We thank you for buying a Volkswagen vehicle

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

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

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

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

WARNING

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

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About this Owner's Manual

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

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

This Owner's Manual describes a passenger vehicle.

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

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

Printed Owner's Manual

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

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

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

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Explanations

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

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

Directions

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

Units and speeds

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

Illustrations

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

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

Form of address

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

Terms used and their meanings:

Sunroof

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

Authorized Volkswagen dealer or authorized Volkswagen Service Facility

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

Authorized Volkswagen dealer or authorized Volkswagen Service Facility

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

Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility

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

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

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

Explanation of symbols

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

The arrow indicates the end of a section.

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

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

® This symbol indicates a registered trademark. However, the absence of this symbol does not constitute a waiver of any rights associated with intellectual property.

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

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

⚠ DANGER

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

⚠ WARNING

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

⚠ CAUTION

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

ⓘ NOTICE

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

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

Texts with this symbol contain supplementary information.

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View from the front

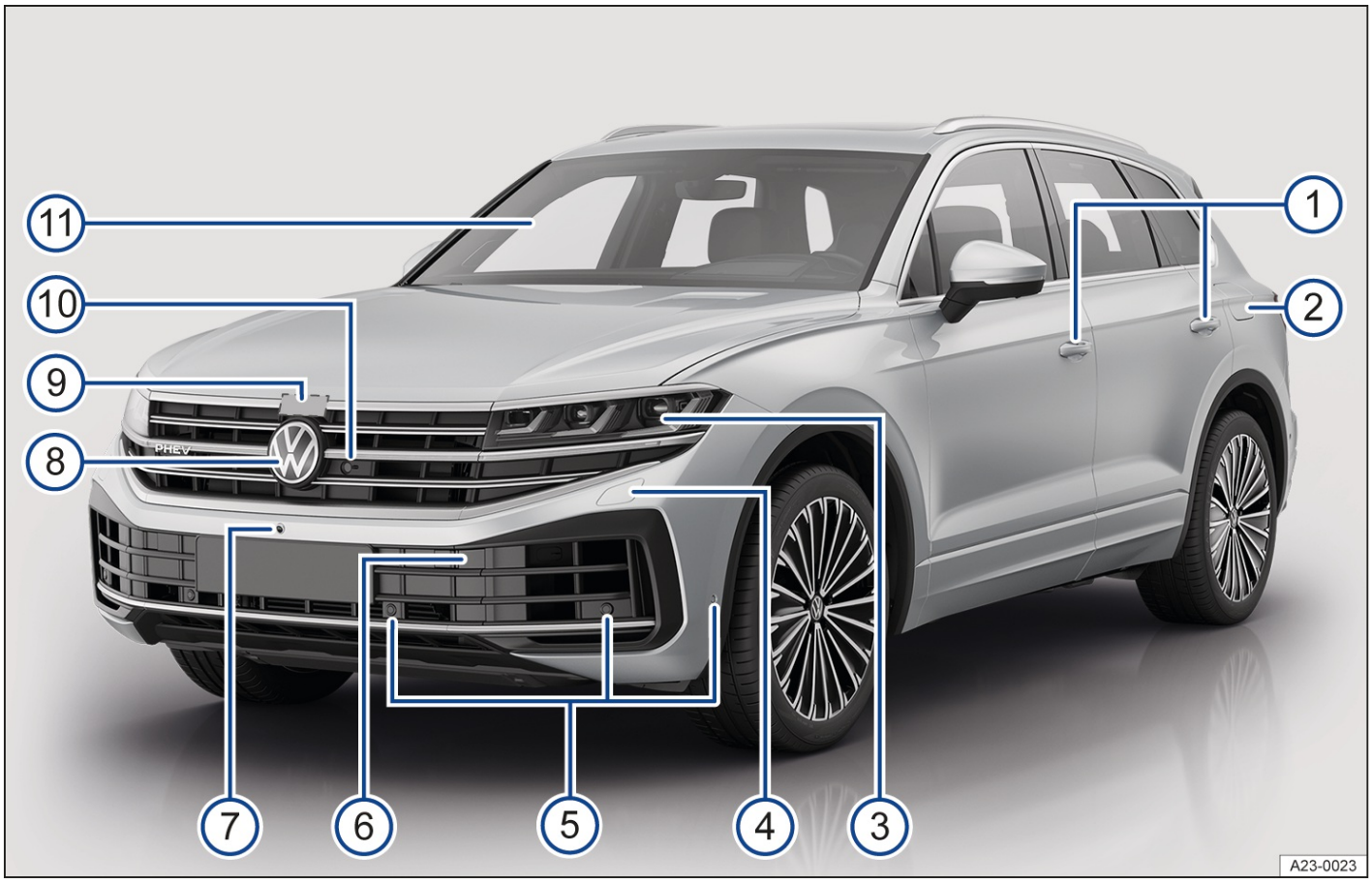


Fig. 1 Overview of vehicle from the front.

1. Door handles
2. Charging socket flap *(→ Charging processes)*
3. Headlights *(→ Exterior lighting)*
4. Headlight washer system *(→ Windshield wipers)*
5. Sensors for assistance systems , *(→ Vehicle care exterior)*
6. Behind a cover: mount for towing eye
7. Camera for Area View *(→ Area View)*, *(→ Vehicle care exterior)*
8. Behind the Volkswagen emblem: radar sensor for assistance systems , *(→ Vehicle care exterior)*
9. Opening lever for the hood *(→ In the engine compartment)*
10. Thermal image camera for assistance systems , *(→ Vehicle care exterior)*
11. Windshield
    - With VIN
    - with windshield defroster *(→ Windshield defroster)*
    - With windshield wipers *(→ Windshield wipers)*
    - With camera for assistance systems in the interior rearview mirror area , *(→ Vehicle care exterior)*
    - With rain/light sensor in the interior rearview mirror area *(→ Rain/light sensor)*, *(→ Vehicle care exterior)*

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Rear view

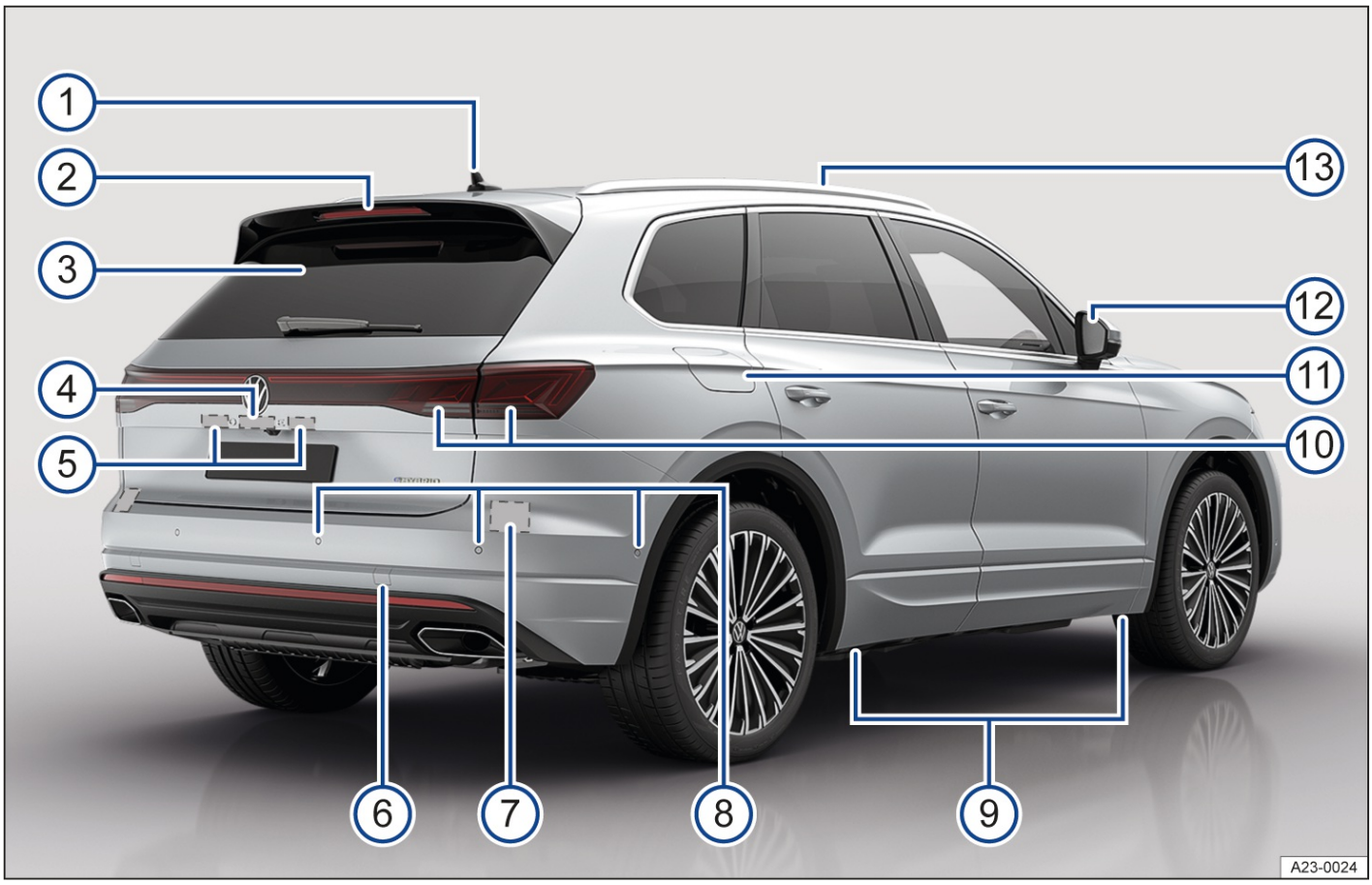


Fig. 1 Rear vehicle overview.

1. Roof antenna *(→ Radio reception and antenna)*
2. High-mounted brake light
3. Rear window
   - With rear window defroster *(→ Rear window defroster)*
   - With rear window wiper *(→ Windshield wipers)*
4. Area
   - Button to open the trunk lid
   - Camera for parking systems , *(→ Vehicle care exterior)*
5. Number plate light *(→ Exterior lighting)*
6. Behind a cover: mount for towing eye
7. Behind the bumper: radar sensor for assistance systems , *(→ Vehicle care exterior)*
8. Sensors for assistance systems , *(→ Vehicle care exterior)*
9. Mounting points for the vehicle jack
10. Taillights *(→ Exterior lighting)*
11. Fuel filler flap
12. Outside mirrors *(→ Exterior rearview mirrors)*
    - with Lane Change System (Side Assist) display
    - With camera for Area View *(→ Area View)*, *(→ Vehicle care exterior)*

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(13) Roof rails *(→ Roof rack)*

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Driver door

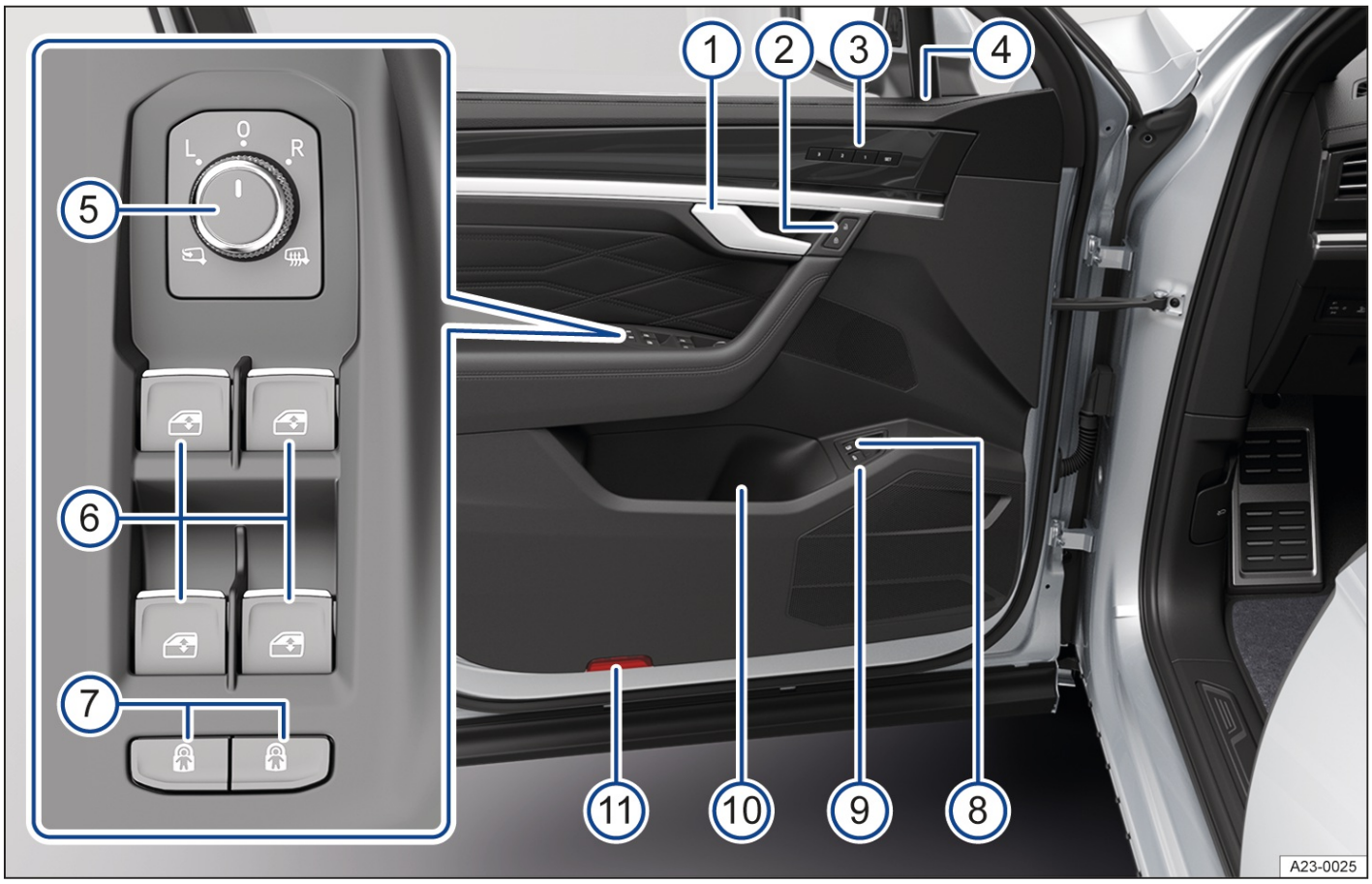


Fig. 1 Driver door (left-hand drive vehicle): controls (right-hand drive vehicles are a mirror image)

1. Door handle
2. Central locking button to lock and unlock the vehicle *(→ Central locking button)*
3. Memory buttons for saving the driver seat and exterior mirror settings *(→ Memory function)*, *(→ Exterior rearview mirrors)*
4. Central locking indicator light *(→ Indicator light in the driver's door)*
5. Knob for outside mirror positions and functions *(→ Exterior rearview mirrors)*
   - with control for trailer maneuvering system (Trailer Assist)
6. Buttons for operating the power windows
7. Buttons for the electric child safety lock in the rear doors *(→ Electric child safety lock)*
8. Button for unlocking the fuel filler flap *(→ Fuel types and refueling)*
9. Button for unlocking the trunk lid
10. Storage compartment
    - With cup holder
    - With storage option for a reflective vest *(→ Emergency equipment)*
11. Door lights

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Driver side

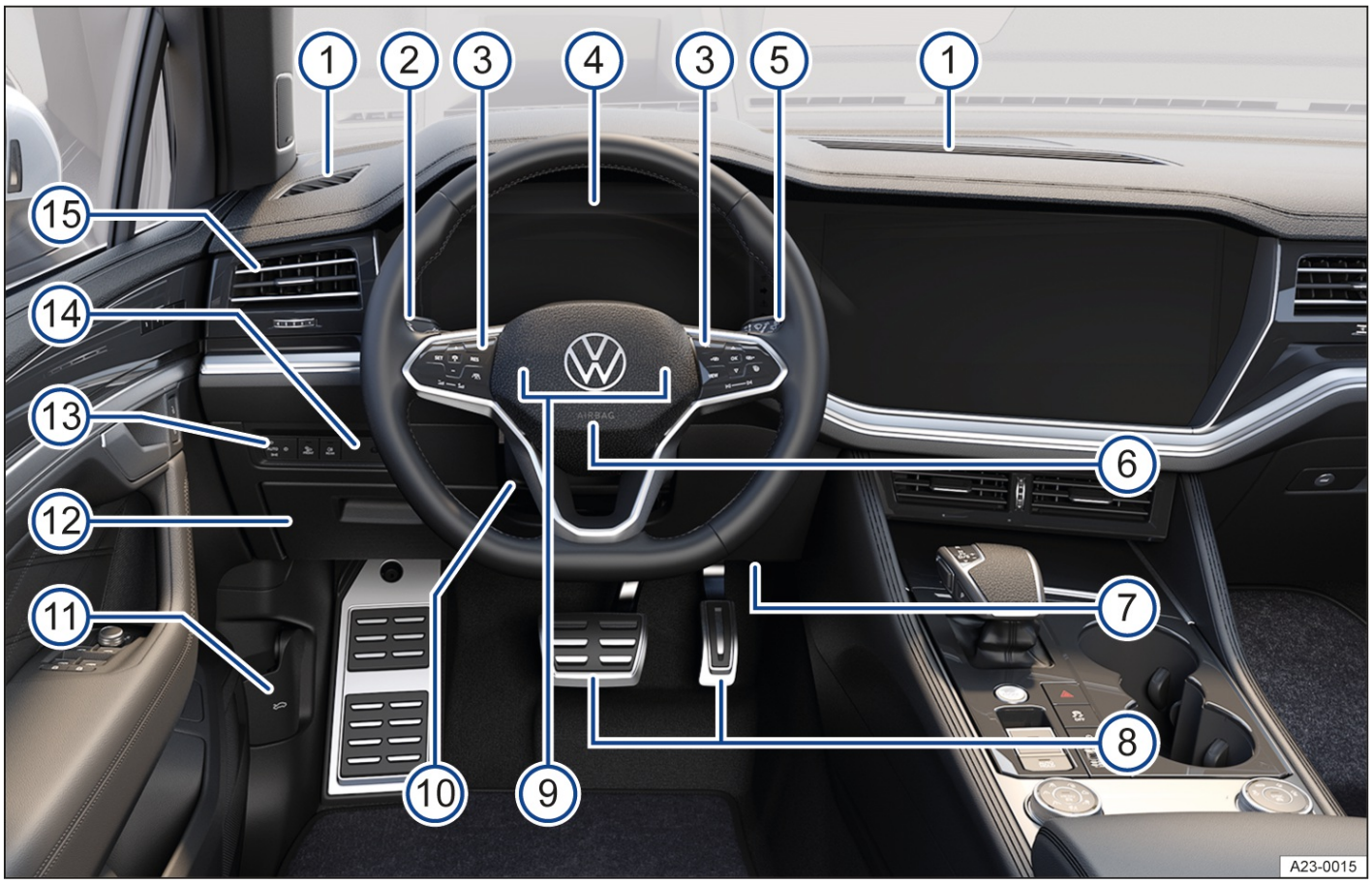


Fig. 1 Driver side overview (left-hand drive vehicle).

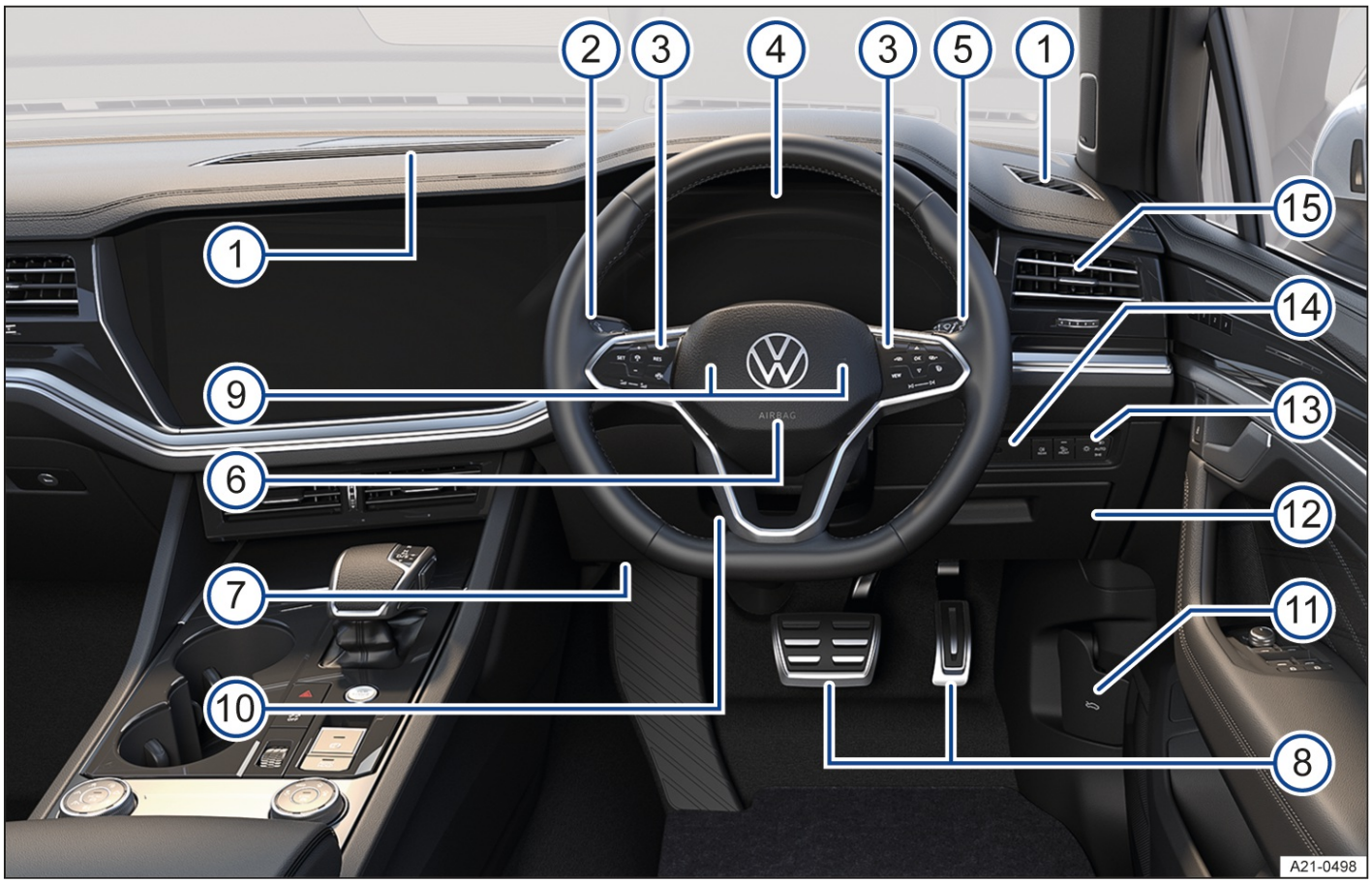


Fig. 2 Driver side overview (right-hand drive vehicle).

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1. Vents for indirect ventilation mode *(→ Air conditioner air distribution)*
2. Turn signal and high beam lever *(→ Turn signal)*, *(→ High beam headlight)*
   - with button for driver assistance systems ASSIST
3. Multi-function steering wheel controls
   - For menu selection *(→ Volkswagen Digital Cockpit (Pro))*
   - In order to switch between different displays of the digital instrument cluster VIEW *(→ Volkswagen Digital Cockpit (Pro))*
   - For audio, navigation ⏮ ⏭
   - For adjusting the volume
   - For activating voice control
   - For steering wheel heating *(→ Steering wheel heating)*
4. Instrument cluster *(→ Volkswagen Digital Cockpit (Pro))*
   - With warning and indicator lights *(→ Symbols in the instrument cluster)*
5. Windshield wiper/washer lever
6. Installation location of driver's front airbag
7. Knee airbag location
8. Pedals *(→ Pedals)*
9. Horn
10. Lever or switch
    - Adjust the steering column position mechanically *(→ Mechanical adjustment of steering wheel)*
    - Adjust the steering column position electrically *(→ Electrical adjustment of steering wheel)*
11. Hood release lever *(→ In the engine compartment)*
12. Storage compartment
13. Light switch
14. Brightness sensor for head-up display
15. Adjustable vents *(→ Air conditioner air distribution)*

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Center console

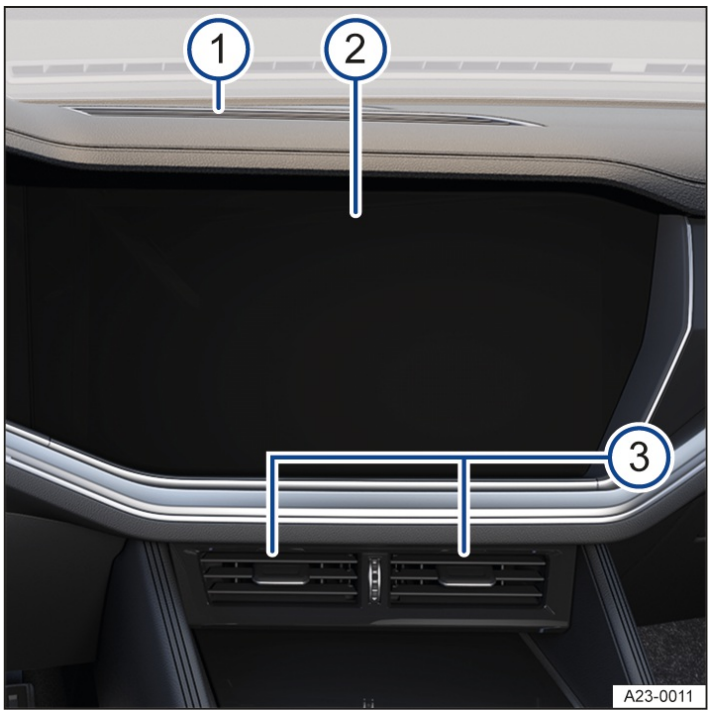


Fig. 1 Overview of the upper section of the center console (left-hand drive vehicle).

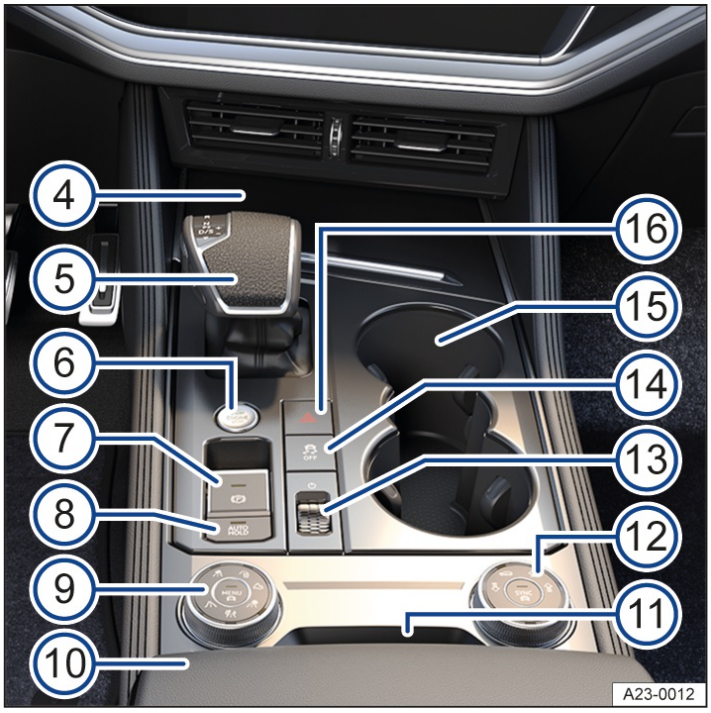


Fig. 2 Overview of the lower section of the center console (left-hand drive vehicle).

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(1) Vent for indirect ventilation mode *(→ Air conditioner air distribution)*

(2) Infotainment system

With operating options for

— parking and maneuvering assist systems

— Climate control system

— Steering wheel heating *(→ Steering wheel heating)*

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3 Adjustable vents *(→ Air conditioner air distribution)*

4 Storage compartment

- 12 V socket
- with USB sockets with charge function for external device rechargeable batteries , *(→ Charging Options for Mobile Devices)*
- With functionality for wireless charging in accordance with Qi standard*(→ Charging Options for Mobile Devices)*

5 Selector lever for the automatic gearbox

6 Button to activate and deactivate the vehicle's drive system(Press & Drive) *(→ Starter button)*

7 Electronic parking brake button

8 Button for Auto Hold function*(→ Auto Hold)*

9 Control for Driving Mode Selection

10 Stowage compartment for center armrest

- with USB sockets with charge function for external device rechargeable batteries , *(→ Charging Options for Mobile Devices)*

11 Area for vehicle keys during an emergency start*(→ Starting the engine)*

12 Air suspension running gear dial(depending on the vehicle equipment)

13 Controls for the Infotainment system

- For switching on and off
- For adjusting the volume

14 Button for braking assistance systems *(→ Braking assistance systems)*

15 Cup holders

16 Button for switching the emergency flashers on or off

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Passenger's side

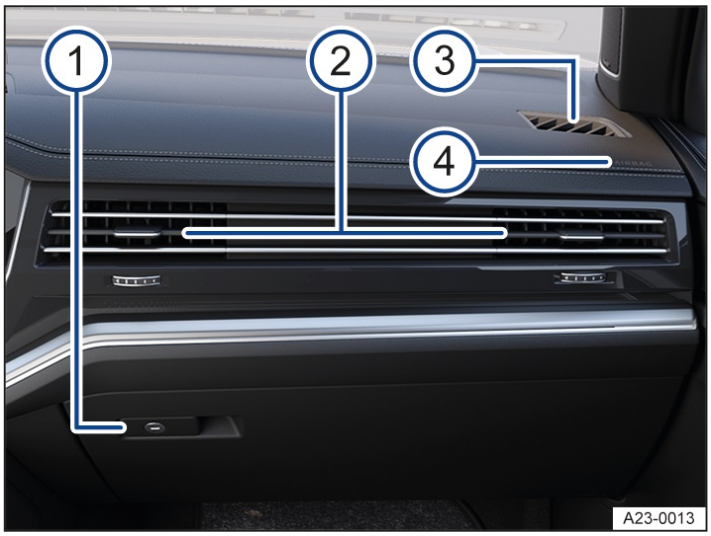


Fig. 1 Front passenger side (left-hand drive vehicle): Instrument panel overview (right-hand drive vehicle is the mirror image).



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

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(1) Lockable glove compartment:

— With handle

— With vents for glove compartment cooling

— With Manual

(2) Adjustable vents *(→ Air conditioner air distribution)*

(3) Vent *(→ Air conditioner air distribution)*

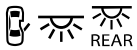
(4) Installation location of the front passenger's airbag in the instrument panel

(5) Key switch for deactivating the front passenger's front airbag

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Controls and displays in the headliner

Symbol	Meaning
	Buttons for interior/reading lights .
	Sunroof switch *(→ Sunroof)*.
	Sunshade buttons *(→ Sunshade in the sunroof)*.
	Roadside assistance call button .
	Emergency Call button .
	Indicator light for front passenger's front airbag deactivation .

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Symbols in the instrument cluster

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

Indicator lights that turn on in the light switch are described in the "Lights" chapter *(→ Low beam headlight)*.

⚠ WARNING

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

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

	STOP Do not continue driving! Central warning light → *Priority 1 warning message*
	Fasten safety belt → *Fasten seat belts reminder*
	Electronic parking brake switched on → *Electronic parking brake*
	Holding force of the electronic parking brake too low → *Electronic parking brake*
	STOP Do not continue driving! Electronic parking brake malfunction → *Electronic parking brake malfunction*
	STOP Do not continue driving! Brake system malfunction → *Brake system malfunction*
	STOP Do not continue driving! Brake fluid level too low → *Brake fluid level*
	Take over steering and be ready to brake. → *Introduction*
	STOP Do not continue driving! Engine oil level too low → *Engine oil level too low*
	STOP Do not continue to drive! Engine oil pressure too low → *Engine oil pressure too low*
	STOP Do not continue to drive! Engine coolant system malfunction → *Coolant temperature of the cooling system or the coolant temperature of the high-voltage cooling system is too high. Coolant level of the cooling system or coolant level of the high-voltage cooling system is too low.*
	STOP Do not continue driving! Steering malfunction → *Rear wheel steering malfunction*

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	STOP Do not continue driving! Steering malfunction → *Steering malfunction*
	STOP Leave vehicle! Risk of fire → *and high-voltage battery fire risk*
	STOP Do not continue driving! Fault in high-voltage system → *Fault in high-voltage system*
	STOP Do not continue driving! 12 V energy supply malfunction → *12-volt power supply*
	Collision warning → *Warning levels and braking support*, → *Introduction*
	Take over the steering immediately → *Take over the steering immediately*
	Emergency Assist is taking control, adaptive lane guidance active → *Driving with Emergency Assist*
	Emergency Assist is taking control, adaptive lane guidance inactive → *Driving with Emergency Assist*
	STOP Do not continue to drive! Transmission overheating → *Transmission overheating*
	Air suspension malfunction → *Air suspension running gear malfunction*
	Proactive passenger protection system intervention → *Introduction*
	Increased risk to road traffic → *Warning Levels of the Advanced Driver Attention Monitor*
	Acute risk to road traffic → *Warning Levels of the Advanced Driver Attention Monitor*
	Advanced drowsiness detected → *Warning Levels of the Drowsiness Monitor*
	Acute risk to road traffic → *Warning Levels of the Drowsiness Monitor*
	Central warning light → *Priority 2 warning message*
	Airbag or safety belt pretensioner with diagnostic device switched off → *Indicator light*
	Airbag or safety belt pretensioner malfunction → *Indicator light*
	Function check of the airbag indicator light → *Indicator light*
	Proactive passenger protection system restricted or not available → *Troubleshooting*
	Front passenger's front airbag deactivated → *Switching the Front Passenger's Front Airbag On and Off*
	Front passenger's airbag enabled → *Switching the Front Passenger's Front Airbag On and Off*
	Emergency Call Service limited → *Emergency Call Service limited*

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	Emergency Call Service malfunctioning → *Emergency Call Service malfunction*
	Electronic parking brake malfunction → *Electronic parking brake malfunction*
	Check brake system → *Brake pad wear indicator*
	Comes on: Electronic Stability Control (ESC) malfunction → *ESC malfunction*
	Flashes: Electronic Stability Control (ESC) or Anti-slip regulation (ASR) in operation → *Electronic Stability Control (ESC)*
	ESC Sport switched on → *ESC Sport*
	Anti-Slip Regulation (ASR) switched off → *ASR*
	Anti-Lock Braking System (ABS) malfunction → *ABS failure or malfunction*
	Engine oil system malfunction → *or Engine oil system malfunction*
	Engine oil level too low → *Engine oil level too low*
	Engine oil level too high → *Engine oil level too high*
	Engine oil system malfunction → *or Engine oil system malfunction*
	Tank almost empty → *Fuel tank almost empty*
	Semi-automated driving assistance (Travel Assist) not available → *Comfort drive Travel Assist is not available or is not working as expected*
	Driving light failure → *Exterior lighting malfunction*
	Rear fog lights switched on → *Switching on and off the rear fog light*
	Rain/light sensor malfunction → *Rain/light sensor malfunction*, → *Rain/light sensor malfunction*
	Windshield wiper malfunction → *Windshield wiper malfunction*
	Washer fluid level too low → *Washer fluid level too low*
	Steering malfunction → *Steering malfunction*
	Autonomous Emergency Braking (Front Assist) starts → *Front Assist starts*
	Steering malfunction → *Rear wheel steering malfunction*
	STOP Do not continue to drive! Tire pressure low → *Tire pressure low*, → *Tire pressure low*
	STOP Do not continue to drive! Tire pressure monitoring system malfunction → *Tire Pressure Monitoring System malfunction*, → *Tire pressure monitoring system malfunction*
	Hybrid system malfunction → *Hybrid system malfunction*
	Recuperation malfunction → *Unable to recuperate brake energy*
	Electronic engine sound (e-Sound) malfunction → *Electronic engine sound impaired*

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	Autonomous Emergency Braking (Front Assist) not available → *Front Assist has limited availability or is not available*
	Lane Keeping System (Lane Assist) switched off → *Driving with Lane Assist*
	Autonomous Emergency Braking (Front Assist) switched off → *Using Front Assist*
	Speed limiter not available → *Speed limiter not available*
	Cruise control system not available → *Cruise control system not available*
	Adjustable speed warning → *Driving data menu*
	Adaptive Cruise Control (ACC) not available → *ACC not available*
	Emergency Assist not available → *Semi-automatic vehicle control in a medical emergency (Emergency Assist) not available*
	Lane Keeping System (Lane Assist) not available → *Lane Assist not available*
	Lane Assist regulating → *Driving with Lane Assist*
	Side Assist malfunction → *Side Assist malfunctioning*
	Night Vision deactivated → *Warning functions deactivated*
	Engine control malfunction → *Engine control malfunction*
	Exhaust system malfunction → *Exhaust-related malfunction*
	Particulate filter clogged with soot → *Particulate filter clogged with soot*
	Engine RPM limited → *Engine speed limited*
	12-volt power supply malfunction → *12-volt power supply*
	Transmission malfunction → *Transmission overheating*
	Partial failure in the air suspension → *Air suspension running gear partial failure*
	Trailer hitch ball mount does not engage → *Ball mount of the trailer hitch not secured*
	Vehicle key not in vehicle → *Valid vehicle key cannot be detected*
	Drowsiness Monitor malfunction → *Limited availability of the Drowsiness Monitor*
	Drowsiness Monitor not available → *Drowsiness Monitor not available*
	Advanced Driver Attention Monitor malfunction → *The Advanced Driver Attention Monitor is only available to a limited extent*
	Advanced Driver Attention Monitor is not available → *The Advanced Driver Attention Monitor is not available*
	Advanced Road Sign Display not available → *Advanced Road Sign Display is not available*
	Press the brake pedal. → *The vehicle's drive system cannot be activated*
	Vehicle is kept stationary → *Auto Hold*

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	Turn signals → *Turn signal indicator light*
	Trailer turn signal → *Trailer turn signal indicator light*
READY	Drive ready mode display → *Power display*, → *Activating the vehicle's drive system*
	Cruise control switched on, regulation active → *Introduction*
	Speed limiter switched on, regulation active → *Introduction*
	Lane Keeping System (Lane Assist) ready to take control → *Driving with Lane Assist*
	Semi-automated driving assistance (Travel Assist) active → *Introduction*
	Adaptive Cruise Control (ACC) regulates, no vehicle driving ahead is detected → *Switching ACC on and off*
	Adaptive Cruise Control (ACC) regulates, vehicle driving ahead is detected → *Switching ACC on and off*
	Charging high-voltage battery → *Charging*
	Hill Descent Control is active → *Hill Descent Control*
	Power limit due to cold-starting the engine → *Power limit when cold-starting the engine*
	High beams or headlight flasher → *Switching the high beam headlights on and off*
	Cruise control switched on, regulation not active → *Introduction*
	Speed limiter switched on, regulation not active → *Introduction*
	Lane Keeping System (Lane Assist) not ready to take control → *Driving with Lane Assist*
	Hill Descent Control is not active → *Hill Descent Control*
	Outside temperature is below +39 °F (+4 °C) → *Volkswagen Digital Cockpit information displays*
	Service due → *Service interval display*
	Drowsiness detected → *Warning Levels of the Drowsiness Monitor*
	Driver inattentive → *Warning Levels of the Advanced Driver Attention Monitor*
	Advanced Road Sign Display partially deactivated → *Advanced Road Sign Display is partially deactivated*
	Semi-automated driving assistance (Travel Assist) deactivated → *Introduction*
	Advanced Road Sign Display outside the usage area → *Advanced Road Sign Display is outside the usage area*
	Semi-automated driving assistance (Travel Assist) active, Adaptive Cruise Control active, adaptive lane guidance inactive → *Introduction*
	Range display → *Combined range display*
	High beam assistance active → *Switching on high beam control (Light Assist)*, → *Switching on Dynamic Light Assist*

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	Take over the steering → *Take over the steering*
	Charging connector connected → *Charging*
	E-MODE (electric driving) not available → *Operating mode selection*
	E-MODE (electric driving) not available → *E-MODE not available*
	Operating mode display (example) → *Hybrid (using battery charge)*
	Distance warning → *Warning levels and braking support*
	Night Vision malfunction → *Night Vision malfunction*
	Offroad driving mode → *Driving mode properties*
	Eco driving mode → *Driving mode properties*
	Comfort driving mode → *Driving mode properties*
	Normal driving mode → *Driving mode properties*
	Sport driving mode → *Driving mode properties*
	Individual driving mode → *Driving mode properties*
	Snow driving mode → *Driving mode properties*
	Offroad Custom driving profile → *Driving mode properties*
	Mobile phone connected via Bluetooth® → *Volkswagen Digital Cockpit information displays*
	Mobile phone battery charge level → *Volkswagen Digital Cockpit information displays*
	Note about information in the Owner's Manual → *Note about information in the Owner's Manual*
	Park Assist (Park Assist Plus) deactivated → *Park Assist Plus has been deactivated or canceled*
	Adjustment due to a left-hand bend → *Driving with predictive cruise control*
	Adjustment due to a right-hand bend → *Driving with predictive cruise control*
	Adjustment due to an intersection → *Driving with predictive cruise control*
	Adjustment due to a roundabout → *Driving with predictive cruise control*
	Adjustment due to a speed restriction being lifted → *Driving with predictive cruise control*
	Adjustment due to a speed restriction → *Driving with predictive cruise control*
	Take foot off accelerator pedal → *Eco assist*, → *Eco assist*
	Highway exit ahead → *Eco assist*
	Incline ahead → *Eco assist*
	Roundabout ahead → *Eco assist*
	Intersection ahead → *Eco assist*

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	Left turn ahead → *Eco assist*
	Right turn ahead → *Eco assist*
	Speed limit ahead, example → *Eco assist*
	Vehicle driving ahead → *Eco assist*
	E-MODE operating mode → *E-MODE (electric driving)*, → *Troubleshooting*
	Rear seat information muted → *Parking*

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Warning and information texts

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

Any malfunctions currently occurring can also be manually called up. To do this, open theVehicle status or Vehicle menu *(→ Vehicle settings menu)*.

Priority 1 warning message

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

Priority 2 warning message

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

Note about information in the Owner's Manual

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

Informational text

Information about various processes in the vehicle.

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

If messages about malfunctions appear when establishing drive-ready mode, settings or information displays may not appear as described. If the malfunction persists, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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Introduction to the instrument cluster

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

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

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

— Status displays for the driver assistance systems.

— Display messages.

— Warning and indicator lights.

— Information about economy and range.

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

WARNING

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

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

WARNING

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

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

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

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Overview of Volkswagen Digital Cockpit

The Digital Cockpit is a digital instrument cluster with a high-resolution TFT color display. By selecting different information profiles, other displays can be shown in addition to the standard dials. The term “Volkswagen Digital Cockpit” is used to refer to the digital instrument cluster in the following.

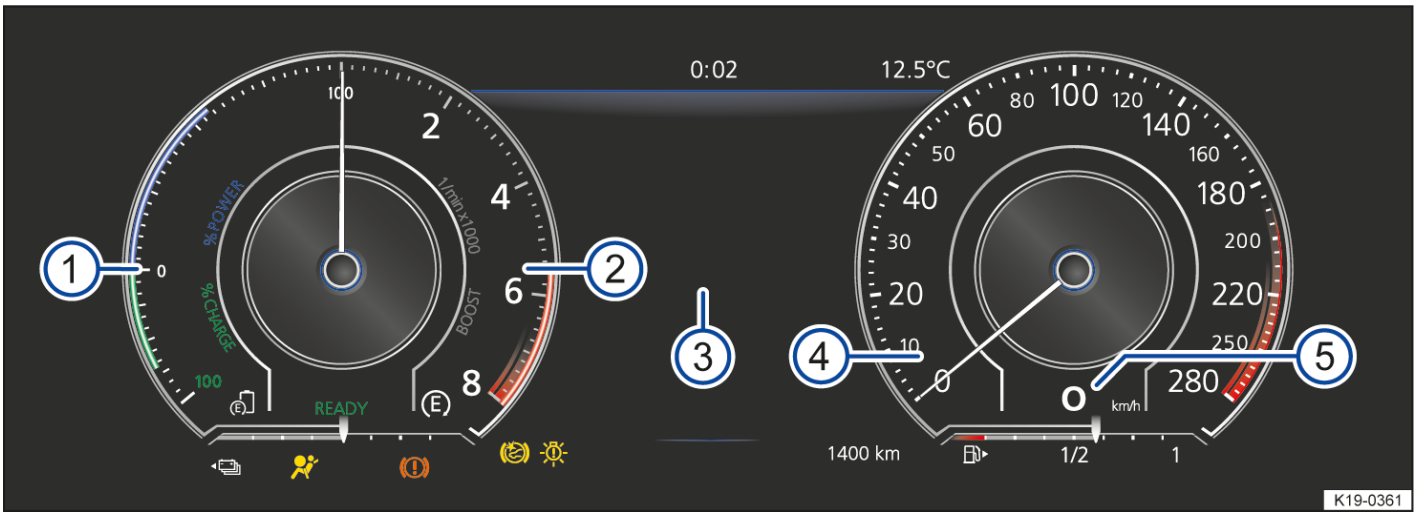


Fig. 1 In the instrument panel: digital instrument cluster (general example).

1. Power meter and power display for the electric drivetrain.
2. Tachometer (revolutions x 1000 per minute with the combustion engine running).
3. Displays *(→ Volkswagen Digital Cockpit (Pro))*.
4. Speedometer.
5. Digital speed display.

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Operating the Volkswagen Digital Cockpit



Fig. 1 Right side of the multi-function steering wheel: operating the Volkswagen Digital Cockpit.

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

Selecting a menu or information display

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

Applying settings in the menus

1. Press the or arrow buttons in the displayed menu or swipe the button from bottom to top until the preferred menu item is highlighted.

   The item is marked with a frame around it.
2. Press the OK button to apply the desired changes.

   A check mark ☑ indicates that the respective function is switched on.
3. To return to the menu selection, press the or button.

VIEW button on multi-function steering wheel

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

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

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Classic

View without information profiles.

Automatic

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

Preset 1

Individual selection of information profiles

Preset 2

Additional preset for individual selection of information profiles in vehicles with factory-fitted navigation system.

Navigation map in the instrument cluster

Depending on the vehicle equipment, the instrument cluster may display a detailed navigation map. To do this, select the Navigation menu item in the instrument cluster *(→ Driving data menu)*.

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

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

WARNING

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

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

Volkswagen Digital Cockpit information displays

Information profiles

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

— Audio. Digital display of the current audio playback

— Acceleration Visual display of the longitudinal acceleration.

— Driver assistance. Visual display of various driver assistance systems.

— Distance Digital display of the distance driven

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— Gear indicator Display of the current gear or the selected gear.
— Speed Digital display of speed
— Elevation Display of the current elevation above sea level.
— Compass Digital compass display
— Navigation Graphic display of arrow navigation
— Off-road Digital display of the steering angle and compass display in the speedometer

  For vehicles with air suspension running gear, the longitudinal and transverse tilt is displayed.

  When the hill descent control is active: graphic display of the hill descent control with speed display in the speedometer.
— Range. Display of the range.
— Range. Display of the remaining range with the electric drivetrain, the combustion engine and both.
— Consumption Graphic display of the current consumption and the digital display of the average consumption
— Traffic sign recognition Display of detected traffic signs.
— Zero Emissions The indicator shows the percentage of the total journey distance since the start of the journey with no emissions.
— Destination arrival information. Display of remaining driving time, the distance to the destination, and the estimated arrival time.

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

Possible displays in the Volkswagen Digital Cockpit

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

— Outside temperature display.
— Hybrid drive displays.
— Detected road sign from the traffic sign recognition.
— Driver assistance systems.
— Driving data menu (Multi-Function Display) and menus for various settings.
— Speed warnings.
— Speed warning for winter tires.
— Open doors, hood and trunk lid.
— Infotainment system and navigation information.
— Odometer displays.
— Compass display.
— Engine code (
).
— Driver personalization: greeting and user selection.
— Service interval display.
— Phone information.
— Time.
— Selector lever position.
— Warning and information texts.
— Warning and indicator lights.

Outside temperature display

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

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

— When the vehicle is stationary

— When the driving speed is very low

The measurement range is from -45 °C(-49 °F) to +76 °C (+169 °F)

⚠ WARNING

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

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

Hybrid drive displays

— Selected operating mode *(→ Operating mode selection)*.

— Range (approximate distance in kilometers, which could be driven on electric, combustion engine or both, according to the selected operating mode).

— Electric power (E power meter) .

— Energy flow between the drive sources (electric motor or engine), high-voltage battery and the driven wheels .

Open doors, hood and trunk lid

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

Speed warning for winter tires

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

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

Odometer displays

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

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

1. Reset the trip odometer using the service menu *(→ Service menu)*.

Compass display

When the ignition is switched on, the instrument cluster display shows an abbreviation to indicate the direction the vehicle is currently traveling, for example “NW” for northwest.

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

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Engine code (EC)

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

Phone information

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

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

Selector lever position

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

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

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

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

Tachometer

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

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

NOTICE

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

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

Shifting up early helps save fuel and reduce operating noises.

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Digital fuel gauge

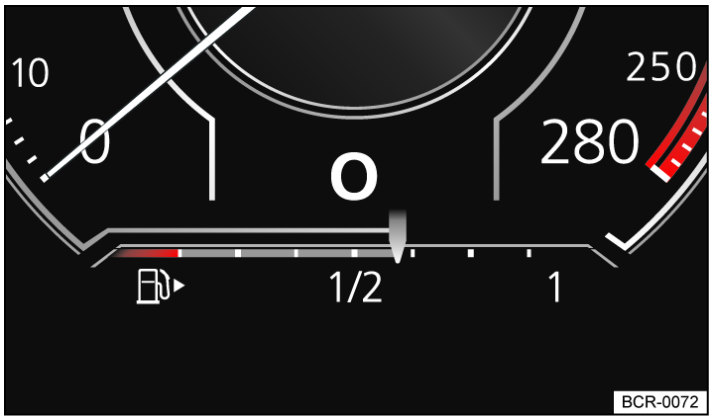


Fig. 1 In the digital instrument cluster: fuel gage(general example).

WARNING

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

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

NOTICE

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

- Never drive with a completely empty fuel tank.

The small arrow next to the battery symbol on the fuel gauge indicates which side of the vehicle the charging socket flap is on.

The range may also be increased by reducing the use of or switching off convenience features, such as climate control and seat heating.

Never run the tank completely empty. The energy stored in the high-voltage battery can sometimes not be sufficient to power the vehicle until the next filling station.

At very low outside temperatures and with a very cold high-voltage battery, engine starting performance and all-electric range could be affected.

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Fuel tank almost empty

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

1. Refuel at the next opportunity.

Combined range display

The combined range is shown in the instrument cluster display.

The value displayed is calculated and updated according to your driving style. Therefore, the range can vary even with a full fuel tank and a fully charged high-voltage battery.

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Electric range and charging level display

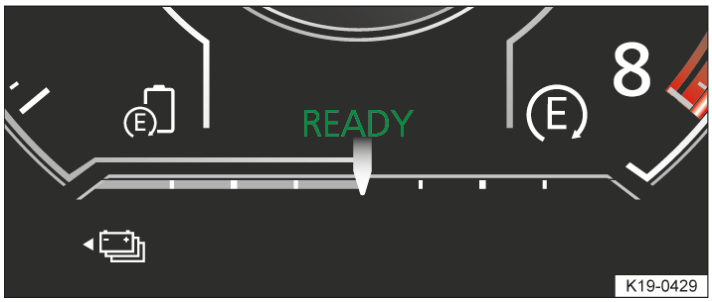


Fig. 1 On the left-hand side of the digital instrument cluster display: charge level display of the high-voltage battery (general example).

Electric range display

The electric range may be shown in the instrument cluster display.

Range in kilometers (km) or miles.

The value displayed is calculated and updated according to your driving style. Therefore, the range can vary even with a fully charged high-voltage battery.

High-voltage battery charge level

There is a charging level indicator with the available charge level in the digital instrument cluster → *fig. 1*.

The high-voltage battery should be charged via a charging socket where possible.

NOTICE

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

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

The range may also be increased by reducing the use of or switching off convenience features, such as climate control and seat heating. For more information, open the Range monitor in the e-displays menu in the Infotainment system *(→ Vehicle settings menu)*.

Never run the tank completely empty. The energy stored in the high-voltage battery can sometimes not be sufficient to power the vehicle until the next filling station.

At very low or very high outside temperatures and with a very cold or very warm high-voltage battery, there may be restrictions when starting the internal combustion engine and a reduced range when driving electrically.

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Power display

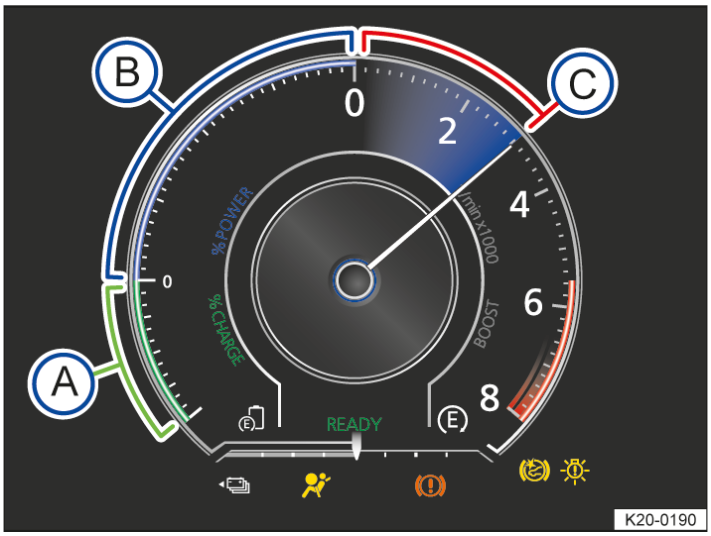


Fig. 1 In the Volkswagen Digital Cockpit: Power display (general example).

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

Display concept

If the drive-ready mode is activated, the pointer of the power display switches from OFF to 0 of the tachometer and the **READY** indicator light in the instrument cluster comes on.

Using the bar split at 0, the power display continuously shows the availability of energy recuperation → *fig. 1* (A) (green) downward and forward motion → *fig. 1* (B) (blue) upward.

Driving in E-MODE: If the blue bar reaches to the end marking, there is unlimited availability. If there is any restriction, the bar is shown as correspondingly shortened.

Driving in Hybrid mode: The blue bar always reaches to the end marking.

The internal combustion engine is activated when there is reduced performance currently available or when high power is requested, e.g. kick-down function, regardless of the driving mode selected.

The current drive power is displayed dynamically using a lighter bar, either as energy recuperation power (light green) downward or as propulsive power (light blue) upward.

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

The power limit cannot be reached at all vehicle speeds.

(A)

When the dynamic bar of the power display is in the green area, braking and kinetic energy is converted into electrical energy via the electric drivetrain (energy recuperation) and fed to the high-voltage battery *(→ Hybrid functions)*.

(B)

If the dynamic bar of the power display is in the blue area, forward motion is purely electrical and the available electrical energy of the high-voltage battery is consumed.

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Ⓒ

If the vehicle is fully accelerated, e.g. by a kick-down function, it is driven by the internal combustion engine and the electric motor together (Boost). The pointer in the speed range is also shown with a blue trail → *fig. 1* Ⓒ.

Boost consumes a lot of energy and is therefore only available for a brief period.

Energy flow display

In addition, the energy flow of the hybrid drive can be displayed on the screen of the Infotainment system *(→ Energy flow display)*.

⚠ WARNING

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

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

Energy flow display

Opening the e-Displays Menu in the Infotainment System

1. With the ignition switched on, open the Vehicle menu in the Infotainment system *(→ Vehicle settings menu)*.
2. Tap the e-Displays function key.
3. To switch between views in the e-displays menu, tap the < or > function key.

Energy flow display

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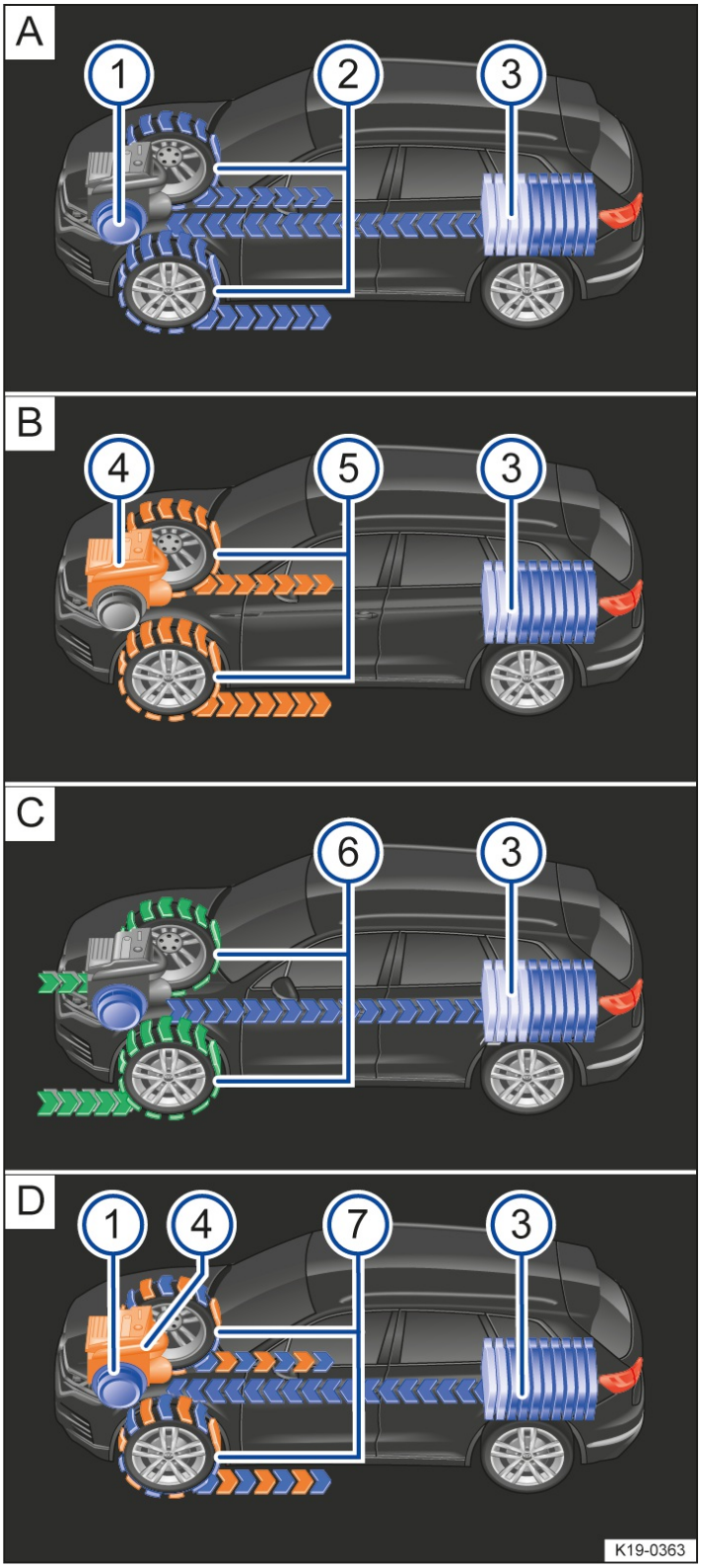


Fig. 1 In the Infotainment system: Energy flow display (general example).

(A) Electric drive motor active.

(1) The Electric drive motor is active.

(2) The vehicle is powered by the electric drive motor, the high-voltage battery is discharging.

(3) High-voltage battery.

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B Combustion engine active.

3 High-voltage battery.

4 The combustion engine is active.

5 The vehicle is powered by the combustion engine, the high-voltage battery maintains its charge level.

C Brake energy recuperation.

3 High-voltage battery.

6 The high-voltage battery is charged by brake energy recuperation.

D Combustion engine and electric drive motor active (boost).

1 The Electric drive motor is active.

3 High-voltage battery.

4 The combustion engine is active.

7 The vehicle is powered by both the combustion engine and the electric drive motor (boost) for full acceleration, the high-voltage battery is discharging.

The energy flow of the hybrid drive can also be shown in the instrument cluster display.

Introduction

The Energy flow view uses symbols and arrows to represent the energy flow of the hybrid drive while driving.

- The color symbolizes energy flow from the combustion engine to the drive axle (combustion engine operation).
- The color symbolizes energy flow from the high-voltage battery (electric drive motor operation) or to the high-voltage battery (charging the battery).
- The color symbolizes energy recuperation due to coasting or braking (recuperation).

e-Range monitor

The e-range monitor shows the range on pure electric power and the influence of the auxiliary electrical consumers.

To show a list of the three largest consumers:

1. Tap the Potential function key.

   Small bars show the amount of the influence each has on the electric range.

WARNING

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

- Always drive attentively and responsibly.

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

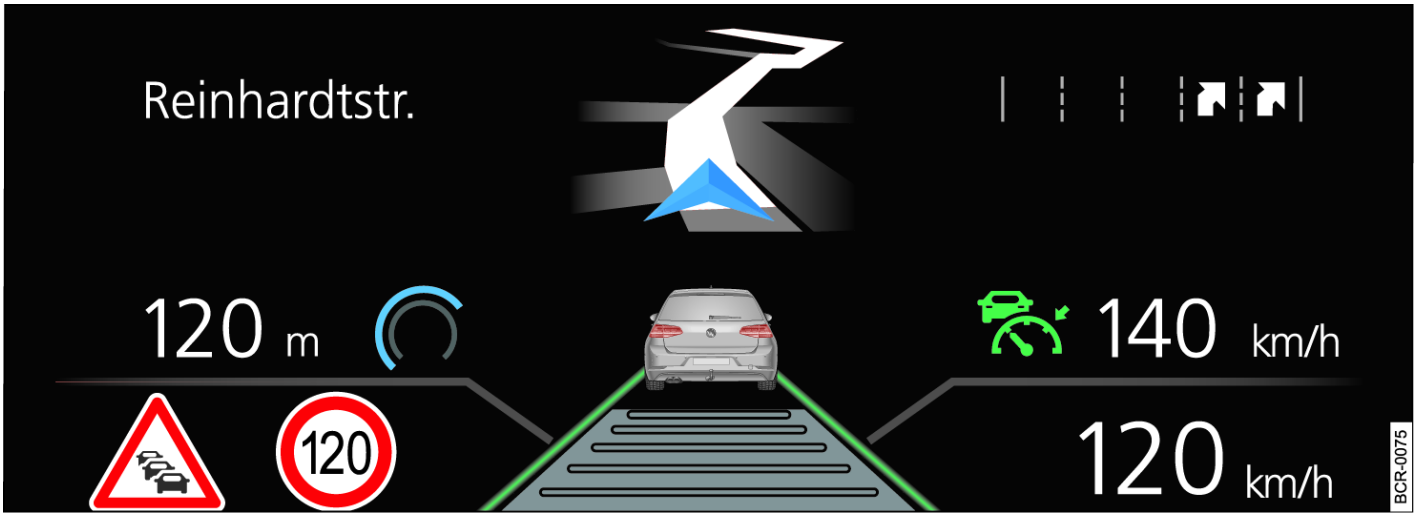


Fig. 1 In the driver's field of vision: indicators on the head-up display(general example).

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

Some display contents cannot be hidden, such as warning messages.

The brightness of the display reduces automatically as the ambient brightness decreases. The basic brightness is set together with the instrument illumination *(→ Instrument and switch illumination)*.

Reflections are possible due to unfavorable sunlight.

Sunglasses with polarization filters can negatively influence the readability.

The optimal readability of the head-up display depends on the position of the seat and the height adjustment of the head-up display.

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Operating the Head-Up Display

Switching the head-up display on and off

The head-up display (HUD

) can be switched on and off on the instrument cluster and in the vehicle settings in the Infotainment system.

Height adjustment

To individually adapt the angle of view, set the head-up display in the corresponding menu on the instrument cluster or in the vehicle settings of the Infotainment system:

1. Setting the optimal seat position.
2. Set your preferred position and inclination of the head-up display with the function keys or the buttons on the multi-function steering wheel.

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

Settings in the Infotainment system

Additional settings for the head-up display can be adjusted in the vehicle settings in the Infotainment system.

In the Display submenu:

— Setting the display brightness and the color scheme of the head-up display.

In the Contents submenu:

— Selection of the display contents for the head-up display, e.g. driver assist system or Infotainment system displays.

— Alternative head-up display colors in poor weather conditions, e.g. snow.

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Driving data menu

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

Switching between the displays

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

Switching memories

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

Since start **memory**

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

Since refuel **memory**

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

Extended period **memory**

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

Erasing the driving data memory

1. Select the memory to be erased.
2. Press and hold the OK button on the multifunction steering wheel for approximately two seconds.

If you would like to know how many kilometers are driven in the course of a day, clear the Long-term memory before you start driving and read it at the end of the day.

Adjustable Speed Warning

An individual speed warning can be set as follows:

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

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

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4. Press the OK button again to deactivate.

   The stored speed is erased.

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

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

Driving Data in the Infotainment system

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

Selecting Displays

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

∅ Consumption

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

The electrical average fuel consumption is displayed in kilowatt hours per 100 kilometers (kWh/100 km) in addition to the average fuel consumption.

Range

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

The electrical remaining range predicts the distance that can be driven with the available battery charge under the current driving conditions and consumption levels. The calculation is based on the current energy consumption. If more energy is used by the convenience functions, e.g. the air conditioner or seat heating, then less energy will be available for the electrical distance that can be driven. This prediction is also provided when driving with the engine.

The engine remaining range predicts the distance the vehicle can travel in consideration of the available fuel tank level and under the current driving conditions. Current fuel consumption is one factor used in the calculation. In order to show the future influence of changes in electrical equipment, e.g. switching the air conditioner on and off, on the distance that can be driven in electric mode, these changes always refer to the electrical remaining range regardless of the selected operating mode.

The combined remaining range is the sum of the remaining range that can be driven with the electric motor and the engine.

Operating Temperature

The coolant temperature is displayed.

∅ Speed

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

Comfort Functions

This lists energy consumers that are switched on and increasing energy use, for example, the climate control system.

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Some settings can be saved in the driver personalization user profiles and can then be changed automatically when the user profile is switched .

WARNING

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

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

Service menu

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

Opening the Service Menu

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

Resetting the service interval display

1. Select Service menu.
2. Follow the instructions in the instrument cluster display.

Resetting the oil change service

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

Resetting the trip odometer

1. Select Reset trip menu.
2. Follow the instructions in the instrument cluster display.

Displaying the Engine Code (EC)

1. Select Engine code menu.

   The engine code will appear in the instrument cluster display.

Setting the time

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

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Displaying copyright information

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

Service interval display

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

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

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

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

Service notification

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

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

Service event

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

— Inspection now!

— Oil change now!

— Oil change service and inspection now!

Checking a service due date

When the ignition is on, the vehicle's drive system is off, and the vehicle is stationary, the current service due date can be viewed at any time:

1. Press the CAR button or function key.
2. Tap the Vehicle and function keys.
3. Select the Service menu item to display the service information.

The service due date can also be checked via the service menu *(→ Service menu)*.

Resetting the service interval display

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

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

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

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

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

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

Time

Setting the time in the Infotainment system

1. Tap the CAR function key.
2. Tap the Vehicle and function keys.
3. Select the Time and date menu item to set the time *(→ Vehicle settings menu)*.

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Entry menu

You can restore your individual settings for certain vehicle functions from your last journey that were reset when starting the vehicle due to statutory requirements.

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

— Speed warning from the Advanced Road Sign Display.

— Advanced Driver Attention Monitor.

— Drowsiness Monitor.

— Lane Assist

— Electronic Stability Control (ESC
).

— Driving Mode Selection

— Mode selection

Restoring Settings Immediately After Starting the Vehicle

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

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

Restoring Settings at a Later Time

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

Activating and Deactivating the Message After Starting the Vehicle

You can manually deactivate the message to restore your individual settings from the last journey when the vehicle is started:

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

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Vehicle settings menu

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

Opening the Vehicle settings **Menu**

1. Switch the ignition on.
2. If necessary, switch on the Infotainment system.
3. Tap the ⁝⁝ function key and select theVehicle menu.
4. Tap the Settings menu to adjust settings in the menu items.
5. Tap the ↩ function key to return to the previous menu.

System settings and vehicle information display

— Vehicle settings (setup)

— Depending on vehicle equipment: Performance monitor .

— Depending on vehicle equipment: Lap timer .

— Off-road display *(→ Offroad display)*.

— Volkswagen Digital Cockpit (Pro) .

— E-displays.

— Active media.

— Driving Data.

— Vehicle status.

— Radio station selection.

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

⚠ WARNING

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

- Always drive attentively and responsibly.
- Adjust settings in the Infotainment system only when the vehicle is stationary.

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

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

The Drowsiness Monitor determines the driver's driving behavior while they are driving and uses this to create a fatigue assessment. If the system detects that a driver is fatigued, it will visually inform you on the instrument cluster display with a warning light or an indicator light in conjunction with an additional message and a warning tone *→ Warning Levels of the Drowsiness Monitor*. The message in the instrument cluster display is displayed for about four to six seconds.

When is it active?

The driving behavior is evaluated for the first time only at a speed above approx. 65 km/h (approx. 40 mph) and subsequently only at speeds above about 60 km/h (approx. 37 mph).

⚠ WARNING

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

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

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System Limitations of Drowsiness Monitor

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

— Speeds below approx. 60 km/h (approx. 37 mph).

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

— Winding roads.

— Poor road surfaces.

— Inclement weather.

— Construction sites.

— Sporty driving.

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

— If you are very distracted.

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

Microsleep

There is no immediate warning for microsleep!

Resetting the Drowsiness Monitor

The Drowsiness Monitor is reset in the following situations:

— When the ignition has been switched off.

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

— When the vehicle is stationary for more than approximately 30 minutes.

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Driving with the Drowsiness Monitor

Switching on and off

Depending on the country, the Drowsiness Monitor is always switched on when the vehicle's drive system is activated. In this case, the Infotainment system automatically displays an overview of individual systems and functions in the entry menu *(→ Entry menu)*.

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

1. Tap the ⋯ function key and select the Vehicle menu.
2. Tap the Settings menu and open the Drowsiness Monitor.
3. Switch the Drowsiness Monitor on or off in the relevant submenu *(→ Vehicle settings menu)*.

Setting the Sensitivity

You can manually adjust the sensitivity of the Drowsiness Monitor and thus influence how quickly the system responds to your driving behavior.

In the Infotainment system:

1. Tap the ⋯ function key and select the Vehicle menu.
2. Tap the Settings menu and open the Drowsiness Monitor.
3. Select Sensitivity in the Sensitivity submenu *(→ Vehicle settings menu)*.

Hiding Messages Via the Multi-Function Steering Wheel

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

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Warning Levels of the Drowsiness Monitor

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

Drowsiness Monitor – Level 1

Onset of drowsiness detected.

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

Drowsiness Monitor – Level 2

Increasing drowsiness detected.

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

Drowsiness Monitor – Level 3

Acute risk detected.

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

Time-dependent information

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

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

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Limited availability of the Drowsiness Monitor

A warning tone sounds. A yellow indicator light appears with a message in the instrument cluster display. The Drowsiness Monitor is only available to a limited extent.

— Malfunction or fault. Deactivate the vehicle's drive system and activate it again.

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

Drowsiness Monitor not available

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

— Malfunction or fault. Deactivate the vehicle's drive system and activate it again. Check the settings of the Drowsiness Monitor in the Infotainment system *(→ Vehicle settings menu)*.

— System limitations are not adhered to.

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

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Introduction

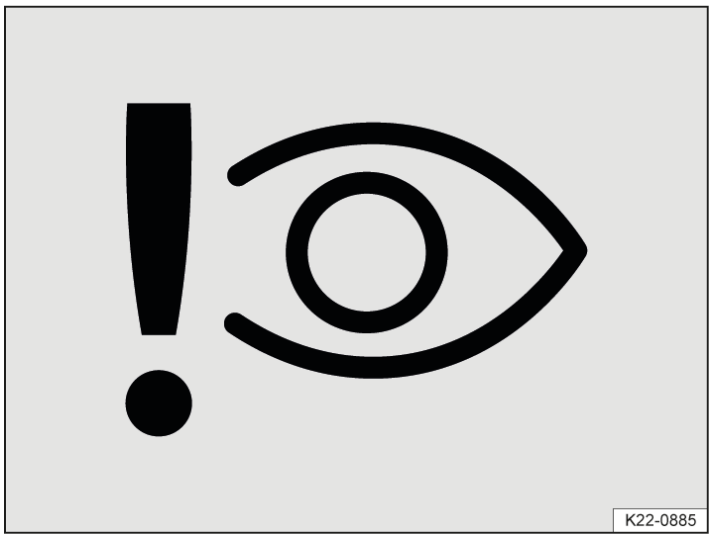


Fig. 1 In the instrument cluster display: Advanced Driver Attention Monitor symbol.

The Advanced Driver Attention Monitor informs the driver if their driving behavior indicates a lack of attention based on vehicle-specific operating inputs.

The Advanced Driver Attention Monitor evaluates the driver's vehicle-specific operating inputs to avoid driver distraction. In the event of driver distraction, the system visually informs you on the instrument cluster display with a warning light or an indicator light in conjunction with an additional message and, depending on the settings, a warning tone → *Warning Levels of the Advanced Driver Attention Monitor*. The message in the instrument cluster display is displayed for about four to six seconds.

When is it active?

Driver behavior is only evaluated at speeds above approx. 10 km/h(approx. 6 mph).

⚠ WARNING

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

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

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

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System Limitations of the Advanced Driver Attention Monitor

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

— Speeds below approx. 10 km/h (approx. 6 mph).

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

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

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Driving with the Advanced Driver Attention Monitor

Switching on and off

You can manually switch the Advanced Driver Attention Monitor on and off.

In the Infotainment system:

1. Tap the ⋯ function key and select the Vehicle menu.
2. Tap the Settings menu and open the Advanced Driver Attention Monitor.
3. Switch the Advanced Driver Attention Monitor on or off in the relevant submenu *(→ Vehicle settings menu)*.

If this function was manually switched off during the last journey, this setting will be maintained when the vehicle is restarted.

Switching the Warning Tone On and Off

1. Tap the ⋯ function key and select the Vehicle menu.
2. Tap the Settings menu and open the Advanced Driver Attention Monitor.
3. Switch the warning tone on or off in the relevant submenu *(→ Vehicle settings menu)*.

Setting the Sensitivity

You can manually adjust the sensitivity of the Advanced Driver Attention Monitor and thus influence how quickly the system responds to your driving behavior.

In the Infotainment system:

1. Tap the ⋯ function key and select the Vehicle menu.
2. Tap the Settings menu and open the Advanced Driver Attention Monitor.
3. Select Sensitivity in the Sensitivity submenu *(→ Vehicle settings menu)*.

Hiding Messages Via the Multi-Function Steering Wheel

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

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Warning Levels of the Advanced Driver Attention Monitor

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

Advanced Driver Attention Monitor – Level 1

Distraction detected.

Depending on the settings, a warning tone may sound. A white indicator light appears with a message in the instrument cluster display. Cancel the operating inputs and pay attention to the road traffic.

Advanced Driver Attention Monitor – Level 2

Risk detected.

Depending on the settings, a warning tone may sound. A red warning light appears with a message in the instrument cluster display. Cancel the operating inputs and pay attention to the road traffic.

Advanced Driver Attention Monitor – Level 3

Acute risk detected.

Depending on the settings, a warning tone may sound. A red warning light appears with a message in the instrument cluster display. Acute risk to road traffic. Immediately cancel the operating inputs and pay attention to the road traffic.

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The Advanced Driver Attention Monitor is only available to a limited extent

A warning chime sounds. A yellow indicator light appears with a message in the instrument cluster display. The Advanced Driver Attention Monitor is only available to a limited extent.

— Malfunction or fault. Deactivate the vehicle's drive system and activate it again.

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

The Advanced Driver Attention Monitor is not available

A warning chime sounds. In the instrument cluster, the yellow warning light comes on in combination with the yellow central warning light. A message is also displayed in the instrument cluster display and in the Vehicle Status menu.

— Check the causes and troubleshooting measures described in the information about the Advanced Driver Attention Monitor *(→ Vehicle settings menu)*.

— Malfunction or fault. Deactivate the vehicle's drive system and activate it again. Check the settings of the Advanced Driver Attention Monitor in the Infotainment system.

— System limitations are not adhered to.

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

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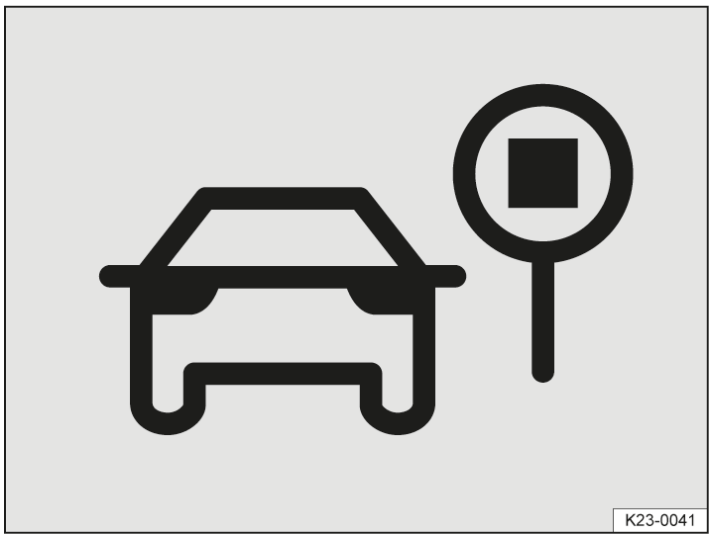


Fig. 1 In the instrument cluster display: Advanced Road Sign Display symbol.

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

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

If the maximum speed limit is exceeded, the speed warning of the Advanced Road Sign Display visually informs you on the instrument cluster display with a flashing speed limit recognized by the system and, depending on the settings, a warning tone → *Warning Levels of the Speed Warning*.

Dynamic Road Sign Display

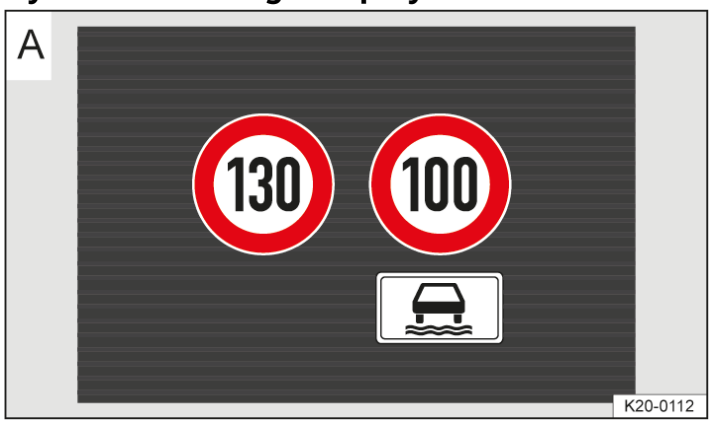


Fig. 2 In the instrument cluster display: displays of the Dynamic Road Sign Display with additional signs (general example).

