and does not include acceleration, lateral stability, or aquaplaning and traction under maximum load.
6	TEMPERATURE A	Temperature stability of the tyre at higher test speeds (*A*, *B* or *C*). *A* and *B* tyres exceed legal requirements. The temperature evaluation is based on tyres with correct pressure and does not allow for excess pressure. Excessive speed, incorrect pressure or excess pressure can cause heat build-up or tyre damage. This applies to one or a combination of these factors.
7	88 H	Load index → *Tyre load* and speed index → *Speed index*.
8	Rotation and arrow	Denotes direction of rotation → *Tyres with directional tread pattern*.
	Or: Outside	Denotes outside of tyres → *Tyres with directional tread pattern*.
9	MAX INFLATION 350 KPA (51 psi / 3.51 bar)	US limitation for the maximum air pressure.
10	M+S or M/S or ⛄	Denotes winter tyres (mud and snow tyres) *(→ Winter tyres)*. Studded snow tyres are labelled with an E after the S.
11	TWI	Indicates the position of the tread wear indicator *(→ Tread depth and tread wear indicators)*.
12	*Brand name*, *logo*	Manufacturer.
13	⊕	Marking for Volkswagen Genuine tyres .
14	Made in Germany	Country of manufacture.
15	㊾	Country-dependent identification for China (China Compulsory Certification).
16	INMETRO 023	Country-dependent identification for Brazil.
17	E4 e4 0200477-b	Certification of conformity with international regulations. The next number is the code number of the country that granted approval. Approved tyres which comply with ECE regulations are denoted with *E*, tyres which comply with EC regulations are denoted with *e*. This is followed by the number of the type approval certificate.
18	RADIAL TUBELESS	Tubeless radial tyres.

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Tyre lettering (example), meaning			
		Size designation:	
		P	Identification for passenger vehicle.
19	P 195 / 65 R 15 XL	195	Tyre width from wall to wall in mm.
		65	Height/width ratio in %.
		R	Tyre construction: radial.
		15	Rim diameter in inches.
		XL	Heavy-duty tyres (extra load tyres).
20	MAX LOAD 615 KG (1235 LBS)	US load data for the maximum load per wheel.	
	SIDEWALL 1 PLY RAYON	Data on the tyre carcass components: 1 layer of rayon (artificial silk).	
21	TREAD 4 PLIES 1 RAYON + 2 STEEL + 1 NYLON	Data on the tread surface components: In this example there are 4 layers under the tread surface: 1 layer of rayon(artificial silk), 2 layers of steel belt and 1 layer of nylon.	

The tyre label is located on both sides. Certain labels may only be found on one side of the tyre, e.g. tyre identification number and manufacturing date.

Any further numbers and letters are internal codes used by the tyre manufacturer or country-specific denotations.

Low-profile tyres

Low-profile tyres have a wider tread surface, larger rim diameter and lower sidewalls than conventional wheel/tyre combinations . Low-profile tyres can improve the vehicle's handling and precision. They may however result in a less comfortable ride on uneven road surfaces and tracks.

Tyres with directional tread pattern

An arrow on the tyre sidewall indicates the direction of rotation on tyres with directional tread. The direction of rotation must be observed in all cases. This makes sure they run as smoothly as possible.

If, however, the tyre is fitted in the opposite direction to the tread pattern, you must take more care when driving as the tyre is now no longer being used according to its designation. The tyres must be replaced as quickly as possible or be fitted with the tread in the correct direction.

Asymmetrical tyres

Asymmetrical tyres take into account the differing behaviour of the inner and outer areas of the tread pattern. The sidewalls of asymmetrical tyres are marked to indicate "inside" or "outside". Maintain the correct tyre positioning on the wheel rim.

Tyre load

The load capacity index indicates how many kilograms can be loaded onto an individual tyre(tyre load).

Examples:

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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)

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102

850 kg (1873 lbs)

103

875 kg (1929 lbs)

104

900 kg (1984 lbs)

Speed index

The speed index indicates the maximum permitted speed that may be driven when particular wheels are fitted.

P

max. 150 km/h (93 mph)

Q

max. 160 km/h (99 mph)

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)

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Y

max. 300 km/h (186 mph)

Z

over 240 km/h (149 mph)

Some tyre manufacturers use the code “ZR” for tyres with a highest permitted speed of over 240 km/h(149 mph).

Maximum load and speed range for tyres

Vehicles registered within the EU and EU user states are issued with an EC Certificate of Conformity. This details the size, diameter and speed range of all tyres approved by Volkswagen Commercial Vehicles for the relevant vehicle type.

The type plate shows whether there is an EC Certificate of Conformity for this particular vehicle .

— If the type plate has a row marked “Permit” then the vehicle has an EC certificate of conformity.

— If there is no type plate, or no row marked “Permit”, the vehicle does not have an EC certificate of conformity.

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Storing the service operations performed (“digital service schedule”)

The service records are stored in a central system by your correspondingly qualified workshop or Volkswagen Commercial Vehicles dealership. This transparent documentation of the service history allows the service operations performed to be reproduced at any time. Each time you have your vehicle serviced, Volkswagen Commercial Vehicles recommends asking for a printed service record, which contains all service work stored in the system.

With every service, the printout of the previous service record is replaced by a current printout.

The digital service schedule is not available in some markets. In this case, your Volkswagen Commercial Vehicles dealership will inform you about the service work and documentation of this work.

Service work

The following information is documented in the digital service schedule by a correspondingly qualified workshop or your Volkswagen Commercial Vehicles dealership:

— Which service was carried out and when.

— Whether any repairs are recommended, such as replacement of the brake pads in the near future.

— Whether you had any special requests before or during the maintenance work. Your service advisor will note these on the order.

— Which components and service fluids were changed.

— When your next service is scheduled for.

The LongLife mobility guarantee is valid until the next inspection is due. Documentation takes place at every scheduled inspection.

The type and scope of service work may differ from vehicle to vehicle. Information on specific work for your vehicle can be requested from a correspondingly qualified workshop.

WARNING

Inadequate servicing, no servicing at all, or failure to adhere to service intervals can result in breakdowns, accidents and serious injury.

- All service work should be carried out by a suitably qualified workshop.

NOTICE

Volkswagen Commercial Vehicles is not responsible for any vehicle damage caused by inadequate servicing work or delays in the supply of parts.

Regular servicing of your vehicle not only maintains its value, it also ensures that your vehicle remains roadworthy and in working order. You should therefore have your vehicle serviced according to the Volkswagen Commercial Vehicles guidelines.

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Service interval display

Service dates are shown in the service interval display in the instrument cluster *(→ Service interval display)*. This service interval display provides information on those service appointments which include an inspection. When an individual service is due, additional work that is due can also be carried out, e.g. changing brake fluid.

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Information on operating conditions

The specified service intervals and scope of service always apply to vehicles used under normal operating conditions.

If the vehicle is operated under severe conditions, some work will have to be performed before the next service is due or at shorter intervals than those specified.

Difficult operating conditions:

— Use in areas with high levels of dust

— Driving mainly in winter conditions

This applies particularly to the following components(depending on the vehicle equipment):

— Enhanced air filter with activated carbon.

The service advisor at a suitably qualified workshop will be pleased to advise you on whether your vehicle requires more frequent servicing due to the conditions under which it is used.

WARNING

Inadequate servicing, no servicing at all, or failure to adhere to service intervals may result in breakdowns, accidents or serious injury.

- All service work should be carried out by a suitably qualified workshop.

NOTICE

Volkswagen Commercial Vehicles is not responsible for any vehicle damage caused by inadequate servicing work or delays in the supply of parts.

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Scope of service

The scope of service includes all inspection work and maintenance work that is necessary in order to keep your vehicle roadworthy (depending on the operating conditions and vehicle equipment, e.g. engine, gearbox or service fluids). You can find out the details of the work required for your vehicle from any correspondingly qualified workshop. Or you can enquire in the electronic repair and workshop information system erWin *(→ Repairs and technical modifications)*.

Inspection work

The systems listed below may be checked, for example.

Electrics

— 12-volt vehicle battery: replace if necessary.

— Lighting.

— High-voltage components.

— Horn.

— Headlight setting.

— Service interval display: reset.

Engine and gearbox

— Gearbox and final drive.

— Cooling system.

— Engine and components underneath the bonnet.

Running gear

— Swivel joints and track rods.

— Tyres.

— Brake system.

— Brake pads and brake discs.

— Brake fluid level.

— Drive shaft boots.

— Coupling rod and stabiliser mountings.

— Breakdown set.

— Tyre pressure on all wheels.

— Power steering.

— Shock absorbers and coil springs.

Body

— Windscreen.

— Corrosion on the body.

— Wiper blades.

— Window washer system.

— Lubricate door arresters.

— Underbody.

1. Then carry out a road test.

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Servicing work

In addition to the inspection work, further servicing work may need to be performed on your vehicle depending on the operating conditions and vehicle equipment, e.g. engine, gearbox or service fluids. The work is dependent on time *and* mileage *or* only dependent on time *or* mileage.

The service fluids or components listed below may be changed, for example.

— Brake fluid.

— Gearbox oil and, if required, gearbox oil filter.

— Final drive and differential: change oil.

— Enhanced air filter with activated carbon.

— Air Care enhanced air filter with activated carbon.

It is also possible to have servicing work carried out in between the scheduled service events.

The scope of service is subject to change for technical reasons, e.g. continuous further development of components. Your correspondingly qualified workshop always has the latest information about any changes.

Notes on vehicle care

Regular and expert care helps to preserve your vehicle→ ⚠.

The longer that soiling is left on the surface of vehicle components and upholstery fabrics, the more difficult it can become to clean and treat them. Extended exposure may mean that it is no longer possible to remove soiling.

Consult a correspondingly qualified workshop if you have any questions about care products or if components are not listed. Appropriate accessories are available from a correspondingly qualified workshop. Follow the instructions for use on the packaging.

⚠ WARNING

Incorrect care and cleaning of vehicle parts can impair the safety features of the vehicle and cause serious injury.

- Clean and care for vehicle parts only in accordance with the manufacturer's instructions.
- Always use approved or recommended cleaning products.
- Do not use cleaning agents that contain solvents. Solvents can cause irreparable damage to the airbag modules.
- Protect your hands and arms against parts with sharp edges, e.g. when cleaning the insides of the wheel housings.

⚠ WARNING

Dirty, misted and iced-up windows reduce visibility. This can also impair the vehicles' safety equipment. This leads to a risk of accidents and serious injuries.

- Drive only when you have a clear view through all windows.
- Do not treat the windscreen with water-repellent window coating agents. In unfavourable conditions, they can cause increased dazzle.

⚠ WARNING

Care products may be toxic and hazardous. Unsuitable care products and incorrect use of care products can cause accidents, serious injuries, burns or poisoning.

- Store care products only in the closed original container.
- Read the packaging leaflet.
- Keep all care products out of reach of children.
- Use care products only outside or in well-ventilated rooms so that you do not breathe in any toxic vapours.
- Never use fuel, turpentine, engine oil, nail varnish remover or other volatile fluids for vehicle care. These substances are toxic and highly flammable.

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NOTICE

Soiling with aggressive and solvent-based ingredients can cause irreparable damage to the vehicle equipment, even if left for only a short time, e.g. on seat padding or trim parts.

- Do not let contamination or dirt dry.
- Have stubborn stains removed by a correspondingly qualified workshop.

Washing the vehicle

Washing the vehicle regularly prevents effects of soiling that can damage the paint.

Please observe the following information to wash your vehicle correctly and properly.

WARNING

The braking efficiency may be delayed and the braking distance may be longer after the vehicle has been washed. The brake discs and brake pads may be damp, or iced up in winter. There is a risk of accidents.

- "Dry and de-ice the brakes" by performing careful braking manoeuvres.

NOTICE

Serious vehicle damage can be caused if the vehicle is not washed correctly.

- Always follow the manufacturer's instructions.
- Do not wash the vehicle in direct sunlight.
- Never aim a water jet directly at locks, doors or the boot lid in cold weather. The locks and seals may freeze up.

Automatic car washes

— Do not select a washing programme with hot wax for vehicles with decorative and protective films.

— Car washes without brushes are to be preferred.

— Regularly have the bottom of the vehicle thoroughly cleaned to remove residue.

— Please observe any information provided by the car wash operator, especially where add-on parts are concerned.

✓ All windows must be closed and the exterior mirrors must be folded away.

✓ The vehicle must be able to roll.

✓ Vehicles with steering column lock: If the vehicle is mechanically pulled through the car wash (wash tunnel), the steering column must not unlock *(→ Steering)*.

✓ The windscreen wipers and the rain and light sensor *(→ Rain and light sensor)* are switched off.

✓ The Auto Hold function *(→ Auto Hold function)* is switched off.

NOTICE

Car washes that scan the contours mechanically may damage the vehicle.

High-pressure cleaner

WARNING

The incorrect use of a high-pressure cleaner can result in damage. This can cause accidents and serious injuries.

- Never point the jet from the high-pressure cleaner straight at the orange high-voltage cables or at components belonging to the high-voltage system or the 12-volt vehicle electrical system.

— Never use rotary nozzles. Observe the manufacturer's instructions.

— Use water only up to a maximum temperature of +60°C(+140°F).

— Move the jet of water uniformly so that the nozzle is at least 50 cm(20 inches) away from the vehicle components.

— Do not point the water jet at the same location for too long.

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— Aim the water jet indirectly at sensitive vehicle components if possible, e.g. rubber seals, side windows, gloss strips, tyres, sensors, camera lenses, decorative and protective films.

— Never use a high-pressure cleaner to clean windows that are iced up or covered in snow.

Washing by hand

Isolated soiling on the paint can be removed with cleaning clay.

1. Clean the vehicle with plenty of water to remove dust and coarse soiling.
2. Clean with a soft sponge, a wash mitt or a brush applying only light pressure. Start with the roof and work from the top to the bottom. Use a cleaning shampoo for very stubborn dirt only.
3. Clean wheels and side members with a clean sponge.
4. Rinse off with plenty of water.
5. Allow the vehicle to dry in the air. Remove water residue with a chamois leather.

Wash the vehicle only in specially designated washing bays. This prevents waste water that is possibly contaminated with oil from entering the sewerage system.

Information about the high-voltage system

Please note the following points as well as the safety guidelines for your own safety→⚠:

Complete the charging procedure and completely close the charging socket before washing the vehicle.

Further information:

— The vehicle's drive system is deactivated and the ignition switched off.

— Programming of the stationary air conditioning must not be active.

— Components of the high-voltage system, e.g. the orange cables, must not be damaged.

NOTICE

The drains in the plenum chamber could become blocked with leaves or dirt. Water that does not drain off could get into the vehicle interior. Water that has entered the plenum chamber via a manual process (e.g. from a high-pressure cleaner) can cause considerable damage to the vehicle.

- Remove leaves and other loose objects with a vacuum cleaner or by hand.
- Have the area under the perforated cover cleaned by a qualified workshop.

NOTICE

Unpainted plastic parts, headlight lenses and tail light clusters can be damaged if the vehicle is not washed correctly.

- Do not use hard or abrasive brushes.

Cleaning and caring for the vehicle exterior

The following overview contains recommendations for cleaning and care of individual vehicle components.

NOTICE

Incorrect cleaning and care can damage the vehicle.

- Always follow the manufacturer's instructions.
- Do not use excessively hard, abrasive cleaning tools.

Windows, glass surfaces

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— Remove wax residue, e.g. from care products, using a suitable glass cleaner or with a suitable cleaning cloth. Volkswagen Commercial Vehicles recommends a Volkswagen Genuine cleaning cloth for this purpose.
— Remove snow with a brush.
— Remove ice with a plastic scraper. Move the scraper in one direction only.
— Remove any ice with a suitable de-icing agent.
— Clean the wiper blades or change if necessary *(→ Wiper blades)*.

Sensors and camera lenses

Observe the installation locations of the components on the vehicle .

Clean the area in front of the sensors or camera with a soft cloth and solvent-free cleaning agent.

Clean sensitive surfaces on the rain and light sensor and the camera window on the windscreen with a suitable glass cleaner.

— Remove snow with a brush.
— Never use warm or hot water.
— Remove any ice with a suitable de-icing agent.

Cleaning the reversing camera

— Switch on the electronic parking brake.
— Switch on the ignition.
— Select reverse gear.
The camera image of the reversing camera is displayed.
— Tap the Camera settings function button in the Infotainment system.
— Tap the Cleaning function button.
Reversing camera cleaning is switched on.

Paint

Always treat surfaces carefully in order to prevent damage to the paint coat.

— Use a clean, soft cloth and a mild soap solution (made with a maximum of two tablespoons of neutral soap to one litre of water) or cleaning clay to remove any light dirt immediately, e.g. deposits, insect residue, or cosmetics.
— Clean up spilled service fluids immediately.
— Moisten flash rust deposits with a soap solution. Then remove any deposits with cleaning clay.
— Have corrosion removed by a suitably qualified workshop.
— In the event of paint damage, go to a suitably qualified workshop and have the paint damage repaired.

Waxing protects the paintwork. At the latest when water no longer clearly forms small drops and runs off the paintwork when the vehicle is *clean*, the vehicle should be protected again using a preservative wax.

— Even if a preservative wax is applied regularly in the car wash, Volkswagen Commercial Vehicles recommends protecting the paint with a coat of suitable hard wax at least twice a year.
— Polishing is only necessary if the paint has lost its shine, and the gloss cannot be brought back by applying wax.

Decorative films, protective films

— Remove soiling as for paint. Use a suitable plastic cleaner for decorative films.
— Treat the vehicle with liquid hard wax every three months after washing and removing dust. Only use clean, soft

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microfibre cloths to apply it. Do not use hot wax, even in car washes.

— Remove stubborn impurities carefully using white spirits, and then rinse using warm water.

The durability and colour of decorative and protective films are affected by environmental factors such as sunshine, moisture, air pollution, stone chips, etc. Decorative films can show signs of wear and ageing after approximately one to three years and protective films after approximately two to three years. In very hot climates, decorative films may start to fade within one year and protective films within two years.

Components made of chrome, aluminium or stainless steel

— Clean the surface with a suitable chrome and aluminium care product.

— Chrome trim can be protected with a suitable hard wax.

Headlights, tail light clusters

— Remove soiling using a soft sponge soaked with a mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water. Do not use any cleaning agents that contain alcohol or solvents.

— Remove stubborn dirt with a suitable chrome and aluminium care product.

Wheels

— Remove dirt and gritting salt deposits with plenty of water.

— Treat dirty alloy wheels with a suitable wheel rim cleaner. Volkswagen Commercial Vehicles recommends treating the wheel rims with a suitable hard wax every three months.