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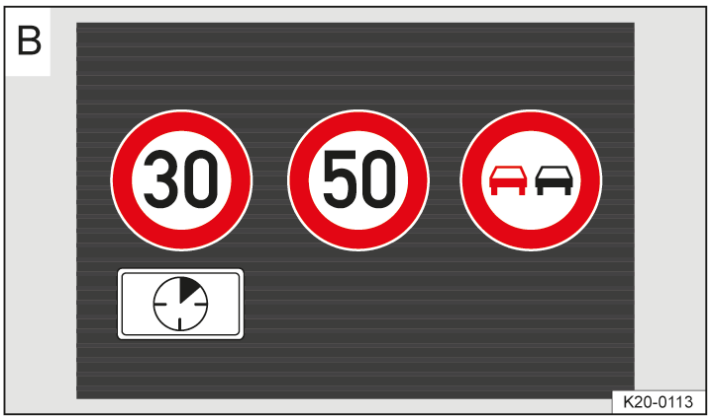


Fig. 3 In the instrument cluster display: displays of the Dynamic Road Sign Display with additional signs (general example).

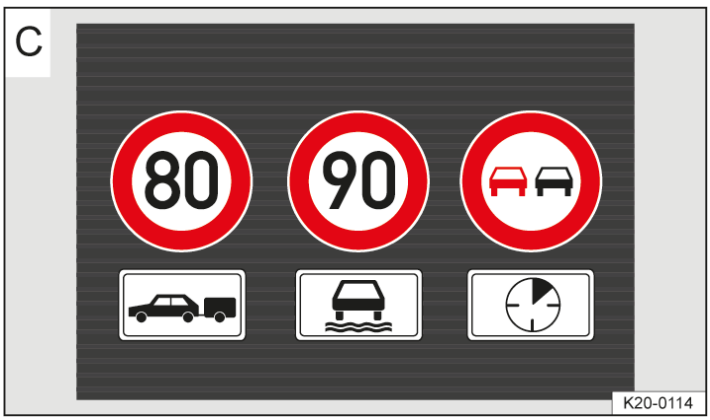


Fig. 4 In the instrument cluster display: displays of the Dynamic Road Sign Display with additional signs (general example).

After checking and evaluating the information from the camera, the Infotainment system, and the current vehicle data, the activated Dynamic Road Sign Display function will display up to three valid road signs with the applicable additional signs, depending on the position of the display *→ fig. 2*, *→ fig. 3*, *→ fig. 4*:

1st position:

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

2nd position:

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

Additional signs:

For example, if the windshield wipers are on while driving the valid traffic sign with the additional sign “when wet” will move to the left into the first position.

3rd position:

Depending on the position of the display, another road sign can be displayed in third position, for example “temporary overtaking restriction”.

Hazard signs cannot be displayed in all countries.

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

The traffic signs recorded by the Dynamic Road Sign Display are shown in the display of the Volkswagen Digital Cockpit. Depending on the Infotainment system installed in the vehicle, the road signs may also be displayed there.

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

WARNING

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

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

System Limitations of Advanced Road Sign Display

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

— High ambient temperature or long exposure to direct sunlight.

— Poor visibility, such as in snow.

— Glare, for example from oncoming traffic or the sun

— High speeds

— Dirty camera.

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

— Partially or completely covered traffic signs, such as due to trees, snow, dirt or other vehicles.

— If road signs are not in the standard format

— If there are damaged or bent road signs

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

— If there is outdated map material in the Infotainment system

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

The system will also use navigation data if the vehicle does not have a navigation system. Keep the navigation data up to date *(→ Navigation)*. Please contact suitably qualified professionals if you have any questions. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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Driving with the Speed Warning

When is it active?

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

Switching on and off

Depending on the country, the speed warning is always switched on when the vehicle's drive system is activated. In this case, the Infotainment system automatically displays an overview of individual systems and functions in the entry menu *(→ Entry menu)*.

If necessary, you can manually switch off the speed warning in the Infotainment system:

1. Tap the ⋯ function key and select theVehicle menu.
2. Tap the Settings menu and open the speed warning.
3. Switch the speed warning on or off in the relevant submenu *(→ Vehicle settings menu)*.

Activating and Deactivating the Warning Tone

In the Infotainment system:

1. Tap the ⋯ function key and select theVehicle menu.
2. Tap the Settings menu and open the speed warning.
3. Activate or deactivate the warning tone at a relevant point *(→ Vehicle settings menu)*.

When you activate vehicle's drive system, the warning tone is always activated.

Setting the Warning Threshold

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

In the Infotainment system:

1. Tap the ⋯ function key and select theVehicle menu.
2. Tap the Settings menu and open theSpeed warning.
3. To select the level of the warning thresholds, tap ∨ in the Warning threshold menu item *(→ Vehicle settings menu)*.

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

Activating and Deactivating the Change Tone

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

In the Infotainment system:

1. Tap the ⋯ function key and select theVehicle menu.
2. Tap the Settings menu and open the speed warning.
3. Activate or deactivate the change tone in the relevant submenu *(→ Vehicle settings menu)*.

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Hiding Error Messages Via the Multi-Function Steering Wheel

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

Trailer mode

On vehicles with a trailer hitch installed at the factory and a trailer that is connected to the vehicle electrical system, the display of road signs relevant to a trailer, such as the valid speed limit and passing restrictions for vehicles with a trailer, can be activated and deactivated in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

For trailer mode, the display of valid speed limits can be adjusted to the model of the trailer and to the legal regulations in the country in which you are driving.

In the Infotainment system:

1. Tap the ⁝⁝ function key and select theVehicle menu.
2. Tap the Settings menu and open trailer detection.
3. To specifically adjust the warning threshold for trailer mode, tap ⌄ in the Warn when exceeding menu item *(→ Vehicle settings menu)*.

Warning Levels of the Speed Warning

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



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

Speed warning – Level 1

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

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

Speed warning – Level 2

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

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

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

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

Troubleshooting

Advanced Road Sign Display is outside the usage area

A warning tone sounds. A white indicator light will appear in the instrument cluster display. A message is also displayed in the instrument cluster display and in the Vehicle Status menu.

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

Advanced Road Sign Display is not available

A warning tone sounds. A yellow indicator light will appear in combination with the yellow central warning light in the instrument cluster display. A message is also displayed in the instrument cluster display and in the Vehicle Status menu.

— The windshield is dirty in the area around the camera or weather conditions are interfering with the camera view. Clean the windshield *(→ Vehicle care)*.

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

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

— The camera was automatically deactivated due to a high ambient temperature or long exposure to direct sunlight. Advanced Road Sign Display will be available once the camera is available again. Deactivate the vehicle's drive system and activate it again.

— Malfunction or fault. Deactivate the vehicle's drive system and activate it again.

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

Advanced Road Sign Display is partially deactivated

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

The default settings of the speed warning are adjusted:

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

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

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

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Number of seats

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

The middle seat of the rear bench seat is a “spare seat” with flat seat cushion.

Every seat is equipped with a safety belt.

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

⚠ WARNING

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

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

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Correct seating position

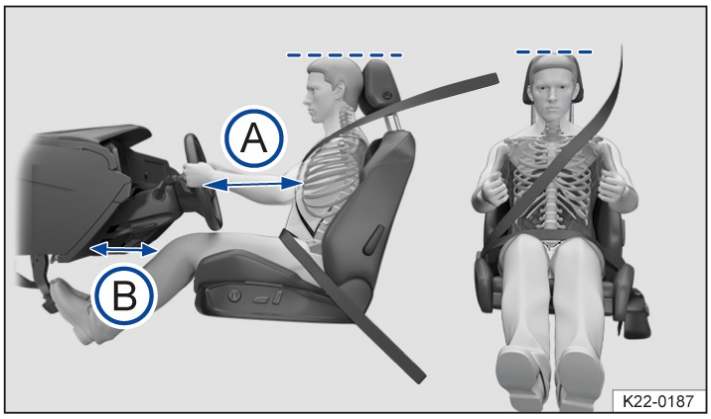


Fig. 1 Correct distance between the driver and the steering wheel, correct safety belt position and correct head restraint adjustment (general example).

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

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

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

The following applies to all vehicle occupants:

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

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

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

— Always keep both feet in the footwell.

— Adjust and fasten the safety belts correctly .

The following additional points apply to the driver:

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

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

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

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

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

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

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

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

The following additional points apply to the front passenger:

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

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

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

Introduction

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

WARNING

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

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

WARNING

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

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

WARNING

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

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

Fasten seat belts reminder



Fig. 1 In the instrument cluster display: warning light for the fasten seat belts reminder.

Fasten safety belts reminder for the front seats

If the safety belts are not fastened when you begin driving, at a speed of over approx. 25 km/h (approx. 15 mph), or if the safety belts are unfastened during a journey, a warning chime sounds for 126 seconds when the driver or front passenger seat is occupied by an adult. The red warning light in the instrument cluster display will also blink.

When the ignition is switched on, the red warning light only turns off after all vehicle occupants have fastened their safety belts.

Fasten seat belts reminder for the rear seats (depending on the country and the vehicle equipment)



Fig. 2 In the instrument cluster display: Fasten seat belts reminder for the rear seats (general example).

When the ignition is switched on, the fasten safety belts reminder for the rear seats→ *fig. 2* in the instrument cluster display shows the driver whether possible adult passengers in the rear seats have their safety belts fastened.

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

When the symbol is red, this indicates that the passenger in this seat has no longer has “their own” safety belt fastened.

The white symbol indicates that this seat is not occupied or that the passenger in this seat has not fastened “their own” safety belt.

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If a rear seat safety belt is unfastened during the journey, the symbol for that seat is permanently red. The red warning light in the instrument cluster display will also blink. If driving at speeds faster than approx. 25 km/h (approx. 15 mph), a warning chime will also sound for 126 seconds.

WARNING

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

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

Fastening and unfastening the safety belts

Fastening the safety belt



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

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

Unfastening the safety belt

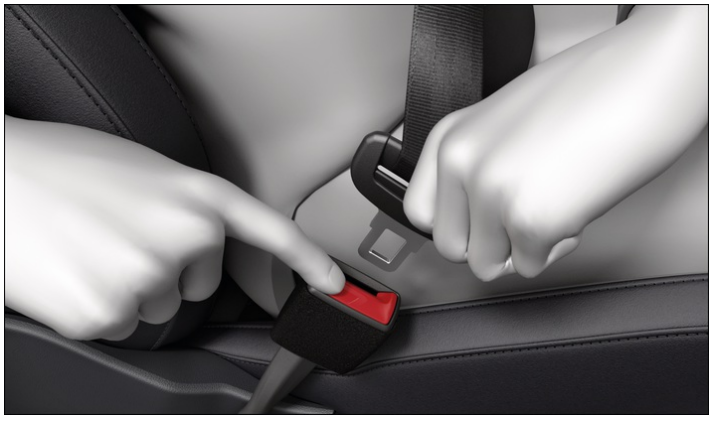


Fig. 2 Releasing the buckle tongue from the safety belt buckle (general example).

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

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

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The buckle tongue will pop out.

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

Twisted safety belt

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

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

   The twist must not be in a section of the belt that rests directly on the body.
4. Go to an authorized Volkswagen dealer or authorized Volkswagen Service Facility immediately to have the belt untwisted. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Safety belt positioning

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

Correct safety belt positioning

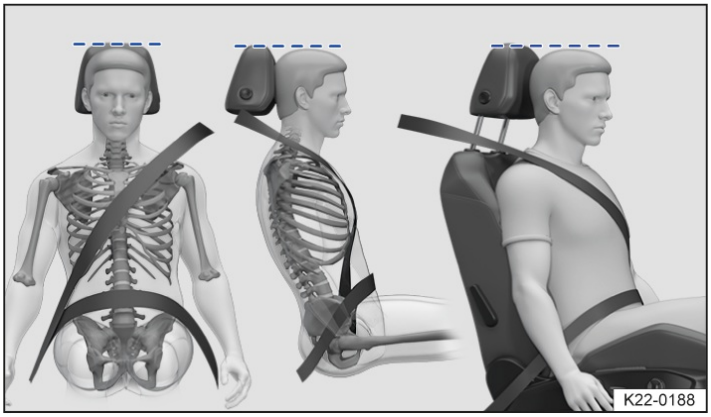


Fig. 1 Correct safety belt positioning and correct head restraint adjustment (general example).

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

Correct safety belt positioning for pregnant women

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

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

Adjusting the safety belt position to body size

The belt positioning can be adjusted with the following equipment:

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

— Height-adjustable front seats *(→ Seating position)*.

WARNING

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

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

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

Safety belt height adjuster

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

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

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

⚠ WARNING

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

- Never adjust the safety belt height while driving.

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

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

Automatic safety belt retractor

Every safety belt is equipped with an automatic safety belt retractor on the shoulder belt section. If the safety belt is pulled slowly or while driving normally, the shoulder belt will be able to move freely. The automatic safety belt retractor blocks the safety belt from moving if the safety belt is pulled out quickly, for example during sudden braking maneuvers, when driving on hills, when driving around curves and when accelerating.

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

Safety belt pretensioners

The safety belts for the vehicle occupants in the front seats and in the outer seats in the rear of the vehicle have safety belt pretensioners.

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

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

⚠ WARNING

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

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

Belt pre-tensioning

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

Reversible belt tensioning (proactive passenger protection system)

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

— Heavy braking.

— Oversteer or understeer.

— Light collisions.

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

Safety belt load limiter

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

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

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

Safety belt pretensioner servicing and disposal

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

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

WARNING

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

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

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

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Introduction

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

Speed range

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

Displays

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

WARNING

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

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

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Functions of the proactive passenger protection system

Basic functions

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

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

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

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

— Activating the emergency flashers.

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

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

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

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

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

Additional functions for vehicles with Emergency Assist

On vehicles with Emergency Assist, the proactive passenger protection system can be triggered if driver inactivity is detected.

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

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

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

Additional functions for vehicles with Front Cross Traffic Assist

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

Adjusting the belt pre-tensioning and reversible safety belt pretensioning

Depending on the vehicle equipment, belt pre-tensioning and reversible safety belt pretensioning settings can be made on the Infotainment system in the vehicle settings.

The belt pre-tensioning can be activated and deactivated separately for the driver seat and front passenger seat.

Setting in the Driving Mode Selection

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

Settings in the Infotainment system

Depending on the vehicle equipment, it may be possible to make adjustments to the proactive passenger protection system with full range of functions in the vehicle settings of the Infotainment system.

The proactive passenger protection system is activated again each time the ignition is switched on.

It may not be possible to operate the setting if the proactive passenger protection system has already been adapted to the special vehicle setup.

Limitations of the proactive passenger protection system

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

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

— Malfunction of the ESC
, the reversible safety belt pretensioning or the airbag control module .
— ASR
deactivated or ESC limited .
— *Offroad* driving mode set.
— System fault or restriction of Autonomous Emergency Braking (Front Assist).
— System fault or restriction of the Lane Change System (Side Assist).
— System fault or restriction of Emergency Assist.
— System fault or restriction of the Front Cross Traffic Assist.
— Reverse gear engaged.
— If there are reflective objects, e.g. guard rails, tunnel entrances, heavy rain, or ice.
— If there are animals or objects that are difficult to detect.
— In the event of impacts and damage to the bumper, wheel arch or underbody.

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Proactive passenger protection system restricted or not available

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

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

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

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

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Introduction

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

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

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

Situations in which airbags will not always deploy:

— If the ignition is switched off during a collision.

— In minor head-on collisions.

— In non-serious side-on collisions.

— In rear-end collisions.

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

— In low-speed collisions.

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

WARNING

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

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

WARNING

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

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

WARNING

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

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

WARNING

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

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

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Function Check

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

Airbag or Safety Belt Pretensioner Malfunction

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

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

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

Airbag or Safety Belt Pretensioner with Diagnostic Device Switched off

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

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

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

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Installation locations and deployment zones of the airbags

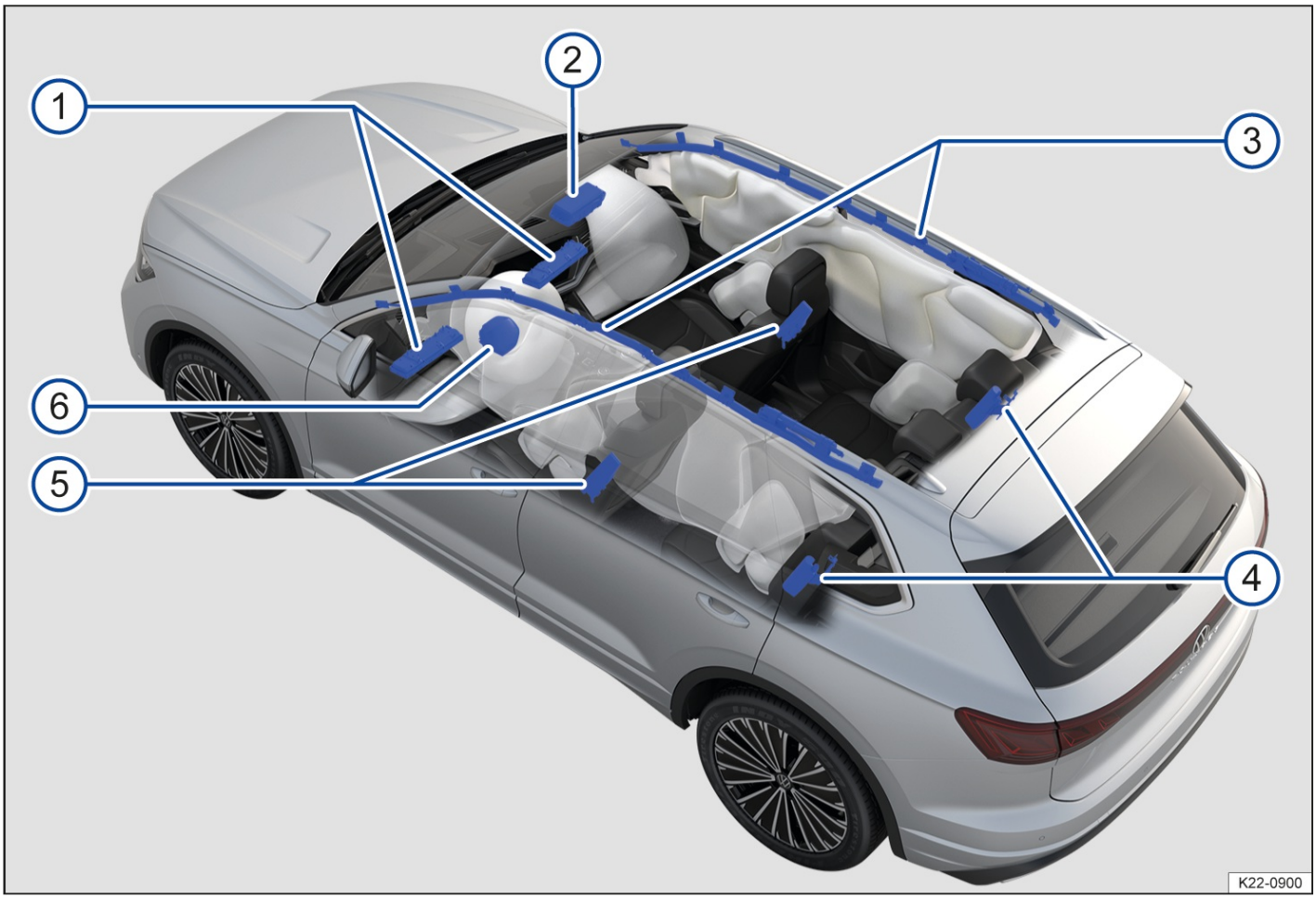


Fig. 1 Installation locations and deployment zones of the airbags.

Installation location

1. Driver and front passenger knee airbag in lower area of instrument panel (depending on the vehicle equipment).
2. Front passenger's front airbag in the instrument panel.
3. Side Curtain Protection® airbags above the front and rear side windows (both sides).
4. Rear side airbags in the backrest of the outer seats of the rear bench seat (depending on the vehicle equipment).
5. Front side airbags in the driver seat and passenger seat backrests.
6. Driver's front airbag in the steering wheel.

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

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

⚠ WARNING

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

- Always keep the deployment zones of the airbags clear.
- Never attach objects to the covers or in the deployment zones of airbags.
- Do not tape over or cover the installation locations of the airbags or the surfaces in the deployment zones of the airbags, or modify them in any other way.
- There should be no people, animals, or objects between the vehicle occupants and the airbag deployment zone.

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Make sure that children and passengers also follow this guideline.

- Do not attach any objects, such as mobile navigation systems, to the windshield above the front airbag on the passenger's side.
- Only pivot sunshades toward the side windows if no objects such as pens or garage door openers are attached to the visor.
- Do not attach any sunshades to the side windows that are not specifically approved for use in the vehicle.
- Only hang lightweight clothing from the garment hooks in the vehicle. Never store heavy or sharp-edged objects in pockets.
- Do not attach any accessories to the doors.

WARNING

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

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

WARNING

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

- Never remove the front seats from the vehicle or modify parts of them.
- Do not apply excessive force to the backrest bolsters.
- Only use seat covers or protective covers that are specifically approved for use in your vehicle.
- Have any damage to the seat covers or the seam in the airbag areas repaired immediately by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

WARNING

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

- Push the driver and front passenger seats far enough back such that there is at least 10 cm (approximately 4 inches) of space between the knees and the installation location of the knee airbag. If body characteristics mean that this is not possible, you must contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Switching the Front Passenger's Front Airbag On and Off



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

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

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

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

Front passenger's front airbag enabled



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

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

The front passenger's front airbag is switched on.

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

Front passenger's front airbag switched off



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

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

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

Switching on the front passenger's front airbag

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

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Or: Remove the emergency key from the vehicle key *(→ Vehicle key)*.

4. Insert the key bit into the key switch until you feel resistance for a second time→ *fig. 1*.

   The key bit is not fully inserted when doing so→ⓘ.

5. Turn the remote control vehicle key or emergency key to the ON position without applying significant force.
6. Pull the vehicle key out of the key switch and fold in the key bit→⚠.

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

7. Close the front passenger door.

   The yellow PASSENGER AIR BAG ON indicator light will come on and turn off after approximately 60 seconds *(→ Indicator light standard airbag system)*.

8. Check that the yellow PASSENGER AIR BAG indicator light OFF *does not* come on *(→ Indicator light standard airbag system)* when the ignition is switched on.

Switching Off the Front Passenger's Front Airbag

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

   Or: Remove the emergency key from the vehicle key *(→ Vehicle key)*.

4. Insert the key bit into the key switch until you feel resistance for a second time→ *fig. 1*.

   The key bit is not fully inserted when doing so→ⓘ.

5. Turn the remote control vehicle key or emergency key to the OFF position without applying significant force.
6. Pull the vehicle key out of the key switch and fold in the key bit→⚠.

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

7. Close the front passenger door.

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

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

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

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

⚠ DANGER

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

⚠ DANGER

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

- Switch off the front passenger's front airbag only if a rear-facing child restraint is fitted in the front passenger seat in exceptional circumstances. Switch the front passenger's front airbag back on once the rear-facing child restraint in the front passenger seat is no longer being used.
- Only deactivate the front passenger's front airbag if, in exceptional circumstances, the front passenger backrest is

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folded down, depending on the vehicle equipment. Switch the front passenger's front airbag back on as soon as the front passenger backrest is folded back.

- To avoid damage to the airbag system, only switch the front passenger's front airbag on and off with the ignition switched off.
- As the driver, always ensure the key switch is in the correct position.

WARNING

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

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

WARNING

If the remote control vehicle key or emergency key remain inserted in the key switch while driving, vibration may cause the vehicle key or emergency key to inadvertently turn in the key switch and may activate the front passenger's front airbag. The front passenger's front airbag could trigger unintentionally, which could cause serious or fatal injuries.

- Always remove the vehicle key or emergency key from the key switch before switching on the ignition.

NOTICE

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

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

NOTICE

If the vehicle key or emergency key is inserted in the key switch when the front passenger door is closed, this may damage the door trim panel, instrument panel, key switch, vehicle key and emergency key.

- Always remove the vehicle key or emergency key from the key switch before closing the front passenger door.

Introduction

Child restraints reduce the risk of injury in the event of an accident. Always transport children in child restraints.

Please note:

— Child restraints are categorized differently depending on the size, age and weight of the child.

— Child restraints can be secured in the vehicle using various securing systems.

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

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

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

WARNING

Unsecured or improperly secured children may suffer serious injury or death in the event of sudden driving or braking maneuvers or an accident.

- Children under the age of 12 or less than 150 cm(around 4 ft 11 in) tall must always be transported in a suitable child restraint when riding in the vehicle. Observe any regulations specific to the country where you are driving.
- Always secure children in a suitable child restraint. Child restraints must correspond to the size, age and weight of the child.
- Observe the specifications of the child restraint manufacturer for fastening the child restraint in the vehicle and securing the child in the child restraint.
- Never secure more than one child in a single child restraint.

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- Never under any circumstances drive with children or babies on the driver's or a passenger's lap.
- Never allow a child to sit in a child restraint unsupervised.
- Never allow children to be unsecured in the vehicle, stand or kneel on the seats, or be in an incorrect seating position while driving. This especially applies to children riding in the front passenger seat. In the event of an accident, children and other passengers could be fatally injured.
- For the child restraint to offer the maximum protection, it is especially important to route the safety belt correctly. Always follow the specifications from the child restraint manufacturer for routing the safety belt correctly. Safety belts that are fastened incorrectly can cause injuries, even during minor accidents.
- Replace the child restraint after an accident because there could be damage that is not visible.

Types of child restraints

Only use child restraints that are legally approved and suitable for the child using them.

Child restraint standards

Regulations ECE

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

— Weight class

— Size class

— Certification category (universal, semi-universal, vehicle-specific, or i-size).

— Certification number.

For child restraints that are approved in accordance with regulationECE

-R 44, the eight-digit approval number on the ECE seal of approval must begin with 03 or 04. This indicates that the seat is permitted. Older child restraints whose number begins with 01 or 02 are not permitted.

Child restraints according to weight classes



Fig. 1 Example of child restraints.

Class	Weight of the child
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+: rear-facing infant safety seats → *fig. 1* from group 0/0+ or 0/1 are best suited from birth to

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about 18 months.

— Weight class 1: After reaching the weight limit, child restraints from group 1(up to about four years) and group 1/2 (up to approximately seven years) with an integrated safety belt system are the most suitable.

— Weight classes 2/3: groups 2 and 3 contain child restraints with backrests and booster seats without backrests. Because of their integrated safety belts and side bolsters, child restraints with a backrest provide better protection than booster seats without a backrest. Therefore, Volkswagen recommends using child restraints with a backrest. Child restraints in group 2 are suitable for children up to about 7 years old. Child restraints in group 3 are suitable for children older than about 7 years old.

When using a child restraint from Group 2 or a child restraint with a backrest for children taller than 100 cm (approx. 3 ft, 3 in), also use the fourth child restraint attachment point, if available, for the safety belt. Follow the child restraint user manual.

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

Child restraints according to approval categories

Child restraints can have the approval categories “universal” (as per regulation ECE -R 44 and ECE-R 129), “semi-universal”, “vehicle-specific” (as per regulation ECE -R 44 respectively) or “i-Size” (as per regulation ECE-R 129).

— Universal: Child restraints with “universal” approval are approved for installation in all vehicles. A list of models is not needed. With universal approval for ISOFIX, also secure the child restraint with a top tether safety belt.

— Semi-universal: In addition to the standard requirements for universal approval, “semi-universal” approval requires safety equipment for securing the child restraint that requires additional tests. Child restraints with “semi-universal” approval have a model list that must contain the vehicle in which the seat will be used.

— Vehicle-specific: vehicle-specific approval requires a separate dynamic test of the child restraint in the vehicle for each vehicle model. Child restraints with “vehicle-specific” approval also have a model list.

— i-Size: Child restraints with “i-Size” approval must conform to the requirements for installation and safety that are contained in the ECE -R 129 regulation. You can obtain information about which child restraints have an i-Size certification for this vehicle from the child restraint manufacturers.

Installing and using child restraints

Country-specific specifications

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

Notes on installing a child restraint

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

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

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

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

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— Switch off the front passenger's front airbag before installing a backward-facing child seat in the front passenger seat.
— If installing on the front passenger's seat, move the seat all the way back and move it into the highest position possible. Bring the backrest into the upright position *(→ Mechanical front seat)*.
— Always leave sufficient free space around the child restraint. Adjust the position of the seat in front of it if possible. Always make sure the driver and front passenger are using a correct seating position *(→ Seating position)*.
— The backrest of the child seat should be positioned as close as possible to the backrest on the vehicle seat. Adjust the angle of the vehicle seat so that the child restraint contacts it fully. If the child restraint comes into contact with the head restraint when installed and prevents it from fitting correctly, move the head restraint all the way up or remove it and store it securely in the vehicle .
— Once the child restraint is correctly installed, the settings for that seat must no longer be changed. If the seat settings have been changed, the installation of the child restraint must be checked and, if necessary, adjusted.
— If a child restraint is installed on a seat, functions such as the massage function or seat heating *(→ Seat air conditioning)* must not be used on that seat.

Airbag label



Fig. 1 On the sun visor: airbag label(general example).



Fig. 2 On the B-pillar: airbag label (general example).

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

— On the driver's and front passenger's sun visors → *fig. 1*.
— On the B-pillar on the passenger's side → *fig. 2*.

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

Dangers when transporting children on the front passenger's seat

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

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

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

Do not deactivate the front passenger's front airbag when using aforward-facing child seat. When installing a child restraint, makes sure it is as far from the front passenger's airbag as possible. If the front passenger's airbag deploys, it can cause serious injuries →⚠.

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

⚠ DANGER

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

⚠ DANGER

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

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

⚠ WARNING

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

- Always refer to and follow the installation instructions and warnings from the child restraint manufacturer.

⚠ WARNING

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

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

⚠ WARNING

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

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

Securing systems

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Different securing systems are used for safe installation of child restraints depending on the country.

Only use the securing systems described here to secure child restraints in the vehicle.

Overview of securing systems

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

The child restraint has two fixed fastening brackets or arms. The arms snap into the ISOFIX universal lower anchorages that are located between the seat cushion and the rear seat backrest on the outer rear seats *(→ Child restraint with LATCH/UAS or i-Size)*. Supplement the ISOFIX fastener with a top tether safety belt or a support bracket, if necessary.

— Three-point safety belt. If available, it is better to secure child restraints to the ISOFIX fastener using a three-point safety belt *(→ Child restraint with a safety belt)*.

Additional fasteners:

— Top Tether: the upper belt is guided over the rear seat backrest and secured to the anchorage point on the rear side of the rear seats using a hook *(→ Child restraint with the upper strap (top tether))*. Top tether anchorages are labeled with an anchor symbol.

— Support base: some child restraints are supported with a support base on the vehicle floor. The support base reduces the risk of the child restraint tipping forward in the event of a collision. Only use child restraints with a support foot on the front passenger seat and the outer seats in the second row of seats →⚠.

Recommended securing systems for child restraints

Volkswagen recommends securing child restraints as follows:

— Rear-facing child restraint:
  — ISOFIX/i-Size and top tether.
  — ISOFIX/i-Size and support bracket.

— Forward-facing child restraint from group 1 and i-Size child restraint for children up to 105 cm (approx. 3 ft 5 in) tall:
  — ISOFIX/i-Size and top tether.
  — ISOFIX/i-Size and support bracket.

— Forward-facing child restraint from group 2/3 and i-Size child restraint for children taller than 100 cm (approx. 3 ft 3 in):
  — ISOFIX/i-Size and, if necessary, top tether.
  — ISOFIX/i-Size and, if necessary, support bracket.

⚠ WARNING

Unsecured or improperly secured children may suffer serious or fatal injuries in the event of sudden driving or braking maneuvers or an accident.

- Observe the specifications of the child restraint manufacturer for fastening the child restraint in the vehicle and securing the child in the child restraint.

⚠ WARNING

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

- Make sure the support base is installed correctly and securely.
- Always refer to and follow the installation instructions and warnings from the child restraint manufacturer.

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WARNING

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

Attaching a child restraint with ISOFIX or i-Size

Overview of ISOFIX or i-Size child restraint installation

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

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

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

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

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

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

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

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

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

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

Attaching child restraints with ISOFIX or i-Size

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

Designation of the ISOFIX anchorage points for child restraints on the rear bench seat.

Designation of the i-Size anchorage points for child restraints on the rear bench seat.



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

1. Pay attention to and follow the information *(→ Child restraints)*.
2. When using child restraints from groups 0, 0+ or 1 and also i-Size child restraints for children up to 105 cm (approx. 3 ft, 5 inches) tall on the rear bench seat, push the rear bench seat all the way back *(→ Rear bench seat)*.
3. When using child restraints from group 2/3 and also i-Size child restraints for children taller than 100 cm (approx. 3 ft, 3 inches) on the rear bench seat, push the rear bench seat forward *(→ Rear bench seat)*.
4. If necessary, fold down the protective caps for the ISOFIX or i-Size anchorage points.
5. Push the child restraint arms in the direction of the arrow and onto the ISOFIX or i-Size anchor points *→ fig. 1*. The child restraint must engage securely and audibly.
6. Pull on both sides of the child restraint to check that the child restraint is securely locked in place.

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

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

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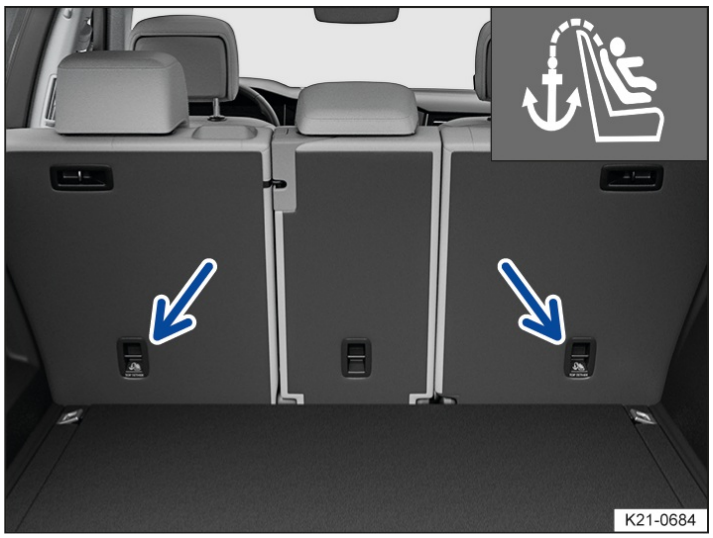


Fig. 1 On the rear side of the rear bench seat: Top tether anchorages for the top tether safety belt.

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

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

Fastening the top tether safety belt



Fig. 2 On the rear side of the rear bench seat: attached top tether safety belt.

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

   Or: if necessary, remove the head restraint and guide the top tether safety belt of the child restraint to the rear over the backrest.
7. Hook the top tether safety belt of the child restraint into the appropriate anchorage marked with “top tether”

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→ *fig. 2*.

8. Tighten the top tether safety belt so that the child restraint is upright on the rear seat backrest.

⚠ WARNING

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

- Always only fasten a top tether safety belt of a child restraint to a top tether anchorage.
- Fasten the top tether safety belt only to the top tether anchorages designed for this purpose. Never fasten a child restraint top tether safety belt to a tie-down.

Depending on the country of use and the vehicle equipment, there may be two or three top tether anchorage points in the luggage compartment behind the rear seat backrest.

Securing a child restraint with a safety belt

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

approval seal on the child restraint. Refer to the following table for the installation options.

Group		Weight of the child	Front passenger seat		Seating positions on the rear bench seat
			Front passenger's front airbag activated	Front passenger's front airbag 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 is not suitable for installing a child restraint classified in this group.

Securing a child restraint with a safety belt

1. Pay attention to and follow the information *(→ Child restraints)*.
2. When using child restraints from groups 0, 0+ or 1 and also i-Size child restraints for children up to 105 cm (approx. 3 ft, 5 inches) tall on the rear bench seat, push the rear bench seat all the way back *(→ Rear bench seat)*.
3. When using child restraints from group 2/3 and also i-Size child restraints for children taller than 100 cm (approx. 3 ft, 3 inches) on the rear bench seat, push the rear bench seat forward *(→ Rear bench seat)*.
4. Adjust the height of the safety belt so that the belt webbing runs naturally along the child restraint without any sharp bends in the webbing. For rear-facing child restraints, the lowest position of the belt height adjuster must be used.
5. Route the safety belt according to the instructions provided by the child restraint manufacturer and guide the belt through the child restraint.
6. Make sure the safety belt is not twisted.

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7. Insert the buckle tongue into the safety belt buckle belonging to the corresponding seat, until the safety belt buckle latches into place.

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

Securing yourself and the vehicle

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

Checklist of what to do in the event of a breakdown

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

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

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

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

⚠ WARNING

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

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

⚠ WARNING

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

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

NOTICE

Pushing the vehicle by hand may cause damage to the vehicle or cause the rear spoiler to detach.

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

Checklist of what to do after an accident

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

1. Switch the ignition off.

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

Observe important information about what to do in the event of a fire *(→ Charging processes)*.

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

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

— If there has been an accident.

— If the vehicle malfunctions.

— When towing.

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

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

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

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

Emergency equipment

First aid kit

Depending on the country and the vehicle equipment, the first aid kit may be located in a storage compartment, in a holder in the luggage compartment, under the luggage compartment floor, or in the vehicle interior.

The first aid kit must meet the legal regulations.

— Note the expiration date of the contents.

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

Warning triangle

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

Depending on the country and the vehicle equipment, the warning triangle may be located in the trunk lid.

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

The warning triangle must meet the legal regulations.

Reflective vest

Depending on the vehicle equipment and country of use, the safety vest may be in a storage compartment in the front door trim panel or in the glove compartment *(→ Driver door)* *(→ Passenger's side)*.

The reflective vest must meet the legal regulations.

Fire extinguisher

Depending on the vehicle equipment and country of use, a fire extinguisher may be located in a holder in the footwell under the front passenger seat.

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

⚠ WARNING

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

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

Re-active hood

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Fig. 1 Triggered re-active hood (general example).

In a front-end collision, the re-active hood is triggered by sensors in the front bumper at speeds of around 25–55 km/h (around 15–34 mph). This raises the hood in front of the windshield by a few centimeters, for example to create an additional crumple zone above the engine in the head area for a pedestrian who has been hit.

The “re-active hood” system can only be correctly deployed if the hood has not been previously deformed by external forces.

In some cases the system may trigger even when there is no pedestrian involved in the collision. The system may, for instance, be triggered in the following situations:

— Front impact with objects or animals.

— A gentle collision or impact on uneven ground.

Special hinges lock the engine hood in the open position→ *fig. 1* (magnifying glass). In addition, a message is displayed in the instrument cluster display until the system is repaired.

When the re-active hood is triggered, complete the following instructions:

— Never attempt to close the engine hood yourself. Have the triggered re-active hood repaired immediately by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

— You may only continue driving when the vehicle is roadworthy again.

— Do not drive faster than around 80 km/h(50 mph).

— If necessary, adjust your seat position *(→ Seating position)*. You must have a clear, unhindered view through the windshield even with the re-active hood triggered.

⚠ WARNING

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

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

Emergency Call Service and roadside assistance call

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

The buttons in the roof console → *fig. 1* can be used for voice services, depending on the vehicle equipment and country of use. The required connection is produced by a control module installed by the manufacturer.

Please note the additional information on mobile online services
.

Indicator lights for the Emergency Call Service

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

- Indicator light does not light up: The emergency call system is not available, for example there is no mobile communications network available.
- The red warning light flashes after the ignition is switched on: System error. The Emergency Call Service is deactivated.
- The red indicator light comes on and remains on: system error. There may also be a message on the instrument cluster display at the same time.
- The green indicator light comes on: The vehicle's emergency call system is ready for use.
- Green indicator light flashes: Emergency call is being made.

Indicator light for the roadside assistance call

The indicator light → *fig. 1* comes on when a Roadside Assistance Call is made:

- Orange indicator light comes on: Roadside assistance call is being made.

Roadside assistance call

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

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

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

Initiating a roadside assistance call

1. Press the button until the orange indicator light in the button comes on.

   The roadside assistance call is initiated → *fig. 1*.

If you initiate a roadside assistance call by mistake, cancel it:

1. Press the button again.

Emergency Call Service

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

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

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

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

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

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

⚠ WARNING

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

- The emergency call location is in an area with no cell phone and satellite reception, or insufficient reception.
- You are in a location where there is sufficient mobile phone and satellite reception, but the telecommunications provider's mobile communications network is unavailable.
- Even if there is good cell phone and satellite reception, in some areas the telecommunications providers' 2G/3G network is unavailable. In this case, the emergency call, if available in the vehicle, is routed to the legally required eCall Emergency System. If the legally requiredeCall Emergency System is not available in the vehicle, the call will be forwarded to the emergency number 112.
- The Emergency Call Service is not permitted by law in some countries.
- There is no valid license for the use of the Emergency Call Service.
- The vehicle components required for manual or automatic emergency calls are damaged or do not have sufficient power.
- The Emergency Call Service has been deactivated. In this case, the emergency call, if available in the vehicle, is routed to the legally required eCall Emergency System. If the legally requiredeCall Emergency System is not available in the vehicle, no emergency call will be made. There will be no forwarding to the emergency number 112 either.
- The vehicle's ignition is not switched on.

Triggering an emergency call manually

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Fig. 8 Located on the roof console: Indicator light and button for the Emergency Call Service and Roadside Assistance Call.

1. Press on the button cover briefly and fold the cover downward→ *fig. 1*.
2. Press the emergency call button → *fig. 8* until the green indicator light starts to flash.

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

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

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

If the connection to the Volkswagen emergency call center has not yet been established, no data will be sent to the Volkswagen emergency call center.

Only press the emergency call button in an emergency → *fig. 8*.

Automatic emergency call

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

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

— Immediately after the airbags have been deployed.

— Immediately after the safety belt pretensioners have been triggered.

— Depending on the vehicle equipment, in the event of a system intervention by the Emergency Assist system.

The automatic emergency call cannot be stopped by pressing the emergency call button→ *fig. 8*.

If questions from the Volkswagen emergency call center are not answered, rescue operations will be initiated automatically.

Integrated battery

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

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

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

Data transmission

The available data will be sent to the Volkswagen emergency call center during an emergency call to determine what rescue measures are needed.

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

The emergency call data is only processed to ensure the proper function of the Emergency Call Service. The emergency call data is automatically deleted by the system 13 hours after the emergency call is triggered.

The following data is sent:

— The current vehicle position at the time the emergency call was triggered

— Nine other positions shortly before the emergency call was triggered (route driven, a few km (a few miles)).

— Vehicle Identification Number (VIN)

— Type of vehicle drive.

— Vehicle model

— Trigger type (automatic or manual)

— Call type.

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

— Accident severity.

— Accident direction.

— Time of impact

— Reliability of the positioning data

— Data set version.

— Counter of the data sets transmitted per call

— Calculated number of passengers.

— Language selected in the Infotainment system.

— Optional data ID.

You can request to view and delete the data that is sent by contacting the Volkswagen emergency call center.

Depending on the vehicle equipment and country, data transmission may be influenced by your privacy settings *(→ Privacy settings)*. The functionality of the Emergency Call Service can only be ensured if data transmission is fully enabled.

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

Always keep the cover over the emergency call button closed while driving. If the button over the cover is kept open, the emergency call button could be pressed accidentally and then an emergency call could be triggered inadvertently.

Routing to the Statutory eCall Emergency System

In some situations, the Emergency Call Service is limited or not carried out. If the legally required eCall Emergency

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System is available in the vehicle, a voice connection will be established with a local emergency service center if possible. In this case, available data will be sent to the local emergency center during an emergency call to determine what rescue measures are needed .

The Manage services section in the Infotainment system shows whether the legally required eCall Emergency System is available in the vehicle *(→ Manage services)*.

Fall-back to emergency number 112

In some situations, the Emergency Call Service is limited or not carried out. If the legally required eCall Emergency System is not available in the vehicle, an emergency call will be made to the general emergency number 112 if possible. In this case, only a voice connection will be established. No other data, such as vehicle or location data, will be transmitted.

Troubleshooting

Emergency Call Service malfunction

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

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

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

Emergency Call Service limited

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

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

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

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Vehicle key functions

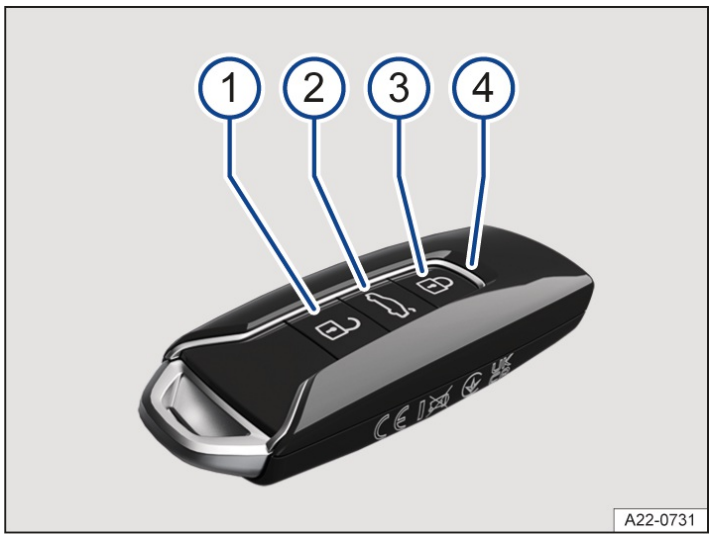


Fig. 1 Vehicle key.

1. Unlock the vehicle. All turn signals will flash twice.
2. Unlock the trunk lid separately. All turn signals will flash twice.
3. Lock the vehicle. All turn signals will flash once.
4. Indicator light: flashes when a button is pressed.

WARNING

If you leave vehicle keys unattended in the vehicle, children or unauthorized people could lock the doors and/or the trunk lid, activate drive-ready mode, or switch on the ignition and thereby activate electrical equipment, such as the power windows. This can cause accidents and serious or fatal injuries.

- Always take all vehicle keys with you when leaving the vehicle.

WARNING

If you leave children, people requiring assistance or animals unattended in the vehicle, they may accidentally set the vehicle in motion or be subjected to very high or low temperatures. There is a risk of accidents and serious or fatal injuries.

- Never leave children, people requiring assistance or animals unattended in the vehicle.

NOTICE

External influences may limit the functionality of the remote control vehicle key and damage it.

- Protect the vehicle key from moisture and strong impacts.

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

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Emergency key



Fig. 1 Vehicle key: releasing the emergency key.

There is a mechanical key located in the vehicle key that can be used to manually unlock and lock the vehicle.

Unlocking the emergency key

1. Press on the Volkswagen emblem on the back of the vehicle key. The mechanical key is unlocked.
2. Press on the Volkswagen emblem again and pull the emergency key out of the vehicle key→ *fig. 1*.

Possible functions:

— Unlock and lock the glove compartment.

— Unlock and lock the vehicle manually *(→ Vehicle key)*.

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Replacing the button cell battery

Volkswagen recommends having the button cell changed by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility →⚠.

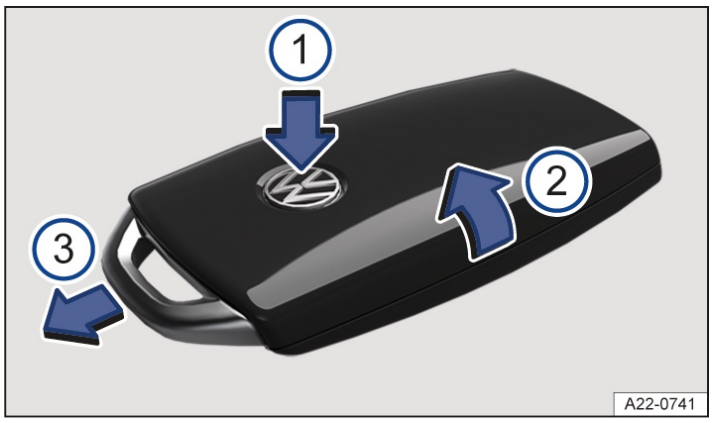


Fig. 1 Remote control vehicle key: opening the battery compartment cover.

1. Volkswagen emblem.
2. Cover
3. Emergency key.

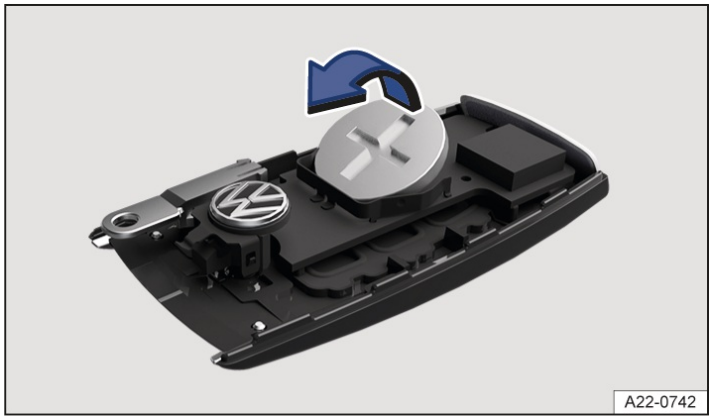


Fig. 2 Vehicle key: replacing the button cell battery

1. Press on the Volkswagen emblem on the back of the vehicle key→ *fig. 1* (1).

   The mechanical key is unlocked.
2. Press on the Volkswagen emblem again and pull the emergency key out of the vehicle key→ *fig. 1* (3).
3. Carefully lever off and remove the cover using a suitable object→ *fig. 1* (2).
4. Lift the button cell battery out of the battery compartment→ *fig. 2* , →⚠.
5. Press the new button cell battery into the battery compartment.
6. Press the cover onto the underside of the vehicle key until it engages→ *fig. 1* (2) , →ⓘ.
7. Return the emergency key to its storage place → *fig. 1* (3).
8. Dispose of drained battery in a way that will not harm the environment.

⚠ DANGER

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If button cell batteries are swallowed or enter the windpipe, serious or fatal injuries will occur within a very short time due to choking or internal burns.

- Seek medical assistance immediately if you suspect that a button cell battery has been swallowed.
- Always keep the remote control vehicle keys and key fob with button cell batteries out of the reach of children.

NOTICE

If the button cell battery is replaced incorrectly or a battery is unsuitable, it can damage the vehicle key.

- Only replace drained batteries with new batteries in the same voltage, size, and specification.
- Make sure the battery is facing in the right direction when inserting it.
- If the battery cover cannot be closed, do not use the remote control.

The type of batteries used in the remote control of your vehicle key can contain perchlorate. This requires special handling. Observe all legal requirements regarding the handling and disposal of these batteries *(→ Product recycling)*. Volkswagen recommends having this service carried out by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Synchronizing a vehicle key

If the vehicle cannot be unlocked or locked using the vehicle key, synchronize the vehicle key or replace the button cell battery *(→ Vehicle key)*.

Synchronizing a vehicle key

1. Remove the emergency key *(→ Vehicle key)*.
2. Remove the driver door handle cap .
3. Press the button on the vehicle key.
4. Unlock the vehicle using the emergency key.
5. Open the driver door. If the vehicle is equipped with an anti-theft alarm system, the alarm will be triggered immediately *(→ Anti-theft alarm system)*.
6. Switch the ignition on.

   This completes the synchronization.

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Vehicle cannot be locked or unlocked

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

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

1. Close the driver door.

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

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

The indicator light is not blinking

If the indicator light in the vehicle key does not blink when you press one of the buttons, then the button cell battery in the vehicle key must be replaced.

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

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Introduction

The Keyless Access with push-button start makes it possible to unlock and lock the vehicle without actively using the key. A valid vehicle key must be present within the vicinity of the vehicle to use this function.

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Unlocking or locking using Keyless Access

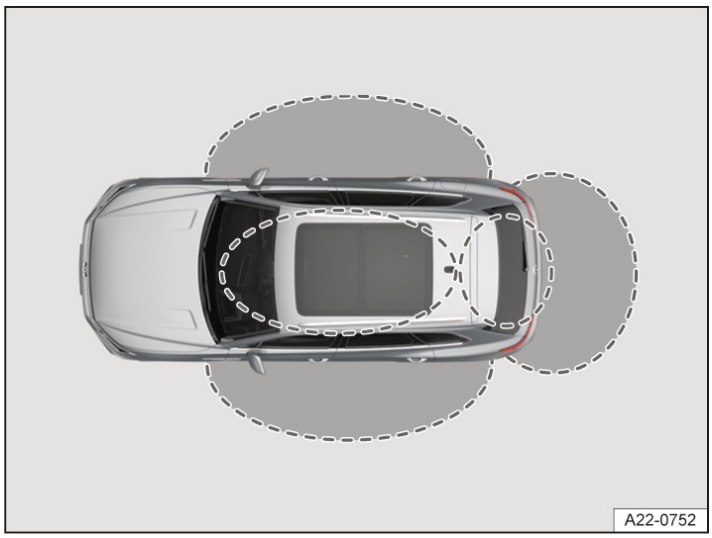


Fig. 1 Keyless Access: sensor range.

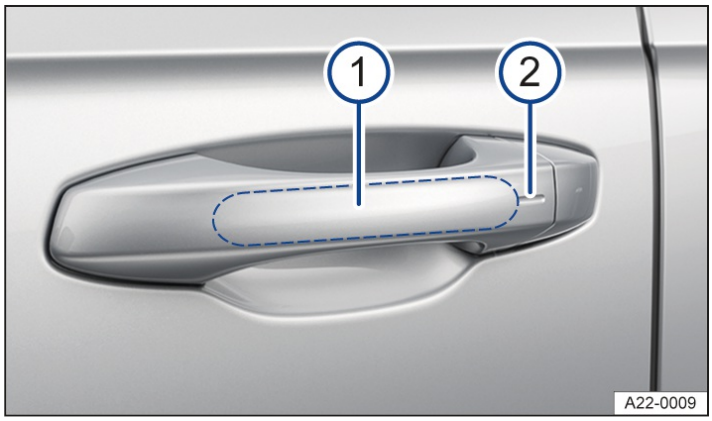


Fig. 2 In door handle: sensors.

(1) Sensor surface on the inside of the door handle.

(2) Sensor surface on the outside of the door handle.

Unlocking the vehicle

1. Touch the sensor → *fig. 2* (1) on the inside of the door handle.

All turn signals will flash twice.

Locking the vehicle

1. Switch the ignition off.
2. Close the door.
3. Touch the sensor → *fig. 2* (2) on the outside of the door handle.

All turn signals will flash once.

Unlocking and locking the trunk lid

If the vehicle is locked and a vehicle key is within the trunk lid sensor range, the trunk lid will unlock automatically

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when opened → *fig. 1*.

The trunk lid locks automatically after it closes.

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

Deactivating and activating Keyless Access

The Keyless Access settings can be applied in the Infotainment system.

Operating convenience functions

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

1. After you have exited the vehicle, touch the sensor for a few seconds→ *fig. 2* (2) until the windows and the tilting and sliding panoramic sunroof close.

The Keyless Access settings can be applied in the Infotainment system.

Select the Vehicle settings menu and adjust settings in the Opening and closing submenu.

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

The vehicle can only be locked if the parking lock is engaged.

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

Troubleshooting

If Keyless Access is not working

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

1. Clean the sensors.

If all turn signals flash four times

The vehicle key that was last used is still in the vehicle.

1. Remove the vehicle key and lock the vehicle.

Automatic sensor deactivation

The sensors will deactivate automatically under the following conditions:

— If the vehicle is not unlocked or locked for a long period of time

— If a sensor is triggered too frequently

Reactivating the sensor pads:

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

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Valid vehicle key cannot be detected

The yellow indicator light turns on. A message will also appear in the instrument cluster display.

The vehicle key is no longer in the vehicle or within range of the sensors.

1. Do not switch the ignition off.
2. Bring the vehicle key back into the vehicle or within range of the sensors.

If the problem persists, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

NOTICE

Strong streams of water or vapor could activate the sensors in the door handles if a valid vehicle key is located near the vehicle. This may cause the windows to open and moisture may enter the vehicle interior. This could lead to damage to the vehicle interior.

- Never direct the jet of a high pressure cleaner or a steam jet directly towards the sensors in the door handles.

If at least one window is open and the sensors in one door handle are permanently activated, then all windows will close.

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

Introduction

The doors can be manually locked and in some cases unlocked, for example if the vehicle key or the central locking system is malfunctioning.

The central locking system allows you to unlock and lock all doors, the trunk lid, and the fuel filler flap from one location. The charging connector inserted in the charging socket is also approved.

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

An image in the instrument cluster display indicates if one or more doors have not opened or closed correctly.

STOP Do not continue driving!

1. Safely park the vehicle, if necessary.
2. Open the respective door and close it again.

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

WARNING

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

- Stop immediately and close the door.
- When closing the door, make sure it engages securely and completely. When closed, the door must be flush with the areas of the vehicle body that are around the door.

WARNING

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

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

WARNING

Opening and closing the doors and trunk lid without due care can be dangerous and result in serious injuries.

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

WARNING

The central locking system locks all the doors. In case of an emergency or accident, locked doors can make it more difficult for first responders to access the vehicle interior. When the vehicle is locked from the outside, the doors and power windows cannot be opened from the inside. There is a risk of serious or fatal injuries.

● Never leave children, people requiring assistance or animals unattended in the vehicle.

WARNING

All doors can be locked from the inside using the central locking button. Otherwise, children, people requiring assistance or animals could be locked inside the vehicle. In an emergency, they may not be able to exit the vehicle without assistance or help themselves. Otherwise, they may be subjected to very high or low temperatures. There is a risk of serious or fatal injuries.

● Never leave children, people requiring assistance or animals unattended in the vehicle.

NOTICE

Removing caps without due care may result in damage to the vehicle.

● When using the emergency locking or emergency unlocking feature, remove and reinstall the parts carefully and correctly.

When the vehicle is locked from the inside, it reduces the risk of opening the doors unintentionally and of unauthorized people entering the vehicle.

Some settings can be saved in the driver personalization user profiles.

Indicator light in the driver's door

The indicator light for the central locking system is located in the driver's and front passenger's door.

The indicator light shows the status of the central locking system for around 30 seconds after the vehicle is locked.

The red LED

light blinks at short intervals for around 2 seconds.

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

Vehicles with SAFELOCK

— If the red LED

light blinks at long intervals, the vehicle will be locked with SAFELOCK.

— If the red LED

light does not come on, the vehicle will be locked, but without SAFELOCK.

Vehicles without SAFELOCK

— If the red LED

light blinks at long intervals, the vehicle will be locked.

After around 30 seconds, the LED

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light blinks at slow intervals.

Special conditions

If the red LED

light comes on continuously, there is a fault in the central locking system or the anti-theft alarm system.

Automatic locking and unlocking

Settings for the central locking can be applied in the Infotainment system:

Select the Vehicle settings menu and adjust settings in the Opening and closing submenu.

Automatic locking (Auto Lock)

The vehicle can lock automatically at speeds of approx. 15 km/h (approx. 9 mph) or higher. If the vehicle is locked, the yellow indicator light will come on in the central locking button in the driver's and front passenger's doors.

Automatic unlocking (Auto Unlock)

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

— If the vehicle is stationary and the ignition has been switched off.

— The parking lock P is engaged.

— Or: if the vehicle is stationary and the button has been pressed.

— Or: if the door handle has been pulled.

— Or: if airbags have deployed during a collision *(→ Doors)*.

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

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Central locking button



Fig. 1 In the driver and front passenger door: Central locking button.

(1) Central locking button.



Fig. 2 In the driver door: Button for power opening the trunk lid.

(1) Button for powered opening of the trunk lid.

– Unlock the vehicle.

– Lock the vehicle.

– Open the trunk lid.

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

If the button in the driver door is pressed, only the trunk lid will open. All doors remain locked.

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

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

— The indicator light in the button will turn yellow if all doors are closed and locked.

— The anti-theft alarm system will not be activated *(→ Anti-theft alarm system)*.

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

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Opening and closing the driver's door in an emergency

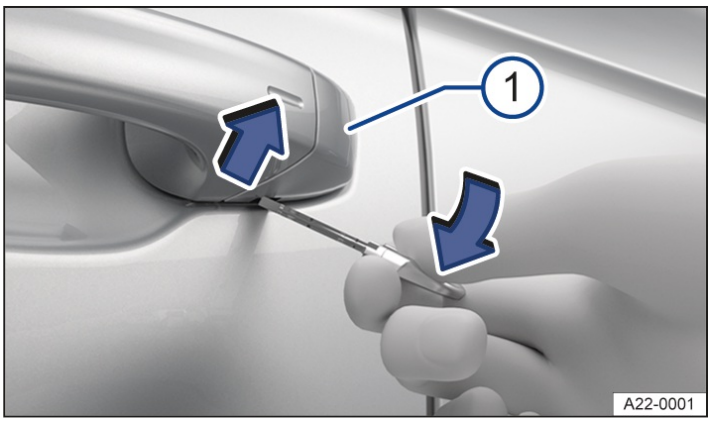


Fig. 1 Driver's door handle: prying off the cap.

(1) Cap.

Generally, all doors will lock when locking manually. Only the driver door will unlock when unlocking manually.

Note the information about the anti-theft alarm system *(→ Anti-theft alarm system)*.

— Remove the emergency key from the vehicle key *(→ Vehicle key)*.

— On the driver door handle, insert the mechanical key from below into the opening on the cover→ *fig. 1* (1).

— Pull on the driver door handle, carefully removing the cover by pulling upwards from below→ *fig. 1* (arrow).

— Insert the mechanical key into the lock cylinder and lock or unlock the vehicle. If necessary, also pull the driver door handle slightly.

— Push the mechanical key into the opening on the vehicle key until the mechanical key locks in place.

— Pull on the driver door handle and fit the cover→ *fig. 1* (1) onto the lock cylinder from the back to the front.

Special circumstances to note when unlocking manually

— An alarm is triggered when the driver's door is opened *(→ Anti-theft alarm system)*.

— An emergency start must be performed after unlocking *(→ Starting the engine)*.

— Switch the ignition on to turn off the alarm.

The electronic immobilizer will detect a valid vehicle key.

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

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Locking the front passenger door and rear doors in an emergency



Fig. 1 In the front edge of the rear right-hand door: Vehicle emergency lock for using the emergency (mechanical) key.



Fig. 2 In the lock opening of the rear right-hand door: Vehicle emergency lock for using the emergency key.

The front passenger door and the rear doors can each be locked manually. The anti-theft alarm system is not activated when this happens.

The emergency lock is on the front side of the doors→ *fig. 1* or in the lock opening → *fig. 2*.

1. Open the door.
2. Remove the rubber seal in the front of the door if necessary.
3. Insert the emergency key in the vertical slot and turn it clockwise→ *fig. 1*, → *fig. 2*.
4. Reattach the rubber seal if necessary.
5. Check that the door is locked.
6. Have the vehicle checked immediately by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If a door is locked manually, it will unlock again when the vehicle is unlocked or if that door is opened from the inside.

Doors can be unlocked and opened from the inside by pulling the door handle.

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Electrical childproof lock

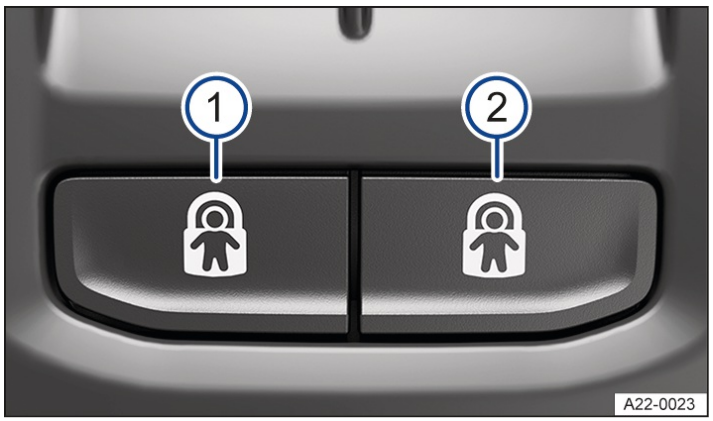


Fig. 1 In the driver door: Button for the electrical childproof lock.

(1) Left-hand button for the electric child safety lock.

(2) Right-hand button for the electric child safety lock.

The electrical childproof lock stops the doors and the electric windows being opened . The operating elements for the power windows and the door lock can be changed separately for the left and right sides.

Switching on the electric child safety lock

1. Press the left-hand button → *fig. 1* (1) or the right-hand button → *fig. 1* (2).

The yellow indicator light lights up in the respective button when the function is switched on.

Switching off the electric child safety lock

1. Press the relevant button again → *fig. 1*.

WARNING

When the electric childproof lock is switched on, that particular door cannot be opened from the inside. This can result in people locking themselves inside the vehicle. In an emergency, they may not be able to exit the vehicle without assistance or help themselves.

- Never leave children or people requiring assistance unattended in the vehicle when the doors are locked.

WARNING

If you leave children, people requiring assistance or animals unattended in the vehicle, they may be subjected to very high or low temperatures. There is a risk of serious or fatal injuries.

- Never leave children, people requiring assistance or animals unattended in the vehicle.

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Closing assist

The vehicle doors can be equipped with closing assist. If a door is pulled into the first lock position by hand, it then closes automatically by itself.

The closing process can be interrupted at any time by pulling on the internal or external door handle.

⚠ WARNING

Using the power closing incorrectly or carelessly may lead to serious injuries.

- Ensure that no objects or body parts are within the operating range of the door during the closing process.

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SAFELOCK

Your vehicle may be equipped with a SAFE lock.

The SAFE lock deactivates the door handles when the vehicle is locked to reduce the risk of someone breaking into the vehicle. The doors can no longer be opened from the inside →⚠.

Deactivating SAFE lock

The SAFE lock can be deactivated through one of the following methods:

— Press the button on the vehicle key for a second time within two seconds.

— Touch the sensors on the outside of the door handle again within two seconds .

— Switch the ignition on.

— Or: Deactivate the interior monitoring and towing protection functions *(→ Interior monitoring and towing protection)*.

Depending on vehicle equipment, the interior monitoring and towing protection functions can be temporarily deactivated in the Vehicle settings menu in the Infotainment system before locking the vehicle *(→ Interior monitoring and towing protection)*.

The instrument cluster display may indicate an active SAFELOCK.

If the SAFE lock is deactivated, then:

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

— The anti-theft alarm system is active *(→ Anti-theft alarm system)*.

— The interior monitoring and towing protection functions are deactivated *(→ Interior monitoring and towing protection)*.

⚠ WARNING

When SAFELOCK is activated, the doors can no longer be opened from the inside. Careless or unintended use of SAFELOCK can result in people being locked in the vehicle interior and can cause serious injuries in an emergency.

- Never leave any individuals in the vehicle when the vehicle is locked using the vehicle key.

Unlocking the driver's door mechanically using the vehicle key will only unlock that door, and not the entire vehicle. Once the ignition is switched on, all doors will be released but not unlocked, and the central locking button will be activated.

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If the indicator light does not turn off

The red LED

light in the vehicle door flashes at short intervals and then stays on.

There is a malfunction in the locking system.

1. Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If the turn signals are not flashing

The turn signals are not blinking as confirmation when locking the vehicle:

1. Check whether all of the doors and the trunk lid and engine hood are closed.
2. Close any doors and trunk lid or engine hood that are not closed.

If the vehicle is locking automatically

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

— The vehicle was unlocked using the vehicle key, Keyless Access with push-button start or a cell phone.

— The trunk lid was not opened.

— No door was opened.

— The ignition was not switched on

Emergency locking and opening on vehicles with lock cylinder open

For emergency opening, insert the vehicle key in the lock and turn clockwise. Only the driver door opens and the anti-theft alarm system sounds. Switch on the ignition to switch off the anti-theft alarm system. The remaining doors can now be opened using the central locking button.

For emergency closing, insert the vehicle key into the lock and turn anti-clockwise. All doors are locked and the anti-theft alarm system is activated.

Locking with a second vehicle key

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

1. To enable the vehicle key inside the vehicle so that it can be used to activate the vehicle's drive system as usual, press the button on the vehicle key inside the vehicle *(→ Activating the vehicle's drive readiness)*.

Locking the vehicle after an airbag deploys

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

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

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3. Lock the vehicle.

NOTICE

Strong streams of water or vapor could activate the sensors in the door handles if a valid vehicle key is located near the vehicle. This may cause the windows to open and moisture may enter the vehicle interior. This could lead to damage to the vehicle interior.

- Never direct the jet of a high pressure cleaner or a steam jet directly towards the sensors in the door handles.

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

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

Anti-theft alarm system

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

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

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

If an attempt is made to access the vehicle without using the appropriate vehicle key, this triggers the anti-theft alarm system, which emits audible and visual warning signals for up to five minutes.

When is the alarm triggered?

— If a door that was unlocked manually using the vehicle key is opened.

— If the hood is opened.

— If the trunk lid is opened.

— If the ignition is switched on with an invalid vehicle key.

— If the vehicle is equipped with an interior monitoring system and movement is detected inside the vehicle *(→ Interior monitoring and towing protection)*.

— If the vehicle is equipped with towing protection and it is raised or towed *(→ Interior monitoring and towing protection)*.

— If, for example, the vehicle is equipped with towing protection or an interior monitoring system, and it is transported on a car ferry or railway *(→ Interior monitoring and towing protection)*.

— If a device is connected to the diagnostic connection when the anti-theft alarm system is active.

Switching off the alarm

1. Unlock the vehicle with the unlock button on the vehicle key.
2. Grasp the door handle .
3. Switch the ignition on.

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

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

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If you have integrated a trailer into the anti-theft alarm system, breaking the connection to the trailer may trigger the anti-theft alarm system .

Interior monitoring and towing protection

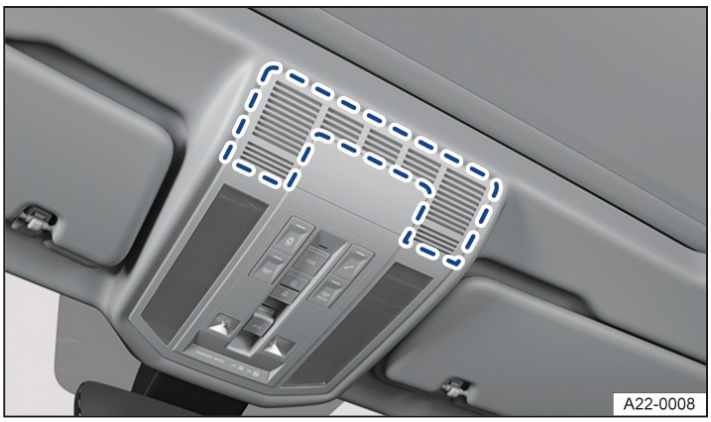


Fig. 1 In the roof console: interior monitoring sensors.

If movement is detected within the vehicle interior while the vehicle is locked, the interior monitoring alarm will be triggered *→ fig. 1*.

If the system detects that the vehicle is being raised, the towing protection alarm will be triggered.

Activating interior monitoring and towing protection

1. Close the storage compartments in the roof console, as keeping them open may limit the functionality of the interior monitoring system.
2. Lock the vehicle.

The interior monitoring and towing protection are also activated when the anti-theft alarm system is activated.

Depending on your vehicle's equipment, using a screen separator may have an adverse affect on the function of the interior monitoring.

Deactivating interior monitoring and towing protection temporarily

The interior monitoring and towing protection functions can be temporarily deactivated in the Infotainment system in the Opening and closing submenu *(→ Vehicle settings menu)*. The interior monitoring and towing protection functions remain deactivated until the next time the vehicle is locked.

Depending on the vehicle equipment, the interior monitoring can be temporarily switched off by pressing the function key.

The function key will appear, depending on the vehicle equipment, if the ignition is switched off.

To reduce the risk of false alarms, deactivate the interior monitoring and towing protection functions in the following situations:

— If people or animals are staying in the vehicle.

— If the vehicle is being shipped, transported, or towed.

— If the vehicle is in a car wash or parked in a double platform garage.

Risks for false alarms from the interior monitoring function

The interior monitoring function will only function correctly when the vehicle is completely closed. Observe legal regulations. A false alarm can occur in the following situations:

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— If one or more windows or the sunroof are completely or partially open.

— If objects that move easily remain in the vehicle, such as pieces of paper or mirror tags.

— If the vibration alarm on a cell phone is switched on.

It is not possible to deactivate the interior monitoring and the towing protection functions permanently.

If the doors or trunk lid are still open when activating the anti-theft alarm system, only the anti-theft alarm system will be activated. The interior monitoring and towing protection functions will only be activated after the doors and trunk lid are closed.

If the interior monitoring and towing protection functions are switched off, the SAFE lock will also be deactivated *(→ SAFELOCK)*.

Introduction

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

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

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

On vehicles with Keyless Access with push-button start, you must press the sensor on the inside of the driver's or front passenger's door handle, depending on the setting, twice to do this.

WARNING

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

- Do not open or close the trunk lid if anyone is in the way.
- Always keep the trunk lid closed while driving.
- Close and lock the trunk lid and all doors when the vehicle is not in use.
- Check that, when closed, the trunk lid is flush with the areas of the vehicle body around it.

WARNING

Depending on the season, the temperature inside the vehicle could become very high or low, which can lead to serious injuries, illness or death, especially for very young children.

- Make sure that no one remains in the vehicle.
- Never let children play in or on the vehicle unattended, especially when the trunk lid is open. Children could enter the luggage compartment, close the lid, and then lock themselves in.

WARNING

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

- Check that, when closed, the trunk lid is flush with the areas of the vehicle body around it.

WARNING

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

- Never open the trunk lid if there is a heavy load of snow or cargo such as a cargo rack on it.
- Remove the snow or cargo before opening the trunk lid.
- If necessary, support the trunk lid or remove the cargo and/or snow before opening the trunk lid.

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WARNING

Closing the trunk lid incorrectly may lead to the rear window shattering and cause serious injuries.

- Do not push the trunk lid closed with your hand on the rear window.

NOTICE

Using the opening mechanism incorrectly may damage the component and could prevent the trunk lid from closing.

- Never attach or secure cargo on the opening mechanism.

NOTICE

Using the trunk lid or rear spoiler incorrectly may damage the component and result in it breaking off.

- Never attach or secure cargo on the trunk lid or rear spoiler.

Power opening and closing the trunk lid



Fig. 1 In the driver's door: unlock button for the trunk lid.

(1) Button to open and close the trunk lid.



Fig. 2 In the trunk lid: button to open the trunk lid.

(1) Button to open the trunk lid.

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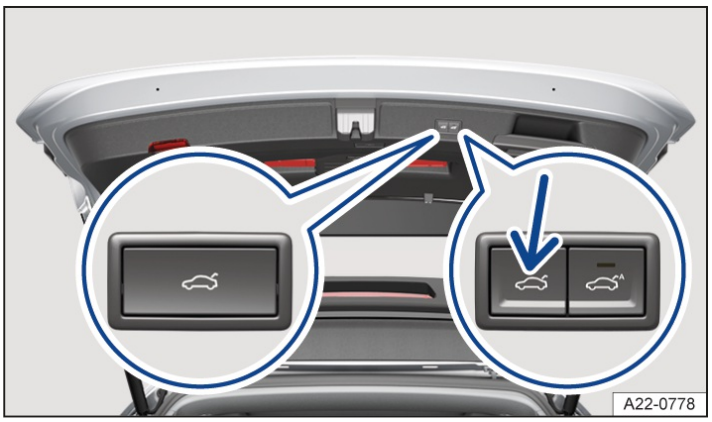


Fig. 3 In the open trunk lid: Button for power closing the trunk lid.

Power opening the trunk lid

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

   Or: pull the button in the driver door upward → *fig. 1* (1).

   Or: press the button on the trunk lid → *fig. 2* (1).

The trunk lid will open automatically.

Power closing the trunk lid

1. Press the button in the trunk lid when it is open → *fig. 2* (1).

   Or: pull the button in the driver door upward when the ignition is switched on until the trunk lid is closed → *fig. 1* (1).

   Or: *On vehicles with Keyless Access with push-button start:* briefly press and hold the button on the vehicle key. The vehicle key must be nearby to use this feature.

   Or: Begin closing the trunk lid by hand until it closes by itself.

The trunk lid is closed.

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

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

The trunk lid locks automatically while driving.

Interrupting the opening or closing process

1. Press one of the buttons while the lid is opening or closing.

   Or: press the button on the trunk lid while the lid is opening or closing → *fig. 3*.

The trunk lid can now be moved by hand. It is necessary to use more force when doing this.

Pressing the button again moves the trunk lid back to the original position.

Chimes

When the trunk lid is opened or closed from inside the vehicle or using the vehicle key, chimes will sound.

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Changing and saving the opening angle

If the space behind or above the vehicle is not large enough to allow the trunk lid to open completely, you can change how far the trunk lid opens.

1. Interrupt the opening process at the desired open position. It must be at least half open.
2. Press and hold the button in the trunk lid until the emergency flashers start flashing→ *fig. 2* (1).

The adjusted opening angle is saved.

There will be an audible signal and the emergency flashers will flash to indicate that the setting was saved.

Resetting and saving the opening angle

For that the trunk lid to open fully again, the opening angle must be reset and saved again.

1. Push the open trunk lid all the way up by hand. It is necessary to use more force when doing this.
2. Press and hold the button in the trunk lid until the emergency flashers start flashing→ *fig. 2* (1).

This resets the opening angle.

An audible signal will sound and the emergency flashers will flash to indicate that the process is completed.

WARNING

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

- When closing the trunk lid, make sure your hands are not within the closing range of the lid.

NOTICE

If you open or close the trunk lid when there is not enough space, this may cause damage.

- Before opening or closing the trunk lid, check whether there is enough room, e.g. in garages.

Trunk lid with Easy Open motion sensor



Fig. 1 General example of the sensor-controlled luggage compartment opener (Easy Open).

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

1. Position your foot behind the middle of the bumper.
2. Quickly swing the lower part of your leg close to the bumper→ *fig. 1*.

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3. Quickly remove the lower part of your leg once more from the bumper.

Visual feedback is given via the turn signals. The trunk lid will open.

Activating or deactivating the Easy Open function

The Easy Open function can be activated and deactivated in the Infotainment system:

1. Select the Vehicle menu.
2. Select the Exterior submenu.
3. Swipe to the side and activate or deactivate Easy Open.

Or:

1. Swipe to the side and select the Central locking menu item.
2. Scroll down the list and activate or deactivate Easy Open.

If Easy Open is activated, Easy Close is also active, depending on the vehicle equipment *(→ Automatic trunk lid (easy close))*.

The Easy Open function is only available when Keyless Access is activated .

The sensor-controlled luggage compartment opener (Easy Open) function may be triggered inadvertently in the following situations:

— During refueling and charging operations in which a tank hose or a charging cable is brought to the lower rear area of the vehicle.

— If there is a sweeping motion under the rear bumper.

— If a strong stream of water or steam passes.

— During maintenance and repair work in the area of the rear bumper.

— If there are moving gates in the vicinity of the bumper.

⚠ CAUTION

If a valid vehicle key is detected near the trunk lid, the sensor-controlled luggage compartment opener (Easy Open) function may trigger unintentionally and open the trunk lid in some cases. If the trunk lid opens unintentionally, it may cause injuries to people and/or damage to objects within the trunk lid's range of motion.

- After parking the vehicle, switch off the sensor-controlled luggage compartment opener (Easy Open) function via the Infotainment system if you park close to obstacles, e.g. street lamps, posts and garage doors, or if you park in an underground car park with a low ceiling.
- Always make sure that no valid vehicle keys are left unattended near the trunk lid.
- Always turn off the sensor-controlled luggage compartment opener (Easy Open) function via the Infotainment system before any and all maintenance and repair work is performed on the vehicle.
- Always turn off the sensor-controlled luggage compartment opener (Easy Open) function via the Infotainment system before washing the vehicle.
- Always switch off the sensor-controlled luggage compartment opener (Easy Open) function via the Infotainment system before mounting a bicycle rack or hitching a trailer *(→ Trailer towing)*.

Automatic trunk lid closing Easy Close

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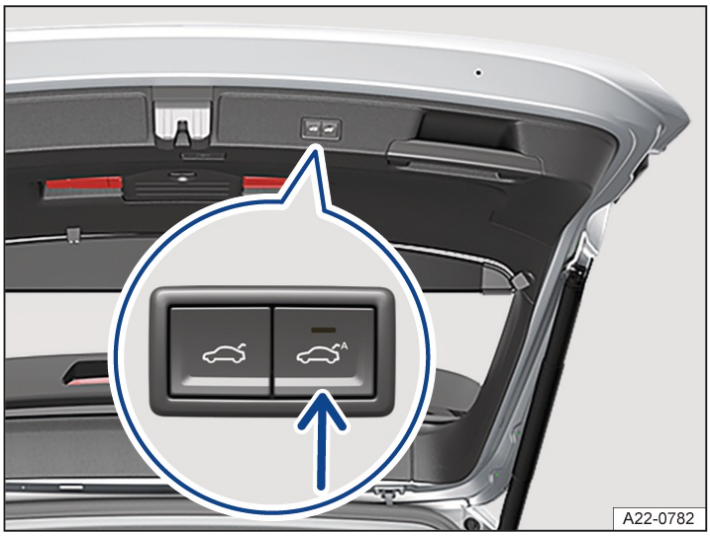


Fig. 1 In the open trunk lid: button for automatically closing the trunk lid (general example).

You can only activate the Easy Close function if a valid remote control vehicle key is detected near the trunk lid.

1. Press the button in the open trunk lid → *fig. 1*.

   The yellow indicator light in the button turns on.

Easy Close is activated for approx. 20 seconds. A chime will confirm successful activation.

The trunk lid is closed as soon as all valid vehicle keys are removed from the area near the trunk lid.

Easy Close permits locking a maximum of one vehicle key in the luggage compartment.

The locking procedure is interrupted as soon as a vehicle key returns nearby. The trunk lid re-opens.

CAUTION

If a valid remote control vehicle key is detected near the trunk lid, the Easy Close function could trigger and close the trunk lid if the button is accidentally pressed. If the trunk lid closes unintentionally, it may cause injuries to people and/or damage to objects within the range of motion of the trunk lid.

- Always make sure that no valid vehicle keys are left unattended near the trunk lid.
- Always make sure that there are no people in the swivel range of the trunk lid.
- Do not hold on to anything in the path of the trunk lid.
- Do not use the Easy Close function if a bicycle rack or trailer *(→ Trailer towing)* has been installed.

If another trunk lid function is activated while closing the trunk lid or objects are detected in the area of the trunk lid, the closing process is automatically interrupted.

If the vehicle is locked and the Easy Close button is pressed, the trunk lid will lock automatically once it is closed.

If the vehicle is completely unlocked and the Easy Close button is pressed, the trunk lid will not lock automatically once it is closed.

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Mechanically unlocking the trunk lid using the emergency release



Fig. 1 In the trunk lid: cover for the trunk lid emergency release.



Fig. 2 In the luggage compartment: trunk lid emergency release.

Mechanically unlocking the trunk lid using the emergency release

1. Pry off the square cover in the inner trim panel of the trunk lid using a screwdriver→ *fig. 1*.
2. Place a suitable object in the opening for the release lever and press in the direction of the arrow to release the trunk lid → *fig. 2*.
3. You will need to use more force to open the trunk lid.

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If the trunk lid will not open or close

1. Check if the trunk lid is being blocked by an object.

   The trunk lid can be moved by hand. It is necessary to use more force when doing this.

— If the trunk lid is operated too frequently within a short period of time, then the lid motor will automatically switch off to reduce the risk of overheating. Until the lid motor has cooled down, the trunk lid can be opened and closed by hand using extra force.
— When in trailer mode, the power trunk lid can only be opened and closed at the trunk lid.
— If the 12 V vehicle battery is disconnected or the fuse is malfunctioning, the trunk lid must be closed by hand.

If all turn signals flash four times

The vehicle key that was last used is still in the vehicle.

1. Remove the key and lock the vehicle.

If the manual trunk lid is difficult to move

The mechanism for opening the trunk lid may not always work automatically when the outside temperatures are around the freezing point.

1. Guide the trunk lid farther upward by hand.

The Easy Open sensor function is not working

— Easy Open only works when the ignition is switched off.
— Clean the sensors in the rear bumper.
— The trailer hitch is extended.
— The vehicle was retrofitted with a trailer hitch.
— Easy Open (sensor-controlled luggage compartment opener) may be deactivated in heavy precipitation to reduce the risk of false activation.

Easy Close automatic trunk lid closing is not working

— Switch the ignition off and close the driver door.
— The trunk lid must be open at least half way.
— Disconnect the trailer .
— There is more than one vehicle key in the luggage compartment.
— Press the Easy Close button again.

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Opening and closing the windows

The switches are located in the doors *(→ Driver door)*.

Opening the windows

1. Press the button.

Closing the windows

1. Pull the switch.

Press the electrical child safety lock button to disable the power windows and door openers in the rear doors *(→ Electric child safety lock)*. The indicator light in the button turns on.

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

One-touch opening and closing function

The one-touch opening and closing function allows the windows to be completely opened or closed. To use this feature, do not hold the window switch up or down.

One-touch closing function

1. Pull the window button upward briefly to the second level.

One-touch opening function

1. Press the window button downward briefly to the second level.

Stopping the automatic closing/opening

1. Pull or press the button for the window again.

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 unlock or lock button on the vehicle key.

   Or: *On vehicles with Keyless Access with push-button start:* hold your finger on the unlock sensor in the door handle for several seconds until the windows are closed . The vehicle key must be nearby to use this feature.

2. To stop the function, release the unlock or lock button.

   Or: remove your finger from the sensor.

A valid vehicle key must be located nearby to use this feature. When all of the windows and the power sunroof are closed, the turn signals will blink once as a confirmation.

Settings for convenience opening can be made on the Infotainment system:

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1. Select the Vehicle settings menu and adjust settings in the Opening and closing submenu.

WARNING

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

- Do not open or close the power windows if anyone is in the way.
- Always take all vehicle keys with you when leaving the vehicle.
- Note that the windows can still be opened or closed using the door buttons for a brief period after the ignition has been switched off, as long as the driver's or front passenger door is not opened.
- When driving with children seated on the rear bench seat, always disable the rear power windows with the safety button so that the windows cannot be opened or closed.

WARNING

If the vehicle is locked, the windows can no longer be opened and will prevent people from escaping from the vehicle interior. In an emergency, this could cause serious or fatal injuries.

- Never leave children or people requiring assistance unattended in the vehicle when the vehicle is locked.

NOTICE

If the windows are open, precipitation can enter the vehicle and soak the interior equipment, which could restrict the function of the controls or damage them.

- Close all windows if there is precipitation.

If the power windows are malfunctioning, the one-touch opening and closing function and the pinch protection may not function correctly. Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Convenience opening and closing only functions if the one-touch opening and closing function is activated for all the power windows.

Power window pinch protection

The power window pinch protection can reduce the risk of being pinched and injured when the windows are closing.

If the window cannot close due to resistance or an obstacle, then the window will reopen immediately→⚠.

1. Check why the window did not close.
2. Try again to close the window.

If the window will not close again, then the pinch protection will be disabled for several seconds.

If the window still cannot close, then the window will stop at the place where it meets resistance. If you press the switch again within several seconds, the window will close without pinch protection →⚠.

Closing windows without pinch protection

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

   If the closing process takes longer than several seconds, then pinch protection will be enabled again. If there is resistance to the window moving or an obstacle is blocking the window, then the window will reopen automatically.
2. If the window still cannot close, then contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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WARNING

Closing the window when pinch protection is disabled can result in serious injuries.

- Always be careful when closing the windows.
- Do not close windows if anyone is in the way.
- Note that the pinch protection does not prevent fingers or body parts from being trapped against the window frame.

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

Troubleshooting

One-touch up/down feature

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

1. Switch the ignition on.
2. Close all windows and doors.
3. Pull the switch for the desired window and hold it in that position for several seconds.
4. Release the switch, then pull it upward again and hold it.

The one-touch up and down features will then be fully functional.

The automatic power windows can be reprogrammed individually, or multiple windows can be reprogrammed at the same time.

Controls are responding differently than expected

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

1. Always keep the control panels clean and dry.

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Opening and closing the tilting and sliding panoramic sunroof

The term “sunroof” is used as a synonym for the panoramic sliding/tilting sunroof.

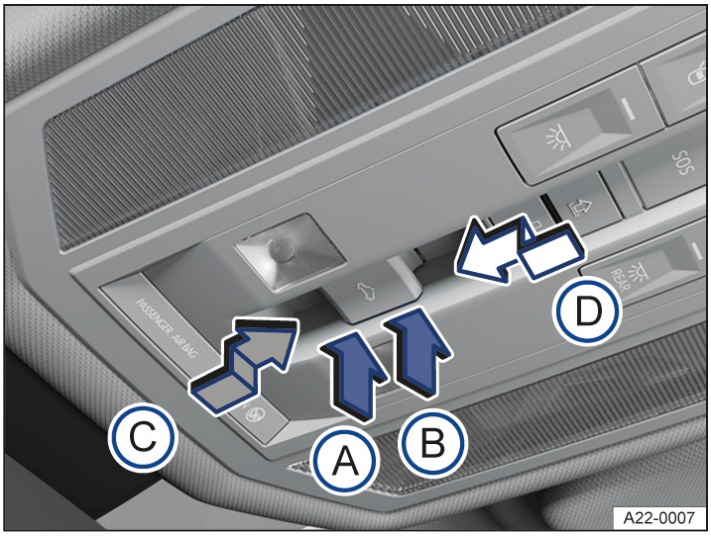


Fig. 1 In the headliner: Buttons for the power sunroof and sunshade.

(A) Close the power sunroof when tilted.

(B) Tilt the power sunroof.

(C) Open the power sunroof or stop the automatic process.

(D) Close the power sunroof or stop the automatic process.

The sunroof is a roof opening system consisting of two glass pieces. The rear glass piece is fixed and cannot be opened.

The sunshade automatically opens automatically with the sunroof when it is in front of the sunroof. The sunshade can be completely closed only if the sunroof is closed.

The button has two levels.

First level: tilt, open, or close the sunroof completely or partially.

Second level: automatically open or close the sunroof completely.

You can stop the automatic process by pressing the button again.

Tilting the power sunroof

— Manual process: press the button until the first level is reached→ *fig. 1* (B).

— Automatic process: press the button until the second level is reached→ *fig. 1* (B).

Closing the power sunroof when tilted

— Manual process: press the button until the first level is reached→ *fig. 1* (A).

— Automatic process: press the button until the second level is reached→ *fig. 1* (A).

Opening the power sunroof

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— Manual process: press the button until the first level is reached→ *fig. 1* (C).

— Automatic process up to comfort position: press the button until the second level is reached→ *fig. 1* (C).

Closing the power sunroof

— Manual process: press the button until the first level is reached→ *fig. 1* (D).

— Automatic process: press the button until the second level is reached→ *fig. 1* (D).

Stopping the automatic opening or closing process

1. Press the → *fig. 1* (C) or → *fig. 1* (D) button again.

WARNING

Careless or unintended use of the power sunroof may cause serious or fatal injuries.

- Do not open or close the power sunroof if anyone is in its path.
- Note that the power sunroof can still be opened or closed for a brief period after the ignition has been switched off, as long as the driver's or front passenger door has not been opened.

WARNING

If you leave vehicle keys unattended in the vehicle, children or unauthorized people may lock the vehicle, start the engine, switch on the ignition or activate the power sunroof. This can cause accidents and serious or fatal injuries.

- Always take all vehicle keys with you when leaving the vehicle.

NOTICE

Opening or tilting the power sunroof when there is precipitation, particularly snow and ice, may cause damage to the vehicle interior and the electrical system.

- Remove snow and ice from the vehicle roof before using the power sunroof in winter temperatures.
- Always close the power sunroof before leaving the vehicle and when there is precipitation.

NOTICE

If you use a power sunroof with a roof rack mounted, the power sunroof may be damaged.

- Keep the power sunroof closed when using a roof rack.

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

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

Tilting and sliding panoramic sunroof convenience opening and closing

Convenience opening and closing

The sunroof can be opened and closed from outside the vehicle using the vehicle key.

1. Press and hold the unlock or lock button on the vehicle key. The sunroof will be tilted or closed.

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Or: Vehicles with Keyless Access with push-button start: Hold your finger on the unlock sensor in the door handle for several seconds until the tilting and sliding panoramic sunroof is closed *(→ Keyless Access)*.

2. Remove your finger from the unlock or lock button to stop the function.

When using the convenience closing function, all windows in the doors and the sunroof will be closed. When all of the windows and the power sunroof are closed, the turn signals will blink once as a confirmation.

Settings for the sunroof can be adjusted in the vehicle settings in the Infotainment system.

In certain driving situations, for example oversteer or understeer, the opened tilting and sliding panoramic sunroof can automatically be closed at speeds of more than approx. 30 km/h (approx. 19 mph), leaving only a small gap.

Some settings can be saved in the driver personalization user profiles and will adjust when user profiles are switched.

Sunroof pinch protection

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

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

Closing the sunroof without pinch protection

1. If you still cannot close the tilting and sliding panoramic sunroof, swipe forward over the function key within 5 seconds and hold until the power sunroof is completely closed.
2. If the power sunroof still cannot close, then contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

   Depending on the position of the tilting and sliding panoramic sunroof, the power sunroof will stop moving or open completely if the control panel is released prematurely.

⚠ WARNING

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

- Always be careful when closing the power sunroof.
- Do not close the power sunroof if anyone is in its way, especially if it is closing without pinch protection.
- Note that the pinch protection does not prevent fingers or body parts from being trapped against the roof frame.

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

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If the sunroof is not closing

— The sunroof only works when the ignition is on. The sunroof can still be opened or closed for a brief period after the ignition has been switched off, as long as the driver's or front passenger's door has not been opened.

— If it is not possible to close the sunroof using the power controls, the sunroof must be closed manually. Some vehicle components must be removed in order to close the sunroof manually. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Controls are responding differently than expected

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

1. Always keep the control panels clean and dry.

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Fixed or rolling code

The HomeLink® Universal Transmitter works with a fixed or a rolling code. For products with a rolling code, the system must be synchronized after completing the programming *(→ Garage door opener)*.

Compatibility

Before purchasing a remote control door opener, Volkswagen recommends asking an authorized Volkswagen dealer or authorized Volkswagen Service Facility about which garage door opener products are compatible with the vehicle.

In some countries, safety switches there is a requirement to use safety switches on garage doors and electric motors.

DANGER

If batteries with a diameter larger than 20 mm(approx. 0.8 in) or other button cell batteries are swallowed or enter the airways, serious or fatal injuries could occur within a very short time due to asphyxiation or internal burns.

- Seek medical assistance immediately if you suspect that a battery has been swallowed.
- Always keep the vehicle key and key fobs with batteries, replacement batteries or button cell batteries that are larger than 20 mm (approx. 0.8 in) in diameter out of the reach of children.

WARNING

Garage door openers and the electric motor systems of a garage door work with considerable force. Careless or unintended use of the garage door opener can cause serious or fatal injuries.

- Only use the garage door opener when the area of operation is visible and no one is in its path.
- Always read and observe the installation guide and the warnings provided by the manufacturer when operating the remote control garage door opener or electric motor system.
- Note that garage door openers and electric motors without obstacle detection do not comply with legal regulations in some countries.

WARNING

When programming, the garage door or electric motor may start to move and could cause serious or fatal injuries.

- Do not program the garage door if anyone is in the way.

NOTICE

If the battery is replaced incorrectly or a battery is unsuitable, it can damage the remote control.

- Only replace drained batteries with new batteries in the same voltage, size, and specification.
- Make sure the battery is facing in the right direction when inserting it.
- If the battery compartment cover cannot be closed, do not use the remote control.

Dispose of drained button cell batteries from the remote control in a way that will not harm the environment.

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Programming and operating the HomeLink® Universal Transmitter

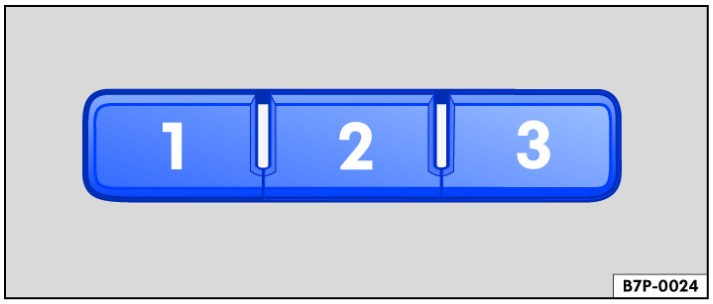


Fig. 1 In the front of the headliner: Homelink Universal Transmitter buttons.

Depending on the vehicle equipment, the overhead controls or the Infotainment system can be programmed to perform the functions of up to three vehicle keys, such as the electric motors for exterior doors and garage doors, the home alarm system, or the lighting systems.

The programming must be completed within around 5 minutes. If you take longer than this, the programming will be aborted.

Preparing for programming

1. Review the manual from the product manufacturer.
2. Park the vehicle near the product.
3. Switch the ignition on during the programming process, but do not start the engine.

Before initial programming

If the HomeLink® Universal Transmitter can be operated using the overhead controls, perform the following activities before programming for the first time:

1. Press and hold buttons → *fig. 1* 1 and 3 in the overhead controls at the same time until the indicator light above button 2 starts to flash.
2. Release the buttons immediately.

   This will erase the factory default settings. This process does not need to be repeated to program the other buttons.

   If the buttons are pressed and held for longer, the factory default settings will be restored.

Programming and operating

The HomeLink® Universal Transmitter can be programmed via the overhead controls or the Infotainment system.

Programming the HomeLink® Universal Transmitter using the overhead controls:

1. Press a non-adapted button in the headliner → *fig. 1*.
2. The orange LED flashing in the button bar in the headliner signalizes the adaptation run.
3. Press a button on the remote control vehicle key. The vehicle key must be in the vehicle interior to use this feature.
4. Press the corresponding button in the headliner when the ignition is switched on *(→ Garage door opener)*.

Programming the HomeLink® Universal Transmitter using the Infotainment system:

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1. Select the Vehicle settings menu in the Infotainment system and adjust settings in the Opening and closing submenu.

The turn signals will light up three times to confirm that the programming was successful.

Erasing all button programming

Volkswagen recommends erasing all button programming if the vehicle is loaned or sold.

1. Switch the ignition on.
2. Select the Vehicle settings menu in the Infotainment system and adjust settings in the Opening and closing submenu.

The green LED in the button bar confirms that the deletion was successful (equipment-dependent).

Synchronizing a rolling code remote control

1. Search in the operating instructions from the garage door or exterior door manufacturer for the “set button” used for synchronizing new vehicle keys with the electric motor.
2. To conclude the process, press the 1, 2, or 3 button no later than 30 seconds after pressing the “set button” on the electric motor. Press the same button multiple times.

Troubleshooting

Red LED turns on

If the red LED

comes on in the button panel and the turn signals flash once, the HomeLink® Universal Transmitter programming was canceled.

If the garage door is not working

The garage door or the electric motor are not working.

1. Replace the button cell battery in the remote control.

   Or: try holding the remote control at different distances and angles to the receiver.

   Or: reprogram the HomeLink® Universal Transmitter.

   Or: replace the garage door or the electric motor.

If the button cannot be programmed

The hand transmitter switches off after a short period of time or is not in the right position.

1. Press the button on the hand transmitter again.

   Or: hold the hand transmitter at a different distance or angle.

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Adjusting the steering wheel position mechanically

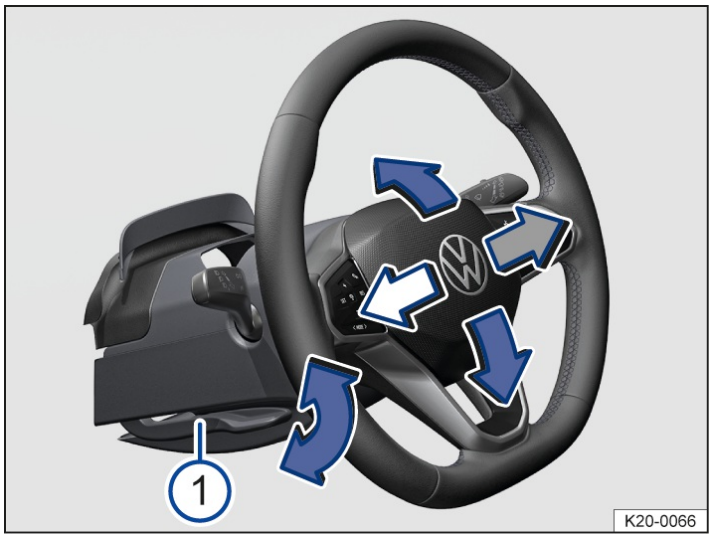


Fig. 1 Under the steering wheel in the steering column trim panel: lever to adjust the steering wheel position manually (general example).



Fig. 2 On the steering wheel: nine o'clock and three o'clock position (general example).

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

1. Tilt the lever →*fig. 1* (1) downward.
2. Adjust the steering wheel so that it can be firmly held at the outer edge with both hands at the nine o'clock and three o'clock position →*fig. 2*.
3. Press the lever all the way up until it locks flush with the steering column trim panel→⚠.

⚠ WARNING

Incorrect use of the steering wheel adjuster and an incorrect steering wheel adjustment could cause serious or fatal injuries.

- Always push the lever →*fig. 1* (1) upward into its locked position after adjusting so that you do not change the steering wheel position unintentionally while driving.
- Never adjust the steering wheel while driving. If you find the steering wheel must be adjusted while driving, stop the vehicle safely and adjust the steering wheel correctly.
- The steering wheel must always face toward the chest and never toward the face. Otherwise, the protective function of the driver's front airbag may be limited in the event of an accident.

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- To reduce the risk of injuries if the driver's front airbag deploys, always hold the outer edge of the steering wheel firmly with both hands in the nine o'clock and three o'clock position → *fig. 2*.
- Never hold the steering wheel in the twelve o'clock position or in any other way, such as holding the center of the steering wheel. Otherwise, the arms, hands, and head could be seriously injured if the driver's front airbag deploys.

Adjusting the steering wheel position electrically

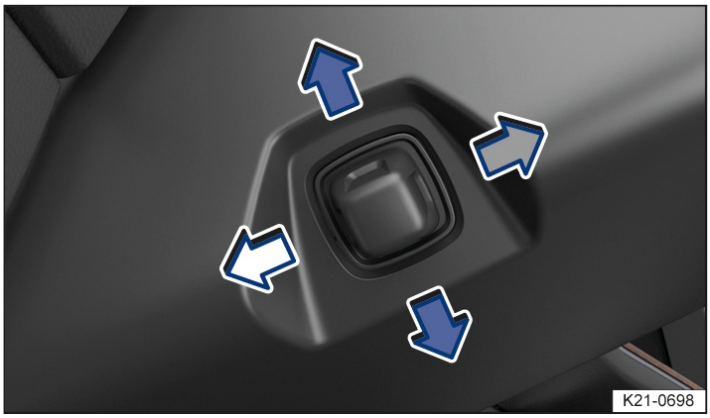


Fig. 1 On the left, behind the steering wheel in the steering column trim: switch to adjust the steering wheel position electrically.



Fig. 2 On the steering wheel: nine o'clock and three o'clock position (general example).

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

1. Press the switch → *fig. 1* in the respective direction until the steering wheel is in the desired position.
2. Adjust the steering wheel so that it can be firmly held at the outer edge on both sides, with both hands and slightly bent arms, and at the nine o'clock and three o'clock positions → *fig. 2* , →⚠.

Front seat convenience entry function

If the ignition was switched off via the starter button of the Keyless Access keyless start stop system and then the driver door was opened, the electrically adjustable steering wheel will automatically move to the top.

If the ignition has been switched on and, if relevant, the driver door closed, the electrically adjustable steering wheel will move to the position last saved on the vehicle key being used →⚠.

If the electrically adjustable steering wheel is automatically moving to the respective position and, at the same time, the switch → *fig. 1* is pressed, the steering wheel will stop moving. This new position is then saved.

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You can activate and deactivate the front seat convenience entry function in the Infotainment system *(→ Infotainment system front seats)*.

⚠ WARNING

Incorrect use of the steering wheel adjuster and an incorrect steering wheel adjustment could cause serious or fatal injuries.

- Never adjust the steering wheel while driving. If you find the steering wheel must be adjusted while driving, stop the vehicle safely and adjust the steering wheel correctly.
- The steering wheel must always face toward the chest and never toward the face. Otherwise, the protective function of the driver's front airbag may be limited in the event of an accident.
- To reduce the risk of injuries if the driver's front airbag deploys, always hold the outer edge of the steering wheel firmly with both hands in the nine o'clock and three o'clock position *→ fig. 2*.
- Never hold the steering wheel in the twelve o'clock position or in any other way, such as holding the center of the steering wheel. Otherwise, the arms, hands, and head could be seriously injured if the driver's front airbag deploys.

Introduction

The following information describes the various options for adjusting the front seats. Always make sure the seats are adjusted to the correct position *(→ Seating position)*.

⚠ WARNING

Driving in an incorrect seating position due to seats being adjusted incorrectly may cause serious injuries.

- Adjust the front seats according to the correct seating position each time before driving and make sure all passengers have their safety belts fastened correctly.
- Move the front passenger seat all the way back.

⚠ WARNING

Adjusting the seats incorrectly can cause accidents and serious injuries.

- Only adjust the seats when the vehicle is stationary. Otherwise, the position of the seats could change unexpectedly while driving and you could lose control of the vehicle. You could also put yourself in an incorrect seating position.
- Only adjust the height, angle, and forward/back position of the front seats when there is no one within the seat's range of movement.
- Do not restrict the movement of the seats by placing objects within their range of movement.
- The adjusting and locking areas of the seats must not be dirty.

⚠ WARNING

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

- Never install or secure seat covers and protective covers on the electrical controls.
- Only use seat covers or protective covers that are specifically approved for use in your vehicle.

⚠ WARNING

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

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

NOTICE

Objects with sharp edges can damage the seats.

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

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Manually adjusting front seats

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

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

A seat may have both manual and power controls.

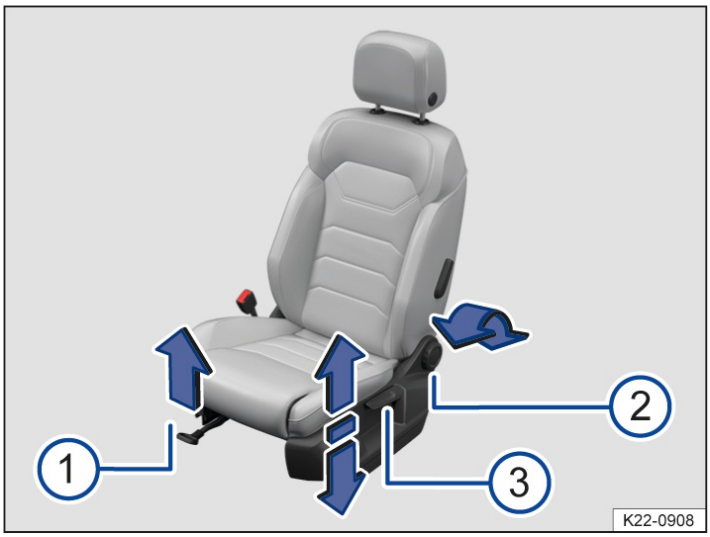


Fig. 1 On the driver seat: Controls.

1. Pull the lever to slide the front seat forward or backward. The front seat must lock into place after the lever is released.
2. To adjust the backrest, turn the handwheel with nothing resting on the backrest.
3. If necessary, move the lever upward or downward multiple times to adjust the height of the seat.

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Adjusting power front seats

The electric controls differ depending on the country and vehicle equipment and may vary according to the seat design.

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

A seat may have both manual and power controls.

The Infotainment system can be used to change further seat settings *(→ Infotainment system front seats)*.

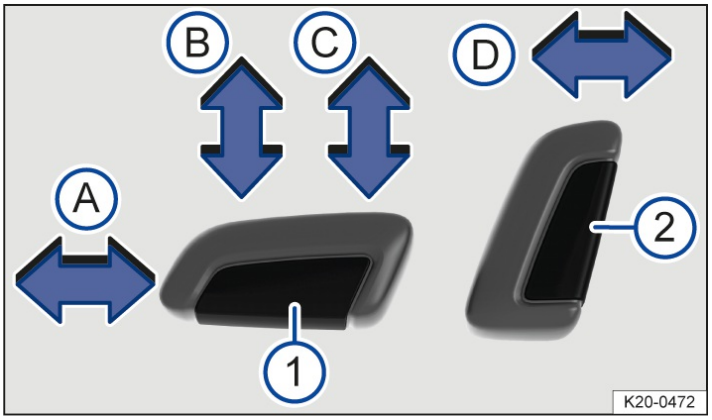


Fig. 1 Switch on the driver seat: Adjusting the front seat forward/back, the height and angle of the seat surface, and the front seat backrest.

Press the switch in the direction of the arrow:

1 A Slide the seat forward or backward.

B Adjust the angle of the seat surface.

C Adjust the height of the seat.

2 D Adjust the angle of the backrest.

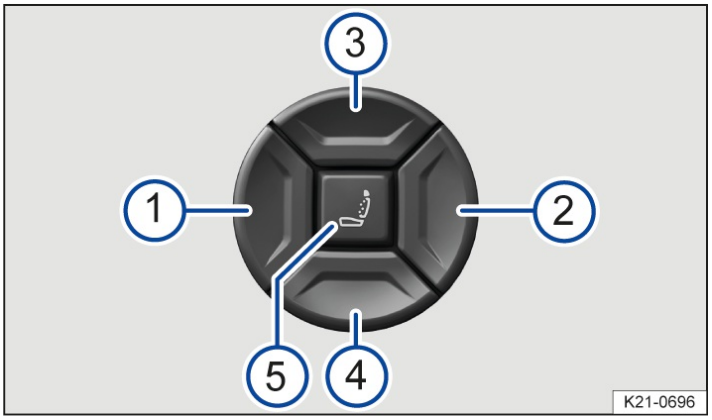


Fig. 2 Switch on the driver seat: Adjusting the lumbar support.

Press the switch in the direction you would like the lumbar support to move.

1 Move the curvature of the lumbar support forward.

2 Move the curvature of the lumbar support backward.

3 Raise the curvature of the lumbar support.

4 Move the curvature of the lumbar support down.

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(5) Switch the massage function on and off.

WARNING

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

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

NOTICE

Incorrect usage may damage the electric components in the front seats.

- Do not kneel on the front seats and do not otherwise concentrate pressure on specific points of the seat cushion and backrest.

If the charge level of the 12-volt vehicle battery is too low, it may not be possible to adjust the seat electronically.

Seat adjustment is canceled while the engine is starting.

Adjusting the front seat using the Infotainment system

The controls on the front seat can be used to make further seat adjustments *(→ Electric front seat)*.

Opening the Seat Adjustment Menu in the Infotainment System

1. Open MENU and select Seat adjustment.

   Or: tap the function key.

In the Seat adjustment menu, the following adjustment options are available:

In the Convenience menu

— Seat depth: Tap and hold the + or - function key to adjust the length of the seat cushion.

— Seat cushion bolster: Tap and hold the + or - function key to adjust the angle of the seat cushion bolster.

— Seat backrest bolster: Tap and hold the + or - function key to adjust the angle of the seat backrest bolster.

In the Massage menu

You can select and start a massage program from the menu:

— Off: Switch off the massage function.

— Select Waves (back).

— Select Waves (lumbar).

— Select Waves (shoulder).

— Select Circles (back).

— Select Upward strokes (back).

— Select Tapping (back).

— Select Relax.

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— Select Vital.

You can adjust the intensity of the massage using the slider or the + and - function buttons.

After around ten minutes, the massage function switches off automatically.

In the Balance menu

— : Use the slider to adjust the amount of air conditioning applied to the seat cushion and the backrest *(→ Seat heating and seat ventilation)*.

— : Use the slider to adjust the amount of heating applied to the seat cushion and the backrest *(→ Seat heating and seat ventilation)*.

In the Other seats menu (driver seat only)

— Synchronize front passenger seat: Tap the function button to adjust the front passenger seat in exactly the same way as the driver seat. Tap and hold the Synchronize function key until the front passenger seat has been fully adjusted.

It will just be the length and height of the seat and the tilt of the backrest that are adjusted.

— Adjust front passenger seat: Once the function button has been tapped, the controls on the driver seat can be used to adjust the front passenger seat *(→ Electric front seat)*. The only exception here is the adjustment of the lumbar support.

— Rear seat heating: The Rear seat heating menu can be used to adjust the seat heating for the rear seats *(→ Seat heating and seat ventilation)*.

In the Setup menu

— Front seat convenience entry function Driver seat: to activate the front seat convenience entry function for the driver seat, tick the checkbox in the function key ☑.

— Front seat convenience entry function Front passenger seat: to activate the front seat convenience entry function for the front passenger seat, tick the checkbox in the function key ☑.

— Automatic belt pre-tensioning Driver seat: to activate the belt pre-tensioning function of the proactive passenger protection system for the driver seat, tick the checkbox in the function key ☑.

— Automatic belt pre-tensioning Front passenger seat: to activate the belt pre-tensioning function of the proactive passenger protection system for the front passenger seat, tick the checkbox in the function key ☑.

⚠ WARNING

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

- Only use the Seat adjustment menu in the Infotainment system to adjust the front passenger seat when the front passenger seat is empty.

NOTICE

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Incorrect usage may damage the electric components in the front seats.

- Do not kneel on the front seats and do not otherwise concentrate pressure on specific points of the seat cushion and backrest.

Country-specific equipment software may require the engine to be started.

If the charge level of the 12-volt vehicle battery is too low, it may not be possible to adjust the seat electronically.

Introduction

The following information describes the various options for adjusting the rear seats. Always make sure the seats are adjusted to the correct position *(→ Seating position)*.

WARNING

Incorrectly positioned rear seats increase the risk of serious injuries if an accident occurs.

- Before every journey, ensure that the rear seats are positioned so that all passengers are sitting upright and have their safety belts fastened correctly.
- Only adjust the rear seats when there is no one within the range of movement of the seats.

WARNING

If you adjust the rear seats while driving, you will adopt the wrong sitting position. In addition, the rear seats may move unexpectedly during the journey. This will increase the risk of serious injuries if an accident occurs.

- Only adjust the rear seats when the vehicle is stationary.

WARNING

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

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

WARNING

Incorrect use of the rear center armrest may cause serious injuries.

- The rear center armrest must always be folded up during journeys.
- If the center armrest is folded down, the center rear bench seat must never be used by either adults or children.
- Never allow an adult or child to ride on the center armrest.

NOTICE

Objects in the luggage compartment may get into the space between the seat and the luggage compartment floor when the rear seat is adjusted. This may cause damage.

- Remove all objects located between the seat and luggage compartment floor before you move the rear seat.

NOTICE

Objects with sharp edges can damage the seats.

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

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Adjusting the rear bench seat

Depending on the vehicle equipment, the rear bench seat is split into two sections that are different sizes. Each section can be adjusted separately.

Adjusting the rear bench seat forward or backward



Fig. 1 Under the seat cushion in the rear bench seat: Adjusting lever.

1. Pull the right or left lever upward in the direction of the arrow→ *fig. 1* and slide the corresponding section of the rear bench seat forward or backward.
2. Release the lever and allow the section of the rear bench seat to engage by sliding slightly forward or backward.

Adjusting the rear seat backrest



Fig. 2 Left side area in the rear bench seat: adjusting lever.

The rear seat backrest can only be adjusted if the seat in question is occupied.

1. Pull the adjusting lever upward in the direction of the arrow→ *fig. 2*.
2. Allow the rear seat backrest to fold forward slightly.
3. Press the rear seat backrest back into the desired position.
4. Release the adjusting lever and allow the rear seat backrest to lock into place by pushing it slightly forward or back.

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Folding the rear bench seat backrest forward or backward

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



Fig. 1 Bottom part of the rear bench seat: release lever for the left rear seat backrest (right-hand side mirror image).

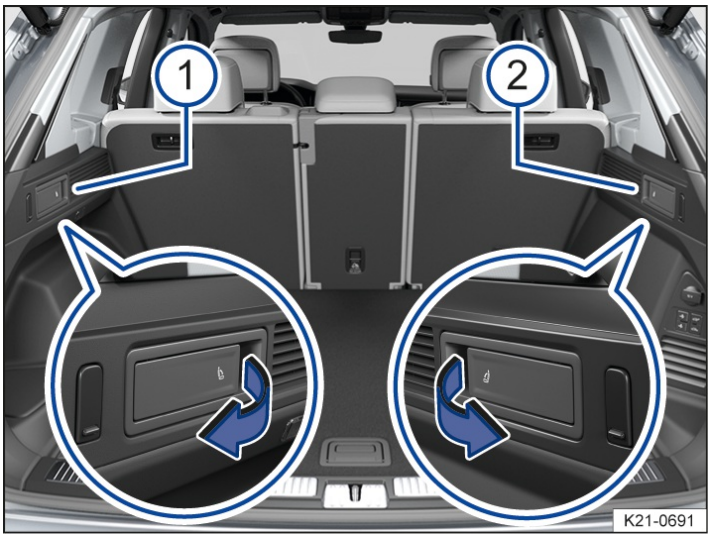


Fig. 2 In the luggage compartment: Remote unlocking lever for the left (1) and right (2) part of the rear seat backrest.

Folding the rear seat backrest forward and down

1. Move the corresponding part of the rear seat all the way back.
2. Fold the center armrest up.
3. Unlock the rear seat backrest with the unlocking lever on the seat cushion → *fig. 1* or in the luggage compartment → *fig. 2*.

   The rear seat backrest folds forward automatically.
4. Fold the rear seat backrest completely forward by hand → ⚠ and press down until it engages.

Folding the rear seat backrest up and back

1. Unlock the rear seat backrest with the unlocking lever on the seat cushion → *fig. 1* or in the luggage compartment → *fig. 2*.

   The rear seat backrest springs out of its locks.

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2. Fold the rear seat backrest to the back and push firmly into the catch until it securely engages→⚠. The release lever on the seat must be in the neutral position. The rear seat backrest must be securely engaged.
3. After folding back the rear seat backrest, readjust the seat *(→ Seating position)*.

⚠ WARNING

Folding and unfolding the rear seat backrest in an uncontrolled or careless manner may cause severe injury.

- Always take care that no people or animals are in the way of the rear seat backrest when folding it forward and down.
- Never fold the rear seat backrest forward or back while driving.
- Make sure the safety belt is not pinched or damaged when folding the rear seat backrest back.
- Keep hands, fingers, feet and other body parts away from the rear seat backrest when folding forward or back.
- Each rear seat backrest must always be securely engaged to ensure that the safety belts in the rear seats can provide the maximum protection. Take extra care especially with the middle seat in the rear bench seat. If a seat on the rear bench is used without the rear seat backrest being engaged, the vehicle occupant will move forward with the rear seat backrest in the event of sudden braking and driving maneuvers or a collision.
- Never allow people to sit in a rear seat if that rear seat backrest is folded forward or is not engaged.

NOTICE

Before folding the rear seat backrest forward, adjust the front seats so that the head restraint or padding on the rear seat backrest does not press against the front seats.

- The maximum load that folded seat backrests can withstand is 50 kg(approx. 110 lbs) each.

NOTICE

Objects in the footwell in front of and behind the rear seats can be damaged when the rear seats are folded forward or back.

- Remove all objects before folding the seat forward or back.

Introduction

The information that follows describes how the head restraints can be adjusted and removed. Always make sure the seats are adjusted to the correct position *(→ Seating position)*.

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

If a seat is occupied, select the correct head restraint setting for the respective head restraint. If a seat is not occupied, the respective head restraint can be pushed down as far as it will go.

The center rear head restraint(depending on the vehicle equipment)is only intended for the center seat on the rear bench seat. Therefore do not install this head restraint in any other position.

There are notches in the head restraint supports so that they can be locked in different positions. Only head restraints which are correctly mounted can lock into the notches within the adjustable range. To prevent the head restraints from being removed unintentionally after mounting, there are stops at the top and bottom of the adjustable range.

Correct head restraint adjustment

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

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

Head restraint adjustment for shorter persons

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Slide the head restraint all the way down, even if the head is then below the upper edge of the head restraint. When the head restraint is in the lowest position, there may be a small gap between the head restraint and the backrest.

Head restraint adjustment for taller persons

Move the head restraint up all the way.

WARNING

Driving with head restraint that have been removed or adjusted incorrectly increases the risk of serious or fatal injuries in the event of an accident or sudden driving and braking maneuvers.

- If a person is sitting in a seat, always drive with the head restraint correctly installed and adjusted on that seat.
- If a person is sitting in a seat, adjust the head restraint according to their height.
- Never adjust the head restraint while driving.

NOTICE

Removing and fitting the head restraints incorrectly may cause damage.

- When removing and installing the head restraint, make sure the head restraint does not hit the headliner, the front seat backrest, or other vehicle components.

Adjusting the head restraints

Adjusting the height of the head restraints

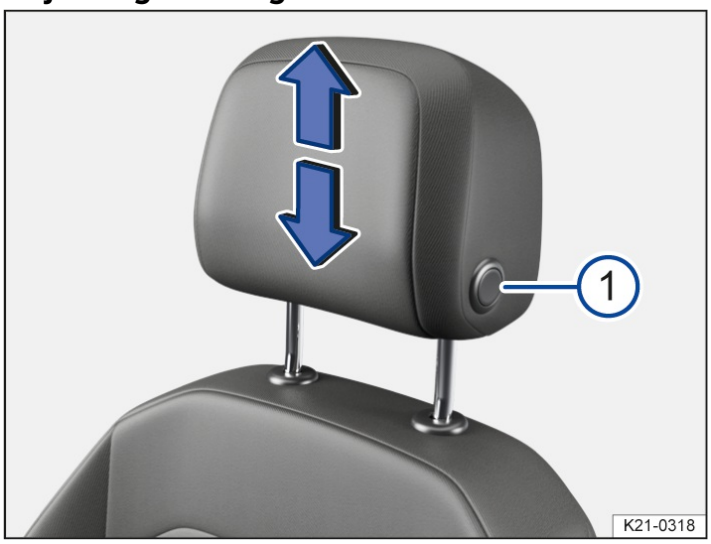
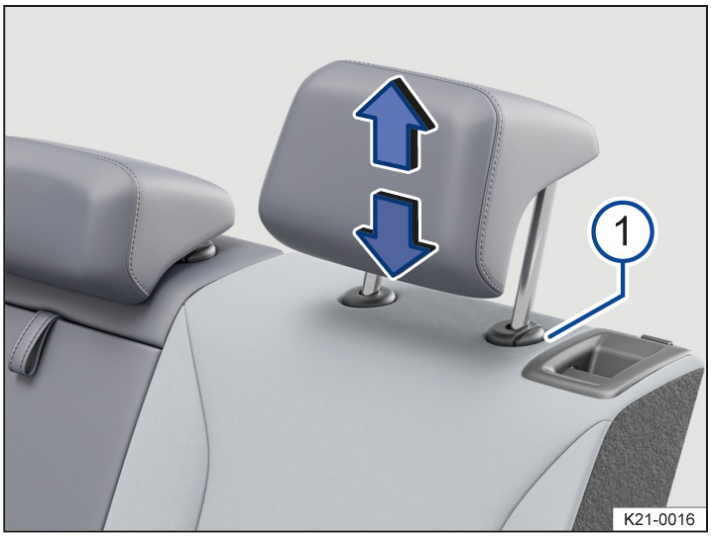


Fig. 1 Adjusting the front head restraint without forward/backward adjustment (general example).



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Fig. 2 Adjusting the rear head restraint (general example).

1. Slide the head restraint up or down in the direction of the arrow, with the → *fig. 1* (1) or → *fig. 2* (1) button pressed, if necessary.

The head restraint must lock securely into place.

Adjusting the front head restraint forwards and backwards

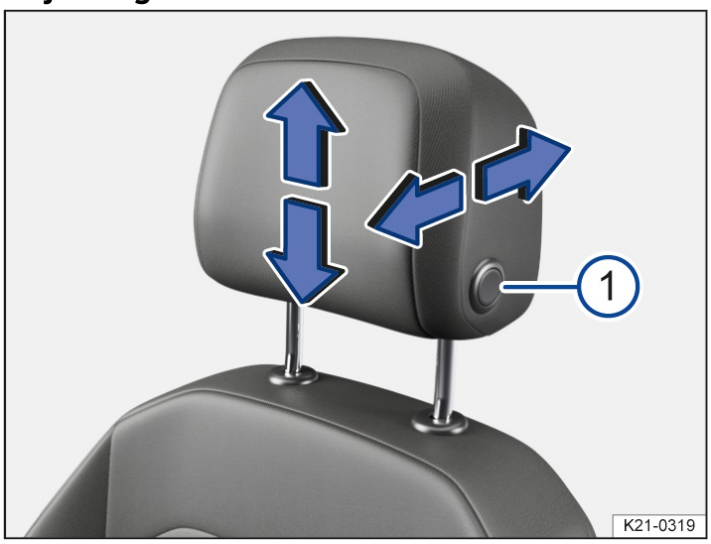


Fig. 3 Adjusting the front head restraint with forward/backward adjustment (general example).

1. Push the head restraint forward in the direction of the arrow or, keeping the button → *fig. 3* (1) pressed, push the head restraint backward.

The head restraint must lock securely into place.

Removing and installing the head restraints

Removing the front head restraints

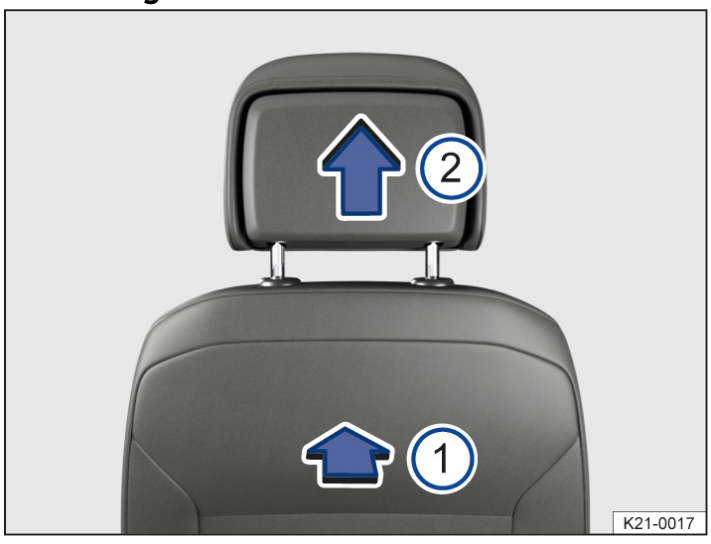


Fig. 1 Removing the front head restraint (general example).

1. Lower the head restraint if necessary.
2. To release, find the notch on the rear side in the marked area → *fig. 1* (1), push inwards in the direction of the

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arrow and hold.

3. Pull out the head restraint in the direction of the arrow→ *fig. 1* (2).

Installing the front head restraints

1. Position the head restraint correctly above the head restraint guides and insert into the guides on the seat backrest.
2. Slide the head restraint downward until it engages into the guide rods.
3. Adjust the head restraint to the correct position.

Removing the rear head restraint



Fig. 2 Removing the rear head restraint (general example).

1. If necessary, adjust the seat backrest so that the head restraint can be removed.
2. Slide the head restraint all the way upward.
3. Pull the head restraint all the way out while pressing the→ *fig. 2* (1) button.

Installing the rear head restraint

1. Release the backrest of the rear bench seat and fold slightly forwards.
2. Position the head restraint correctly above the head restraint guides and insert into the guides on the seat backrest.
3. Push the head restraint downward while pressing the→ *fig. 2* (1) button.
4. Fold the rear bench seat backrest toward the rear and lock it securely into place.
5. Adjust the head restraint to the correct position.

Center armrest

Front center armrest

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Fig. 1 Front center armrest.

Depending on vehicle equipment, there may be a storage compartment located under the center armrest.

— To lift: Pull the center armrest up to the detents in the direction of the arrow→ *fig. 1*.

— To lower: Pull the center armrest up fully. Then press the center armrest down.

⚠ WARNING

If the front center armrest is opened all the way or not completely closed, it can limit the driver's ability to move his or her arms, which can cause accidents and serious injuries.

- Always keep the storage compartments closed while driving.
- Never allow an adult or child to ride on the center armrest. This incorrect seating position can cause serious injuries.

Rear center armrest



Fig. 2 In the backrest of the center seat: folding rear center armrest.

There may be a folding armrest in the backrest of the rear center seat.

— To fold forward: pull the center armrest in the direction of the arrow using the loop→ *fig. 2*.

— To fold back: fold the center armrest upward in the opposite direction of the arrow→ *fig. 2* and press it all the way toward the seat backrest.

Passengers must not sit in the center rear seat when the center armrest is folded down.

⚠ WARNING

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Incorrect use of the rear center armrest may cause serious injuries.

- If the center armrest is folded down, the center rear bench seat must never be used by either adults or children.
- Never allow an adult or child to ride on the center armrest.

WARNING

Objects that are not secured or are secured incorrectly in the rear center armrest may be thrown around during sudden braking or driving maneuvers and can cause serious injuries.

- Store objects such as drinks in the storage compartments provided *(→ Storage compartments)*.

NOTICE

Incorrect handling of the rear center armrest can cause damage to the seat and the center armrest.

- Remove all objects before folding back the rear center armrest.

Memory function

Depending on the vehicle model, only the driver seat or both the driver seat and front passenger seat can be equipped with the memory function.

Driver personalization

The memory function stores seat settings to the user profile created for driver personalization. A user profile can be assigned personalized settings for the front seats, the exterior mirrors and, if equipped with electric adjustment, the steering wheel position. The settings are recalled automatically when the vehicle is unlocked with the remote control vehicle key stored in the user profile.

Each time the vehicle is locked, the current seat position, steering wheel position (if equipped with electric adjustment) and the positions of the exterior mirrors are stored again and assigned to the active vehicle key.

The newly stored settings are set automatically when you unlock the vehicle using the opening button on the vehicle key or using keyless locking and starting system Keyless Access and then open the driver door.

If two or more persons use the vehicle, it is recommended that all drivers should always use “their own” vehicle key.

In order for settings to be saved automatically to the user's vehicle key, the vehicle must be locked with the same key that was used to unlock the vehicle.

The seat will react as follows when an account is selected or switched:

— Vehicle is stationary or traveling at no more than approx. 5 km/h (approx. 3 mph): the seat will be moved. You can cancel the seat movement before it completes by tapping the respective function key in the Infotainment system or by pressing a button on the driver's seat.

— Vehicle is traveling faster than approx. 5 km/h (approx. 3 mph): the seat will not be moved. All other settings will be applied.



Fig. 1 In the upper section of the driver and front passenger door trim: memory buttons for seat settings.

Storing settings using the memory buttons in the driver door

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The memory buttons in the driver and front passenger doors can be used to store three different seat settings in addition to the seat settings saved in your personalization profile.

1. Sit on the driver seat and adjust the seat to the desired position.
2. Adjust both exterior mirrors.
3. Adjust the steering wheel using the electric adjustment function.
4. Press the SET → *fig. 1* button until the LED lights up (arrow).
5. Within approximately ten seconds, press the desired memory button 1, 2 or 3 → *fig. 1*. The LED turns off and a signal confirms that the settings have been saved.

To store seat settings for the front passenger seat, use the memory buttons on the front passenger side.

Using the memory buttons to store the reversing position of the front passenger's outside mirror

1. Switch the ignition on.
2. Press the desired memory button 1, 2 or 3 → *fig. 1* in the driver door briefly.
3. Select the reverse gear.
4. Adjust the front passenger's outside mirror so that the edge of the curb can be seen clearly, for example.
   This mirror position is now stored automatically and assigned to the memory button that you selected.

The front passenger's outside mirror automatically leaves the position stored for driving in reverse once you begin driving forward at speeds of at least approx. 15 km/h (approx. 9 mph) or when you turn the knob for the outside mirrors from the R position to another position.

Factors that prevent the unsuccessful storing of settings with the memory buttons

If one of the following conditions is fulfilled, your settings will not be stored successfully:

— If the charge level of the 12-volt vehicle battery is too low.
— If you press the SET → *fig. 1* button again within approximately ten seconds.
— If you adjust the seat position again within approximately ten seconds of pressing the SET button → *fig. 1*.
— If you lock the vehicle.

Recall saved memory settings

— With the respective door open and the ignition switched off, you can recall the stored positions and automatic adjustment takes place. Press the desired memory button 1, 2 or 3 → *fig. 1* in the respective door briefly.
After approximately ten minutes, the stored positions can no longer be adjusted automatically. The adjustment process will be canceled if one of the memory buttons is pressed again.
— With the door closed and the ignition switched on, press and hold the corresponding memory button in the door until the stored positions are reached.

Front seat convenience entry function

When the driver or front passenger door is opened, the seat on this side will move automatically into a position that allows easy entering and exiting.

The seat returns to its original position automatically as soon as the door is closed and the ignition is switched on.

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The front seat convenience entry function can be enabled and disabled in the Infotainment system *(→ Infotainment system front seats)*.

⚠ WARNING

Improper use of seat functions can cause injuries.

- Before beginning a journey always adjust to the correct seat position and maintain this throughout the journey. This also applies to all passengers.
- Set the memory function only with the vehicle stationary.
- Always keep your hands, fingers, feet and other parts of your body clear of the area in which the seats operate and move during adjustment.

Automatic adjustment of the seat to the saved position can be canceled by the following actions:

— Press one of the memory buttons.

— Press the SET button.

— Press the unlock button on the remote control vehicle key.

— Press one of the buttons for seat adjustment *(→ Electric front seat)*.

Switching the turn signals on and off

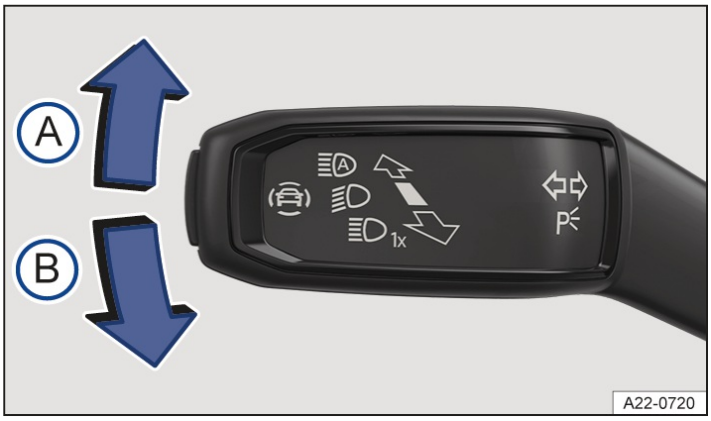


Fig. 1 On the left side of the steering column: turn signal and high beam lever.

(A) Right turn signal ➡.

(B) Left turn signal ⬅.

Switching the turn signals on and off

1. Switch the ignition on.
2. Move the lever out of the center position into the desired position→ *fig. 1*.
3. To cancel the turn signal, move the lever back to its basic position.

If no chime sounds when the turn signal is on, contact suitably qualified professionals and have the vehicle checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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3-blink turn signal

1. Move the lever upward or downward to the pressure point and then release the lever.

   The turn signal will blink three times.

To stop the 3-blink turn signal before it ends, move the lever immediately to the pressure point in the opposite direction and release.

WARNING

Using the turn signals incorrectly, not using the turn signals, or forgetting to turn the turn signal off can mislead other road users. This can cause accidents and serious or fatal injuries.

- Always activate the turn signals correctly when changing lanes, passing, or turning.
- Switch the turn signal off again every time you finish changing lanes, passing, or turning.

The emergency flashers also work when the ignition is switched off .

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

Switching the lights on and off



Fig. 1 Next to the steering wheel: Button to turn on the exterior lighting.

Switching the lights on

1. Switch the ignition on.
2. Tap the button repeatedly until the corresponding indicator lights turn on:

The low beam headlights are switched on. The green indicator light turns on.

AUTO

Automatic headlights: The low beam headlights are switched on or off depending on the ambient brightness → ⚠, *(→ Automatic headlight control)*.

Parking light switched on, the green indicator light turns on. The automatic headlights are activated from a speed of approximately 10 km/h (approximately 6 mph) **AUTO**.

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OFF

Display only in instrument cluster: Light switched off. The automatic headlights are activated from a speed of approximately 10 km/h (approximately 6 mph) or after a distance driven of around 100 m (approximately 328 ft) **AUTO**.

Switching the lights off

1. Switch the ignition off.

AUTO

The orientation lighting can be switched on *(→ Orientation lighting)*.

The parking lights or continuous parking light on both sides of the vehicle are switched on . The green indicator light turns on.

OFF

Display only in instrument cluster: Light switched off.

Daytime running lights

The daytime running lights can increase the visibility of your vehicle in traffic during the daytime.

The daytime running lights switch on every time the ignition is switched on (when daylight is detected).

At a speed of around 10 km/h (approximately 6 mph) or more, the daytime running lights cannot be manually switched on or off.

WARNING

If the vehicle lighting is not used appropriately for the weather conditions, the road will not be illuminated sufficiently. The vehicle will not be visible to other road users or will be difficult to see. This can cause accidents and serious or fatal injuries.

- Always turn on the low beam headlight in the dark, when it is raining, and when visibility is poor.
- Regularly check that the lighting system and turn signals are functioning correctly.

WARNING

The parking lights or daytime running lights are not bright enough to illuminate the road sufficiently and to be seen by other road users. The taillights do not switch on with the daytime running lights. The vehicle may not be seen by other road users in the dark, in the fog, and when visibility is poor if its taillights are not turned on. This can cause accidents and serious or fatal injuries.

- Always turn on the low beam headlight in the dark, when it is raining, and when visibility is poor.

WARNING

The automatic headlights **AUTO** are for assistance only. The driver is always responsible for turning on the correct vehicle lighting. Automatic headlight control **AUTO** only turns the low beam headlights on and off when there are changes in brightness. Insufficient lighting on the road may cause accidents and serious or fatal injuries.

- Turn on the low beam headlights manually in certain weather conditions, such as in fog.

When reverse gear is engaged, the cornering lights on both sides of the vehicle will turn on automatically to better illuminate the surroundings while maneuvering.

Switching the high beam headlights on and off

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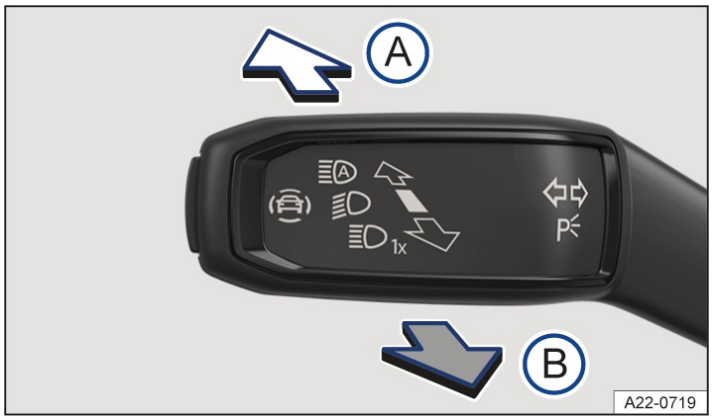


Fig. 1 On the left side of the steering column: turn signal and high beam lever.

(A) Turn on the high beam headlight.

(B) Activate the headlight flashers or turn off the high beam headlights.

If the high beam headlights or headlight flashers are turned on, the blue indicator light will come on in the Volkswagen Digital Cockpit →.

Turning on the high beam headlight

1. Switch the ignition on.
2. Switch on the low beam headlight.
3. Push the lever forwards out of the center position→ *fig. 1* (A).

Turning off the high beam headlight

1. Pull the lever backwards out of the center position→ *fig. 1* (B).

Turning the headlight flasher on and off

1. Pull the lever backwards out of the center position and hold it in place→ *fig. 1* (B).

   To deactivate, release the lever.

High beam assistance

Depending on the vehicle equipment, an automatic high beam assistance may be available *(→ High beam control (Light Assist) (static))* *(→ High beam control (Light Assist) (dynamic))*.

WARNING

Incorrect use of the high beam headlight may distract and blind other road users. This can cause accidents and serious or fatal injuries.

- Use the high beam headlights only if other road users cannot be distracted or blinded.

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High beam assistance (Light Assist)

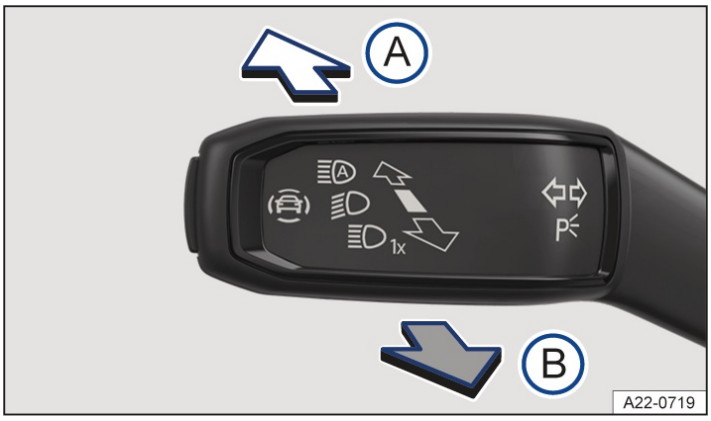


Fig. 1 On the left side of the steering column: turn signal and high beam lever.

The high beam assistance (Light Assist) automatically dims if oncoming vehicles or vehicles ahead are detected. In addition, Light Assist generally detects well-lit areas such as towns and deactivates the high beam headlights when driving through these areas.

The high beam headlights switch on and off automatically within the limits of the system, depending on the environmental and traffic conditions and the vehicle speed →⚠.

Switching on high beam control (Light Assist)

1. Switch the ignition on.
2. Switch on the automatic headlights AUTO *(→ Low beam headlight)*.
3. Tap the lever forwards out of the basic position→ *fig. 1* (A).

When high beam control (Light Assist) is switched on, the indicator light lights up in the Volkswagen Digital Cockpit display. If Light Assist is active, the blue indicator light for the high beams in the instrument cluster will turn on.

Switching off high beam control (Light Assist)

1. Switch off the automatic headlights AUTO *(→ Low beam headlight)*.

   Or: if high beam control (Light Assist) is switched on and active, pull the lever backwards→ *fig. 1* (B).

   Or: if high beam control (Light Assist) is switched on and is not active, press the lever forwards→ *fig. 1* (A). The manual high beam headlights are now switched on. To switch off the manual high beam if necessary, pull the lever backwards (B).

System limitations

The high beams must be switched off manually in the following situations, because Light Assist may not switch them off at the right time or at all:

— In poorly lit towns which cannot be recognized as a town by the system.

— On poorly lit roads with strongly reflective signs.

— If there are others on the road who have inadequate lighting, such as pedestrians or cyclists.

— If there is cross traffic at perpendicular intersections.

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— On tight curves where the view of traffic is partially obstructed, on steep rises, or in dips.

— When there are oncoming vehicles on roads with a center barrier and the drivers in the oncoming vehicle can clearly see above the barrier, for example truck drivers.

— In fog, snow, and heavy rain.

— When there are dust and sand in the air.

— If the windshield is damaged in the camera's field of vision.

— If the camera visual field is fogged over, dirty, or covered by a sticker, snow, or ice.

— If the camera switches off automatically due to a high ambient temperature or exposure to direct sunlight for a prolonged period. Light Assist will be available once the camera is available again.

— If the camera is faulty and the power supply is interrupted.

⚠ WARNING

Light Assist may not detect all traffic situations correctly and the function may be restricted in certain situations. High beam control (Light Assist) is only an aid. The driver is always responsible for turning on the correct vehicle lighting. Switching on the high beam headlight at the wrong time may distract and blind other road users. This can cause accidents and serious or fatal injuries.

- Always control the headlights yourself and adapt them to the lighting, visual, and traffic conditions.
- Switch the high beam off manually if it could blind other road users.

⚠ WARNING

If the camera lens is dirty, covered, or damaged, the Light Assist function may be limited. This is also the case if the vehicle lighting system is changed, such as by adding auxiliary headlights. This can cause accidents and serious or fatal injuries.

- Regularly clean the camera view area and keep it free of snow and ice.
- Do not cover the camera view area.
- Regularly check the windshield for damage in the camera lens area.

Advanced high beam control (Dynamic Light Assist)

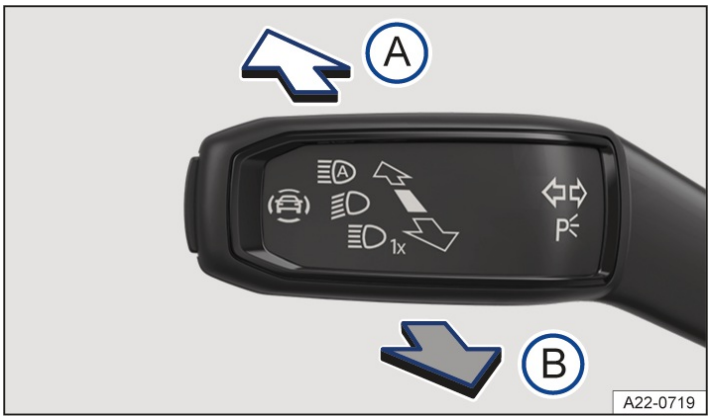


Fig. 1 On the left side of the steering column: turn signal and high beam lever.

The advanced high beam control (Dynamic Light Assist) function lights up the road and its peripheral areas to the maximum extent. At the same time, it avoids dazzling traffic ahead or oncoming traffic. The system uses a camera to detect other self-illuminating road users and their distance from your vehicle and specifically switches off areas in the light distribution. If it is no longer possible to prevent another road user from being dazzled, the high beam is completely switched off. Dynamic Light Assist also generally detects well-lit areas such as towns and deactivates the high beam headlights when driving through these areas.

The high beam headlights switch on and off automatically within the limits of the system, depending on the environmental and traffic conditions and the vehicle speed →⚠.

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Dynamic Light Assist can be activated and deactivated in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

Switching on Dynamic Light Assist

1. Switch the ignition on.
2. Switch on the automatic headlights AUTO *(→ Low beam headlight)*.
3. Tap the lever forwards out of the basic position → *fig. 1* (A).

When Dynamic Light Assist is switched on, the indicator light lights up in the Volkswagen Digital Cockpit display. If Dynamic Light Assist is active, the blue indicator light for the high beams in the instrument cluster will turn on.

Switching off Dynamic Light Assist

1. Switch off the automatic headlights AUTO *(→ Low beam headlight)*.

   Or: if Dynamic Light Assist is switched on and active, pull the lever backwards → *fig. 1* (B).

   Or: if Dynamic Light Assist is switched on and is not active, press the lever forwards → *fig. 1* (A). The manual high beam headlights are now switched on. To switch off the manual high beam if necessary, pull the lever backwards.

IQ.LIGHT Additional Functions

Depending on the vehicle equipment, the headlights are equipped with IQ.LIGHT functions for increased convenience and safety.

— Lane light:

  Whenever the system detects multi-lane roads, the lane light illuminates the entire width of the lane that the vehicle is in. If vehicles are detected ahead, the illuminated area is automatically reduced in length. When changing lanes, the illuminated area is extended to both lanes for the duration of the procedure.

— Orientation light:

  Whenever the system detects construction sites or bottlenecks, the orientation light uses markings to represent the approximate anticipated position of the vehicle within its own lane, according to the current steering angle. The width of the markings approximately corresponds to the width of the vehicle, but does not represent this exactly. The length of the markings is set automatically according to the speed and distance in relation to vehicles ahead.

— Marker light:

  Whenever Night Vision detects people, the marker light illuminates them with increased focus to make them easier to discern. In addition, a line is projected onto the road to draw attention to potential obstacles.

The IQ.LIGHT additional functions can be activated and deactivated in the vehicle settings in the Infotainment system.

System limitations

The high beams must be switched off manually in the following situations, because Dynamic Light Assist may not switch them off at the right time or at all:

— In poorly lit towns which cannot be recognized as a town by the system.

— On poorly lit roads with strongly reflective signs.

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— If there are others on the road who have inadequate lighting, such as pedestrians or cyclists.

— If there is cross traffic at perpendicular intersections.

— On tight curves where the view of traffic is partially obstructed, on steep rises, or in dips.

— When there are oncoming vehicles on roads with a center barrier and the drivers in the oncoming vehicle can clearly see above the barrier, for example truck drivers.

— In fog, snow, and heavy rain.

— When there are dust and sand in the air.

— If the windshield is damaged in the camera's field of vision.

— If the camera visual field is fogged over, dirty, or covered by a sticker, snow, or ice.

— If the camera switches off automatically due to a high ambient temperature or exposure to direct sunlight for a prolonged period. Dynamic Light Assist will be available once the camera is available again.

— If the camera is faulty and the power supply is interrupted.

⚠ WARNING

Dynamic Light Assist may not detect all traffic situations correctly and the function may be restricted in certain situations. Dynamic Light Assist is only an aid. The driver is always responsible for turning on the correct vehicle lighting. Switching on the high beam headlight at the wrong time may distract and blind other road users. This can cause accidents and serious or fatal injuries.

- Always control the headlights yourself and adapt them to the lighting, visual, and traffic conditions.
- Switch the high beam off manually if it could blind other road users.

⚠ WARNING

If the camera lens is dirty, covered or damaged, the functionality of the Dynamic Light Assist may be limited. This is also the case if the vehicle lighting system is changed, such as by adding auxiliary headlights. This can cause accidents and serious or fatal injuries.

- Regularly clean the camera view area and keep it free of snow and ice.
- Do not cover the camera view area.
- Regularly check the windshield for damage in the camera lens area.

Dynamic cornering light

The dynamic cornering lights provide optimum illumination of the roadway.

The dynamic cornering light only works when the automatic headlights **AUTO** are switched on and at speeds of more than approximately 10 km/h (approximately 6 mph).

The dynamic cornering light can be activated and deactivated in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

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Switching the poor weather lights on and off

Poor weather lights help you to illuminate the carriageway more effectively when visibility is poor.

The poor weather lights can only be switched on when the ignition is switched on.

Switching on the Poor Weather Lights

1. Switch the ignition on.
2. Tap the button *(→ Low beam headlight)*.

The green indicator light in the button turns on. The indicator light will also light up on the instrument cluster for a few seconds.

Switching off the Poor Weather Lights

1. Tap the button again.

If the poor weather lights are switched on when the light is off **OFF**, the parking lights are switched on or the automatic headlights **AUTO** are switched on, the low beam headlights will also be switched on, regardless of the ambient brightness.

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Turn signal indicator light

The green indicator light blinks.

If a turn signal light on the vehicle is not working, the indicator light will blink twice as fast.

1. Check the lights and replace any bulbs as necessary *(→ Exterior lighting)*.
2. If the malfunction persists, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Trailer turn signal indicator light

The green indicator light blinks.

If a trailer turn signal or the entire trailer light system is out, the indicator light will turn off.

1. Check the lights and replace any bulbs as necessary *(→ Exterior lighting)*.
2. If the malfunction persists, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Exterior lighting malfunction

The yellow indicator light turns on.

The headlights have completely or partially failed.

1. Check the lights and replace any bulbs as necessary *(→ Exterior lighting)*.
2. If the malfunction persists, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Rain/light sensor malfunction

The yellow indicator light turns on.

If the automatic headlights (AUTO) are switched on, the vehicle lighting will not turn on or off automatically.

1. Switch the ignition off and on.
2. If the malfunction persists, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Dynamic cornering light

The swinging behavior of the bulbs can be influenced by the selected driving mode in vehicles with driving mode selection.

If the dynamic cornering light malfunctions, this is indicated on the instrument cluster display. Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Controls are responding differently than expected

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

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1. Always keep the control panels clean and dry.

Light Assistants Are Not Responding as Expected

Travel mode deactivates the dynamic cornering light.

1. Ensure that the travel mode is not activated when it is not required *(→ Vehicle settings menu)*.

Switching on and off the rear fog light

The rear fog lights can only be switched on when the ignition is on *(→ Low beam headlight)*:

Switching the rear fog light on

1. Tap the REAR button.

   The indicator light in the button turns on. The yellow indicator light in the instrument cluster also comes on.

Switching the rear fog light off

1. Tap the REAR button again.

If the rear fog light is switched on when the light is of OFF, the parking light is on or the automatic headlights AUTO are on, the low beam headlights will also be switched on, regardless of the ambient brightness.

For vehicles with a factory-installed trailer hitch: The rear fog lights on the vehicle will not turn on if a trailer with rear fog lights is connected to the vehicle.

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Parking lights

If the parking light function is switched on, both headlights will come on, along with the parking lights, sections of the taillights, the license plate light and various buttons in the vehicle interior. The automatic headlights are activated from a speed of around 10 km/h (6 mph) or after driving a distance of around 100 m (approx. 328 feet)

If the vehicle is not locked from the outside when the ignition is switched off and the parking light is switched on, the parking lights on both sides will automatically switch on after about 10 minutes to reduce the load on the 12 V vehicle battery *(→ Parking light)*.

Automatic side or parking light deactivation

The vehicle detects that the 12 V vehicle battery is low and switches off the parking lights or continuous parking lights early enough to ensure that the vehicle's drive system can still be activated, but not until at least two hours have passed.

If the battery capacity is not enough for the parking lights or continuous parking lights to run for two hours, the 12 V vehicle battery may drain to such an extent that the vehicle's drive system can no longer be activated →⚠.

⚠ WARNING

If the vehicle is stopped without enough lighting and cannot be seen or is difficult for others on the road to see, this can cause accidents and serious or fatal injuries.

- Always stop the vehicle safely and with enough lighting.
- Follow the country-specific legal regulations.
- If you need the vehicle to be lit for several hours, switch on the right-hand and/or left-hand parking light if possible.

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Switching the parking light on and off

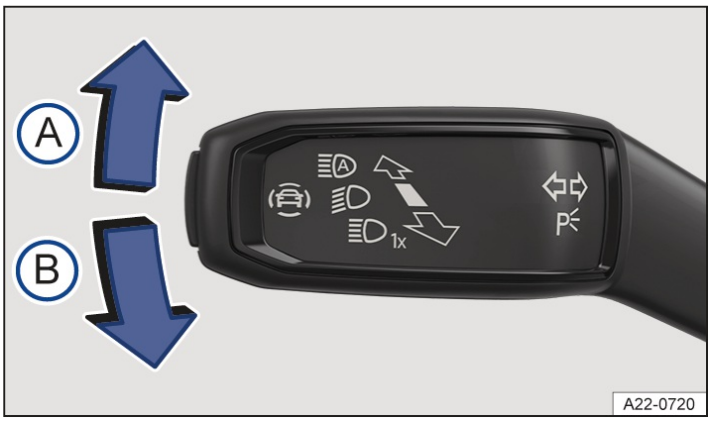


Fig. 1 On the left side of the steering column: turn signal and high beam lever.

(A) Right-hand parking light switched on.

(B) Left-hand parking light switched on.

Switching on and off the parking light on one side of the vehicle

When the parking light is switched on, the headlight on that side of the vehicle will turn on as well as the side light and sections of the taillight. As a rule, a parking light lit on only one side of the vehicle can remain lit for twice as long as continuous parking lights on both sides of the vehicle:

1. Switch the ignition off.
2. Move the lever out of the center position into the required position → *fig. 1*.
3. To switch off the parking light on one side of the vehicle, move the lever into the basic position.

Switching the continuous parking light on both sides of the vehicle on and off

When the continuous parking lights on both sides of the vehicle are switched on, both headlights will turn on as well as the side lights and sections of the taillights:

1. Switch on the parking light.
2. Switch the ignition off.
3. Lock the vehicle from the outside.
4. To switch off the parking lights, unlock the vehicle from the outside.

Automatic side or parking light deactivation

The vehicle detects that the 12 V vehicle battery is low and switches off the parking lights or continuous parking lights early enough to ensure that the vehicle's drive system can still be activated, but not until at least two hours have passed.

If the battery capacity is not enough for the parking lights or continuous parking lights to run for two hours, the 12 V vehicle battery may drain to such an extent that the vehicle's drive system can no longer be activated →.

WARNING

If the vehicle is stopped without enough lighting and cannot be seen or is difficult for others on the road to see, this can cause accidents and serious or fatal injuries.

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- Always stop the vehicle safely and with enough lighting.
- Follow the country-specific legal regulations.
- If you need the vehicle to be lit for several hours, switch on the right-hand and/or left-hand parking light if possible.

“Exit lighting” and “Entry lighting” function (orientation lighting)

When you are entering and exiting the vehicle in the dark, the “Exit lighting” and “Entry lighting” function illuminates the immediate area around the vehicle.

The “Exit lighting” and “Entry lighting” function is automatically controlled by a light sensor.

Switching the “Exit lighting” function on

1. Switch the ignition off.

   If the automatic headlights AUTO are switched on and the light sensor detects darkness, the “Coming home” lighting switches on.

The lighting time begins when the last vehicle door or trunk lid is closed.

Switching the “Exit lighting” function off

1. Switch the ignition on.

   Or: Press the light switch repeatedly until the OFF setting is displayed in the instrument cluster.

   Or: automatically after the set light switch-off delay has elapsed.

   Or: Automatically if a vehicle door or the trunk lid is still open approximately 30 seconds after switching on.

Switching the “Entry lighting” function on

1. Unlock the vehicle.

   If the automatic headlights AUTO are switched on and the light sensor detects darkness, the “Leaving home” lighting switches on.

Switching the “Entry lighting” function off

1. Turns off automatically after the set lighting time has elapsed.

   Or: Lock the vehicle.

   Or: Press the light switch repeatedly until the OFF setting is displayed in the instrument cluster.

   Or: Switch on the ignition.

Setting the “Exit lighting” and “Entry lighting” function

The lighting time can be adjusted in the vehicle settings in the Infotainment system and the function can be activated or deactivated *(→ Vehicle settings menu)*.

Depending on the vehicle equipment, you can adjust the behavior of the exterior lighting in the vehicle settings in the Infotainment system.

Different display strategies can be selected:

— Classic.

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The periphery lighting, headlights and taillights are switched on and off at the same time.

— Animation.

The ambient lighting, headlights and taillights are switched on and off dynamically and, if necessary, in an animated pattern. The exterior lighting is animated differently according to the animation set.

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

Cornering lights

If the low beam headlights are switched on, a cornering light will also switch on during slow turns or in very tight corners.

When reverse gear is engaged, the cornering lights on both sides of the vehicle will turn on automatically to better illuminate the surroundings while maneuvering.