— Repair any damage to the protective paint coating immediately with a touch-up pen. If necessary, go to a suitably qualified workshop.

— Remove brake dust with a suitable wheel rim cleaner.

Door lock cylinders

Volkswagen Commercial Vehicles recommends thawing door lock cylinders with a suitable door lock de-icer. Do not use door lock de-icers containing grease solvents.

Area under the bonnet, plenum chamber

— Remove leaves and other loose objects with a vacuum cleaner or by hand→ⓘ.

— Always have cleaning of the area under the bonnet performed by a correspondingly qualified workshop→⚠.

⚠ WARNING

The area under the bonnet of the vehicle is a hazardous area. All work carries the risk of injury, scalding, accidents and fire.

- Before carrying out any work in the area of the bonnet, always observe the required procedures and safety precautions *(→ In the engine compartment)*.
- Have the work carried out by a correspondingly qualified workshop.

NOTICE

The drains in the plenum chamber could become blocked with leaves or dirt. Water that has not drained away can enter the vehicle interior and cause significant damage.

- Do not clean the plenum chamber with a high-pressure cleaner.
- Have the area under the perforated cover of the plenum chamber cleaned regularly by a suitably qualified workshop.

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Cleaning and caring for the interior

The following overview contains recommendations for cleaning and care of individual vehicle components.

NOTICE

Incorrect cleaning and care can damage the vehicle.

- Do not use a steam cleaner, brushes or hard sponges etc. for cleaning under any circumstances.
- Have stubborn stains removed by a correspondingly qualified workshop.

Windows

1. Clean windows with a glass cleaner.
2. Wipe the windows dry with a clean chamois leather or a lint-free cloth.

Textiles, microfibre cloth and leatherette

— Remove dirt particles which adhere to the surface regularly with a vacuum cleaner so that the material is not permanently damaged by abrasion.

— Remove dirt with a suitable interior cleaner or with Volkswagen Genuine interior cleaner.

— For fat-based soiling such as oil, use a suitable interior cleaner or Volkswagen Genuine interior cleaner. Dab off dissolved grease and colour particles with an absorbent cloth. Then treat with water if necessary.

— In the case of soiling caused by ballpoint pens or nail vanish, for example, use a suitable interior cleaner or Volkswagen Genuine interior cleaner. If necessary, treat subsequently with a mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water.

— Never use leather care agents, solvents, wax polish, shoe cream, stain removers or similar.

— Never use high-pressure cleaners, steam cleaners and coolant spray.

Natural leather

— Remove fresh dirt with a cotton cloth moistened with a mild soap solution made from a maximum of two tablespoons of neutral soap to one litre of water. Do not allow fluids to seep into the seams.

— In the case of soiling caused by ballpoint pens or nail vanish, for example, use a suitable leather cleaner or Volkswagen Genuine leather cleaner.

— Treat dried-in stains with a suitable leather cleaner or Volkswagen Genuine leather cleaner.

— For fat-based soiling, e.g. oil: remove fresh stains with an absorbent cloth.

— Apply a leather treatment agent to seats regularly, and after each clean. If the vehicle is parked outdoors for long periods, you should cover the leather to protect it from direct sunlight.

Never treat leather with solvents, wax polish, shoe cream, stain removers or similar.

Plastic parts

— Clean with a soft, moist cloth.

— If stubborn soiling cannot be removed with mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water, use a solvent-free plastic cleaning agent or Volkswagen Genuine plastic cleaner if necessary.

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Trim parts, trim strips made of chrome, aluminium or stainless steel

— Clean with a clean, soft cloth and a mild soap solution made with a maximum of two tablespoons of neutral soap to one litre of water in a dust-free environment.

— Treat anodised surfaces with a suitable chrome and aluminium care product or with the Volkswagen Genuine chrome and aluminium care product.

Controls

1. Remove coarse dirt and other dirt that is difficult to reach using a soft brush.
2. Use a clean, soft cloth with some mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water. Do not allow liquids to enter the controls →.

NOTICE

The vehicle controls can be damaged by contact with liquids.

Displays and screens

Do not clean the displays and the screen of the Infotainment system with a dry cloth.

1. Switch off the Infotainment system temporarily before cleaning.
2. Use a suitable cleaning cloth or Volkswagen Genuine cleaning cloth with a little water, a suitable glass cleaner or LCD cleaner.

Seat rails

— Use a narrow nozzle on a vacuum cleaner to remove sand, dirt etc. from the seat rails.

— Clean the surface regularly →.

NOTICE

If seats are moved when the seat rails are soiled, the seat rails and the seat feet could be damaged.

Rubber seals

— Clean with a soft and lint-free cloth as well as plenty of water.

— Regularly treat with a suitable rubber care product or the Volkswagen Genuine rubber care product.

Seat belts

1. Carefully pull the seat belt right out and leave it out.
2. Remove coarse dirt with a soft brush.
3. If necessary, clean the seat belt with a mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water.
4. Leave the belt fabric to dry completely and then allow it to roll up.

WARNING

Failure to clean the parts properly can cause damage to the seat belts, the fastenings and the belt retractor.

- Never try to modify or remove the seat belts for cleaning.

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- Never clean the seat belts and their components with chemical agents.
- Do not use any caustic liquids, solvents or sharp objects.
- Protect the belt buckles against the ingress of liquids and foreign bodies.
- Let the cleaned seat belt to dry completely before allowing it to retract.

Opaque shades

— For the best cleaning results, use dry cleaning.

— Please refer to the information on the labels sewn into the opaque shades before cleaning in a washing machine.

Wooden trims

clean with a soft cloth moistened with a mild soap solution made from a maximum of two tablespoons of neutral soap to one litre of water.

Cleaning seat covers

If clothing that is not sufficiently colour-fast, e.g. denim, leaves stains on the seat cushions, this does not mean that the upholstery is defective. The seat padding may contain components for the airbag system and electrical connections. Seat padding that is damaged, incorrectly cleaned or treated, or that becomes wet, may cause damage to the vehicle electrical system or trigger a fault in the airbag system →⚠.

Depending on the equipment, seat cushions with seat heating feature electrical components and connectors that may be damaged in the event of incorrect cleaning or treatment. This can also result in damage to other parts of the vehicle electrics.

— Clean the surfaces of the seats with a slightly moistened cloth→⚠.

— Ask a correspondingly qualified workshop about special cleaning agents for treating coarse dirt.

— Never use high-pressure cleaners, steam cleaners and coolant spray.

— Never soak seat covers.

— Never switch on the seat heating to dry the seats.

— Do not use washing paste or fine detergent solutions.

— If in doubt, go to a correspondingly qualified workshop.

⚠ WARNING

Incorrect cleaning and treatment or saturation of the vehicle interior can damage the vehicle electrical system or trigger a fault in the airbag system which could result in severe or fatal injuries in the event of an accident.

- Avoid excessive use of water, e.g. water hose, high-pressure cleaner or steam cleaner.
- Vehicle parts must be cleaned according to the manufacturer's instructions.

! *NOTICE*

The signs of wear and soiling visible due to normal use are naturally more easily visible in the case of light-coloured materials in the vehicle interior. These signs of use cannot be prevented and also represent unavoidable ageing due to normal use. Please observe the corresponding care instructions.

Accessories and parts

Seek advice from a correspondingly qualified workshop before purchasing accessories, replacement parts or service fluids, for example if the vehicle is to be retrofitted with accessories or if parts have to be renewed. The suitably qualified workshop can provide information on legal requirements and also recommend accessories, parts and service fluids.

Volkswagen Commercial Vehicles recommends the use of Volkswagen Genuine Accessories and Volkswagen Genuine

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Parts®, which you can purchase from a Volkswagen Commercial Vehicles dealership. These parts and accessories have been specially tested by Volkswagen Commercial Vehicles for suitability, reliability and safety. A Volkswagen Commercial Vehicles dealership is also qualified for correct installation.

Although the market is constantly scrutinised, Volkswagen Commercial Vehicles cannot assume responsibility for the reliability, safety and suitability of products Volkswagen Commercial Vehicles has not approved. Volkswagen Commercial Vehicles can therefore assume no responsibility for these parts, even if they have been approved by an official testing agency or are covered by an official approval certificate.

Any retrofitted equipment which has a direct effect on the control of the vehicle must be approved by Volkswagen Commercial Vehicles for use in your vehicle and bear the e mark (approval symbol of the European Union). These devices include cruise control systems or electronically controlled suspension systems, for example.

Any additional electrical components connected that do not serve to control the vehicle itself must bear the CE mark (manufacturer conformity declaration in the European Union) Such devices include refrigerator boxes, computers and ventilator fans.

⚠ WARNING

Using unsuitable accessory and replacement parts can cause vehicle damage, malfunctions, accidents and serious injuries.

- Volkswagen Commercial Vehicles recommends the use of Volkswagen Genuine Parts® and Volkswagen Accessories, which you can purchase from your Volkswagen Commercial Vehicles dealership.
- Never fit parts to your vehicle that differ in their design or characteristics from the factory-fitted parts.
- Use only wheel rim/tyre combinations that have been approved by Volkswagen Commercial Vehicles for your vehicle type.

⚠ WARNING

Objects in the deployment zones of the airbags can cause serious or fatal injuries when released.

- Never secure or position objects in the deployment zones of the airbags.

Sensors and cameras

Incorrectly performed repairs, structural changes to the vehicle(e.g. lowering the suspension, retrofitted add-on parts or modifications to the trim) can lead to sensors and cameras being displaced or damaged. This can impair important functions of driver assistance systems →⚠.

— Pay attention to the position of sensors and cameras on the vehicle in the vehicle overviews.

Add-on parts or modifications in the area of sensors and cameras

⚠ WARNING

If the area in front of and around sensors and cameras is covered(e.g. by licence plates, licence plate holders with trim frame, additionally applied films or paint on the sensors or similar), this may impair functions of the driver assistance systems. Failure of the driver assistance systems can lead to accidents and serious or fatal injuries.

- Do not attach any additional films in front of and around sensors.
- Install the licence plate or the licence plate holder with trim frame only in the position specified for this. Always consult a suitably qualified workshop before installing a licence plate or licence plate holder with trim frame.

NOTICE

Incorrect installation of licence plates or licence plate holders with trim frame can damage components, such as cables and sensors.

- Install the licence plate or the licence plate holder with trim frame only in the position specified for this. Always consult a suitably qualified workshop before installing a licence plate or licence plate holder with trim frame.

A licence plate holder with trim frame is used to attach the vehicle licence plate.

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In some vehicle versions, the front radar cover may affect the radar sensor's view to the front. You should therefore only operate the vehicle only with the original cover or with replacement parts that have been approved by the manufacturer.

Damage in the area of sensors and cameras

⚠ WARNING

If the area around sensors and cameras is damaged(e.g. by stone impact or collisions when parking), this may impair functions of the driver assistance systems. Failure of the driver assistance systems can lead to accidents and serious or fatal injuries.

- In the event of damage in the area of the sensors and cameras, have the component replaced by a suitably qualified workshop.

After components have been replaced, the sensors and cameras must be adjusted and calibrated by a suitably qualified workshop if necessary.

If the windscreen has been damaged in the viewing field of the sensors and camera(e.g. by stone chip), the windscreen must be replaced. Repairing the stone chip can lead to malfunctions or faults in the driver assistance systems. After the windscreen has been replaced, the camera and sensors must be adjusted and calibrated by a suitably qualified workshop.

Repairs and technical modifications

Repairs and modifications must always be carried out according to Volkswagen Commercial Vehicles specifications →⚠!

Unauthorised modifications to the electronic components or software in the vehicle may cause faults. As the electronic components are linked together in networks, these faults may indirectly affect the working of other systems. This can seriously impair safety, lead to excessive wear of components, and also invalidate the type approval for the vehicle.

The Volkswagen Commercial Vehicles dealer cannot be held liable for any damage caused by technical modifications and/or work performed incorrectly.

The Volkswagen Commercial Vehicles dealership is not responsible for damage caused by technical modifications and/or work performed incorrectly. Such damage is not covered by the Volkswagen Commercial Vehicles guarantee.

Have all repairs and technical modifications carried out by a suitably qualified workshop. Volkswagen Commercial Vehicles recommends the use of Volkswagen Genuine Accessories®, which you can purchase from a Volkswagen Commercial Vehicles dealership.

Volkswagen Commercial Vehicles repair information

Volkswagen Commercial Vehicles service information and official Volkswagen Commercial Vehicles repair information can be purchased for a fee.

Customers in Europe, Asia, Australia, Africa, Central and South America:Please contact a suitably qualified workshop. Or register on the internet portal erWin (electronic repair and workshop information):

https://erwin.volkswagen.de

erWin is available in numerous languages.

Vehicles with special auxiliary equipment or body parts

The manufacturer of these components must ensure that these parts(fittings) adhere to the stipulated environmental laws and regulations, particularly the EU directive 2000/53/EC concerning end-of-life vehicles and EU directive 2003/11/EC concerning the restriction on the marketing and use of certain dangerous substances and preparations.

The vehicle owner should keep all assembly documentation for these auxiliary fittings, and pass it on to any scrapping

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company later engaged. This is to facilitate environmentally responsible disposal for all vehicles, including refitted vehicles.

Engine and transmission guard

An engine and transmission guard can reduce the risk of damage to the vehicle's underbody and sump, for example when driving over kerbs, drive entrances or unsurfaced roads.

Have retrofitting carried out by a correspondingly qualified workshop.

An engine and transmission guard may not be available in all countries.

⚠ WARNING

Repairs and modifications to the vehicle performed improperly may impair the effectiveness of the driver assist systems and triggered airbags. This can cause malfunctions, accidents and fatal injuries.

- Have repairs and modifications to your vehicle carried out only by a suitably qualified workshop.

⚠ WARNING

Unsuitable spare parts and accessories, incorrectly carried out work, modifications and repairs can lead to damage to the vehicle and cause accidents and serious injuries.

- Volkswagen Commercial Vehicles recommends the use of Volkswagen Genuine Parts and Volkswagen Genuine Accessories, which you can purchase from your Volkswagen Commercial Vehicles dealership.
- Have repairs and modifications to your vehicle carried out only by a suitably qualified workshop. Qualified workshops have the necessary tools, diagnostic equipment, repair information and qualified personnel.
- Never fit parts to your vehicle that differ in their design or characteristics from the factory-fitted parts.
- Use only wheel rim/tyre combinations that have been approved by Volkswagen Commercial Vehicles for your vehicle type.

Repairs and faults in the airbag system

Repairs and modifications must always be carried out according to Volkswagen Commercial Vehicles specifications →⚠!

Modifications and repairs to the front bumper, the doors, the front seats, the headliner or the bodywork should be carried out only by a suitably qualified workshop. System components and airbag system sensors can be located on these vehicle components.

If you work on the airbag system or remove and install parts of the system when performing other repair work, parts of the airbag system may be damaged. The consequence may be that, in the event of an accident, the airbag inflates incorrectly or does not inflate at all.

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

Any modifications to the vehicle's suspension could prevent the airbag system from working properly during a collision. For example, using tyre/rim combinations that have not been approved by Volkswagen Commercial Vehicles, lowering the vehicle and making modifications to the suspension rate, including work on the springs, struts and shock absorbers, could change the forces that are measured by the airbag sensors and sent to the electronic control unit. Some changes to the suspension could cause the forces measured by the sensors to increase, for example. This can lead to the airbag system being triggered in collision scenarios where it normally would not be triggered if modifications to the suspension had not been made. Other modifications can cause the forces measured by the sensors to decrease, therefore preventing the airbag system from being triggered when it should have been.

⚠ WARNING

Incorrect repairs and modifications can cause function problems and damage to the vehicle and impair the effectiveness of the airbag system. This can result in accidents and serious or even fatal injuries.

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- Have repairs and modifications to your vehicle carried out only by a suitably qualified workshop.
- Airbag modules cannot be repaired. They must be replaced.
- Never install recycled airbag components or components that have been taken from end-of-life vehicles in your vehicle.

⚠ WARNING

Modifications to the vehicle's suspension, including the use of unsuitable tyre/rim combinations, can cause the airbag system to work differently and increase the risk of serious or fatal injuries in the event of an accident.

- Never install components in the suspension system which do not have the same characteristics as the original factory-fitted components.
- Never use wheel rim/tyre combinations that have not been approved by Volkswagen Commercial Vehicles.

Mobile communication in the vehicle

Electromagnetic radiation

If a mobile telephone or radio device is used without being connected to the external aerial, the electromagnetic radiation will not be optimally directed to the outside of the vehicle. Increased levels of radiation in the vehicle interior can occur in particular in the event of poor reception, e.g. in rural areas. This could constitute a health hazard →⚠.

Depending on the vehicle's equipment level, a suitable mobile phone interface can be used to connect the mobile telephone to the external aerial. The connection quality is improved and the range is increased.

Using a telephone

Many countries require a hands-free system to be used when using a telephone inside the vehicle, e.g. via a Bluetooth® connection. Before use, secure the mobile telephone to a suitable bracket→⚠ or stow it in a stowage compartment so that it cannot slip around, e.g. in the centre console.

Two-way radios

Observe legal regulations and the manufacturer's operating instructions for operation of two-way radios. Approval is required for retrofitting two-way radio systems.

Ask a correspondingly qualified workshop for further information on installing a two-way radio.

⚠ WARNING

Mobile telephones which are loosely placed in the vehicle or not properly secured could be flung through the vehicle interior and cause injuries during a sudden driving or braking manoeuvre, or in the event of an accident.

- Secure a mobile telephone and accessories outside the deployment zone of the airbags, or stow them safely.

⚠ WARNING

If mobile telephones or two-way radios that are not connected to an external aerial are used, electromagnetic radiation in the vehicle could exceed limit values and thus be a health hazard for drivers and other vehicle occupants. This also applies to external aerials which have not been correctly installed.

- Keep a distance of at least 20 cm between a device's aerial and an active medical implant, e.g. a pacemaker.
- Do not carry an operational device close to or directly above an active medical implant, e.g. in a breast pocket.
- Switch off the device immediately if you suspect it may be interfering with an active medical implant or any other medical device.

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The Volkswagen Commercial Vehicle dealership warranty

Volkswagen Commercial Vehicles dealerships guarantee that the vehicles they sell are free from defects. The dealerships are also responsible for handling warranty claims.

Please refer to your sales contract or contact your Volkswagen Commercial Vehicles dealership for details of the warranty and guarantee conditions.

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Warranty for the paintwork and body

Volkswagen Commercial Vehicles dealerships provide a warranty for the paintwork and bodies of all vehicles purchased from them.