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Automatic headlight control

If automatic headlights AUTO are switched on, the vehicle lighting switches on and off automatically along with the instrument illumination under the following conditions:

— The light sensor has detected darkness.

— The windshield wipers are switched on for a long time.

When the lights are turned on, the yellow indicator light AUTO turns on *(→ Low beam headlight)*.

Automatic headlight control is merely an aid and cannot always accurately detect all driving situations.

If the vehicle is equipped accordingly, the activation time of the automatic headlights can be adjusted in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

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Headlight range control

Headlight range control is used to adjust the beam of the dipped beam headlight to the load level of the vehicle. This provides the driver with the best possible visibility and oncoming traffic is not dazzled.

Dynamic headlight range control

The headlight range automatically adjusts to the vehicle load when the headlights are switched on→⚠.

⚠ WARNING

If the headlight range control fails or malfunctions, the headlights may blind and distract other road users. This can cause accidents and serious or fatal injuries.

- Have the headlight range control inspected immediately by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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Adjusting headlights (travel mode)

When traveling in countries that drive on the opposite side of the road from your home country, the low beam headlights on vehicles with advanced high beam control (Dynamic Light Assist) or dynamic cornering light can dazzle oncoming traffic. Therefore, the headlight alignment on vehicles equipped with these functions can be adjusted in the Infotainment system via the Vehicle settings menu (travel mode) *(→ Vehicle settings menu)*. On vehicles without advanced high beam control (Dynamic Light Assist) and without dynamic cornering light, adjustment of the headlights is not required.

Travel mode may be used only for a short period of time. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for permanent conversion. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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Warning tones when lights are not turned off

If the ignition has been switched off and the driver door is opened, warning tones will sound under the following conditions:

— With the parking lights switched on.

— With the side lights switched on.

— With the rear fog light switched on.

If the orientation lighting is switched on, the warning tone to indicate that the light is still turned on will not sound when leaving the vehicle *(→ Orientation lighting)*.

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Instrument and switch illumination

You can adjust the brightness of the instrument illumination in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

Depending on the vehicle equipment, the brightness of the head-up display can be adjusted *(→ Head-up display)*.

The selected brightness will automatically adjust to the changing brightness in the vehicle.

If the automatic headlights AUTO are switched on, a sensor switches the dipped beams and the instrument and switch lighting on and off automatically based on outside brightness.

The instrument illumination for the needles and dials turns on when the ignition is on and the lights are off. The lighting for the gauges reduces automatically and eventually turns off as brightness outside increases. This function should remind the driver to turn off low beam headlights at the right time, such as when driving through tunnels.

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Interior/reading lights, ambient lighting

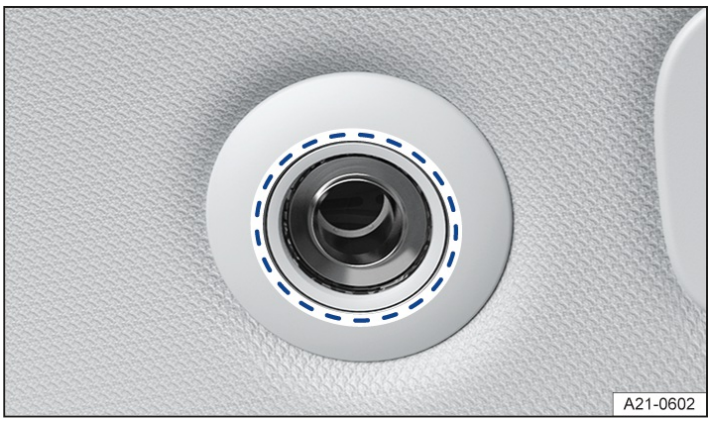


Fig. 1 In the roof console and above the rear doors: touch-sensitive reading lights (depending on the vehicle equipment).

Switching on or off interior and reading lights

The scope and the representation of the controls in the headliner vary depending on the vehicle equipment.

Tap the corresponding symbol:

Switch the front interior lights on or off.

REAR Switch the rear interior lights on or off.

The interior lights will switch on automatically when unlocking or leaving the vehicle.

Touch-sensitive reading lights with manual dimming function

1. To switch the reading light on or off, tap the light surface briefly.
2. To activate the manual dimmer function, hold your finger on the light surface when the reading light is switched off until the desired brightness level is reached → *fig. 1*.

Glove compartment and luggage compartment lights

When opening and closing the glove compartment or trunk lid, a light will turn on or off.

Ambient lighting

Depending on vehicle equipment, ambient lighting can provide indirect lighting in various areas of the vehicle interior.

Certain ambient lighting functions, such as the brightness, can be adjusted in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

After the ignition has been switched off, the lights will turn off when the vehicle is locked or automatically after a few minutes. This reduces the risk of the 12 V vehicle battery being drained.

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

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Operating the windshield wiper lever

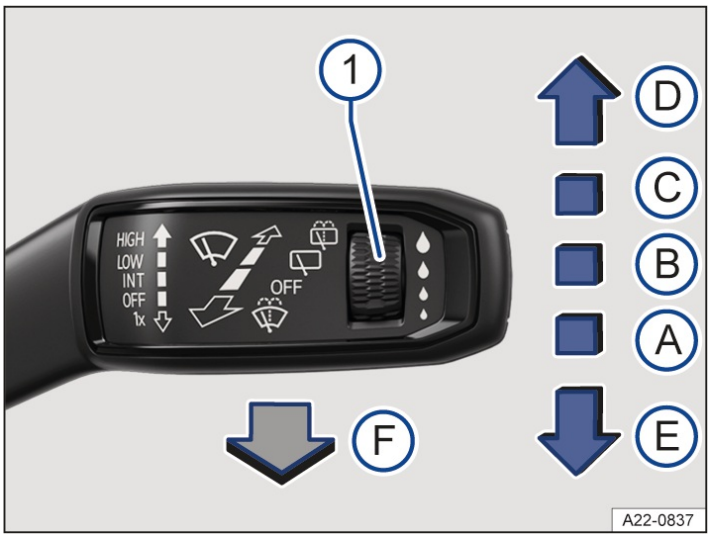


Fig. 1 On the right side of the steering column: operating the windshield wipers.

The windshield wipers only work when the ignition is switched on and the hood or trunk lid is closed. Move the wiper lever into the desired position →ⓘ:

- (A) **OFF** Wipers are switched off.
- (B) **INT** Interval wiping for the windshield or rain sensor mode. Interval wiping for the windshield depends on the driving speed. The higher the speed, the faster the wipers will move.
- (C) **LOW** Slow wiper speed.
- (D) **HIGH** Fast wiping.
- (E) **1x** One-tap wiping – brief wiping.
- (F) Pull the lever to activate the automatic wiper/washer system to clean the windshield. While the wiper/washer system is active, the Climatronic system switches to recirculation mode for approximately 30 seconds to help prevent the washer fluid odor from entering the vehicle interior.
- (1) Switch for interval levels(vehicles without rain/light sensor)or to adjust the sensitivity of the rain/light sensor.



Fig. 2 On the right side of the steering column: operating the rear window wiper.

Move the wiper lever into the desired position→ⓘ:

- (G) Interval wiping for the rear window. The wiper moves approximately every six seconds.
- (H) Press the lever to activate the automatic wiper/washer system to clean the rear window.

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WARNING

Without the sufficient freeze protection, washer fluid can freeze on the window glass and reduce visibility. This can cause accidents and serious or fatal injuries.

- Only use the washer system with sufficient freeze protection in winter temperatures.
- Never use the window washer system in winter temperatures if the windshield has not been warmed up with the air conditioning system.

WARNING

Worn or dirty wiper blades reduce visibility and increase the risk of accidents and serious injuries.

- Always replace wiper blades if they are damaged or worn and are no longer cleaning the window glass sufficiently *(→ Wiper blades)*.

NOTICE

Incorrect handling of the windshield wipers can cause damage to the windshield, the wiper blades and the wiper motor.

- Before driving and before the ignition is switched on, check that the windshield wiper lever is in the basic position.
- Remove any snow and ice from the windshield wipers and the windshield.
- Always carefully loosen wiper blades that have frozen onto the windshield from the windshield.
- Do not turn on the windshield wipers when the windshield is dry.

The activated wiper speed temporarily changes to the next lower speed when the vehicle is stationary.

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

When parking the vehicle in cold weather conditions, moving the windshield wipers to the service position may be helpful for loosening the wiper blades more easily from the windshield *(→ Wiper blades)*.

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Wiper function

Automatic rear window wiping

The rear window wiper switches on automatically when the windshield wipers are switched on and reverse gear is engaged. The automatic activation in reverse gear function can be activated and deactivated in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

Heated washer nozzles

The heat thaws frozen washer fluid nozzles. The heat output is automatically regulated when the ignition is switched on and is dependent on the outside temperature. Only the window washer nozzles are heated and not the washer fluid hoses.

Headlight washer system

The headlight washer system washes the headlight lenses and works only when the dipped beam or high beam headlights are switched on. If the low windshield washer fluid indicator light is lit, the headlight washer system will not come on *(→ Windshield wipers)*.

When you switch on the ignition, the first time you activate the wash and wipe system for the windshield, and thereafter every tenth time you activate it, the headlights will also be washed.

— Dirt stuck to the headlight lenses, e.g. insect remnants, should be removed at regular intervals.

— To ensure that the headlight washer system works properly even in winter, clear any snow from the covers on the headlight washer system in the bumper before using it. If necessary, remove any ice using de-icer spray.

Cleaning system of the Rear View Camera system

The cleaning system of the Rear View Camera system cleans the Rear View Camera system and works with the automatic wiper washing system to clean the rear window.

If, after washing the camera several times, the camera's view is still limited, clean the camera lens manually *(→ Rear view)*, *(→ Vehicle care exterior)*.

Thermal image camera washer system

The thermal imaging camera washer system washes the Night Vision thermal imaging camera and works in conjunction with the headlight washer system.

If, after washing the camera several times, the camera's view is still limited, clean the camera lens manually *(→ Rear view)*, *(→ Vehicle care exterior)*.

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Rain/light sensor

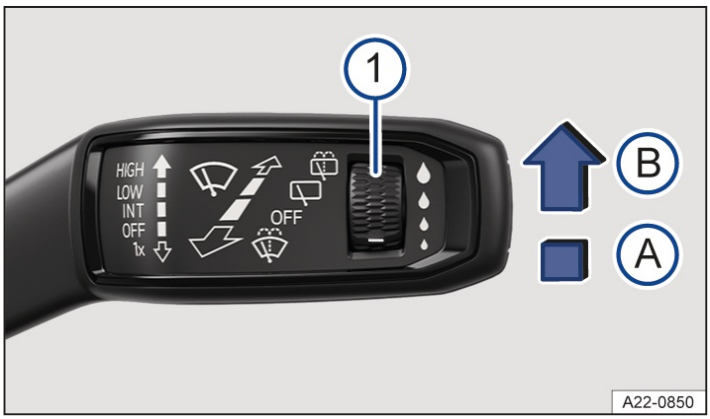


Fig. 1 On the right side of the steering column: windshield wiper lever.

(1) Switch for adjusting the sensitivity of the rain/light sensor.

(A) Rain/light sensor deactivated.

(B) Rain/light sensor activated, automatic wiping as necessary.

When switched on, the rain/light sensor automatically shortens or lengthens the delay between wiping cycles depending on how hard it is raining.

Activating and deactivating the rain/light sensor

1. Press the lever into the desired position → *fig. 1*.

Automatic wiping can be activated and deactivated in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

Adjusting the sensitivity of the rain/light sensor

The sensitivity of the rain/light sensor can be manually adjusted with the switch in the windshield wiper lever → *fig. 1* (1), →⚠.

— Turn the switch up – high sensitivity.

— Turn the switch down – low sensitivity.

⚠ WARNING

The rain/light sensor cannot detect all precipitation sufficiently and activate the windshield wipers accordingly. Reduced visibility can cause accidents and serious or fatal injuries.

- If necessary, switch on the windshield wipers manually if water on the windshield is impairing visibility.

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

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Washer fluid level too low

The yellow indicator light turns on.

1. Fill the washer fluid reservoir *(→ Washer fluid)*.

Windshield wiper malfunction

The yellow indicator light turns on.

The windshield wipers are not working.

1. Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Rain/light sensor malfunction

The yellow indicator light turns on.

The windshield wipers will not be automatically activated in rain/light sensor mode when it is raining.

1. Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Changes to rain/light sensor reaction

Some possible reasons for malfunctions and misinterpretations in the sensor area of the rain/light sensor *(→ Front view)* could be:

— Damaged wiper blades: damaged wiper blades can leave a film of water or streaks on the window, and this can extend the activation time, greatly shorten the wiper intervals, or cause fast wiping time.

— Insects: insects hitting the windshield may trigger the wipers.

— Salt streaks: salt streaks on the windshield from driving in the winter can cause the wipers to wipe more frequently or continuously on a window that is almost dry.

— Dirt: dried dust, wax, any other build-up on the windshield(lotus effect), or washing product residue (car wash)can lower the sensitivity of the rain/light sensor and cause it to react too slowly or not at all. Clean the sensor area for the rain/light sensor regularly and check the wiper blades for damage *(→ Vehicle care exterior)*.

— Crack in the windshield: if a stone strikes and chips the sensor area while the rain/light sensor is on, this will trigger a wiper cycle. After that, the rain/light sensor will detect this irregularity on the sensor surface and react to it. Depending on the size of the chip, the reaction behavior of the rain/light sensor may or may not change.

If there is an obstacle for the wipers on the window glass, the wipers will attempt to remove it. If it continues to block the wipers, the wipers will stop moving.

1. Remove the obstacle and switch the wipers on again.

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General safety precautions

Using the outside mirrors and the interior rearview mirror, the driver can observe traffic and adjust their driving based on traffic.

For driving safety, it is important that the driver adjusts the outside mirrors and the interior rearview mirror correctly before starting to drive.

It is not possible to oversee the entire side and rear area of the vehicle by looking in the outside and interior rearview mirrors. These areas that are not visible are called blind spots. Other road users and objects could be in the blind spot.

⚠ WARNING

Adjusting the outside mirrors and interior rearview mirror while driving can distract the driver. This can cause accidents and serious or fatal injuries.

- Only adjust the outside mirror and interior rearview mirror when the vehicle is stationary.
- Always make sure that the mirrors are adjusted correctly and visibility to the rear is not limited by ice, snow, fog, or other objects.

⚠ WARNING

The view in the outside mirrors and interior rearview mirror does not cover the entire area around the side and rear of the vehicle. Other road users and objects could be in these blind spots. This can cause accidents and serious or fatal injuries.

- When parking, changing lanes, passing, and turning, always pay attention to your surroundings.

⚠ WARNING

Curved mirror surfaces (convex or aspheric) enlarge the field of vision and allow objects in the mirror to appear smaller and farther away. This can make it difficult to estimate the exact distance from the vehicles behind, e.g. when changing lane. This can cause accidents and serious or fatal injuries.

- Use the interior rearview mirror as much as possible to more accurately determine the distance to vehicles or other objects behind you.
- Make sure there is sufficient visibility of the area behind the vehicle.

⚠ WARNING

An automatic dimming rearview mirror contains an electrolyte fluid that can leak out if the mirror glass breaks. Coming into contact with this liquid can irritate the skin, eyes, and respiratory organs, especially in individuals with asthma or similar illnesses. This may cause serious injuries.

- If electrolyte fluid is swallowed, rinse out the mouth immediately for at least 15 minutes with plenty of water. Do not induce vomiting unless it ordered to do so by a doctor. Call for medical assistance immediately.
- Immediately get plenty of fresh air and exit the vehicle. If this is not possible, open all the windows and doors.
- If the electrolyte fluid comes into contact with eyes or skin, wash the affected area immediately for at least 15 minutes with plenty of water and seek medical assistance.
- If the electrolyte fluid comes into contact with your shoes or clothing, wash it for at least 15 minutes with plenty of water. Clean the shoes and clothing thoroughly before wearing them again.

NOTICE

If the glass on an automatic dimming mirror breaks, electrolyte fluid can leak out. This fluid damages plastic surfaces.

- Remove any leaking fluid as soon as possible, for instance using a wet sponge.

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Interior rearview mirror

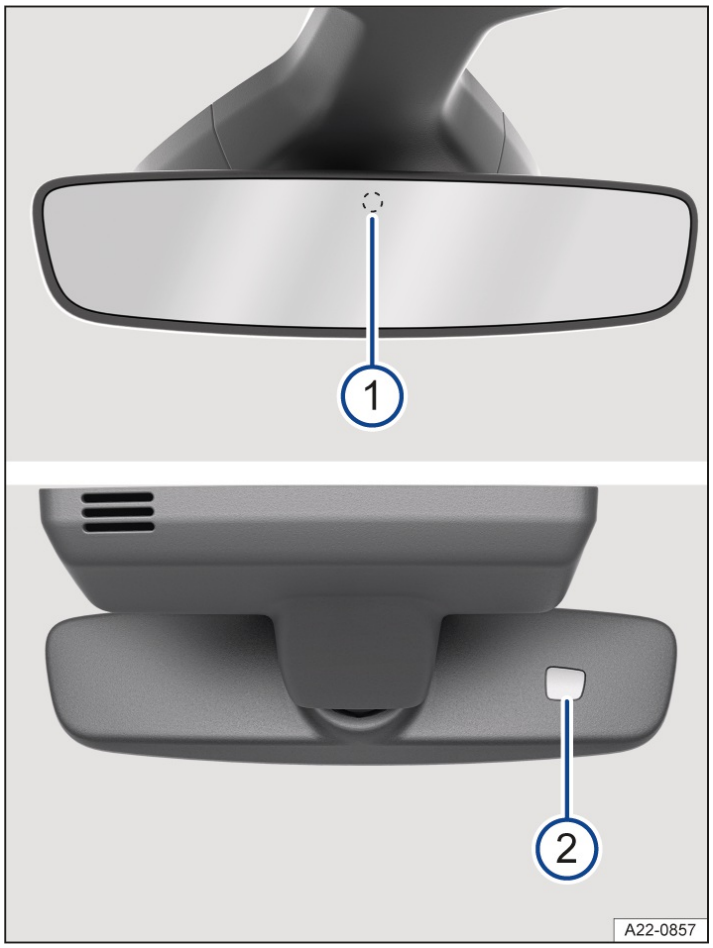


Fig. 1 On the windshield: automatic dimming interior rearview mirror.

(1) Sensor for light entering from the rear.

(2) Sensor for light entering from the front.

Automatic dimming interior rearview mirror

When the ignition is on, the sensors measure the amount of light entering from the rear→ *fig. 1* (1) and from the front (2).

Depending on the measured values, the interior rearview mirror will dim*automatically*.

If the amount of light entering the sensors is limited or interrupted, for example by a sunshade or attachment, the automatic dimming interior rearview mirror may not function or may malfunction. Mobile navigation devices on the windshield or near the automatic dimming interior rearview mirror can also affect the sensors →⚠.

Automatic dimming will be deactivated in some situations, for example when reverse gear is engaged.

⚠ WARNING

The illuminated display of a mobile navigation system may interfere with the automatic dimming interior rearview mirror. This may stop you from using the interior rearview mirror to accurately determine the distance from vehicles or other objects behind you. Accidents and serious or fatal injuries could result.

- Switch the mobile navigation system off in such cases.

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Outside mirrors

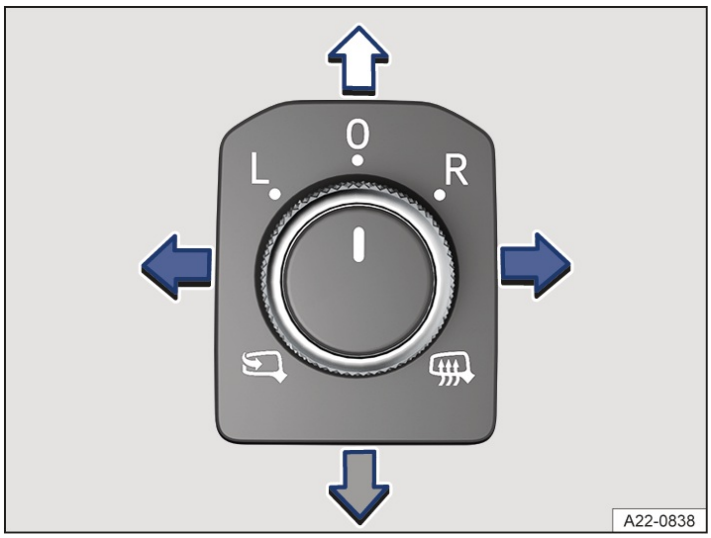


Fig. 1 In the driver door: knob for the outside mirrors.

The following information describes the outside mirror functions for left-hand drive vehicles. Position **L** corresponds to the outside mirror on the driver's side, and position **R** corresponds to the outside mirror on the passenger's side. For right-hand drive vehicles, proceed in the reverse order.

Adjusting outside mirrors

1. Switch the ignition on.
2. Turn the knob in the driver door to the preferred symbol→ *fig. 1*.
3. To adjust the outside mirror, push the knob forward, back, right or left in the direction of the arrow.

The scope and the representation of the controls in the driver door vary depending on the vehicle equipment:

Fold the outside mirror in towards the vehicle body→⚠.

Fold the outside mirror in towards the vehicle body→⚠.

Switch on the outside mirror heating. The exterior mirror heating only works when the ambient temperature is below approx. 20 °C (around 68 °F) and provides the most heat when it first turns on. After about two minutes, the mirrors will be heated depending on the ambient temperature.

L

Adjusts the left outside mirror.

R

Adjusts the right outside mirror.

0

Neutral position. The outside mirror cannot be adjusted and all functions are switched off.

Activating outside mirror functions

The following outside mirror functions must be activated in the vehicle settings in the Infotainment system before they are used for the first time *(→ Vehicle settings menu)*.

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Synchronized mirror adjustment

The synchronized mirror adjustment feature simultaneously adjusts the right-side outside mirror to match adjustments to the left-side outside mirror.

1. Turn rotary knob to position L.
2. Adjusts the left outside mirror. The right outside mirror will be adjusted the same way (synchronized).
3. To correct the adjustment of the right outside mirror, if necessary, turn the knob to the R position and adjust the right outside mirror.

Automatic dimming exterior rearview mirror on the driver side

The automatic dimming exterior rearview mirror is controlled together with the automatic dimming interior rearview mirror *(→ Interior rearview mirror)*.

Folding the outside mirrors in while parking

If the vehicle is locked or unlocked from the outside, the outside mirrors will automatically fold in or out. For this to happen, the knob must be in the , L, R or 0 position.

If the knob for power exterior mirrors is in the or position, the outside mirrors will remain folded in.

Save the passenger-side outside mirror settings when reversing

1. Unlock the vehicle using the key, to which the setting is allocated.
2. Set the electronic parking brake.
3. Switch the ignition on.
4. Shift the transmission to neutral.
5. Select the reverse gear.
6. Adjust the front passenger outside mirror so that, for example, the edge of the curb can be seen clearly.
7. Shift the transmission to neutral.
8. Switch the ignition off.

   The selected mirror position will be stored and assigned to the vehicle key.

Opening the front passenger outside mirror settings for driving in reverse

1. Turn rotary knob for the outside mirrors to the relevant position for adjusting the front passenger outside mirror.
2. With the ignition switched on, select reverse gear.

   The front passenger outside mirror will adjust to the stored position.

The front passenger outside mirror will exit the position stored for driving in reverse when you begin driving forward faster than about 15 km/h (about 9 mph) or when the knob is turned to any other position.

⚠ WARNING

If you fold the outside mirrors against the vehicle or back without taking care, you could get your fingers jammed between the outside mirror and the mirror base. This can cause severe injuries.

- Do not fold the outside mirrors out or in if there are any obstacles in the path.

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NOTICE

If outside mirrors are not folded in when driving through a car wash, they can get damaged.

- Always fold in the outside mirrors.

NOTICE

Folding in the power exterior mirror manually can worsen wear and tear or damage the mirror motor.

- Do not fold power exterior mirrors in or out by hand.

Leave the outside mirror heating on only as long as it is needed. Otherwise fuel will be used unnecessarily.

If there is a malfunction in the power outside mirror, you can adjust the position of the mirror manually by hand by pushing on the edge of the mirror surface.

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

Sun visors

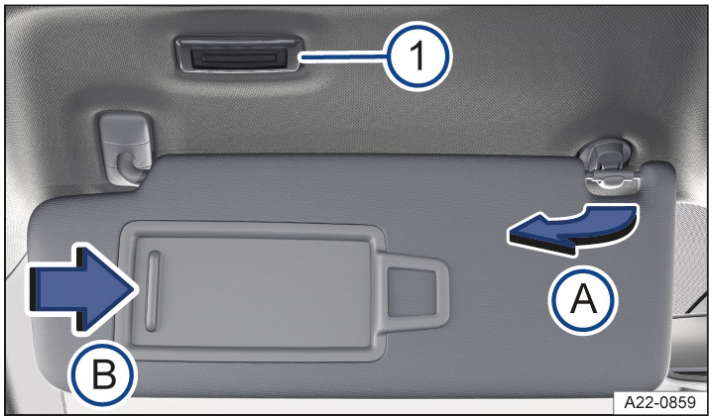


Fig. 1 In the front of the headliner: sun visor.

(1) Light.

(A) Remove from holder.

(B) Slide cover open.



Fig. 2 In the front headliner: Double sun visor for the driver.

Adjustment options for the driver and front passenger sun visors:

— Fold toward the windshield.

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— Remove from the holder and tilt toward the door→ *fig. 1* (A).

— Slide the sun visor that is swung towards the door backwards in a longitudinal direction→ *fig. 2*.

Illuminated vanity mirror

When the sun visor is folded down, there is a vanity mirror located behind a cover. The (1) lights turn on when the cover → *fig. 1* (B) slides open.

⚠ WARNING

Visibility may be reduced when sun visors are folded down and the sunshades are extended. This can cause accidents and serious or fatal injuries.

- Always guide sun visors and sunshades back into their holders when they are no longer needed.

Under certain conditions, the light above the sun visor will turn off automatically after several minutes. This reduces the risk of the 12 V vehicle battery being drained.

Sunshade in the sunroof

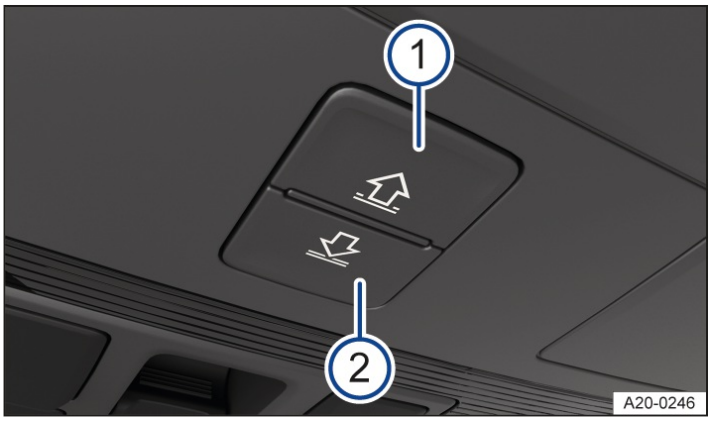


Fig. 1 In the headliner: buttons for controlling the sunshade.

(1) Button for opening the sunshade.

(2) Button for closing the sunshade.

The power sunshade only works when the ignition is switched on.

When the sunroof is tilted all the way open, the sunshade automatically moves into a position that provides ventilation. The sunshade will remain in the ventilation position after the sunroof is closed.

The → *fig. 1* (1) and (2) buttons have two detents. In the first detent, the sunshade can be opened or closed either completely or partially.

In the second detent, pressing the button briefly opens or closes the sunshade completely. Pressing the button again stops the one-touch feature.

Opening the sunshade

1. Press the (1) button to the first level.

   Automatic process: Press the (1) button briefly to the second level.

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2. To interrupt the automatic opening process, press the button (1) again briefly.

Closing the sunshade

1. Press the (2) button to the first level.

   Automatic process: Press the (2) button briefly to the second level.

2. To interrupt the automatic closing process, press the button (2) again briefly.

The sunshade can still be opened or closed for several minutes after the ignition has been switched off, as long as the driver's or front passenger door has not been opened.

Sunshade pinch protection

The pinch protection can reduce the risk of being pinched and injured when the sunshade is closing→ ⚠. If the sunshade encounters resistance or an obstacle when closing, the sunroof or sunshade will open again immediately.

1. Check why the sunroof did not close.
2. Try again to close the sunshade.

   If the sunshade still encounters resistance or an obstacle and will not close, open the sunshade again. Within a short time after opening, you can close the sunshade again without pinch protection.
3. If the sunshade is still not able to close, close the sunshade without pinch protection.

Closing the sunshade without pinch protection

1. Within approximately five seconds after pinch protection is triggered, press and hold the→ *fig. 1* (2) button until the sunshade is completely closed.

   This will close the sunshade without pinch protection.
2. If the sunshade still will not close, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

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

- Always be careful when closing the sunshade.
- Ensure that nobody is within the range of operation of the sunshade, especially if it is closing without pinch protection.

When the sunroof is open, the power sunshade can only be closed to the front edge of the sunroof.

Sunshade for the rear side windows

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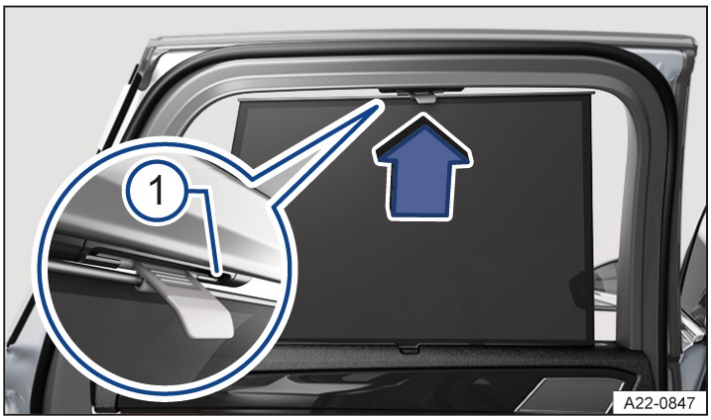


Fig. 1 In the right window: sunshade (general example).

The sunshades for the rear side windows are installed in the door trim panels on the windows.

1. Pull the sunshade all the way upward by the handle in the direction of the arrow→ *fig. 1*.
2. Secure the rod with both eyelets in its holder→ *fig. 1* (1).
3. Check that the extended sunshade is securely hooked in the holder.

To roll down, release the sunshade at the top and guide it downward by hand→ ⓘ.

NOTICE

An uncontrolled reeling of the sunshade can result in damage to the sunshade or interior trim.

- Always guide the sunshade down by hand and do not allow it to “snap” down unaided.

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Windshield with communication window



Fig. 1 Next to the mirror base: Communication window (general example).

Windshields made of heat protection glass may have an infrared-reflecting coating and may, depending on the vehicle equipment, be able to be wirelessly heated. In order to ensure that wireless equipment from the accessories industry, e.g. toll systems, can function correctly, an uncoated area is present on either side of the interior rearview mirror (communication window) → *fig. 1*.

The uncoated areas must not be covered from the inside or outside, or have stickers on them, because this could cause malfunctions.

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Overview of the Climatronic

Climatronic is an automatic air conditioning system which warms, cools and dehumidifies the air. In automatic mode, Climatronic can automatically control the air temperature, air distribution and the volume of air.

The climate control bar is displayed permanently at the bottom of the screen in the Infotainment system. For example, you will find the currently set temperature there.

Some functions of the air conditioner and also climate control bar for the rear seats, depend on the vehicle equipment.

Making Efficient Use of the Air Conditioner

The air conditioner is most effective when the vehicle interior is kept closed. In the event of heat build-up in the vehicle interior, brief ventilation can accelerate the cooling process.

Display of activated functions

Function keys in the Infotainment system highlighted in color indicate functions that are switched on *(→ Air conditioner menu in the Infotainment system)*.

⚠ WARNING

Icy, snow-covered or foggy door windows restrict visibility very severely. This increases the risk of collisions and accidents, which may result in serious or fatal injuries.

- Keep all windows free of ice, snow and fog.
- Adjust the heating, air conditioner, and rear window defroster to a setting where the windows do not fog up *(→ Heating and air conditioning system)*.
- Only start driving when all windows are clear.
- Only use recirculation mode for a short time. Otherwise, the windows could fog up very quickly and greatly reduce visibility.
- Always switch off recirculation mode as soon as it is not necessary.

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

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Air conditioner menu in the Infotainment system

Open the Air conditioner menu via the climate control bar in the Infotainment system.

In the Air conditioner menu, you can find, for example, the air distribution functions *(→ Air conditioner air distribution)*.

Some functions and menus depend on the vehicle equipment.

You can set up a quick access for additional air conditioner functions in the favorites bar on the left-hand side of the screen.

Operating status of the air conditioner

The operating status of the air conditioning system is represented by colors:

Cooling.

Heating.

The seat is not occupied.

Climate control settings **submenu**

Depending on the vehicle equipment, you can find additional comfort functions in the Climate control settings submenu:

— Switch on automatic air recirculation *(→ Air recirculation)*.

— Switch on the automatic windshield defroster *(→ Windshield defroster)*.

Locking Operation of the Climate Control Bar for the Rear Seats

Depending on the vehicle equipment, the delivery condition and the software version of the vehicle, the function to lock the climate control bar for the rear seats of the vehicle may not be available or the function may be available in conjunction with the electric child safety lock.

1. Open the Air conditioner menu in the Infotainment system.
2. Open the Climate control settings submenu.
3. To switch on the locking operation of the climate control bar for the rear seats in conjunction with the electric child safety lock, tap the relevant function.

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Switching the Climatronic on and off

In the air conditioner menu

OFF Switch off the Climatronic.

Adjust the blower speed.

1. To switch on the Climatronic, increase the blower speed.
2. To switch off Climatronic, tap OFF.

Switching Off the Climate Control Bar for the Rear Seats

REAR Open the settings for the rear seats in the Air conditioner menu.

REAR Switch off the climate control bar for the rear seats (depending on the vehicle equipment).

1. Open the Air conditioner menu in the Infotainment system.
2. To open the settings for the rear seats in the Air conditioner menu, tap REAR.
3. To switch off the climate control bar for the rear seats, tap REAR.

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Automatic mode of the Climatronic

In the climate control bar

AUTO The set air temperature is maintained constant. The air volume and air distribution are automatically controlled. Automatic mode switches off when the blower speed is changed manually.

Selecting an Air Conditioner Profile

You can set the blower speed in automatic mode via the air conditioner profiles.

1. To switch on the Climatronic's automatic mode, tap AUTO.
2. Tap AUTO again and select your preferred air conditioner profile in the pop-up window.

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In the air conditioner menu

The Air Care Climatronic active combination filter can limit the entrance of hazardous substances as well as allergens.

If Air Care is switched on, the air recirculation of the air conditioner is maximized as far as permitted by the risk of fogging up the windows depending on the humidity in the vehicle interior and the outside temperature. Air recirculation is controlled automatically and adapts itself continuously to prevent vehicle occupant fatigue.

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Temperature regulation

Set the temperature in the Infotainment system. The temperature settings are displayed permanently at the bottom of the screen in the Infotainment system.

The set temperature for the rear seats is displayed in the climate control bar for the rear seats.

In the air conditioner menu

A/C The air is cooled and dehumidified in cooling mode.

SYNC Apply temperature settings for the driver side to all seats.

Maximum cooling output and heating output

A/C MAX Select the maximum cooling output in the favorites bar on the left-hand side of the screen.

Air recirculation is switched on automatically and Climatronic automatically directs air to the upper body.

1. To set the maximum heating output, increase the temperature with until the Climatronic displays HI.

Climate control depending on the seat

To make sure the power usage of the climate control system is as efficient as possible, the climate control operates based on whether the seat is occupied. If a seat is not occupied, Eco may be displayed in the Infotainment system rather than the temperature.

If a seat is occupied by a person wearing a seat belt, the vehicle recognizes the occupied seat when the vehicle's drive system is operational.

Adjusting the temperature for the rear seats

REAR Open the settings for the rear seats in the Air conditioner menu.

1. Open the Air conditioner menu in the Infotainment system.
2. Tap the function key for the rear seats.
3. Tap the or function key.

   Or: tap or on the climate control bar for the rear seats.

   The set temperatures for the rear seats are shown on the climate control bar displays for the rear seats.

In the Infotainment system: stationary air conditioning in the e-manager menu

Operate the stationary air conditioning in thee-manager menu in the Infotainment system *(→ Stationary air conditioning)*.

The stationary air conditioning allows the vehicle interior to be cooled, ventilated or heated while stationary.

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Air distribution and blower speed

Vents

Vents are located in the following places in the vehicle:

— Driver's side.

— Passenger's side.

— Front center console.

— Rear center console.

NOTICE

Food, medication, and objects that are sensitive to heat or cold can become damaged or unusable from the air coming out of the vents.

- Do not place any food, medication, or other objects that are sensitive to temperature in front of the vents.

Air Distribution Functions in the Air Conditioner Menu or on the Climate Control Bar for the Rear Seats

Adjust the blower speed.

Direct air onto the windshield.

Direct air to the upper body.

Direct air into the footwell.

Glove compartment with cooling option

When the vent is open, fresh air enters the glove compartment. If the vehicle interior is cooled by the air conditioning system, then cold air can be directed into the glove compartment.

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Defrost function

In the favorites bar on the left-hand side of the screen



The Climatronic defrost function clears fog and ice from the windshield.

The air is dehumidified and the blower is set to a higher speed.

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Air recirculation

No fresh air will enter the vehicle interior when recirculation mode is switched on→ ⚠.

Switch air recirculation on and off in the Air conditioner menu.

Automatic recirculation mode on the Climatronic system

Automatic air recirculation helps you if the outside air is of poor quality by temporarily turning on or off the supply of fresh air, within the system limitations. The system cannot detect unpleasant odors.

1. Open the Air conditioner menu in the Infotainment system.
2. Switch automatic air recirculation on or off with ⚙ ▸ Automatic air recirculation.

When does recirculation mode switch off?

Recirculation mode will switch off in the following situations:

— If the defrost function is switched on.

— If a sensor detects that the door windows could fog up.

⚠ WARNING

A lack of fresh air supply may result in reduced visibility due to fogged up windows and rapid driver fatigue due to stale air. This can result in collisions, accidents and serious or fatal injuries.

- Only use recirculation mode for a short time.
- Always switch off recirculation mode as soon as it is not necessary.

NOTICE

Tobacco smoke can settle on the refrigerant system evaporator and the active combination filter and cause permanent odors.

- To prevent permanent odors, do not smoke in the vehicle when air recirculation is switched on.

When reverse gear is engaged or while the automatic wash and wipe system is on, recirculation mode switches on automatically so that no odors will enter the vehicle interior.

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Overview of Seat Heating and Seat Ventilation

The seat heating and seat ventilation work when the ignition is switched on. The front seats and outer rear seats may be heated in three stages →⚠. There are also three levels of ventilation for the front seats.

The seat ventilation function ventilates the seat using vehicle interior air. This removes moisture from the body. The seat itself is not cooled directly.

Seat heating in the climate control bar.

Seat heating and seat ventilation in the climate control bar.

Heating and ventilation levels

The operation statuses of the seat heating and seat ventilation are sown in red and blue in the Infotainment system.

Seat heating switched off.

Seat heating switched on to the highest heating level.

Seat ventilation switched off.

Seat ventilation switched on at the highest ventilation level.

When should the seat heating and seat ventilation be switched off?

Switch off the seat heating and seat ventilation under any of the following conditions:

— The seat is occupied by a person with a limited perception of pain or temperature→⚠.

— The seat is not occupied

— A child restraint is installed on the seat

— Objects are covering the seat, e.g. protective covers, jackets, blankets or bags.

— The seat is damp or wet.

— Seat heating only: The interior or exterior temperature is higher than +25 °C(+77 °F).

⚠ WARNING

Magnetic fields are generated when the seat heating is operated. In individual cases, these magnetic fields can affect active medical implants (e.g. pacemakers).

- If you wear an active medical implant, you should consult your doctor or the manufacturer of your implant before operating the seat heating.
- Make your vehicle occupants aware of this as well.

⚠ WARNING

People who cannot perceive pain or temperature or who have a limited perception of these due to medication, paralysis, or chronic illnesses such as diabetes could develop burns or undercooling on the back, buttocks, and legs when using seat heating or seat ventilation. Such injuries could take a very long time to heal or may never heal completely.

- If you have a limited perception of pain and/or temperature, never use the seat heating and seat ventilation.
- Contact a medical doctor for questions about personal health conditions.

⚠ WARNING

If the seat cover is soaked through, this can cause the seat heating to malfunction and increase the risk of burns.

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- Make sure the seat surface is dry before using the seat heating function.
- Never sit on the seat while wearing damp or wet clothing.
- Do not place any damp or wet objects and clothing on the seat.
- Do not pour any fluids on the seat.

NOTICE

The heating elements of the seat heating may be damaged by loads concentrated in a single place and insulating materials.

- Do not kneel on the seats and do not exert pressure on the seat cushion and backrest with sharp or pointed objects.
- Do not exert pressure on the seat cushion and backrest with pointed objects.
- Switch the seat heating off if insulating materials are installed on the seat, e.g. a protective cover or a child restraint.
- Only use the seat heating if the seat is equipped with the original seat covers.
- If any odor starts to develop, turn off the seat heating immediately and have it checked by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Using Seat Heating and Seat Ventilation

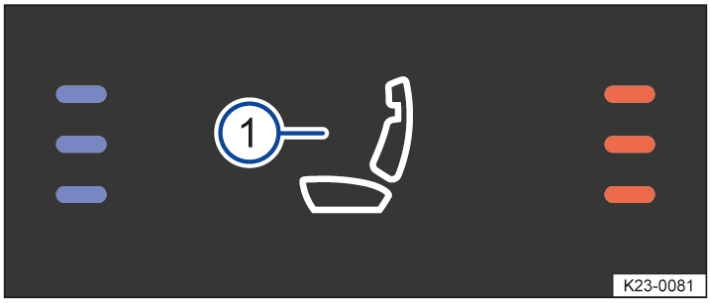


Fig. 1 In the Infotainment system at the bottom of the screen: seat ventilation, seat settings and seat heating.

Operating the seat heating and seat ventilation for the driver and front passenger seat

1. Tap or .
2. Select your preferred heating or ventilation level in the pop-up window.

Operating seat heating for the rear seats

1. To operate seat heating on the climate control bar for the rear seats, press the or button.

Seat heating for the rear seats can also be operated in the Infotainment system:

1. To open the Seat Settings menu, tap the → *fig. 1* (1) function key for the driver side.
2. To adjust the seat heating for the rear seats, tap Other seats ▸ Rear seat heating.

To save energy, switch off the seat heating and seat ventilation as soon as possible.

Adjusting the Balance of the Seat Heating and the Seat Ventilation

The balance settings can be used to define whether the heating or ventilation should be applied preferentially to the seat cushions or the backrests on the driver and front passenger side (depending on equipment).

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1. To open the Seat settings menu, tap the function key → *fig. 1* (1) for the driver's side or the passenger's side on the climate control bar.
2. To open the Seat air conditioning balance, tap or .
3. Use the slide control to adjust the balance of the seat heating or seat ventilation .

The seat heating and seat ventilation switch on and off automatically

If you switch off the ignition, the seat heating and seat ventilation are also switched off. The last heating level or ventilation level set for the driver seat is permanently saved. As soon as you switch on the ignition again, the last heating level or ventilation level set for the driver seat is automatically switched on. If you switch on the ignition again within around 10 minutes, the last heating level or ventilation level selected for the front passenger seat is also automatically activated.

Steering wheel heating

The steering wheel heating only works when the vehicle's drive system is activated.

Switch the steering wheel heating on and off in the Air conditioner menu.

Switch steering wheel heating on and off via the multi-function steering wheel.

Heating levels for the steering wheel heating

The steering wheel heating modes are shown by colors in the Infotainment system. At the highest heating level, the symbol is red.

Highest heating level of the steering wheel heating.

Operating steering wheel heating

1. Open the Air conditioner menu in the Infotainment system *(→ Air conditioner menu in the Infotainment system)*.
2. To switch on steering wheel heating at the highest heating level, tap .

   Or: tap on the multi-function steering wheel.
3. To adjust the heating level, tap repeatedly.
4. To switch off the steering wheel heating, tap repeatedly until the symbol is white.

Steering wheel heating switches on automatically

If you reactivate the vehicle's drive system within approximately ten minutes, the last heating level set is automatically switched on.

Steering wheel heating switches off automatically

If one of the following conditions applies, the steering wheel heating switches off automatically:

— If the energy use is too high.

— If the steering wheel heating system is malfunctioning.

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Windshield defroster

The windshield defroster works when the vehicle's drive system is activated.

Switch the windshield defroster on and off in the Air conditioner menu.

Depending on the outside temperature, the windshield defroster switches off automatically, at the latest after approximately eight minutes.

Automatic windshield defroster

The windshield defroster switches on automatically when a window could fog up.

1. Open the Air conditioner menu in the Infotainment system.
2. Switch the automatic windshield defroster on or off via ▸ Automatic windshield defroster.

The automatic windshield defroster is also active when the climate control system is switched off.

Defrosting the windshield using the defrost function

If the defrost function is switched on and a sensor detects that the windshield may fog up, the windshield defroster will turn on automatically.

The windshield defroster switches off automatically

If one of the following conditions applies, the windshield defroster switches off automatically:

— If the energy use is too high.

— If the climate control system is malfunctioning.

— If the specified time has expired.

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Rear window defroster

The rear window defroster works when the vehicle's drive system is activated.

Switch the rear window defroster on and off in the Air conditioner menu.

The rear window defroster switches off automatically after a maximum of around ten minutes.

NOTICE

Stickers that are placed on the inside of the rear window over the heating wires of the rear window defroster, or objects that rest against the inside of the rear window may damage the rear window defroster.

- Do not affix any labels over the heating wires of the rear window defroster.
- Do not load the luggage compartment to a height where objects rest against the rear window.

In order to save energy, switch off the rear window defroster as soon as possible.

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Introduction

The stationary air conditioning allows the vehicle interior to be cooled, ventilated or heated while stationary. In winter the windshield can be cleared of ice, fog, and a thin layer of snow. The stationary air conditioning is powered via a mains socket or by the vehicle high-voltage battery.

You can program and control the stationary air conditioning in the Infotainment system and using an app on your cell phone.

On the Internet you can find information about the app, about prerequisites for use and availability, as well as compatible end devices .

NOTICE

Food, medication, and objects that are sensitive to heat or cold can become damaged or unusable from the air coming out of the vents.

- Do not place any food, medication, or other objects that are sensitive to temperature in front of the vents.

If you use stationary air conditioning without a charging cable connected, the vehicle range will decrease. In extreme outside temperatures, the heating and cooling power of the stationary air conditioning may not be sufficient to reach the preset temperature.

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Operating the stationary air conditioning

Stationary air conditioning only functions when the high-voltage battery is sufficiently charged.

Open the e-manager **menu in the Infotainment system**

 e-manager menu in the Infotainment system.

1. Switch the ignition on.
2. Open the Air conditioner menu in the Infotainment system.
3. Tap the  function key.

Activating the air conditioning in the stationary vehicle immediately

You can manually switch on stationary air conditioning with the app on your cell phone.

When the charging connector is plugged in, the vehicle's climate control switches on for around 30 minutes. If the charging connector is not plugged in, the operating time of the climate control is reduced to 10 minutes.

If you manually switch on the stationary air conditioning with the app on your cell phone, the charging process for the high-voltage battery will increase.

Alternatively, the air conditioning can be activated in the vehicle before a preset departure time *(→ Stationary air conditioning)*.

Switching off the stationary air conditioning

1. Activate the vehicle's drive system.

   Or: switch off the A/C function.

The stationary air conditioning switches off automatically

If one of the following conditions is met, the stationary air conditioning switches off automatically:

— If the maximum operation time limit has elapsed.

— If the charge level of the high-voltage battery is too low .

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Programming the stationary air conditioning

With the Infotainment system, you can program stationary air conditioning for a planned departure time. The vehicle interior's temperature is set to approx. +22 °C (approx. +72 °F).

Activating the air conditioning in the vehicle before departure

1. Open the Air conditioner menu in the Infotainment system.
2. Tap the function key.
3. Set a scheduled departure time.
4. Switch on the Climate control and Charging functions if required.

   If both the Climate control and Charging functions are switched on at the same time, the high-voltage battery is charged first and then the vehicle is air-conditioned.
5. Tap the checkbox to switch on the timer.

   When the charging connector is plugged in, the vehicle's climate control switches on around 30 minutes before the scheduled departure time. If the vehicle's drive system is not operational after the scheduled departure time, climate control will continue for approximately another 15 minutes.

   If the charging connector is not plugged in, the operating time of the climate control is reduced to approximately 10 minutes. The extension of the operating time when the vehicle's drive system is not operational is approximately five minutes.

   The stationary air conditioning then switches off automatically.

Checking the programming

When you switch off the ignition, the Infotainment system shows you the timer that has been set to act next and the functions that have been set.

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The cooling mode A/C or heating cannot be switched on or the function is limited

Cooling mode A/C only functions with the vehicle's drive system activated and at ambient temperatures above +3 °C (+38 °F).

If the engine or high-voltage battery is very warm, there are extreme outside temperatures or if the high-voltage battery charge level is too low, the function of the cooling mode A/C, the heating and the defrost function may be limited.

— Switch on the fan.

— Select the Hybrid operating mode, because the heating power is limited in E-MODE.

— Charge the high-voltage battery to a sufficient level.

— Check the safeguard on the air conditioning system .

— Change active combination filters .

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

NOTICE

If the air conditioner is not working and is operated further, that can cause subsequent damage.

- If the air conditioner is not cooling or warming the air, switch it off immediately.
- Have the air conditioner checked by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The windows are fogged up

The door windows fog up if they are colder than the ambient temperature and the air is damp. Cold air does not absorb as much moisture as warm air which is why windows fog up more frequently during cold seasons.

1. To improve the heating and cooling output, keep the air intake in front of the windshield free of ice, snow, and leaves *(→ Vehicle care)*.
2. Leave the air duct in the rear section of the luggage compartment uncovered so that air can flow through the vehicle from front to back.
3. Switch on the defrost function *(→ Defrost function)*.

The temperature unit has changed

You can change the temperature units for all temperature displays in the vehicle using the Infotainment system.

1. Open the Vehicle menu.
2. Open the Settings menu.
3. Select the Units menu item.

Water or water vapor under the vehicle

In the case of high outside humidity and temperatures, condensation can drip from the air conditioning system evaporator and pool under the vehicle. This is normal and does not mean there is a leak in the system.

When outside humidity is high and temperatures are low, condensation can evaporate when the auxiliary air conditioning is running. If this is the case, water vapor may escape under the vehicle. This does not indicate vehicle damage.

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Stationary air conditioning cannot be switched on

If the stationary air conditioning runs for a long time when the charging connector is not connected, the high-voltage battery will drain. The stationary air conditioning does not start if the battery charge level of the high-voltage battery is not sufficient.

Noises when the stationary air conditioning is switched on

Operating noises when stationary air conditioning is switched on are normal and not an indication of a fault.

Hybrid drive functions

The functions described below are automatically controlled by the vehicle control, depending on the selected operating mode. This guarantees that the vehicle is always in the correct operating condition.

Automatic start of the engine

The engine is started automatically in the case of certain prerequisites:

— Very low outside temperature.

— High charge level of the high-voltage battery during overrun. In this case, the high-voltage battery can no longer absorb any more energy and therefore the electric motor cannot slow down the vehicle. The engine is activated and rotated together in the case of an uninterrupted fuel supply (engine braking effect).

— Hood is open.

— It is required to briefly run the engine sporadically to execute the self-diagnostics.

— E-MODE is deactivated automatically, for example when the battery charge level of the high-voltage battery is low.

Required running of the engine

For technical reasons, e.g. due to collection of condensate in the engine oil, it may be necessary to run the engine for a longer period of time. While it is running, a corresponding message will be shown on the instrument cluster display.

Power output of the electric motor

Th maximum torque of the electric motor is made available immediately when operating the accelerator pedal.

Full acceleration (boost)

The vehicle is driven by the engine and electric motor together to provide full acceleration. This mode is called “Boost” mode, and is available only for a short period of time because it is very energy intensive. The availability depends on the battery charge level of the high-voltage battery.

Boost mode is activated by pressing the accelerator pedal down far(kick-down function).

Brake energy recuperation

When braking the vehicle, the electric motor generates electrical energy that is stored in the high-voltage battery. This also happens when the vehicle is coasting or driving downhill.

When braking early and evenly, the vehicle is braked by the electric motor. A large part of the kinetic energy is recovered and can be stored as electrical energy in the high-voltage battery. When braking harder, the conventional brake is also activated.

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The energy recuperation strength can depend on the following factors:

— The transmission is in the tiptronic range.

— S position was selected.

The energy recuperation is displayed in the energy flow display on the Infotainment system display.

Start-stop behavior

The engine is operated as needed. When the vehicle is at a standstill, the engine is normally off and the electrical vehicle system is supplied by the high-voltage battery. The tachometer on the instrument cluster does not show any engine speed and indicates 0.

The shut off of the engine depending on the driving condition is normal for the hybrid system and serves the purpose of saving fuel. The power steering and brake support systems always remain activated. In particular cases, it may be necessary due to the system that the engine must be operated also when the vehicle is at a standstill. When driving for a long time in a traffic jam, the engine is switched on cyclically while the vehicle is at a standstill in order to regularly recharge the high-voltage battery for the subsequent start-stop phases.

Noises in hybrid vehicles

Noises are produced, such as by the power steering that cannot be heard while the engine is running that could be heard in electric mode. These noises are of no concern.

WARNING

A hybrid vehicle in E-MODE generates very little stationary, driving or operating noise. As a result, when your vehicle is being driven, other road users such as pedestrians and children may have difficulty hearing your vehicle or may not notice it at all in traffic-calmed zones and when maneuvering or reversing. This may cause accidents and serious injuries.

- Always bear in mind that other road users may not notice the driving noise in E-MODE.

WARNING

With the drive-ready mode activated and gear engaged, there is a possibility that not all power transmission is stopped and the vehicle will "crawl". Unintentional vehicle movements can cause serious or fatal injuries.

- When the vehicle is drive-ready and the D/S gear or R reverse gear is engaged, hold the vehicle stationary with the brake pedal.
- Never leave the vehicle while it is in gear N or D/S. The vehicle rolls downhill regardless if the electric motor is switched on or off.

WARNING

As the high-voltage battery charge level increases, the engine braking effect from brake energy recuperation decreases, and could fade away completely, leading to changed braking behavior. This can cause serious injuries.

- Before driving on steep hills, reduce your speed.
- When driving on steep hills, reduce your speed with the vehicle brakes.

Steering information

To make it more difficult to steal the vehicle, the steering must always be locked before leaving the vehicle.

Steering

Power steering on an electromechanical steering system adjusts automatically based on the driving speed, the steering torque, and the steering angle of the wheels. Electromechanical steering works only when the vehicle's drive system is activated.

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If the power steering system is impaired or malfunctioning, a significantly greater amount of force than normal must be used to steer.

The selected driving profile can influence the behavior of the power steering.

Electronic steering lock

1. Stop the vehicle.
2. Depending on the vehicle equipment: Engage the parking lock P.
3. Switch the ignition off and then open the driver's door. The steering column will be locked.

If the steering column does not lock, first open the driver's door and then switch the ignition off. As long as the vehicle is unlocked, the steering column also stays unlocked.

Countersteering assist

The counter-steering assistance provides the driver with power steering in some critical driving situations. Additional steering power, together with the ESC

, supports the driver when counter-steering →⚠.

Progressive steering

Depending on the vehicle's equipment, the progressive steering can adapt the force of the steering movement to the driving situation. The progressive steering only works when the vehicle's drive system is activated.

In city traffic, less steering movement is needed for parking, maneuvering or for taking sharp bends.

On highways or on expressways, progressive steering gives a sportier, direct steering experience and noticeable dynamics when driving along curved stretches, for instance.

⚠ WARNING

The power steering only works when the vehicle's drive system is activated. If the power steering is not functioning, the steering wheel becomes stiff, making it much more difficult to steer. This can result in loss of control of the vehicle, accidents, serious injuries or death.

- Never let the vehicle roll when drive-ready mode has ended.

⚠ WARNING

If the steering lock engages, you can no longer steer the vehicle. This can result in loss of control of the vehicle, accidents, serious injuries or death.

- Never deactivate the vehicle's drive system while the vehicle is in motion.

⚠ WARNING

The counter-steering assistance is not a replacement for the driver's attention and works only within the system limitations. In critical driving situations, uncontrolled vehicle movements can occur despite the counter-steering assistance. If you do not pay attention, there is a risk of accidents, serious injuries and death.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Ensure that the vehicle is not steered by the counter-steering assistance.
- Always adapt your speed and driving style to the visibility, weather, road and traffic conditions.

Troubleshooting

Steering malfunction

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The red warning light turns on or flashes.

There is an electromechanical steering or electronic steering lock malfunction.

Do not continue driving!

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

— If the red warning light turns on, it may be difficult to move the steering wheel because the electromechanical steering system is malfunctioning.

Steering malfunction

The yellow indicator light turns on or flashes.

The steering is stiffer or more sensitive than usual.

The indicator light comes on permanently:

1. Re-activate the vehicle's drive system and slowly drive a short distance.
2. If the indicator light stays on, contact a suitably qualified professional and have the system checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The indicator light blinks:

1. Turn the steering wheel back and forth slightly.
2. Switch the ignition off and back on.
3. Pay attention to the messages in the instrument cluster display.
4. If the indicator light continues to flash after switching the ignition back on, do not continue driving. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

Rear wheel steering malfunction

The red warning light turns on.

The message Fault: Rear wheel steering can appear in the instrument cluster display.

1. Go immediately to the nearest suitably qualified professional at a reduced speed and have the system checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Rear wheel steering malfunction

The yellow indicator light turns on.

The rear wheel steering has partially failed. The message Fault: Rear wheel steering can appear in the instrument cluster display.

1. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility to have the system inspected. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Information on the pedals

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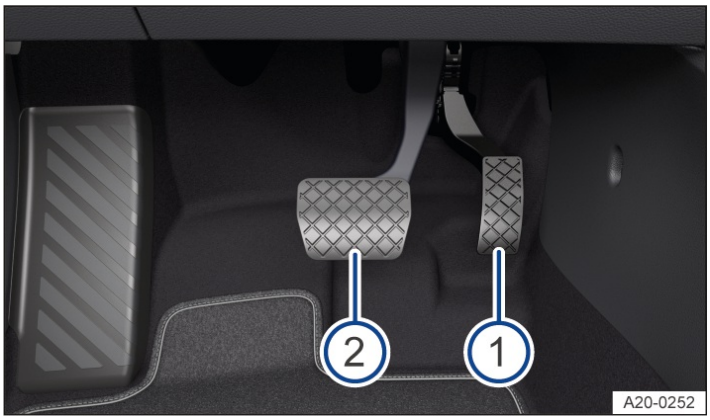


Fig. 1 In the footwell: pedals.

(1) Accelerator pedal.

(2) Brake pedal.

WARNING

Objects in the driver footwell can prevent the pedals from moving. This can cause the driver to lose control of the vehicle and increases the risk of serious or fatal injuries.

- Make sure all pedals can always be pressed without obstructions.
- Only use suitable floor mats for your vehicle.
- Always attach floor mats securely in the footwell.
- Never place floor mats or other carpet over the installed floor mat.
- Make sure no objects can enter the driver footwell while driving.
- Remove any objects from the footwell when the vehicle is parked.
- Wear shoes that give your feet good grip for operating the pedals.

WARNING

Not paying attention to road traffic can cause accidents and serious or fatal injuries.

- Always comply with the applicable driving regulations and speed limits and think ahead while driving.
- Take regular breaks on long drives. You should take a break at least every two hours.

WARNING

Alcohol, drugs, medication, and prescription narcotics can considerably impair perception, reaction times, and driving safety, which can result in loss of vehicle control. This can cause accidents and serious or fatal injuries.

- Do not drive under the influence of alcohol, drugs, medication or prescription narcotics.

WARNING

If a brake circuit is malfunctioning, the brake pedal may need to travel farther in order to stop the vehicle. A longer braking distance could cause accidents and serious or fatal injuries.

- Press the brake pedal down farther if braking power is reduced.

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Information on the brakes

Breaking in brake pads

During the first approx. 200 to 300 km(approx. 100 to 200 miles), new brake pads do not yet have their full braking efficiency and first need to be “worn in” →⚠. However, you can compensate for the slightly reduced braking force by pressing firmly on the brake pedal. During the break-in period, the braking distance during full braking or automatic braking is longer than with brake pads that have been broken in. During the break-in period, avoid full braking and situations that place a heavy load on the brakes, such as driving too close to the vehicle ahead.

Brake pad wear

Brake pad wear depends on driving conditions and style. When driving frequently in cities and on curves or with a sporty driving style, have your brake pads checked frequently by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

External influences on the brake

When driving with wet brakes, for example after driving through water, in heavy rain, or after washing your vehicle, the braking efficiency can be reduced by moisture or ice on the brake discs. You must “dry” the brakes as soon as possible by braking carefully at high speeds. Make sure there is no vehicle behind you and that you do not endanger anyone else on the road →⚠.

A coating of salt on the brake discs and brake pads reduces the braking efficiency and increases the braking distance. If you do not apply the brakes for long periods of time on salt-covered roads, you must brake carefully to clean off the layer of salt →⚠.

Leaving the vehicle parked for long periods of time, low mileage, and avoiding heavy braking can contribute to corrosion on the brake rotors and dirty brake pads. If you usually avoid heavy braking or if there is corrosion present, occasional heavy braking at high speeds is recommended to clean the brake rotors and pads. Ensure that you do not endanger any other vehicles or anyone else on the road →⚠.

⚠ WARNING

Driving with worn brake pads or a malfunctioning brake system can lead to a loss of control of the vehicle, accidents and serious or fatal injuries.

- If you suspect that the brake pads are worn or the brake system is malfunctioning, immediately find a suitably qualified professional and have the brake pads checked and worn brake pads replaced. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

Up to the first approx. 300 km(approx. 200 miles), new brake pads do not yet have their full braking efficiency and first need to be "worn in". Insufficient braking efficiency can increase the risk of accidents. This can cause serious or even fatal injuries.

- Increase the pressure on the brake pedal if reduced braking efficiency can be felt.
- To reduce the risk of accidents, serious injuries, and loss of vehicle control, drive with extra caution when the brake pads are new.
- During the break-in period for new brake pads, do not drive too close to other vehicles and avoid driving situations that place a heavy load on the brakes.

⚠ WARNING

Prolonged braking causes the brakes to overheat. This can considerably reduce braking performance, increase braking distance and possibly cause a total brake system malfunction. This can cause a loss of vehicle control, accidents, and serious or fatal injuries.

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- Never let the brakes “rub” too often and too long or press the brake pedal too often and too long.

WARNING

When driving downhill, a lot of force is placed on the brakes and they become hot quickly. Overheated brakes reduces the braking efficiency and increase the braking distance considerably. This can cause loss of vehicle control, accidents, and serious or fatal injuries.

- Before driving long distances on steep hills, reduce your speed by shifting to a lower gear in tiptronic mode.
- Utilize the recuperation braking effect to reduce the load on the brakes.
- Before starting a journey, ensure that the air supply to the brakes is not covered, e.g. by aftermarket or damaged front spoilers.

WARNING

Wet, icy, or salt-covered brakes will take longer to brake and increase the braking distance. This can cause a loss of vehicle control, accidents, and serious or fatal injuries.

- Test the brakes carefully.
- Press the brake pedal carefully several times to dry the brakes and clear the ice and salt from them, as long as the visibility, weather, road, and traffic conditions permit.

If you are having the front brake pads checked, the rear brake pads should be checked at the same time. Regularly check the thickness of the brake pads visually by inspecting them through the openings in the wheel rims or from underneath the vehicle. If necessary, remove the wheels so that the brake pads can be inspected. For further information, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Troubleshooting

Brake system malfunction

The red warning light turns on. A message may also be displayed.

1. Do not continue driving! Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility immediately for assistance.

Brake pad wear indicator

The yellow indicator light turns on. Brake pads are worn.

1. Immediately contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility to have the system checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
2. Have all brake pads inspected and replaced, if necessary.

Unusual noises when braking

If there are sustained scraping or squeaking noises when braking, that is a sign of worn brake pads on the front or rear axle.

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

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2. Have all brake pads inspected and replaced, if necessary.

If the vehicle's braking performance changes

If the brake pads are worn or if you notice that your vehicle does not brake as usual, e.g. the braking distance suddenly increases:

1. Immediately contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility to have the system checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
2. Have all brake pads inspected and replaced, if necessary.

Electronic immobilizer

The immobilizer helps prevent drive-ready mode from being established and the vehicle from being moved with an unauthorized vehicle key.

Vehicles with a Starter Button

In the remote control vehicle key, there is a chip used to automatically deactivate the electronic immobilizer when there is a valid remote control vehicle key in the vehicle interior.

The electronic immobilizer is automatically engaged as soon as the ignition is switched off *(→ Starter button)*.

You can only activate vehicle's drive system with a suitably coded Volkswagen Original vehicle key. You can obtain coded vehicle keys from an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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Starter button

The starter button replaces the ignition lock(Press & Drive).

The vehicle's drive system is activated using the starter button(Keyless Start).

The starter button can only be operated when there is a valid vehicle key inside the vehicle.

Depending on the vehicle equipment, the function readiness is indicated by the starter button blinking.

The electronic steering lock is activated when you leave the vehicle by opening the driver door when the ignition is switched off *(→ Steering)*.

Switching the ignition on or off



Fig. 1 In the lower section of the center console: starter button.

1. Press the starter button once without pressing the brake pedal.

Automatic ignition switch off

If the vehicle recognizes that the driver is absent when the internal combustion engine is switched off, the ignition is automatically switched off after a certain amount of time.

WARNING

If the brake pedal is pressed when the ignition is switched on, drive-ready mode is activated immediately. This can cause unintentional vehicle movement and serious injuries.

- Avoid pressing the brake pedal when switching on the ignition if drive-ready mode is not intended to be active.

WARNING

If you leave vehicle keys unattended in the vehicle, children or unauthorized people could lock the doors and/or the trunk lid, activate drive-ready mode, or switch on the ignition and thereby activate electrical equipment, such as the power windows. This can cause accidents and serious or fatal injuries.

- Always take all vehicle keys with you when leaving the vehicle.

WARNING

If you leave children, people requiring assistance or animals unattended in the vehicle, they may accidentally set the vehicle in motion or be subjected to very high or low temperatures. There is a risk of accidents and serious or fatal injuries.

- Take all vehicle keys with you if you are leaving the vehicle. Children or unauthorized people could lock the vehicle, activate drive-ready mode, or switch the ignition on and activate electrical equipment, such as the power windows, which could lead to serious injuries.
- Never leave children or people requiring assistance unattended in the vehicle when the vehicle is locked.

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Always switch the ignition off manually before leaving the vehicle and note any messages in the instrument cluster display.

The vehicle being stationary for long periods with the ignition switched on can cause the 12 V vehicle battery to drain and then it will not be possible to start the engine.

Activating the vehicle's drive system

When the hybrid drivetrain is started, the vehicle's drive system is activated. When the vehicle's drive system is activated, the electric drive is switched on. If the charge level of the high-voltage battery is not sufficient to allow driving on electrical power alone or if you demand a lot of driving power, the engine will switch on automatically.

Prerequisites for activating the vehicle's drive system

If the following conditions are met, the vehicle's drive system can be activated:

✓ The high-voltage battery has a sufficient charge level.

✓ The vehicle is not connected to a charging cable.

✓ The high-voltage battery temperature is within the operating range.

✓ A valid remote control vehicle key is present in the vehicle.

Activating the vehicle's drive system

1. Press the starter button once.

   The ignition must be switched on.
2. Press and hold the brake pedal.
3. Bring the gear selector lever to the N position or engage the parking lock P.
4. Press the starter button until the READY indicator light in the instrument cluster display lights up – do not press the accelerator pedal. If the READY indicator light in the instrument cluster display lights up, release the starter button.

   The pointer in the power display changes from OFF to 0.
5. If the READY indicator light does not light up, stop the process and repeat from the beginning.
6. If the vehicle was locked with the vehicle key, the starter button will be deactivated. If you are in the vehicle and you need to reactivate the vehicle's drive system, unlock the vehicle first or perform an emergency start.

When the vehicle's drive system is activated, you may hear a “clicking” sound. This is normal and not a cause for concern.

Detecting the vehicle's drive system

The electric drivetrain does not make audible sounds when activating the vehicle's system drive or while operating. Therefore you cannot tell whether the vehicle's drive system is activated from the engine noises. Instead, the following indicators tell you that the vehicle is ready to start:

— The pointer in the instrument cluster power display is pointing to 0.

— The pointer illumination in the instrument cluster display is switched on, regardless of whether the vehicle's exterior lighting is switched on.

— The READY indicator light in the instrument cluster display lights up.

— An audible signal sounds.

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Activating the vehicle's drive system in very low outside temperatures

At very low outside temperatures of approximately -27 °C (approx. -16 °F) and colder, the high-voltage battery may freeze and malfunction. In these conditions it is not possible to activate the vehicle's drive system.

Once the temperature of the high-voltage battery has increased sufficiently, you can reactivate the vehicle's drive system.

To protect the vehicle's drive system even in very low outside temperatures, Volkswagen recommends parking the vehicle in a sheltered location.

WARNING

An unattended vehicle which is ready to drive can move unintentionally. This can cause accidents and serious injuries.

- Never leave a vehicle which is ready to drive.
- Always switch the ignition off before leaving the vehicle.
- When parking or leaving the vehicle, always ensure that the selector lever is in position P and the electronic parking brake is activated.
- When leaving the vehicle, always make sure that all doors, windows, the trunk lid and the hood are closed completely and locked.

NOTICE

Incorrect handling of the vehicle can increase wear to components, such as the engine, or cause damage.

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

NOTICE

Uncombusted fuel can damage the catalytic converter.

- Do not tow-start or push-start the vehicle.

Do not let the engine run to warm up while the vehicle is parked. Begin driving as soon as there is enough visibility through the windows. This allows the engine to reach its operating temperature sooner and reduces the emissions.

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

There could be times when the vehicle's drive system cannot be activated with the starter button, e.g. if the vehicle key button cell battery is weak or drained. If this is the case, use the emergency start function.

At very low outside temperatures and with a very cold high-voltage battery, engine starting performance and all-electric range could be affected.

Electronic engine sound

The electronic engine sound warns other road users of your presence when you are driving in E-MODE, as the vehicle moves silently in this mode.

After activating the vehicle's drive system, the electronic engine sound is switched on.

When driving faster, the electronic engine sound will fade out slowly.

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Exiting a vehicle while the vehicle’s drive system is active

The vehicle’s drive system is automatically ended if the vehicle is exited after stopping with active drive system, as well as with a gear engaged.

This prevents unauthorized use of the vehicle.

The electronic parking brake is switched on except in gear N.

Exit warning

If the vehicle is not secured against rolling away when the driver leaves it, an acoustic warning signal sounds and the warning message Move selector lever to position P! appears in the instrument cluster display. This is to warn you that the vehicle could roll away.

Vehicle's drive system

If the driver leaves the vehicle with the vehicle's drive system active, it is possible to continue driving the vehicle within 30 seconds without reactivating the vehicle's drive system. However, this requires you to close the driver door and attach your safety belt, as well as to meet one of the following conditions:

— The accelerator pedal is pressed.

— The electronic parking brake is switched off.

— The gear is changed.

A continuous tone sounds briefly to signalize that the vehicle’s drive system is ready for use.

Once the 30 seconds have elapsed, the vehicle's drive system can be restored by restarting the vehicle. Pay attention to any messages shown in the instrument cluster display.

⚠ WARNING

An unattended vehicle which is ready to drive can move unintentionally. This can cause accidents and serious injuries.

- Never leave a vehicle which is ready to drive unattended.
- Always switch off the ignition and move the selector lever to the P selector lever position before leaving the vehicle.
- When parking or leaving the vehicle, always switch on the electronic parking brake.
- When leaving the vehicle, always make sure that all doors, windows, the trunk lid and the hood are closed completely and locked.

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EPC Engine control malfunction

The yellow indicator light turns on.

Engine control is malfunctioning.

1. Have the engine checked immediately by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Engine speed limited

The yellow indicator light turns on.

The engine speed has been limited to reduce the risk of the engine overheating.

The instrument cluster display shows the engine speed.

The engine speed limitation is removed in the following scenarios:

— The engine is no longer within a critical temperature range.

— The driver's foot is removed from the accelerator pedal.

together with EPC Engine speed limitation due to engine control malfunction

The yellow indicator lights turn on.

The engine speed limitation is triggered by an engine control malfunction.

1. Make sure the displayed RPM is not exceeded.
2. Have the engine checked immediately by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Valid vehicle key cannot be detected

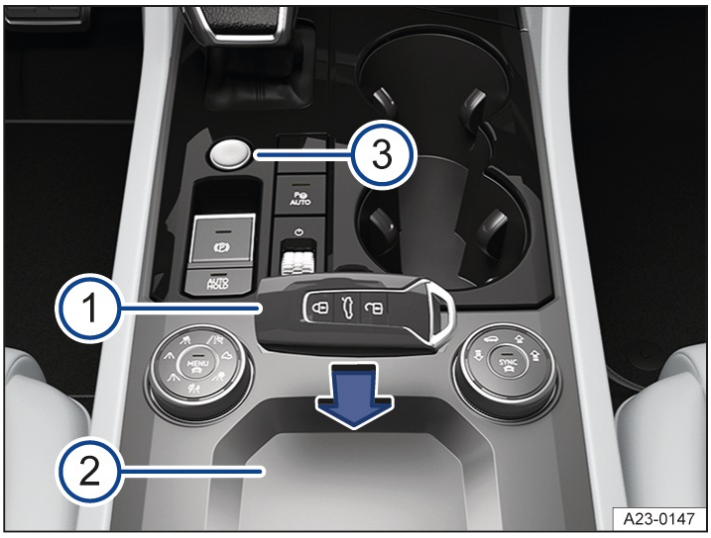


Fig. 1 In the recessed grip of the center armrest: emergency start function.

(1) Vehicle key.

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(2) Recessed grip.

(3) Starter button.

A corresponding indicator appears in the instrument cluster display.

If the remote control vehicle key has a weak or drained button cell battery, the vehicle key may not be able to be detected.

An emergency start must be performed:

1. Press and hold the brake pedal.
2. Insert the remote control vehicle key → *fig. 1* (1) into the recessed grip of the center armrest (2).
3. Press the starter button (3).
4. Repeat the process if necessary.

Vehicle's drive system cannot be connected.

If an unauthorized vehicle key is used or the system is malfunctioning, a corresponding indicator appears in the instrument cluster display.

1. Use an authorized vehicle key.
2. If the malfunction persists, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Switching off the ignition when leaving the vehicle

To protect the 12 V vehicle battery, when you leave the car the ignition shuts down automatically under certain conditions, in order to enable the vehicle to be started again.

Automatic ignition switch off

If the ignition is not switched off in E-MODE at the end of a drive after the driver has left the vehicle, it will shut down automatically after a certain time to avoid the 12 V vehicle battery becoming discharged unintentionally.

Parking light automatic switch-on

If the low beam headlights are switched on when the ignition is automatically shut down, the parking light switches on until the vehicle is locked, or for a maximum of 30 minutes.

⚠ WARNING

An unattended vehicle which is ready to drive can move unintentionally. This can cause accidents and serious injuries.

- Never leave a vehicle which is ready to drive unattended.
- When parking or leaving the vehicle, always ensure that the ignition is switched off, the parking lock is engaged and the electronic parking brake is switched on.
- When leaving the vehicle, always make sure that all doors, windows, the trunk lid and the hood are closed completely and locked.

Always switch the ignition off manually when leaving the vehicle and note any messages in the instrument cluster display.

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Deactivating the vehicle’s drive system

Only perform these steps in the specified order:

1. Bring the vehicle to a stop.
2. Park the vehicle.
3. Press the starter button briefly. If the engine cannot be turned off, use the emergency stop function.
4. Pay attention to the messages in the instrument cluster display.

WARNING

If the vehicle is left as ready to drive, the vehicle could move suddenly or perform an unusual action, increasing the risk of damage, fires, and serious injuries.

- Never leave the vehicle unattended when the engine is running, especially if a selector lever position is engaged.
- Never leave a vehicle which is ready to drive.
- Always switch the ignition off before leaving the vehicle.
- When parking or leaving the vehicle, always ensure that the parking lock P is engaged and the electronic parking brake is switched on.
- When leaving the vehicle, always make sure that all doors, windows, the trunk lid and the hood are closed completely and locked.

WARNING

When drive-ready mode is ended, certain vehicle systems do not work or only work in a limited way, such as the brake booster or power steering. As a result, you must use more force for steering and you must apply more pressure on the brake pedal to stop. When the vehicle is moving, this can result in loss of control of the vehicle, accidents and serious or fatal injuries.

- Never deactivate the vehicle's drive system while the vehicle is in motion.

WARNING

If the vehicle is not in drive-ready mode, the airbags and safety belt pretensioners will not function. This can cause serious or fatal injuries in the event of accidents.

- Never deactivate the vehicle's drive system while the vehicle is in motion.

WARNING

Among other substances, engine exhaust gases contain carbon monoxide, an odorless and colorless poisonous gas. Starting the engine in unventilated or enclosed spaces can cause poisonous gases such as carbon monoxide to enter the vehicle interior and lead to a loss of consciousness and death.

- Never start the internal combustion engine or let it run in unventilated or enclosed spaces.

WARNING

The parts of the exhaust system become very hot and can ignite flammable materials, for example shrubs, leaves, dry grass or spilled fuel. This can lead to a fire and cause accidents and serious or fatal injuries.

- Never park the vehicle in such a way so that the exhaust system components come into contact with flammable materials under the vehicle.
- Never use additional undercoating or corrosion protection for exhaust pipes, catalytic converters, heat shields, or particulate filters.

WARNING

Hot vehicle parts and exhaust can ignite flammable or explosive materials in the vicinity, for example oil or fuel. This can lead to a fire and cause accidents and serious or fatal injuries.

- Never start the engine or leave the engine running if flammable operating equipment is in the vicinity of the vehicle or is escaping from the vehicle.

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● Never use a start booster. A start booster can explode and cause sudden engine revving.

NOTICE

The engine can overheat after turning it off if the vehicle is driven with a high engine load for a long period of time.

● Let the engine run in neutral for approximately two minutes before turning it off.

The radiator fan in the engine compartment may continue running for several minutes after deactivating the vehicle's drive system, even if the ignition is switched off or the vehicle key is removed. The radiator fan turns off automatically.

Troubleshooting

The vehicle's drive system cannot be deactivated

The vehicle's drive system cannot be deactivated by briefly pressing the starter button.

An emergency stop must be performed:

1. Press the starter button twice within several seconds or press and hold one time.

   The vehicle's drive system shuts down automatically *(→ Starter button)*.

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Operating mode selection

To ensure that you are always able to adapt the vehicle ideally to the respective driving situation, the vehicle has different operating modes. After the vehicle's drive system has been activated, the E-MODE operating mode for electric driving is always active initially, if all the necessary conditions for this function are met.

To ensure optimal traction when driving off-road on snow or black ice, switch to the Hybrid operating mode beforehand.

Selecting the operating mode

1. Activate the vehicle's drive system.
2. Switch the Infotainment system on.
3. On the center console, press the menu button on the combined dial for Driving Mode Selection and Operating Mode Selection and tap the E-Mode or Hybrid function key in the Infotainment system.

The symbol display varies according to the active operating mode and according to the charge level of the high-voltage battery.

E-MODE (electric driving)

In E-MODE operating mode, the vehicle is, for the most part, operated purely electrically. As far as possible, the vehicle's combustion engine is not used.

To activate E-MODE, all of the following conditions must be met:

— The high-voltage battery has a sufficient charge level.

— The vehicle speed is less than 130 km/h(80 mph).

— The temperature of the high-voltage battery is higher than -10 °C(approx. 14 °F).

If E-MODE is active, this will be displayed in the instrument cluster. If the required conditions for E-MODE are no longer met during operation in E-MODE, the combustion engine will start and electric driving will be stopped. If this is the case, the indicator comes on in the instrument cluster display and the E-MODE indicator turns off.

In the event of a kick-down function in E-MODE operating mode, the internal combustion engine is switched on. E-MODE continues to be active.

Hybrid (using battery charge)

This is the most fuel-efficient operating mode.

The operating mode control tries to use as much of the battery charge level as possible. In doing so, it also makes reference to the navigation data when route guidance is active.

In this operating mode, the electric motor and the combustion engine share the drive work.

In Hybrid operating mode, the battery charging process is used optimally in terms of energy. If route guidance is activated, the vehicle can recharge the high-voltage battery independently via the combustion engine.

Controlling charging the battery manually

Battery charging can be controlled manually via the ∧, = and ∨ symbols. The setting you have selected only applies until the next time the ignition is switched off or switched to Hybrid or E-MODE. To do this, tap the corresponding function key:

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Tapping selects a higher target charge level. The vehicle tries to reach the new target charge level of the high-voltage battery while driving.

The vehicle is driven by the combustion engine. If sufficient output from the combustion engine “remains”, this output is used to charge the high-voltage battery.

In this setting, fuel consumption increases. Volkswagen therefore recommends charging the high-voltage battery via the charging socket where possible.

Maintain the current charge level of the high-voltage battery while driving.

At higher vehicle speeds or if you accelerate sharply, the combustion engine starts. As soon as the driver's desired acceleration and the speed of the vehicle allow, the vehicle returns to electric drive.

Tapping selects a lower target charge level. The vehicle only uses the battery charge above the selected target charge level. The rest is kept for the end of the journey.

Show active operating mode

The respective active operating mode is indicated in the instrument cluster display, e.g.⛐.

WARNING

Changing to a different operating mode while driving can distract you from traffic. This may cause accidents and serious or fatal injuries.

- Only change the operating mode when the driving situation permits it.

WARNING

You can alter the vehicle handling by changing to another operating mode. If the handling performance does not correspond to the visibility conditions, weather conditions, road surface conditions and traffic conditions, this may cause accidents and serious or fatal injuries.

- Always adapt your speed and driving style to the visibility, weather, road and traffic conditions.
- Never be tempted into taking risks.

Information about the respective active operating mode as well as the charge level of the high voltage battery is displayed in the instrument cluster display.

Troubleshooting

Hybrid system malfunction

The yellow indicator light turns on.

There is a malfunction in the hybrid system.

1. Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Unable to recuperate brake energy

The yellow indicator light turns on.

The message Error: Brake energy recuperation – see manual.appears on the instrument cluster display.

Brake energy recuperation is malfunctioning.

This may limit your vehicle's range.

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1. Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Electronic engine sound impaired

The yellow indicator light comes on and an audible signal sounds.

The instrument cluster displays the message Error: electronic engine sound. Drive carefully.

1. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility to have the system inspected. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

It is possible to continue driving.

E-MODE not available

The white indicator light comes on.

It is not possible to drive in the E-MODE operating mode (electric driving) at the moment as one or more conditions have not been met.

1. Meet the conditions for E-MODE operating mode *(→ Operating mode selection)*.

Selector lever

When the ignition is switched on, the gear position that is currently engaged is shown on the instrument cluster display and on the selector lever.

Selecting a selector lever position



Fig. 1 In the center console: selector lever of the automatic transmission.

(1) Lock button.

(2) Button for the parking lock.

To change into gear from neutral position N, proceed as follows:

1. Activate the vehicle's drive system.

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2. Press the brake pedal.
3. Push the selector lever in the direction you require → *fig. 1*.

Changing gear

To select the next selector lever position, press the lock button and move the selector lever forwards or backwards to the first pressure point. The selector lever will then return to its starting position.

To skip a selector lever position, move the selector lever beyond the point of resistance and into the selector lever position you require. The selector lever will then return to its starting position. It is therefore possible to switch directly from selector lever position D to selector lever position R, for example. This skips selector lever position N.

Description of the selector lever positions

P The drive gears are locked. Only select this gear when the vehicle is stationary.

To engage the parking lock, press the P button on the selector lever → *fig. 1* (2). P appears in the selector lever symbol display.

If the engine is switched off while in the D/S or R gear, the P transmission position is automatically engaged and the vehicle is prevented from rolling away.

R Reverse gear is selected. Only select this gear when the vehicle is stationary.

N The transmission is in the neutral setting. No power is transferred to the wheels and the engine braking effect is not available.

If the engine is switched off while the selector lever is in selector lever position N, the transmission will remain in neutral position N for approximately 30 minutes, after which it will engage the parking lock P.

D/S D gear: normal program.

The transmission upshifts and downshifts automatically when in the forward driving gears. The shifting time depends on the engine load, the personal driving style, and the driving speed.

S gear: sport program.

The forward gears automatically upshift later and downshift earlier than in D gear in order to fully utilize the engine power reserves. The shifting time depends on the engine load, the personal driving style, and the driving speed.

To switch between gears D and S, tap the selector lever toward the rear ▽.

The selector lever will always spring back to the selector lever position D/S. This also works in Tiptronic mode *(→ tiptronic)*.

Selector lever lock

The selector lever lock prevents accidental selection of a gear when in the P or N position, which would cause the vehicle to roll →⚠.

To release the selector lever lock, switch the ignition on and press the brake pedal. Then press the lock button on the selector lever handle in the direction of the arrow → *fig. 1* (1).

When skipping past the N position, for example moving from reverse gear to D/S, the selector lever is not locked. This makes it possible to free the vehicle when it is stuck by “rocking” it. If the lever remains in the N position for more than approx. 1 second when the vehicle is traveling at a speed lower than approx. 5 km/h (approx. 3 mph) and the brake pedal has not been pressed, the selector lever lock will engage →⚠.

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WARNING

If the brake pedal is released while the engine is running and gear D/S or R is engaged, the vehicle will start moving. This can cause unintentional vehicle movement and accidents and serious injuries.

- When the engine is running and the D/S or R gear is engaged, hold the vehicle with the brake pedal.
- As the driver, never leave the driver seat when the engine is running and a gear is engaged.
- If you have to leave the vehicle while the engine is running, always set the electronic parking brake and move the selector lever to the P position.

WARNING

Engaging the incorrect gear can cause you to lose control of the vehicle, which could lead to accidents and serious injuries.

- Never press the accelerator pedal when engaging a gear.
- Never shift into reverse gear R or engage the parking lock P while the vehicle is moving.

WARNING

If the vehicle is left in selector lever position N on inclines, the vehicle will roll downhill even if the engine is switched on. This can cause accidents and serious injuries.

- Never leave the vehicle in selector lever position N.

NOTICE

If the electronic parking brake is not switched on while the vehicle is stationary and the brake pedal is released while the parking lock P is engaged, the vehicle may move forward or backward a few centimeters. This can cause damage to the vehicle.

- Always set the electronic parking brake first before releasing the brake pedal.

If N is engaged by mistake while driving, take your foot off the accelerator pedal and wait until the engine reaches idle speed, and only then engage a gear.

tiptronic

The tiptronic mode allows you to shift gears manually on an automatic transmission.

Driving with tiptronic

When shifting in the tiptronic program, the gear currently engaged is maintained. This applies until the system shifts gears automatically due to the current driving situation.

Once the gearbox has switched to the Tiptronic program, this is indicated in the instrument cluster display with M.

If the engine is switched off when the gearbox is in the Tiptronic program, the selector lever will automatically return to its basic position and the transmission will engage the parking lock P. The vehicle is secured from rolling away.

Using tiptronic with the selector lever

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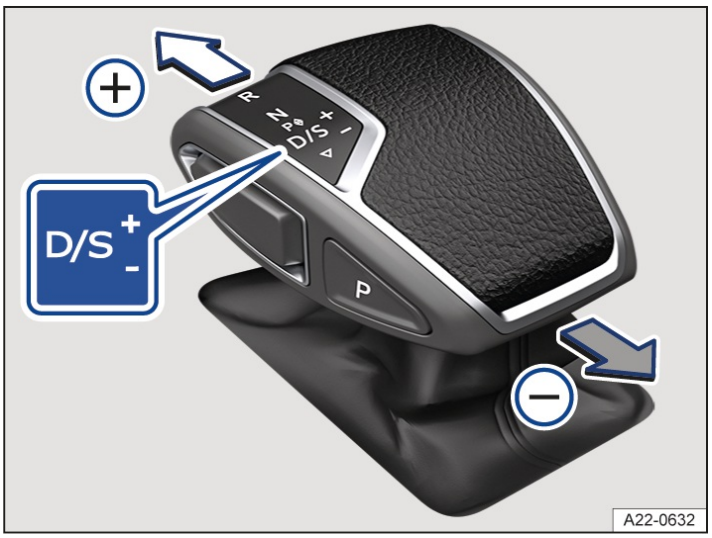


Fig. 1 In the center console: selector lever in the tiptronic position.

1. Push the selector lever to the right out of the **D/S** selector lever position and into the tiptronic shift gate.
2. Tap the selector lever forward (+) or to the rear (−) to upshift or downshift → *fig. 1*.

The lock button on the selector lever must not be pressed when tapping the selector lever within the tiptronic shift gate.

Operating Tiptronic with the shift paddles



Fig. 2 Behind the steering wheel: shift paddles for the tiptronic.

Tiptronic can be operated in the selector lever positions **D/S** or in manual mode **M** with the shift paddles → *fig. 2* (arrows):

— Pull the right shift paddle toward the steering wheel to shift up → *fig. 2*.

— Pull the left shift paddle toward the steering wheel to shift down.

— Pull and hold the left-hand shift paddle towards the steering wheel to engage the lowest gear.

— Pull the right shift paddle toward the steering wheel for about a second to leave the tiptronic program.

Or: push the selector lever back and then release it again.

The Tiptronic program ends automatically if you do not operate the shift paddles for some time and the selector lever is not in the Tiptronic gate.

When accelerating, the transmission automatically upshifts to the next gear shortly before the maximum permissible engine RPM is reached.

When downshifting manually, the transmission only shifts if it is no longer possible to over-rev the engine.

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Driving with an automatic transmission

The transmission shifts up and down automatically when in the forward driving gears.

Driving on an incline

The steeper the incline, the lower the gear that you should select. Lower gears increase the engine braking effect. Never let the vehicle roll down mountains or hills in the N neutral setting.

1. Reduce your speed.
2. Switch the transmission to Tiptronic mode.
3. Tap the selector lever back to downshift.

   Or: Downshift using the shift paddles on the steering wheel.

Stopping and starting to drive uphill

The steeper the hill, the lower the gear that you should select.

Auto Hold should be used when stopping or starting uphill when the engine is running.

If you stop on a hill with a gear selected, always press the brake pedal or set the electronic parking brake to prevent the vehicle from rolling away. Only release the brake pedal or the electronic parking brake once you start driving → ⓘ.

Kick-down

The kick-down function makes maximum acceleration possible in selector lever position D or S or in the tiptronic position.

When you press the accelerator pedal all the way down, the automatic transmission downshifts into a lower gear, depending on the vehicle speed and engine RPM. This utilizes the full acceleration power of the vehicle →⚠.

With the kick-down function, the automatic upshift to the next gear only occurs if the maximum predefined engine RPM is reached.

If the Eco driving mode is selected and the accelerator pedal is fully depressed past the pressure point, engine performance is controlled automatically so that the vehicle achieves maximum acceleration.

Launch Control Program

The Launch Control Program provide maximum acceleration from a standstill.

1. Switch off anti-slip regulation (ASR

).
2. Use your left foot to press down on the brake pedal and hold it.
3. Move the selector lever to gear S or to the tiptronic position.
4. Use your right foot to press the accelerator pedal until an engine speed of approx. 3200 rpm is reached.
5. To start the vehicle with maximum acceleration, take your left foot off the brake→⚠.
6. Reactivate ASR

   after acceleration.

ⓘ The Launch Control Program is only available if the transmission has “warmed up” and the steering wheel is pointing “straight ahead”.

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WARNING

Fast acceleration or switching off ASR

or activating ESC Sport can cause traction loss and sliding. This could cause loss of vehicle control, accidents, and serious or fatal injuries, especially on slippery roads, such as on wet, icy or dirty roads.

- Always adapt your driving style to the flow of traffic.
- Only use the kick-down function, Launch Control Program or accelerate quickly when the visibility, weather, road, and traffic conditions allow it, and when other road users will not be endangered by the vehicle's acceleration and driving style.
- Switch the ASR

  back on after acceleration.

●

WARNING

Prolonged braking causes the brakes to overheat. This can considerably reduce braking performance, considerably increase braking distance and possibly lead to a total brake system malfunction. Accidents and serious or fatal injuries could result.

- Never let the brakes “rub” too often and too long or press the brake pedal too often and too long.

NOTICE

If the vehicle rolls with the engine switched off, the transmission is not lubricated. This can cause the automatic transmission to overheat and can damage it.

- If you stop on inclines when a gear is engaged, do not press the accelerator pedal to prevent the vehicle from rolling away.
- Never let the vehicle roll in the N selector lever position, especially when the engine is stopped.

NOTICE

If the brake pads “rub” when the brake pedal is pressed lightly, wear is increased.

- Never let the brakes “rub” by pressing the pedal lightly when braking is not really necessary.

Troubleshooting

Transmission overheating

The yellow indicator light turns on.

An audible warning may also sound. Where applicable, a message will appear in the instrument cluster display.

The automatic transmission can become too hot, for example due to frequently starting up on slopes.

1. At the next opportunity, stop and let the transmission cool down with the parking lock P engaged and the vehicle's drive system active →.
2. If the indicator light does not turn off, do not continue driving.
3. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance. Otherwise, the transmission could become severely damaged.

Transmission overheating

The red warning light turns on.

An audible warning may also sound. Where applicable, a message will appear in the instrument cluster display.

The automatic transmission can become too hot, for example due to frequently starting up on slopes.

STOP Do not continue driving!

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1. Let the transmission cool down with the parking lock P engaged and the vehicle's drive system active → (!).
2. If the warning light stays on, stop driving.
3. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance. Otherwise, the transmission could become severely damaged.

The vehicle's drive system cannot be activated

The green indicator light turns on.

The brake pedal was not pressed, for example when trying to shift to another gear using the selector lever.

1. Press the brake pedal to select a gear.

Driving is restricted by the lock button

The green indicator light blinks.

The lock button in the selector lever is not engaged.

1. Check if the lock button is locked.
2. Lock the lock button into place if necessary.

Driving is restricted by the selector lever lock

The green indicator light blinks. A message will also appear in the instrument cluster display.

In rare cases, the Automatic Shift Lock (ASL) may not lock in vehicles with an automatic transmission.

The engine will then be disabled to prevent the vehicle from going into motion unintentionally.

1. Press and release the brake pedal again.

   Or: bring the selector lever to the N position.

   Or: engage parking lock P, release and then engage a gear.

Selector lever lock emergency release

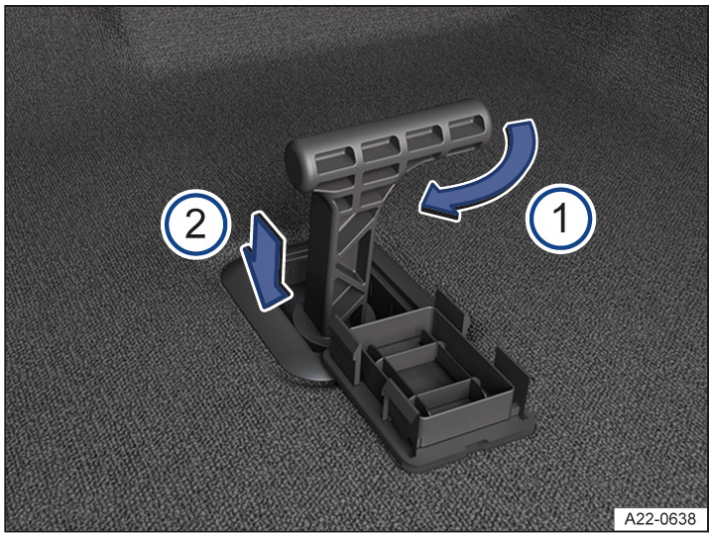


Fig. 1 In the footwell on the driver's side: manually release the Automatic Shift Lock (ASL).

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(1) Turn the socket clockwise.

(2) Push the socket down.

If there is a loss of power, for example due to the 12 V vehicle battery being drained, and the vehicle should be towed, then the selector lever lock must be released manually. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

Set the electronic parking brake. If you cannot set the electronic parking brake, the vehicle must be secured another way to prevent it from rolling.

Manually release the selector lever lock → ⚠:

1. Switch on the parking lock P. If the parking lock P should not be switched on, the vehicle must be secured in another manner to keep it from rolling away.
2. There are two slotted cut outs in the cover. Insert a suitable tool, such as a screwdriver in a cut out to pry out the cover.
3. Insert the socket from the vehicle tool kit into the opening.
4. Turn the socket clockwise → *fig. 1* (1) as far as it will go and then press it down → *fig. 1* (2) until it engages.
5. Leave the socket inserted.

Reengage the Automatic Shift Lock (ASL):

1. Press down on the brake pedal and start the engine.
2. Keep the brake pedal pressed down and then engage the selector lever positions N, D and then N again.
3. Stop the engine again.
4. Grasp the socket with both hands and pull it out carefully upward.
5. Reinstall the cover.

Emergency program

If the automatic transmission is in the emergency program, it is indicated with a text message along with the yellow ⚙ indicator light in the instrument cluster display. The selector lever position may continue to be displayed depending on the current system malfunction. The message will disappear after several seconds. The yellow ⚙ indicator light will remain active as long as the system malfunction continues.

Always have the automatic transmission checked immediately by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Vehicle is not moving even when a drive gear is engaged

If the vehicle does not move in the desired direction, the system may not have engaged the drive position correctly.

1. Press the brake pedal and select the drive position again.
2. If the vehicle still does not move in the desired direction, there is a system malfunction. See an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance to have the system checked.

⚠ WARNING

If the parking lock P is released and the electronic parking brake is switched off, the vehicle may start to move unexpectedly on inclines or hills. This can cause accidents and serious injuries.

- Never release the parking lock P once the electronic parking brake is switched off.

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NOTICE

If the vehicle rolls for a long period of time with the engine off and the selector lever in the N position, the automatic transmission will be damaged.

- Do not allow the vehicle to roll for a long period of time or at high speed with the engine off and in the N gear, e.g. in the case of towing.

NOTICE

If the transmission gets too hot or overheats, this may lead to increased wear or damage to the component.

- Avoid starting the vehicle and driving slowly, like at walking speed, while the transmission is overheated.
- Drive faster than approx. 20 km/h(approx. 12 mph) or immediately stop the vehicle safely the first time the vehicle indicates that the transmission is overheating.
- Stop the vehicle safely as soon as possible and switch off the engine if the message and audible warning are repeating approximately every 10 seconds.
- Let the transmission cool down.
- Only start driving again when the audible warning is no longer sounding.

Hill Descent Control

Hill Descent Control helps the driver when traveling on slopes.

System function

Hill descent control maintains the speed on all four wheels when driving forward or in reverse on steep inclines through automatic braking interventions. The wheels will not lock up because the Anti-Lock Brake System (ABS) remains active.

When starting to drive downhill at speeds less then 30 km/h(approx. 19 mph), the speed is limited to minimum 2 km/h (approx. 1 mph) and maximum 30 km/h (approx. 19 mph). The driver can increase or decrease the vehicle speed within these speed limits by pressing the accelerator or brake pedal.

However, there must be enough traction. Hill descent control cannot function as expected, if for example the hill is icy or if the surface is greasy.

Displays

Depending on the driving situation, one of the following indicator lights will light up in the instrument cluster:

Hill Descent Control is active.

Hill Descent Control is not active.

If hill descent control is not active, the indicator light turns gray. The system is activated, but it is not regulating.

When is it active?

Hill descent control is automatically activated under the following conditions:

— The vehicle's drive system is activated.

— The speed must be less than 30 km/h(approx. 19 mph), the indicator light appears in the instrument cluster display.

— The gradient must be at least 10%.

— The brake pedal or accelerator pedal must not be pressed.

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Hill Descent Control is deactivated if the speed is higher than 30 km/h (approx. 19 mph), when the brake pedal or accelerator pedal is pressed, or the gradient is less than 5%.

⚠ WARNING

Hill Descent Control is not a replacement for the driver's attention and works only within the system limitations. Hill Descent Control cannot detect all driving situations and may not react, or may react with a delay, or may react in a way that is not desired. If you are careless, there is a risk of accidents due to unintentional vehicle movement. This can cause serious or fatal injuries.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Be aware that Hill Descent Control cannot hold the vehicle on the incline or brake sufficiently going downhill in every situation, for example if the ground is slippery or icy.
- Always be ready to brake, in particular if the ground is slippery or icy.
- Manually brake the vehicle if the vehicle moves faster despite Hill Descent Control.
- Always adapt your speed and driving style to the visibility, weather, road and traffic conditions.

Introduction

Via the driving modes, the driver can adapt various properties of vehicle systems to the current driving situation, the desired driving comfort, and for an economic driving style. The suspension, steering, drive, and the air conditioner are some of the vehicle systems that can be adjusted.

Different driving modes are available depending on the vehicle equipment. The influence of vehicle systems on the individual driving modes depends on the vehicle equipment.

Vehicles with air suspension running gear

The Comfort driving mode is only available in vehicles with air suspension running gear.

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

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Selecting the driving mode

The driving mode can be selected when the ignition is switched on and the vehicle is stationary or while driving.

WARNING

Adjusting driving modes while driving can distract from traffic. This can cause accidents and serious or fatal injuries.

- Always drive attentively and responsibly.

If you select a driving mode while driving, the vehicle systems, except forDrive, will be switched over to the new driving mode immediately.

1. When the traffic situation allows it, briefly take your foot off the accelerator pedal to enable the newly selected driving mode to be applied to the Drive vehicle system as well.

Selecting the driving mode via the rotary switch

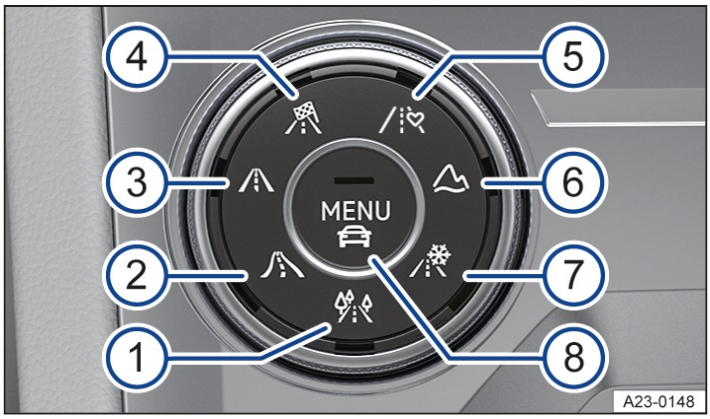


Fig. 1 In the center armrest: Driving Mode Selection rotary switch.

(1) Eco driving mode.
(2) Comfort driving mode.
(3) Normal driving mode.
(4) Sport driving mode.
(5) Individual driving mode.
(6) Offroad driving mode
(7) Snow driving mode
(8) MENU button: Opens and closes Driving Mode Selection in the Infotainment system.

1. Turn the dial until theLED
   next to the preferred driving mode comes on → *fig. 1*.
   Or: press MENU and tap the driving mode in the Infotainment system→ *fig. 1* (8).

Displaying information about the driving mode

1. To display additional information about the selected driving mode, tap ⓘ in the Infotainment system.

Selecting the Custom driving mode

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1. Turn the dial until the LED next to the Custom driving mode comes on.
2. To open the Custom menu, tap Adjust or ⚙ in the Infotainment system.

Select the Offroad Expert driving mode

1. Turn the dial until the LED next to the Offroad driving mode comes on.
2. Tap Expert in the Infotainment system.
3. To open the Expert menu, tap Adjust or ⚙.

Driving mode properties

The Eco driving mode switches the vehicle to fuel-efficient operation and supports the driver with an fuel-saving driving style.

The Comfort driving mode provides a comfort-oriented vehicle setup and is suited for long trips, for example.

The Normal driving mode shows the basic settings of the vehicle systems and offers a balanced calibration, for example for everyday use.

The Sport driving mode gives the driver a sporty feel. If the Sport driving mode is selected, vehicles with an automatic transmission switch to S.

With the Custom driving mode, you can adapt individual vehicle systems according to your preferences.

Using the Snow driving mode can improve the traction on slippery or snowy ground by having a more precise power transmission.

Offroad driving mode

Depending on the vehicle equipment, the Offroad driving mode provides secondary driving modes:

The Offroad Auto driving mode shows the off-road oriented presetting for the vehicle system. The engine brake is always available and shifting can be blocked in critical situations.

For vehicles with air suspension running gear, the vehicle level can be set to Road *(→ Self-leveling suspension)*.

With the Offroad Expert driving mode, you can adapt individual vehicle systems in an off-road oriented manner according to your preferences.

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Standard behavior of the driving mode and the vehicle systems

The Normal driving mode represents the basic settings for the vehicle systems when the ignition is switched on.

Behavior of the driving mode when switching the ignition off and on

If you switch the ignition off and then on again, the previously selected driving mode remains selected.

If you have previously selected the Offroad driving mode or the Snow driving mode and you switch the ignition off and on again, then the Normal driving mode will be set.

Behavior of the Drive vehicle system when the ignition is switched off and on

The settings for the Drive vehicle system are reset to the Normal driving mode settings when you switch the ignition off and on again.

The other vehicle systems will retain their settings.

You can change the Drive vehicle system back to the preferred driving mode.

1. Select your desired driving mode again.

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The “S” gear cannot be engaged

In the Offroad and Snow driving modes, it is not possible to switch to gear S. Information is shown in the instrument cluster display if an Offroad driving mode has been selected.

1. To switch to gear S, select another driving mode.

The driving mode or the vehicle systems do not behave as expected

1. Pay attention to the standard behavior of the driving mode and the vehicle systems *(→ Driving Mode Selection)*.

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Introduction

The air suspension running gear influences the vehicle's ground clearance.

The instrument cluster display shows information about the current status of the air suspension running gear.

The air suspension running gear is influenced by the selected driving profile *(→ Self-leveling suspension)*.

Recommendations for safe trailer towing with the air suspension running gear

— When driving with a trailer, the vehicle level must be selected so as to prevent any damage to the trailer and trailer hitch when the vehicle is moving. Volkswagen recommends the level Road for trailer towing.

— A trailer resting on a supporting wheel or on the trailer support should not remain hitched to the vehicle. If the vehicle is raised or lowered, for example due to a change in payload or changes to the self-leveling suspension, the vehicle or trailer could be damaged.

— Applies to trailers with a tandem axle: On vehicles with air suspension running gear, select the vehicle level so as to ensure an even load on the trailer axles and to prevent any damage to the trailer or trailer hitch. Volkswagen recommends the level Road for trailers with a tandem axle.

— Always take into account that the vehicle level will rise and fall when moving.

WARNING

Careless or unsupervised use of the air suspension running gear can cause accidents and serious injuries.

- If the vehicle is lowered while stationary, always ensure that no part of your body, e.g. your arm or leg, is positioned under the vehicle or between the wheel and the vehicle body.

WARNING

If the vehicle is raised with a vehicle jack or hoist, the unintended regulation of the air suspension could cause serious injuries.

- Activate the vehicle jack mode before raising the vehicle *(→ Vehicle jack mode)*.
- Always turn off the ignition before raising the vehicle and while working on the vehicle.

NOTICE

If the ignition is switched off during adjustment of the air suspension running gear, the adjustment continues and the selected level is set. This can lead to vehicle damage, e.g. caused by reduced ground clearance.

- When lowering the vehicle, make sure that there is sufficient clearance underneath the vehicle.
- When raising the vehicle, make sure that there is sufficient clearance above the vehicle.

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Adjusting the ride height of the air suspension running gear

WARNING

Setting the air suspension running gear while driving can distract from traffic. This can cause accidents and serious or fatal injuries.

- Always drive attentively and responsibly.
- Only make adjustments when the driving situation permits it.

Displaying the current ride height

On the rotary switch:

— The selected vehicle level is indicated by an LED next to the relevant symbol.

In the instrument cluster display:

— If the vehicle level is changed, a bar display will be shown.

— The more bars are illuminated, the higher the ride height.

— A flashing bar in the instrument cluster display signals that the selected ride height has not been reached yet. The process is complete once the bar is statically illuminated.

— The bar diagram is displayed permanently for the ride heights Loading, Off road and Off road+.

— A message appears in the instrument cluster display when the speed limit is exceeded for the ride heights Loading and Off road+.

In the Infotainment system:

— Open the off road display in the Infotainment system *(→ Offroad display)*.

Selecting the ride height

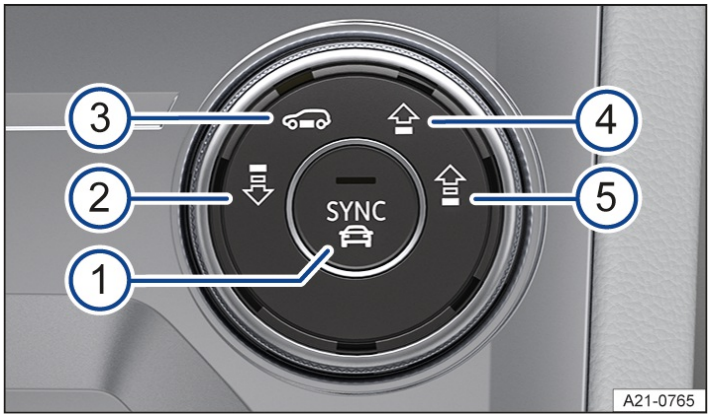


Fig. 1 In the lower part of the center console: Rotary switch for air suspension running gear.

1. SYNC button.
2. Loading ride height.
3. Road ride height.
4. Off road ride height.
5. Off road+ ride height.

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1. Start the engine.
2. Turn the rotary switch to the desired ride height→ *fig. 1*.

SYNC button

— If the vehicle level has been manually adjusted, the SYNC button will adapt the vehicle level to the current driving mode *(→ Self-leveling suspension)*.

Loading **ride height**

— The lowest ride height, which is suitable for loading and unloading.

— At this ride height, the tail of the vehicle cannot be lowered further for loading *(→ Loading mode)*.

— The vehicle level can only be adjusted while stationary.

— The ride height is automatically adjusted to Road when you start driving.

— In the instrument cluster display, a bar lights up in the ride height display.

Road **ride height**

— This ride height is the standard setting for ground clearance on paved roads and is controlled depending on the vehicle speed.

— If either the Comfort or Normal driving mode is selected, at speeds over around 140 km/h (approx. 87 mph), the vehicle is automatically lowered. It is automatically raised again if the vehicle drives slower than around 100 km/h (approx. 62 mph) for longer than approximately 20 seconds.

— If the Sport driving mode is selected, the air suspension running gear is permanently lowered to improve the vehicle's aerodynamic characteristics.

— If the Sport driving mode is selected, two bars will light up in the vehicle level display in the instrument cluster display.

— If the Comfort or Normal driving mode is selected, three bars will light up in the vehicle level display in the instrument cluster display.

Offroad **ride height**

— Volkswagen recommends this ride height as the standard setting for ground clearance when driving off road.

— The ride height is controlled depending on the vehicle speed.

— The maximum speed for this vehicle level is approximately 70 km/h (approx. 44 mph). The ride height is automatically adjusted to Road if you drive faster.

— If you drive slower than approximately 40 km/h (approx. 25 mph) for longer than around 30 seconds, or if the vehicle stops, the Offroad vehicle level will be automatically reinstated.

— In the instrument cluster display four bars light up in the ride height display.

Offroad+ **ride height**

— The highest ride height for special off-road driving situations, for example when climbing over objects, driving through water or helping tow-away a vehicle which is stuck in the ground.

— This ride height is not suitable extended periods of use.

— The vehicle is raised approximately 70 mm (approx. 3 inches) at this vehicle level.

— If the vehicle drives faster than approximately 25 km/h (approx. 16 mph), the vehicle level is automatically set to

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Offroad.

— In the instrument cluster display five bars light up in the ride height display.

The air suspension running gear is automatically switched off when vehicle jack mode is switched on *(→ Vehicle jack mode)*.

If the Offroad+ vehicle level is selected when the steering wheel is at full lock, the air suspension running gear does not increase to the maximum vehicle level until the steering wheel angle is reduced. The bar in the instrument cluster display shows when the ride height has been reached.

Synchronizing the air suspension running gear with the driving profile selection

Each driving profile is assigned an air suspension running gear ride height. When a driving profile is selected, the air suspension running gear adapts automatically to the appropriate ride height for that profile.

Assigning the ride height to the driving profiles

The Road ride height is automatically chosen if one of the following driving profiles is selected:

— Eco.

— Comfort.

— Normal.

— Sport.

— Individual.

— Snow.

— Off road gravel (depending on the vehicle equipment).

The Off road ride height is automatically chosen if one of the following driving profiles is selected:

— Off road auto.

— Off road sand (depending on the vehicle equipment).

You can only adjust manually to the Loading and Off road+ ride heights.

In the Off road expert driving profile, the right height is not automatically adjusted.

LED in the SYNC button

— If the adjusted vehicle level is appropriate for the selected driving mode, the LED will light up.

— If the vehicle level is manually adjusted, the LED will not light up.

Synchronizing

The LED

in the SYNC button does not light up.

— Press the SYNC button.

The LED

in the SYNC button lights up and the air suspension running gear is adjusted to the currently selected driving profile.

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Lowering the rear of the vehicle for loading

Requirements

✓ The vehicle is at standstill.

✓ All doors are closed.

✓ The trunk lid is open.

✓ Vehicle jack mode is deactivated *(→ Vehicle jack mode)*.

✓ The Road, Offroad, or Offroad+ level is selected.

✓ The electronic parking brake is engaged.

The rear of the vehicle can also be lowered when the ignition is switched on.

Lowering the rear of the vehicle and loading

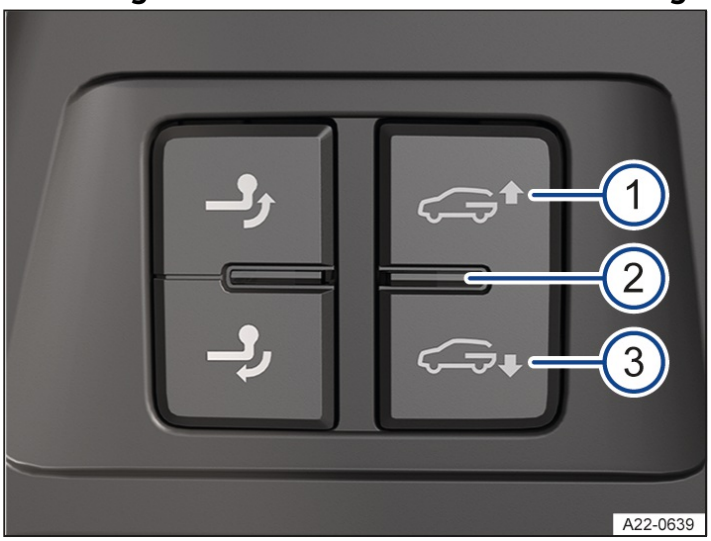


Fig. 1 In the luggage compartment on the right: buttons for lowering the rear of the vehicle.

(1) Raise the rear of the vehicle.

(2) LED.

(3) Lower the rear of the vehicle.

1. Open the trunk lid.
2. Press and hold down the → *fig. 1* button (3) until the rear of the vehicle has been lowered to the suitable level.

   The LED

   (2) lights up continuously.
3. Press and hold down the → *fig. 1* button (1) until the rear of the vehicle has been fully raised again and both the front and rear axle are at the same height.

   The LED

   (2) does not light up.

If you start driving while the rear of the vehicle is still lowered, the rear is automatically reset to the level of the front axle.

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NOTICE

When unloading the luggage compartment and raising the rear of the vehicle, it is important to ensure that there is sufficient free space underneath the vehicle and above the opened trunk lid. The rear of the vehicle can move up or down slightly when loading or unloading heavy objects in the luggage compartment. This can cause damage to the bumper or the opened trunk lid.

- Ensure that there is sufficient clearance underneath the vehicle and above the open trunk lid.

Troubleshooting

Air suspension running gear malfunction

The red warning light turns on.

The message Stop! Error: suspension can be shown on the instrument cluster display.

1. Go immediately to the nearest suitably qualified professional at a reduced speed and have the system checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Air suspension running gear partial failure

The yellow indicator light turns on.

The message Error: Suspension. Workshop! can be shown on the instrument cluster display.

1. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility to have the system inspected. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The rear lowering LED flashes and the rear can no longer be lowered

1. Check the charge level of the 12-volt vehicle battery.
2. If the problem persists, contact suitably qualified professionals and have the system checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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Offroad display

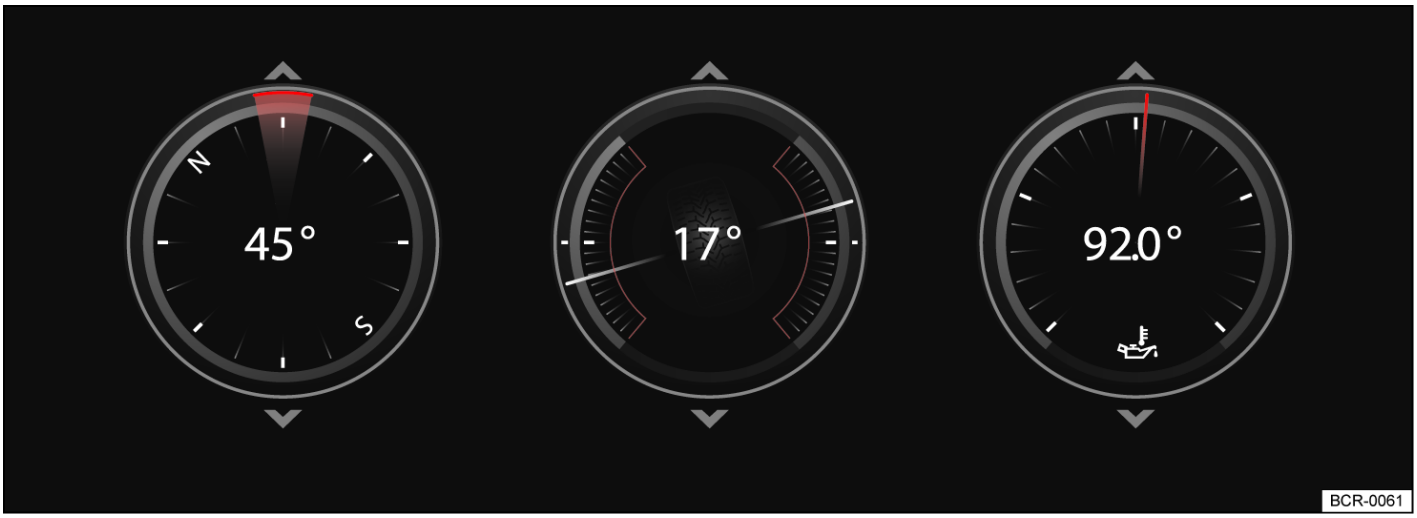


Fig. 1 In the Infotainment system: Offroad display.

The Offroad display provides digital instruments that display additional information about the vehicle and its environment. This enables you to make a more precise assessment of the current driving situation.

Open the Offroad display

1. Press the MENU button in the Infotainment system.
2. Tap the Vehicle function key.
3. Tap the Selection function key.
4. Tap the Offroad function key.

Depending on the vehicle equipment, the Offroad display may consist of the following views:

— Offroad information view.

— Incline view (only with air suspension running gear)

Selecting instruments and adjusting units

The infotainment system displays various instruments → *fig. 1*.

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

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

Instruments in the Offroad display

The selection of instruments depends on the vehicle equipment.

— Compass: The compass shows your current direction of travel.

— Steering angle display: Shows the steering angle of the vehicle. For a left lock, the value is positive. For a right lock, it is negative.

— Altimeter: The altimeter shows your current height above sea level(depending on country).

— Coolant temperature display: The display corresponds to the temperature display in the instrument cluster.

— Oil temperature display: The display corresponds to the oil temperature display in the instrument cluster.

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Adjusting the display areas to the driving situation

The instruments displayed can be selected according to the driving situation and the environmental and terrain conditions:

— Sandy terrain: Oil and coolant temperature display, steering angle display.

— Inclines: Steering angle display, coolant temperature display, altimeter(depending on country).

— Alpine terrain: Steering angle display, altimeter(depending on country), Compass.

Incline **view**

This view displays the following information:

— The current inclination and pitch angle of the vehicle.

— The selected driving mode.

— The current level of the air suspension.

Introduction

The examples described in this chapter are to be understood as general guidelines aimed to help the driver in driving safely on off-road terrain. These tips will not necessarily apply to every possible situation that may occur. Before driving on unknown terrain, it is crucial to find out information about the condition of the terrain ahead. You can assess potential dangers in advance. The driver is responsible for deciding whether their vehicle is suitable for the terrain ahead and if the terrain can be driven on.

Driving off-road requires different skills and handling practices compared to driving on developed roads.

This vehicle is not designed for traveling with an “expedition driving style”.

Switch off the driver assistance systems and parking systems when off-roading.

Checklist

The following steps should be taken before the first trip to operate and drive the vehicle safely off-road.

✓ Observe the general safety precautions when driving off-road *(→ Off-road driving situations)*.

✓ Fold up or remove the ball mount.

✓ Adjust the seating position so there is clear visibility in front of the vehicle and fasten safety belts *(→ Seating position)*.

✓ Always wear suitable and well-fitted footwear that gives the feet good traction on the pedals.

A responsible driver also treats nature with care when driving off-road. Driving over shrubs and meadows can destroy the habitats of animals and plants.

Leaking operating fluids resulting from vehicle damage can contaminate the environment. Catch any leaking operating fluids and dispose of them correctly according to environmental regulations.

Take any suitable equipment with you for driving off-road.

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Safety precautions for driving off-road

WARNING

ABS
and ESC cannot replace the driver's attention, can only operate within the limitations of the system and were developed only for driving on developed roads. ABS and ESC are not suitable for use off-road. If you are careless, there is a risk of accidents, serious injuries and death.

- Always stay attentive and do not rely solely on the systems. The driver is always responsible for control of the vehicle.
- Always adapt the speed and driving style to the predominant terrain. Unfavorable ground conditions can lead to vehicle instability even with ABS
  and an activated ESC, e.g. under hard braking or in corners.
  ●

WARNING

Driving off-road can be difficult and dangerous and lead to critical driving situations for vehicle occupants. It can lead to loss of control over the vehicle, damage to the vehicle, failure of the vehicle far away from any assistance, accidents and serious or fatal injuries.

- Never choose a dangerous route and do not take risks.
- Turn around and choose a different route if you can go no further or you have doubts about the safety of the route.
- Explore the terrain on foot beforehand even if it looks easy to negotiate.
- Drive with extreme caution and anticipation when driving off-road.
- Never drive faster than is appropriate for the predominant terrain, road conditions, traffic and weather.

WARNING

Driving over embankments, ramps or hillsides at excessively high speeds can cause the vehicle to lose contact with the ground. The vehicle can roll over if the wheels are turned inward when coming back into contact with the ground. This could cause you to lose control of the vehicle and lead to accidents with serious or fatal injuries.

- Do not drive off-road at excessive speeds.
- If the vehicle does lift off the ground, always align the front wheels so they face straight ahead.

WARNING

Sporty multi-purpose vehicles have a higher center of gravity and therefore a greater risk of rolling over while driving than a regular passenger vehicle that is not suited for off-road driving *(→ Off-road driving situations)*. This can cause accidents and serious or fatal injuries.

- Ensure that all occupants have their safety belts fastened. In the event of a rollover accident, a person not wearing a safety belt is more likely to be killed than a person wearing a safety belt.
- Never drive too fast, especially through corners.
- Do not attempt extreme driving maneuvers.
- Always adapt the speed and driving style to the predominant terrain.

WARNING

Luggage and other objects transported on the roof of the vehicle also increases the center of gravity and thus the risk of a rollover accident. This can cause accidents and serious or fatal injuries.

- Store luggage and other items in the luggage compartment where possible. Store heavy luggage and items as low down as possible.

WARNING

Sections of terrain that seem safe could be very dangerous and put vehicle occupants in danger. Potholes, depressions, ditches, hollows, obstacles, shallow areas, and soft and swampy ground are often not detected as such and can be completely or partially covered by snow, water, grass, or branches on the ground. Driving over such sections of terrain can cause failure of the vehicle, accidents and serious or fatal injuries.

- Before driving on unknown terrain, explore the route carefully on foot.

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- Never choose unsafe routes and do not take risks.
- Turn around and choose a different route if you have doubts about the safety of the route.
- Always adapt the speed and driving style to the load, visibility, terrain and weather conditions.

WARNING

Driving at an angle on a hill can be dangerous. The combined center of gravity of the vehicle and its load (passengers and cargo) can cause it to shift and cause the vehicle to tip over and roll down the hill. This can cause vehicle damage, accidents and serious or fatal injuries.

- Always avoid driving at an angle on a hill *(→ Crosswise on a slope)*.
- If it is necessary, always exit the vehicle carefully using the doors on the side of the vehicle that is facing uphill *(→ Crosswise on a slope)*.
- If the vehicle stops at a side angle on a hill, never exit the vehicle through the doors that are facing in the downhill direction.

WARNING

The driver assistance systems were developed only for driving on developed roads. The driver assistance systems are not suitable for use off-road and can thus be dangerous in off-road situations. This could cause you to lose control of the vehicle and lead to accidents with serious or fatal injuries.

- Never use driver assistance systems off-road.

WARNING

Driving with an insufficient fuel level can lead to a vehicle breakdown off-road. The steering and braking support systems will not work if the engine is “sputtering” or malfunctioning due to fuel shortage or irregular fuel supply. This can cause accidents and serious or fatal injuries.

- Always refuel your vehicle with enough fuel before driving off-road.

NOTICE

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

- Always keep the windows and power sunroof closed when driving off-road.

Explanations of technical terms

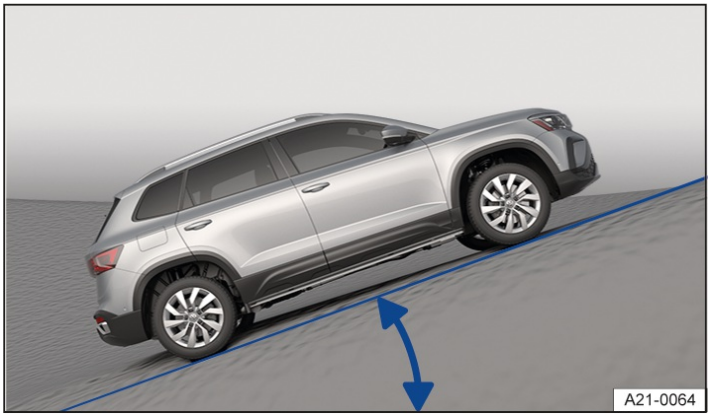


Fig. 1 General example: incline angle

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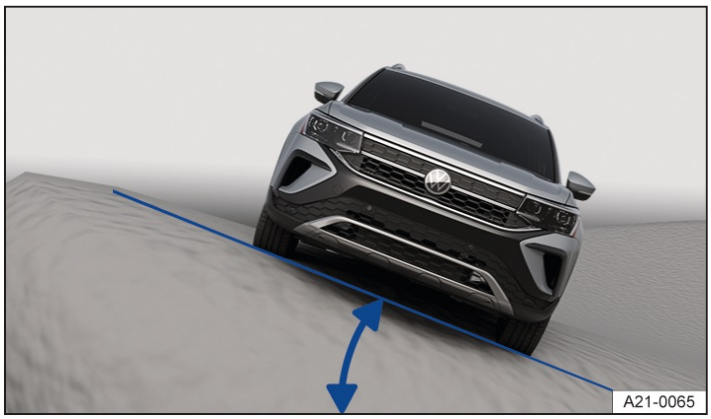


Fig. 2 General example: tilt angle

Center of gravity

The center of gravity of a vehicle influences the risk of rollover accidents. When driving off-road, the vehicle has a larger ground clearance and thus a higher center of gravity compared to “normal” road vehicles. Due to the higher center of gravity, there is an increased risk that the vehicle could roll over while driving. Always consider this fact while driving and always observe the safety tips and warnings listed in this Owner's Manual.

Ground clearance

The distance between the road surface and the lowest point of the vehicle underbody.

Incline angle

The maximum angle the vehicle can drive up an incline on its own. A rising difference in altitude (incline) on a 100 m (330 ft) stretch is given in percentage or degrees → *fig. 1*. The maximum incline angle the vehicle can handle depends on the road surface and the engine power, among other things.

Tilt angle

The maximum angle that the vehicle can drive diagonally or perpendicularly to the fall line on a hill without tipping over (depends on the center of gravity) → *fig. 2*.

Ramp angle

Maximum angle that the vehicle can drive over a ramp at slow speeds without the vehicle underbody coming into contact with the edge of the ramp.

Slope angle

The transition from the horizontal plane on an incline or from the slope back to level ground. Maximum angle that the vehicle can handle without the vehicle underbody coming into contact with the edge of the slope.

Fall line

The line that is the most direct path downhill.

Axle articulation

The torsional flexibility of a vehicle when driving over an object on one side.

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Checklist “before driving off-road”

Checklist

For your safety and the safety of your passengers, always observe the following points before driving off-road:

- ✓ Learn about the quality of the upcoming terrain before driving off-road.
- ✓ Fill up the fuel tank. Fuel consumption is significantly higher off-road than it is on developed roads.
- ✓ Check if the tire profile and the type of all the tires is sufficient for the planned off-road trip.
- ✓ Check and adjust the tire pressure on all tires.
- ✓ Check the engine oil level and add engine oil if necessary. When the vehicle is on sloping ground, the engine will only supplied with engine oil if the engine oil level is sufficient.
- ✓ Fill the windshield washer fluid reservoir completely with water and windshield washer fluid.
- ✓ Stow any luggage as low as possible in the vehicle and distributed evenly. Secure all loose objects safely.

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General rules and driving instructions

— Volkswagen recommends to never drive off-road alone. At least two off-roading vehicles should drive together off-road. An unexpected situation could occur at any time. Therefore, it is especially wise to have equipment that can be used to call for emergency assistance.

— Stop and explore the path on foot, especially before critical passages.

— Drive over bumps slowly so that the vehicle does not lift up, which could cause damage and prevent you from maneuvering the vehicle.

— Drive slowly through difficult sections of the route. Upshift on slippery ground and always keep the vehicle in motion.

— There is usually a lot of soft ground on off-road terrain, where the tires could sink into the ground. This reduces the ground clearance and the wading depth. Whenever possible, drive on level and solid ground.

— Even at low speeds, always maintain a safe distance to other vehicles. If the first vehicle suddenly becomes stuck, the vehicle following it would be able to stop in time without also getting stuck.

NOTICE

Severe damage to the underbody can occur if the vehicle hits the ground. This damage can cause vehicle breakdowns and make it impossible to continue driving.

- Always make sure there is enough ground clearance under the vehicle.

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Shifting gears correctly

Correct gear selection depends on the terrain.

Before driving on a difficult stretch of the route, it may be helpful to stop and consider which gear to select. After several off-roading trips, you can learn which gear in conjunction with gear reduction is best suited for certain areas of terrain.

— When the correct gear is selected, the vehicle must normally be braked less with the brake pedal because the engine braking effect will be sufficient in the majority of cases.
— Only accelerate as much as is necessary. Too much acceleration can cause the wheels to spin and thus loss of control of the vehicle.
— Use the D selector lever position on normal, level stretches of off-road land.
— Adjust your speed when driving on soft or slippery ground and drive at the highest possible gear in tiptronic mode.
— Drive using tiptronic in gear 1 when on steep hills or on a steep incline.
— Drive using tiptronic in gears 3 or 2 when on mud, sand, water, or hilly areas *(→ Automatic transmission (combination))*.
— Use the off-road display *(→ Offroad display)*.
— Use the Auto Hold function *(→ Auto Hold)*.

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Driving over brush and rock

— On heavy off-road terrain requiring plenty of ground clearance, select theOffroad ride height.

— Before climbing slowly over larger obstacles, switch to theOffroad+ vehicle level to achieve the maximum available ground clearance →ⓘ.

Even objects that are lower than the available ground clearance can come into contact with the vehicle underbody and cause vehicle damage and malfunctions. This is especially true if there is a depression or soft ground in front of or behind the object. This is also true if the vehicle drives too fast over an object and then the suspension compresses.

Ordinary situation

1. Select a suitable driving mode *(→ Driving Mode Selection)*.
2. Select a suitable vehicle level *(→ Self-leveling suspension)*.
3. Drive no faster than walking pace over rocky terrain.

Extraordinary situation

1. If a rock cannot be avoided at all, select theOffroad+ ride height for this driving maneuver.
2. Drive one front wheel carefully up onto the rock and then drive over it slowly→ⓘ.

NOTICE

If driven over, objects that are higher than the ground clearance will damage vehicle components on the underbody. This damage can cause vehicle breakdowns and make it impossible to continue driving.

- Never drive over a very large object such as boulders or tree trunks if it is under the vehicle or on one side.

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Driving through still or flowing water

You can carefully drive through water that comes up to the lower edge of the vehicle body.

The maximum fording depth is 250 mm(approximately 9.8 inches).

— Note the maximum wading depth of the vehicle.

— Only drive through water in an area where the ground is solid underneath it remains lower than the maximum permissible wading depth.

— Note the additional information for driving through water on paved roads *(→ Driving through water on roads)*.

Driving through flooded terrain or bodies of water could cause vehicle damage→ⓘ.

Before driving through water

Stop, get out and assess the situation→⚠:

1. Measure the depth of the water all the way over to the other side. Make sure that the ground is firm enough and identify any dips and obstacles →ⓘ.
2. Make sure that it is possible to safely enter and exit the water.
3. Check the ramp angle and firmness of the banks.
4. Select a suitable driving mode *(→ Driving Mode Selection)*.
5. Select the highest vehicle level *(→ Self-leveling suspension)*.

Driving through still or slow-flowing water

As long as the ground is firm enough, you can drive your vehicle through still or slow-flowing water→ⓘ.

1. Drive into the water slowly and in the direction of the current. Never exceed the ramp or tilt angle.
2. Drive at a constant speed all the way to the opposite bank.

Driving at a constant speed prevents engine damage caused by the ingress of water. It also allows an air pocket to form in front of the engine, which fuels the engine with the oxygen it requires. If you drive into the water too fast or drive through the water too fast, you will create a bow wave in front of the vehicle. Water from this bow wave may find its way into the engine's air intake port and seriously damage the engine.

Driving through fast-flowing water

The strength and speed of the current and the depth of the water can be dangerous and unpredictable→⚠. Vehicles can be swept away by the current. Even vehicles with generous ground clearance can get stuck if the ground beneath their tires is swept away. Flowing water backs up against one side of the vehicle, making the water deeper on that side.

Do not take any risks. Look for a shallower place to cross the water or turn back.

After driving through water

1. Check the vehicle for damage.
2. Gently apply your brakes to dry them off.

⚠ WARNING

Flowing water generates enormous power and can carry a vehicle away. This can cause accidents and serious or

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fatal injuries.

- Never let the vehicle stop in water.

WARNING

Soft ground, obstacles under the water, shallows, or water in the engine compartment can lead to critical driving situations and vehicle failure. This can cause accidents and serious or fatal injuries.

- Do not exceed the wading depth of your vehicle.
- Always make sure there is enough ground clearance under the vehicle.

NOTICE

If you drive through salty water, vehicle components such as the engine, drivetrain, suspension, or vehicle electrical system could become severely damaged.

- Never drive over salt, salty surfaces, or through salt water, because salt can cause corrosion.
- Using fresh water, immediately rinse down any parts of the vehicle that may have come into contact with salt or salty water.

NOTICE

Objects in the water can enter the openings of the extended spray nozzles of the headlight washer system. The spray nozzles then cannot move back to their basic position.

- Do not use the headlight washer system when you are driving through water.

Driving in sand and mud

ESC

and ASR must be switched on .

1. Select a suitable driving mode *(→ Driving Mode Selection)*.
2. Select a suitable gear and stay in that gear until solid ground is reached *(→ Shifting gears correctly)*.
3. Always drive through sand or mud at a constant speed, do not perform manual shifts and do not stop.

The tires can lose their grip in sand or mud.

— Do not change the speed or direction.

— If the vehicle slides, steer in the direction in which it is sliding to regain control of the vehicle.

— If the tires are no longer gripping the ground, turn the steering wheel back and forth quickly. This can briefly create better tire traction between the ground at the front wheels.

WARNING

The vehicle could slide out of control if driven through sand and mud. This can cause accidents and serious or fatal injuries.

- Always drive carefully when you have to drive through sand, mud, or slush.
- Turn around or choose a different route if you can go no further or you have doubts about the safety of the current route.
- Never select a dangerous route or undertake a risk that would endanger other vehicle occupants.

WARNING

Incorrect tire pressures cause increased tire wear and impair vehicle handling. This can cause overheating, sudden tire damage including tire blow-outs, and stripping of the tread, which can then result in loss of vehicle control. This can cause accidents and serious or fatal injuries.

- If you reduce the tire pressures to drive through sand, inflate the tires back to the correct pressure afterwards.

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Recommendations if the vehicle is stuck

The vehicle becomes stuck when the wheels have sunk so deeply into the ground that the vehicle can no longer move forward or backward under its own power.

To rock the vehicle out of sand or mud, training and a lot of strength are necessary. If one makes a mistake when rocking a vehicle out of place, the vehicle can sink even farther and additional assistance will be needed to continue.

Never let the wheels spin for a long time, because this will only make the vehicle sink deeper into the ground→⚠.

Preparations

1. Carefully dig out all of the wheels and make sure no other vehicle components are stuck in sand or mud.
2. Select the reverse gear.
3. Press the accelerator pedal gently and reverse in the same track.

If this does not help, place brushwood, floor mats, or burlap cloth directly behind the tires to create traction to help the vehicle to move →⚠.

Rocking the vehicle out of place

1. Switch off ASR

   .
2. Adjust the steering wheel so that it is straight.
3. Drive in reverse until the wheels begin to spin straight.
4. Engage the first gear immediately and begin to drive forward until the wheels begin to spin again.
5. Drive back and forth in this way until there is enough momentum to release the vehicle.
6. Reactivate ASR

   after the vehicle is rocked out of place.

⚠ WARNING

Spinning wheels can greatly accelerate stones, brushwood, pieces of wood, or other objects under the wheels. Persons in front or to the rear of the vehicle could be injured. In the event of sudden vehicle movement, persons in front or to the rear of the vehicle could be injured or run over. This can cause serious or fatal injuries.

- Make sure that no one is present in front or to the rear of the vehicle when attempting to move a stuck vehicle out of place.

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Driving on steep terrain

Driving on inclines or slopes

Before driving up an incline or down a hill, stop, exit the vehicle, and assess the situation:

— Go along the path and check the ground for sufficient firmness, obstacles, or other hidden hazards → ⚠.

— Look to see how the path continues after the incline.

— If the route is too steep, too uneven, or the ground is too loose, then do not drive on this path and choose another route.

— Drive uphill or downhill slowly and continuously on a straight path.

— Never stop or turn around on a hillside.

— Only accelerate enough to overcome the incline. Too much acceleration can cause the wheels to spin and the driver to lose control of the vehicle. Too little acceleration increases the likelihood of stalling the engine.

— Vehicles with an automatic transmission Do not shift gears while driving on an incline.

— Use the off-road display *(→ Offroad display)*.

If the vehicle can no longer drive up an incline

— Never turn around on an incline.

— If the engine has stopped, press the brake pedal and restart the engine.

— Select reverse gear and drive slowly and carefully along the same path.

— Maintain a consistent speed using the brake pedal until you reach safe and level ground.

Driving downhill

There is increased risk of rollover accidents when driving downhill. Concentrate very carefully on steering the vehicle when driving downhill.

— Drive in first gear when driving down steep hills.

— Use the brakes gently to reduce the risk of losing control of the vehicle.

— Never exceed the tilt angle of the vehicle.

— If it is possible and not dangerous, drive straight downhill along the fall line (maximum slope).

— Use the off-road display and the hill hold assist when driving on steep hills *(→ Offroad display)*.

Function for automatically holding vehicles in position on inclines

An automatic stopping function prevents the vehicle from rolling backward when you drive it onto an incline. Auto Hold does not need to be switched on for this to take effect.

This function depends on your choice of driving mode:

— If an Offroad driving mode is selected, the vehicle is held in position even on very steep inclines for a limited time. After a few seconds, the ⦸ indicator light will light up red and a warning chime will sound. The message Press brake pedal! will be displayed. Apply the brakes immediately.

— If a different driving mode is selected, the vehicle is held in position on gradients of up to 30%. After a few minutes, the electronic parking brake is switched on.

⚠ WARNING

If you drive on an uphill or downhill gradient that is too steep for the vehicle, the vehicle could slip, slide away or roll

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over. This could cause loss of vehicle control, accidents and serious or fatal injuries.

- Ensure that the incline angle or tilt angle is not larger than the maximum permissible value for the vehicle.
- When driving uphill or downhill, always follow the fall line.
- Never change direction or turn round when driving uphill or downhill. The vehicle could tip over or slide.
- If the engine stalls or if your vehicle can go no further, carry out the tasks described→ *If the vehicle can no longer drive up an incline*.
- If the engine will not start, press the brake pedal down, applying constant pressure, and allow the vehicle to roll back the same way you came. Keep to a steady, low speed.
- Never allow the vehicle to coast backward down the incline.

Driving at an angle on a hill



Fig. 1 General example: steering downhill along the fall line.

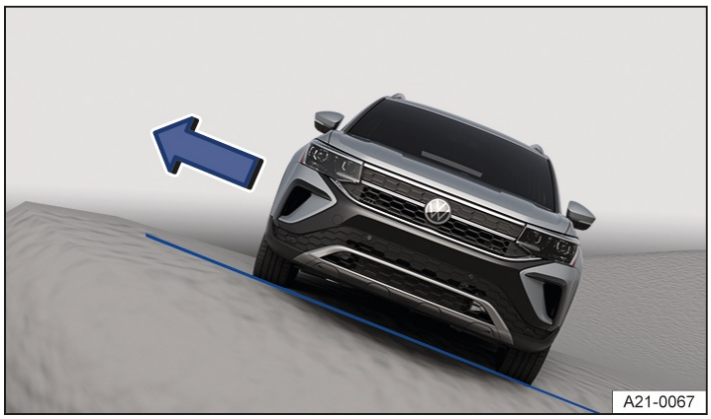


Fig. 2 General example: exit through the side of the vehicle that is facing uphill.

Driving at an angle on a hill is dangerous when driving off-road→⚠.

Before driving, always check if there are other safer routes available.

If you must drive at an angled position:

— The vehicle's center of gravity should be as low as possible. Larger or heavier individuals should sit on the more elevated side of the vehicle. Luggage on the roof should be removed and heavy objects should be secured, because the vehicle could tip over due to objects suddenly sliding out of place →⚠.

— The ground must be as firm as possible. The vehicle can skid sideways and tip over more easily on slippery or soft ground. Always make sure the angle will not become too large from bumps in the road. The vehicle can tip and roll over when the tilt angle is too large.

— If the vehicle is positioned at a high angle, the wheels on the lower side of the vehicle must never drive over depressions or dips in the ground. The wheels on the higher side of the vehicle must never drive over elevated objects, such as stones, tree trunks, or other obstacles.

— If it seems the vehicle is about to tip, immediately steer toward the downhill direction and accelerate lightly

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→ *fig. 1*. If it is not possible to steer downhill, steer uphill and accelerate lightly.

⚠ WARNING

A vehicle that is driven or positioned sideways to the incline of a hill can slip out of control, roll over and roll down the hill. This can cause accidents and serious or fatal injuries.

- Never attempt to drive at an angle on a hill, especially if the hill is too steep for the vehicle.
- Never select a dangerous route or undertake a risk that would endanger the vehicle occupants.
- Turn around and choose a different route if you can go no further or you have doubts about the safety of the route.
- Never underestimate the risks and dangers of driving at an angle on a hill.
- Never let the wheels on the lower side of the vehicle drive through depressions or dips in the ground.
- Never let the wheels on the higher side of the vehicle drive over elevated objects, such as stones, tree trunks, or other obstacles.
- Before driving at an angle on a hill, make sure that you can steer toward the fall line. If that is not possible, choose another path.
- If it seems the vehicle is about to tip, immediately steer toward the downhill direction and accelerate lightly → *fig. 1*.

⚠ WARNING

It is dangerous to exit the vehicle positioned with a substantial sideways tilt on a hill. The overall center of gravity could shift to the side and the vehicle can lose hold, tip or flip over and roll down the hill. This can cause accidents and serious or fatal injuries.

- Avoid abrupt and uncontrolled movements in the vehicle.
- If it is necessary, always exit the vehicle carefully using the doors on the side of the vehicle that is facing uphill → *fig. 2*.
- Never leave the vehicle through a door on the downhill side.
- When exiting the vehicle, ensure that the upwards opening door does not shut and cause injury due to its own weight or passenger inattention.

Driving through ditches

1. Check if the slope and tilt angle is small enough to drive over the ditch with the vehicle. The tilt angle must not be too large when driving through the ditch →⚠.
2. Find a suitable point to drive through the ditch.
3. If possible, cross the ditch at a sharp angle→⚠.

⚠ WARNING

If the slope and tilt angle is too steep for the vehicle and the ditch is too deep, the vehicle could tip, slide away and roll over. This can cause accidents and serious or fatal injuries.

- Do not attempt to drive across a ditch if the ramp angle or tilt angle is too steep and the ditch is too deep for the vehicle.

NOTICE

If driving into the ditch at a right angle, the front wheels will fall in. The vehicle could bottom out, be damaged, and no longer be drivable.

- Do not attempt to drive across a ditch if the ramp angle or tilt angle is too steep and the ditch is too deep for the vehicle.
- Note that it will most likely be impossible to drive out of the ditch, even with all-wheel drive.

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After off-road driving

Checklist

✓ Clean the vehicle.

✓ Check the vehicle for damage.

✓ Check the tires for damage and remove any thick dirt, stones, and foreign objects from the tread.

✓ Inspect the vehicle underbody and remove any and all objects that are stuck in the brake system, wheels, suspensions, exhaust system and in the engine, such as twigs, leaves, or pieces of wood →⚠. If any damage or leaks are discovered, seek assistance from suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

✓ Inspect the engine compartment for any contamination that may be impairing engine operation *(→ In the engine compartment)*.

⚠ WARNING

Any objects stuck under the vehicle underbody present a hazard. Fuel lines, the brake system, seals and other suspension parts can be damaged or flammable materials, such as dry leaves, can ignite near hot vehicle components. This could cause an accident, a fire and serious or fatal injuries.

- Always inspect the vehicle underbody for stuck objects and remove them after every off-road trip.
- Never drive the vehicle if objects are stuck on the underbody, in the brake system, in the wheels, in the suspension, in the exhaust system, or in the engine.
- Remove flammable materials, such as dry leaves, from the vehicle underbody.

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Anticipatory driving

An inconsistent driving style increases consumption. When the driver actively pays attention to traffic, this can prevent frequent acceleration and braking maneuvers. Maintaining enough distance to the vehicle driving ahead helps you to drive with better anticipation.

Avoiding full acceleration

Excessively high speeds increase the rolling resistance and air resistance and with that, the power needed to move the vehicle. Never drive at the maximum vehicle speed.

Checking tire pressures

Low tire pressures cause wear as well as increased rolling resistance of tires, and this increases consumption. Use tires with optimal rolling resistance.

Adapt the tire pressures to the load:

— Follow the specifications on the tire pressure label *(→ Tire pressure)*.

— Tire Pressure Monitoring System *(→ Tire Pressure Monitoring System)*.

— Tire Pressure Monitoring System *(→ Tire Pressure Monitoring System)*.

Using synthetic engine oil

Full synthetic engine oils with a low viscosity reduce the frictional resistance in the engine and distribute significantly better and faster when cold-starting the engine.

⚠ WARNING

If you drive at high speed and without sufficient safety distance, accidents and serious or fatal injuries can result.

- Always adapt your speed and remain a safe distance to vehicles driving ahead according to the visual, weather, road, and traffic conditions.

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Breaking in the engine

A new engine needs to be broken in during the first 1500 km(approx. 1000 miles). All moving parts should be able to work together. During the first few hours of operation, the engine has a higher internal friction than it will later.

Up to 1000 km (approx. 600 miles)

— Do not accelerate fully.

— Do not use more than two thirds of the maximum engine RPM.

— Do not drive with a trailer.

Between 1000 and 1500 km (approx. 600 to 1000 miles)

1. Increase the speed and engine RPM gradually.

The driving style during the first 1500 km(approx. 1000 miles) also affects the engine's quality. Even after that – especially when the engine is cold – the engine should be driven at moderate engine speeds to reduce engine wear and increase the possible mileage.

New tires and brake pads must be carefully broken in.

NOTICE

Driving at too low an RPM can cause increased wear and damage to the engine.

- Do not drive at an insufficient engine speed.
- Downshift if the engine stops running “smoothly”.

If the new engine is broken in gently, its service life is increased while, at the same time, reducing engine oil consumption.

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Gear recommendation

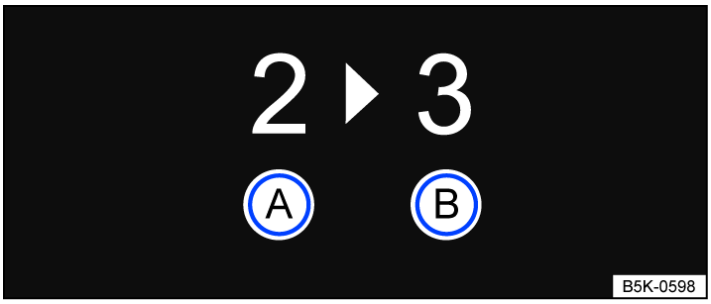


Fig. 1 Gear recommendation on the instrument cluster display.

(A) Currently selected gear.

(B) Recommended gear for you to select.

Depending on the vehicle equipment, a recommendation to select a fuel-saving gear can be displayed as a number in the instrument cluster while you are driving → *fig. 1*.

Vehicles with an automatic transmission: To do this, the transmission must be in the tiptronic program.

If the optimal gear is currently selected, no gear recommendation is made. The gear that is currently selected is displayed.

⚠ CAUTION

The gear recommendation is simply an aid and cannot replace the driver's attention and responsibility. Selecting an unsuitable gear for the driving situation may lead to accidents and injuries.

- Always select the correct gear for the relevant driving situation, such as when overtaking or driving uphill.

An optimally selected gear helps to save fuel.

If the selector lever is moved out of the tiptronic position, the gear recommendation is turned off on the display.

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Eco tips

The correct driving style can help to reduce consumption, pollution, and wear on the engine, brakes, and tires. The following tips will help you conserve the environment and your money.

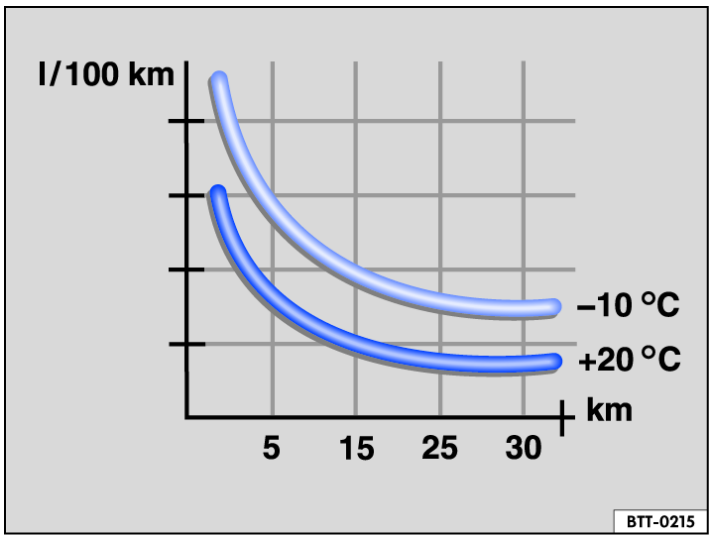


Fig. 1 Fuel consumption in l/100 km (mpg) for two different environmental temperatures.

Using the freewheel function

If neither the accelerator nor the brake pedal is pressed in the D/S selector lever position, the vehicle will roll ("coasting feature") without using energy.

Refuel in moderation

A full fuel tank increases the vehicle weight. A fuel tank that is half to three-quarters full is best suited for city driving.

Avoid short trips

A cold engine has a very high consumption rate. The optimal operating temperature is only reached after several kilometers (miles). When outside temperatures are very low, for example in winter, the consumption is much higher than average → *fig. 1*. Plan trips economically and combine short trips.

Have maintenance performed regularly

Regular maintenance is required for fuel-efficient driving and increases the service life of the vehicle.

Removing unnecessary weight

Clearing out the luggage compartment, for example by removing empty crates or unneeded child restraints, can reduce consumption.

To keep the vehicle air resistance as low as possible, remove accessories such as ski, bicycle, and roof racks after use.

Saving power

Electrical systems installed in your vehicle for your convenience, such as the air conditioner, window heating and ventilation system, are run using the air conditioner compressor and the high-voltage heater. Saving energy is simple, for example:

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— When temperatures are high, air out the vehicle before driving and drive short distances with the windows open.

— If you are using an external power supply, use the stationary air conditioning.

— Turn off electrical equipment when it is no longer needed.

— Deactivate the vehicle's drive system when you are at a standstill for a prolonged period, e.g., in a traffic jam or at a railway crossing.

NOTICE

If the vehicle rolls down mountains or hills in neutral N, the transmission is not lubricated. This can cause the automatic transmission to overheat and can damage it.

- Never leave the vehicle in neutral N gear, especially when the engine is stopped.

An authorized Volkswagen dealer or authorized Volkswagen Service Facility can provide you with more information about correct maintenance and replacement parts that are particularly energy efficient, such as new tires.

Driving a loaded vehicle

Heed the following for good vehicle handling when the vehicle is loaded:

— Stow all cargo securely .

— Accelerate with extra care and caution.

— Avoid sudden braking and driving maneuvers.

— Brake earlier than usual.

— If necessary, read and heed the information about roof racks *(→ Roof rack)*.

— If necessary, note the information about driving with a trailer .

WARNING

Sliding loads can considerably impair the driving stability and safety of your vehicle, and increase the braking distance when you brake hard or perform emergency braking. This can cause accidents and serious or fatal injuries.

- Correctly secure the load to prevent it from sliding.
- Use suitable tie-downs or securing straps on heavy objects.
- Engage the rear seat backrests and, if necessary, the adjustable rear seats securely.

NOTICE

Spilled fluids can come in contact with the connectors of the orange high-voltage cables. This can cause damage to the electrical system and high-voltage battery.

- Do not transport large amounts of fluids in the vehicle interior.

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Driving with an open trunk lid

Driving with an open trunk lid can be especially dangerous. Secure all objects and the open trunk lid correctly and take sufficient precautions to reduce the amount of poisonous exhaust that enters the vehicle.

WARNING

If driving with the trunk lid unlocked or open, loose objects can fall out of the vehicle and injure other road users. This can cause accidents and serious or fatal injuries.

- Always drive with the trunk lid closed.
- Store all objects in the luggage compartment securely.
- Always drive carefully and anticipate upcoming traffic situations.
- Avoid abrupt or sudden driving and braking maneuvers because the open trunk lid can move in an uncontrolled manner.
- If there is a roof rack with cargo on the trunk lid, always remove it before driving with an open trunk lid.

WARNING

Objects protruding from the luggage compartment change the vehicle length and may possibly endanger other road users. This can cause accidents and serious or fatal injuries.

- Follow the legal regulations.
- Mark objects sticking out of the luggage compartment so they will be visible to others on the road.
- Never use the trunk lid to secure or wedge objects.

WARNING

Among other substances, engine exhaust gases contain carbon monoxide, an odorless and colorless poisonous gas. If driving with the trunk lid open, poisonous exhaust may enter the vehicle interior, leading to a loss of consciousness, carbon monoxide poisoning, accidents and serious or fatal injuries.

- To prevent poisonous exhaust from entering the vehicle, always drive with the trunk lid closed.
- Close all windows.
- Close the power sunroof.
- Switch off recirculation mode.
- Open all the air vents in the instrument panel.
- Switch the blower to the highest blower level.
- Always drive with the trunk lid closed if the load can be transported with the trunk lid closed.

NOTICE

Opening the trunk lid changes the height and possibly the length of the vehicle. This can cause damage to the vehicle if driving carelessly.

- Be aware of the changed outer dimensions, such as when driving through underpasses.

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Driving through water on roads

Note the following to reduce the risk of vehicle damage when driving through water, for example on flooded roads:

— The water must not be any higher than the bottom of the vehicle body→⚠.

— Do not driver faster than walking speeds.

— Never stop the vehicle, drive in reverse, or deactivate the vehicle's drive system in water.

— Oncoming vehicles create waves that can raise the water level for your vehicle enough that it is not safe to drive through.

⚠ WARNING

When driving through water, mud, slush, etc., the braking effect may be delayed due to damp or icy brake rotors and brake pads in the winter, and this can extend the braking distance. This could cause a loss of vehicle control, accidents and serious or fatal injuries.

- Perform careful braking maneuvers to dry and remove ice from the brakes.
- Do not endanger road users or disregard legal regulations during braking maneuvers.
- Avoid abrupt and sudden braking maneuvers directly after driving through water.

NOTICE

Driving through water can greatly damage or corrode parts of the vehicle, e.g. electronics.

- Never drive through salty water.
- Using fresh water, immediately rinse any parts of the vehicle that may have come into contact with salty water.
- Protect electronic components against contact with water.

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Operating the vehicle in different countries and continents

Approval regulations

The vehicle was manufactured by the factory for a specific country and meets those requirements and approval regulations that were valid at the time of vehicle manufacture →⚠.

If the vehicle will be used temporarily or for a brief period in another country, then read and observe the following information.

Safety standards and regulations

Some countries have special safety standards and regulations that differ from the vehicle configuration. Volkswagen recommends obtaining information about legal regulations from an authorized Volkswagen dealer or authorized Volkswagen Service Facility before driving in other countries.