In addition to the warranty conditions for Volkswagen Commercial Vehicles straight from the factory(as detailed in the purchase contract), Volkswagen Commercial Vehicle dealerships guarantee that the body of vehicles they sell will not be affected by paint defects or corrosion perforation for a specified period:

— a three-year warranty on paint defects and

— a twelve-year corrosion perforation warranty. Here, corrosion perforation refers to rust forming on the inside (cavity) of the body and causing holes in the sheet metal.

However, if damage of this kind should occur, every Volkswagen Commercial Vehicles dealership must rectify it through repair work without charging labour and material costs.

Warranty exclusions

The warranty does not cover the following:

— Damage caused by external influence or insufficient care.

— Faults on the body or paintwork which are not remedied quickly enough according to manufacturer regulations.

— Corrosion perforation that is directly related to body repairs not being carried out according to manufacturer specifications.

If the body is repaired or painted, your Volkswagen Commercial Vehicles dealership will confirm your warranty against corrosion perforation for the repaired area.

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Warranty for high-voltage batteries in electric and hybrid vehicles

In addition to the warranties and guarantees mentioned, Volkswagen Commercial Vehicles partners also fulfil the guarantee for high-voltage batteries that currently exists in many countries.

For details about the guarantee conditions, please refer to your sales contract or contact your Volkswagen Commercial Vehicles partner.

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LongLife mobility guarantee

In many European countries, Volkswagen Commercial Vehicles dealerships offer a comprehensive LongLife mobility guarantee for new vehicles. It applies from vehicle delivery until the first scheduled inspection.

If you purchase your new vehicle directly from Volkswagen Commercial Vehicles, they will issue the LongLife mobility guarantee from delivery until the first due inspection.

Your Volkswagen Commercial Vehicles service partner will extend the LongLife mobility guarantee until the next due inspection if the due inspection is carried out there. The cost of the service covers the entire guarantee package.

Please ask your Volkswagen Commercial Vehicles dealership for details of services, conditions and time limits relating to the LongLife mobility guarantee.

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Data storage and services

Applies in EU countries where the General Data Protection Regulation of the European Union is valid.

Data processing in the vehicle

Your vehicle is fitted with electronic control units. Control units process data that they receive, e.g. from vehicle sensors, generate themselves or exchange between each other. Some control units are required for the safe functioning of your vehicle, others support you when driving (driver assist systems), others enable convenience or additional functions of the Infotainment system.

Personal reference

Each vehicle is identified by a unique vehicle identification number. This vehicle identification number can be traced back to the current and former holders of a vehicle through information at the responsible authorities. There are also other ways to trace the holder or driver using data acquired from the vehicle, e.g. via the registration number.

The data generated or processed by control units may therefore contain personal data or be supplemented with personal data under certain circumstances. Depending on the vehicle data that is available, it may be possible to draw conclusions about your driving behaviour, your location or route and on vehicle use, for example.

Your rights regarding data protection

In accordance with the valid data protection legislation, you have certain rights towards Volkswagen Commercial Vehicles when your personal data is processed.

You therefore have a free and comprehensive right to information from Volkswagen Commercial Vehicles and third parties (e.g. assigned breakdown services or workshops or providers of online services in the vehicle)if these parties have stored your personal data. If you wish, you may request information on which data about yourself has been stored for which purpose and from where the data originates. Your entitlement to information also covers the transfer of data to other authorities.

Further information on your legal rights, e.g. your right to deletion or correction of the data, can be found in the applicable data protection information on the website of Volkswagen Commercial Vehicles, including contact details and information about the Data Protection Officer.

You can have data that is only stored locally in the vehicle read out with specialist help (e.g. in a workshop, possibly for a fee).

Legal requirements for the disclosure of data

If there are applicable legal regulations, Volkswagen Commercial Vehicles is obliged to hand over data stored at Volkswagen Commercial Vehicles in the required scope in individual cases when requested by state authorities. Such cases include investigation of a criminal offence, for example.

Public authorities also have the power within the framework of applicable laws to read data from vehicles themselves in individual cases. They can read information, for instance, from the airbag control unit in the case of an accident, to help investigate the accident.

Operating data in the vehicle

Control units process data to operate the vehicle.

This includes, for example:

— Vehicle status information, such as speed, deceleration, lateral acceleration, wheel revolutions, deactivation times of the speed warning function and indication of fastened seat belts.

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— Ambient conditions, such as temperature, rain/light sensor and sensors for Adaptive Cruise Control.

As a rule, this data is momentary and is not stored beyond the operating time and is only processed in the vehicle itself. Control units often contain data storage devices. They are used to allow information regarding the vehicle status, component load levels, servicing requirements, technical events and faults to be recorded on a temporary or permanent basis.

The following are stored according to the technical equipment:

— Operating states of system components, e.g. fill levels, tyre pressure, status of the vehicle battery.
— Faults or malfunctions in important system components, e.g. lights, brakes.
— System reactions to specific driving situations, e.g. triggering of an airbag, intervention of the stability control systems.
— Information on events during which the vehicle sustained damage.

In special cases, e.g. when the vehicle has detected a malfunction, it may be necessary to store data that would normally only be volatile.

If you make use of services, e.g. repair services or servicing work, the stored operating data can, if necessary, be read out and used together with the vehicle identification number. The data can be read from the vehicle by staff in the service network, e.g. qualified workshops, or third parties (e.g. breakdown services). The same applies to warranty cases and quality assurance measures.

The data is read via the legally prescribedOBD

connection ("on-board diagnosis") in the vehicle . The read operating data provides a record of technical states of the vehicle or individual components, helps diagnose faults, meets warranty obligations and improves quality. This data, particularly information about component loading, technical events, incorrect operation and other faults, will be transferred to Volkswagen Commercial Vehicles together with the vehicle identification number for this purpose where applicable. Furthermore, the manufacturer is subject to product liability. Volkswagen Commercial Vehicles also uses operating data from vehicle for this, e.g. for recall campaigns. This data can also be used to check warranty and guarantee claims made by customers.

Event memories in the vehicle can be reset by a service workshop as part of repair or service work or if you request this.

Reprogramming control units

All data for the control of components is stored in the control units. Some convenience functions can be reprogrammed using special workshop equipment. If the convenience functions are reprogrammed, the specifications and descriptions in this owner's manual will no longer match the original functions. The reprogramming can be entered into the digital service schedule by a suitably qualified workshop.

Suitably qualified workshops are informed about this type of reprogramming.

Convenience functions

You can store and modify or reset convenience settings(e.g. customisation) in the vehicle at any time.

Depending on the equipment in the vehicle, this includes, for example:

— Settings of the seat and steering wheel positions.
— Running gear and air conditioning settings.
— Customised settings such as mirror adjustment or background lighting.

Infotainment system

Depending on the equipment installed, you may be able to store your own data in the vehicle's Infotainment system.

Depending on the equipment in the vehicle, this includes, for example:

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— Media files for playback of music, films or photos in an Infotainment system.

— Address book data for use with a hands-free system or navigation system.

— Navigation destinations you have entered.

— Data regarding the use of online services.

This data can be stored locally in the vehicle or located on a device that you have connected to the vehicle (e.g. mobile telephone, USB stick or MP3 player). If this data is stored in the vehicle, you can delete it at any time.

This data is transmitted to third parties only at your request, in particular in relation to the use of online services and in accordance with your personal settings.

Mobile telephone integration

If your vehicle contains the necessary equipment, you can connect your mobile telephone or any other mobile end device to your vehicle so that you can control this device via the controls integrated in the vehicle, provided the corresponding functions are available. For example, images and sounds from the mobile telephone can be output through the Infotainment system. At the same time, certain information is sent to your mobile telephone. This includes location data and further general vehicle information, depending on the type of integration. For more details, refer to the information about display of apps in the Infotainment system.

This enables selected apps on the mobile telephone to be used in the vehicle, e.g. navigation or music player. The mobile telephone and vehicle do not interact in any other ways than those described here, in particular the device does not actively access vehicle data. The type of further data processing depends on the app provider. Whether or not you can adjust settings in this regard depends on the app in question and the operating system of your mobile telephone.

Online services

If your vehicle is equipped with a connection to a mobile network, your vehicle will be able to exchange data with other systems. The vehicle can be connected to a mobile network using a transmitter and receiver unit in the vehicle or using your own mobile telephone. This mobile network connection enables you to use online functions. This includes various online services and apps provided by Volkswagen Commercial Vehicles or other third party providers.

Manufacturer services

In the case of Volkswagen Commercial Vehicles online services, Volkswagen Commercial Vehicles describes the respective functions in a suitable place, e.g. in a separate service description or on a website, and provides the associated information on data protection law. Personal data may be used to perform online services. To this end, data is exchanged over a secure connection, e.g. using the designated IT systems of the manufacturer. Any collection, processing and use of personal data that goes beyond the provision of the service takes place exclusively according to legal regulations, contractual agreements or the necessary permission.

You can activate and deactivate the partly fee-based services and functions and in some cases also the vehicle's entire data connection. This does not apply to any functions and services required by law, e.g. emergency call systems.

Third-party services

If you are able to use online services provided by a party other than the manufacturer, these services are the sole responsibility of the provider in question and are subject to this provider's privacy policy and terms and conditions of use. Volkswagen Commercial Vehicles has no influence over the content exchanged in these services.

Please refer to the provider in question for information about the type, scope and purpose of the collection and use of personal data related to third-party services.

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Event data recorder

This vehicle is equipped with an event data recorder. The event data recorder's main job is to record data in accidents or situations similar to an accident, e.g. when an airbag is triggered or when the vehicle collides with an obstacle on the road, which then supports analysis of how a vehicle system behaved. The event data recorder is intended to record data relating to driving dynamics and the restraint system for a short period of 30 seconds or less. The event data recorder of this vehicle is intended to record the following data, amongst other things:

— How various systems in your vehicle have functioned.

— Whether the driver and front passenger seat belts were fastened/secured.

— The extent to which the driver pressed the brake or accelerator pedal(if at all).

— How fast the vehicle was travelling.

This data helps to obtain a better understanding of the circumstances in the situations where accidents and injuries have occurred.

Data from driver assist systems are also recorded. In addition to information about whether the systems were switched on or off, available only to a restricted extent or inactive, it is also possible to determine whether these functions steered, accelerated or braked the vehicle in the above-described situations. Depending on the vehicle equipment, these systems include the following:

— Adaptive cruise control.

— Lane keeping system.

— Park Assist.

— Emergency braking function.

EDR data is recorded by your vehicle only if an unusual situation similar to an accident occurs. No data is recorded by the event data recorder under normal driving conditions. In addition,no personal data, e.g. name, gender, age or accident location, is recorded. However, third parties such as law enforcement agencies can use appropriate means to link the content of the event data recorder with other sources of data and thus establish a reference to persons as part of an accident investigation.

Special equipment and access to the vehicle or event data recorder are necessary in order to read data from the event data recorder. In addition to the vehicle manufacturer, third parties such as law enforcement agencies that have the corresponding equipment can read out the information if they have access to the vehicle or event data recorder.

Volkswagen Commercial Vehicles will not access, read out or process data from the event data recorder unless the vehicle owner, or lessee in the case of leasing, grants their permission. Exceptions to this are contractual or legal provisions.

Due to its legal product monitoring obligations, Volkswagen Commercial Vehicles is entitled to use the data for field monitoring and also for research purposes and quality improvements. For research purposes, Volkswagen Commercial Vehicles makes the data available to third parties in anonymous form, in other words without any reference to the individual vehicle, vehicle owner or lessee.

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Stickers and plates

Stickers and plates showing important information for vehicle operation are factory-fitted in the bonnet space and on certain vehicle parts.

— Never remove stickers or plates. They must also remain legible at all times.

— If vehicle parts bearing stickers or plates are removed from the vehicle, replacement stickers or plates with the same information must be applied properly to the same position on the new parts by a suitably qualified workshop.

Safety certificate

There is a safety certificate on the door pillar which states that all necessary safety standards and specifications from the transport safety authorities of the particular country were met at the time of production. The month and year of production and the vehicle identification number may also be listed. Observe notes in the Owner's Manual.

High-voltage warning stickers

Stickers with warnings about the high voltage in the vehicle electrical system are affixed on high-voltage components, including the high-voltage battery *(→ High-voltage warning signs)*.

WARNING

Handling the vehicle incorrectly will increase the risk of accident and serious or fatal injuries.

- Observe legal requirements.
- Observe the Owner's Manual.

NOTICE

Handling the vehicle incorrectly could lead to the vehicle becoming damaged.

- Observe legal requirements.
- Carry out service work in accordance with the specifications.

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Fluids in the air conditioning system

Refrigerant in the air conditioning system

The sticker in the bonnet space contains information regarding the type and quantity of refrigerant used in the vehicle's air conditioning system. The sticker is located at the front of the bonnet space, close to the refrigerant filler neck →⚠.

⚠ WARNING

Maintenance of the air conditioning system by unqualified personnel can endanger safe operating processes and lead to serious injuries.

- Have maintenance on the air conditioning system performed only by suitably qualified personnel.

NOTICE

Repair or replacement of the evaporator with replacement parts from end-of-life vehicles or from recycling sources can result in damage to the air conditioning system.

- Never have repairs to the evaporator performed with replacement parts from end-of-life vehicles or recycling sources.

⚠ Warning: The air conditioning system must be serviced only by qualified personnel.

Type of refrigerant.

Type of refrigerant oil.

See workshop information (available only for Volkswagen Commercial Vehicles dealerships).

The air conditioning system must be serviced only by qualified personnel.

Flammable refrigerant.

Ensure correct disposal of all components and never install components removed from end-of-life vehicles or recycled components in the vehicle.

Refrigerant oil in the air conditioning system

The air conditioning system is filled with refrigerant oil. The sign on the air conditioning compressor provides information about the type and quantity of the refrigerant oil used *(→ Repairs and technical modifications)*.

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Infotainment system and antennas

The vehicle aerials are located in the exterior mirrors and on the roof. If any metallic chrome-plated trim, such as chrome-plated design caps, is retrofitted to the exterior mirrors, you may experience problems with the radio, mobile telephone and navigation services or they may lose the ability to transmit and receive signals completely.

NOTICE

A retrofitted Infotainment system that is not compatible with the aerial amplifier installed as standard may damage the aerial amplifier.

- Consult a suitably qualified workshop before retrofitting an Infotainment system.

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Component protection

Some electronic components and control units are fitted with component protection as standard, e.g. the Infotainment system.

The component protection permits a suitably qualified workshop to legitimately install or replace components and control units.

The component protection prevents the factory-supplied components from being operated without restrictions outside the vehicle in the following situations:

— Installation in other vehicles, e.g. after theft.

— Operation of components outside the vehicle.

If a text message about component protection appears in the display of the instrument cluster or the screen of the Infotainment system, go to a correspondingly qualified workshop.

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Information in accordance with the EU Chemicals Regulation REACH

In accordance with the European regulations on chemicals, known as REACH, Volkswagen Commercial Vehicles would like to inform you about the materials that may be found in your vehicle.

You can access this information online using your vehicle identification number:

https://reachinfo.volkswagen.com

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Disposing of used batteries and electronic equipment

Used batteries

Used batteries must be collected separately and recycled by the end user. This is indicated by the symbol with the crossed-through waste bin. As the end user, you are required by law to return used batteries→ ⚠.

— Used batteries can be returned to Volkswagen Commercial Vehicles dealerships in EU member states and other countries.

— You can return high-voltage batteries to your Volkswagen Commercial Vehicles dealership.

Your Volkswagen Commercial Vehicles dealership can provide further information on returning and recycling end-of-life vehicles, or you can visit:

http://www.volkswagen.com

⚠ 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 of the terminals can also cause a fire or explosion. This can result in serious injury or death.

- Handle batteries containing lithium with special care.
- Never heat batteries containing lithium.
- Never damage batteries containing lithium.
- Never short-circuit the battery poles.

Batteries containing heavy metals are marked with the chemical symbols HG (mercury), Cd (cadmium) and/or Pb (lead). Heavy metals can be harmful to human and animal health and tend to accumulate in the environment.

- To avoid this, please ensure that your used batteries are collected separately and returned properly.

Old electrical/electronic devices

The vehicle contains electrical/electronic devices, such as the SD card in the navigation system, and remote controls. The electrical/electronic devices are marked with the crossed-out bin symbol.

Legislation stipulates that old devices with this marking must be collected and disposed of separately from normal household waste. You can hand in these electrical/electronic devices at local collection points or to any approved national return systems.

— Batteries, rechargeable batteries or lamps that are not a fixed part of the device must be removed first and disposed of accordingly.

— You must delete all stored personal data before disposing of the old devices.

Your Volkswagen Commercial Vehicles dealership can provide further information on waste prevention and on returning and recycling end-of-life vehicles, or you can find information online:

http://www.volkswagen.com

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The component group EEE and/or batteries applies to the following elements



Fig. 1 Recycling information for France.

Observe the recycling information → *Fig. 1*, which includes the following items:

— Vehicle key.

— Tyre Pressure Monitoring System.

— Valet keycard.

— SD card.

— Compressor.

— Charging cable.

— Torch.

— Portable warning lamp.

The component group paper/packaging/plastic applies to the following elements

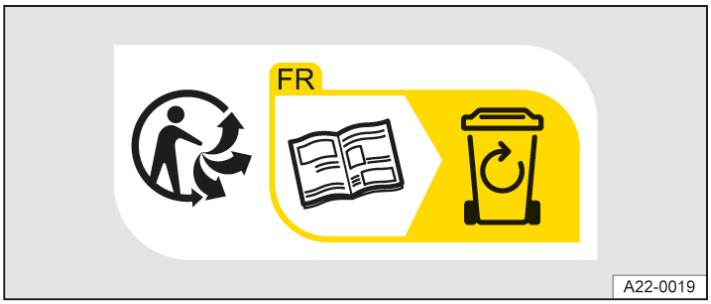


Fig. 2 Recycling information for France.

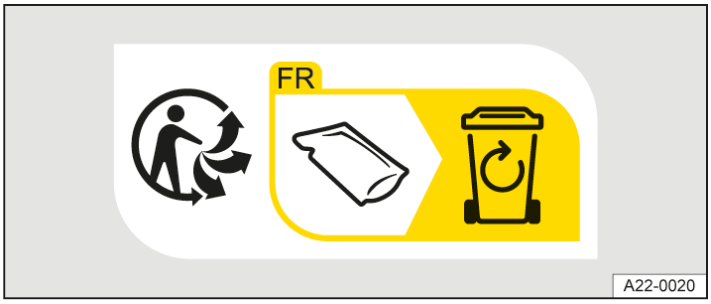


Fig. 3 Recycling information for France.

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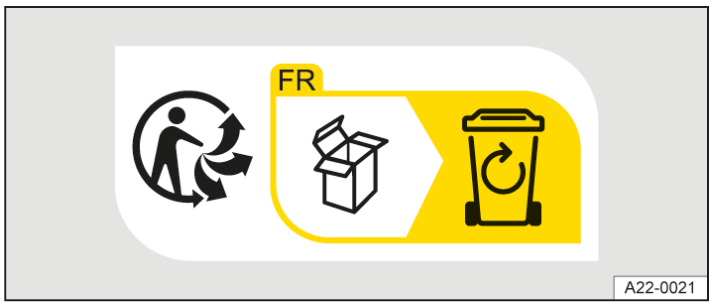


Fig. 4 Recycling information for France.

Observe the recycling information for accompanying documentation and packaging or bags. This recycling information includes the following items:

— Vehicle wallet.

The component group textiles applies to the following elements



Fig. 5 Recycling information for France.

Observe the recycling information → *Fig. 5* for the following items:

— High-visibility waistcoats.

— Curtains.

— Mattress.

The Triman logo and Info-tri symbol contain important sorting information for the end user.

Declaration of conformity

The corresponding manufacturer hereby declares that the components listed below were compliant with the basic requirements and any other relevant regulations and laws at the time the vehicle was produced.

Parts

— 12-volt socket.

— Depending on the vehicle equipment and country, additional sockets with a voltage of 100 to 230 volts.

UKCA (UK Conformity Assessed) Components:

The UKCA (UK Conformity Assessed) marking is a UK product marking that is used for certain goods being placed on the market in Great Britain (England, Wales and Scotland).

UK Product Safety and Metrology Regulations

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This vehicle has various devices installed that are subject to UKCA product regulations. The following acts as the importer of these devices for the United Kingdom market within the meaning of the Product Safety and Metrology Regulations:

Volkswagen Group United Kingdom Ltd.

Yeomans Drive, Blakelands

Milton Keynes, MK 14 5AN

United Kingdom

Third-party copyright information

Some of the products installed in the vehicle contain software components which are subject to open source licences.

A list of open source software components, including information on copyright, the relevant open source licence conditions, and the associated licence texts can be found on the following website:

http://www.volkswagen.com/softwareinfo

The source code for certain open source software components can be requested from the vehicle manufacturer. The manufacturer will make the source code available to you in accordance with the relevant licence conditions. You will only be charged the actual costs of provision, e.g. postage costs. The above-mentioned website contains the necessary information.

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Returning and scrapping end-of-life vehicles

Recycling end-of-life vehicles

At the end of its service life, your vehicle should be handed in for environmentally responsible recycling or disposal. For this reason, the last keepers of vehicles in the EU and many other countries are required by law to take their vehicle to an approved collection point, vehicle return centre or authorised dismantling facility.

Volkswagen Commercial Vehicles has an existing arrangement for end-of-life vehicles: you can return your vehicle at a wide range of collection points in all EU member states and in many other countries. f you satisfy the national legal requirements, you can return your end-of-life vehicle free of charge within the EU.

The vehicle return centre issues a recycling certificate which serves as proof that the end-of-life vehicle has been recycled properly.

Further information about collection points is available from your Volkswagen Commercial Vehicles dealership.

Scrapping

The relevant safety requirements must be observed when the vehicle or its individual components, e.g. from the airbag system and belt tensioners, are scrapped. Suitably qualified workshops are familiar with these requirements.

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Radar sensors

Depending on the equipment level, your vehicle may be equipped with assistance systems, e.g. Adaptive Cruise Control (ACC

) that use radar sensors.

Observe the legal regulations when driving into certain zones where entry of vehicles with radar sensors is prohibited. Pay attention to any relevant traffic signs. If you want to drive into one of these regions, inform yourself in advance whether radar sensors are installed in your vehicle.

⚠ WARNING

Sensors are subject to physical system limits. External sources of interference, e.g. from other vehicles, can impair functioning of the sensors and restrict the functions of the assistance systems. If the system does not function as expected, this can lead to accidents and serious or fatal injuries.

- Always pay attention to the traffic situation and the area around the vehicle.
- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions.

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Simplified declaration of conformity

EU

Your vehicle is equipped with a range of radio equipment. The manufacturers of these radio systems declare that this equipment complies with Directive 2014/53/EU where required by law.

The complete text of the EU declarations of conformity is available from the following website:

http://www.volkswagen.com/generalinfo

United Kingdom

Your vehicle is equipped with a range of radio equipment. The manufacturers of these radio systems declare that this equipment complies with the relevant legal requirements.

The complete text of the declarations of conformity is available from the following website:

http://www.volkswagen.com/generalinfo

Importer

Volkswagen Group United Kingdom Ltd.

Yeomans Drive, Blakelands

Milton Keynes, MK 14 5AN

United Kingdom

Turkey

Your vehicle is equipped with a range of radio equipment. The manufacturers of these radio systems declare that this equipment complies with Directive 2014/53/EU where required by law.

The complete text of the declarations of conformity is available from the following website:

http://www.volkswagen.com/generalinfo

ithalatçı

Doğuş Otomotiv Servis ve Ticaret A.Ş.

Şekerpınar Mahallesi, Anadolu Caddesi, No:22 ve 45

41420 Çayırova/Kocaeli

Ukraine

Your vehicle is equipped with a range of radio equipment. The manufacturers of these radio systems declare that this equipment complies with the Radio Equipment Directive where required by law.

The complete text of the declarations of conformity is available from the following website:

http://www.volkswagen.com/generalinfo

імпортер

ТОВ «Порше Україна»

просп. Павла Тичини, 1В

офіс „В“, 4-й поверх

02152 Київ

Україна

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Radio systems marked with this symbol must be collected and disposed of separately from your normal domestic waste. You can hand them in at a local waste management company or return them as part of a national take-back system *(→ Used battery disposal)*.

Marking for the restricted use of certain hazardous substances in electrical and electronic equipment in accordance with the RoHS

Directive.

Information on radio systems

The tables below show the radio equipment used, the frequency bands on which it operates, the maximum transmitting power of the equipment, and the associated manufacturers. Each table contains one component assembly. The manufacturer's details, the frequency bands and maximum transmitting powers are assigned a reference number and shown in separate tables.

Connection to the external aerial

Component	Designation/ Product Type Designation EU/UK	Designation/ Product Type Designation Ukraine	Frequency + transmit power	Manufacturer
LTE Compenser	LTE-MBC-EU2	LTE-MBC-EU2	AA	14
Transceiver module	CM01TN-VWW	CM01TN-VWW	BN	26
Transceiver module	CM01TN-VWW additional model names: CM01XN-VWE		CB	26

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Aerials

Component	Designation/ Product Type Designation EU/UK	Designation/ Product Type Designation Ukraine
Roof aerial base for taxis, 2 m/70 cm, GPS, UMTS	AM/FM, DAB+ DVBT, GPS, FAKRAnBHC 3789.01	
Exterior mirror aerial system for AM, FM	920639A	920639A
Exterior mirror aerial system for AM, FM, DAB	920639A	920639A
Exterior mirror aerial system for FM	920639A	920639A
Exterior mirror aerial system for FM, DAB	920639A	920639A
Aerial module in exterior mirrors, GNSS	920336A	920336A
Exterior mirror aerial for navigation system [short bracket], GNSS	7E0.035.510	7E0.035.510
Exterior mirror aerial for navigation system [long bracket], GNSS	7E0.035.510.A	7E0.035.510
Roof aerial base for AM, FM	Receiving antenna amplifier AM/FM, DAB, LTE,NAV 6C0.035.501.Q/6C0.035.501.A	7C0.035.501
Roof aerial base for AM, FM, LTE, GNSS	Receiving antenna amplifier AM/FM, DAB, LTE,NAV 6C0.035.501.Q/6C0.035.501.A	7C0.035.501
Roof aerial base for AM, FM, LTE, DAB, GNSS	Receiving antenna amplifier AM/FM, DAB, LTE,NAV 6C0.035.501.Q/6C0.035.501.A	7C0.035.501
Aerial module in exterior mirrors [standard] for FM	920481A	920481A
Aerial module in exterior mirrors [bracket] for FM	920481A	920481A
Aerial module in exterior mirrors [standard] for GNSS	920336A	920336A
Aerial module in exterior mirrors [bracket] for GNSS	920336A	920336A
Aerial amplifier in exterior mirrors for AM, FM	920301A	920301A
Aerial amplifier in exterior mirrors for FM	920301A	920301A
Aerial amplifier in exterior mirrors for FM, DAB	920304A	920304A
Exterior mirror aerial system [short bracket] for AM, FM	920611A	920611A
Exterior mirror aerial system [short bracket] for FM	920611A	920611A
Exterior mirror aerial system [short bracket] for FM, DAB	920611A	920611A
Exterior mirror aerial system [long bracket] for AM, FM	920611A	920611A
Exterior mirror aerial system [long bracket] for FM	920611A	920611A
Exterior mirror aerial system [long bracket] for FM, DAB	920611A	920611A
Exterior mirror aerial system FM1	920639A	920639A
Exterior mirror aerial system FM1, DAB2	920639A	920639A
Roof aerial for LTE, GNSS	Product name:	5WA.035.507

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Component	Designation/ Product Type Designation EU/UK	Designation/ Product Type Designation Ukraine
Roof aerial for LTE, GNSS, Telestart	5WA.035.507.A Type: 5WA.035.507.A Product name: 5WA.035.507.B Type: 5WA.035.507.A	5WA.035.507
DSRC module	DSRC CAN Module/EFAS-4 DU (200046-8) DSRC CAN Module/EFAS-4 DU (200046-9)	
Impedance converter FM	FAM012	
Impedance converter FM1	7T0.035.577.C (FAM012)	
Impedance converter FM2	7T0.035.577.A (FAM012)	
Impedance converter FM, DAB	FAM012	
Impedance converter FM2, DAB1	7T0.035.577.B (FAM012)	
Impedance converter FM1, DAB2	7T0.035.577.D (FAM012)	
Roof aerial for LTE, GNSS, Telestart	7T0.035.507.B (FAM016)	
Roof aerial for LTE, GNSS, Telestart, Wi-Fi p standard	7T0.035.507.F (FAM016)	
Roof aerial for LTE, GNSS	7T0.035.507.A (FAM016)	
Roof aerial for LTE, GNSS, Wi-Fi p standard	7T0.035.507.E (FAM016)	
Wi-Fi p standard auxiliary aerial	7T0.035.510 (FAM027)	
Aerial TEL+BLTE+Wi-Fi+GNSS	5WA.035.507.E	
Aerial C2C auxiliary aerial	CSA-1	
DSCR aerial	Quad DSRC Detached Antenna	

Vehicle key

Component	Designation/ Product Type Designation EU/UK	Designation/ Product Type Designation Ukraine	Frequency + transmitting power	Manufacturer
Vehicle key FKS09	FS94	FS94	BG	05
Vehicle key FKS12	FS125C	FS125C	BG	05
Vehicle key FKS12	FS12P	FS12P	BG	05
Vehicle key FS19 (without UWB)	FS19	FS19	BH	05
Vehicle key FS19 (with UWB)	FS19	FS19	BQ	05
Vehicle key FS191S	FS191S	FS191S	BG	05
Vehicle key FS191S	FS191S	FS191S	CG	05
Vehicle key FS19S	FS19S		CH	05

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Component	Designation/ Product Type Designation EU/UK	Designation/ Product Type Designation Ukraine	Frequency + transmitting power	Manufacturer
MIB3 EI	MIB3E_MQB37w_BT	Panasonic MIB3E_MQB37w_BT	AO	06
MIB3 OI EU1 MQB	MIB3 OI	MIB3 OI	AP	07
MIB3 OI EU1 MQB	MIB3 OI	MIB3 OI	AP	08
MIB3 OI EU2 MQB	MIB3 OI	MIB3 OI	AP	07
MIB3 OI EU2 MQB	MIB3 OI	MIB3 OI	AP	08
MIB3 OI RdW1 MQB	MIB3 OI	MIB3 OI	AP	07
MIB3 OI RdW2 MQB	MIB3 OI	MIB3 OI	AP	07
MIB3 OI RdW2 MQB	MIB3 OI	MIB3 OI	AP	08
MIB3 OI RdW2 DAB MQB	MIB3 OI	MIB3 OI	AP	07
MIB3 OI EU1 37W	MIB3 OI	MIB3 OI	AP	08
MIB3 OI EU2 37W	MIB3 OI	MIB3 OI	AP	08
MIB3 OI RdW1 37W	MIB3 OI	MIB3 OI	AP	08
MIB3 OI RdW2 37W	MIB3 OI	MIB3 OI	AP	08
MIB3 OI RdW2 DAB 37W	MIB3 OI	MIB3 OI	AP	08
MIB2 Entry GP2	MIB2 GP, L64SK2, L60SK2, L62VW2, L73SK2, L72SK2, L77VW2, L73VW2, L81SE2, L81SK2, L82SE2	MIB2 GP	AO	08
MIB2 Entry GP2 DAB	MIB2 GP, L64SK2, L60SK2, L62VW2, L73SK2, L72SK2, L77VW2, L73VW2, L81SE2, L81SK2, L82SE2	MIB2 GP	AO	08
MIB2 Std NAV	MIB2STD	MIB2STD	BJ	28
NRUL-Crafter	New Radio Ultra Low SBT	New Radio Ultra Low SBT	AN	10
NRUL-T6PA	New Radio Ultra Low SBB	New Radio Ultra Low SBB	AN	10
NRUL-DAB-T6PA	New Radio Ultra Low SBB DAB	New Radio Ultra Low SBB DAB	BK	10
RULT-Caddy5	Radio Ultra Low Touch	Radio Ultra Low Touch	AN	10
RULT-DAB-Caddy5	Radio Ultra Low Touch DAB	Radio Ultra Low Touch DAB	BK	10
ICAS3	MEB ICAS3		BY	32
ICAS3 (from UNECE)	MEB ICAS3		BY	32

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Wireless seat belt warning system

Component	Designation/ Product Type Designation EU/UK	Designation/ Product Type Designation Ukraine	Frequency + transmit power	N
wSBR F-SG (wireless Seat Belt Reminder vehicle-side control unit)	wSBR F-SG (wireless Seat Belt Reminder - car unit)	wSBR F-SG (wireless Seat Belt Reminder - car unit)	AQ	
wSBR S-SG (wireless Seat Belt Reminder seat-side control unit)	wSBR S-SG (wireless Seat Belt Reminder - seat unit)	wSBR S-SG (wireless Seat Belt Reminder - seat unit)	AQ	

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Wireless charging function

Component	Designation/ Product Type Designation EU/UK	Designation/ Product Type Designation Ukraine	Frequency + transmitting power	Manufacturer
Coupling aerial, 2nd generation	WCH-185	WCH-185	AR	14
5W Wireless Charging Module TX Controller	WPC003-1 WPC003-5	WPC003-1 WPC003-5	CE	33

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Keyless Access

Component	Designation/ Product Type Designation EU/UK	Designation/ Product Type Designation Ukraine	Frequency + transmitting power	I
Keyless locking and starting system Keyless Access, IO Box Basic	013854	013854	AS	
Keyless locking and starting system Keyless Access IO Box High	013854	013854	AS	
RSAD Box	RSB19	RSB19	AT	

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Instrument cluster / electronic immobiliser

Component	Designation/ Product Type Designation EU/UK	Designation/ Product Type Designation Ukraine	Frequency + transmitting power	M
Analogue medium instrument cluster	VW MQBAB2020 Instrument Cluster and Immobilizer System	Medium 5c	BS	
Lowline instrument cluster	"Immobilizer integrated in dashboard module instrument cluster / Wegfahrsperre im Schalttafeleinsatz Kombi-Instrument"	17101055	BV	
Highline instrument cluster	"Immobilizer integrated in dashboard module instrument cluster / Wegfahrsperre im Schalttafeleinsatz Kombi-Instrument"	17101056	BV	
Premiumline instrument cluster	"Immobilizer integrated in dashboard module instrument cluster / Wegfahrsperre im Schalttafeleinsatz Kombi-Instrument"	17101057	BV	
Premiumline instrument cluster	"Immobilizer integrated in dashboard module instrument	17101055	BV	

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Component	Designation/ Product Type Designation EU/UK	Designation/ Product Type Designation Ukraine	Frequency + transmitting power	M
Premiumline instrument cluster	"Immobilizer integrated in dashboard module instrument cluster / Wegfahrsperre im Schalttafeleinsatz Kombi-Instrument"	17101056	BV	
FPK-Entry instrument cluster	"Immobilizer integrated in dashboard module instrument cluster / Wegfahrsperre im Schalttafeleinsatz Kombi-Instrument"	17101002	BU	
FPK-Basic instrument cluster	VW MQBAB2020 Instrument Cluster and Immobilizer System	Medium 5c	CJ	
Analogue medium instrument cluster	"Immobilizer integrated in dashboard module instrument cluster / Wegfahrsperre im Schalttafeleinsatz Kombi-Instrument"	18020532	BT	
Analogue medium instrument cluster	"Immobilizer integrated in dashboard module instrument cluster /		BT	

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Component	Designation/ Product Type Designation EU/UK	Designation/ Product Type Designation Ukraine	Frequency + transmitting power	M
Colour Medium instrument cluster	"Immobilizer integrated in dashboard module instrument cluster / Wegfahrsperre im Schalttafeleinsatz Kombi-Instrument"	18100931	BT	
Colour Medium instrument cluster	"Immobilizer integrated in dashboard module instrument cluster / Wegfahrsperre im Schalttafeleinsatz Kombi-Instrument"		BT	
Analogue medium instrument cluster without chrome ring	"Immobilizer integrated in dashboard module instrument cluster / Wegfahrsperre im Schalttafeleinsatz Kombi-Instrument"	18020532	BT	
Analogue medium instrument cluster without chrome ring	"Immobilizer integrated in dashboard module instrument cluster / Wegfahrsperre im Schalttafeleinsatz Kombi-Instrument"		BT	
i.ID Cluster	LCW05-VWE5		CC	

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Component	Designation/ Product Type Designation EU/UK	Designation/ Product Type Designation Ukraine	Frequency + transmitting power	M
Tachograph (DTCO) with associated DSRC module	LCW05-VWE1 LCW05-SEE5 DEAS 4.1D			
DTCO4.1	DTCO 1381 Rel.4.1		BV CF	

Car-Net Security & Service

Component	Designation/ Product Type Designation EU/UK	Designation/ Product Type Designation Ukraine	Frequency + transmitting power	M
OCU3 communication box(Online Services – Security & Service)	Telematics TLVHM3IU-E, TLAHW3IU-E, TLVHM3IU-R, TLAHW3IU-R	Telematics TLVHM3IU-E, TLAHW3IU-E, TLVHM3IU-R, TLAHW3IU-R	AY	
OCU3 communication box(Online Services – Security & Service)	Telematics TLVHW3IU-E, TLVHW3IU-R, TLVHE4IU-E	Telematics TLVHW3IU-E, TLVHW3IU-R, TLVHE4IU-E	BR	
OCU3 communication box(Online Services – Security & Service)	Telematics TLVLM3IU-E, TLVLM3IU-R	Telematics TLVLM3IU-E	CD	
OCU4 communication box(Online Services – Security & Service)	Telematics TLVHW3IU-E, TLVHW3IU-R, TLVHE4IU-E		BR	