Selling in other countries

If the vehicle is sold in another country or will be used for an extended period in another country, then the applicable legal regulations in that country must be observed.

Certain equipment may need to be installed or removed and functions may need to be deactivated. The scope and types of service may also be affected. This particularly applies if the vehicle is being operated for an extended period in a different climate region.

Functions of the Infotainment system

Due to the many different frequency bands around the world, the Infotainment system installed at the factory may not function in other countries.

Charging in other countries

Due to the various different legal regulations, you may only be able to charge with limited charging current at power outlets in other countries. The charging cable limits the charging current depending on the infrastructure used. If there are different settings, the lower value is used for charging *(→ Charging cable)*.

Due to the different technical standards, you may not be able to charge at charging stations in another country or only if you use a suitable charging cable. For more information contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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

Volkswagen is not responsible if the vehicle does not meet all of the applicable legal requirements in other countries and continents.

⚠ WARNING

At high altitudes, the air density is lower. Due to the reduced air density, engine power may be reduced and when in operation for extended periods at high altitudes, vehicle components may be damaged. Lower engine power can result in accidents, e.g. when overtaking, and may result in serious or fatal injuries.

- Before driving abroad, obtain information from a suitably qualified professional, particularly for altitudes above 3000 m (around 9843 ft) above sea level. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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Introduction

Depending on the vehicle equipment, the vehicle has driver assistance systems that increase driving convenience. These driver assistance systems use some sensors and cameras (hereafter referred to as the “sensor system”) that are only partially visible to you.

The sensors and cameras visually detect the vehicle's surroundings ultrasonically or by using radar waves.

Installed sensor systems

Depending on the vehicle equipment, the following sensor systems may be installed:

— Radar sensor in the front of the vehicle.

— Radar sensors in the rear of the vehicle.

— Camera behind the windshield.

— Thermal imaging camera in the front of the vehicle.

— Ultrasonic sensors in the front of the vehicle.

— Ultrasonic sensors in the rear of the vehicle.

You can find information on the relevant installation location in the vehicle overviews .

WARNING

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

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

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Limits of the sensor system

Limits of the radar sensor

Driver assistance systems that use radar sensors may not respond, may offer a delayed response or may respond in an unexpected way in the following situations:

— When driving in poor weather conditions, such as heavy rain, snow or heavy spray.

— When driving through construction zones, tunnels or toll stations.

— When driving on winding roads, for example, mountain roads

— In front of bumps or dips in the road

— When driving off-road

— When driving in parking ramps

— When driving on roads with embedded metal objects, such as railroad tracks

— When driving on gravel roads

— In complex driving situations, such as traffic islands.

— Following a violent impact affecting components within the range of the radar sensors, e.g. following a rear-end collision.

— If the radar sensors are obscured, dirty, misaligned or damaged.

Limits of the camera behind the windshield

Driver assistance systems that use the camera behind the windshield may not respond, may offer a delayed response or may respond in an unexpected way in the following situations:

— In front of bumps or dips in the road

— When driving in construction zones

— When driving off-road

— When driving in poor weather conditions, such as heavy rain, snow, fog or heavy spray and poor road conditions.

— In low-lying sun, darkness or if there is glare from oncoming vehicles.

— If the camera is not available due to long exposure to direct sunlight or high ambient temperatures.

— If the camera field of view is covered, dirty or damaged.

— If the camera is misaligned.

Limits of the thermal imaging camera

The thermal imaging camera in the front of the vehicle is used by Night Vision. The system limits of Night Vision apply *(→ Night Vision)*.

Delayed reaction

If the sensor system is exposed to environmental conditions that limit its function, the driver assistance systems may only be able to detect this with a delay. Therefore, the display that indicates that functions are impaired may be delayed when you first start driving or while driving.

Limits in certain driving situations

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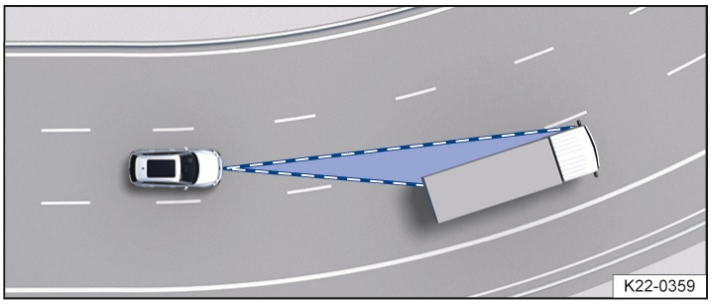


Fig. 1 Driving around curves.

The sensor system always measures straight ahead. Therefore, on tight curves, vehicles may be detected by mistake or vehicles driving ahead may not be detected.

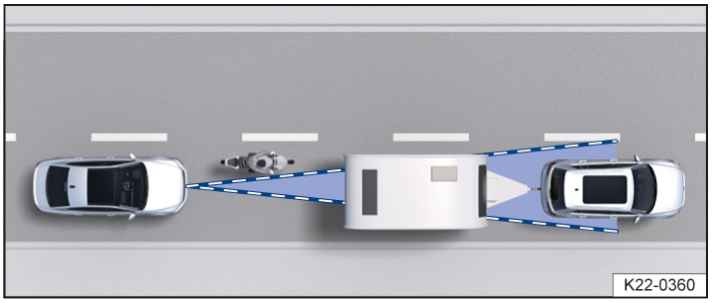


Fig. 2 Narrow vehicle.

Vehicles that are driving close to your vehicle but outside the sensor range, such as motorcycles, cannot be detected.

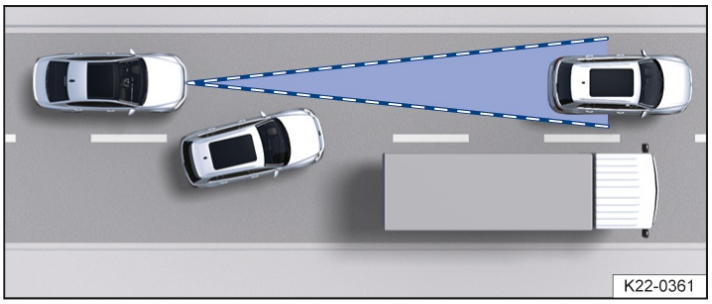


Fig. 3 Changing lanes.

Vehicles that change to your lane close in front of your vehicle cannot be detected. This also applies to vehicles with attachments exceeding the vehicle dimensions.

Specific system limitations

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

— Eco assist *(→ Eco assist)*.

— Adaptive Cruise Control (ACC) *(→ Adaptive Cruise Control (ACC))*.

— Predictive cruise control *(→ Predictive cruise control)*.

— Autonomous Emergency Braking (Front Assist) *(→ Autonomous Emergency Braking (Front Assist))*.

— Lane Assist *(→ Lane Keeping System (Lane Assist))*.

— Comfort drive Travel Assist *(→ Comfort drive Travel Assist)*.

— Emergency Assist *(→ Emergency Assist)*.

— Lane Change System (Side Assist) *(→ Lane Change System (Side Assist))*.

Introduction

The cruise control system helps to maintain a set speed.

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Speed range

The cruise control system is available at speeds above approximately 20 km/h(approximately 15 mph) when driving forward.

Driving with the Cruise Control System

You can override the stored speed at any time, for example, to pass another vehicle. The regulation function is paused while the vehicle accelerates and then resumes the stored speed.

Displays

If the cruise control system is switched on, the instrument cluster display indicates the saved speed and the status of the cruise control system.

 Cruise control system is switched on, speed regulation active.

 Cruise control system is switched on, speed regulation inactive.

If no speed is stored, the instrument cluster display shows--- instead of the speed.

Driving downhill

The vehicle cannot maintain the saved speed in all driving situations. Always be ready to apply the brakes.

1. Downshift before traveling downhill for extended periods.

   This will enable you to utilize the engine braking effect and reduce the load on the brakes.

WARNING

If it is not possible to drive safely with enough distance and a constant speed, using the cruise control system may cause accidents and serious injuries or even death.

- Always adapt your speed and distance to vehicles driving ahead based on the visual, weather, road, and traffic conditions. The driver is always responsible for the speed of the vehicle.
- Never use the cruise control system when visibility is poor, when there is not enough distance, or when roads are steep, winding, flooded, or slippery, for example from snow, ice, moisture, or gravel.
- Never use the cruise control system when driving off-road or on unpaved roads.

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Operating the cruise control system



Fig. 1 Left side of the multi-function steering wheel.

Switching on

1. Press the 0/I button on the left-hand side of the multi-function steering wheel.
2. Press the MODE button repeatedly until the cruise control system is selected.
3. Press the OK button on the right-hand side of the multi-function steering wheel or wait for a short time.

   No speed is saved. At this stage, the limiter will not yet start regulating your speed.

Starting the regulation function

1. Press the SET button while driving.

   The cruise control system saves and controls the current speed.

Setting the speed

You can adjust the saved speed while the cruise control system is regulating the speed:

+ 1 km/h (1 mph):
  Press the + button gently.

- 1 km/h (1 mph):
  Press the – button gently.

+ 10 km/h (5 mph):
  Press the + button firmly or swipe it from the bottom to the top. Pressing for the first time changes to the next-largest tens digit (km/h) or fives digit (mph).

- 10 km/h (5 mph):
  Press the – button firmly or swipe it from the top to the bottom. Pressing for the first time changes to the next-smallest tens digit (km/h) or fives digit (mph).

To change the stored speed continuously, press and hold the respective button.

Your vehicle will adjust its current speed by accelerating or braking.

Canceling the regulation function

1. Press the MODE button briefly

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1. Press the button briefly.

   Or: Press the brake pedal.

   The vehicle speed remains stored in the system.

Resuming the regulation function

1. Press the RES button.

   The cruise control system resumes and maintains the saved speed.

WARNING

There is the risk of an accident if you inadvertently resume at the saved speed or if the saved speed is too fast for the current road, traffic, or weather conditions. This may result in serious injury or even death.

- Check whether the saved speed is suitable for the current road, traffic, or weather conditions before you resume the cruise control system.
- Switch off the cruise control system if you do not require it.

Switching off

1. To end the control, press the button.
2. Press the button again.

   The cruise control system is switched off and the saved speed is deleted.

Troubleshooting

Cruise control system not available

Malfunction. The yellow indicator light turns on.

1. Switch off the cruise control system and seek assistance from an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The regulation function is canceled automatically

— The vehicle has exceeded the stored speed for an extended period.

— No gear is engaged for driving forward.

— Braking assistance systems, for example ASR or ESC, are active.

— The vehicle has been braked by Autonomous Emergency Braking(Front Assist).

— If the problem persists, switch off the cruise control system and seek assistance from an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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Introduction

The speed limiter helps you to ensure that you do not exceed a speed that you have previously saved.

Speed range

The speed limiter is available at speeds above approx. 30 km/h(approx. 20 mph) when driving forward.

Driving with the speed limiter

You can interrupt the limit set by the speed limiter at any time by fully depressing the accelerator pedal beyond the point of resistance. When you exceed the saved speed, the green indicator light will come on and a warning chime may sound. The vehicle speed remains stored in the system.

Once your driving speed falls below the saved speed, the speed limiter will automatically begin regulating your speed again.

Displays

If the speed limiter is switched on, the instrument cluster display shows the saved speed and the status of the speed limiter.

The following indicator lights may turn on depending on the driving situation:



Speed limiter switched on, regulation active.



Speed limiter switched on, regulation not active.

Driving downhill

The vehicle cannot maintain the saved speed in all driving situations. Always be ready to apply the brakes.

1. Downshift before traveling downhill for extended periods.

   This will enable you to utilize the engine braking effect and reduce the load on the brakes.

WARNING

Using the speed limiter in adverse weather conditions is dangerous and can result in accidents and serious or fatal injuries.

- Always adapt your speed to the visibility, weather, road and traffic conditions. The driver is always responsible for the speed of the vehicle.
- Do not drive at top speed unless necessary.
- Never use the speed limiter when driving on slippery surfaces, e.g. due to hydroplaning, snow, ice, leaves.
- To prevent unintended regulation, switch off the speed limiter if you do not need it.

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Operating the speed limiter



Fig. 1 Left side of the multi-function steering wheel.

Switching on

1. Press the 0/I button on the left-hand side of the multi-function steering wheel.
2. Press the MODE button repeatedly until the speed limiter is selected.
3. Press the OK button on the right-hand side of the multi-function steering wheel or wait for a short time.

   The speed limiter is switched on.

Starting the regulation function

1. Press the SET button while driving.

   Your current speed will be saved as the top speed.

Setting the speed

You can adjust the saved speed as follows:

+ 1 km/h (1 mph):
  Press the + button gently.

- 1 km/h (1 mph):
  Press the – button gently.

+ 10 km/h (5 mph):
  Press the + button firmly or swipe it from the bottom to the top. Pressing for the first time changes to the next-largest tens digit (km/h) or fives digit (mph).

- 10 km/h (5 mph):
  Press the – button firmly or swipe it from the top to the bottom. Pressing for the first time changes to the next-smallest tens digit (km/h) or fives digit (mph).

To change the stored speed continuously, press and hold the respective button.

Canceling the regulation function

1. Press the 0/I button.

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The vehicle speed remains stored in the system.

Resuming the regulation function

1. Press the RES button.

Switching off

1. To end the control, press the button.
2. Press the button again.

   This switches off the speed limiter and the saved speed is deleted.

Troubleshooting

Speed limiter not available

Malfunction or fault. The yellow indicator light turns on.

1. Deactivate the vehicle's drive system and activate it again.
2. If the problem persists, switch off the speed limiter and seek assistance from suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

For safety reasons the speed limiter will only switch off completely once you release the accelerator pedal or switch off the system manually.

The Adaptive Cruise Control cannot start

The driving mode selected prevents speed limiter regulation from starting.

1. Select a different driving mode and repeat the process.

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Eco assist

Eco Assist provides situation-related information to help the driver to drive in an anticipatory and energy-saving manner.

Eco Assist uses the navigation data from the Infotainment system and the sensors of the driver assistance systems. If you drive with route guidance, Eco Assist will take account of the route you have entered. If you drive without route guidance, the most likely route will be used.

Eco assist depends on the equipment and is not available in all countries.

Driving with Eco assist

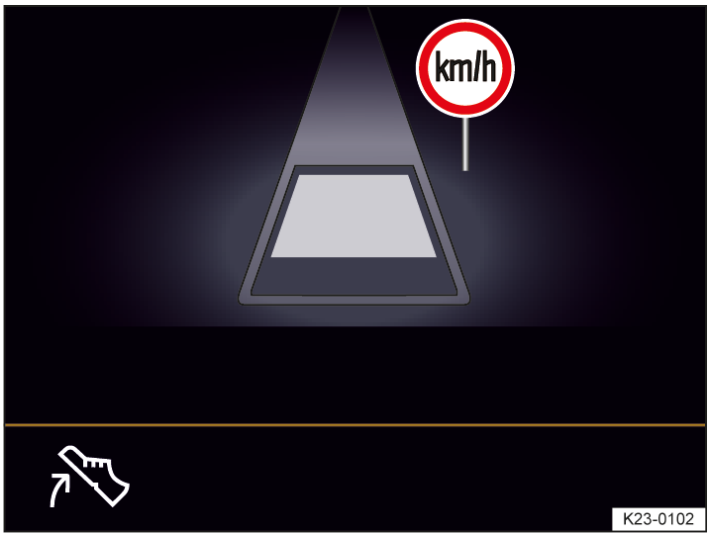


Fig. 1 In the instrument cluster display: Eco Assist display (general example).

If you are approaching a speed limit or a road layout that requires attention on the route, the symbol and information about the type of event are shown in the head-up display and in the instrument cluster display.

A bright progress bar displays the length of the coasting distance→ *fig. 1*.

As soon as you remove your foot from the accelerator pedal, the vehicle adjusts recuperation and speed. The vehicle considers the selected driving mode and the distance from the event here. In combination with selector lever position D, Eco Assist automatically sets the ideal energy recuperation level.

The available energy recuperation level depends on the battery charge level of the high-voltage battery.

If you do not press the accelerator pedal, Eco Assist will still assist with decelerating for a vehicle driving ahead without displaying a message. The system does not use the vehicle brake. If you drive downhill, the system also cannot brake the vehicle sufficiently in all driving situations.

You can override Eco Assist at any time by accelerating or braking.

Displays

The following symbols are displayed, depending on the driving situation:

Take your foot off the accelerator.

Vehicle driving ahead.

Intersection ahead.

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Highway exit ahead.

Roundabout ahead.

Left turn ahead.

Right turn ahead.

Incline ahead.

Speed limit ahead, example.

Switching on and off

You can switch Eco Assist on and off in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

Eco assist is automatically deactivated temporarily in the following cases:

— The Sport driving mode is activated.

— When driving with Adaptive Cruise Control (ACC).

— When driving with the cruise control system.

Depending on the situation and vehicle handling, there may still be displays from Eco assist.

If the reason for the deactivation is no longer applicable, Eco assist is reactivated if it is switched on in the Infotainment system.

WARNING

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

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Always adapt your speed and driving style to the visibility, weather, road and traffic conditions.
- Note that road signs and traffic rules always have priority over driving recommendations.

Introduction

Adaptive Cruise Control (ACC) maintains your selected speed. When the vehicle approaches a vehicle driving ahead, the ACC adjusts the speed automatically and maintains your set distance to the vehicle driving ahead.

Does this vehicle have ACC?

If you can select ACC using the MODE button on the left-hand side of the multi-function steering wheel, the vehicle has ACC.

Speed range

You can set a speed of between 20 km/h (15 mph) and 250 km/h (155 mph). The maximum speed that you can set may be lower, depending on the vehicle equipment and country.

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Driving with ACC

You can override the ACC

system at any time. The regulation function is canceled when you apply the brakes. When you accelerate, the regulation function is paused while accelerating and then resumed with the speed set.

If a trailer is hitched, ACC

is less dynamic.

Driver intervention request

If automatic deceleration by the ACC

is not sufficient or the system limits are reached, the ACC will prompt you – with a message in the instrument cluster – to also apply the brakes. The red warning light will also turn on and a warning tone will sound. Take over steering and be ready to brake.

WARNING

ACC

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

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Observe the system limitations *(→ Adaptive Cruise Control (ACC))*.
- Always adapt your speed and distance to vehicles driving ahead based on the visual, weather, road, and traffic conditions.
- Take over steering immediately if a driver intervention prompt appears in the instrument cluster display or the deceleration by ACC

  is not sufficient.
- Apply the brakes if the vehicle continues to roll unintentionally, e.g. after a driver intervention prompt.

Special driving situations

The functions described below depend on the vehicle equipment and are not available in all countries.

Predictive ACC

If the vehicle has a Dynamic Road Sign Display, ACC

can adjust the speed to recognized speed limits and adjust the route history .

Passing

If you activate the left turn signal (for left-hand drive vehicles, the right turn signal) to overtake, the ACC

will accelerate the vehicle and reduce the distance from the vehicle ahead. Your selected speed will not be exceeded during this.

If the ACC

does not detect a vehicle ahead after changing lanes, then the ACC will accelerate the vehicle up to the selected speed.

Stop-and-go traffic

ACC

can brake the vehicle and bring it to a standstill. ACC remains active, and the instrument cluster display shows ACC is ready for a few seconds.

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Vehicles with comfort drive Travel Assist: You can extend this time by continuing to hold the steering wheel.

As long as ACC

remains active, the vehicle will automatically move again once the vehicle driving ahead starts and if no obstacle has been detected.

Extend drive-readiness or reactivate:

1. Press the RES button.

   Or: Vehicles with comfort drive Travel Assist: Take hold of the steering wheel again.

Driving off when drive-readiness has ended and the vehicle driving ahead has already started moving:

1. Press the RES button.

   Or: Briefly press the accelerator pedal.

The ACC

does not stay active in the following scenarios:

— The stationary phase lasts several minutes.

— A vehicle door is opened.

— The ignition is switched off.

WARNING

If ACC is ready appears in the instrument cluster display and the vehicle driving ahead starts to move, your vehicle will start driving automatically. The vehicle may not be able to detect obstacles in the vehicle's path when this happens. This may cause accidents and serious injuries.

- Check the vehicle's path every time before you start driving and brake the vehicle if necessary.

Right-side passing restriction (left-hand drive vehicles: left-side passing restriction)

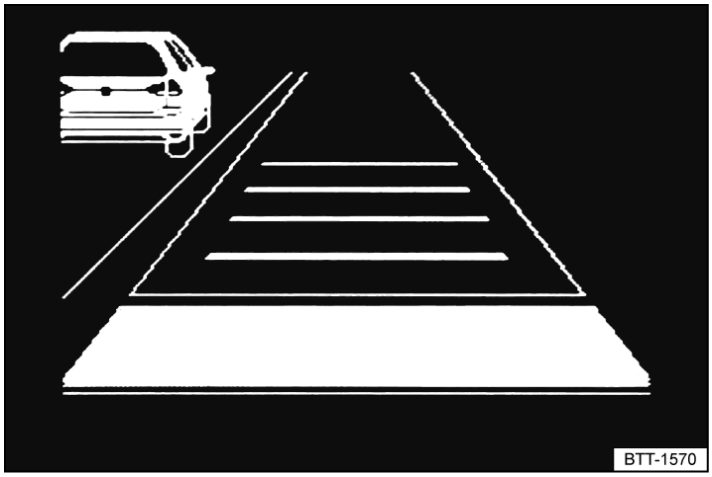


Fig. 1 In the instrument cluster display: slower vehicle detected in the left lane (general example).

Vehicles with right lane passing prevention: If the ACC

detects a slower vehicle in the left lane (for left-hand drive vehicles, in the right lane) the ACC will brake gently within the limits of the system and prevent you from overtaking illegally. The function is available from approx. 80 km/h (approx. 50 mph).

Vehicles without right-side passing restriction: Stop the regulation function when driving on roads with multiple lanes if vehicles are driving slowly in the passing lane.

ACC system limitations

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Limits of the sensor system

ACC

detects driving situations using the radar and ultrasonic sensors in the front of the vehicle and the camera behind the windshield. The radar sensor has a range of up to approx. 200 m (approx. 650 ft).

WARNING

If you use the ACC

in situations outside system limitations, accidents and serious injuries may result and legal regulations may be violated.

- Be aware of the limits of the sensor system *(→ Sensor system)* and stop the regulation function in the specified situations.

Unrecognizable objects

ACC

only detects vehicles that are moving in the same direction or are stationary. The following will not be detected:

— Pedestrians

— Animals

— Vehicles crossing the street or oncoming vehicles

— Other stationary obstacles

Stationary vehicles

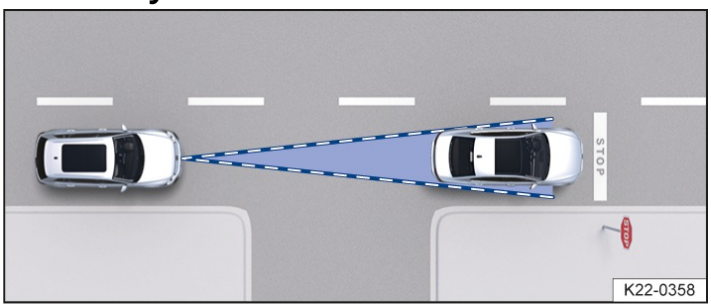


Fig. 1 Stationary vehicle.

The ACC

responds up to approx 60 km/h (approx. 37 mph) and only responds to stationary vehicles if a stationary vehicle is detected as such and the vehicle you are driving can be conveniently braked behind the stationary vehicle within the system limitations of ACC. ACC does not perform emergency braking → *fig. 1*.

The reaction to stationary vehicles depends on the vehicle equipment and is not available in all countries.

Switching ACC on and off

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Fig. 1 Left side of the multi-function steering wheel.

Switching on

1. Press the button on the left-hand side of the multi-function steering wheel.
2. Press the button repeatedly until ACC
   is selected.
3. Press the OK button on the right-hand side of the multi-function steering wheel or wait for a short time.
   ACC
   is switched on.

Starting the regulation function

1. Press the SET button while driving forward.
   ACC
   saves the current speed and maintains the set distance. If the current speed is outside the specified speed range, the ACC adjusts the minimum speed when driving too slowly or the maximum speed when driving too quickly.
   In addition, the anti-slip regulation (ASR
) is activated and ESC Sport is deactivated.

The following indicator lights may turn on depending on the driving situation:

ACC
is regulating – no vehicle ahead detected.

ACC
is regulating – vehicle ahead detected.

If the ACC
is not functioning, the gray indicator lights come on.

Canceling the regulation function

1. Press the button briefly.
   Or: Press the brake pedal.

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If the respective indicator light for the driving situation lights up gray, the speed and distance are saved.

If the anti-slip regulation (ASR

) is deactivated or ESC Sport is activated, the regulation function will be canceled automatically.

Resuming the regulation function

1. Press the RES button.

   ACC

   assumes the last set speed and the last set distance. The instrument cluster display shows the set speed, and indicator lights turn on corresponding to the driving situation.

Switching off

1. Press and hold the button.

   The set speed is deleted.

Adjusting the ACC settings

Setting the distance

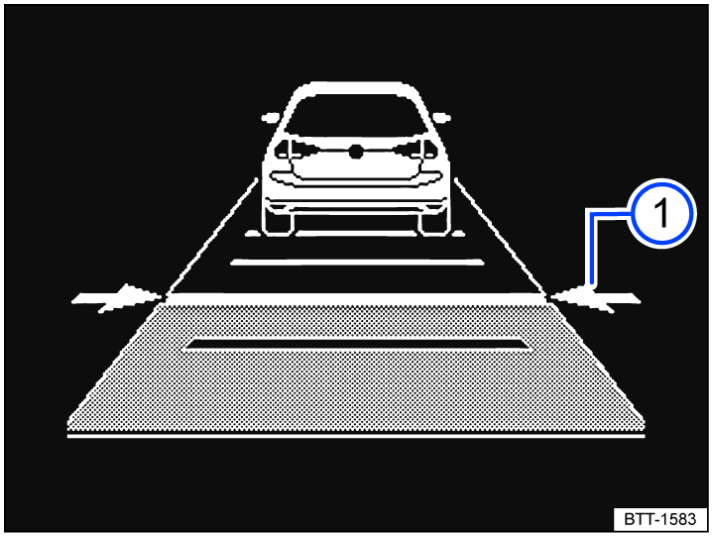


Fig. 1 In the instrument cluster display: set distance during control (general example).

You can set the distance at five levels from very short to very long:

1. Press the button.
2. Press the + button or − button, or swipe vertically over the button area from to + or −.

   Or: Press the button repeatedly until the preferred distance is set.

   The instrument cluster display shows the selected level → *fig. 1* (1). Heed the country-specific regulations for minimum distance.

The regulation function always starts with the distance that was set at the end of the journey.

If ACC

is not regulating, the set distance and the vehicle will not be highlighted on the instrument cluster display.

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Setting the speed

You can adjust the stored speed within the specified speed range using the buttons on the multi-function steering wheel as follows:

+ 1 km/h (1 mph):
  Press the ⊕ button gently.

- 1 km/h (1 mph):
  Press the ⊖ button gently.

+ 10 km/h (5 mph):
  Press the ⊕ button firmly or swipe it from the bottom to the top. Pressing for the first time changes to the next-largest tens digit (km/h) or fives digit (mph).

- 10 km/h (5 mph):
  Press the ⊖ button firmly or swipe it from the top to the bottom. Pressing for the first time changes to the next-smallest tens digit (km/h) or fives digit (mph).

To change the stored speed continuously, press and hold the respective button.

⚠ WARNING

ACC
cannot detect all driving situations correctly. If the vehicle is less than the minimum distance from the vehicle ahead and the difference in speed between the vehicle ahead and your own vehicle is so great that the speed deceleration from the ACC is not sufficient, there is a risk of a rear end collision. This may result in serious injury or even death.

- Always be ready to apply the brakes yourself.
- To override the speed and distance control, press the accelerator pedal. In this case, ACC will not brake automatically.
- Heed the country-specific regulations regarding minimum distance.
- Always set a longer distance when there is rain, snow, or poor visibility.

Adjusting the regulation function system settings

You can influence how dynamically ACC takes control:

— Vehicles with Driving Mode Selection: Select the desired driving mode.

Some settings can be saved in the driver personalization user profiles and change automatically when profiles are switched.

Troubleshooting

ACC not available

The yellow indicator light turns on. In addition, a message is shown in the instrument cluster display.

— The radar sensor is dirty. Clean the radar sensor *(→ Vehicle care)*.

— The visibility of the radar sensor is limited due to weather conditions, such as snow, or from soap residue or coatings. Clean the radar sensor *(→ Vehicle care)*.

— Radar sensor visibility is limited by attachments, decorative frames on license plate holders, or stickers. Clear the area around the radar sensor *(→ Accessories and replacement parts)*.

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

— Malfunction or fault. Deactivate the vehicle's drive system and activate it again.

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— Painting work was carried out on or structural modifications were made to the front of the vehicle *(→ Repairs and technical modifications)*.
— The original Volkswagen emblem is not used. Volkswagen recommends the use of Volkswagen original parts or Volkswagen original accessories, which you can acquire from an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
— If the problem persists, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

ACC is not functioning as expected

— The radar sensor is dirty. Clean the radar sensor *(→ Vehicle care)*.
— The ultrasonic sensors are dirty, obscured or damaged. Clean the ultrasonic sensors *(→ Vehicle care)*.

  Clear the area around the ultrasonic sensors and check if there is noticeable damage *(→ Accessories and replacement parts)*.
— The system limitations are not adhered to *(→ Adaptive Cruise Control (ACC))*.
— The brakes are overheating, and the regulation function has been automatically canceled. Let the brakes cool down and check the function again.
— If the problem persists, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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

The Adaptive Cruise Control cannot start

Make sure the following requirements are met:

— Vehicles with an automatic transmission: A gear is engaged for driving forward.
— The brake lights on the vehicle are functioning.
— The brake lights on the electronically connected trailer are functioning.
— ESC

  is not regulating.
— If you wish to start the regulation function before you drive off, press the brake pedal. If not, do not press the brake pedal.

Unusual noises during automatic braking

This is normal and not a cause for concern.

Introduction

Predictive cruise control adapts the vehicle's speed to known speed limits and to the road layout ahead(e.g. bends, intersections and roundabouts).

Predictive cruise control is an extension ofACC

and uses the Dynamic Road Sign Display system and the navigation data from the Infotainment system.
Predictive cruise control depends on the vehicle equipment and is not available in all countries.

WARNING

Predictive cruise control is not a replacement for the driver's attention and works only within the system limitations. Predictive cruise control cannot detect all enforced maximum speed limits and may not react, or may react with a

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delay, or may react in a way that is not desired. If you are careless, there is a risk of accidents, serious injuries and death.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for the stored speed of the vehicle.
- Observe the system limitations *(→ Predictive cruise control)*.
- Always adapt your speed to the visibility, weather, road and traffic conditions.
- Keep the navigation data up to date.
- Always observe the maximum permissible speed.
- Note that the speeds regulated by the system do not necessarily conform to your driving style.

Also observe the system limitations of and information on ACC

.

The system will also use navigation data if the vehicle does not have a navigation system. Keep the navigation data up to date *(→ Navigation)*. Please contact suitably qualified professionals if you have any questions. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

System Limitations of Predictive Cruise Control

Beside the system limitations of the Dynamic Road Sign Display system and the system limitations of theACC

, predictive cruise control also has the following additional, system-based limitations:

— Predictive cruise control only detects road signs that display a speed limit. In particular, predictive cruise control does not detect priority rules or traffic lights.

— Road signs that display a speed limit indirectly, such as city limit signs, are only detected on the basis of the navigation data.

— Road signs with additional signs that, for example, show time limits are only taken into consideration if they are included in the navigation data and detected by the Dynamic Road Sign Display system.

— The predictive cruise control function is not available on roads that are either not included or not mapped with complete accuracy in the navigation data.

— If a speed limit is announced on the basis of the navigation data but not detected by the Dynamic Road Sign Display, the announced speed is reset to the speed last saved.

— Predictive cruise control cannot take over speeds below the minimum speed *(→ Adaptive Cruise Control (ACC))*.

— The predictive cruise control may not detect a turning request, for example in the following situations:

  — A dashed lane marking was detected on the side in the direction in which you activated the turn signal.

  — You did not operate the turn signal for long enough.

Functional limitations

In the following situations, the predictive cruise control may not change the speed, may change it with a delay or in a way that is not desired:

— Dynamic Road Sign Display is malfunctioning. No speed limit is displayed in the instrument cluster display.

— Road signs are not being detected or are not being detected correctly.

— The navigation data are out of date.

— You are driving without route guidance.

— You deviate from the route calculated by the navigation system.

— The position of the vehicle cannot be determined correctly due to inaccurate GPS data.

— A turning request was not or was incorrectly detected as such.

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Activating the predictive cruise control

Depending on the vehicle equipment, you can set the events to which the vehicle should respond:

— Response to road layout.

— Response to permissible speed.

In the Infotainment system:

1. Open the vehicle settings *(→ Vehicle settings menu)*.
2. Open the driver assistance.
3. Configure the desired setting.

If you have activated at least one event, predictive cruise control will be automatically switched on as well when ACC is switched on.

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Driving with Route Guidance

If you drive with route guidance, predictive cruise control will adjust the speed to the route you have entered in the system.

Driving without Route Guidance

If you drive without route guidance, predictive cruise control will adjust the speed to the most likely route.

Displaying Turning Request

If you activate the turn signal to indicate a turning request, the predictive cruise control may slow the vehicle at the next turn-off option – irrespective of whether you are driving with or without route guidance.

Displays

As soon as the system detects a speed limit or is going to reduce your speed due to the road layout, a notification appears in the instrument cluster display. This message shows the reason and the speed to which the vehicle will adjust.

Adjustment due to a speed restriction.

Adjustment due to a speed restriction being lifted.

Adjustment due to a roundabout.

Adjustment due to an intersection.

Adjustment due to a left-hand bend.

Adjustment due to a right-hand bend.

If the speed is adjusted due to a speed limit, the detected speed will be saved as a new desired speed. If the speed is adjusted due to the road layout, the vehicle will accelerate to the previously saved preferred speed afterwards.

Cornering speed notifications depend on the driving mode .

To cancel speed adjustment

If you do not wish to adopt the speed shown in the notification, you can cancel the speed adjustment:

— Press the RES button.

The most recently saved speed is used again.

— Press the SET button.

The current speed is assumed.

— Press the button.

The regulation function is paused.

Prepone the speed adjustment

As soon as a higher speed than the currently saved speed is shown in the instrument cluster display, you can prepone

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the speed adjustment:

1. To adopt the speed shown in the notification, press the ⊕ button or swipe the button from the bottom to the top.
2. To prefer speed adjustment press the ⊕ button again or swipe the button from the bottom to the top.

   The vehicle will accelerate to the detected speed.

Adjusting the speed shown

The speed shown can only be adjusted when controlled due to speed restrictions.

+ 1 km/h (1 mph):
  Press the ⊕ button gently.

- 1 km/h (1 mph):
  Press the ⊖ button gently.

+ 10 km/h (5 mph):
  Press the ⊕ button firmly or swipe it from the bottom to the top. Pressing for the first time changes to the next-largest tens digit (km/h) or fives digit (mph).

- 10 km/h (5 mph):
  Press the ⊖ button firmly or swipe it from the top to the bottom. Pressing for the first time changes to the next-smallest tens digit (km/h) or fives digit (mph).

If you adjust the speed shown in the notification too far, the predictive cruise control will be canceled.

If a speed limit is detected, the predictive cruise control system will adjust the saved speed, even if the ACC
is deactivated. However, it does not take control.

If a speed limit on a highway is lifted, the recommended speed will automatically be saved as the preferred speed. However, if a higher speed than the recommended speed was previously saved on a highway with no speed limit, this saved speed will be applied instead of the recommended speed.

Troubleshooting

A notification shows that the predictive speed limit control is currently unavailable or is not available in your country

1. If the message is displayed over a longer period and predictive cruise control is available in your country, seek assistance from suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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

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Introduction

Front Assist can recognize impending forward collisions and warn the driver. In addition, the system can provide support when braking and initiate an automatic braking maneuver.

The Front Assist system can help to avoid accidents but cannot replace the driver's attention.

Front Assist works solely within the system limitations. Warning times vary depending on the Traffic Situation and the driving behavior.

Range of functions

Front Assist includes the following additional functions, depending on the vehicle equipment and the country:

— Pedestrian Monitoring.

— Cyclist Monitoring.

— Emergency steering support.

— Oncoming vehicle braking when turning.

The functions named are automatically active if Front Assist is switched on.

Recognizable objects

Autonomous Emergency Braking (Front Assist) can recognize the following objects, depending on the vehicle equipment and the country:

— Vehicles.

— Bikes.

— Pedestrians.

Driving with Front Assist

You can cancel automatic braking interventions by moving the steering wheel or pressing the accelerator pedal.

You can override automatic steering interventions by countersteering.

Automatic braking

Front Assist can brake the vehicle to a stop. The vehicle will not be held at a stop after that. Press the brake pedal.

The brake pedal feels more firm during an automatic braking maneuver.

⚠ WARNING

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

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Observe the system limitations *(→ Autonomous Emergency Braking (Front Assist))*.
- Always adapt your speed and distance to vehicles driving ahead based on the visual, weather, road, and traffic conditions.
- Consider interrupting automatic Autonomous Emergency Braking(Front Assist) interventions if necessary.
- When Front Assist warns you, brake the vehicle immediately or maneuver around the obstacle, depending on the driving situation.
- If you are unsure which functions are included with your vehicle depending on the vehicle equipment and country,

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consult suitably qualified professionals before starting your journey. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Warning levels and braking support

Speed ranges

Front Assist assists in these maximum speed ranges:

— Response to vehicles: Approx. 5 km/h (approx. 3 mph) to approx. 250 km/h (approx. 155 mph).

— Response to bikes: Approx. 5 km/h (approx. 3 mph) to approx. 250 km/h (approx. 155 mph); of which cyclists from approx. 5 km/h (approx. 3 mph) to approx. 85 km/h (approx. 53 mph).

— Response to pedestrians: Approx. 5 km/h (approx. 3 mph) to approx. 85 km/h (approx. 53 mph).

The support system can involve an advance warning, an immediate warning, automatic braking or braking support. A distance warning may also be displayed.

Influencing factors

Whether and in which speed range Autonomous Emergency Braking(Front Assist) reacts to the named objects is dependent on the following factors:

— Type of object.

— Movement direction of the object.

— Speed of the object.

— Speed of the vehicle.

The work area can therefore be limited if the vehicle approaches an object very quickly and thus has little time to react.

Furthermore, not all warning levels are passed through in all situations. Depending on the speed, there may not be, for example, an advance warning or immediate warning, but rather an automatic braking maneuver that occurs straight away, so as to best protect the detected object.

Distance warning



Front Assist detects if there is a safety hazard from following the vehicle ahead too closely.

The indicator light turns on. Increase the distance.

Advance warning



Front Assist detects a possible collision and prepares the vehicle for possible emergency braking.

A warning tone sounds and the warning light turns on. Apply the brakes or maneuver to avoid the collision.

Immediate warning

If you do not respond to the advance warning, the brakes may be applied briefly to indicate the increasing risk of a collision. Apply the brakes or maneuver to avoid the collision.

Automatic braking

Autonomous Emergency Braking (Front Assist) can brake the vehicle automatically in several stages of increasing braking force. Reducing the vehicle speed may help to reduce the damage resulting from a collision.

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Braking support

If the system detects that you are not braking enough before an impending collision, Front Assist can increase the braking force and thus help to reduce the risk of a collision. The braking support is only active as long as you are firmly pressing the brake pedal.

Front Assist system limitations

Limits of the sensor system

Front Assist detects driving situations using a radar sensor in the front of the vehicle and the camera behind the windshield.

Note the limitations of the sensor system *(→ Sensor system)*. Always be attentive and intervene yourself if necessary!

After starting the vehicle

Autonomous Emergency Braking (Front Assist) is not available or has limited availability for approximately 20 seconds after the vehicle starts. During this time, the indicator light in the instrument cluster display comes on.

Unrecognizable objects

Autonomous Emergency Braking (Front Assist) may not react or may react with a delay to the following objects:

— Oncoming vehicles.

— Oncoming pedestrians; generally no reaction to people without Pedestrian Monitoring.

— Oncoming cyclists; also no reaction to stationary cyclists or cyclists crossing the road without Cyclist Monitoring.

— Pedestrians and cyclists who are not detected as such, for example because they are fully or partially hidden.

— Animals

Functional limitations

In addition to the situations specified in the sensor system limitations, Front Assist may not react, may react with a delay, or may react in a way that is not desired in the following situations, among others:

— When driving in reverse

— Driving with a trailer.

— When ESC is operational, switched off, or is malfunctioning.

— When ESC Sport (depending on the vehicle's equipment) is switched on *(→ Braking assistance systems)*.

— When Hill Descent Control is operational.

— If multiple brake lights on the vehicle are malfunctioning.

— If the vehicle is accelerating very quickly or the accelerator pedal is pressed all the way down

— In unclear traffic situations, for example if vehicles driving ahead are braking quickly or are turning

— When entering or exiting a tunnel.

— If Front Assist is malfunctioning

Switching off Front Assist

Depending on the system, Front Assist may not be suitable in the following situations and must be switched off if

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they occur →⚠:

— If the vehicle is not being driven on public roads, for example during off-road driving or on a racetrack.

— If the vehicle is being towed or transported

— If add-ons cover the radar sensor or camera.

— If the camera or radar sensor is malfunctioning.

— Following a violent impact affecting components within the range of the radar sensor, e.g. following a rear-end collision.

— If the windshield is damaged in the camera field of view.

— If there are multiple unwanted activations

⚠ WARNING

Using Front Assist in these situations may result in accidents and serious or fatal injuries.

- Switch off Front Assist in the specified situations.

Swerve support

The swerve support can help to steer the vehicle around an obstacle in a critical driving situation.

If you steer to swerve around an obstacle after an urgent warning, the swerve support can help. Swerve support slows individual wheels and helps you by making a corrective steering intervention while you are steering.

Speed range

The swerve support is available in a speed range from approx. 50 km/h (approx. 35 mph) to a maximum of approx. 150 km/h (approx. 90 mph).

Limits

The swerve support does not react to people, vehicles crossing the street, and objects that are not detected as a vehicle. Also observe the system limitations of Front Assist *(→ Autonomous Emergency Braking (Front Assist))*.

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Oncoming vehicle braking when turning

Oncoming vehicle braking when turning can prevent the vehicle from colliding with an oncoming vehicle when turning.

If there is a danger that the vehicle can collide with an oncoming vehicle in an adjacent lane when turning, the oncoming vehicle braking when turning function brakes your vehicle. This enables you to keep the vehicle in its lane and to avoid a collision.

Speed range

The oncoming vehicle braking when turning function is available up to approx. 10 km/h (approx. 6 mph).

Limits

The oncoming vehicle braking when turning function is only available when you start-up the vehicle and activate the turn signal after a standstill. The oncoming vehicle braking when turning function does not react to people, vehicles crossing the street, and objects that are not detected as a vehicle. Also observe the system limitations of Front Assist *(→ Autonomous Emergency Braking (Front Assist))*.

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Using Front Assist

When you switch on the ignition, Front Assist with all of its equipment- and country-dependent functions is automatically switched on.

However, Front Assist is not available or its availability is restricted while the indicator light is turned on.

Volkswagen recommends always leaving Front Assist and all of its equipment- and country-dependent functions switched on. Exceptions *(→ Autonomous Emergency Braking (Front Assist))*.

Switching on and off

If the vehicle is stationary, you can manually switch Autonomous Emergency Braking(Front Assist) on and off. You can also view the switched on condition.

In the instrument cluster display:

1. Press the button on the turn signal and high beam lever.
2. Switch Autonomous Emergency Braking on or off.

In the Infotainment system:

1. Open the vehicle settings *(→ Vehicle settings menu)*.
2. Switch Autonomous Emergency Braking on or off in the corresponding submenu.

If you switch off Front Assist, all of its equipment- and country-dependent functions are also switched off. The yellow indicator light turns on in the instrument cluster display.

Settings

If Front Assist is switched on, you can make the following settings in the vehicle settings of the Infotainment system *(→ Vehicle settings menu)*:

— Switch on and off distance warning.

— Switch on and off swerve support.

— Switching on and off oncoming vehicle braking when turning.

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Front Assist starts

The yellow indicator light turns on.

— Autonomous Emergency Braking (Front Assist) is temporarily not available or has limited availability. After a short period, the indicator light goes out and Autonomous Emergency Braking (Front Assist) is available.

Front Assist has limited availability or is not available

The yellow indicator light turns on. In addition, a message is shown in the instrument cluster display.

— The radar sensor or camera field of view is dirty. Clean the radar sensor and windshield *(→ Vehicle care)*.

— The visibility of the radar sensor or camera is limited due to weather conditions, such as snow, or from soap residue or coatings. Clean the radar sensor and windshield *(→ Vehicle care)*.

— Radar sensor visibility is limited by attachments, decorative frames on license plate holders, or stickers. Clear the area around the radar sensor *(→ Accessories and replacement parts)*.

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

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

— The camera was automatically deactivated due to a high ambient temperature or long exposure to direct sunlight. Front Assist will be available once the camera is available again.

— Painting work was carried out on or structural modifications were made to the front of the vehicle *(→ Repairs and technical modifications)*.

— The original Volkswagen emblem is not used. Volkswagen recommends the use of Volkswagen original parts or Volkswagen original accessories, which you can acquire from an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

— If the problem persists, turn off Autonomous Emergency Braking and contact suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Front Assist is not functioning as expected or has been triggered multiple times unnecessarily

— The radar sensor or camera field of view is dirty. Clean the radar sensor and windshield *(→ Vehicle care)*.

— The system limitations are not adhered to *(→ Autonomous Emergency Braking (Front Assist))*.

— Low-lying sun or darkness.

— If the problem persists, turn off Autonomous Emergency Braking and contact suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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Introduction

Night Vision can recognize pedestrians, cyclists and large animals which are in front of the vehicle when it is dark and warn the driver of an impending collision.

Night Vision is not available in all countries.

Thermal imaging camera

Night Vision detects driving situations within a range of around 10 m(around 33 feet) to approximately 130 m (around 426 feet), with a thermal imaging camera in the front of the vehicle.

When is the driver warned?

The Night Vision camera warns when an object has been recognized within a defined warning area. Additionally, the driver is warned if an object could come into the warning area, based on its movement direction (only for persons).

The size of the warning area depends on the following factors:

— Current speed.

— Drowsiness Monitor data.

— Type of object (person or animal).

Objects which are recognized but are outside of the warning area are highlighted in yellow on the thermal image.

How is the driver warned?



Fig. 1 In the instrument cluster display: Person recognized in warning area (general example).

If the thermal image is displayed in the instrument cluster, an impending collision warning is as follows:

— The recognized object is highlighted red in the thermal image→ *fig. 1*.

If the thermal image is not displayed in the instrument cluster, an impending collision warning is as follows:

Speed slower than approximately 50 km/h (approximately 30 mph): The thermal image is not displayed. The red warning lamp turns on in the instrument cluster.

Speed faster than approximately 50 km/h (approximately 30 mph): The thermal image is displayed. The recognized object is highlighted red in the thermal image → *fig. 1*.

In these cases, there is also an additional warning:

— The red warning lamp in the head-up display switches on(depending on the vehicle equipment).

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— A warning chime sounds.

— The vehicle is prepared for braking but it does not slow down independently.

— Vehicles with Matrix LED headlights: If the vehicle is traveling at more than approximately 60 km/h (approximately 37 mph) in a rural area and there is an impending collision with a person, the marker light is activated. This means a headlight segment flashes in the direction of the person.

WARNING

Night Vision is not a replacement for the driver's attention and works only within the system limitations. Night Vision cannot detect all situations and objects and may warn with a delay, may not warn at all or may warn in a way that is not desired. In addition, Night Vision cannot prevent accidents automatically. If you are careless, there is a risk of accidents, serious injuries and death.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Observe the system limitations *(→ Night Vision)*.
- Always adapt your speed to the visibility, weather, road and traffic conditions.
- When the Night Vision warns you, brake the vehicle immediately or maneuver around the object, depending on the traffic situation.

Night Vision System limitations

The Night Vision has physical and system limitations. Always be attentive and intervene yourself if necessary!

Unrecognizable objects

Among other objects, Night Vision cannot detect the following:

— Vehicles.

— Persons with a stooped posture.

— Persons who are partially or completely obscured.

— Small animals.

Functional limitation

Night Vision may not react, may react with a delay, or may react in a way that is not desired in the following situations:

— The temperature difference between the object and its environment is too small. For this reason, warning functions are only active to around +82 °F (+28 °C).

— People or animals are too short a distance (less than around 10 m (33 ft)) in front of the vehicle.

— The infrared camera is incorrectly adjusted due to a faulty headlight range control.

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Switching on Night Vision

When you switch on the ignition the Night Vision switches on automatically. The warning function is automatically active if the following conditions are also met simultaneously:

— It is dark.

— The light switch is in the AUTO or position.

— The outside temperature is a maximum of approximately +28 °C(+82 °F).

Deactivating warning functions

You can deactivate both the warning functions and the pre-warning by Autonomous Emergency Braking(Front Assist):

1. Deactivate the pre-warning in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*. The yellow indicator light turns on in the instrument cluster display .

If you engage reverse gear or are driving slower than approximately 10 km/h(6 mph), the warning functions are automatically deactivated.

Volkswagen recommends always leaving the automatic warning functions activated.

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Adjusting the Night Vision settings

Displaying the Thermal Image

You can manually display the thermal image on the instrument cluster, even in daylight. If you do this, the warning functions will remain deactivated. The yellow indicator light turns on in the instrument cluster display.

1. Press and hold the or button on the multifunction steering wheel until the thermal image is displayed.

Adjusting the thermal image settings

You can adjust the thermal image's brightness and contrast as follows:

1. Display the thermal image.
2. Press the or button on the multi-function steering wheel.

Some settings can be saved in the driver personalization user profiles and change automatically when profiles are switched.

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Night Vision malfunction

— The infrared camera is dirty. Operate the automatic wiper and washer on the windshield wiper lever *(→ Windshield wipers)*. Fill with washer fluid is necessary *(→ Washer fluid)*.

— The visibility of the infrared camera is impaired due to weather conditions, such as snow. The infrared camera heater is malfunctioning. Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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

— The visibility of the infrared camera is impaired by an add-on part or label. Clear the area around the radiator grille *(→ Accessories and replacement parts)*.

— The headlight range control is malfunctioning. Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

— Structural modifications were made to the front of the vehicle *(→ Repairs and technical modifications)*.

— If the problem persists, switch off Night Vision and seek assistance from suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Warning functions deactivated

The yellow indicator light turns on. The warning functions are deactivated together with the advance warning of Autonomous Emergency Braking (Front Assist).

1. Reactivate the advance warning if needed in the vehicle settings of the Infotainment system *(→ Vehicle settings menu)*.

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Introduction

Lane Assist helps the driver to stay in a lane, within the system limitations. This function is not suitable for, and not designed for, autonomously keeping your vehicle in a lane.

If the system detects that the vehicle is coming too close to a lane marker, Lane Assist warns the driver with corrective steering. The driver can override the corrective steering at any time.

Speed range

Lane Assist is ready to take control(active system status) when a lane marking is detected within the system limits between approx. 65 km/h (approx. 40 mph) and approx. 255 km/h (approx. 160 mph).

⚠ WARNING

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

- Always stay attentive and do not rely solely on the system. The driver is always responsible for keeping the vehicle within the lane.
- Observe the system limitations *(→ Lane Keeping System (Lane Assist))*.
- Always adapt your speed and distance to vehicles driving ahead based on the visual, weather, road, and traffic conditions.
- Always keep your hands on the steering wheel so that you are prepared to steer at any time.
- Override immediately by steering if the system intervenes when it should not.
- Pay attention to indicators in the instrument cluster display and respond to the prompts accordingly when the traffic situation allows.

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Lane Assist system limitations

Limits of the sensor system

Lane Assist detects lane markings with the camera behind the windshield.

Observe the limits of the camera *(→ Sensor system)*. Always be attentive and intervene yourself if necessary!

Lane markings not detected or not correctly recognized

Lane Assist does not correctly detect all lane markings. If lane markings are not detected or if markings are incorrectly detected as lane markings, Lane Assist may fail to intervene when it should or may intervene when not desired. In addition to the situations specified in the camera limitations, this may also occur in the following situations, among others:

— If lane markings are not present.

— When the driving style is very dynamic.

— When not on highways or well-developed roads.

— On poor road surfaces, road structures or objects.

— In the event of reflections or dazzling effects.

Always be attentive and intervene yourself if necessary by overriding unwanted interventions by the system immediately. Temporarily switch off Lane Assist if required.

Lane Assist not ready to take control

Lane Assist is not ready to take control(system status inactive) under the following conditions:

— The Electronic Stability Control (ESC) is switched off or ESC Sport is active.

— The vehicle speed is below approx. 60 km/h(approx. 35 mph) or above approx. 255 km/h (approx. 160 mph).

— Lane Assist has not detected a lane marking.

— If lanes and curves are too narrow.

— Temporarily, when the driving style is very dynamic.

— When the driver oversteers during a system intervention.

— During an intervention by Autonomous Emergency Braking(Front Assist).

Lane Assist is also not ready to take control when the turn signals are switched on in the direction of the intended lane change.

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Switching on and off

Depending on the country, Lane Assist always switches on after switching on the ignition. In this case, the Infotainment system automatically displays an overview of individual systems and functions in the entry menu *(→ Entry menu)*. If necessary, you can deactivate Lane Assist directly.

In the instrument cluster display:

1. Press the button on the turn signal and high beam lever.
2. Switch Lane Assist on or off.

In the Infotainment system:

1. Open the vehicle settings.
2. Switch Lane Assist on or off in the corresponding submenu.

Depending on the country, if you switch off Lane Assist, the yellow indicator light will come on in the instrument cluster.

If there is a system malfunction, Lane Assist may turn off automatically.

Displays

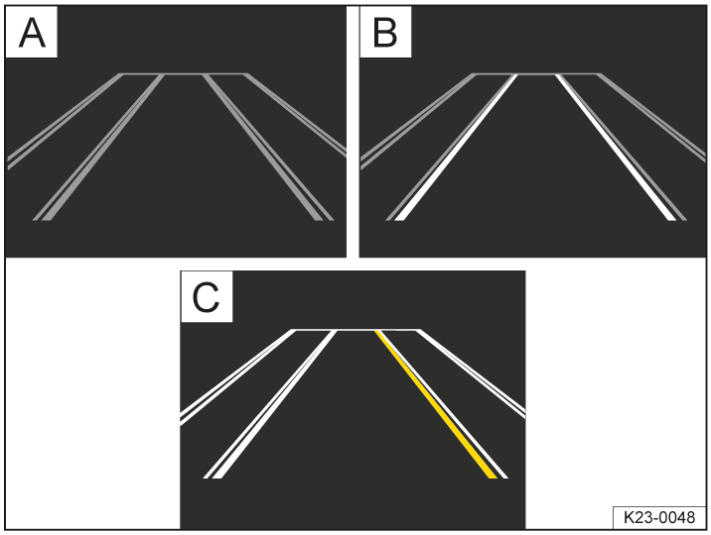


Fig. 1 In the instrument cluster display: Lane Assist displays.

A The system is not ready to monitor on the indicated side.

B Lane marking detected. The system is ready to monitor on the indicated side.

C Lane marking detected. System taking assistive action on the side shown(yellow line).

Depending on the driving situation, one of the following indicator lights will light up in the instrument cluster:

System switched on, inactive and not ready to take control.

System active and ready to take control on at least one side.

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System taking action on the side shown(corrective steering intervention).

If Travel Assist is actively controlling, there will not be any steering intervention and no Lane Assist display.

Driver intervention request

If there is no steering activity, an indicator in the instrument cluster display will be displayed and audible warnings will sound.

If you do not respond to this, Emergency Assist will be activated, depending on the vehicle equipment.

If a corrective steering intervention is performed for an extended period, an indicator will be displayed in the instrument cluster display and audible warnings will also be sound regardless of the steering activity.

Steering wheel vibration

You can select the Steering wheel vibration option in the Infotainment system vehicle settings. If you select this option, the steering wheel will vibrate if Lane Assist is active and you drift onto a road lane marking that the system has detected.

Troubleshooting

Lane Assist not available

The yellow indicator light turns on. In addition, a message is shown in the instrument cluster display.

— The camera field of view is dirty. Clean the windshield *(→ Vehicle care)*.

— The camera's view is limited due to weather conditions, such as snow, or from soap residue or coatings. Clean the windshield *(→ Vehicle care)*.

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

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

— The camera was automatically deactivated due to a high ambient temperature or long exposure to direct sunlight. Lane Assist will be available once the camera is available again. Deactivate the vehicle’s drive system and activate it again.

— Malfunction or fault. Deactivate the vehicle’s drive system and activate it again.

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

It can take a few seconds once the ignition has been switched on for a system fault to be recognized.

If Lane Assist is not available, Emergency Assist is not available either.

If Lane Assist is not available, Travel Assist is not available either.

The system is functioning differently than expected

1. Do not mount any objects on the steering wheel.

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Introduction

Thanks to the comfort drive Travel Assist, within the system limitations, the vehicle can maintain a distance, which has been preselected by the driver, to the vehicle in front and hold the preferred position within the lane (adaptive lane guidance).

Does this vehicle have Travel Assist?

If you can select Travel Assist using the MODE button on the left-hand side of the multi-function steering wheel, the vehicle has Travel Assist.

Speed range

You can set a speed of between 20 km/h (15 mph) and 250 km/h (155 mph). This speed range may vary depending on the country.

Travel Assist system limitations

Travel Assist detects driving situations using the same sensor technology as the Adaptive Cruise Control (ACC) and Lane Keeping System (Lane Assist).

Note the system limitations and information regarding ACC and Lane Assist. Always pay attention and intervene yourself if necessary!

Driving with Travel Assist

Travel Assist automatically regulates the speed and steers the vehicle. Within the system limitations, Travel Assist can also bring the vehicle to a halt behind a stopping vehicle and drive on again.

You can override the Travel Assist regulation function at any time.

Displays

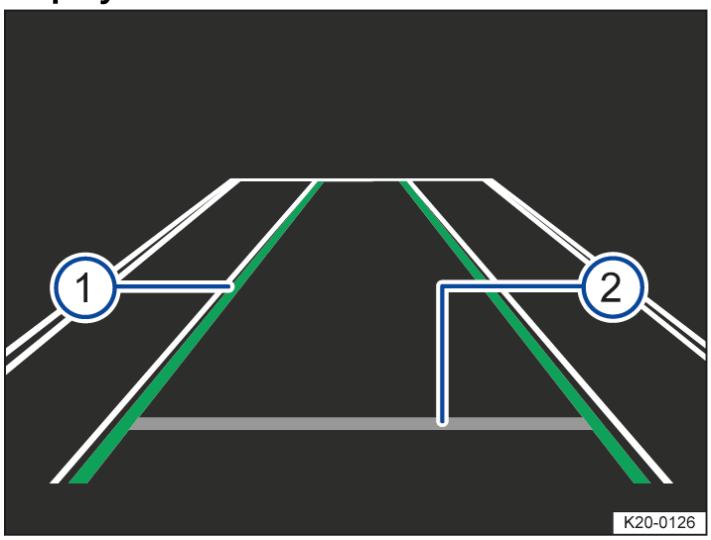


Fig. 1 In the instrument cluster display: Display during active control.

1 Adaptive lane guidance is active.

2 Set distance, no vehicle recognized in front.

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

Indicator lights on the instrument cluster display show the Travel Assist status, depending on the vehicle equipment:

Travel Assist active, Adaptive Cruise Control and adaptive lane guidance active.

Travel Assist active, Adaptive Cruise Control active and adaptive lane guidance passive.

Travel Assist switched off.

Driver intervention request

If you remove your hands from the steering wheel, the system will ask you to take over the steering wheel after a few seconds with a message in the instrument cluster display and with audible warnings.

If you do not respond to this, Travel Assist is deactivated.

Alternatively, Emergency Assist is activated, depending on the vehicle equipment. If Emergency Assist is unavailable, Travel Assist will be deactivated.

WARNING

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

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Note the system limitations of ACC *(→ Adaptive Cruise Control (ACC))* and Lane Assist *(→ Lane Keeping System (Lane Assist))*.
- Always adapt your speed and distance to vehicles driving ahead based on the visual, weather, road, and traffic conditions.
- Always keep your hands on the steering wheel so that you are prepared to steer at any time.
- Take over steering immediately if a driver intervention prompt appears in the instrument cluster display or the deceleration by Travel Assist is not sufficient.
- Apply the brakes if the vehicle continues to roll unintentionally, e.g. after a driver intervention prompt.

Operating Travel Assist



Fig. 1 Left side of the multi-function steering wheel.

Switching on

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1. Press the button on the left-hand side of the multi-function steering wheel.
2. Press the button repeatedly until Travel Assist is selected.
3. Press the OK button on the right-hand side of the multi-function steering wheel or wait for a short time.

   Travel Assist is switched on.

Starting the regulation function

If you switch from Adaptive Cruise Control (ACC

) to Travel Assist, the vehicle will switch to the following system status in the Travel Assist, depending on the driving situation:

— If ACC

is regulating, Travel Assist maintains the current speed and the preset distance from the vehicle driving ahead (system status inactive).
At the same time, the vehicle is kept in its lane by steering movements when road markings are detected (system status active).

— If ACC

is not regulating, Travel Assist is switched on, but stays deactivated.

If the vehicle was in a different assistance system during the previous drive or if Travel Assist remains deactivated after switching on, you must start the regulation function:

1. Press the SET button.

   Travel Assist switches the driving situation accordingly to an active or inactive system status.

   The indicator/warning light corresponding to the driving situation comes on in the instrument cluster display. A notification is also displayed.

Canceling the regulation function

1. Press the button briefly.

   Or: Press the brake pedal.

   The set distance remains saved.

Adjusting further settings

The further operation of Travel Assist corresponds to the operation of theACC

(→ Adaptive Cruise Control (ACC)).

Troubleshooting

Comfort drive Travel Assist is not available or is not working as expected

The yellow indicator light turns on. In addition, a message is shown in the instrument cluster display.

— There is a malfunction in the sensor system. Check the causes and troubleshooting measures described in the information on ACC
and Lane Assist.
— Malfunction or fault. Deactivate the vehicle's drive system and activate it again.
— The system limitations are not adhered to.
— If the problem persists, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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

Take over the steering

The white warning light will come on and a message will be shown in the instrument cluster display.

You have let go of the steering wheel for a few seconds.

1. Take hold of the steering wheel and take over steering the vehicle.

Take over the steering immediately

The red warning light will come on and a message will be shown in the instrument cluster display. An audible warning will sound or the steering wheel will vibrate, depending on the driving situation.

You have let go of the steering wheel for a long period of time or the system limits have been reached.

1. Immediately take hold of the steering wheel and take over steering the vehicle.

Comfort drive Travel Assist switches off automatically

— Vehicles without Emergency Assist:

You have let go of the steering wheel for a long period of time.

— Malfunction or fault. Deactivate the vehicle's drive system and activate it again.

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

The regulation function is canceled unexpectedly

— You have operated the turn signal.

Introduction

Emergency Assist can recognize driver inactivity and can automatically keep the vehicle in its lane and, if necessary, slow it down to a stop. The system can hereby actively help to avoid an accident or reduce the consequences of an accident.

Emergency Assist system limitations

Emergency Assist detects driving situations using the same sensor technology as the Adaptive Cruise Control (ACC) and Lane Keeping System (Lane Assist).

WARNING

Emergency Assist is not a replacement for the driver's attention and works only within the system limitations. Emergency Assist cannot detect all driving situations and may not react, may react with a delay, or may react in a way that is not desired. Emergency Assist also cannot always avoid accidents and serious injury by itself. If you are careless, there is a risk of accidents, serious injuries and death.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Observe the system limitations of ACC *(→ Adaptive Cruise Control (ACC))* and Lane Assist *(→ Lane Keeping System (Lane Assist))*.
- Always adapt your speed and distance to vehicles driving ahead based on the visual, weather, road, and traffic conditions.

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● If the vehicle behaves unexpectedly, stop the intervention by Emergency Assist.

Driving with Emergency Assist

Requirements

After you switch the ignition on, Emergency Assist will always be switched on and active under the following conditions:

— A gear is engaged for driving forward.

— As a minimum, the system must detect one lane marking on the left or right side of the vehicle.

If there is a system malfunction, Emergency Assist will not be available.

If the Lane Keeping System (Lane Assist) is not available, Emergency Assist is not available either.

Driver intervention request

Emergency Assist prompts an inactive driver to take control of the vehicle, using visual and audible warnings, as well as a brief braking maneuver.

Depending on the vehicle equipment, the proactive passenger protection system is activated at the same time.

System intervention

If you do not respond, the system can brake the vehicle and keep it in its lane. In the instrument cluster display, one of the following indicator lights comes on:

Emergency Assist is taking control, adaptive lane guidance active.

Emergency Assist is taking control, adaptive lane guidance inactive.

You can cancel the regulation at any time by accelerating rapidly, braking or steering as the traffic situation allows.

Whenever Emergency Assist is actively controlling the vehicle, the emergency flashers will switch on after a short delay to warn other road users. If the remaining stopping distance is sufficient, the vehicle slows down, if necessary, to a stop.

As soon as the vehicle comes to a standstill, the following happens:

— The electronic parking brake is switched on.

— The doors are unlocked.

— The interior lighting is switched on.

— Depending on the vehicle equipment, an emergency call is made.

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Semi-automatic vehicle control in a medical emergency (Emergency Assist) not available

Malfunction or fault. The yellow indicator light turns on. In addition, a message is shown in the instrument cluster display.

1. Deactivate the vehicle's drive system and activate it again.
2. If the problem persists, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The system is triggered unwantedly or is functioning differently than expected

Malfunction or fault.

— Switch off the Lane Keeping System (Lane Assist).

— Do not use semi-automated driving assistance (Travel Assist).

— Contact suitably qualified professionals to have the system checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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Introduction

The Lane Change System (Side Assist) helps the driver to discern the traffic situation behind the vehicle.

Radar sensors behind the rear bumper cover monitor the area behind the vehicle. The system measures the distance and difference in speed to other vehicles and informs the driver through visual signals in the housing of the outside mirrors.

Only use Side Assist on secure roads.

Speed range

If Side Assist is switched on, this function is available from approx. 15 km/h (approx. 9 mph). Side Assist is deactivated at speeds below approx. 10 km/h (approx. 6 mph).

WARNING

Side Assist is not a replacement for the driver's attention and works only within the system limitations. Side Assist cannot detect all driving situations and all objects in the surrounding environment, and may not provide warnings, may provide warnings with a delay, or may provide warnings in a way that is not desired. If you are careless, there is a risk of accidents, serious injuries and death.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle and changing lanes.
- Observe the system limitations *(→ Lane Change System (Side Assist))*.
- Always adapt your speed and distance to vehicles driving ahead based on the visual, weather, road, and traffic conditions.
- Always keep your hands on the steering wheel so that you are prepared to steer at any time.
- Pay attention to the displays in the outside mirror housings and in the instrument cluster display, and act accordingly.

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Side Assist system limitations

Limits of the sensor system

Side Assist detects driving situations via the radar sensors in the rear area.

Note the limits of the radar sensors *(→ Sensor system)* and always pay attention!

Functional limitations

In addition to the situations specified in the sensor system limitations, Side Assist may not correctly interpret the traffic situation in the following situations, among others:

— When driving in the center of two lanes.

— When lanes have different widths.

— When certain types of equipment are on the side of the road, such as high or offset guard rails.

Restricted visibility

Sunlight may reduce the visibility of the visual display in the outside mirror.

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Switching on and off

You can view the switched on condition of Side Assist in the instrument cluster display and in the Infotainment system. You can also switch Side Assist on and off there.

In the instrument cluster display:

1. Press the button on the turn signal and high beam lever.
2. Switch Side Assist on or off.

In the Infotainment system, depending on the vehicle equipment:

1. Open the vehicle settings *(→ Vehicle settings menu)*.
2. Switch Side Assist on or off in the corresponding submenu.

When it is switched on, the yellow indicator light in the housing of the outside mirror comes on once briefly.

If there is a system malfunction, Side Assist may switch off automatically.

Deactivation due to trailer mode

If you use the trailer hitch installed at the factory and have made the required electrical connection, Side Assist will switch off automatically. Once a trailer is connected to the vehicle electrical system and the driver starts to drive, a message will appear in the instrument cluster display stating that Side Assist is deactivated. Once you have disconnected the electrical connection, Side Assist will be switched on again.

For trailer hitches that were not installed at the factory, you must switch Side Assist off and on again manually.

Displays in the outside mirror



Fig. 1 In the outside mirror housing: displays of Side Assist.

- Blinking: a vehicle in the blind spot has been detected and the turn signal is also activated towards the detected vehicle.
- Lights up: the vehicle you are driving is being overtaken or you are overtaking another vehicle with a difference in speed of up to approx. 15 km/h (approx. 9 mph).

  There is no indicator if the passing speed is clearly faster.

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The faster another vehicle approaches, the sooner the display in the outside mirror housing will turn on.

Lane change system “Side Assist Plus”

In vehicles with a Lane Keeping System (Lane Assist), a corrective steering intervention warns you when a possible critical situation is detected when changing lanes (information level, warning level), if Lane Assist is switched on and is ready to take control. The steering intervention also occurs if you activate the turn signal for the respective side. If you oversteer the steering intervention, an additional warning is provided by a steering wheel vibration. Steering wheel vibration must also be activated in the vehicle settings in the Infotainment system.

Brightness

The brightness of the visual display adapts it self automatically to the ambient brightness.

You can set the default brightness of the display in the vehicle settings menu in the Infotainment system. Side Assist is not active while adjusting the settings.

Some settings can be saved in the driver personalization user profiles and change automatically when profiles are switched.

Troubleshooting

Side Assist malfunctioning

Malfunction or fault. The yellow indicator light in the instrument cluster display lights up. In addition, the yellow central warning light ⚠ comes on.

1. Deactivate the vehicle’s drive system and activate it again.
2. If the problem persists, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Malfunctioning sensor view, malfunction message, system switches off automatically

— Clean the radar sensors and remove stickers or attachments from the radar sensors or the bumper *(→ Vehicle care exterior)*, *(→ Accessories and replacement parts)*.

— Check if there is any noticeable damage *(→ Accessories and replacement parts)*.

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

The system only becomes available again once you have switched the ignition off and back on and switched on Side Assist.

The system is functioning differently than expected

— The radar sensors could be dirty. Clean the radar sensors *(→ Vehicle care exterior)*.

— The radar sensors could be covered by water.

— The view of the radar sensors is limited due to weather conditions, such as snow, or due to dirt, soap residue or coatings. Clean the radar sensors *(→ Vehicle care exterior)*.

— The system limitations are not adhered to *(→ Lane Change System (Side Assist))*.

— The vehicle could be damaged in the radar sensor area, for example from parking barriers. Check if there is any noticeable damage *(→ Accessories and replacement parts)*.

— The view of the radar sensors is limited by attachments, bicycle rack systems or stickers. Clear the area around the

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field of view of the radar sensor *(→ Accessories and replacement parts)*.

— Painting work was carried out on or structural modifications were made to the area around the radar sensors, to the rear of the vehicle or to the suspension *(→ Repairs and technical modifications)*.

— The side mirrors have been covered with after-market tinting films *(→ Repairs and technical modifications)*.

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

Parking

1. Press and hold the brake pedal.
2. In vehicles with an automatic transmission, move the selector lever into theP position.
3. Set the electronic parking brake.
4. On uphill and downhill slopes, turn the steering wheel so that the vehicle will roll into a curb if it begins moving.
5. End drive-ready mode and switch the ignition off.

   The red Ⓟ indicator light in the instrument cluster display will turn on→ ⚠.
6. Release the brake.
7. Exit the vehicle → ⚠. Pay attention to other road users.
8. Take all vehicle keys with you and lock the vehicle.

⚠ WARNING

Parking the vehicle incorrectly can result in the vehicle rolling, even on slight downhill slopes. Accidents and serious or fatal injuries could result.

- Before exiting the vehicle, make sure the electronic parking brake is activated and the red warning light Ⓟ comes on in the Volkswagen Digital Cockpit display once the ignition has been switched off.
- When parking the vehicle, always follow the steps in the specified order.

⚠ WARNING

If you leave children, people requiring assistance or animals unattended in the vehicle, they may accidentally set the vehicle in motion or be subjected to very high or low temperatures. There is a risk of accidents and serious or fatal injuries.

- Never leave children, people requiring assistance or animals unattended in the vehicle.

Parking spaces and surroundings

To avoid damage and dangerous situations, always park the vehicle in a suitable parking area→ ⓘ.

NOTICE

Any unevenness in the ground, as well as sand or mud, may prevent the vehicle from being parked safely. This can result in damage to the vehicle.

- Always park the vehicle on firm and level ground.

NOTICE

Vehicle components that are low to the ground such as the bumpers, spoilers, and parts of the suspension may collide with objects protruding up from the ground when they are driven over. The vehicle can be damaged.

- Drive carefully over driveways, ramps, curbs and fixed barriers, as well as when driving through dips.

Rear seat information

The function depends on the vehicle equipment.

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If the ignition is switched off, a message appears in the Infotainment system to remind you not to leave behind passengers in the rear seats →⚠.

If a rear door was used prior to driving, a message will also be displayed in the instrument cluster and a warning tone will sound if necessary. The warning tone can be set in the vehicle settings of the Infotainment system.

Rear seat information muted.

Electronic parking brake

The electronic parking brake secures the parked vehicle to prevent it rolling away. It can be used to brake the vehicle in an emergency.



Fig. 1 In the center console: button for the electronic parking brake.

Switching on

The red warning light in the instrument cluster comes on when the vehicle is held securely in place.

1. When the vehicle is stationary, pull and hold the button for the electronic parking brake → *fig. 1*.

   The yellow indicator light in the button comes on and the red warning light in the instrument cluster comes on.

   The electronic parking brake is engaged.

Switching off

1. Switch the ignition on.
2. Press the brake pedal and press the button.

   The indicator light in the button and the red warning light in the Volkswagen Digital Cockpit will turn off.

Automatic switch-on if you leave the vehicle incorrectly

On vehicles with an automatic transmission, if the system detects that the vehicle has been exited improperly, it can switch on the electronic parking brake automatically →⚠.

⚠ WARNING

Parking the vehicle incorrectly can result in the vehicle rolling, even on slight downhill slopes. Accidents and serious or fatal injuries could result.

- When parking the vehicle, always follow the steps of the parking procedure in the specified order *(→ Parking)*.
- Before exiting the vehicle, make sure the electronic parking brake is activated and the red warning light in the

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Volkswagen Digital Cockpit display comes on after switching off the ignition.

Automatic switch-off when starting to drive

The parking brake releases automatically as you drive off if one of the following situations occurs when the driver's door is closed →⚠:

— Automatic transmission: A gear is engaged and the accelerator pedal is pressed.

⚠ WARNING

If the accelerator pedal is accidentally pressed when the electronic parking brake is activated, this may release the electronic parking brake. The vehicle will start moving. Accidents and serious injuries could result.

- Do not press the accelerator pedal when the engine is running and a gear is engaged if the vehicle is to be brought to a standstill.

Starting to drive on steep inclines or with increased vehicle weight

You can prevent the electronic parking brake from releasing automatically if you pull the Ⓟ button upward for a short time while starting to drive.

If more engine power is required when starting to drive, the electronic parking brake will release only after the Ⓟ switch is released.

This can make it easier to start driving when towing a heavy load.

Holding Force on Steep Inclines

If the gradient of the parking area is too steep, the vehicle may not be held securely in place.

Ⓟ The warning light in the instrument cluster display will flash red and a message will appear.

1. Park the vehicle in a different parking space with a lower gradient.

The vehicle is not held securely in place until the Ⓟ indicator light stays on.

Driving through a car wash

If you would not like the electronic parking brake to switch on automatically, e.g. in a car wash, note the following:

1. Automatic transmission: Put the vehicle in neutral N.

Emergency braking function

Only use the emergency braking function in an emergency, if the vehicle cannot be stopped using the brake pedal →⚠.

1. Pull and hold the Ⓟ switch.

   The vehicle will brake abruptly. A warning chime will also sound at the same time.

⚠ WARNING

The electronic parking brake is not designed for braking the vehicle, as doing so increases the braking distance. This could result in accidents and serious or fatal injuries.

- Always use the brake pedal to brake the vehicle and never the electronic parking brake unless it is an emergency.

ⓘ Noises can be heard when you switch the electronic parking brake on of off. This may also occur during an automatic check.

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Electronic parking brake malfunction

The red warning light comes on. A message is displayed.

There is a system malfunction. The electronic parking brake is not fully closed.

Do not continue driving!

1. Switch the ignition off and back on again.
2. Press the button again.

   If the red warning light comes on in the instrument cluster without an additional warning light, the vehicle is safely parked.
3. If the warning light continues to stay on, park the vehicle on as level a surface as possible and secure it against rolling away.
4. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

Electronic parking brake malfunction

The yellow warning light comes on continuously. A message is displayed.

There is a system malfunction.

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

/ electronic parking brake button malfunction

If the electronic parking brake button is pressed, the red indicator light will flash and the yellow warning light will come on continuously.

The button is faulty or is pulled for more than 30 seconds on a large slope.

1. When parking on a slope, press the brake pedal, release the button and switch the ignition off and on again.

   Or: to switch on the electronic parking brake on a flat surface, switch off the ignition.
2. When parking the vehicle, check that the indicator light comes on continuously.
3. If the problem persists, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The electronic parking brake is working, but does not switch off

— Charging connector is inserted.

— The 12 V vehicle battery is drained *(→ Jump-starting)*.

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Auto Hold

Auto Hold secures the vehicle from rolling away when it is stationary, without having to hold the vehicle with the brake pedal.



Fig. 1 In the center console: Auto Hold button.

Requirements

✓ The driver door must be closed.

✓ Drive-ready mode must be established.

With the transmission in neutral position, Auto Hold does not switch on or off. The vehicle cannot be held safely→ ⚠.

Switching on

1. Press the AUTO HOLD button → *fig. 1*.

   The yellow indicator light in the AUTO HOLD button comes on.

   Auto Hold is ready to use, but the vehicle may not be kept stationary→ ⚠.

Auto Hold remains switched on after the ignition is turned on again.

Keeping the vehicle stationary using Auto Hold

1. When Auto Hold is switched on, bring the vehicle to a stop using the brakes.
2. Release the brake pedal.

   The vehicle is kept stationary.

Ⓟ The green indicator light comes on in the instrument cluster when Auto Hold is active.

The hold on the vehicle will end when the vehicle starts to drive or the requirements for Auto Hold are not met.

Switching off

1. Press the AUTO HOLD button.

   The indicator light in the AUTO HOLD → *fig. 1* button turns off.

   The electronic parking brake switches on automatically to keep the vehicle stationary.

However, if you press the brake pedal when switching off Auto Hold, the electronic parking brake will not switch on

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→⚠.

Temporary switch-off with the Ⓟ button

It may be necessary to switch off Auto Hold temporarily, for example when maneuvering the vehicle to make it easier for the vehicle to roll.

1. With the vehicle in drive-ready mode, press the brake pedal.
2. Press the Ⓟ button.

   Auto Hold is switched off.