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Radar sensors for assist systems

Component	Designation/ Product Type Designation EU/UK	Designation/ Product Type Designation Ukraine	Frequency + transmitting power	Manufacturer
Lane change system, Entry, 3rd generation	RS4	RS4	AZ	05
Lane change system, Entry, 1st generation	BSD3.0	BSD3.0	AZ	05
Front radar control unit (MidRangeRadar)	ARS4-B	ARS4-B	BA	11
Front radar control unit (MidRangeRadar)	FR5CPEC	FR5CPEC	BB	21
Front radar control unit (MidRangeRadar)	ARS5-B	ARS5-B	BX	11
Front radar control unit (MidRangeRadar)	F5CP42	F5CP42	CL	21

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Tyre Pressure Monitoring System

Component	Designation/ Product Type Designation EU/UK	Designation/ Product Type Designation Ukraine	Frequency + transmit power	Manufacturer
TPMS control unit	Reifendruckkontrolle TSSSG4G5b - H06	Reifendruckkontrolle TSSSG4G5b - H06	BC	18
Tyre pressure sensor assembly	AG2FW4	AG2FW4	BD	19

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Auxiliary heater (transmitter/receiver unit)

Component	Designation/ Product Type Designation EU/UK	Designation/ Product Type Designation Ukraine	Frequency + transmitting power	Manufacturer
Remote control receiver for auxiliary heater	Funkempfänger STH Model Name: D208L VW		AJ	12
Remote control receiver for auxiliary heater	Funkempfänger		BP	30

Component	Designation/ Product Type Designation EU/UK	Designation/ Product Type Designation Ukraine	Frequency + transmitting power	Manufacturer
Remote control for auxiliary heater	Sender STH Model Name: RTSH		AJ	12
Remote control for auxiliary heater	Funkfernbedienung		BP	30

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Door control unit

Component	Designation/ Product Type Designation EU/UK	Designation/ Product Type Designation Ukraine	Frequency + transmitting power	Manufacturer
VW T6PA Rx and Tx unit	HUF71254	HUF71254	BW	20

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Wi-Fi hotspot

Component	Designation/ Product Type Designation EU/UK	Designation/ Product Type Designation Ukraine	Frequency + transmitting power	Manufacturer
LTE router	"Volkswagen Wireless Internet Access LTE Model: CCU4"	"Volkswagen Wireless Internet Access LTE Model: CCU4"	BE	15

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Central control unit

Component	Designation/ Product Type Designation EU/UK	Designation/ Product Type Designation Ukraine	Frequency + transmitting power	Manufacturer
KFG Max	Kundenspezifisches Funktionssteuer Gerät KFG		BL	09
BCM37w (Body Control Module) Med	BCM MQB37W	MQB37W	BO	31
BCM37w (Body Control Module) Med+	BCM MQB37W	MQB37W	BO	31
BCM37w (Body Control Module) Max	BCM MQB37W	MQB37W	BO	31
BCM37H (Body Control Module)	BCM PQ37H	5WK50254	AK	13
BCM MQB27	BCM MQB27	5WK50254	AK	13
SAM	BCM MQB37W	MQB37W	AK	13

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Reference frequency bands and maximum transmitting power

Frequency	Frequency band	Maximum transmitting power
AA	GSM900: (uplink: 880 MHz – 915 MHz / downlink: 925 MHz – 960 MHz) GSM1800: (uplink: 1710 MHz – 1785 MHz / downlink: 1805 MHz – 1880 MHz) WCDMA FDDI: (uplink: 1920 MHz – 1980 MHz / downlink: 2110 MHz – 2170 MHz) WCDMA FDDIII: (uplink: 1710 MHz – 1785 MHz / downlink: 1805 MHz – 1880 MHz) WCDMA FDDVIII: (uplink: 880 MHz – 915 MHz / downlink: 925 MHz – 960 MHz) LTE FDD1: (uplink: 1920 MHz – 1980 MHz / downlink: 2110 MHz – 2170 MHz) LTE FDD3: (uplink: 1710 MHz – 1785 MHz / downlink: 1805 MHz – 1880 MHz) LTE FDD7: (uplink: 2500 MHz – 2570 MHz / downlink: 2620 MHz – 2690 MHz) LTE FDD8: (uplink: 880 MHz – 915 MHz / downlink: 925 MHz – 960 MHz) LTE FDD20: (uplink: 832 MHz – 862 MHz / downlink: 791 MHz – 821 MHz)	GSM 900: 33 dBm (2 W) GSM 1800: 30 dBm (1 W) UMTS: 21 dBm (0.125 W) LTE: 23 dBm (0.2 W)
AB	87 MHz – 108 MHz	reception only
AC	87 MHz – 108 MHz 174 MHz – 240 MHz	reception only
AD	520 kHz – 1710 kHz 87 MHz – 108 MHz	reception only
AE	520 kHz – 1710 kHz 87 MHz – 108 MHz 1570 MHz – 1614 MHz	reception only
AF	520 kHz – 1710 kHz 87 MHz – 108 MHz 174 MHz – 240 MHz	reception only
AG	520 kHz – 1710 kHz 87 MHz – 108 MHz 174 MHz – 240 MHz 1570 MHz – 1614 MHz	reception only
AH	1570 MHz – 1614 MHz	reception only

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Frequency	Frequency band	Maximum transmitting power
AI	1575.42 MHz	reception only
AJ	868.70 MHz – 869.20 MHz (Band N)	14 dBm (25 mW)
AK	434 MHz	reception only
AN	Bluetooth®: 2402 MHz – 2480 MHz FM: 87.5 MHz – 108 MHz AM: 526.5 kHz – 1606.5 kHz	4.3 dBm
AO	Bluetooth®: 2402 MHz – 2480 MHz	2.5 mW
AP	Bluetooth®: 2402 MHz – 2480 MHz Wi-Fi 2.4 GHz: 2410 MHz – 2480 MHz Wi-Fi 5 GHz: 5150 MHz – 5250 MHz and 5725 MHz – 5850 MHz	Bluetooth®: -2.43 dBm (0.57 mW) EIRP Wi-Fi 2.4 GHz: 5.26 dBm (3.36 mW) EIRP Wi-Fi 5 GHz: -3.25 dBm (0.47 mW) EIRP and -2.68 dBm (0.54 mW) EIRP
AQ	Bluetooth® LE: 2400 MHz – 2483.5 MHz	- 9.8 dBm
AR	105 kHz – 115 kHz	105 kHz – 115 kHz 6 W 111 kHz: 42 dBµA/m
AS	125 kHz	The magnetic field strength: IMMO mode is 19.48 dBµA/m LF Scan mode is 17.81 dBµA/m
AT	6.52 GHz 7.04 GHz 7.56 GHz	Highest Peak Emission Power at 6.52 GHz: -9.1 dBm at 7.04 GHz: -7.8 dBm at 7.56 GHz: -6.2 dBm
AU	125 kHz	82.05 dBµV/m @3 m ±5%
AV	125 kHz	-2.5 dBuV/m @ 3 m
AW	125 kHz	< 20 mW
AX	125 kHz	42 dBµA/m
AY	WCDMA Band 1: 1920 MHz – 1980 MHz WCDMA Band 3: 1710 MHz – 1785 MHz WCDMA Band 8: 880 MHz – 915 MHz LTE Band 1: 1920 MHz – 1980 MHz LTE Band 3: 1710 MHz – 1785 MHz LTE Band 7: 2500 MHz – 2570 MHz LTE Band 8: 880 MHz – 915 MHz LTE Band 20: 832 MHz – 862 MHz LTE Band 28A: 703 MHz – 718 MHz LTE Band 32: 1452 MHz – 1496 MHz GSM 900: 880 MHz – 915 MHz DCS 1800: 1710 MHz – 1785 MHz GNSS: 1559 MHz – 1610 MHz	WCDMA Band 1: 22.51 dBm WCDMA Band 3: 22.88 dBm WCDMA Band 8: 23.32 dBm LTE Band 1: 22.04 dBm LTE Band 3: 21.72 dBm LTE Band 7: 21.59 dBm LTE Band 8: 21.83 dBm LTE Band 20: 22.44 dBm LTE Band 28A: 21.99 dBm LTE Band 32: - GSM 900: 31.93 dBm DCS 1800: 29.95 dBm GNSS: -
AZ	24050 MHz – 24250 MHz	< +20 dbmW peak
BA	76.0 GHz – 77.0 GHz	3.16 W (35 dBm RMS EIRP)
BB	76.0 GHz – 77.0 GHz	31.7 dBm (peak), 23.4 dBm (RMS)
BC	433.92 MHz	reception only

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Frequency	Frequency band	Maximum transmitting power
BC	433.92 MHz	reception only
BD	433.92 MHz	< 10 mW
BE	Wi-Fi IEEE 802.11 b/g/n: 2412 MHz – 2472 MHz GSM/GPRS/E GPRS 900: 880.2 MHz – 914.8 MHz GSM/GPRS/E GPRS 1800: 1710.2 MHz – 1784.8 MHz UMTS FDDI: 1922.4 MHz – 1977.6 MHz UMTS FDDVIII: 882.4 MHz – 912.6 MHz LTE FDD1: 1920 MHz – 1980 MHz LTE FDD3: 1710 MHz – 1784.9 MHz LTE FDD7: 2500 MHz – 2569.9 MHz LTE FDD8: 880 MHz – 914.9 MHz LTE FDD20: 832 MHz – 861.9 MHz	Wi-Fi IEEE 802.11 b/g/n: 18.4 dBm GSM/GPRS/E GPRS 900: 37.64 dBm GSM/GPRS/E GPRS 1800: 37.64 dBm UMTS FDDI: 27.84 dBm UMTS FDDVIII: 27.84 dBm LTE FDD1: 27.84 dBm LTE FDD3: 27.84 dBm LTE FDD7: 27.84 dBm LTE FDD8: 27.84 dBm LTE FDD20: 27.84 dBm
BF	5795 MHz – 5815 MHz (DSRC)	-14 dBm EIRP
BG	125 kHz 433.05 MHz – 434.79 MHz	125 kHz: reception only 433.05 MHz – 434.79 MHz: 0.5 mW [ERP] / -3 dBm [ERP]
BH	125 kHz 433.05 MHz – 434.79 MHz	125 kHz: reception only 433.05 MHz – 434.79 MHz: 0.03 mW [ERP] / -15 dBm [ERP]
BI	1575.42 MHz +/- 1.023 MHz (GPS/Galileo) 1602.00 MHz +/- 5.00 MHz (Glonass)	reception only
BJ	Bluetooth®: 2402 MHz – 2480 MHz Wi-Fi 2.4 GHz: 2410 MHz – 2480 MHz	Bluetooth®: 2.5 mW Wi-Fi: 100 mW
BK	Bluetooth®: 2402 MHz – 2480 MHz FM: 87.5 MHz – 108 MHz AM: 526.5 kHz – 1606.5 kHz DAB: 174 MHz – 240 MHz	4.3 dBm
BL	Bluetooth®: 2402 MHz – 2480 MHz Wi-Fi 2.4 GHz: 2412 MHz – 2472 MHz	Bluetooth®: 5 dBm (max) Transceiver power: 3 dBm Wi-Fi: 20 dBm (max) Transceiver power: 18 dBm
BM	5.85 GHz – 5.925 GHz	24 dBm
BN	5.9 GHz	2 W
BO	Channel A: 433.46 MHz Channel B: 433.92 MHz Channel C: 434.36 MHz	10 dBm
BP	868.7 MHz – 869.2 MHz	10 dBm (10 mW)
BQ	125 kHz 433.05 MHz – 434.79 MHz 6.52 GHz 7.04 GHz	125 kHz: reception only 433.05 MHz – 434.79 MHz: 0.03 mW [ERP] / -15 dBm [ERP] 6.52 GHz, 7.04 GHz, 7.56 GHz:

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Frequency	Frequency band	Maximum transmitting power
	7.04 GHz 7.56 GHz	6.52 GHz, 7.04 GHz, 7.56 GHz: 1 mW [EIRP] / 0 dBm [EIRP] -41.3 dBm /MHz [EIRP] spectral density
BR	WCDMA Band 1: 1920 MHz – 1980 MHz WCDMA Band 3: 1710 MHz – 1785 MHz WCDMA Band 8: 880 MHz – 915 MHz LTE Band 1: 1920 MHz – 1980 MHz LTE Band 3: 1710 MHz – 1785 MHz LTE Band 7: 2500 MHz – 2570 MHz LTE Band 8: 880 MHz – 915 MHz LTE Band 20: 832 MHz – 862 MHz LTE Band 28A: 703 MHz – 718 MHz LTE Band 32: 1452 MHz – 1496 MHz GSM 900: 880 MHz – 915 MHz DCS 1800: 1710 MHz – 1785 MHz GNSS: 1559 MHz – 1610 MHz	WCDMA Band 1: 22.64 dBm WCDMA Band 3: 22.89 dBm WCDMA Band 8: 23.35 dBm LTE Band 1: 22.15 dBm LTE Band 3: 21.82 dBm LTE Band 7: 21.63 dBm LTE Band 8: 21.98 dBm LTE Band 20: 22.47 dBm LTE Band 28A: 22.03 dBm LTE Band 32: - GSM 900: 31.99 dBm DCS 1800: 29.98 dBm GNSS: -
BS	125 kHz	30.55 dBµA/m (@ 3 m)
BT	125.3 kHz	-10.46 dBµA/m (@10 m)
BU	124.9 kHz	-10.6 dBµA/m (@10 m)
BV	125 kHz	-12.25 dBµA/m (@ 10 m)
BW	125 kHz	-8.43 dBµA/m @ 10 m
BX	76.0 GHz – 77.0 GHz	2.0W (33 dBm RMS EIRP)
BY	Bluetooth®: 2402 – 2480 MHz Wi-Fi 2.4: 2412 – 2472 MHz Wi-Fi 5: 5150 – 5250 MHz, 5725 – 5850 MHz VHF II: 87.5 – 108 MHz VHF III: 174 – 240 MHz	Bluetooth®: max. 1.20 dBm Wi-Fi 2.4: max. 16.40 dBm Wi-Fi 5.2: max. 13.46 dBm Wi-Fi 5.2: max. 13.77 dBm
BZ	GNSS: 1570 MHz – 1614 MHz Wi-Fi p standard: 5.85 GHz – 5.925 GHz	GNSS: reception only Wi-Fi p standard: 20 dBm
CA	5.85 GHz – 5.925 GHz	20 dBm
CB	5.9 GHz (802.11p)	Roof aerial: 20±3 dBm Front aerial: -16±3 dBm
CC	125 kHz ± 10 kHz	5.4 dBµA/m
CD	WCDMA Band 1: 1920 MHz – 1980 MHz WCDMA Band 3: 1710 MHz – 1785 MHz WCDMA Band 8: 880 MHz – 915 MHz LTE Band 1: 1920 MHz – 1980 MHz LTE Band 3: 1710 MHz – 1785 MHz LTE Band 7: 2500 MHz – 2570 MHz LTE Band 8: 880 MHz – 915 MHz LTE Band 20: 832 MHz – 862 MHz	WCDMA Band 1: 22.47 dBm WCDMA Band 3: 22.81 dBm WCDMA Band 8: 23.31 dBm LTE Band 1: 22.02 dBm LTE Band 3: 21.68 dBm LTE Band 7: 21.54 dBm LTE Band 8: 21.8 dBm LTE Band 20: 22.37 dBm LTE Band 28A: 21.94 dBm GSM 900: 31.91 dBm

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Frequency	Frequency band	Maximum transmitting power
	LTE Band 28A: 703 MHz – 718 MHz GSM 900: 880 MHz – 915 MHz DCS 1800: 1710 MHz – 1785 MHz GNSS: 1559 MHz – 1610 MHz	DCS 1800: 29.93 dBm GNSS: -
CE	110 kHz ± 5 kHz	93.05 dBµA/m @ 12 cm
CF	1575.42 +/- 1.023 MHz (GPS / Galileo) 1602.00 +/- 5.00 MHz (Glonass)	reception only
CG	125 kHz 433.05 MHz – 434.79 MHz	125 kHz: reception only 433.05 MHz – 434.79 MHz: 78 dBµV/m @ 3m (average)
CH	125 kHz 433.05 MHz – 434.79 MHz 6.52 GHz 7.04 GHz 7.56 GHz	125 kHz: reception only 433.05 MHz – 434.79 MHz: 0.5 mW [ERP] / -3 dBm [ERP] 6.52 GHz, 7.04 GHz, 7.56 GHz: Peak Power: 1.0 mW [EIRP] / 0 dBm [EIRP], Mean Power Spectral Density: -41.3 dBm /MHz [EIRP]
CI	5795 MHz – 5815 MHz (DSRC)	-14 dBm EIRP
CJ	125 kHz	97.2 dBµA/m (@ 3 m)
CK	Bluetooth®: 2402 MHz – 2480 MHz	
CL	76.0 GHz – 77.0 GHz	30.49 dBm (peak), 21.4 dBm (RMS)

Manufacturer reference numbers

Manufacturer	Manufacturer name	Manufacturer's address
01	Desay SV Automotive Europe GmbH	In der Buttergrube 3-7, 99428 Weimar Germany
02	Hirschmann Car Communication GmbH	Stuttgarter Str. 45-51, 72654 Neckartenzlingen Germany
03	FUBA Automotive Electronics GmbH	TecCenter, 31162 Bad Salzdetfurth Germany
04	Molex Hildesheim	Daimlerring 31, 31135 Hildesheim Germany
05	Hella GmbH & Co. KGaA	Rixbecker Str. 75, 59552 Lippstadt Germany
06	Panasonic Automotive Systems Europe GmbH	Robert Bosch Str. 27-29, 63225 Langen Germany
07	Joynext	Joynext Dresden, Gewerbepark Merbitz 5, 01156 Dresden Germany
08	LG	Manufacturer: LG Electronics Inc LG Twin Towers 128 Yeoui-daero, Yeongdeungpo-gu Seoul 150-721 Korea Korea importer:

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Manufacturer	Manufacturer name	Manufacturer's address
		LG Electronics European Shared Service Center B.V. Krijgsman1, 1186 DM Amstelveen The Netherlands
09	Flextronics International Kft. 8900 Zalaegerszeg (HUN) Zrinyi Miklos utca 38	Flex Automotive GmbH Arthur-B.-Modine-Str. 1 70794 Filderstadt Germany
10	DESAY SV Automotive	Manufacturer: Huizhou Desay SV Automotive Co., Ltd. NO. 103 Hechang 5th Road West, Zhongkai National Hi-tech Industrial Development Zone, Huizhou, Guangdong 516006 P.R. China Importer: Desay SV Automotive Europe GmbH In der Buttergrube 3-7 99428 Weimar-Legefeld Germany
11	ADC Automotive Distance Control Systems GmbH	Peter-Dornier-Strasse 10, 88131 Lindau Germany
12	Digades GmbH Zittau	Äußere Weberstr. 20, 02763 Zittau Germany
13	Continental Automotive GmbH	Siemensstrasse 12, 93055 Regensburg Germany
14	Molex Dabendorf	Märkische Straße 72, 15806 Zossen Germany
15	Lesswire GmbH	Rudower Chaussee 30, 12489 Berlin Germany
16	Visteon Electronics Slovakia	Odstepny zavod Namestovo, 02901 Namestovo Slovakia
17	Continental Automotive GmbH	VDO Straße 1, 64832 Babenhausen Germany
18	Huf Baolong Electronics Bretten GmbH	Gewerbestrasse 40, 75015 Bretten Germany
19	Sensata / Schrader Electronics	Sensata / Schrader Electronics 11 Technology Park, Belfast Road Antrim, Northern Ireland, BT41 1QS, UK
20	Huf Hülsbeck & Fürst GmbH & Co. KG	Steegerstr.17, 42551 Velbert Germany
21	Robert Bosch GmbH XC-DA/ECR	Postfach 1661, 71226 Leonberg Germany
22	ASK Industries S.p.A	Via dell`Industria n.12/14/16, 60037 Monte San Vito Italy
23	Ficosa	P.I. Can Mitjans s/n, E08232 Viladecavalls(Barcelona) Spain

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Manufacturer	Manufacturer name	Manufacturer's address
24	AEV spol. s r.o.	Jozky Silneho 2783, 76701 Kromeriz Czech Republic
25	Norbit	Norbit ITS AS, Stiklestadv. 1, 7041 Trondheim Norway
26	LG ELECTRONICS INC	Manufacturer: LG ELECTRONICS INC. 10, Magokjungang 10-ro, Gangseo-gu, Seoul, Republic of Korea Importer: LG Electronics European Shared Service Center B.V. Krijgsman1, 1186 DM Amstelveen, The Netherlands
27	Intellic	Fernitzer Straße 5, 8071 Hausmannstätten Austria
28	Aptiv	Aptiv Services Deutschland GmbH, Am Technologiepark 1, 42111 Wuppertal Germany
30	BURY Sp.z.o.o.	ul. Wojska Polskiego 4, 39-300 Mielec, Poland
31	Robert Bosch GmbH	Daimlerstrasse 6, 71229 Leonberg Germany
32	LG ELECTRONICS INC	Ul. LG Electronics 7, 06-500 Mlawa Poland
33	BCS Automotive Interface Solutions s.r.o.	Jana Nohy 2048, 256 01 Benesov Czech Republic
34	Continental AG	Vahrenwalder Str. 9, 30165 Hannover Germany
35	Visteon	Visteon Portuguesa Ltd. 2950-503 Palmela(PRT) Estrada Nacional 252, KM12 Parque das Carrascas Portugal

Approval numbers

Egypt

TAC.07021815923.WIR, TAC.08051918491.WIR, TAC.17101817260.WIR, TAC.17102125453.WIR, TAC.18042227628.WIR, TAC.19102239714.WIR, TAC.19102239715.WIR, TAC.24061918671.WIR, TAC.24061918672.WIR, TAC.24091817125.WIR, TAC.29051918508.WIR, VOCSZ210525002.

Algeria

No.'0010797, 05/00-0225062B14.

Agréé par l' ARPT:

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31.AF/528/DT/DG/ARPT/18, 1910/1-36.DA/617/DT/DG/ARPT/18.

Agréé par l' ARPCE:

13/1-88.DA/1419/DT/DG/ARPCE/18, 18/1-88.DA/1424/DT/DG/ARPCE/18, 22/1-88.DA/1428/DT/DG/ARPCE/18, 1146/1-17.MS/603/DT/DG/ARPCE/19, 1372/1.24.BT/762/DT/DG/ARPCE/19, 1372/1-24.MS/762/DT/DG/ARPCE/19, 1692/1.28.BT/922/DT/DG/ARPCE/19, 2113/1-36.DA/.../DT/DG/ARPCE/19, 2764/1-58.DA/911/DT/DG/ARPCE/18, 2766/1-58.DA/913/DT/DG/ARPCE/18, 2767/1-58.DA/914/DT/DG/ARPCE/18, 2768/1-58.DA/915/DT/DG/ARPCE/18, 2904/1-59.DA/968/DT/DG/ARPCE/18.

Homologué par l'ANF:

216/H/ANF/2020, 382/H/ANF/2020.

22/H/ANF/2021, 53/H/ANF/2021, 089/H/ANF/2021, 209/H/ANF/2020, 342/H/ANF/2021, 405/H/ANF/2021, 406/H/ANF/2021.

006/H/ANF/2022, 007/H/ANF/2022, 008/H/ANF/2022, 009/H/ANF/2022, 010/H/ANF/2022, 028/H/ANF/2022, 048/H/ANF/2022, 078/H/ANF/2022, 173/H/ANF/2022.

010/H/ANF/2023.

Angola

INACOM/DEGER/2022, Equipment Type Model Number: 545, 574, 606, 1382, 1606, 1607.

Azerbaijan

AZ 031.55.02.01157.22, AZ 031.55.02.02483.22,

AZ 031.55.02.02598.22, AZ 031.55.02.02670.22,

AZ 031.55.02.02677.22, AZ 031.55.02.05312.22,

AZ 031.60.02.02233.22, AZ 031.60.02.06452.22,

AZ 031.60.02.06454.22.

AZI.35.02.01940.22, AZI.35.02.01941.22,

AZI.35.02.01942.22, AZI.35.02.01943.22.

SO-RF/SIV-3132.

Australia

ABN 12 625 564 909, ABN 50 068 406 995, ABN 76 310 261 826, ABN 81 145 810 206.

ACN 006 256 524.

ACN/ARBM 84 156 023 504.

ACN/ARBN 004 315 628, ACN/ARBN 004 528 778/58004528778, ACN/ARBN 4156023504, ACN/ARBN 006 256 524.

N11042.

RCMA020050903.

2150-01, 2152-01, 2851-01.

Bahrain

1329, 2699, 3002, 3003, 6476.

, DLM/1405, DLM/1630/6858, DLM/932 Ref.nr. 2663000, DLM/1294 Ref.nr. 2937000, DLM/1630 Ref.nr. 7372, DLM/1630 Ref.nr. 3362, DLM/1630 Ref.nr. 4174000, DLM/1630 Ref.nr. 4199000, DLM/1630 Ref.nr. 10137, DLM/1630 Ref.nr. 10138, DLM/1630 Ref.nr. 5919000, DLM/1968/10616.

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Botswana

BOCRA/TA/REGISTERED No:

3372, 2018/2026, 2018/3012, 2018/3941. 2018/3991, 2018/3992, 2018/4129, 2018/4130, 2018/4131, 2018/4132, 2018/4133, 2018/4134, 2018/4135, 2018/4136, 2018/4193, 2018/4194, 2018/4195, 2018/4196.

2019/2174, 2019/4311, 2019/4666, 2019/4701, 2019/4997, 2019/4998, 2019/5045, 2019/5046.

2020/3991, 2020/3992, 2020/5158, 2020/5159, 2020/5191, 2020/5470.

2021/5886, 2021/5957,

2019/4309, 2019/4982, 2019/5895, 2019/6030.

2020/5188, 2020/5261, 2020/5846,

2021/4057, 2021/5886, 2021/5894, 2021/5895, 2021/5957, 2021/6030.

2022/6864, 2022/7424, 2022/15329.

2023/8133, 2023/8134.

Chile

3458/DO Nº45141/f26, 3590/DO N°87.187/F71, 4665/DFRS01259/F-50, 12190/DO Nº 48994/F26, 5092/DO 55076/F60.

N° 13589/DO N° 83457/F39.

N° 15530/DO N° 50759/F26.

Nº 13829/DO N° 49857/F60.

Nº 16512/DO N° 84637/F28

1806, 58798, 58799.

Costa Rica

03446-SUTEL-DGC-2019.

05927-SUTEL-DGC-2019.

06786-SUTEL-DGC-2019.

09226-SUTEL-DGC-2020.

04596-SUTEL-DGC-2021.

11249-SUTEL-DGC-2021.

01669-SUTEL-DGC-2022.

09320-SUTEL-DGC-2022.

09325-SUTEL-DGC-2022.

Curacao

2018/159/TA, 2019/067/TA, 2019/121/TA, 2019/121a/TA, 2020/020/TA3, 2022/240/TA, 2022/240a/TA, 2022/241/TA.

Ecuador

ARCOTEL-NRH-2019-000413.

ARCOTEL-NRH-2019-000417.

ARCOTEL-NRH-2019-000424.

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ARCOTEL-NRH-2020-000633.

ARCOTEL-NRH-2022-001253.

ARCOTEL-NRH-2022-001367.

ARCOTEL-NRH-2022-001368.

England, Wales and Scotland

Further information on radio systems *(→ Radio Equipment Directive (RED))*

10385, 10440.

LO476ADC1.AMK, T818399F-02-TEC (0682)

Europe and countries that certify radio equipment based on European directives:

See EU declarations of conformity under *(→ Radio Equipment Directive (RED))*.

T818363F-03-TEC, T818399F-02-TEC (0682), T.2021.09.0007T.2021.04.0014.

A. - Informations relatives à la sécurité des personnes utilisatrices ou non

Respect des restrictions d'usage spécifiques à certains lieux(hôpitaux, avions, stations-service, établissements scolaires...).

Pour les téléphones mobiles, rappel de l'interdiction de l'usage d'un téléphone tenu en main par le conducteur d'un véhicule en circulation.

Précautions à prendre par les porteurs d'implants électroniques(stimulateurs cardiaques, pompes à insuline, neurostimulateurs...) concernant notamment la distance entre l'équipement radioélectrique et l'implant (15 centimètres dans le cas des sources d'exposition les plus fortes comme les téléphones mobiles).

B. - Informations sur les comportements à adopter pour réduire l'exposition aux rayonnements émis par les équipements radioélectriques

Utiliser l'équipement radioélectrique dans de bonnes conditions de réception pour diminuer la quantité de rayonnements reçus.

Utiliser un kit mains-libres ou un haut-parleur, si adapté à l'équipement radioélectrique.

Faire un usage raisonné des équipements radioélectriques comme le téléphone mobile, par les enfants et les adolescents, par exemple en évitant les communications nocturnes et en limitant la fréquence et la durée des appels.

Eloigner les équipements radioélectriques du ventre des femmes enceintes.

Eloigner les équipements radioélectriques du bas-ventre des adolescents.

Gabun

D'HOMOLOGATION D'EQUIPEMENTS DE TELECOMMUNICATIONS

CERTIFICAT No:

100/ARCEP/2019, 440/ARCEP/2019, 441/ARCEP/2019, 443/ARCEP/2019, 444/ARCEP/2019, 445/ARCEP/2019, 446/ARCEP/2019, 450/ARCEP/2019, 513/ARCEP/2019, 608/ARCEP/2019, 609/ARCEP/2019.

045/ARCEP/2020, 112/ARCEP/2020,337/ARCEP/2020, 369/ARCEP/2020, 371/ARCEP/2020, 433/ARCEP/2020, 452/ARCEP/2020, 554/ARCEP/2020, 865/ARCEP/2020, 869/ARCEP/2020, 885/ARCEP/2020, 970/ARCEP/2020, 1012/ARCEP/2020, 1013/ARCEP/2020, 1017/ARCEP/2020.

033/ARCEP/2021, 070/ARCEP/2021, 419/ARCEP/2021, 421/ARCEP/2021, 644/ARCEP/2021, 645/ARCEP/2021, 675/ARCEP/2021, 697/ARCEP/2021, 698/ARCEP/2021, 699/ARCEP/2021, 1016/ARCEP/2021, 1365/ARCEP/2021.

044/ARCEP/2022, 096/ARCEP/2022, 112/ARCEP/2022, 203/ARCEP/2022, 263/ARCEP/2022, 264/ARCEP/2022, 320/ARCEP/2022, 604/ARCEP/2022, 891/ARCEP/2022.

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104/ARCEP/2023, 105/ARCEP/2023.

Guatemala

SIT-DH-028-2022, SIT-DH-029-2020, SIT-DH-115-2018, SIT-DH-116-2019, SIT-DH-163-2019, SIT-DH-156-2022, SIT-DH-020-2023.

Honduras

N° 2054/19, N° 2031/18, N° 2189/2019, N° 2227/2019, N° 3259/2021, N° 3809/2023, N° 3811/2023.

Hong Kong

HKCA 1035, HKTA 1035, HK0011902060, HK0011902061, HK0022000048, US0031800001, US0031900024.

Israel

51-41889, 51-42830, 51-42841, 51-43949, 51-46980, 51-54730, 51-55347, 51-63653, 51-65839, 51-69416, 51-69417, 51-73720, 51-77882, 51-80024, 51-88548, 54-37173, 51-88746, 51-88751.

55-02626, 55-07477, 55-07480, 55-07924, 55-09135, 55-09893, 55-10408, 55-11679, 55-12036, 55-12037, 55-12193, 55-12628.

63-63304, 63-66687, 63-66961, 63-73362, No. 7052352267, No. 9872340205.

הוראות בטיחות

1. להתקנה על ידי אנשי שירות מוסמכים בלבד

אין לבצע שינויים כלשהם במוצר זה. לשינויים אלו יכולה להיות השפעה שלילית על ביצועי המוצר, בטיחותו ועמידותו ובנוסף, יש בהם כדי לחרוג מתנאי האחריות. 2

מספר אישור התאמה מטעם משרד התקשורת חל איסור לבצע פעולות במכשיר שיש בהן כדי לשנות את תכונותיו האלחוטיות של המכשיר, ובכלל זה שינויי תוכנה, החלפת אנטנה מקורית או הוספת אפשרות לחיבור לאנטנה חיצונית, בלא קבלת אישור משרד התקשורת, בשל החשש להפרעות אלחוטיות

Jamaica

This product contains a Type Approved Module by Jamaica:

SMA Equipment Identifier:

ARS5-B.

CB2JCIBUSHL4, CONBOX-HIGH.

FPK8 IMMO5D, FR5CUEC, FS14T and FS14TK, FS19, FS19S, FS125C, FS191S.

LTE-MBC-NAR, LTE-MBC-NAR2.

Medium 5C_21, MEDIUM 5C & COLOUR 5C, MIB GLOBAL STANDARD PLUS, MQB3 OI, MQBS01.

NF3-F5CP42

RS4, RS5.3, RSB19.

TLAHW3IU-W, TLVHM3IU-W, TSSRE4A, TSSRE4Td, TSSRE4Uf, TSSSG4G4, TSSSG4G5b, TSSTSc.

VK2, VW MIB2 Entry.

WCH-183, WCH-185, WCH-186, WPC003-1, WPC003-5.

013854, 17101022, 17101023, 17101031, 17101032, 17101041, 17101043.

18020534, 5WK50257/254/252/250/248/40398036/40406557/4038279.

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Jordan

TRC/LPD/...

2010/91, 2014/9, 2014/241, 2014/248, 2014/258, 2014/274, 2015/387, 2016/252, 2016/538, 2016/584, 2016/591, 2017/63, 2017/254, 2018/1, 2018/162, 2018/381, 2019/152, 2019/153, 2019/155, 2019/233, 2019/234.

TRC/34/6019/2020, TRC/31/7615/2020, TRC/31/7918/2020, TRC/31/9121/2021, TRC/32/6420/2020, TRC/36/10848/2022, TRC/36/10847/2022,

TRC/SS/2014/127, TRC/SS/2016/476, TRC/SS/2019/212.

TRC No.: T/4/11/11/...

258, 3338, 3680, 3681, 3893, 4387, 4555, 5621, 5649, 5653, 5896, 5898, 7716, 8102, 8205, 9851, 10752.

Kazakhstan

11062020-368.

ЕАЭС N U Д-DE.PA07.B.91236/22.

ЕАЭС N RU Д-DE.PA07.B.91235/22.

Qatar

CRA/SA/2015/R-4714, CRA/SA/2015/R-7689, CRA/SA/2016/R-5808, CRA/SA/2017/R-6720, CRA/SA/2017/R-6722, CRA/SA/2018/R-6820.

CRA/SM/2018/R-7422, CRA/SM/2018/R-7447.

CRA/SM/2019/R-7761, CRA/SM/2019/R-8053, CRA/SM/2019/R-8054.

CRA/SM/2020/S-0005129, CRA/SM/2020/S-0005662.

CRA/SM/2021/S-0008566.

CRA/SM/2022/S-0011867, CRA/SM/2022/S-009342.

ICTQATAR/RT/2010/R-1978.

Kenya

Ref: CA/LCS/1600/GEN/Vol.1.

VAT Reg No. 331 0184 52.

Libya

657-TA19, 675-TA19, 822-TA19, 822-TA198, 1228-TA21, 1433-TA22, 1434-TA22.

Madagascar

N° 22/031-DCP/ARTEC/DG/DNCSR/SNAESR/test.

N° 22/329-DCP/ARTEC/DG/DNCSR/SNAESR/test unlimited ab 02.11.2022.

N° 22/330-DCP/ARTEC/DG/DNCSR/SNAESR/test

Morocco

AGREE PAR L'ANRT MAROC : Numéro d'agrément, Date d'agrément.

MR0005835ANRT2010 28.08.2020, MR7906ANRT2013 06.03.2013.

MR9102ANRT2014, MR9107ANRT2014 18.03.2014, MR9778ANRT2014 11.11.2014, MR9918ANRT2014 22.12.2014.

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MR11030ANRT2015.

MR12089ANRT2016 15.06.2016, MR12123ANRT2016 22.06.2016, MR12623ANRT2016 11.10.2016, MR12901ANRT2016 30.11.2016.

MR13255ANRT2017 09.02.2017, MR13576ANRT2017, MR13900ANRT2017 04.05.2017, MR14830ANRT2017 28.09.2017.