Auto Hold will switch on again once the brake pedal is pressed while the vehicle is stationary.

⚠ WARNING

Auto Hold is not a replacement for the driver's attention and works only within the system limitations. The vehicle cannot be secured in every single situation, for example on inclines or slippery ground. If you do not take care, there is a risk of accidents and serious injuries.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Make sure the indicator light for Auto Hold in the instrument cluster display lights up if the vehicle is to be kept stationary.
- Never exit the vehicle when the vehicle's drive system is active, even if Auto Hold is switched on.

NOTICE

In car washes where the vehicle is pulled, the wheels may lock if Auto Hold is switched on. This can lead to vehicle damage.

- Switch off Auto Hold before going through a car wash.

Safety instructions

⚠ WARNING

Parking systems are not a replacement for the driver's attention and can only operate within the limitations of the system. The parking systems cannot detect all driving situations and may not react, or may react with a delay, or may react in a way that is not desired. If you are careless, there is a risk of accidents, serious injuries and death.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Always keep an eye on the direction of travel and the vehicle surroundings when parking.
- Pay particular attention to small children, animals and objects when parking.
- Do not allow the parking system's display to distract you from the traffic around you.
- Bear in mind that the parking system may not react if the vehicle approaches too quickly and will not issue a warning.
- Always adapt your speed and driving style to the visibility, weather, road and traffic conditions.

NOTICE

When you maneuver in a parking space without a curb, the vehicle may be damaged by obstacles.

- Keep a safe distance of approx. 50 cm(around 20 in) from walls and buildings.

Sensor and camera boundaries

Various sensors and cameras that detect the vehicle surroundings ultrasonically, by radar waves, and visually are located on and in the vehicle. The various parking systems use different combinations of sensors. All sensors have technical and physical limits →⚠:

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— In some situations, some objects may not be detected, e.g. trailer draw bars, narrow poles, fences, posts, and trees, extremely low or high obstacles, or trunk lids that are opening or already open →.
— The parking system coverage areas have "blind" spots in their range where they cannot detect people and objects.
— Dirt, ice, or water on the sensors and cameras may be detected as obstacles or prevent the detection of objects in some cases. In addition to dirt and snow, soap residue or other coatings can also impair the sensor range *(→ Vehicle care exterior)*.
— External noises and certain surfaces on objects and clothing can affect the sensor signals. In some situations, people and objects may not be detected or may be detected incorrectly.
— Certain objects, such as small posts or grating, cannot be shown or cannot be adequately shown due to the resolution of the screen and if there is insufficient lighting.
— The cameras only show two-dimensional images on the screen. Due to the lack of depth of field, it may be difficult or impossible to identify protruding objects or recesses in the road.

Volkswagen recommends practicing with the parking systems in a location or parking space with no traffic in order to become acquainted with the functions.

Requirements

The use of parking systems, e.g. with camera assistance, may not be allowed in some countries and regions according to legal provisions.

General information

So that the sensors and cameras can detect the area surrounding the vehicle as well as possible and display this image on the Infotainment system screen, the following requirements must be met.

✓ The doors and trunk lid are closed.
✓ The outside mirrors must not be folded in.
✓ Sensors or cameras are not covered by attachments, e.g. bicycle rack systems, or license plate holders with decorative frames. The decorative license plate holder must not protrude at the sides or bottom.
✓ The vehicle must be on level ground.
✓ The vehicle must not be loaded primarily in the rear or on one side.
✓ Drive-ready mode must be established.
✓ Braking assistance systems such as ESC or ASR are switched on.

If you use any other functions in the Infotainment system while you are parking, the parking function and its warning chimes will be deactivated. This does not apply when the reverse gear is engaged. The parking function cannot be deactivated in this case.

Finding a suitable parking space

✓ The length and width of the parking space must be larger than the vehicle measurements and provide enough space to maneuver.
✓ The distance when driving past the parking space is approx. 1 m (approx. 3 feet).
✓ Vehicles with Park Assist: The speed when passing the parking space is, for parking spaces parallel to the road, maximum approx. 40 km/h (approx. 25 mph), and for parking spaces across the road maximum approx. 20 km/h (approx. 12 mph).
✓ Vehicles with Park Assist Plus: The speed when passing the parking space is, for parking spaces parallel to the road, maximum approx. 40 km/h (approx. 25 mph), and for parking spaces across the road maximum approx. 20 km/h

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(approx. 12 mph).

Park Assist Plus is not available in fast-moving traffic above approx. 50 km/h (approx. 32 mph) for safety reasons.

Automatic braking intervention

The automatic braking function of the parking system helps to avoid collisions once an obstacle is detected.

Parking systems with braking support

Depending on the vehicle equipment, the vehicle has parking systems with a maneuvering and/or emergency braking function →⚠.

The automatic braking intervention of Park Distance Control is only possible together with Park Assist Plus equipped.

⚠ WARNING

Automatic braking support is not a replacement for the driver's attention and works only within the system limitations. In some driving situations, the automatic braking support may be limited or may intervene in a way that is not desired or may not engage at all. If you are careless, there is a risk of accidents, serious injuries and death.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- In a hazardous situation, apply the brakes using the brake pedal before encountering an obstacle.
- React quickly to parking system warnings, e.g. Park Distance Control.

When is automatic braking available?

✓ A parking system has been activated by the driver.

✓ Park Distance Control with Park Assist Plus equipped: Maneuver braking is switched on in the Infotainment system.

✓ When maneuvering, the vehicle is not driving faster than approx. 10 km/h (approx. 6 mph).

✓ The suspension is at the Normal vehicle level.

What happens during an automatic braking intervention?

The vehicle brakes to a stop and is kept stationary for around two seconds.

Automatic braking by the maneuver braking function. Stop the vehicle with the brake pedal!

Automatic braking intervention by Rear Traffic Alert. Stop the vehicle with the brake pedal!

Depending on the vehicle equipment, a message may be shown in the Infotainment system or on the instrument cluster display.

Park Assist and Park Assist Plus: If braking support is engaged in front of an obstacle, the parking process is aborted and the vehicle is held by the electronic parking brake. If necessary, the parking process can be continued via the function key START. A message is displayed in the Infotainment system.

Park Assist: If the speed is too high, the vehicle is braked and the parking process can then be resumed.

Maneuver braking for Park Distance Control

If the vehicle is equipped with Park Assist Plus, maneuver braking is available after switching on the ignition.

The function can be permanently switched off in the menu settings for Park Distance Control.

Temporary deactivation is possible via the function key on the screen.

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After a braking intervention, maneuver braking may be inactive for a short distance or may only be ready for operation after a gear change. Drive carefully for the first few meters, e.g. in case of further obstacles in the vicinity.

Maneuvering with the trailer maneuvering system (Trailer Assist)

An automatic braking intervention may occur in the following situations:

— If the speed is exceeded.

— If the driver steers the vehicle.

— If the driver door is opened.

1. After automatic braking, press and hold the brake pedal.

Driving with a trailer

If a trailer is connected electrically, the automatic braking support in the rear area is deactivated.

If the trailer hitch was not installed at the factory, the parking system must be manually deactivated when towing a trailer.

General information

Switch the parking system off temporarily if automatic braking support happens too frequently or when undesired and maneuver the vehicle carefully, for example when driving off-road or parking in your garage.

The parking process is canceled following Park Assist(Park Assist Plus) emergency braking due to an obstacle.

Following a Rear Traffic Alert emergency braking intervention, it will take approx. 10 seconds before automatic braking support can occur again.

Troubleshooting

The parking system is functioning differently than expected

— The requirements for the parking system are not met *(→ Parking systems)*.

— The sensors or camera may be dirty or covered with ice *(→ Vehicle care exterior)* →.

— The camera image is unclear *(→ Vehicle care exterior)* →.

— Sources of noise interfere with the ultrasonic signal, e.g. driving over cobblestones →.

— The vehicle may be damaged in the radar sensor area, for example, due to parking barriers or an accident →.

— There may have been changes to the paint or vehicle structure in the area where the sensors or camera are located, for example on the front of the vehicle or the suspension →.

— The areas detected by the sensors or camera may be blocked by accessories such as bicycle racks.

Fault displays

1. Note any messages on the instrument cluster display and in the Infotainment system.

NOTICE

If the parking system is used despite a malfunction of the sensors or cameras or a limitation of the detection ranges, damage to the vehicle may occur.

- Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility in the event of a parking

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system malfunction. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

! No sensor range or Park Distance Control malfunction

If a sensor malfunctions, the sensor area is deactivated. The! symbol shows the affected sensor area in the Infotainment system.

If the Park Distance Control is malfunctioning, a warning chime will sound. A message is displayed in the Infotainment system.

Park Distance Control is switched off completely if necessary.

1. Check if one of the causes listed above is responsible.
2. Once the source of the issue has been resolved, switch the system on again.
3. If the problem persists, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Malfunction of Camera Image of the Rear View Camera System

The camera image is unclear, "flickering" or has been disabled.

A technical malfunction may have occurred.

1. In the event of an unclear camera image, clean the Rear View Camera system *(→ Vehicle care exterior)*.
2. If the problem persists, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Parking Function Screen Not Displayed Following Activation

The parking system has been switched on or activated, yet the display in the Infotainment system does not change to the function-specific screen, e.g. segment display for Park Distance Control, camera display during Park Assist.

1. Switch the parking system off and on again.
2. If the screen is still not displayed, a system malfunction has occurred. Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

P OFF Park Assist Plus has been deactivated or canceled

There is a system malfunction or an automatic braking action has been performed.

1. If automatic braking has taken place, restart the canceled parking process.
2. If the problem persists, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The air suspension running gear is switched on and parking systems are not functioning as normal

If the air suspension running gear is at the "Offroad" or "Offroad+" level, depending on the vehicle equipment, Park

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Assist, Park Assist Plus or Park Assist Plus with remote control cannot be switched on.

Park Distance Control might not detect low obstacles reliably.

1. When parking, do not use the air suspension running gear at the highest level settings where possible.

Park Assist or Park Assist Plus is Automatically Canceled

If one of the following cases occurs, Park Assist or Park Assist Plus will cancel the parking process:

— The function key is pressed.

— The driver takes over steering.

— The driver's door is opened.

— The time limit or number of movements for the parking process is exceeded.

— There is a system malfunction.

1. Restart the parking process.

Park Assist or Park Assist Plus parks inaccurately after a wheel change.

If, after a wheel change, Park Assist parks inaccurately, e.g. with an increased or reduced distance from the curb, the system may have to reacquire the wheel sizes.

1. Drive the vehicle over a longer distance, including around bends.

   The Park Assist system automatically learns the new wheel sizes.

Rear Traffic Alert malfunction

Rear Traffic Alert has been deactivated. An error message is displayed.

1. Check the sensors on the vehicle for damage or dirt.
2. If the problem persists, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Introduction

Park Distance Control assists the driver when parking and warns if there are obstacles.

System function

Using ultrasonic sensors, Park Distance Control detects the distance between the vehicle and an obstacle.

The Park Distance Control warns you of a collision via colored segments on the screen of the Infotainment system and via warning chimes → *fig. 1*, →, →.

If the driver does not respond to an approaching obstacle, automatic braking support may kick in *(→ Automatic braking support)*.

WARNING

The Park Distance Control is not a replacement for the driver's attention and works only within the system limitations. Park Distance Control might not be able to detect some obstacles and may not react, may react late, or may react in a way that is undesired. If you do not take care, there is a risk of accidents and serious injuries.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.

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- React quickly to the Park Distance Control visual warnings and chimes.
- Apply the brakes using the brake pedal before encountering an obstacle.

NOTICE

The system will only provide visual and audible warnings for obstacles within the vehicle's path. The collision area has been reached, at the latest, when the second to last segment is displayed in the Park Distance Control screen or a continuous warning tone sounds. There is a risk of damage to the vehicle.

- Always brake the vehicle in good time before encountering an obstacle.

NOTICE

Depending on the vehicle equipment, distances to obstacles in the side areas are also displayed. Any obstacles that enter these areas from the outside are not displayed. The vehicle may be damaged in this instance.

- In order to fully scan and display the side areas, move the vehicle a few meters forwards or backwards.

Screen display

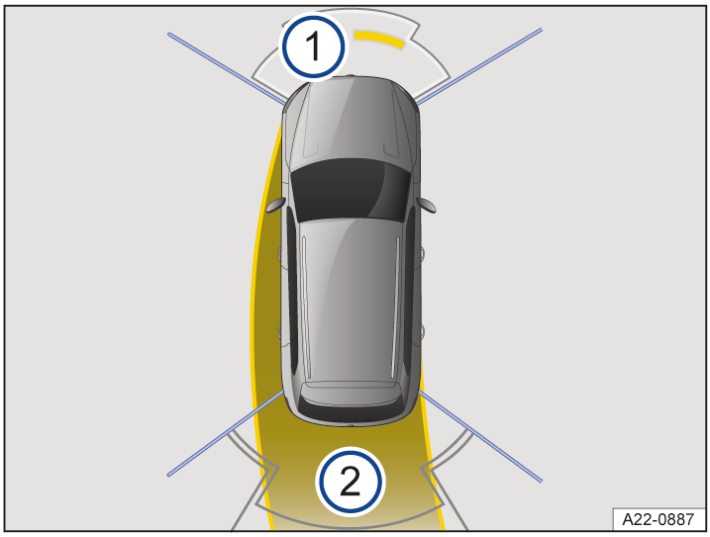


Fig. 1 Infotainment system: display of Park Distance Control.

(1) Obstacle detection.

(2) Steering lock.

Red section of the image: Nearby obstacle. The vehicle is at risk. Brake!

Yellow section of the image: Obstacle in the path of the vehicle. The vehicle is at risk. Steer around the obstacle.

White section of the image: Obstacle outside of the path of the vehicle.

Deactivate maneuver braking.

Mute the warning chimes.

Park Distance Control settings

Depending on the vehicle equipment, the Park Distance Control settings can be adjusted in the vehicle settings of the Infotainment system, e.g. automatic activation when driving forward *(→ Vehicle settings menu)*.

Switching Park Distance Control (PDC) on and off

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Driving with a trailer

If a trailer electrical system is connected, the rear and side sensors of the Park Distance Control are not switched on:

— You are not warned about obstacles.

— The maneuver braking is also deactivated automatically.

You can save some PDC settings, like the volume of the warning chimes, in the driver personalization user profiles. The settings will automatically change when the account is switched.

Switching on

1. Select the reverse gear.

   Or: Tap the (P) function key in the Infotainment system. Then tap the function key if necessary.

   Or: The vehicle will roll backward.

Switching off

1. Disengage reverse gear and then tap the (P) function key or home button ▢ in the Infotainment system.

   Or: switch on the electronic parking brake.

   Or: press the button for the parking lock on the selector lever.

Park Distance Control also switches off when forward travel becomes faster.

Automatic activation when driving forwards

Park Distance Control activates automatically in the event of an obstacle in the front area, e.g. in dense traffic or when driving into a garage.

The function can be deactivated in the Park Distance Control settings in the Infotainment system.

1. To close the Park Distance Control screen, tap the (P) function key or home button ▢ in the Infotainment system.

No automatic braking intervention takes place *(→ Automatic braking support)*. The braking support can be switched on via the function key.

Automatic activation is available again under following conditions:

— The vehicle has been accelerated to more than approx. 15 km/h(approx. 9 mph) and then the speed has fallen below this again.

Or: the ignition has been switched off and on again.

Or: button for the parking lock on the selector lever has been pressed.

If an obstacle is detected in front of the vehicle, the Park Distance Control display appears in the Infotainment system. If the vehicle continues to approach the obstacle, a warning chime also sounds.

Introduction

The Rear View Camera system in the rear of the vehicle makes it easier for the driver to see behind the vehicle and assists when parking.

System function

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The Rear View Camera system shows the area behind the vehicle on the Infotainment system screen. Depending on the mode and vehicle equipment, orientation lines may assist in the view toward the rear →⚠.

⚠ WARNING

The Rear View Camera system is not a replacement for the driver's attention and works only within the system limitations. Using the camera image to estimate the distance to people or obstacles may not be precise. If you do not take care, there is a risk of accidents and serious injuries.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Bear in mind that camera lenses can enlarge and distort the field of vision.

The orientation lines superimposed on the camera image are shown by the system regardless of the vehicle's surroundings. There is no automatic obstacle detection by the camera while it is active. The driver must evaluate whether the vehicle will fit in the parking space.

If a trailer is connected to the factory-installed trailer hitch, all orientation lines for the rear area are hidden in the camera image.

If a camera is installed in the trunk lid, the orientation lines are also hidden if the trunk lid is open.

Switching the Rear View Camera system on and off

Switching on

1. Select the reverse gear.

   Or: tap the P function key in the Infotainment system and then P.

Switching off

1. Tap the P function key.

   Or: tap the P function key or the home button ▢.

   Or: if Park Distance Control is also activated when the reverse gear is engaged, first disengage the reverse gear.

The Rear View Camera system also switches off when forward travel becomes faster.

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Parking (Rear View Camera system with parking mode selection)

Screen display

Perpendicular parking: Guide lines help when parking in reverse perpendicular to the road.

Cross traffic: Depiction of the area behind the vehicle and the areas to the side of the vehicle at a wide angle.

Trailer or terrain assistance: Depiction of the area immediately behind the vehicle with a high zoom factor and guide lines (depending on the vehicle equipment).

Red line: Boundary or safety distance from the vehicle.

Yellow lines: the vehicle's path based on the steering angle.

Green horizontal lines: Boundaries.

Parking mode: Parking perpendicular to the road

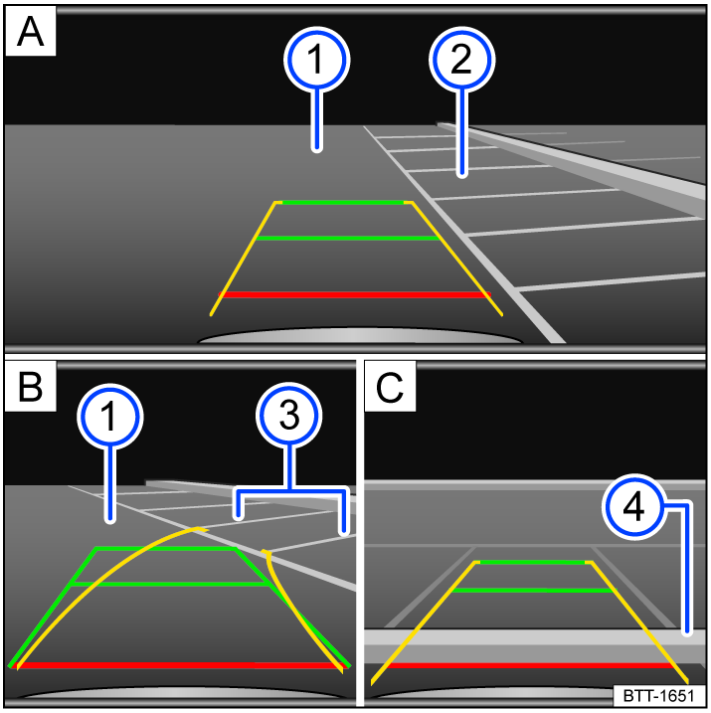


Fig. 1 Infotainment system: Parking perpendicular to the road.

(A) Searching for a parking space.
(B) Steering toward the selected parking space.
(C) Aligning the vehicle within the parking space.

(1) Road surface.
(2) Parking space.
(3) Side boundary of the parking space.
(4) Rear boundary of the parking space.

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1. Before driving past the selected parking space, tap the P function key for the parking menu.
2. Tap the function key.
3. To select the parking mode, tap the function key on the screen.
4. Position your vehicle in front of the parking space → *fig. 1* A (2).
5. Steer the vehicle so that the yellow lines lead into the parking space. The green and yellow lines must align with the side boundary lines → *fig. 1* B (3).
6. Stop when the red line reaches the rear boundary → *fig. 1* C (4).

Parking mode: Trailer support

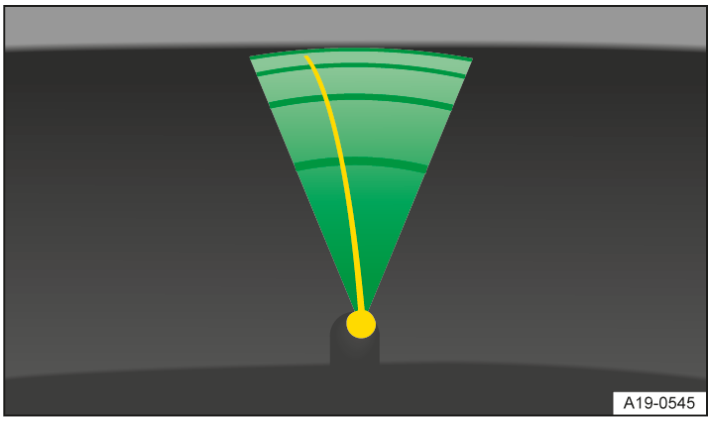


Fig. 2 Infotainment system: Trailer support.

On vehicles with a trailer hitch installed at the factory, trailer support can be used for assistance when attaching the trailer to a draw bar.

1. To select the parking mode, tap the function key.

The Rear View Camera system shows the vehicle's trailer hitch in the lower part of the image. Colored guide lines help you with the maneuvering process → *fig. 2*.

Green lines: distance to the trailer hitch.

Orange line: predicted direction of the trailer hitch based on the steering wheel angle.

Introduction

The Area View function can display the entire vehicle surroundings in real time. This function helps you recognize obstacles in good time in situations where there might be blind spots.

System function

The Area View displays the vehicle surroundings with the aid of multiple cameras, e.g. the Rear View Camera system, front camera and in the outside mirrors →.

WARNING

Area View is not a replacement for the driver's attention and works only within the system limitations. Using the camera image to estimate the distance to people or obstacles may not be precise. If you do not take care, there is a risk of accidents and serious injuries.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.

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● Bear in mind that camera lenses can enlarge and distort the field of vision.

Switching on and off

Switching on

1. Tap the (P) function key in the Infotainment system and then (P).

   Or: Engage reverse gear.

Switching off

1. Tap the (P) function key.

   Or: tap the (P) function key or the home button ▢.

   Or: if Park Distance Control is also activated when the reverse gear is engaged, first disengage the reverse gear.

Area View also switches off when forward travel becomes faster.

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Changing the camera perspective

Sections of the screen

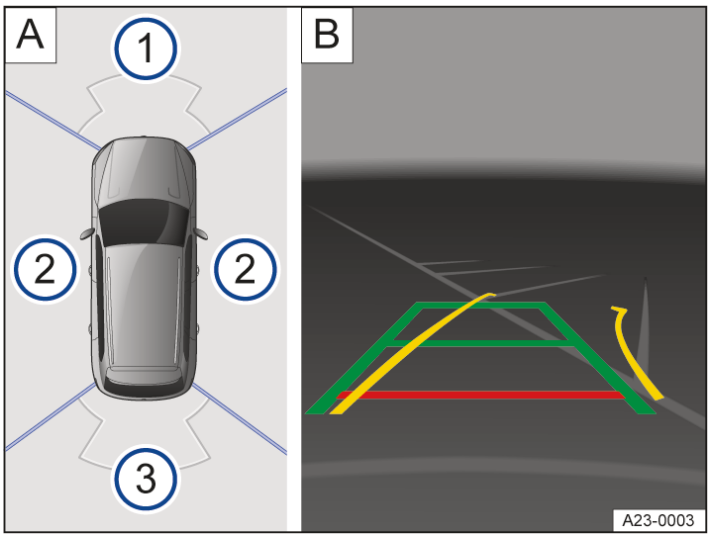


Fig. 1 Infotainment system: Area View with "Perpendicular parking mode" camera image (general example).

(A) Bird's eye view with selectable sections of the screen.
(B) Camera image.
(1) Screen area for the front camera image.
(2) Screen area for the camera image of both sides of the vehicle.
(3) Screen area for the rear camera image.

Two sections of the screen will be shown in the Infotainment system→ *fig. 1*:

1. To display the preferred camera image on the right→ *fig. 1* B, tap the front, rear or side screen area on the left → *fig. 1* A.

Change screen display

Depending on the selected camera image, other displays of the surroundings on the screen are possible.

1. Tap the corresponding function key at the edge of the screen.

Front perpendicular parking.

Guide lines help when parking forwards perpendicular to the road.

Front cross traffic.

Area in front of the vehicle with a wide angle.

Off-road support.

Rear perpendicular parking.

Guide lines help when parking in reverse perpendicular to the road.

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Rear cross traffic.

Area behind the vehicle with a wide angle.

Trailer or terrain assistance: Depiction of the area immediately behind the vehicle with a high zoom factor and guide lines (depending on the vehicle equipment).

Areas adjacent to both sides of the vehicle.

Area to the left of the vehicle.

Area to the right of the vehicle.

3D view.

Other screen displays

Red line: Boundary or safety distance from the vehicle.

Yellow lines: the vehicle's path based on the steering angle.

Green horizontal lines: Boundaries.

3D view

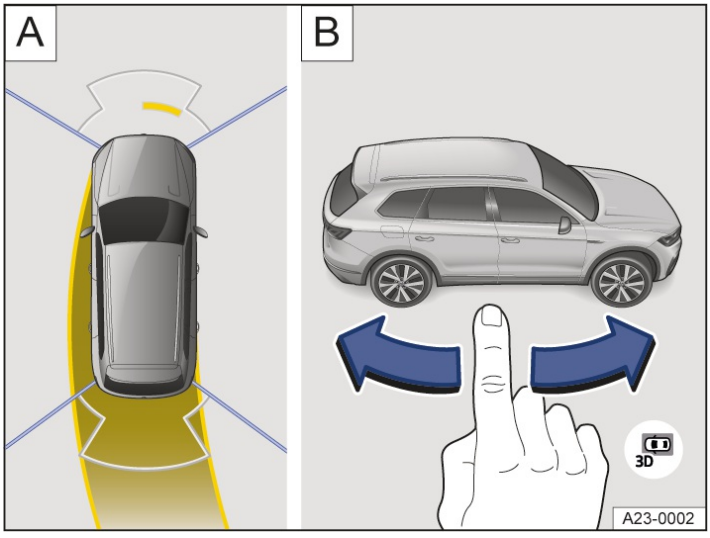


Fig. 2 Infotainment system: 3D view of the Area View.

A Parking systems

B 3D view with adjustable perspective.

A 3D view may be available, depending on the vehicle equipment.

1. Tap the 3D function key.
2. To adjust the perspective with which the vehicle is viewed, tap the screen and move the view in the desired direction → *fig. 2*.

Introduction

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System function

Park Assist is an extension of Park Distance Control.

Park Assist steers the vehicle into a parking space while you operate the accelerator pedal, the gears and the brake→ ⚠.

⚠ WARNING

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

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- In a hazardous situation, apply the brakes using the brake pedal.

Available functions

— Display suitable parking spaces.

— Select parking mode.

— Driving into a suitable parallel parking space or parking bay.

— Driving out of a suitable parallel parking space.

⚠ WARNING

If you use another function in the Infotainment system when maneuvering with the parking system, all active parking functions will switch off, including the warning chimes. You will no longer be warned about a collision or receive intervention. Accidents and serious or fatal injuries could result.

- Do not use any other functions in the Infotainment system while maneuvering.

NOTICE

Park Assist orients itself to parked vehicles, curbs, or other objects. If there are obstacles on the ground, low-down vehicle components such as tires and wheel rims may be damaged.

- Watch out for obstacles on the ground when parking.
- Brake and stop the parking process if necessary.

NOTICE

Aftermarket accessories mounted on the vehicle, such as bicycle racks, can interfere with the Park Assist functionality and can cause damage.

- Do not use Park Assist if there are attachments fitted on the vehicle.

Automatic braking support may occur during parking processes if the driver accelerates too much.

Driving with a trailer

Park Assist cannot be activated if a trailer is connected to the electrical system.

If the trailer hitch was not installed at the factory, Park Assist must be manually deactivated in trailer mode.

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Searching for parking spaces

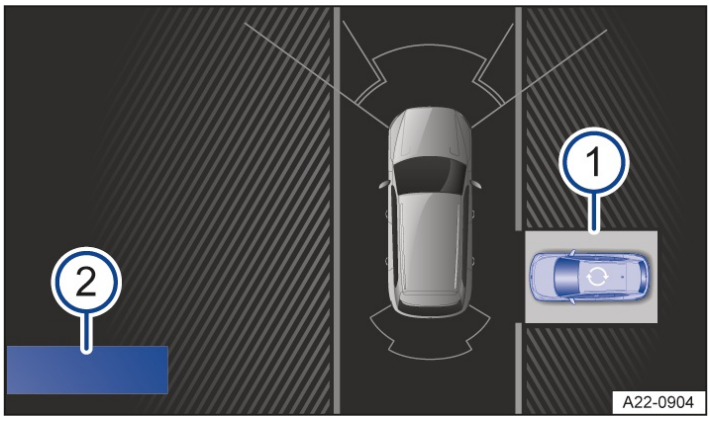


Fig. 1 Infotainment system: selecting a parking space.

(1) Change the preferred parking space (blue vehicle) and parking space (○)

Possible parking modes:

— Cross parking driving forward.

— Cross parking in reverse.

— Parallel parking in reverse.

(2) Start the parking process.

Searching for parking spaces

1. Tap the (P) function key for the parking menu in the Infotainment system.

   If the P symbol lights up, Park Assist is active.
2. While paying attention to traffic around your vehicle, drive slowly past a row of parked vehicles.

   Park Assist will automatically look for possible parking spaces.

   Park Assist selects a preferred parking space and displays it as a blue-highlighted vehicle graphic in the Infotainment system → *fig. 1* (1).
3. Come to a complete stop and press and hold the brake pedal.

Changing parking spaces

If Park Assist has detected multiple parking spaces along the road, the parking space can be changed.

1. Tap the ○ symbol for the preferred parking space (blue vehicle) in the screen → *fig. 1* (1).

   The parking space changes and a new preferred parking space (blue vehicle) is displayed.

Park Assist can be activated subsequently. If you drive past a suitable parking space, this will be indicated.

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Driving into parking spaces

Requirements

✓ Park Assist has been activated.

✓ A parking space has been found and selected.

✓ Vehicle is located in the starting position.

Driving into parking spaces

1. Stop the vehicle with the brake pedal.
2. Tap START in the Infotainment system.
3. Release the steering wheel.
4. Release the brake.
5. Pay attention to the messages in the Infotainment system.
6. Accelerate carefully.
7. If a chime sounds, the indicator lights up or a message appears in the Infotainment system, brake the vehicle.
8. If a change of driving direction is shown in the Infotainment system, change gear accordingly. Follow the text messages.
9. At the end of a parking process, always wait until Park Assist has completed all rotational movements of the steering wheel in order to achieve an optimum parking result →⚠.
10. Carry out several parking maneuvers if necessary.

    When the process of driving into a parking space is finished, a text message appears in the Infotainment system.
11. Park the vehicle.

⚠ WARNING

During maneuvering, the steering wheel turns quickly. Interfering with the steering wheel can result in serious injury.

- Do not take over the steering until the system prompts you to do so.
- Take over the steering in dangerous situations.

Assistance during a parking attempt



Fig. 1 Infotainment system: taking over the parking process from the driver.

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(1) Vehicle “during” a parking attempt.

(2) Start the parking process.

In difficult parking situations where an “attempt” at parking has already been made, Park Assist can take over the parking process and guide the vehicle into the parking space → *fig. 1*.

Requirements

✓ Park Assist is not activated.

✓ The front of the vehicle is situated in a parking space(i.e. an attempt has been made at parking).

Driving Forward into a Parking Space

1. Stop the vehicle with the brake pedal.
2. Tap the P function key in the Infotainment system.
3. To start the parking process, tap START on the Park Assist screen.
4. Release the steering wheel.
5. Release the brake and follow all the actions for parking as described from item 5.

The lane shown on the Infotainment system during a parking process is a general example. It does not correspond to the actual parking process with Park Assist.

Exiting a parking space

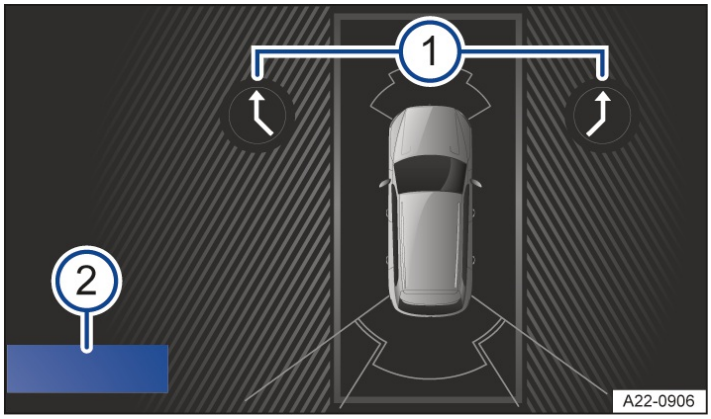


Fig. 1 Infotainment system: exiting procedure.

(1) Select the side of the road.

(2) Start the exiting procedure.

1. Activate the vehicle's drive system.
2. Press and hold the brake pedal.
3. Activate Park Assist in the Infotainment system.
4. Select the side of the road via the function key with the directional arrow→ *fig. 1* (1).
5. Tap START on the Infotainment system screen.

   Or: Engage reverse gear.
6. Release the steering wheel.
7. Release the brake.

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8. Accelerate carefully.
9. Pay attention to the messages in the Infotainment system.
10. If a chime sounds, the indicator lights up or a prompt to drive forward appears in the Infotainment system, brake the vehicle.

    Depending on the parking space, the vehicle can be guided to the road by Park Assist→⚠.

    A chime and a message from the Infotainment system signal that you have exited the parking space.
11. Resume control of the vehicle.

⚠ WARNING

When you maneuver out of a parking space, there is a danger of pulling into moving traffic. Accidents and serious or fatal injuries may occur.

- Only drive the vehicle out of the parking space when the traffic situation allows it.

The lane shown on the Infotainment system during a parking process is a general example. It does not correspond to the actual parking process with Park Assist.

Introduction

Park Assist (Park Assist Plus) detects a suitable parking space and automatically maneuvers the vehicle during the parking process.

System function

Park Assist Plus steers, controls the gears and accelerates and brakes the vehicle→ⓘ, →⚠.

Available functions

— Display suitable parking spaces.

— Select or change the parking scenario.

— Driving into a suitable parallel parking space or parking bay.

— Parking maneuver to exit a suitable parallel parking space. Perpendicular parking spaces are not supported.

The driver should continuously monitor the area surrounding the vehicle→⚠.

Automatic braking support may intervene if there are obstacles in the vehicle's path or in dangerous situations *(→ Automatic braking support)*.

Automatic, hands-free parking with Park Assist Plus may be prohibited or limited in some regions. Use Park Assist Plus only where permitted by legal provisions.

Driving with a trailer

Park Assist Plus cannot be activated if a trailer is connected to the electrical system.

If the trailer hitch was not installed at the factory, Park Assist Plus must be manually deactivated when towing a trailer.

⚠ WARNING

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

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- In a hazardous situation, apply the brakes using the brake pedal.

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- Only drive the vehicle into the parking space if you possess a valid driving license.
- Abide by the traffic regulations in the relevant country.
- Do not leave the driver seat during the parking process.
- Do not park in parking spaces which do not have structural boundaries, e.g. near the water's edge or near inclines with no structural separation.

WARNING

The system only has limited reactions to quickly changing environmental conditions. This can result in collisions with other road users, damage to the vehicle and serious or fatal injuries.

- Do not use the parking system in fast-moving traffic.
- Always maintain a distance of at least one vehicle's length from junctions.
- Do not park on the side of oncoming traffic or across several lanes.

WARNING

During automatic parking, the vehicle may swing out or turn into oncoming traffic. Accidents and serious or fatal injuries could result.

- Pay close attention to the parking process and the traffic and brake the vehicle if necessary.

WARNING

If the road is icy, the parking process cannot be properly carried out and the vehicle may slide away. This could lead to accidents and damage to the vehicle.

- Do not use Park Assist Plus to park on slippery or icy roads.

NOTICE

Park Assist Plus may suggest parking spaces that are not suitable for the parking process due to the absence of a boundary or presence of intrusive adjacent objects. This can result in vehicle damage.

- Do not park next to overhanging objects, e.g. cargo bays, parked trailers, or beneath hanging objects.
- Pay particular attention to the parking process in parking garages if the parking space is bordered by pillars.

Park Assist Plus may not be available in some regions of the same country for technical reasons.

— Pay attention to the display in the Infotainment system.

Searching for parking spaces

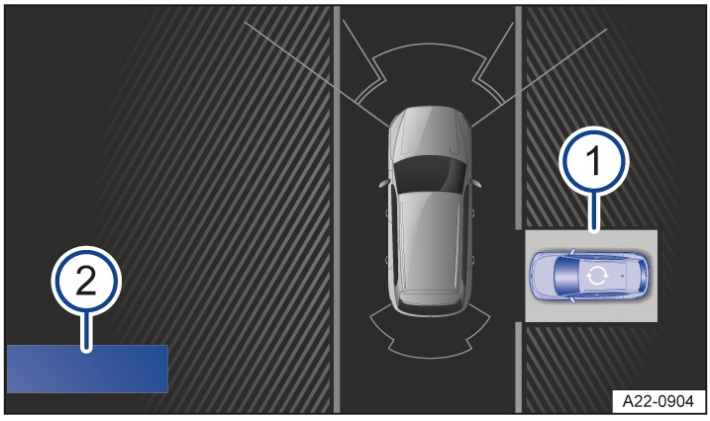


Fig. 1 Infotainment system: selecting a parking space.

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(1) Change the preferred parking space (blue vehicle) and parking space (○)

Possible parking modes:

— Cross parking driving forward.

— Cross parking in reverse.

— Parallel parking in reverse.

(2) Start the parking process.

Searching for parking spaces

1. Tap the (P) function key for the parking menu in the Infotainment system.

   If the P symbol lights up, Park Assist Plus is active.

2. While paying attention to traffic around your vehicle, drive slowly past a row of parked vehicles.

   Park Assist Plus will automatically look for possible parking spaces.

   Park Assist Plus selects a preferred parking space and displays it as a blue-highlighted vehicle graphic in the Infotainment system → *fig. 1* (1).

3. Come to a complete stop and press and hold the brake pedal.

Changing parking spaces

If Park Assist Plus has detected multiple parking spaces along the road, the parking space can be changed.

1. Tap the ○ symbol for the preferred parking space (blue vehicle) in the screen → *fig. 1* (1).

   The parking space changes and a new preferred parking space (blue vehicle) is displayed.

Park Assist Plus can be activated subsequently. If you drive past a suitable parking space, this will be indicated.

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Driving into parking spaces

Requirements

✓ Park Assist Plus has been activated.

✓ A parking space has been found and selected.

✓ The vehicle is in the starting position and its path is highlighted in blue in the Infotainment system.

Driving into parking spaces

1. Stop the vehicle with the brake pedal.
2. Tap START in the Infotainment system.

   The process of driving into a parking space starts.
3. Pay attention to the messages in the Infotainment system.

   If necessary, Park Assist Plus can change the direction of travel independently.
4. At the end of a parking maneuver, always wait until Park Assist Plus has completed all rotational movements of the steering wheel in order to achieve an optimum parking result →⚠.

   When the process of driving into a parking space is finished, a message will appear in the Infotainment system and a chime will sound.

   The electronic parking brake is switched on.
5. Park the vehicle.

⚠ WARNING

During maneuvering, the steering wheel turns quickly. Interfering with the steering wheel can result in serious injury.

- Do not take over the steering until the system prompts you to do so.
- Take over the steering in dangerous situations.

Assistance during a parking attempt

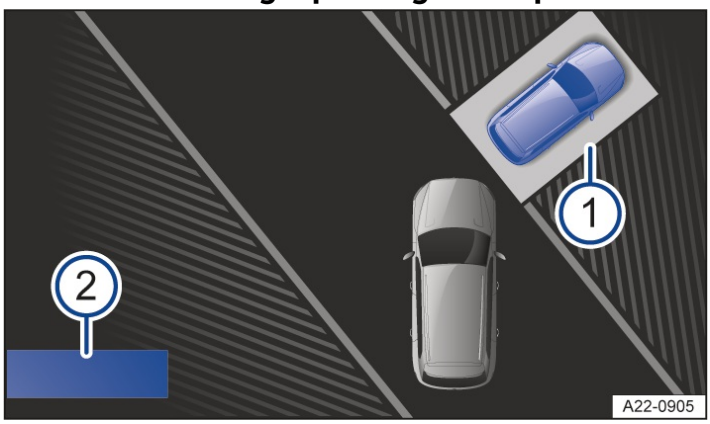


Fig. 1 Infotainment system: taking over the parking process from the driver.

(1) Vehicle “during” a parking attempt.

(2) Start the parking process.

In difficult parking situations where an “attempt” at parking has already been made, Park Assist Plus can take over the

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parking process and guide the vehicle into the parking space → *fig. 1*.

Requirements

✓ Park Assist Plus is not activated.

✓ The front of the vehicle is situated in a parking space(i.e. an attempt has been made at parking).

Driving Forward into a Parking Space

1. Stop the vehicle with the brake pedal.
2. Tap the [P] function key in the Infotainment system.
3. To start the parking process, tap [START] on the Park Assist Plus screen.
4. Pay attention to the messages in the Infotainment system.

You can reduce the speed when automatic parking by operating the brake pedal.

Activate the turn signal if you want to park on the opposite side of the street.

Exiting a parking space

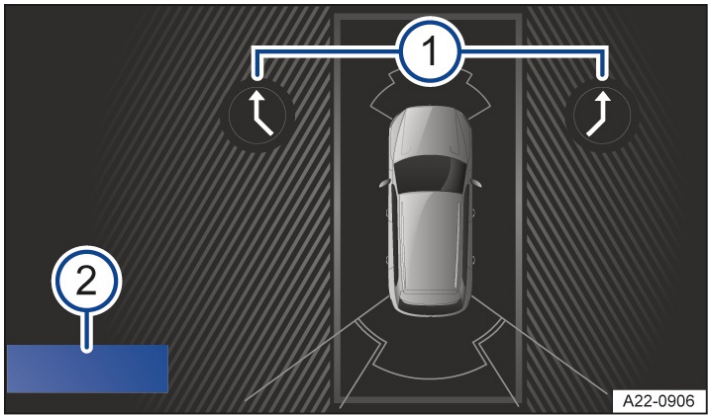


Fig. 1 Infotainment system: exiting procedure.

(1) Select the side of the road.

(2) Start the exiting procedure.

Park Assist Plus helps you to exit parallel parking spaces.

1. Activate the vehicle's drive system.
2. Press and hold the brake pedal.
3. Activate Park Assist in the Infotainment system.
4. Select the side of the road via the function key with the directional arrow→ *fig. 1* (1).
5. Tap [START] on the Infotainment system screen.
6. Pay attention to the messages in the Infotainment system.

   Depending on the parking space, the vehicle can be guided to the road by Park Assist Plus→ ⚠.

   A chime and a message from the Infotainment system signal that you have exited the parking space.
7. Resume control of the vehicle.

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WARNING

When you maneuver out of a parking space, there is a danger of pulling into moving traffic. Accidents and serious or fatal injuries may occur.

- Only drive the vehicle out of the parking space when the traffic situation allows it.

WARNING

Park Assist Plus does not support pulling out of perpendicular parking spaces because obstacles in road traffic cannot be detected fully. There is a risk of accidents and serious injuries.

- Pull out of a perpendicular parking space yourself and pay attention to the traffic situation.

Introduction

The driver can control the parking process outside of the vehicle with a cell phone app.

System function

The Park Assist with remote control (Park Assist Pro), is an expansion of Park Assist Plus.

During the parking process, the driver carries the vehicle key on their person and operates the app on their cell phone.

The parking system steers, controls the gears and accelerates and brakes the vehicle→ⓘ, →⚠.

Function key or display in the Infotainment system.

Available functions of Park Assist Pro

— Select and change the parking scenario.

— Driving into a suitable parallel parking space or parking bay.

— Garage parking.

— Exiting maneuvers from a suitable parallel or perpendicular parking space.

In the case of a parallel parking space, the vehicle is positioned so that the driver must fully drive out of the parking space.

The driver should continuously monitor the area surrounding the vehicle→⚠.

Automatic braking support may intervene if there are obstacles in the vehicle's path or in dangerous situations *(→ Automatic braking support)*.

WARNING

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

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Observe the remote-controlled parking process outside of the vehicle and cancel the parking process in the Volkswagen app in the event of a hazardous situation.
- Only drive the vehicle in and out of the parking space if you possess a valid driving license.
- Abide by the traffic regulations in the relevant country.
- Only leave the driver seat when you are prompted to do so by the vehicle.
- Do not use the parking system for parking spaces that do not have structural boundaries, e.g. near bodies of water or inclines with no structural separation.

WARNING

The system only has limited reactions to quickly changing environmental conditions. This can result in collisions with

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other road users, damage to the vehicle and serious or fatal injuries.

- Do not use the parking system in fast-moving traffic.
- Always maintain a distance of at least one vehicle's length from junctions.
- Do not park on the side of oncoming traffic or across several lanes.

WARNING

During automatic parking, the vehicle may swing out or turn into oncoming traffic. This may lead to vehicle damage and serious or fatal injuries.

- Do not position yourself in the way of the vehicle.
- Observe the parking process and the road traffic attentively and cancel the parking process in the Volkswagen app in the event of a hazardous situation.

WARNING

If the road is icy, the parking process cannot be properly carried out and the vehicle may slide away. This may lead to accidents resulting vehicle damage and serious injuries.

- Do not use the parking system to park on slippery or icy roads.

NOTICE

The parking system may suggest parking spaces that are not suitable for the parking process due to the absence of a boundary or presence of adjacent objects. This can result in vehicle damage.

- Do not park next to overhanging objects, e.g. cargo bays, parked trailers, or beneath hanging objects.
- Pay particular attention to the parking process in parking garages if the parking space is bordered by pillars.

Volkswagen App for Park Assist with Remote Control

The Volkswagen app for Park Assist Pro is available in the respective app stores→ ⚠, → ⚠.

WARNING

If an incompatible cell phone is used, this may result in functional limitations, e.g. delayed reaction of the vehicle during a remote-controlled parking process. Damage to the vehicle and/or serious injuries may occur.

- Observe the information in the app with regard to compatibility on your cell phone.

Add a vehicle to a myVolkswagen user account

Before the Volkswagen app can be used, the vehicle must be added to an online Volkswagen user account.

1. Create a myVolkswagen user account at www.myvolkswagen.net *(→ Virtual vehicle)*.
2. Add the vehicle.
3. Specify the primary user.
4. Download the Volkswagen app from the app store and install it on the cell phone, then log in with the Volkswagen ID.

Before carrying out the parking process, you must be logged intoVW Connect in the Infotainment system of the vehicle.

The pairing between the vehicle and the cell phone takes place automatically via Bluetooth if the driver is in sufficient proximity.

Please also note the information on the mobile online services from Volkswagen.

CAUTION

If the mobile phone is damaged in any way(e.g. the touchscreen is broken) or its functions are limited (e.g. reactions are delayed during operation), this can impair the remote-controlled parking process. This could result in accidents

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with vehicle damage and injuries.

- Only use cell phones that are fully functional and compatible.

⚠ CAUTION

Technical manipulation by the user can impair the remote-controlled parking process. This could result in accidents with vehicle damage and injuries.

- Do not make any modifications to the software, the cell phone or its operating system, or the vehicle.

Driving into or out of a parking space

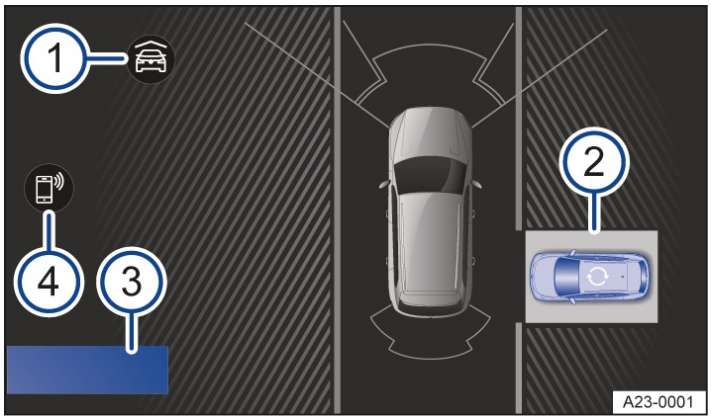


Fig. 1 Infotainment system: select Park Assist with remote control or garage parking.

1. Garage parking available.
2. Change the preferred parking space (blue vehicle) and parking space ( ).
3. Start the parking process without Park Assist with remote control.
4. Start the remote-controlled parking process.

Requirements

✓ A myVolkswagen user account has been created *(→ Park Assist (Park Assist Plus) with remote control)* and the driver is logged in with the Volkswagen ID in the vehicle and in the app.

✓ There is a Bluetooth connection between the vehicle and the cell phone.

✓ The driver has the vehicle key on their person after exiting the vehicle.

✓ During the remote-controlled parking process, the driver must be located a maximum of approx. 6 m (approx. 19 ft) away →⚠.

Searching for parking spaces

1. Tap the (P) function key for the parking menu in the Infotainment system.

   If the P symbol lights up, Park Assist Pro is active.

2. While paying attention to traffic around your vehicle, drive slowly past a row of parked vehicles.

   Park Assist Pro will automatically look for possible parking spaces.

   Park Assist Pro selects a preferred parking space and displays it as a blue-highlighted vehicle graphic→ *fig. 1* (2).

3. Come to a complete stop and press and hold the brake pedal.

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Driving into parking spaces

1. Tap the function key for Park Assist with remote control in the Infotainment system→ *fig. 1* (4).

   The symbol lights up white and the function is activated.

2. Exit the vehicle promptly and with all vehicle keys in the vicinity of the vehicle.
3. Check the travel path and start the parking process with the Volkswagen app→ ⚠.

   Once the parking process has been completed, a message appears in the Volkswagen app.

4. Safely park the vehicle *(→ Parking)*.

⚠ WARNING

If the driver is too far away from the vehicle, the parking process may be canceled. Accidents and/or serious injuries may occur.

- Remain in a safe and suitable position in relation to the vehicle.

Exiting a parking space

1. Open the Volkswagen app.
2. Activate the vehicle's drive system with the Volkswagen app.
3. Select the desired parking scenario.
4. Check the travel path and start the exiting procedure with the Volkswagen app.
5. Once the exiting procedure is complete, take control of the vehicle to continue driving and observe the messages in the Infotainment system →⚠.

⚠ WARNING

When you maneuver out of a parking space, there is a danger of pulling into moving traffic. Accidents and serious or fatal injuries may occur.

- Only drive the vehicle out of the parking space when the traffic situation allows it.

If the vehicle has been jump-started immediately prior, do not use Park Assist with remote control.

Driving into or out of Garages

1. Open the garage with the synchronized HomeLink® Universal Transmitter in the headliner of the vehicle interior, if this is present .
2. “Dip” the front of the vehicle into the garage entrance, i.e. position it slightly inside the entrance so that it can be driven straight into the garage.
3. Tap the P function key for the parking menu in the Infotainment system.
4. Once the garage entrance has been detected and the vehicle is stationary, tap the→ *fig. 1* (1) function key in the Infotainment system.
5. Exit the vehicle promptly and with all vehicle keys in the vicinity of the vehicle.
6. Follow the instructions in the Volkswagen app on the cell phone.
7. When exiting, take up a safe position with the vehicle key in the vicinity of the vehicle and follow the instructions in the Volkswagen app.

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Park the vehicle in the garage so that the driver door can still be opened.

Introduction

The trailer maneuvering system (Trailer Assist) provides drivers with assistance when reverse maneuvering with a trailer.

Trailer Assist steers a trailer in the direction you set with the knob for adjusting the outside mirrors. You operate the accelerator pedal and the brake →.

Trailer Assist determines the required data using the Rear View Camera system.

WARNING

Trailer Assist is not a replacement for the driver's attention and works only within the system limitations. Trailer Assist provides drivers with assistance when maneuvering a trailer and detects obstacles in the area around the vehicle. If you do not take care, there is a risk of accidents and serious injuries.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Always monitor the movement of the trailer and if necessary interrupt the maneuvering process yourself. In rare cases, the trailer moves from the desired setting.
- Do not rely solely on the information shown in the instrument cluster display.
- Brake the vehicle in good time using the brake pedal before reaching an obstacle.

Trailers with LED taillights cannot always be detected correctly by Trailer Assist for technical reasons.

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Prerequisites for Trailer Assist

Calibrating the trailer

To re-determine the drawbar length, the trailer must be calibrated with each change to the combination of vehicle and trailer.

There are a maximum of four limits on the angle display: Approximately 30°, 45°, 60° and 75°.

The more accurately the system is able to calculate the drawbar, the more angles are available when maneuvering.

1. Attach the one or two-axle trailer and electrically connect with the vehicle.
2. Perform multiple, ideally different, turning and cornering maneuvers with the trailer.

Requirements

✓ The trailer with non-steering axles is properly connected.

✓ The drawbar must not be covered.

✓ The vehicle and trailer are stationary.

✓ The driver door and trunk lid are closed.

✓ The maximum trailer angle is not exceeded.

✓ The outside mirrors must not be folded in.

✓ ESC
is switched on.

✓ A driver interaction must occur within around three minutes, otherwise the maneuvering process will be interrupted and Trailer Assist is deactivated.

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Maneuvering with the trailer

Switching on

1. Stop the vehicle.
2. Select the reverse gear.
3. Tap the P function key in the Infotainment system.
4. Tap the button.

   When the function is active, the symbol lights up.

Maneuvering

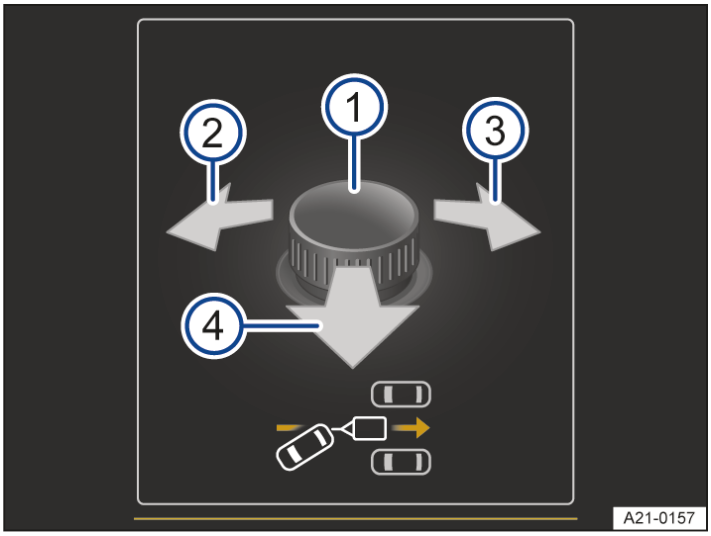


Fig. 1 In the instrument cluster display: Turn the knob in the driver door.

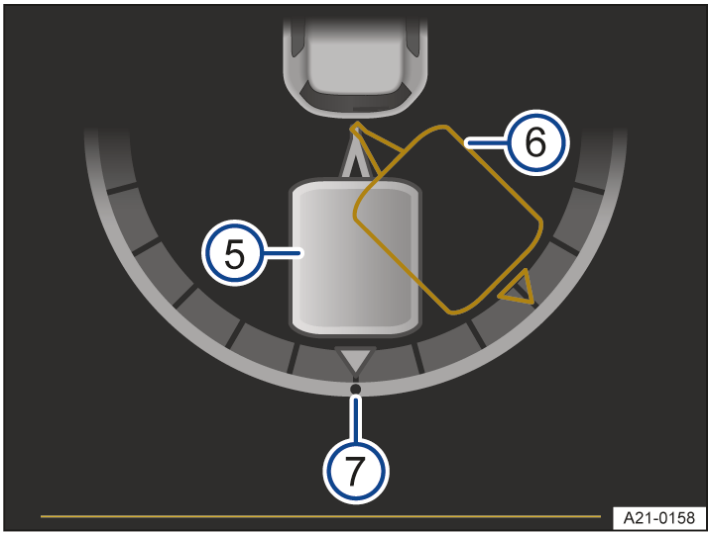


Fig. 2 In the instrument cluster display: Adjust the trailer angle.

---

(1) Rotary knob for adjusting the exterior mirrors.

(2) Trailer alignment to the left.

(3) Trailer alignment to the right.

(4) Drive in the direction of the trailer.

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(5) Current position of the trailer (gray).

(6) Target position of the trailer (orange).

(7) Zero position of the angle display.

1. Check that the requirements for Trailer Assist have been met *(→ Trailer maneuvering system (Trailer Assist))*.
2. Release the steering wheel →⚠.
3. Tilt the knob in the driver door until the desired direction is reached.

   A representation of the current position of the vehicle and trailer is shown in the instrument cluster display to help guide you → *fig. 2*.
4. Slowly accelerate and reverse. Be aware of your surroundings.
5. Use the rotary knob to correct the angle if necessary → *fig. 1* (1).
6. Push the rotary knob left or right to determine the direction of travel.
7. To move toward the trailer, pull the knob backward.
8. maneuver the vehicle until the preferred position is reached.

⚠ WARNING

During maneuvering, the steering wheel turns quickly. Interfering with the steering wheel can result in serious injury.

- Do not take over the steering until the system prompts you to do so.
- Take over the steering in dangerous situations.

The outside mirrors cannot be adjusted while Trailer Assist is active.

The vehicle cannot drive faster than approx. 6 km/h(approx. 4 mph) while Trailer Assist is active.

Rear Traffic Alert

Rear Traffic Alert monitors the cross traffic when reversing out of a space or maneuvering.

System function

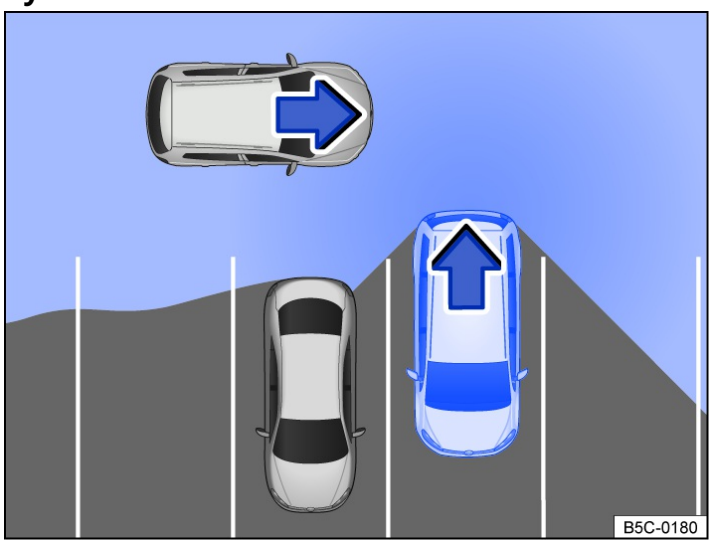


Fig. 1 Monitored area around the vehicle that is exiting a

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parking space (general example).

Radar sensors behind the cover of the rear bumper monitor the rear and side areas of the vehicle.

In the even of approaching or moving objects, the driver is warned of an obstacle → *fig. 2*, → ⚠.

If there is an obstacle, a warning signal will sound. A colored display of the obstacle area is shown in the Infotainment system → *fig. 2*.

If the driver does not respond, automatic braking support may kick in *(→ Automatic braking support)*.

⚠ WARNING

Rear Traffic Alert is not a replacement for the driver's attention and works only within the system limitations. All approaching objects, e.g. pedestrians or objects approaching quickly, may not be detected. If you are careless, there is a risk of accidents, serious injuries and death.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Pay attention to the traffic situation and the vehicle environment when leaving a parking space.
- React quickly to the visual warnings and warning chimes of the Rear Traffic Alert system.

Switching on and off

1. Switch the ignition on.
2. Select gear R or D.
3. Press the button.

   Or: Open the vehicle settings of the Infotainment system *(→ Vehicle settings menu)*.
4. Switch Rear Traffic Alert on or off.

This setting can be saved in the driver personalization user profiles and can be changed automatically when the user account is switched.

Screen display

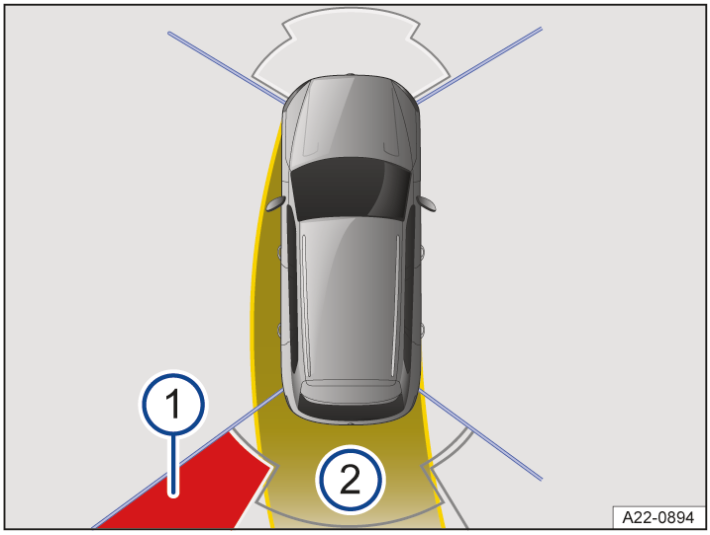


Fig. 2 Infotainment system: Rear Traffic Alert (general example).

(1) Obstacle detection.

(2) Steering lock.

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Red section of the image: Nearby obstacle. The vehicle is at risk. Brake!

Yellow section of the image: Obstacle in the path of the vehicle. The vehicle is at risk. Steer around the obstacle.

Calibration

The radar sensors calibrate once, on the first kilometer of a journey after the vehicle is delivered, and then again if the sensor technology has been repaired. The range of the sensors may be limited during the calibration phase.

Driving with a trailer

Rear Traffic Alert cannot be activated if a trailer is connected to the electrical system.

If the trailer has been disconnected, the Rear Traffic Alert is reactivated after switching on the ignition.

If the trailer hitch was not installed at the factory, Rear Traffic Alert must be manually deactivated when towing a trailer.

Information about braking assistance systems

Braking assistance systems can stabilize the vehicle in critical driving or braking situations and increase driving safety. The driver is always responsible for safe driving →⚠.

— If a braking assistance system is regulating, continue braking with the necessary force.

— If necessary, steer the vehicle.

⚠ WARNING

Braking assistance systems cannot replace the driver's attention and can only operate within the limitations of the system. Fast driving on icy, slippery, or wet roads, as well as following the vehicle ahead too closely, may impair the vehicle stability and cause you to lose control of the vehicle. If you are careless, there is a risk of accidents, serious injuries and death.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Always adapt your speed and driving style to the visibility, weather, road and traffic conditions. Do not take any risks.
- Always keep the footwell beneath the pedals clear so that the brake pedal is unobstructed and can move freely.
- Always use suitable tires, as driving stability depends on the tires' ability to grip the road.

— ESC

, ABS and ASR only function correctly when all four wheels have the intended tires→⚠.

— If the ABS

malfunctions, the ESC, ASR and EDS also fail.

When the ignition is switched on, the condition of the braking functions is automatically checked. The indicator lights will come on briefly and then turn off. If an indicator light remains on permanently, there is a malfunction. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility immediately. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

The effectiveness of the ESC

may be reduced considerably if other components and systems that affect driving dynamics have not been maintained correctly or are malfunctioning. This applies especially to changes to the suspension and unapproved rim/tire combinations. Accidents and serious or fatal injuries could result.

- Ensure that conversion and modifications to the vehicle are only performed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer

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or authorized Volkswagen Service Facility.

- Always use suitable tires, as driving stability depends on the tires' ability to grip the road.

Electronic Stability Control (ESC)



ESC

is regulating the vehicle to reduce the risk of skidding and improve driving stability →⚠. The indicator light flashes yellow.

ESC can hold the vehicle when starting off on gradients of up to approximately 30%→⚠.

Anti-Slip Regulation (ASR)



ASR

is regulating the vehicle to reduce the risk of the wheels spinning. The indicator light flashes yellow.

ASR

reduces drive power at wheels that are spinning and adapts the drive power to the road conditions. ASR makes it easier to start, accelerate, and drive up hills →⚠.

Anti-Lock Brake System (ABS)

ABS

prevents the wheels from locking during braking so that the vehicle can be steered →⚠.

Brake Assist System (BAS)

BAS

can help to reduce the vehicle braking distance. BAS increases braking power when the driver presses the brake pedal quickly in emergency situations →⚠.

Electronic Differential Lock (EDL and XDL)

EDS

automatically applies the brakes to a wheel that starts spinning and transfers the drive power to the other driving wheels.

XDS

is an extension of the electronic differential lock, and improves traction with braking support to help keep the vehicle in its lane.

Multi Collision Brake

The Automatic Post-Collision Braking System automatically brakes the vehicle if the airbag control module has detected a collision in an accident situation.

Requirements for automatic braking:

✓ The driver does not press the accelerator pedal.

Electromechanical brake booster (eBB)

The electromechanical brake servo boosts the pressure that you apply to the brake pedal with your foot when the

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ignition is switched on.

If the electromechanical brake servo is not working, you will need to press the brake pedal harder because the lack of braking assistance will increase the braking distance →⚠.

⚠ WARNING

Driving without the brake booster or when the brake booster's system function is limited can increase the braking distance significantly. This may lead to accidents resulting in serious or fatal injuries.

- Never deactivate the vehicle's drive system and never switch off the ignition while the vehicle is moving.
- Press the brake pedal harder if the brake booster does not work or the vehicle is being towed.
- Always keep the footwell beneath the pedals clear so that the brake pedal is unobstructed and can move freely.

Switching the braking support system on and off

Driving situations

In order to avoid risks, the brake systems should not be switched off under normal conditions→⚠.

⚠ WARNING

When ESC

is switched off, the risk of the vehicle swerving is significantly higher. The vehicle can be difficult for inexperienced drivers to handle at high speeds. Accidents and serious or fatal injuries could result.

- Switch ESC

  off only if you are experienced in driving off-road.

  ●
- Only switch on ESC

  Sport if you are driving on a closed track and are experienced in sporty driving.

  ●
- Do not take any risks.

ASR

It can be helpful to switch off ASR

when the vehicle is driven on loose ground or when "rocking" the vehicle out of place because it is stuck →⚠.

OFF

ASR

manually switched off. The yellow indicator light turns on.

ESC Sport

The function assists with sporty driving. The ESC

intervenes later to stabilize the vehicle, e.g. during fast cornering →⚠.

OFF

ESC Sport is switched on. The yellow indicator light turns on.

Switching on and off

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Fig. 1 In the center console: button for ASR, ESC or ESC Sport.

Switching off the ASR

1. Press the button for about one second → *fig. 1*.
2. Press the button again to switch ASR on again.

Switching on ESC Sport

1. Select Eco, Comfort, Sport, Individual or Snow driving mode *(→ Driving Mode Selection)*.
2. Press the button for about three seconds → *fig. 1*.
3. Press the button again to switch ESC Sport off again.

Switching off ESC

1. Select Offroad driving mode *(→ Driving Mode Selection)*.
2. Press the button for about three seconds → *fig. 1*.
3. Press the button again to switch ESC on again.

If the setting is no longer being used, you should completely switch off the braking assistance system again→ ⚠.

Troubleshooting

ABS failure or malfunction

The yellow indicator light turns on.

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

The vehicle can be braked withoutABS

.

ESC malfunction

The yellow indicator light turns on.ESC

has been switched off.

There is a fault or malfunction.

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1. Switch the ignition off and on.
2. Drive a short distance at a speed of approximately 15 km/h(approx. 9 mph) to 20 km/h (approx. 12 mph).
3. If the indicator light stays on, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Noises in the braking assistance systems

When the braking assistance systems are actively regulating, the brake pedal may move or noises may occur.

1. Continue braking with the necessary force and steer the vehicle as required.

WARNING

If the brake warning light comes on together with the indicator light, the regulating function of the ABS could be malfunctioning. This can cause the rear wheels to lock when braking. This could cause you to lose control of the vehicle and lead to accidents with serious or fatal injuries.

- Drive at low speed to the nearest authorized Volkswagen dealer or authorized Volkswagen Service Facility to have the brake system checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Avoid sudden braking or driving maneuvers.

WARNING

If the indicator light does not turn off, or comes on during the journey, the ABS is not working correctly. The vehicle can only be stopped with the normal brakes. If the ABS is restricted, this may lead to accidents causing damage to the vehicle and serious or fatal injuries.

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

Introduction

WARNING

Loose objects can be thrown around the inside of the vehicleduring sudden driving or braking maneuvers. This can cause a loss of vehicle control, and can cause accidents and serious or fatal injuries.

- Store objects in only closed storage compartments.
- Always keep the storage compartments closed while driving.
- Do not place mobile devices or similar objects in the rear center armrest storage system while driving.
- Only hang lightweight clothing, up to a maximum of 2.5 kg(approximately 5.5 lbs), from the coat hooks in the vehicle.
- Never leave heavy, hard or sharp objects in clothing pockets.

WARNING

Incorrect usage of the cup holders can cause injuries. While driving, during a sudden braking maneuver or in the event of an accident, objects in the cup holder may be thrown around and cause serious injuries. Moreover, hot drinks can be spilled and cause serious scalds.

- Only stow soft, break-resistant, closed vessels in the cup holder.
- Integrated storage systems of the rear center armrest must always be used in the locked end positions.
- Do not place hot beverages in the cup holders.
- Take care that only suitably sized drinks are stored in the cup holder. Drinks must always be steady and secure in the cup holder.

WARNING

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If the glove compartment is open while you are driving, objects may be flung into the vehicle interior. This can cause a loss of vehicle control, and can cause accidents and serious or fatal injuries.

- Always keep the glove compartment closed while driving.

WARNING

Lighters in the vehicle can become damaged or ignite unintentionally, for example due to high surface temperatures. This can cause severe burns and vehicle damage.

- Before closing compartments or storage areas, always make sure that there are no cigarette lighters near the sections that will be closing.
- Never place lighters in compartments, in storage areas, or on other surfaces in the vehicle.

WARNING

Closed beverage bottles can explode from heat and burst from frost and cause severe injuries.

- Never leave closed beverage bottles in an extremely hot or extremely cold vehicle.

NOTICE

Objects stored in the vehicle may be damaged by strong sunlight or the effects of heat or cold or cause damage to the vehicle.

- Never leave any objects, groceries, or medications that are sensitive to temperature in the vehicle interior.
- Bear in mind that objects made from transparent materials, e.g. transparent suction cups on door windows, can concentrate sunlight.

NOTICE

Depending on the vehicle equipment, the rear center armrest may have a storage system. Folding in the rear center armrest with the storage system open can damage the cup holder.

- Before folding in the rear center armrest, make sure that objects have been removed and that integrated storage systems are closed or folded in.

Cup Holder in the Rear Center Armrest



Fig. 1 In the backrest of the center seat: folding rear center armrest (general example).

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Fig. 2 In the rear center armrest: cup holder (general example).

There is a cup holder in the rear center armrest.

— To fold forward: pull the center armrest in the direction of the arrow using the loop → *fig. 1*.

— To fold back: fold the center armrest upward in the opposite direction of the arrow → *fig. 1* and press it all the way toward the seat backrest.

Passengers must not sit in the center rear seat when the center armrest is folded down.

Ashtray and cigarette lighter



Fig. 1 In the front center console: cigarette lighter.

1. Press the cigarette lighter knob into the port when the ignition is switched on.

   When the wire spiral is hot enough, the knob pops out.

2. Pull out the cigarette lighter → ⚠.

⚠ WARNING

Incorrect use of the cigarette lighter or the ashtray can cause fires, burns, and other serious injuries.

- Only use the cigarette lighter correctly.
- Never leave children unattended in the vehicle. The cigarette lighter can be used when the ignition is switched on.
- Never place paper or other objects that could ignite in the ashtray.

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The cigarette lighter port can also be used as a 12 V power socket.

Introduction

Electrical devices can be connected to the sockets in the vehicle.

The 12 V socket only works when the ignition is switched on.

WARNING

Using sockets and connected electrical devices incorrectly can cause fires and serious or fatal injuries.

- If the electrical devices become too warm, turn off the devices immediately and disconnect them.
- Be aware that sockets and devices connected to them may still be used, e.g. by children in the vehicle, when the ignition is switched off.

NOTICE

Electrical devices that are unsuitable, not permitted, or connected incorrectly may cause damage to the vehicle or electronics.

- Never connect electrical devices that provide power, such as solar panels or battery chargers, to the 12 V socket in order to charge the 12 V vehicle battery.
- Only use electrical devices that have been tested for compliance with the applicable directives for electromagnetic compatibility.
- Do not use any malfunctioning devices.
- To reduce the risk of damage from voltage fluctuations, turn electrical devices off before switching the ignition on or off, and before engaging the vehicle's drive-readiness.
- Refer to the operating instructions for the electrical devices.

NOTICE

The vehicle electrical system can be damaged when the maximum load is exceeded.

- Never connect electrical devices that draw more than the specified load of a 12 V socket.

The 12-V vehicle battery will discharge when the ignition and electrical devices are switched on and the vehicle's drive system is running.

Unshielded devices can cause malfunctions in the radio, the Infotainment system and in the vehicle electronics, depending on the vehicle equipment.

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Sockets in the vehicle

Do not exceed the maximum power of the sockets. The power draw of the external devices is indicated on their identification labels.

12 V socket



Fig. 1 In the storage compartment in the front center console, in the rear center console and in the luggage compartment: folding 12 V socket (general example).

The total continuous output of all 12 V sockets in the vehicle is 120 watts *(→ Sockets)*.

The maximum power of a 12 V socket in the vehicle when the vehicle is drive-ready totals 180 watts.

NOTICE

Using 12 V sockets for too long at maximum power can cause the fuse to blow.

- Never use 12 V sockets at their maximum power for longer than 10 minutes.
- Only ever use a single 12 V socket at maximum power.

230-volt socket with earthing contact

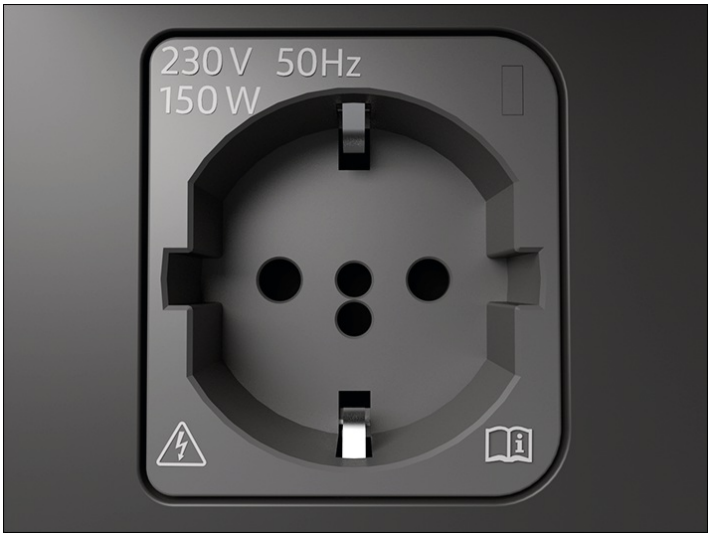


Fig. 2 Located in the rear center console: 230-volt socket with earthing contact.

The maximum power is 150 watts(peak power: 300 watts).

The socket activates itself automatically as soon as a plug is inserted into the socket as soon as the vehicle's drive system is activated. If enough power is available, you may be able to use the socket, even if you have switched off the engine →⚠.

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1. To unlock the integrated child safety lock, swing up the cover if necessary and insert the connector all the way into the socket.

   Electricity will not start to flow through the socket until the child safety lock is unlocked.

LED display on the socket → *fig. 2*:

- Green LED comes on: The child safety lock is unlocked. The socket is ready for operation.
- Green LED is blinking: The ignition is switched off but there is still enough power to continue supplying the socket for up to ten minutes. If you pull out the connector within this period, the socket will be switched off and you will not be able to use it again without switching the ignition back on.
- Red LED is blinking: There is a malfunction, e.g. cut-off due to overcurrent or excessive temperature.

Temperature cut-off

The inverter for the 230-volt socket with earthing contact automatically cuts off when a specific temperature is exceeded. The cut-off prevents overheating due to devices that are connected drawing excessive power and overheating due to high ambient temperatures. You will not be able to use the 230-volt socket with earthing contact again until it has cooled down.

In order to use the 230-volt socket with earthing contact again once it has cooled down, if a device is connected you must remove the connector connecting it to the socket and then plug it back in again. This prevents electronic devices from inadvertently being switched back on.

DANGER

Contact with high voltage in the electrical system, e.g. sockets, may cause electric shocks, serious burns, and fatal injuries.

- Do not spill any liquids on the socket.
- Do not insert any adapters or extension cables into the 230-volt socket with earthing contact.
- Do not insert any conductive items(e.g. a screwdriver) into the contacts of the 230-volt socket with earthing contact.

NOTICE

The sockets on the vehicle can be damaged by improper operation. This may result in damage to the electronics and the vehicle.

- Only connect devices to the socket if the voltage of these devices matches the socket voltage.
- Do not suspend excessively heavy devices or connectors (e.g. power supply units) directly from the socket.

If electrical equipment with a high starting current is prevented from being switched on, the integrated overcurrent shutdown may be the cause. In this case, disconnect the power supply unit from the electrical device and reconnect it after about 10 seconds.

With some devices, the functionality of the 230-volt socket with earthing contact may be impaired due to the relatively low power (wattage).

Charging Options for Mobile Devices

You can charge mobile devices in the vehicle either wirelessly or by using the built-in USB-C connectors.

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Charging with USB Ports

The vehicle may contain the following USB

-C ports:

Symbol for a USB port for data transmission and charging.

Symbol for a USB port for charging only.

Available Charging Power

Voltages up to 20 V are provided via the USB

port, which enables up to 45 W charging power.

Depending on the vehicle equipment, the following charging profiles may be supported by the USB

ports:

— 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 of the connected device depends on the following aspects:

— Supported charging profiles.

— Device charge level.

— Device temperature.

— Charging cable used.

For double USB

ports, the charging power can be split between both ports.

Wireless charging function

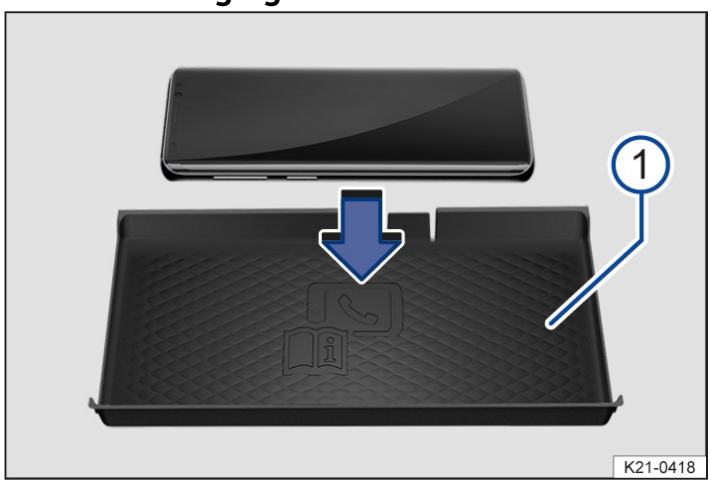


Fig. 1 In the center console: storage for wireless charging function (general example).