ANRT/DTEC/DAA/SAG/BD/1391/2018 14.09.2018,

ANRT/DTEC/DAA/SAG/BD/1480/2018 09.10.2018,

MR15669ANRT2018 31.01.2018, MR15674ANRT2018 31.01.2018, MR15675ANRT2018 31.01.2018, MR16263ANRT2018 06.04.2018, MR16606ANRT2018 17.05.2018, MR16657ANRT2018 23.05.2018, MR16726ANRT2018 30.05.2018, MR16794ANRT2018 05.06.2018, MR16860ANRT2018 18.06.2018, MR16861ANRT2018 18.06.2018, MR16905ANRT2018 21.06.2018, MR16906ANRT2018 21.06.2018, MR16907ANRT2018 21.06.2018, MR16908ANRT2018 21.06.2018, MR17015ANRT2018 03.07.2018, MR17016ANRT2018 03.07.2018, MR17079ANRT2018 11.07.2018, MR17080ANRT2018 11.07.2018, MR17201ANRT2018 06.08.2018, MR17202ANRT2018 06.08.2018, MR17203ANRT2018 06.08.2018, MR17204ANRT2018 06.08.2018, MR17505ANRT2018 14.09.2018, MR17528ANRT2018 27.10.2022, MR17576ANRT2018 26.09.2018, MR17678ANRT2018 11.10.2018, MR17679ANRT2018 11.10.2018, MR18103ANRT2018 30.11.2018.

ANRT/DTEC/DAA/SAG/OR/802/2019 26.11.2019,

MR18928ANRT2019 25.02.2019, MR19106ANRT2019 14.03.2019, MR19108ANRT2019 14.03.2019, MR19315ANRT2019 04.04.2019, MR19338ANRT2019 09.04.2019, MR19339ANRT2019 09.04.2019, MR19767ANRT2019 15.05.2019, MR19768ANRT2019 15.05.2019, MR19769ANRT2019 15.05.2019, MR20233ANRT2019 27.06.2019, MR20859ANRT2019 11.09.2019, MR21473ANRT2019 28.11.2019, MR21807ANRT2019 23.12.2019.

MR00026333ANRT2020 12.11.2020, MR00026081ANRT2020 22.10.2020, MR23231ANRT2020 26.05.2020, MR25982ANRT2020 14.10.2020, MR31772ANRT2020 17.02.2022.

MR00027808ANRT2021 17.03.2021, MR00030377ANRT2021 20.10.2021, MR00030406ANRT2021 24.10.2021, MR00030494ANRT2021 28.10.2021.

MR00035351ANRT2022, MR00035350ANRT2022.

Mauritius

TA/2018/0084, TA/2018/0982, TA/2018/1189, TA/2019/0509, TA/2019/0510.

Mexico

IFT/223/UCS/DG-AUSE/0311/2018, IFT/223/UCS/DG-AUSE/4432/2022, IFT/223/UCS/DG-AUSE/7455/2021, IFT/223/UCS/DG-AUSE/11233/2021, IFT-008-2015.

NYC-2102C0E19765, NYC-2202C0E21270.

RCPAPR318-2005.

RCPBOF522-0910, RCPBOFR18-1885, RCPBOLR09-0828, RCPBOLR16-0518, RCPBOMR12-1538, RCPBOMR14-0766, RCPBOMR14-0922.

RCPCOAR18-1800.

RCPHEBS14-0180, RCPHEBC18-2099, RCPHEFS19-1702, RCPHEFS20-1469, RCPHERS19-1678.

RCPLGLG16-0952, RCPLGMI19-1163.

RCPSCAG21-4523.

RCPVIVW20-0478, RCPVOHT13-1485, RCPVOMI15-0115, RCPVWL414-0775-A1, RCPVWL617-0023, RCPVWMM17-

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1053,

RLVBHTS19-1995.

RLVCO1820-0821, RLVCOAR15-0008, RLVCOBC16-1823.

RLVDER316-1666, RLVDER316-2005.

RLVHE0119-0720, RLVHEBC15-0293.

RLVHEFS18-1288, RLVHEFS18-1565, RLVHEFS19-0647, RLVHEFS19-1298, RLVHEFS20-0533, RLVHEFS20-1335, RLVHEFS20-1336, RLVHEFS20-1420.

RLVHERS17-0286, RLVHUHU19-1065.

RLVMABN18-1512, RLVMABN18-1512-A1.

RLVVIFP20-1412, RLVVIKO18-0155, RLVVIME19-1022, RLVVIME19-1023.

RLVVWFS17-2122, RLVVWFS17-2122-A1, RLVVW1718-1092, RLVVW1718-1169, RLVVW1718-1170, RLVVW1718-1171, RLVVW1718-1314, RLVVW1718-1315, RLVVW1718-1316, RLVVW1718-1317, RLVVW1718-1507, RLVVW1718-1508, RLVVW1718-1509, RLVVW1718-1517, RLVVW1718-1518, RLVVW1718-1519, RLVVW1718-1567, RLVVW1718-1568, RLVVW1718-1789, RLVVW1718-1790, RLVVW1718-1928, RLVVW1718-1929, RLVVW1719-1795, RLVVW1818-1248, RLVVW1818-1249, RLVVW1818-1258, RLVVW1819-0009, RLVVW1819-0023.

RTIVWCO19-1185, RTILGTL19-0483.

VOHEFS22-33012, VOHEFS22-33014.

La operación de este equipo está sujeta a las siguientes dos condiciones:

(1) es posible que este equipo o dispositivo no cause interferencia perjudicial y

(2) este equipo o dispositivo debe aceptar cualquier interferencia, incluyendo la que pueda causar su operación no deseada.

Moldova

24, 024, 1014, 1024, 8526,

MD OC TIP 024 A674-19, MD OC TIP 024 A675-19, MD OC TIP 024 A6246-18.

MD OC TIP 024 CET7272-21, MD OC TIP 024 CET7316-21, MD OC TIP 024 CET7396-21.

MD OC TIP 024 CET7476-22, MD OC TIP 024 CET7518-22, MD OC TIP 024 CET7691-22.

New Zealand

R-NZ:

2008-GO7355 Issue Number 152, 2151-01, 2153-01, 1628242.

ABN 12 625 564 909, ABN 81 145 810 206.

ACN 006256524, ACN/ARBN 006256524.

BCL DoC No 3213-01.

F690501/RF-RTL011520, F690501/RF-RTL011521, F690501/RF-RTL011522.

MDE_FLEX1401_EMCa_rev01.

Panama

2909, 3084, 5050.

Paraguay

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216-11-I-000311, 2015-02-I-000054, 2016-02-I-0000036, 2016-5-I-000138, 2016-7-I-000174, 2016-7-I-000186, 2016-10-I-000256, 2016-11-I-000293, 2017-07-I-0000220, 2018-05-I-000192, 2018-06-I-000212, 2018-07-I-000353, 2018-09-I-000419, 2018-10-I-000480, 2018-10-I-000481, 2018-10-I-000492, 2018-11-I-000612, 2018-11-I-000621, 2019-01-I-000071, 2019-05-I-000243, 2019-05-I-000245, 2019-05-I-000253, 2019-06-I-0289, 2019-07-I-0353, 2019-07-I-0396, 2019-08-I-0442, 2019-08-I-0452, 2019-11-I-0640, 2020-02-I-0111, 2020-03-I-00198, 2020-07-I-0455, 2020-11-I-0826, 2020-11-I-0832, 2021-09-I-0537, 2021-11-I-0678, 2022-03-I-00130, 2022-09-I-0620, 2022-09-I-0621.

1129/2019, 1297/2019, 1298/2019.

Este vehiculo posee el siguiente componente de radiofrecuencias, homologado por la CONATEL – Paraguay.

Peru

N° 0030-2019-MTC/29.01, N° 0367-2022-MTC/29.01, N° 0697-2022-MTC/29.01.

N° 1853-2020-MTC/29.01.

N° 2262-2022-MTC/29.01, N° 2263-2022-MTC/29.01.

TRFM42512, TRFM42420, TRFM42612, TRFM51170.

Philippines

NTC, Type Approved No.:

ESD-1408668C, ESD-1409181C, ESD-1510139C, ESD-1613057C, ESD-1816419C, ESD-1816997C, ESD-1817335C, ESD-1817369C, ESD-1817501C, ESD-1817853C, ESD-1818098C, ESD-1919228C, ESD-1919230C, ESD-1919232C, ESD-1919559C, ESD-1919803C, ESD-1919804C.

ESD-RCE-2024041, ESD-RCE-2128032, ESD-RCE-2229380, ESD-RCE-2231728, ESD-RCE-2231727.

Rwanda

181/HD/ICT/RURA/019, 279/HD/ICT/RURA/019.

RURA/ICT/AUT/220213502, RURA/ICT/AUT/220271948, RURA/ICT/AUT/220271951.

Russia

ТН ВЎЯ ЕАЎС: 9026 20, ТН ВЭД ЕАЭС: 9026 20, ТН ВЭД ЕАЭС:852610000.

BY/112 11.01. ТР020.02 00062.

ЕАЭС No BY/112 11.01. ТР020 020.02 00008, ЕАЭС No BY/112 11.01. ТР020 020.02 00009.

ЕАЭС No BY/112 11.01. ТР020 020 01725.

ЕАЭС No RU Д-CZ.PA01.B.05328/20, ЕАЭС No RU Д-CZ.PA01.B.05355/20, ЕАЭС N RU C-DE.МТ25.B.02383/20, RU Д-GB.Мл04.B.01092.

ЕАЭС No RU I-DE.ЗМ03.B.00092/19, ЕАЭС N RU Д-DE.PA01.B.42511/19.

ЕАЭС N RU Д-DE.ЭМ03.B.00155/20, ЕАЭС N RU Д-DE.ЭМ03.B.00156/20, ЕАЭС N RU Д-DE.PA01.B.44204/20.

ЕАЭС N RU Д-DE.PA02.B.41204/21, ЕАЭС N RU Д-DE.PA01.B.69952/21, ЕАЭС N RU Д-DE.PA01.B.70057/21, ЕАЭС N RU Д-DE.PA01.B.95474/21, ЕАЭС N RU Д-DE.PA01.B.95501/21.

ЕАЭС N RU Д-DE.PA01.B.46991/22, ЕАЭС N RU Д-DE.PA07.B.91236/22, ЕАЭС N RU Д-DE.PA07.B.91235/22, ЕАЭС No AM-016/S.B-0190-2022.

RU.32001.04ИБФ1.ИЛ43

Notes on technical data

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Saudi Arabia

TA 10102017-10102019-21312, TA 2018-1718, TA 2021-2125, TA 2022-1160.

29563, 2019-439, 2019-1205, 2019-1221, 2020-466, 2020-1043, 2021-935, 2021-1296, 2023-423.

Serbia

00790 01208 038 21, 1-01-3454-3618/11, 1-01-34540-228/21-5.

P1617197200, P1622022300, P1619047400, P1619073700, P1619073800, P1619095800, P1620011000, P1620132251, P1620132300, P1620069300, P1620151500, P1620166400, P1620167500, P1620167600, P1620169600, P1621082800, P1621159400, P1621159500, P1621196100, P1622022100, P1622047300, P1622160000, P1622160100.

H 005 20, H 005 21, 34540-165/22-5, 34540-194/21-3, 34540-768/18-5, 34540-1313/16-3.

T.2021.09.0007

И005 12, И005 13, И005 14, И005 15, И005 16, И005 17, И005 18, И005 19, И005 20, И005 22, И011 13-4, И011 14, И011 15, И011 17, И011 18, И011 19.

Singapore

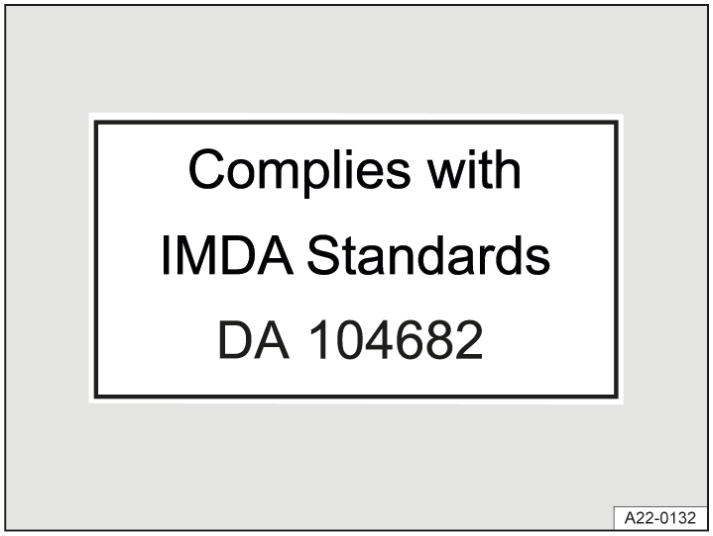


Fig. 1 Marking in accordance with radio communications regulations (illustration).

Complies with IMDA Standards:

DA103787, DA104328, DA104682, DA105282, DA107248, DA107974.

DB103858, DB106879, DB106879, DB107220.

Registration Number:

G1594-19, N0452-23, N0688-15, N0722-19, N1599-19, N2152-20, N2404-19, N2405-19, N2941-22, N3083-18, N3333-13, N3688-18, N4334-20, N4975-17, N5856-20, N5963-21.

Suriname

T0011/15, T0049/17, T0053/07, T0070/08, T0090/08, T0154/20.

South Africa

TA-2005/614.

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TA-2009/464.

TA-2010/1235.

TA-2012/1747, TA-2012/1821.

TA-2013/2085, TA-2013/2465, TA-2013/2503.

TA-2014/176, TA-2014/212, TA-2014/1783, TA-2014/2108, TA-2014/2597.

TA-2015/2011, TA-2015/2084.

TA-2016/169, TA-2016/501, TA-2016/820, TA-2016/863, TA-2016/1449, TA-2016/2568, TA-2016/2601, TA-2016/2759, TA-2016/3407, TA-2016/3539.

TA-2017/2824.

TA-2018/175, TE-2018/180, TA-2018/732, TA-2018/844, TA-2018/998, TA-2018/1091, TA-2018/1205, TA-2018/1649, TA-2018/1650, TA-2018/2775, TA-2018/2868, TA-2018/3466, TA-2018/3561, TA-2018/3974, TA-2018/5159.

TA-2019/115, TA-2019/348, TA-2019/582, TA-2019/583, TA-2019/1381, TA-2019/2348, TA-2019/5101, TA-2019/5116, TA-2019/5167.

TA-2020/2916, TA-2020/4885, TA-2020/5217, TA-2020/6392, TA-2020/7066, TA-2020/7103, TA-2020/7390.

TA-2021/0295, TA-2021/2146, TA-2021/2501.

TA-2022/0124, TA-2022/2916.

Tanzania

TCRA/TAC/105/2019, TCRA/TAC/152/2019, TCRA/TAC/1726/2021, TCRA/TECEDR/0001/20220, TCRA/TECESRD/0057/2022.

Thailand



Fig. 2 Kennzeichnung gemäß Funkkommunikationsgesetz (Prinzipdarstellung).

Class A NBTC ID:

29-XX-2564, 5700619-XXXX, A57004-17-xxxx, A57006-18, A57006-19, A57014-21, A57019-16-xxxx.

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RT 1751, RT 1752, 255.A.2560, FPK8IMMO5DMRRe14FCR.

Class B NBTC ID:

B38038-20-1814, B38166-20-1814.

เครื่องโทรคมนาคมและอุปกรณ์นี้ มีความสอดคล้องตามข้อกำหนดของ กทช.

1) เครื่องโทรคมนาคมและอุปกรณ์นี้ มีความสอดคล้องตามมาตรฐานหรือข้อกำหนดของ กสทช.

เครื่องโทรคมนาคมและอุปกรณ์นี้ มีความสอดคล้องตามข้อกำหนดของ กทช.

2) เครื่องวิทยุคมนาคมนี้มีระดับการแผ่คลื่นแม่เหล็กไฟฟ้าสอดคล้องตามมาตรฐานความปลอดภัยต่อสุขภาพของมนุษย์จากการใช้เครื่องวิทยุคมนาคมที่คณะกรรมการกิจการโทรคมนาคมแห่งชาติประกาศกำหนด

Tunisia

AHO-0177-18.

AHO-0991-19.

AHO-0278-20 (RS4), AHO-2081-20.

AHO-007-21, AHO-0933-21, AHO-0975-21, AHO-0997-21, AHO-1333-21, AHO-2244-21, AHO-2517-21, AHO-2703-21.

AHO-0463-22, AHO-0522-22, AHO-2529-22, AHO-2565-22.

Turkey

See EU declarations of conformity under *(→ Radio Equipment Directive (RED))*.

Countries outside of the USA that certify and approve radio equipment based on the USA's FCC guidelines:

FCC ID:

2AOUZ17101001, 2AOUZ17101002, 2AOUZ17101010, 2AOUZ17101022, 2AOUZ17101023, 2AOUZ17101031, 2AOUZ17101032, 2AOUZ17101033, 2AOUZ17101034, 2AOUZ17101041, 2AOUZ17101042, 2AOUZ17101043, 2AOUZ17101051, 2AOUZ17101052, 2AOUZ17101053, 2AOUZ17101054, 2AOUZ17101055, 2AOUZ17101056, 2AOUZ17101057, 2AOUZ17101071, 2AOUZ17101072, 2AOUZ18020531, 2AOUZ18020532, 2AOUZ18020533, 2AOUZ18020534, 2AOUZ18100931.

2AVXWWSBRC001, 2AVXWWSBRS001.

2AXPS-WPC003-1, 2AXPS-WPC003-5.

2AA98, 2AA98A, 2AA98-COLOUR5C, 2AA98-MEDIUM5C, 772C-LB1FD, BEJLCW05-VWE5, BEJMIB2, BEJMIB2PQ, BEJ-MEBICAS3, BEJ-MIBPQMIN, BEJ-MIB3OI, CWTUGZZF1, CWTUGZZF2, IYZVK2, KR5-BCMEVOC, LTQR3TR, NBG013854, NBG01RS4, NBG-BCMEVO, NBGFS12PM, NBGFS12P01M, NBGFS125C, NBGFS125C1, NBGFS125C5, NBGFS173NP, NBGFS173NPM, NBGFS173NR, NBGFS1744M, NBGFS19, NBGFS191, NBGFS19S, NBGFS191S, NBGFS93N, NBGMQBBB, NBGMQBBH, NBGRSB19, NBG011719A, NBG013854, NF3-F5CP42, NF3-FR5CPEC, NF3-MRR1PLUS, NF3MRREVO14F, NF3-LRR3SCU, NF3-LRR4, NT8-VWMIBREGIO, OAYARS4B, OAYARS5B, QIPALAS6A-US, RK7MBC-NAR, RX2BNFHL, RX2BNFLL, VPYLB1KD.

NT8-FPK8IMMO5D, RK7185-00, QZ9-KA3.

Interference statement

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and

(2) This device must accept any interference received, including interference that may cause undesired operation.

CAUTION TO USERS: Changes or modifications not expressly approved by the party responsible for compliance could

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void the user`s authority to operate the equipment.

Wireless notice

This device complies with FCC radiation exposure limits set forth for an uncontrolled environment and meets the FCC radio frequency (RF) Exposure Guidelines. This transmitter must not be colocated or operating in conjunction with any other antenna or transmitter. The antenna should be installed and operated with minimum distance of 20 cm between the radiator and your body.

FCC Class A digital device notice

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 (and to Part 18) of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

FCC Class B digital device notice

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

— Reorient or relocate the receiving antenna.

— Increase the separation between the equipment and receiver.

— Connect the equipment into an outlet on a circuit different from that to which the receiver is connected

— Consult the dealer or an experienced radio/TV technician for help.

Ukraine

0754, 0781, 0816, 0826, 0848, 0849, 0869, 0870, 0871, 0872, 0874, 0880, 0911, 0912, 0942, 0978, 0992, 0993, 1004, 1033.

1APTIV R3TR, 1BOSC0001.

UA.TR.109.0009-18, UA.TR.109.R.0389-18, UA.TR.109.R.0394-18, UA.TR.109.R.0425-18, UA.TR.028.

UA 1.001.018968-19-TE, UA.TR.109.R.0021-19, UA.TR.109.R.0133-19, UA.TR.109.R.0336-19, UA.TR.109.R.0337-19, 10094.007280-19.

UA.R.TR.052.081-20.

UA.TR.109.R.0340-21.

UA.032.CT.0187-22, UA.032.CT.0280-22.

629.60-CET, UA 1.001.021441-20-TE.

RTS.UKR.355-20/20 629.60-CET.

Uruguay

VU20180824-011038, VU20180914-012356.

VU20190312-003278, VU20190412-004940.

VU20201111-014219.

VU20210913-012768, VU20211026-014088.

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VU20221108-011216, VU20221108-011219.

Uzbekistan

2450121.

UZ.SMT.01.0026.69310499.

UZ.SMT.01.0038.79367590, UZ.SMT.01.0038.79367996.

UZ.SMT.01.0038.79367867, UZ.SMT.01.0038.79367681.

UZ.SMT.01.319.76698555, UZ.SMT.01.319.85230085.

UZ.SMT.01.319.85230183, UZ.SMT.01.319.85232588.

UZ.SMT.01.319.85232683.

United Arab Emirates

TRA, REGISTERED No_DEALER No

VU20180914-012356.

ER0109760/13_DA0043253/10, ER34947/14_DA0043252/10, ER35423/14_DA35176/14, ER37807/15_DA38660/15, ER450/20, ER45520_DA44932, ER46672/16_DA38660/15, ER48223_DA44932, ER49378/16_DA38660/15, ER49719/16_DA0062437/11, ER49796/16_DA35176/14, ER51643/17, ER53878/17_DA44932/15, ER54754/17_DA0043253/10, ER58504/17, ER61136/18_DA40068, ER61137/18_DA0089862/12, ER62570_DA44932, ER63911_DA44932, ER66801/18_DA77281/18, ER68006/18_DA40068/15, ER68006/18 TIC-D01-DS01, ER69987/19_DA44932/15.

ER70046/19_DA44932, ER70554/19_DA0043253/10, ER71148/19_DA0043253/10, ER71355/19_DA38660/15, ER71413/19_DA0089862/12, ER71414/19, ER73393/19, ER74095/19ER76324/19_DA56674/16.

ER77956/20_DA76153/18, ER89638/20_DA36975/14, ER90294/20_DA0043253/10.

ER97243/21_DA0043253/10, ER06372/22_DA0043253/10

VU20190312-003278, VU20190412-004940.

 ER0126849/14_DA0127935/14

 ER02529/21_DA36758/14

 ER10616/22_DA36975/14

 ER16588/22_DA56674/16

 ER16591/22_DA56674/16

 ER36213/14_DA36758/14

 ER39135/15_DA36758/14

 ER39739_DA36758/14

 ER43831/16_DA36758/14

 ER50430/16

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 ER55421/17_DA36758/14

 ER66310/18

 ER66978/18_DA36758/14

 ER70009/19_DA44932/15

 ER70659/19_DA44932/15

Belarus

BY/112 11.01. TP024 003.02 02057.

BY/112 11.01. TP024 003.02 02058.

BY/112 11.01. TP024 020 00007.

BY/112 11.01. TP024 020 00008.

BY/112 11.01. TP024 020 00047.

BY/112 11.01. TP024 020 00059.

BY/112 11.01. TP024 020 00687.

BY/112 11.01. TP024 020 00653.

BY/112 11.01. TP024 020 00652.

BY/112 11.01. TP024 020 00711.

BY/112 11.01. TP024 020 00712.

BY/112 11.01. TP024 020 00716.

BY/112 11.01. TP024 020.02 00117.

BY/112 11.01. TP024 030 00140.

BY/112 11.01. TP024 030 00717.

BY/112 11.01. TP024 030.01 00042.

BY/112 11.01. TP024 030.01 01319.

BY/112 11.01. TP024 030.01 01320.

Ra.RU.21ИР01.

RU.32001.04ИБФ1.ИЛ43

TP2018/024/BY.

ЕАЭС No RU Д-DE.МЛ66.В.02427.

ЕАЭС N RU Д-DE.РА01.В.46991/22.

26.30.23.700.

26.51.52.710.

469.

Unless otherwise indicated or listed separately, the technical data for the basic model applies. Optional equipment, different model designs, custom vehicles and country-specific vehicle equipment levels can result in different values. The data in the official vehicle documents always has precedence.

The official vehicle documents show which drive and which power output your vehicle has.

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Weight

The values for the kerb weight in the following tables apply to the road-ready vehicle with driver (75 kg (approx. 165 lbs)), service fluids and, if applicable, tools and spare tyre. Additional equipment and retrofitted accessories increase the stated kerb weight and reduce the maximum permitted load accordingly.

The load comprises the weights of the following:

— Passengers.

— Overall load inside and outside the vehicle.

— Add-on parts.

— Drawbar load when towing a trailer.

The permitted gross vehicle weight rating and gross axle weight rating must never be exceeded. The permitted values are provided on the safety certificate (“safety compliance label”) or on the type plate on the B-pillar.

Performance figures

The values apply only for optimum road and weather conditions.

The performance figures were measured without equipment which may detrimentally affect performance, such as add-on parts.

Maximum trailer weight and drawbar load values

The figures for maximum trailer weight and drawbar load that are given on the type plate of the towing bracket are for certification purposes of the towing bracket only. The correct values for your specific model, which are often lower than these figures, are given in the vehicle documents. The values in the official vehicle documents, on the type plate of the vehicle or on the safety certificate always have priority.

Gross combination weight rating

The gross combination weight ratings listed apply only to altitudes up to 1,000 m (approx. 3,000 ft) above sea level. The maximum gross combination weight rating must be reduced by approximately 10% for every further started 1,000 m (approx. 3,000 ft) in altitude.

Vehicle identification number

Structure of the vehicle identification number

The vehicle identification number VIN

comprises 17 characters. These characters are categorised into seven groups.

These examples of a vehicle identification number are used to explain the structure.

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	1	Z	Z	Z	E	B	8	P	H	0	0	0	0	9	6
	W	V	2	A	F	2	S	T	Z	P	H	1	0	3	2	1	1

(1) Vehicle manufacturer identifier:

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WV1

Volkswagen Commercial Vehicles

WV2

Volkswagen Commercial Vehicles

(2) Filler characters: the filler characters may differ depending on manufacturer or contain information about the body or gearbox type.

(3) Vehicle class per model:

EB

ID.Buzz

SK

Caddy

ST

The new Multivan

SV

Transporter, Caravelle, Multivan

SW

Dropside, chassis

SY, SZ

Crafter

Depending on manufacturer, the places 7 to 9 can also contain information on the fuel type (7) and vehicle class (8 and 9).

(4) Filler character or check number: depending on the manufacturer, the filler character or the check number may differ.

(5) VIN index per model year:

N

2022

P

2023

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R

2024

S

2025

(6) Production location, manufacturing plant:

H

Volkswagen Hanover Plant

X

Volkswagen Poznan Plant

9

Volkswagen Września Plant

The assignment of the production location can differ depending on the vehicle, or it can be assigned twice.

(7) Sequential production number in a model year.

Position of the vehicle identification number

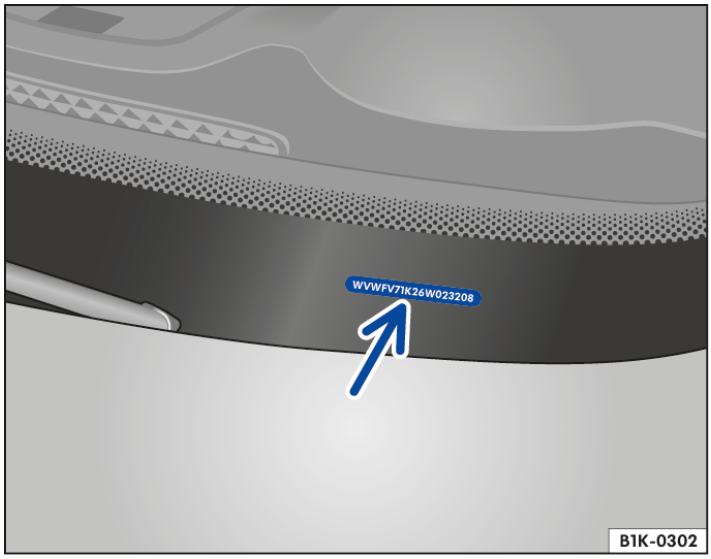


Fig. 1 Inside the windscreen: Vehicle identification number.

The vehicle identification number can be read from outside the vehicle through a viewer in the windscreen. The viewer is located in the lower corner of the windscreen.

In addition, the vehicle identification number is mechanically introduced on the right-hand side of the vehicle on the C-pillar. After opening the right sliding door, the vehicle identification number is visible on the rear sliding door pillar.

For some models, depending on the Infotainment system version, the vehicle identification number can be displayed in the Service menu or in the vehicle settings. The vehicle identification number can also be found on the type plate.

Type plate

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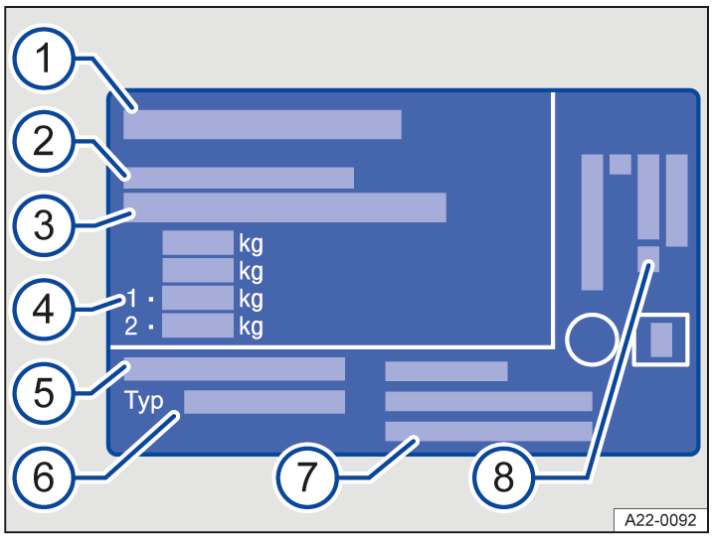


Fig. 1 On the B-pillar in the front door: type plate (illustration).

The type plate contains the following data:

1. Manufacturer code.
2. EU Type Approval Number.
3. Vehicle identification number.
4. Gross vehicle weight rating

   Gross combination weight rating (vehicle plus trailer).

   Gross front axle weight rating

   Gross rear axle weight rating
5. Type approval number, country-dependent.
6. Official type designation.
7. Manufacturer's address.
8. Engine code.

Depending on country, the number of the type approval, e.g. EC type approval number, may be specified.

Depending on country and model, the type plate is visible in the lower area of the door pillar after opening the driver or front passenger door. Vehicles for certain export countries do not have a type plate.

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Safety certificate

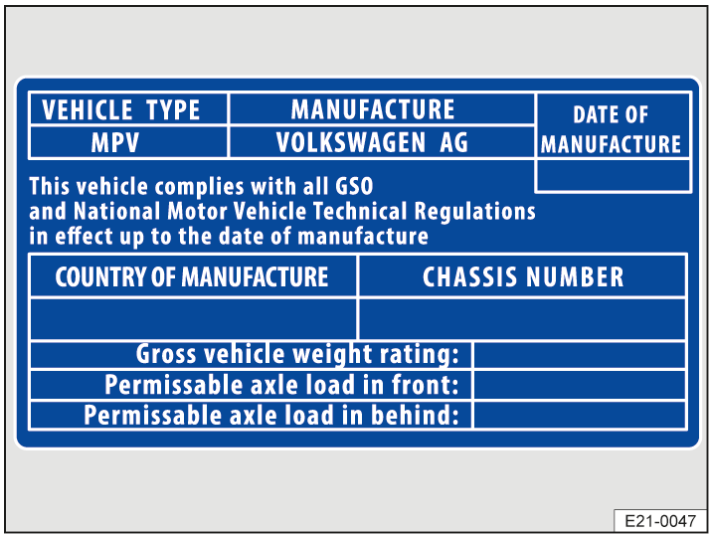


Fig. 1 Safety certificate (illustration).

A safety certificate on the door pillar in the driver door shows the following information:

— Vehicle type.

— Manufacturer.

— Date of manufacture.

— Country of manufacture.

— Vehicle identification number.

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Dimensions

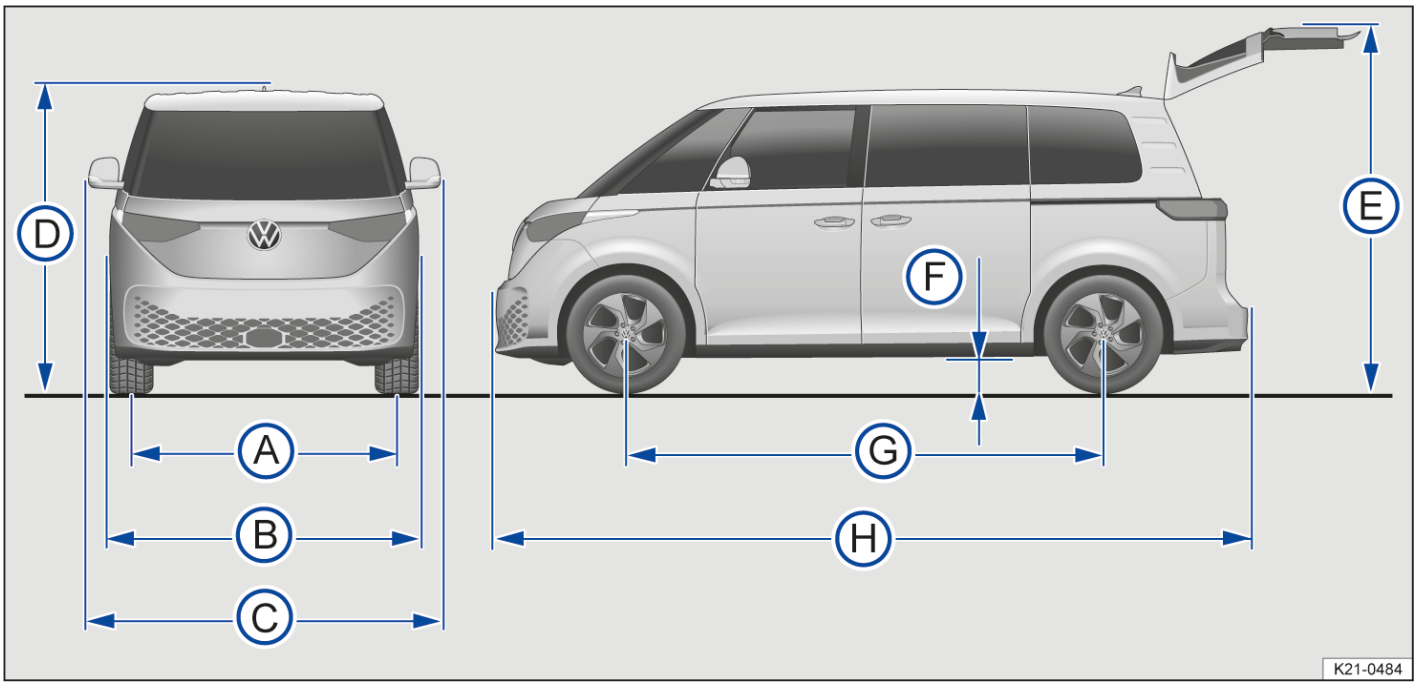


Fig. 1 Dimensions.

The data in the table applies to the most basic model.

The specified values can vary due to different tyre and wheel sizes, if additional equipment is fitted, for different model versions, for retrofitted accessories, and for special vehicles. They can also vary in vehicles that have been manufactured for other countries.

Key to *Fig. 1*:			
A	Front track	mm	1,673–1,683
	Rear track	mm	1,667–1,670
B	Width	mm	1,985
C	Width from one exterior mirror to the other	mm	2,211
D	Height to the upper edge of the roof at kerb weight	mm	1,891
	Height at kerb weight with GPS aerial	mm	1,927–1,951
E	Height with open boot lid at kerb weight	mm	2,201
F	Ground clearance between the axles at kerb weight	mm	179
G	Wheelbase at kerb weight	mm	2,989
H	Length from bumper to bumper	mm	4,712
–	Turning circle diameter	m	11.09
–	Minimum turning circle diameter for right-hand drive vehicle or 4x4	m	12.54
H	Length with a factory-fitted towing bracket	mm	4,837

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Capacities

Washer fluid reservoir capacity:
approx. 3 l

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150 kW, 77 (82) kWh, rear-wheel drive, electric drive motor

Engine overview

Power, maximum	kW	150
Engine code		EBJA
Maximum torque	Nm	310
Maximum speed	km/h	145

Weights and axle loads

Kerb weight	kg	2,459–2,557
Gross vehicle weight rating	kg	2,930–3,000
Gross front axle weight rating	kg	1,475
Gross rear axle weight rating	kg	1,550–1,620

Maximum trailer weights

Maximum trailer weight, braked, gradients up to 12 %	kg	1,000
Maximum trailer weight, braked, gradients up to 8 %	kg	1,000
Maximum trailer weight, unbraked	kg	750
Maximum permitted gross combination weight	kg	3,930 – 4,000
Maximum permissible drawbar load	kg	75

Load for rear carrier systems *(→ Fitting a bicycle carrier on the ball coupling on the towing bracket)*

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