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(1) Liner mat with telephone symbol.

The wireless charging function depends on the vehicle equipment and is not available in all countries.

Wireless charging enables wireless energy transfer through electromagnetic induction over a short distance for cell phones that are Qi-certified.

The rear shelf with liner mat → *fig. 1* (1) for the wireless charging function is located in the area of the center console and is designed for only one Qi-certified mobile phone at a time.

On some vehicles, the liner mat → *fig. 1* (1) has a telephone symbol indicating the center position.

The charging power is 5 watts.

Wireless Cell Phone Charging

Requirements

✓ A suitable cell phone that is no larger than the designated rear shelf and is Qi-certified.

1. Remove any foreign objects from the storage compartment prior to charging → ⚠.
2. Remove the protective case of the cell phone and any other foreign objects (if present), then place the cell phone flat against the rear shelf with the display facing upward.

   The charging process starts automatically.
3. Refer to the operating instructions for the cell phone.

The Infotainment system informs you when the charging process is starting and, if applicable, if there are any foreign objects with metal components in the storage compartment.

⚠ WARNING

Notifications on the cell phone display may distract the driver. This can result in accidents and serious injury or death.

- Make sure that no objects interfere with the closing function of the cover.
- If the rear shelf includes a cover, always keep the cover closed while driving.

⚠ WARNING

Metal objects on the shelf can become very hot. This may cause burns or fires.

- Do not place metal objects or objects with metal components on the wireless charging shelf.
- Remove any foreign objects immediately.

NOTICE

If cards or other objects with magnetic strips or with chips are placed on the rear shelf for wireless charging, the data stored on these may be damaged.

- Do not place any ID cards, debit cards or credit cards with magnetic strips or chips on the wireless charging shelf.

Troubleshooting

Cell phone is not Charging

A message regarding a foreign object in the storage compartment may be displayed in the Infotainment system.

If the cell phone is in an unfavorable position on the liner mat, this can impair the charging function. This can be caused by changes in position – even small shifts that may occur as a result of vibrations, for example.

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The position of the cell phone must be corrected in order to restore correct charging function.

1. Align the cell phone centrally on the charging surface.

The charging function can also be impaired by metallic parts – in particular, magnetic parts of a cell phone or its protective case.

1. Rotate the mobile phone approx. 180° with the display still facing upward on the charging surface.

Cyber security

Cyber security describes measures that reduce the risk of illegal access to vehicle functions, data and control modules caused by malware or an Internet attack. Of all the components in the vehicle, connectivity components are most at risk of unauthorized access or cyber attacks.

Connectivity components comprise control modules for data transmission, interfaces, media and diagnostic connections through which information and data can be exchanged between the vehicle and mobile devices or the Internet.

Connectivity components are equipped with security mechanisms to minimize the risk of unauthorized access to vehicle systems.

Connectivity components include in particular:

— Diagnostic connection port

— Control module with installed eSIM card.

— Phone interface

— App-Connect.

— Wi-Fi® hotspot.

— NFC radio technology.

— AUX-IN jack.

— Bluetooth® interface.

— CD/DVD drive.

— USB port.

— SD card slot.

— SIM card slot.

The type and number of connectivity components present in your vehicle depends on the vehicle equipment and the country.

Software and security mechanisms

Software and security mechanisms available in the vehicle undergo continuous development. Similar to computers or operating systems on cell phones, software and security mechanisms in the vehicle may also be updated at various times.

System updates improve the security, stability and operating speed of vehicle systems. The system update is a preventative measure, for example, to protect from malware and to optimize functionality.

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A system update is used to update the software of control modules in the vehicle.

Depending on the vehicle and country, there are two ways to update your vehicle:

— System update by a suitably qualified authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

— System update via an Over-the-Air Update.

WARNING

In spite of the integrated security mechanisms and regular system updates or Over-the-Air Updates, malware can cause malfunctions in control modules and the vehicle. In the same way, connecting computers, data carriers or cell phones that are infected with viruses can result in malfunctions in control modules and the vehicle. Malfunctions may cause serious accidents and fatal injuries.

- If the vehicle works or reacts differently to normal, reduce your speed in a controlled manner.
- Contact qualified professionals for assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

NOTICE

Malware can access data and information stored in the control modules, in the Infotainment system, on connected data carriers and in paired cell phones. This may result in a complete loss of data or damage control modules, the Infotainment system, computers, data carriers or cell phones.

- Carry out all pending Over-the-Air Updates as quickly as possible once they are made available, or allow system updates to take place. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Protect computers, data carriers and cell phones with a suitable antivirus program and by taking generally recognized precautions. Regularly update the antivirus program using the supplied system updates or upgrades provided by the vendor.

Minimizing risks

You can actively help to reduce the risk of unauthorized access to vehicle systems and functions by following these guidelines:

— Only use data carriers, Bluetooth devices and cell phones in the vehicle that do not contain any manipulated data or malware.

— Ensure that system updates provided by Volkswagen are carried out by an authorized Volkswagen dealer or authorized Volkswagen Service Facility as soon as possible once they are made available. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility. If the option to perform an Over-the-Air Update is available, depending on the vehicle and country, carry out all Over-the-Air Updates provided by Volkswagen immediately. If the Over-the-Air Update is ignored multiple times by the driver, an authorized Volkswagen dealer or authorized Volkswagen Service Facility must be contacted for assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

— Only have the vehicle repaired and serviced by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Introduction

Over-the-Air Updates enable us to ensure that your vehicle is always kept up to date, e.g. to protect against malware and optimize functionality.

How can you tell that an Over-the-Air Update is pending?

A pending Over-the-Air Update is displayed in the Infotainment system.

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If multiple Over-the-Air Updates are available for the vehicle at the same time, one Over-the-Air Update must be completed successfully before the next Over-the-Air Update can be carried out.

It is in your best interests to perform Over-the-Air Updates as promptly as possible. If the Over-the-Air Update is ignored multiple times by the driver, an authorized Volkswagen dealer or authorized Volkswagen Service Facility must be contacted for assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

WARNING

In very rare circumstances, it is possible that a control module may no longer work properly after an Over-the-Air Update. Malfunctions in a control module and the vehicle can cause serious accidents and fatal injuries.

- If the vehicle works or reacts differently to normal while driving, reduce your speed in a controlled manner.
- Contact qualified professionals for assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

WARNING

If the digital instrument cluster malfunctions after an Over-the-Air Update, it will not be possible to display instruments, warning lights, symbols or messages. Driving with a malfunctioning instrument cluster can lead to serious accidents and fatal injuries.

- Do not use the vehicle. Contact Volkswagen Customer Care.

NOTICE

If special modifications are made to vehicles outside of the responsibility of Volkswagen AG, such as for service vehicles or taxis, there is a risk that these special functions, e.g. taximeter, will no longer work properly after an Over-the-Air Update.

- Contact your authorized Volkswagen dealer or authorized Volkswagen Service Facility before performing an Over-the-Air Update.

Measures to increase performance or efficiency (e.g. engine tuning) that are not performed by Volkswagen may be reverted by an Over-the-Air Update.

Depending on the vehicle equipment, “release notes” that describe the changes to the vehicle status may be displayed once before or after an Over-the-Air Update.

Requirements for an Over-the-Air Update

The following requirements must be met for an Over-the-Air Update to be downloaded and the software installation for an Over-the-Air Update to be carried out.

✓ The “Over-the-Air Update” function is available in your country.

✓ You have concluded an active VW Connect contract.

✓ You have assigned the vehicle to your active Volkswagen user account.

✓ There is a primary user; it may be necessary for you to log in as the primary user.

✓ The vehicle is in an area with enough mobile reception.

✓ Your current privacy settings allow sending and receiving of data and information *(→ Privacy settings)*.

✓ The 12-volt vehicle battery is sufficiently charged.

✓ The vehicle is parked safely in accordance with legal requirements and local conditions .

✓ The previous Over-the-Air Updates have been installed.

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Downloading and installing an Over-the-Air Update

Download costs

An Over-the-Air Update is downloaded via the factory-installed control module with aneSIM card and is free of charge. Volkswagen pays the connection charges.

Time of download

As soon as a new software version is available, you will receive a message that you can perform the download. Select a time for downloading the new software version during which the vehicle does not need to be driven by you or anyone else.

The download time depends on the network quality, file size and Over-the-Air Update type. It may be the case that the download is interrupted. In this case, the download will resume when the ignition is switched on.

Carrying out software installation of the Over-the-Air Update

Select a time for the Over-the-Air Update during which the vehicle does not need to be driven by you or anyone else.

WARNING

Control units are deactivated and will not be operational for the duration of the software installation. Driving with deactivated or non-functioning control units can lead to accidents and fatal injuries.

- Carry out the software installation so that other road users are not affected.
- Never operate your vehicle during a software installation.

1. Stop the engine and set the electronic parking brake.
2. Close the engine hood, trunk lid, all windows and all doors.
3. Confirm the software installation in the Infotainment system.
4. Ensure that all vehicle occupants leave the vehicle and that no animals are left in the vehicle.
5. Exit the vehicle, taking all vehicle keys with you.
6. Lock the vehicle.

Functional limitations during software installation

The control modules, the main computer, functions and displays will not be available during software installation. Do not use the vehicle during this process and do not operate the Infotainment system.

— Mobile online services are not available.

— Emergency Call Service and Roadside Call Assist are not available.

— Park Distance Control is not available.

— The diagnostic connection port is deactivated.

— Park Assist Plus is not available.

Following the software installation

After the software installation and before starting the engine, read the message regarding completion of the software installation in the Infotainment system or instrument cluster. The vehicle will require up to 1 minute to display the status of the Over-the-Air Update.

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— After a successful software installation, you can continue to use the vehicle again.

— If the software installation is unsuccessful: *(→ System update)*.

Troubleshooting

Installation of an Over-the-Air Update has failed

— If the installation of an Over-the-Air Update was not successful, a corresponding error message will appear in the Infotainment system or instrument cluster. Take note of corresponding messages and warning notifications.

If there was a critical installation error, control modules may no longer function or not function correctly. Functions and displays will not be available until the error is rectified. Do not use the vehicle. If this is the case, contact Volkswagen Customer Care.

Can I interrupt the 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, e.g. due to damage to the vehicle's electrical system, control modules may not be updated and may be damaged by the incomplete installation of the Over-the-Air Update.

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Introduction

Mobile devices can be connected to the Infotainment system via the wired and wireless connections in the vehicle.

The type and number of wired and wireless connections depends on the vehicle equipment and the country. The connections may differ within a model line or in a model with optional equipment.

In wired connections, only use the original connecting cable that belongs to the device or the connecting cable that was placed in the vehicle at the factory, if available.

If the plug on the connector cable cannot be inserted, check the position and the connections.

NOTICE

Using unsuitable or damaged connector cables or inserting the plug on the connector cables in the wrong position or too forcefully may cause malfunctions and damage to devices.

- Only use suitable and undamaged connector cables.
- Hold the plug on the connector cable in the correct position and insert it into the intended socket while pressing lightly. Pressing strongly can damage the device connection and the plug on the connector cable.
- The connector cable must not be pinched or bent sharply.

If a connected device is not recognized, disconnect all connected devices and then reconnect the device. Check the function of the connector cable used, if necessary.

If malfunctions occur in a connected device, restart the device. This sometimes fixes the error.

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USB port

Using the USB port, you can transfer data and charge devices or only charge devices.

USB-C port



Fig. 1 USB-C connection in the vehicle(general example).

The vehicle may contain the following USB

-C ports:

Symbol for a USB

port for data transmission and charging.

Symbol for a USB

port for charging only.

You can find information about charging options and charging power here *(→ Charging Options for Mobile Devices)*.

Possible USB port installation locations

The number and installation locations of USB

ports depend on the vehicle and vehicle equipment and are not available in all countries.

— In the center console.

— At the base of the interior rearview mirror.

— In the storage compartment in the center console.

— In the compartment underneath the center armrest.

USB

ports at the rear seats only come with a charging function.

Available Data Transfer Functions

The following USB

data transfer functions are available depending on the vehicle equipment.

— App-Connect .

— Media playback .

— Update, e.g. of the navigation data *(→ Navigation)*.

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Instructions and restrictions

— Only use suitable USB
connection cables. The USB connection cable must match the USB port installed in the vehicle.
— Dirty, overheated or damaged data carriers are not to be used. Read and heed the information provided by the manufacturer.
— Difference in quality between data carriers from different manufacturers can cause problems with media playback.
— Using USB
extension cables, USB adapters or USB hubs may result in malfunctions or failure of the USB functions.

Bluetooth® interface

The Bluetooth interface is a wireless connection.

In Bluetooth audio mode, audio files on a mobile device that is connected via Bluetooth, such as a cell phone, can be played through the vehicle speakers.

Bluetooth audio mode is only possible in vehicles equipped with a factory-installed mobile phone interface that supports this function.

Bluetooth profiles

A maximum of two mobile devices can be connected via Bluetooth at the same time.

The following Bluetooth profiles may be available in the specified version or in another version:

— HFP
1.7.
— Telephony and handsfree mode.
— A2DP
1.3./AVRCP 1.6.
— Music playback.
— Display and operation for music playback.
— Transfer of cover art.
— PBAP
1.2./MAP 1.4.
— Access to phone book and call lists.
— Access to SMS
and e-mail.

Pairing your mobile device to your vehicle via Bluetooth

— Tap ⋯ ▶ ⚙ ▶ Bluetooth.
— Activate Bluetooth.
— Activate Bluetooth Audio (A2DP/AVRCP).
— Open the list of available Bluetooth devices on the mobile device and select the device name for the Infotainment system.
— Pay attention to messages on the mobile device and in the Infotainment system and confirm these if necessary.
If the pairing is successful, the data on the mobile device will be saved in the user profile.
— *Optional:* confirm the message for transferring the data on the mobile device.

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Controlling playback

The extent to which the mobile device connected via Bluetooth can be controlled via the Infotainment system depends on the mobile device.

For mobile devices that support the AVRCP

Bluetooth profile, playback from the mobile device can be started or stopped automatically when Bluetooth audio mode or another audio source is selected.

Because of the large number of possible mobile devices, it is not possible to guarantee that all functions described can be performed correctly.

In general, all warning and operation tones on connected mobile devices, such as touch tones on a cell phone, should be switched off to avoid interference and malfunctions.

Depending on the device, if a mobile device is connected to the Infotainment system via Bluetooth and the USB

port at the same time, the Bluetooth audio connection may be automatically disconnected.

Introduction

App-Connect makes it possible to display and control content and functions displayed on the cell phone through the Infotainment system screen.

To do this, the cell phone must be connected to the Infotainment system via a USB

interface with a data transfer function.

Some technologies can also be used with App-Connect Wireless via the Bluetooth interface and a Wi-Fi

hotspot for the Infotainment system.

The following technologies may be available:

— Apple CarPlay™.

— Apple CarPlay™ Wireless.

— Android Auto™.

— Android Auto™ Wireless.

The technologies listed above are operated by third parties and provided by Volkswagen. Volkswagen is not responsible if these technologies are canceled, discontinued or deactivated during the service life of the vehicle. Apps from third-party providers may be incompatible. It cannot be guaranteed that the apps that are offered will be able to run on all cell phones and with all operating systems.

Which App-Connect technologies are available to you depends on the country and on the cell phone in use. Apps can be based on many different designs and can also differ depending on the vehicle and country. The content, scope, and providers of the apps may vary. The apps provided by Volkswagen can also be changed, canceled, deactivated, reactivated, and enhanced without notice. Furthermore, some apps depend on the availability of services from third party providers.

You can find more information on the Volkswagen website.

The use of apps and the required mobile phone connection may be subject to additional charges.

WARNING

Using apps while driving can distract from traffic. Driver distraction can cause serious accidents and fatal injuries.

- Only use apps and functions when the vehicle is stationary.
- Always drive attentively and responsibly.

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WARNING

If unsuitable apps are used or apps are not used correctly, this may result in vehicle damage and accidents with serious or even fatal injuries.

- Protect the cell phone and its apps from misuse.

Volkswagen is not responsible for vehicle damage that is caused by low-quality or malfunctioning third-party apps, inadequate programming of third-party apps, insufficient network strength, data loss, misuse of mobile devices, or malware on data carriers, computers, tablets and cell phones.

Symbols and settings for App-Connect

Symbols in the App-Connect **menu**

The symbol display depends on the vehicle equipment and the country.

ⓘ or Show further information.

Open the App-Connect settings menu.

Select the Apple CarPlay technology.

Select the Android Auto technology.

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Connecting a cell phone with App-Connect

In order to use App-Connect or App-Connect Wireless, first pair the cell phone with the Infotainment system. When using App-Connect Wireless, the connection is initiated via Bluetooth and then established via theWi-Fi hotspot of the Infotainment system.

When using Apple CarPlay, the Bluetooth connection is disconnected again when the connection via theWi-Fi hotspot for the Infotainment system is established.

When using Android Auto, the Bluetooth connection remains active.

Connecting the cell phone via USB cable

1. For App-Connect, connect the cell phone to the Infotainment system viaUSB cable.
2. Allow the Infotainment system the required access. To do this, confirm authorization requests on the cell phone.

   App-Connect is set up.

Connecting the cell phone for App-Connect Wireless

1. For App-Connect Wireless, connect the cell phone with Bluetooth *(→ Bluetooth)*.
2. Select the desired technology from the pop-up menu.

   Or: tap ▶ and select the desired technology.
3. Allow the Infotainment system the required access. To do this, confirm authorization requests on the cell phone.

   App-Connect Wireless set-up is complete.

If any pop-up menus were dismissed during the connection process,App-Connect or App-Connect Wireless will not be available. In this case, Volkswagen recommends deleting the devices from the cell phone settings and Infotainment system and restarting the connection process.

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Apple CarPlay™

Requirements

The following requirements must be met in order to use Apple CarPlay:

✓ The iPhone must support Apple CarPlay.

✓ Voice control (Siri) must be activated on the iPhone.

✓ Apple CarPlay must be activated in the iPhone settings without restrictions.

✓ For Apple CarPlay Wireless, Bluetooth® must be activated on the iPhone and the Infotainment system must be activated as a Wi-Fi hotspot.

✓ If Apple CarPlay Wireless cannot be used, the iPhone must be connected to the infotainment system via a USB connection with data transfer. Only USB ports with data transfer are suitable for use with Apple CarPlay.

✓ The USB cable being used must be an original cable from Apple.

These technologies may not be available in all countries.

Information on technical requirements, compatible iPhones, certified apps and availability can be found at the Volkswagen and Apple CarPlay website or at an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Starting Apple CarPlay

1. Tap ▶ to open the App-Connect main menu.
2. Tap to connect to your iPhone.

Disconnecting

1. Tap in Apple CarPlay mode to open the App-Connect main menu.
2. Tap to end the active connection.

The presentation of the function keys in the display may vary.

Special conditions

During an active connection with Apple CarPlay, the following conditions apply:

— For an iPhone connected with the Infotainment system via Apple CarPlay, phone functions can only be accessed via Apple CarPlay.

— The connected iPhone cannot be used as a media device in the Media main menu.

— It is not possible to use the internal navigation and Apple CarPlay navigation at the same time. The route guidance which was started last ends the previous active one.

Voice control

1. Tap briefly to start the Infotainment system voice control.

   Or: to start voice control (Siri) on the connected iPhone, tap and hold.

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Android Auto™

Requirements

The following requirements must be met in order to use Android Auto:

✓ The smartphone must support Android Auto.

✓ An Android Auto app must be installed on the smartphone.

✓ For Android Auto Wireless, Bluetooth® must be activated on the smartphone and in the Infotainment system. The Infotainment system must also be activated as a Wi-Fi ® hotspot.

✓ If Android Auto Wireless cannot be used, the smartphone must be connected to the Infotainment system with a USB connection that allows data transfer. Only USB ports with data transfer are suitable for use with Android Auto.

✓ The USB cable used must be an original cable from your smartphone manufacturer.

These technologies may not be available in all countries.

Information on technical requirements, compatible smartphones, certified apps and availability can be found on the Volkswagen and Android Auto websites or at an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Opening Android Auto

1. To start Android Auto, tap Android Auto in the top display bar.

Disconnecting

1. Tap Close in Android Auto mode to open theApp-Connect main menu.
2. Tap ⊗ to end the active connection.

Special conditions

During an active connection with Android Auto, the following conditions apply:

— An active Android Auto device can also be connected with the Infotainment system via Bluetooth (hands-free profile, HFP) at the same time.

— Phone functions are possible through Android Auto. The Infotainment system phone function can also be used if the Android Auto device is connected to the Infotainment system via Bluetooth at the same time.

— It is not possible to use the internal navigation and Android Auto navigation at the same time. The route guidance which was started last ends the previous active one.

— You can view information about telephone operation in the instrument cluster display.

— Depending on your Infotainment system and the navigation app used, you can view upcoming turns in the instrument cluster display.

— You can accept or decline incoming calls or end a call in progress using the buttons on the multi-function steering wheel.

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Voice control

The “voice control” function depends on the vehicle equipment.

1. Tap briefly on the multi-function steering wheel to start the Infotainment system voice control.

   Or: tap and hold the button on the multi-function steering wheel to start voice control of the connected smartphone.

Introduction to online services

You can use the online services in Other Services to connect your vehicle to the Internet. This gives you the option to increase the scope of various services. You can find a description of all the available services online at:

www *https://connect.volkswagen.com*

You can find the myVolkswagen customer area online at:

www *https://www.myvolkswagen.net/start/en.html*

To use VW Connect, you must first activate it by signing aVW Connect contract with Volkswagen online, subject to a country-dependent term limitation.

The service portfolios offered by Volkswagen and the individual services can be changed, adjusted, deactivated, reactivated, renamed, and enhanced without additional notifications.

The usage and availability of services and service portfolios can differ depending on the vehicle equipment, the country and the vehicle.

Emergency calls and phone calls cannot be made and data cannot be transmitted in areas with poor mobile phone and GPS reception.

Refer to the warnings in the chapter on .

Volkswagen is not responsible for vehicle damage that is caused by low-quality or malfunctioning third-party apps, inadequate programming of third-party apps, insufficient network strength, data loss, misuse of mobile devices, or malware on data carriers, computers, tablets and cell phones.

You can find an overview of your activated services and their duration in your Volkswagen user account.

Performing services via the app may use data and lead to costs. If the contractually agreed volume of data is exceeded, the transfer rate will decrease, which may cause delays in performing services.

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Data processing

Applies to EU countries where the General Data Protection Regulation is in effect.

When using services, vehicle information is sent and processed online. This data can provide indirect information about the respective driver, e.g. regarding vehicle handling. You can find the privacy policy for the use of Volkswagen's online services in the Infotainment system under MENU ▶ Legal or HOME ▶ Legal or ⁝⁝⁝ ▶ Legal.

Permanent transfer of the vehicle

If the vehicle has been purchased used or if the vehicle has been permanently transferred to you, online services may already be activated and the previous user may be able to view data acquired by online services and control certain functions of your vehicle.

You can see in the Infotainment system if your vehicle is assigned to a person as a primary user. In this case, you can register yourself as the primary user of the vehicle, which automatically removes the previous primary user.

Alternatively, you have the option in the Infotainment system to permanently delete the previous user as the primary user. You can also put your vehicle in offline mode *(→ Privacy settings)* to limit vehicle communication with the Volkswagen data server as well as the processing of vehicle and personal data.

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Prerequisites for Using Services

To be able to make full use of the services, the following prerequisites must be met.

✓ The hardware for VW Connect has also been ordered for the vehicle and installed ex-works.

✓ The vehicle and user are in the area of use.

✓ It is possible to transfer data at the user's location and the vehicle's location without restrictions.

✓ The cell phone is compatible with the app.

✓ The privacy settings in the Infotainment system allow data to be transferred for services.

✓ The settings on the cell phone allow data to be transferred for services.

✓ A personal Volkswagen 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 Volkswagen user account *(→ Virtual vehicle)*.

✓ Neither the Onboard Connectivity Unit nor individual services are deactivated or disabled.

✓ Certain technologies operated by third parties and provided to Volkswagen AG are available. Volkswagen AG is not responsible if these technologies are canceled, discontinued or deactivated during the service life of the vehicle.

⚠ WARNING

Using apps, services and functions while driving can distract you from the road. Driver distraction can cause serious accidents and fatal injuries.

- Always drive attentively and responsibly.

⚠ WARNING

If you use services without due care or inadvertently, this may lead to people in and around the vehicle suffering serious or even fatal injuries, e.g. if they are inadvertently locked inside the vehicle.

- Always use services carefully and responsibly.

The vehicle added to the Volkswagen user account must first be driven a few kilometers before individual services can record, send and display correct data.

Do not share your login details, password orS-PIN with others, keep them safe from unauthorized access and ensure that they are not seen by others.

Change your password on a regular basis.

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Situations that can affect system functions

Even if requirements for the usage of these services have been met, the performance of Volkswagen services may be impaired or blocked by various factors that are outside of the control of Volkswagen. In particular, this includes:

- Maintenance, repairs, deactivations, system updates, and technical improvements to the telecommunications systems, satellites, servers, and databases.
- Change in the cell phone standard for transferring mobile data by the telecommunications provider, e.g. from LTE or UMTS to EDGE or GPRS.
- Switching off an existing mobile network standard via the telecommunications provider.
- Malfunction, impairment, or interruption of the mobile network and GPS reception, for example due to high speeds, solar storms, weather conditions, regional circumstances, malfunctioning equipment, and high mobile network usage in the applicable radio cells.
- If you are in a location with no or very poor cell phone or GPS reception. These locations may include tunnels, areas between tall buildings, garages, parking ramps, underpasses, mountains, and valleys.
- Limited availability of information or incomplete or incorrect information from third-party providers, such as on map displays.
- In countries, federal states and regions where online services are not offered.

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Services That Do Not Require Activation

The following services can still be used if the vehicle has not been added to a Volkswagen user account.

This is the maximum scope possible. Not all services are available in all vehicles and countries.

— Roadside assistance call .

— Emergency Call Service .

Further information is available online in Europe and on Volkswagen's website.

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Setting Up Volkswagen ID

Volkswagen ID offers personal access to Volkswagen's digital world. The Volkswagen ID enables users to log in to Volkswagen's apps and websites.

To use the services, you will need a Volkswagen ID. You can register with Volkswagen ID via myVolkswagen or the Volkswagen app, in Other Apps.

Registration via myVolkswagen

1. Open www.myvolkswagen.net.
2. Create a Volkswagen user account in the Log in or register area.
3. Follow the instructions on the screen.

Registration via the App

1. Install the app.
2. Follow the instructions in the app.

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Changing and Deleting Volkswagen ID User Data

You can change or delete your user data or login details. Any changes to your login details will also apply to all other Volkswagen systems that use Volkswagen ID at the same time.

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 consent.
2. Click Volkswagen ID ▶ Change details.
3. Change and save user data.
4. Adjust and save information in the Privacy settings and consent area as needed.

Deleting User Data via myVolkswagen

1. In the myVolkswagen customer area, click Settings ▶ Volkswagen ID ▶ Delete data.
   Your data will be deleted. Your Volkswagen ID will not be deleted.

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Carrying Out Volkswagen Ident

In order to use security-related services, you must confirm the identity of the primary user. You can provide proof of identity either in person at an authorized Volkswagen dealer or authorized Volkswagen Service Facility or via Volkswagen Ident, a video chat in the app.

1. If a message about identity verification appears when you use a security-related service for the first time, refer to the information and tap Start.
2. Have an identification document ready.
3. Follow the instructions on the screen.

   If the identity verification is successful, this will be confirmed by a message.

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Managing Vehicles

After you have set up yourVolkswagen ID and created your Volkswagen user account in the process, you must add your vehicle using the 17-digit vehicle identification number (VIN).

Adding via myVolkswagen

1. Click My vehicles ▶ Add vehicle in the myVolkswagen customer area.
2. Enter the vehicle identification number (VIN
) and confirm.
   After successfully adding your vehicle, the service packages available for your vehicle will be displayed.

You can add additional vehicles via myVolkswagen in the same way.

Adding a Vehicle via the App

1. Start the app and open theAdd vehicle area.
2. Enter or scan the VIN
   and confirm.
   After successfully adding your vehicle, the service packages available for your vehicle will be displayed.

Removing the Vehicle via myVolkswagen

1. Open Vehicle administration in the myVolkswagen customer area.
2. Click Remove next to the vehicle you want to remove and confirm.
   The vehicle will be deleted from your Volkswagen user account. No other services can be performed or data shown for the deleted vehicle.

Removing the vehicle from Vehicle administration as the primary user resets the primary user and you will need to register again.

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Setting, Changing and Resetting the S-PIN

In addition to the password, the security pin(S-PIN) will also be requested during user authentication. This acts as a second level of security and protects security-related services against unauthorized access.

The security PIN

S-PIN is a sequence of several numbers that you can freely select as part of registration.

When creating your S-PIN

, avoid numbers that are easy to guess and widely known dates of birth.

You must keep your S-PIN

strictly confidential. For security reasons, you should change your S-PIN immediately if your S-PIN becomes disclosed to a third party.

Setting the S-PIN via myVolkswagen and the App

— In myVolkswagen, you can set your S-PIN
in your Volkswagen user account.
— In the app, you can set your S-PIN
during the log-in process.

The S-PIN
should consist of four non-identical, non-consecutive (neither ascending nor descending) numbers.

Changing the S-PIN via myVolkswagen and the App

— In myVolkswagen, you can change your S-PIN
in your Volkswagen user account.
— On the app, you can change your S-PIN
in your user profile. To change your S-PIN, you must enter and confirm both the previous and the new S-PIN.

If you enter the S-PIN
incorrectly multiple times, the input field will be locked for a period of time.

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Ordering Services and Activation in the Vehicle

You must order services before you can use them in the vehicle. You will then need to become the primary user for your vehicle by providing proof of authorization for your vehicle *(→ User management)*.

If you would like to use security-related services, you also need to carry out the Volkswagen Ident procedure *(→ Volkswagen Ident procedure)*. Once you have become the primary user for your vehicle and, if necessary, have carried out the Volkswagen Ident procedure, this will activate the services you have ordered.

Ordering Services via myVolkswagen

Note the information regarding data protection, right of revocation, General Terms and Conditions and Terms of Use.

1. Give your Consent to the General Terms and Conditions and Terms of Usein the myVolkswagen customer area.
2. Click Order free of charge.
3. Wait for an e-mail confirmation.
4. To activate the services in the vehicle, identify yourself as the primary user. To do this, follow the further instructions.

You can extend contracts that will expire soon by pressing theExtend contract function key in the vehicle overview. If your contract has only just started and does not expire for a long time, you will not be able to see this function key.

For used vehicles whose services have already expired, you will only have basic services as the primary user. Services can then be extended via myVolkswagen and the In-Car Shop.

Ordering Services via the App

Note the information regarding data protection, right of revocation, General Terms and Conditions and Terms of Use.

1. Give your Consent to the General Terms and Conditions and Terms of Usein the app.
2. Tap Order free of charge.
3. Wait for an e-mail confirmation.
4. To activate the services in the vehicle, identify yourself as the primary user. To do this, follow the further instructions in the app.

www *https://www.myvolkswagen.net/start/en.html*

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Getting Help

There are various sources of information for getting help with the function and use of individual services.

Help via myVolkswagen

In the Help area, you will find information about registration, individual services and frequently asked questions (FAQs).

You can find short help information and videos in many areas of myVolkswagen. Clicking on the ⓘ symbol displays help texts.

You can use a chat bot, which can be accessed viaStart chat, to directly search for a specific question or a keyword. The chat bot will display multiple answer options for a topic.

Help via the App

In the Account area, you will find information about the services portfolio, individual services, frequently asked questions (FAQs) and tutorials for the app. Tapping the ⓘ symbol displays the information.

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Introduction

Volkswagen user accounts for different vehicle users can be created via User administration. This enables you to save individual vehicle settings, such as the air conditioner, to one Volkswagen user account.

The following user roles for Volkswagen user accounts are available:

Primary user

— The “primary user” role is intended for the registered keeper or for a user of the vehicle who is not merely a temporary user, e.g. lessee or company car driver. The primary user has unrestricted permissions and can assign additional permissions to other users of the vehicle by inviting them as secondary users. When a new primary user is confirmed, the previous primary user automatically loses their user role.

Secondary user

— The “secondary user” role is intended for users who regularly use the vehicle. The secondary users' position differs from that of primary users, in that they must be invited by the vehicle's primary user. Any vehicle user can delete secondary users at any time. Secondary users have access to a range of mobile online services and can set their personalization settings in the vehicle.

Guest user with a Volkswagen ID

— The “Guest user with a Volkswagen ID” role is intended for users who occasionally use the vehicle. Guest users with a Volkswagen ID have access to certain services and can set their personalization settings in the vehicle. “Guest users with a Volkswagen ID” do not have access to vehicle data in the app.

Local guest user

— In countries that do not offer mobile online services, any vehicle user can create a “local guest user” in the vehicle. The “local guest user” role is not protected by an S-PIN
and can be deleted by any other vehicle user. Any changed vehicle settings are saved locally in the created Volkswagen user account.
— In countries that offer mobile online services, the “local guest user” role is intended for users who use the vehicle only occasionally or just once. The user can log in to any vehicle that can be used for this purpose. The cooperation of the primary user is not required. Any vehicle user can delete a “local guest user” from the vehicle at any time. The local guest user only has limited access to certain services.

Anonymous guest

— The “anonymous guest” user role is not assigned to one person. The account is local to the vehicle. The “anonymous guest” user role is intended for anonymous users. These are users who have access to the vehicle but do not log in. If the “anonymous guest” user role is activated, all vehicle users who are logged in are temporarily logged out.

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Creating new users

To create a new user in the vehicle, you must create a Volkswagen user account in the app on the cell phone or via myVolkswagen on the Internet.

If you wish to create a local user, you do not require a Volkswagen user account.

No user has been created in the vehicle yet

1. Switch the ignition on.
2. Tap VW Connect users.

   The Connect to Volkswagen menu opens.
3. If a Volkswagen user account has already been created, tap Log in.

   Or: create a Volkswagen user account in the app on the cell phone or viamyVolkswagen on the Internet.
4. Follow the instructions in the Infotainment system.
5. Log in using the displayed QR code

   s, or alternatively via Log in with email.

   As soon as login is successful, the user is displayed in the user management.

There are already users in the vehicle

1. Switch the ignition on.
2. Tap Change user ▶ Add user ▶ VW Connect user.

   Or: tap ⋯ ▶ 👤 ▶ Others ▶ Add user ▶ VW Connect user.

   The Connect to Volkswagen menu opens.
3. If a Volkswagen user account has already been created, tap Log in again.

   Or: create a Volkswagen user account in the app on the cell phone or viamyVolkswagen on the Internet.
4. Follow the instructions in the Infotainment system.
5. Log in using the displayed QR code

   s, or alternatively via Log in with email.

   As soon as login is successful, the user is displayed in the user management.

Creating a Local Guest User

1. Tap ⋯ ▶ 👤 ▶ Add user ▶ Local guest user.
2. Enter the details and confirm by pressing Save.

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Becoming the primary user

The “primary user” role is intended for the registered keeper or for a user of the vehicle who is not merely a temporary user, e.g. lessee or company car driver. There is only one primary user for each vehicle.

To become the primary user, a cell phone that supports scanning ofQR code
s is helpful.

1. If you have not done so already, download the Volkswagen app.
2. In the Infotainment system, tap System ▶ Connect with VW Connect.
3. Scan the QR code
   with the app.
4. *Optional:* provide proof of authorization *(→ Volkswagen Ident procedure)*. This is only necessary to enable security-related services.

Following successful registration, you are the primary user of the vehicle. The services are activated.

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Protecting the user profile

Your Volkswagen user account is protected by your personal password and your S-PIN. The password and the S-PIN can be changed via the app or on the Internet via myVolkswagen.

You can protect your user profile against unwanted changes in the vehicle settings and privacy settings by activating the S-PIN

. It is then only possible to log in by entering theS-PIN. If you protect your user profile with anS-PIN, you must enter your S-PIN every time before you begin driving.

1. Tap User ▶ ⚙ ▶ Protect user profile.
2. Activate Protect user profile.

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Deleting active users

Deleting a primary user

If you sell your vehicle or transfer the services to a different user, you should reset the Infotainment system to the factory settings. This deletes the primary user and all service-specific data stored in the vehicle.

As part of the factory reset, a pop-up window appears in the Infotainment system asking whether you really do wish to reset the primary user. If you do execute this function, the link between the primary user and the services of the vehicle concerned will be deleted. Resetting the Infotainment system to the factory settings irrevocably deletes the entries, settings and stored data, depending on the selected options.

— In your privacy settings, activate “Share my position” or “Online” mode.

— Tap ⋯ ▶ ⚙ ▶ Reset to factory settings.

If you choose a different privacy setting, the primary user can remain on the server.

Deleting other users

When the Volkswagen user account is deleted, the data is only deleted from the vehicle. The corresponding Volkswagen user account remains active and can be reloaded in the vehicle via the login process.

1. Tap Users ▶ ⚙ ▶ Delete user ▶ Delete.

   Or:

   Tap Users ▶ ⚙ Others ▶ Delete user.

   The logged in user is deleted.

   All vehicle settings are saved in the “Anonymous guest” user role.

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Where is my user?

If you have already created a Volkswagen user account in the vehicle and you can no longer see it in the user management, it may have been deleted. Login again in the vehicle.

(→ User management)

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Privacy settings

Using the “Privacy settings” function, the data transfer between the vehicle and the Internet can be approved or blocked in several stages via the Infotainment system.

Note that every vehicle user can set up individual settings within the “privacy settings” function. These settings may be different to those desired by the vehicle owner.

If data transfer is restricted, then the following online vehicle functions, e.g. Over-the-Air Updates, cannot be carried out.

The same restrictions will apply to new online vehicle functions provided for the vehicle in the future.

Data transfer from mobile devices and their communication with the vehicle or services required by law cannot be blocked or deactivated via the “Privacy settings” function.

Internet connection – Display

The following symbols are displayed in the top display bar of the Infotainment system, depending on the status selected:

Offline mode:

Your vehicle is offline. The mobile online services are not available.

Online mode (currently no connection):

Online mode is selected, but there is currently no connection to the Internet.

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 mobile online services.

Online mode with signal strength display:

Your vehicle is connected to the Internet with the indicated type and signal strength.

There is no signal strength display in offline mode and when the eSIM
card is not working.

Online mode can also be briefly activated by safety-related services and services required by law, even if offline mode has been activated.

During this time, no services are activated and no data is sent. Once the safety-related information or information required by law has been successfully communicated, offline mode is automatically switched back on and the eSIM card is deactivated.

Opening the Privacy Settings **Menu**

1. Switch the ignition on.

   The set mode for the “Privacy settings” function is displayed in the upper display bar in the Infotainment system.

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2. Tap ▶ ▶ ▶ Privacy settings.

Selecting Online Mode or Offline Mode

1. Open the Privacy settings menu.
2. Activate or deactivate the Vehicle/usage data in the menu of the same name.

   Depending on the mode, or will be displayed.

Effects of offline mode

— All services are deactivated and cannot send any data.

— The eSIM

card is deactivated.
All vehicle functions that require an online connection are deactivated.

— The information and data stored in the control modules, such as emergency numbers, cannot be updated. This can impair functions and services or make them unavailable.

— The eSIM

card signal strength display is not available.

Legally required services cannot be deactivated and continue transmitting data.

Effects of online mode

— All services can send and receive data, depending on their Volkswagen user account settings.

— The eSIM

card is activated.
Data transfer is enabled for all vehicle functions that require an online connection.

— The eSIM

card signal strength display is available.

Selecting online mode with location data

1. Open the Privacy settings menu.
2. Activate Send location data in the menu of the same name.

   message is displayed.

Effects of online mode with position data

— All services can send and receive data, depending on their Volkswagen user account settings.

— The primary user can access the vehicle's location data via themyVolkswagen customer area or the app.

— The eSIM

card is activated.
Data transfer is enabled for all vehicle functions that require an online connection.

— The eSIM

card signal strength display is available.

Manage services

The following functions are available for deactivating and activating services:

— Block or allow data transfer via privacy settings *(→ Privacy settings)*.

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— Individual activation or deactivation via myVolkswagen or in the app.

You will not be able to use these services again until they have been reactivated.

Additional information in Europe is available online at:

https://connect.volkswagen.com

If you individually deactivate all services, the control module with the integrated eSIM card can continue to transfer data.

Legally required services and the associated data transfer cannot be turned off or deactivated, such as the “eCall Emergency System”.

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Introduction

Using the personalization function, individual vehicle settings, such as the air conditioner, can be saved to your Volkswagen user account. The user is identified by logging into the Infotainment system. Any changes to the settings are assigned to the active Volkswagen user account in the vehicle.

Opening the Configuration Wizard for Customizable Vehicle Settings

1. Tap ⋯ ▶ ⚙ ▶ Configuration wizard.

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Customizable vehicle settings

The vehicle functions that can be set depend on the equipment. The customizable functions are saved locally in the vehicle.

The following functions can be personalized:

— Settings for single door unlocking, convenience opening and windows.

— Windshield wiper settings.

— Seat settings

— Low beam headlight settings.

— Driving Mode Selection

— Climate control system settings

— Driving data menu and selection of displays in the instrument cluster.

— Driver assistance systems settings.

— Head-up display.

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Introduction

The functions and settings of the Infotainment system depend on the vehicle equipment and are not available in all countries.

Prior to the first use

Before using the Infotainment system for the first time, read the following points to be able to fully use the available functions and settings:

— Observe the safety instructions *(→ First steps in the Infotainment system)*.

— Reset the Infotainment system to factory settings *(→ First steps in the Infotainment system)*.

— Find your favorite radio stations, also referred to in the following as "stations", and save them to storage locations to quickly access them .

— Only use suitable audio sources and data carriers .

— Use current map data for the navigation system.

— Pair a cell phone in order to use the phone interface to make calls .

— Register on VW Connect to use related services.

Other applicable documents

In addition to this manual, please refer to the following documentation when using this Infotainment system and its components:

— Supplements to your Owner's Manual.

— Operating instructions for the cell phone or audio sources.

— Operating instructions for external data carriers and players.

— Instructions for retrofitted or additional Infotainment accessories.

— Digital instructions in the Infotainment system, if available.

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Safety instructions

— Some functions may contain links to websites that are administered by third parties. Volkswagen does not assume ownership of third-party sites reached through links and is not responsible for their content.

— Some functions may contain third-party information that originates from third-party providers. Volkswagen is not responsible for the accuracy, currentness, and completeness of this non-proprietary information, and for ensuring that the rights of third parties are not violated.

— The radio stations and owners of the data carriers and audio sources are responsible for the transmitted content.

— Parking garages, garages, underpasses, tunnels, high buildings, mountains and valleys and any other electrical devices being used, e.g. battery chargers, may interfere with the reception of cell phone, GPS and radio signals.

— Foil stickers or stickers with a metal layer placed on the antenna and on the windows can impair radio reception.

— Read and follow the applicable manufacturer's operating instructions when using cell phones, data carriers, external devices, and external audio and media sources.

⚠ WARNING

The Infotainment system's central processor is networked with the control modules installed in the vehicle. If the central processor is incorrectly repaired, removed or reinstalled, there is an increased risk of accident and injury due to the control module functioning incorrectly or not functioning at all.

- Never replace the central processor with a used central processor from a scrap vehicle or from recycling.
- Always have the central processor repaired, removed and reinstalled by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

Reading information on the screen, operating the Infotainment system and connecting, inserting or removing a data carrier or audio source while driving can distract from traffic. Displays and information on the screen may be difficult to read if the lighting conditions are unfavorable or if the screen is damaged or dirty. This may distract the driver from the traffic situation. Driver distraction can cause accidents and injuries.

- Always drive attentively and responsibly.

⚠ WARNING

Setting the volume too high prevents you from hearing audible signals. Failure to hear audible signals from outside the vehicle can lead to accidents.

- Adjust the volume settings in the Infotainment system so that audible signals from outside the vehicle (such as sirens on emergency service vehicles) can still be heard.

⚠ WARNING

Setting the volume too high can cause hearing damage even if you are exposed to a loud volume for only a short time.

- Select a volume that is at a comfortable level for all vehicle occupants.
- Avoid excessive volume levels.

⚠ WARNING

Sudden volume fluctuations can distract the driver, e.g. when an audio or media source is connected or changed. This could cause accidents and injuries.

- Reduce the volume level before changing or connecting an audio or media source, for example.

⚠ WARNING

The following conditions may restrict, interrupt or prevent emergency calls, phone calls and data transfers:

- The emergency call location is in an area with no cell phone and satellite reception, or insufficient reception.
- You are in a location where there is sufficient mobile phone and satellite reception, but the telecommunications provider's mobile communications network is unavailable.

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- The vehicle components required for emergency calls, phone calls and data transfers are damaged, do not work or do not have sufficient power.
- The cell phone battery is empty or has an insufficient charge level.

WARNING

Radio stations can broadcast messages about disasters and dangers. If messages about disasters or dangers are not received or issued, accidents and injuries may occur. It may not be possible to receive or send messages under the following conditions:

- The current location is in an area with no cell phone or insufficient radio signal reception.
- In areas with sufficient radio signal reception, where the radio station's frequency bands are malfunctioning or not available.
- The speakers and the vehicle components required for radio reception are damaged, do not work or do not have sufficient power.

WARNING

In some countries and mobile networks, emergency calls can only be made under the following conditions:

- A cell phone with an unlocked SIM card and sufficient calling credit is connected to the vehicle's phone interface.
- Adequate network coverage is available.

WARNING

If a cell phone or CB radio is used inside the vehicle without connection to an outside antenna, the limit values for electromagnetic radiation inside the vehicle may be exceeded and endanger the health of all vehicle occupants.

- Keep the cell phone antenna at least 20 cm (approximately 8 inches) away from any active medical implants, such as pacemakers, because cell phones can impair the function of active medical implants.
- Do not carry a cell phone that is turned on directly above or in the immediate vicinity of any active medical implants, for example by keeping a phone in a shirt pocket.
- Immediately switch off cell phones if you suspect they could impair an active medical implant, e.g. pacemaker, or other medical device.

WARNING

Loose, unsecured or incorrectly mounted cell phones, external devices and accessories can be thrown through the vehicle interior in the event of sudden driving or braking maneuvers or a collision. This can cause accidents and serious injuries.

- Secure or stow cell phones, external devices and Genuine Volkswagen Accessories safely outside of the airbags' deployment zones.
- Always secure or store cell phones, external devices, audio sources and accessories in the dedicated compartments and holders in the vehicle so that they cannot be thrown through the vehicle interior and cannot impede the driver.
- Never leave heavy, hard or sharp objects in the pockets of clothing.
- Arrange cables for external devices and audio sources so that they are not in the way of the driver.

WARNING

Driving recommendations and traffic signs displayed in the navigation system may differ from the actual traffic situation and you must not be tempted to take safety risks.

- Always drive attentively and be ready to intervene at any moment.
- Always bear in mind that traffic signs, signal systems, traffic regulations and local circumstances have priority over the driving recommendations and displays in the navigation system.
- Always adapt your speed and driving style to the current visibility, weather, road and traffic conditions.

NOTICE

Radiation from cell phones that are switched on can interfere with sensitive technical and medical devices, potentially causing malfunctions or damage to the devices.

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● Always switch off the cell phone in areas with special regulations relating to or prohibiting the use of cell phones.

NOTICE

Setting the volume too high and excessively loud or distorted playback can damage the speakers.

● Select the volume setting so that the speakers are not damaged.

User information

— The Infotainment system requires a few seconds to perform a complete system start, and will not respond to inputs during that time. During the system start, only the Rear Assist camera can be displayed.

— The Infotainment system must start completely before all displays can appear and functions can be performed. The length of time that it takes for the system to start depends on the scope of functions in the Infotainment system, and it can take longer to start at low and high temperatures.

— Observe local regulations and legal requirements when using the Infotainment system and corresponding accessories, such as a headset or headphones.

— For the Infotainment system to function, it must be switched on and the vehicle must be set to the current date and time if necessary.

— A missing function key in the screen is not the result of a device error, but instead corresponds to the country-dependent equipment.

— Some Infotainment system functions can only be selected when the vehicle is stationary. In some countries, the selector lever must also be in the N or P selector lever position. This is not a malfunction, but rather compliance with legal regulations.

— Some countries may have restrictions regarding the use of Bluetooth® devices. Information can be obtained from the local authorities.

— If the 12 V vehicle battery has been disconnected, switch on the ignition before switching on the Infotainment system.

— Displays on the screen may vary due to differences in the settings, and the Infotainment system may function differently than described in this manual.

— The Infotainment system will switch off automatically once the vehicle is no longer drive-ready and if the 12 V vehicle battery charge level is too low.

— In some vehicles with a parking system, the volume of the current audio source may be automatically lowered when you shift into reverse. The volume reduction can be adjusted.

— The Infotainment system contains information about the software contained in the system and the licensing conditions: Settings ▸ Info, Settings ▸ Copyright, Settings ▸ System information or Settings ▸ License information.

— If you sell or loan your vehicle to someone, ensure that all of the saved data, files and settings are deleted and, if necessary, that the external SD
card, the external audio sources and any data carriers are removed.

— Certain functions in the Infotainment system require an activeVW Connect account for the vehicle and a connection to the Internet. In order to enable functions to be carried out, data transfer must not be restricted.

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Brands, licenses, copyright

Brands and licenses

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Audio and video files saved on data carriers and audio sources are generally subject to copyright regulations in compliance with applicable international and national laws. Observe legal regulations.

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Overview of Infotainment system



Fig. 1 Overview of the Infotainment system.

(1) Home Button: ▢ (hereafter: HOME).

(2) Menu button: ⁙.

(3) App favorites.

Further information and tips for operating the Infotainment system can be found in this Owner's Manual *(→ First steps in the Infotainment system)*.

(1) Home Button: ▢ (hereafter: HOME)

1. To open the home screen, tap HOME.

(2) Menu button: ⁙

The app overview is displayed via the home screen.

1. To open the app overview, tap ⁙.

(3) App favorites

Main menus can be saved in the app favorites to enable quick access. The app favorites can be personalized *(→ First steps in the Infotainment system)*.

1. To open a main menu in the app favorites, tap the corresponding function key.

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Switching the Infotainment System On or Off

To switch on the Infotainment system manually, press the control for the Infotainment system in the center console *(→ Center console)*.

The Infotainment system starts up when the ignition is switched on, unless it was previously switched off manually.

The Infotainment system starts at the volume that was last set, as long as this does not exceed the preset maximum switch-on volume.

Vehicles with starter button: If the driver door is opened while the ignition is not active, the Infotainment system switches off automatically.

If you switch on the Infotainment system manually while the ignition is not active, it will switch off automatically after approximately 30 minutes without user input.

If the Infotainment system freezes, you can restart the Infotainment system. To do this, press and hold the control for the Infotainment system in the center console *(→ Center console)* for about ten seconds.

Control for the Infotainment system in the Center Console

The control for the Infotainment system in the center console *(→ Center console)* can also be used to mute the volume and switch off the screen:

— To mute the volume, press the control *(→ Center console)*.

— To turn off the screen, press and hold the control for *(→ Center console)* about two seconds.

Operating the Screen (Touchscreen)

You can operate the Infotainment system functions via the screen. You will find the quick guide in the system settings, if available.

1. Tap ⋯ ▸ Settings ▸ Quick guide.

Main Menus in the App Overview

Opening Main Menus

Main menus appear as function keys in the app overview and on the home screen.

1. To open a main menu, tap the corresponding function key e.g. △ for navigation.

The following main menus may be included as function keys in the app overview:

Ambient lighting, ambient light .

App-Connect .

Driver assistance .

Vehicle .

Sound *(→ First steps in the Infotainment system)*.

Climate control .

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e-manager, Charge Manager .

Media .

Navigation .

User, User management .

Radio .

Legal.

Setup *(→ First steps in the Infotainment system)*.

Telephone .

Configuring the App Overview

In the Infotainment system, you can configure the layout of the function keys, pages and displays in the app overview or have them positioned using standard layout templates. The home screen cannot be configured in all available Infotainment systems.

1. Tap .
2. Tap the function key and hold until the function key is highlighted.
3. Move the function key to the preferred position and release it.

Personalization

Depending on the vehicle equipment, you can personalize function keys and pages *(→ First steps in the Infotainment system)*.

Zooming in or out of pictures and maps shown on the screen

Recommendation: Use thumb and index finger.

1. Tap and hold the screen with two fingers at the same time.
   — To zoom in on the pictures and maps shown, slowly move your fingers apart.
   — To zoom out of the pictures and maps shown, slowly move your fingers together.

Personalizing the Infotainment system

Depending on the vehicle equipment, you can personalize the Infotainment system to access your favorite and frequently used functions quicker.

The Infotainment system pages contain tiles for accessing additional menus and functions.

Adjusting tiles

Adjust the tiles and displayed tile functions in the Infotainment system pages in order to manage the Infotainment system as you wish.

1. Tap and hold tiles until an additional window appears.
2. Tap the desired function in the additional window. Various functions are available depending on the size of the

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tile.

Or: to return to the page, tap any free area of the screen.

There are always at least two pages available. They cannot be removed.

For some tiles, more functions are available than can be seen initially in the additional window. To see all the functions, swipe up or down in the additional window.

Adjusting the control center

Personalize the Infotainment system Control Center to access your favorite and frequently used functions quicker.

1. Open the Control Center.
2. Tap and hold the function until an additional window appears.
3. Tap the desired function in the additional window and hold until the function is highlighted.
4. Move the function to the preferred position and release it.

   The active function is automatically removed from the control center and added to the additional window.

For the control center, more functions are available than can be seen initially in the additional window. Swipe to the left or right in the additional window to see all the functions.

Opening personalization tips (if available)

Further information and tips on personalization can be found in the digital manual for the Infotainment system.

1. Tap HOME ▸ ▸ Adjustment.

System and sound settings

Changing settings

The meanings of the following symbols apply to all system and sound settings.

Changes will be automatically applied when the menu is closed.

☑, ◉ or ⊷ The setting is selected and activated or switched on.

☐, ◯ or ⊶ The setting is not selected and deactivated or switched off.

▽ or ﹀ Open the drop-down list.

\+ Increase the set value.

− Reduce the set value.

< Go back stepwise.

> Go forward stepwise.

Use the slide control to continuously change the set value.

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System settings

The system settings may include the following functions, information, and setting options:

— Screen.

— Time and date.

— Bluetooth.

— Safely remove data carrier.

— Language.

— Additional keyboard languages.

— Units.

— Voice control.

— Wi-Fi ®.

— Data connection.

— VW Connect (online services).

— Manage mobile devices.

— Restore factory settings.

— System information.

— License notices.

— Copyright.

— Configuration assistant.

— Quick guide.

Opening system settings

1. Tap ⋯ ▶ Setup.

Sound settings

The sound settings may include information and setting options for equalizer, position, volume and setup.

Opening sound settings

1. Tap ⋯ ▶ Sound.

Adjusting the volume of external audio sources

Lower the volume of the Infotainment system before turning up the volume of an external audio source.

If the connected audio source plays too quietly, increase the output volume of the external audio source. If that does not correct the problem, set the input volume to Medium or Maximum.

If the connected external audio source plays too loudly or the sound is distorted, lower the output volume of the external audio source. If that does not correct the problem, set the input volume to Medium or Quiet.

Speed dependent volume control

The speed dependent volume control adjusts the volume automatically in line with the vehicle speed.

The extent of the volume increase is incremental.

If a low value is set, the volume increases only slightly with increasing vehicle speed. A high value results in a more

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considerable increase. At 0, speed dependent volume control is switched off.

Cleaning the screen

When cleaning the screen, please note this checklist:

✓ The Infotainment system is switched off.

✓ Use a soft, clean cloth that has been moistened with water.

Or: use a cleaning cloth which is available from an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

✓ For stubborn dirt:

✓ Wet and soak dirt with just a little water.

✓ Carefully remove dirt using a soft, clean cloth.

NOTICE

If the screen is cleaned with incorrect cleaning agents or when dry, it may be damaged.

- Only apply gentle pressure.
- Do not use any aggressive cleaners or products which contain solvents. These types of cleaners can damage the device and cause glare on the screen.

NOTICE

If the cloth used to clean the screen is too moist, the screen can no longer be operated or switched off.

- Dry the screen and then leave the vehicle locked from the outside for at least two minutes.

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Introduction

In radio mode, you can receive available radio stations available via various reception modes and save your favorites to enable quick access.

Available reception modes depend on the vehicle equipment and are not available in all countries. Reception modes may be discontinued, switched off or no longer offered in individual countries.

In some countries, depending on the vehicle equipment, you can also use Internet Radio *(→ Radio online functions)*.

The radio stations are responsible for transmitted content.

Other electrical devices connected in the vehicle can impair radio signal reception and cause noise in the speakers.

Decals or metal-coated stickers on the vehicle windows can impair radio reception in vehicles with window antennas.

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Selecting a Reception Mode

Various stations are available, depending on the reception mode. The available reception modes depend on the vehicle equipment and are not available in all countries.

1. To open the list of reception modes, tap Source.
2. Select a reception mode, e.g. FM

   .

Searching For and Selecting a Station

You can search for and select stations in a variety of ways. The options vary based on the reception mode.

Searching for a Station in SCAN mode

In SCAN mode, the stations in the frequency band are set automatically in succession and played for approx. 5 seconds each.

1. To start SCAN mode, tap ⚙ ▸ SCAN.

   SCAN mode starts and the current station is shown on the display.

   The SCAN function key is shown.
2. To select a station, tap SCAN.

   SCAN mode stops and the station is tuned.

Selecting a Station Using the Multi-function Steering Wheel

Depending on the vehicle equipment, you can select stations from the station list or favorites using the multi-function steering wheel.

— To select the previous station, press ⏮ on the multi-function steering wheel.

— To select the next station, press ⏭ on the multi-function steering wheel.

Selecting a Station Using a Frequency Band

1. Tap Band.
2. Select AM

   or FM reception mode.
3. To open the frequency band, tap 〰.
4. Tap the cursor to press and slide to the frequency band and release at the desired frequency.

   Or: tap a point on the frequency band. The cursor automatically jumps to the corresponding frequency.

   The station at the set frequency will be tuned.

Selecting a station from the station list

Depending on the vehicle equipment, it is possible that the station list must be manually updated if you have left the area since the last time the station list was opened. The station list in the FM

/DAB band generally updates automatically.

1. Open the station list.
2. Tap the desired station.

   The selected station will be tuned.

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In the FM

/DAB band, the best reception mode is selected automatically depending on station availability.

Selecting a Station and Saving as a Favorite

You can save up to 30 stations or frequencies from different reception modes as favorites.

Saving a Station as a Favorite

1. Tune the desired station.
2. Tap ▫▫▫.

   Or: tap and hold the station on the station list.

   The storage locations are displayed.
3. Tap and hold a storage location until the station is saved.

   The station is saved at the selected storage location.

   If a station was already saved at the storage location, this station will be removed from the storage location and replaced by the new station.

Automatic station tracking: switching to other DAB stations

If a DAB

station can no longer be received, the Infotainment system will first try to tune to another DAB station with the same program. If no other DAB station with the same program content can be found, the system will try to tune to a corresponding FM station, if it can be received. These programs are often from nearby regional stations. The DAB station can signal which alternative station can be selected.

Automatic station tracking: switching from DAB to FM and from FM to DAB

If a station is available in both frequency bands in FM

/DAB mode, the DAB station is generally used. If digital radio reception is weak, the radio will automatically switch to the FM frequency band and (FM) will be displayed after the station name. If the digital radio reception becomes strong enough again, the radio will automatically switch back to DAB mode and (DAB) will be displayed after the station name.

The only requirement for cross-frequency automatic station tracking is that the DAB

station and the FM station must broadcast the same signal ID.

Or: DAB

signals which FM station corresponds to the DAB station, and there must be sufficient reception for the FM station.

If the reception signal for a DAB

station is too weak and the station cannot be found in the FM frequency band, the radio will be muted.

Or: if hybrid radio is activated in the settings, the preset station will be searched for in the "WEB" frequency band (if available).

Switching to the radio mode view

1. Tap View.

Some DAB

stations also offer a picture-based slide show. Radio stations can use the slideshow to transfer information as digital images to the Infotainment system.

After switching stations, it may take a few minutes for the slide show from the selected DAB

station to load in the background.

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Images and radio text that are displayed can be enlarged by tapping on them. To reduce their size, tap on them again.

The radio stations are responsible for the transmitted content.

Hybrid radio

The Infotainment system can use hybrid radio mode for optimal reception of stations in FM /DAB mode or in FM mode. The Infotainment system must have an active Internet connection for this purpose.

If reception of a station in the DAB and FM frequency bands is too weak when hybrid radio mode is active, the radio will search for this station in Internet Radio mode and switch to this station. The FM/DAB frequency band will remain selected. (WEB) will be displayed after the station name. Once the reception strength of the station is strong enough again in the FM and DAB frequency band, the station will automatically begin playing again via FM or DAB.

Activating and setting up hybrid radio

1. In radio mode, tap ⚙ ▸ Advanced settings.
2. Tap and activate Hybrid radio (Streaming/station logos).
3. Tap FM/DAB <--> Hybrid radio.
4. Select Automatic or Ask.
5. Adjust the audio quality.

Deactivating hybrid radio

1. Tap and deactivate Hybrid radio (Streaming/station logos).

Other Functions in Radio Mode

The functions listed below depend on the vehicle equipment and are not available in all countries.

Traffic program function (TP function)

The traffic program function (TP function) monitors the messages of a set traffic report station and automatically tunes it in the current radio mode or media mode. To enable traffic reports to be received, there must be reception for a traffic report station and the TP function must be activated in the settings. Traffic news stations are not available in all countries. Some stations without their own traffic program still support the TP function using a corresponding traffic report station (EON).

If there is reception for a traffic report station, a traffic report station will be tuned automatically in the background in the AM frequency band and in media mode.

If it is not possible to receive a traffic news station, No TP appears on the display. The device automatically searches for a traffic news station that can be received. As soon as a new traffic news station can be received, the status on the display switches back to TP.

Switching on the TP function

1. In radio mode, tap ⚙ and activate ☑ Traffic program (TP).

   Or: in media mode, tap ⚙ ▸ Media and activate ☑ Traffic program (TP function).

Station logos

In Internet radio mode, the Infotainment system obtains the station logos from an online database and assigns them automatically to the stations.

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1. Select the desired frequency band.
2. Tap ⚙ in radio mode.
3. Tap Delete presets.

   You can delete individual entries or all entries.
4. Tap the relevant preset entry for which the station logo is to be deleted.

   Or: delete the station logos from all storage locations.

Radio text (RDS)

Additional services are possible, such as the display of station names, automatic station tracking, radio text (RDS) and a traffic program (TP).

RDS is not available everywhere or via every station.

Activating or Deactivating Radio Text (RDS)

1. Select the FM or FM/DAB reception mode.
2. Tap ⚙ in radio mode.
3. Tap and activate Radio text. To deactivate the radio text, tap and deactivate Radio text.

Functions and Symbols

Functions

The functions and possible reception modes depend on the vehicle equipment and are not available in all countries.

- AM tuner.
- FM dual tuner (diversity aerial).
- Summarized station list.
  - Merging of FM and DAB stations in a single list.
- Summarized preset list for favorites.
- Display of station logos.
- Antenna amplifier
- DAB /DAB+.
- DAB slideshow.
  - Still images are transmitted ongoing parallel to the current program.
- Internet radio.

Symbols

The symbols depend on the vehicle equipment and are not available in all countries.

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General symbols

1. To open the main menu, open the app overview and tap *(→ Overview of Infotainment system)*.

AM Select reception mode AM
.

FM Select reception mode FM
.

FM/DAB Select FM
/DAB reception mode.

Internet Radio Select the Internet Radio reception mode.

Open additional information about the selected station.

< Select the last station from the station list or from favorites.

> Select the next station from the station list or from favorites.

Switch between the preset list for favorites and the station view.

Open the preset list for favorites.

Displayed small in a station list: stations already saved as favorites.

Open the frequency band for manually selecting the AM
or FM frequency.
Only possible when the summarized station list is switched off in the settings in radio mode.

Open the station list for AM
-, FM stations or, depending on the country, FM/DAB stations.

Manually update the station list.

Opening the settings.

TP
Traffic program function (TP
function) for traffic news monitoring is activated.

No TP
The selected report news station is not available.

Symbols in the FM/DAB frequency band

DAB
reception not possible.

The DAB
station supports Slideshow.

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Slideshow is not available for theDAB station.

Symbols for Internet Radio operation

Open full-text search.

Unable to receive Internet radio.

Open the station selection.

Open the Internet radio station that was last listened to.

Open the 100 most popular Internet radio stations.

Open available Internet Radio podcasts.

Open Internet radio stations that originate from the preferred country.

Open Internet radio stations that transmit programs in the preferred language.

Open Internet radio stations whose programs are of the preferred genre.

Online Functions

Depending on the vehicle equipment, the Infotainment system features online functions in radio mode.

Online functions in radio mode are not available in all countries and vehicle models.

Online functions in radio mode include Internet Radio, for instance.

Requirement for Using Online Functions in Radio Mode:

✓ The prerequisites for using the services have been met *(→ Online services)*.

Internet radio

Internet radio is a reception mode for Internet radio stations and podcasts independent of AM, FM and DAB. Due to its transmission over the internet, receipt is not regionally limited. Internet radio is only available if the Infotainment system has an active Internet connection. Costs for streaming data online may result when using Internet radio.

This function of the Internet Radio in some countries depends on your vehicle privacy settings.

Searching For and Filtering Stations

In Internet Radio mode, stations can be filtered or searched for according to category.

1. Open the station selection.
2. Select the categories by which to filter the stations.

   Or: to start the full-text search, tap.

   The input line is displayed.
3. Enter the name of the preferred station or the preferred category.

   The list of the found stations updates automatically during input.

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4. Tap the desired station.

Introduction

In media mode you can play back media data from data carriers via the Infotainment system and save your favorites for quick access.

Depending on the vehicle equipment, the following data carriers can be used as media sources:

— USB
  storage medium, e.g. USB flash drive.
— Bluetooth device, e.g. cell phone.

Depending on the vehicle equipment, the following types of media files can be played:

— Audio files, e.g. music.
— Video files.

Restrictions and instructions for data carriers

Dirty, overheated or damaged data carriers are not to be used. Read and heed the information provided by the manufacturer.

Difference in quality between data carriers from different manufacturers can cause problems with media playback.

Wrong configuration of data carriers can lead to the data carriers being unreadable.

The storage volume, condition (copy and delete processes), file system, folder structure and the amount of saved data can increase the time taken to read data carriers.

Playlists only define the order of play and refer to the saved location of the media files within the folder structure. No media files are saved in playlists. To play a playlist, the media files must be present in the data storage device memory location, to which the playlist refers.

Volkswagen is not responsible for damaged, altered or lost files on data carriers.

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Playing a Media File

Connecting and Playing the Media Source

1. Connect the media source.
2. Tap My media and select your preferred media source.

Searching For and Selecting Media Files

You can search for and play media files from a media source in a variety of ways.

Searching the Selected Media Source

You can find all of the media files on the connected media source via a folder structure or by using the full-text search.

1. Display the folder structure.
2. Searching the folder structure for a desired track.

   Or: to start the full-text search, tap Q.

   The input line is displayed.
3. Enter the name of the desired track.

   The list of the found tracks updates automatically during input.
4. Tap the desired track.

   When playback starts, if the selection is located in a folder on a media source, all of the media files located in the folder will be added for playback.

   If a playlist is played back, all available tracks on the playlist will be added for playback.
5. Close the selection with ×.

Saving the Media File as a Favorite

Only media files that are saved in My Media in the music and video folders can be saved as favorites. You can save individual tracks, albums, artists and genres as favorites.

1. Start playback of the desired track.
2. Open the favorites list.
3. Tap an available storage location.

   Or: tap on an already occupied favorite position, and press and hold for approx. three seconds.
4. Select from the selection list:, e.g. title.

   The selection options in the selection list depend on the data attached to the media file. If a genre is not indicated for music files, the genre cannot be saved as a favorite.

   If a video file is currently being replayed, only this video can be saved as a favorite.

   The selection is saved in the selected favorite position as a favorite. If the favorite position was already occupied, the previously saved favorite will be replaced by the selection.

Selecting a Media File from Favorites

1. Open the favorites list.
2. Tap on your favorites.

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Depending on the selection, all tracks heard during the current playback will be added to favorites.

Entertainment playback via the Infotainment system

The Infotainment system can play music and videos.

Video mode

In video mode, the Infotainment system display can play a video from a data carrier or the internal memory.

The video sound is played back via the vehicle speakers.

The video image is only displayed when the vehicle is stationary. The Infotainment system display will be switched off when the vehicle is moving. The video sound will continue to be played.

In some countries, for road safety reasons, no video image is shown even when the vehicle is stationary.

Functions and Symbols

Functions

The functions and possible media formats depend on the vehicle equipment and are not available in all countries.

— Media playback and media control via connected media sources.

— Audio playback in these formats:

  — AAC

    .

  — APE

    .

  — ALAC

    .

  — FLAC

    .

  — MP2

    .

  — MP3

    .

  — MP4

    .

  — Vorbis.

  — OPUS

    .

  — WMA

    .

  — WAV

    .

— Video playback in these formats:

  — MPEG

    -1 and MPEG-2 (.mpg, .mpeg, .mkv, .avi).

  — ISO

    MPEG-4 ASP; Xvid (.mp4, .m4v, .mov, .mkv, .avi).

  — ISO

    MPEG-4 AVC/H.264 (.mp4, .m4v, .mov, .mkv, .avi).

  — Windows Media Video 9 (.wmv, .asf, .mkv, .avi).

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— Cross-device playlists.

— Cross-source media database: My media.

  — Data from all media sources connected to the Infotainment system are stored in My media, a media database.

  — If My Media is selected, the categories (e.g. music) and connected media sources are displayed.

  — All media files from USB devices are filtered by category (e.g. albums). This category view is always displayed In My Media. The classic folder structure of the individual USB data carriers can also be found in the My Media menu.

— Media search.

Symbols

The symbols depend on the vehicle equipment and are not available in all countries.

General symbols

1. To open the main menu, open the home screen and tap ♫ *(→ Overview of Infotainment system)*.

▷ Start replay.

|| Pause replay.

< Go to the previous track.

> Skip to the next track.

Repeats the current track.

Repeats all tracks.

Activate random playback.

Search current media source (list view).

Go back one folder level in the media source.

✕ Close list view.

☆ Open the favorites list.

Find and play similar tracks.

or Opening the settings.

Symbols for media sources

My media: select cross-source media database My media as the media source. Connected USB devices may be selected under My media.

Bluetooth audio: select a device connected via Bluetooth as a media source.

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Select a USB stick external data carrier as a media source.

Symbols for categories and groups of media files

Music tracks.

Videos.

Playlists.

Albums.

Artists.

Genres.

Podcasts.

Audiobooks.

Video replay symbols

Replay video in full-screen mode.

Minimize replay.

Introduction

The current vehicle position is determined by a global satellite system. In order to enable optimum navigation to your destination, all measured values and possible traffic information are compared with the available map material.

Acoustic navigation announcements and graphic displays lead you to your destination.

Depending on the country, it may not be possible to select some Infotainment system functions on the screen when driving above a certain speed. This is not a malfunction, but rather compliance with legal regulations.

WARNING

If settings are adjusted, destinations entered and changes made to navigation information while driving, the driver may be distracted and cause accidents and injuries.

- Always drive attentively and responsibly.
- Only adjust settings, enter destinations, or change navigation information when the vehicle is stationary.

If you missed a turn on your route, the navigation system may recalculate the route.

The quality of the driving directions depends on the available navigation data and any reported traffic incidents.

Traffic information is only provided in the navigation system if the availableVW Connect service has been activated.

Navigation restrictions

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If the Infotainment system cannot receive data from GPS satellites, for example in a tunnel, navigation will still be possible using the vehicle's sensors.

In areas that are not digitized or only partially digitized in the Infotainment system memory, the Infotainment system will still try to provide route guidance.

If navigation data is missing or incomplete, the vehicle position may not be determined accurately. This may result in navigation that is not as accurate as usual.

Routing is subject to ongoing changes, like new streets, construction zones, road closures, or changes to street names or house numbers. Using outdated navigation data can lead to errors or uncertainty when using route guidance.

Function descriptions

Voice guidance

Navigation messages are acoustic driving directions for the current route.

The type and frequency of navigation messages depends on the settings and the driving situation, like the start of the route guidance and whether you are driving on a highway or roundabout.

If the destination cannot be reached exactly, for example because it is not in a digitized area, there will be a navigation announcement that the Destination area has been reached. Messages about the direction and distance to your destination will also be displayed on the screen.

During dynamic route guidance, reported traffic incidents on the route are announced. There may be an additional navigation announcement if the route is recalculated due to a traffic incident or a change in driving style.

You can adjust or mute the volume during a traffic announcement. All other navigation announcements will be given at that volume or will be muted.

Navigation messages will not be given if the Infotainment system is muted.

Adapting the Navigation Map

To ensure an optimum view, you can also adapt the navigation map and map view using enhanced finger movements.

Moving the navigation map

Recommendation: Use index finger.

1. Move the navigation map with your finger.

Zooming in or out on the map view

Recommendation: Use index finger.

1. Tap and hold the map twice in a row.
2. To zoom out of the map view, move your finger upwards. To zoom in on the map view, move your finger downwards.

Zooming in or out on the map view

Recommendation: Use thumb and index finger.

1. Tap and hold the map with two fingers at the same time.
2. To zoom out of the map view, slide your fingers towards each other. To zoom in on the map view, slide your fingers away from each other.

Tilting the map view

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Recommendation: Use index and middle finger.

1. Tap and hold the map with two fingers at the same time, held horizontally next to each other.
2. To tilt the map view to the front, move your fingers upwards. To tilt the map view to the back, move your fingers downwards.

Rotating the map view

Recommendation: Use thumb and index finger.

1. Tap and hold the map with two fingers at the same time.
2. Turn your fingers clockwise or anti-clockwise to turn the map view.

Route plan

Multiple destinations can be defined in succession in the route plan. The starting point is always the vehicle position as determined by the Infotainment system. The route plan contains information about relevant events, such as waypoints and destination suggestions, if the relevant data is available to the navigation system. You can move stopovers to another position within the list. Tapping an event will open a dialog box with additional options. The options available depend on the event and the current settings.

Opening the Route Plan

1. Tap ▶ Route information.

Stop route guidance

1. Tap ▶ Stop route guidance.

Editing route guidance

To edit route guidance, move the stopovers or the destination in the route plan.

1. Tap ≡ next to your preferred destination.
2. Move the destination to the desired position and release it.

Additional dialog box in the route plan

Tapping the route plan entries may cause a dialog box to open with additional options for these entries. The options available depend on the entry that is tapped.

Functions in the split screen:

Display on map
: Displays the selection on the map.

Add waypoint
: Adds a waypoint to the route guidance.

Direct route
: Starts direct route guidance.

Delete
: Delete waypoint from route guidance.

Stop route guidance
: Ends the current route guidance.

Closing an additional dialog box in the route plan

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1. Tap a free area outside of the additional window.

Saved data

In order to enable you to enter destinations quickly and to optimize route guidance, the Infotainment system saves certain data, such as frequently driven routes and positioning data.

Delete saved data

1. Tap ⚙ ▸ Manage memory ▸ Delete user data.
2. Tap confirm to delete the data.

Learning usage patterns

While driving, the Navigation system saves routes traveled and destinations reached in order to create automatic destination suggestions. Destinations are learned with reference to the time of day and the day of the week. Each suggested route is based on a route that was previously recorded. Destinations are only learned after a waiting period of at least 30 minutes.

The navigation system can suggest pre-learned routes.

A predicted arrival time is displayed.

You can activate or deactivate this function at any time as well as delete the saved data for this function.

Precondition:

✓ A primary user for VW Connect is logged in on the vehicle.

Activating or deactivating “Learn usage pattern”

1. To open this function's settings, tap ⚙ ▸ Route options.
2. Tap and activate Learn usage pattern. To deactivate the function, tap and deactivate Learn usage pattern.

Deleting saved “Learn usage pattern” data

1. To open this function's settings, tap ⚙ ▸ Manage memory.
2. Tap Delete user data.
3. Tap confirm to delete the data.

Satellite map view

The Infotainment system can display a satellite view of the navigation map in the digital instrument cluster and in the Infotainment system.

Requirements

✓ There is a valid contract for use of the services .

✓ “Location data” is selected in the privacy settings.

Activating the Satellite Map View

1. Tap ▸ Satellite map.

Functions and Symbols

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Navigation

The functions of the navigation system depend on the vehicle equipment and are not available in all countries.

Functions

— Entering a destination and route calculation.

— Simultaneous display of two navigation maps(screen and instrument cluster).

— Personal destinations.

— Online Map Update.

— Online Traffic Information.

— 360° range display (electric and hybrid vehicles).

Symbols

The symbols depend on the vehicle equipment and are not available in all countries.

General symbols

1. To open the main menu, open the app overview and tap *(→ Overview of Infotainment system)*.

 Open route plan. If no route guidance is active, the destination search will be displayed.

 Display all saved destinations.

 Adjust the map view and display on the map.

 Repeats the last navigation announcement. Only appears if route guidance is active.

 Display traffic information, e.g. list of traffic disruptions. Only appears if route guidance is active.

 Navigation settings.

Additional symbols

The function keys and displays shown depend on the settings and the current driving situation.

Symbols for traffic information, e.g. traffic disruptions, andPOIs

s, e.g. gas stations, are displayed on the map if the data is available to the navigation system *(→ Traffic information)*.

 Display current position.

 Determine driving direction and map tilt.

 Map scale.

 Center the map.

 Display route overview and alternative routes to the current route guidance.

 Repeats the last navigation announcement. Only appears if route guidance is active.

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Estimated arrival time at the destination.

Trip duration display.

Distance to the destination.

Centers the vehicle location in the map segment. Only appears if you moved the map section with your finger.

Centers the destination or route in the map section. This function button is only visible when “Display destination on the map” and “Entire route” is selected.

Shows the map in the selected 2D or 3D view.

Orients the map view in the direction of travel or facing north.

Latitude.

Longitude.

Elevation above sea level in meters.

Traffic disruptions

Traffic disruptions are displayed on the map if the data is available to the navigation system *(→ Traffic information)*.

The symbols are not available in all countries and may look different.

1. Tap a traffic disruption to open a dialog box with details *(→ Navigation)*.

Traffic jam.

Accident.

Ice.

Road closed.

Slip hazard.

Danger.

Construction zone.

Strong wind.

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Inputting destinations and starting route guidance

Depending on the vehicle equipment, different functions are available for inputting destinations. Some functions are only available in some countries.

The various functions for inputting destinations are located in the navigation system main menu *(→ Navigation)*.

You can further restrict your search with specific suggestions in the results list, e.g. “nearby”.

For further information about symbols on the Infotainment system screen, see *(→ Navigation)* in this Owner's Manual.

Enter address

Start route guidance by entering an address. During input, the navigation system suggests already known destinations. You can also enter a new, unknown address for route guidance.

Selecting the destination and starting the navigation system

1. Tap Enter destination.
2. Enter the destination address and select your desired destination.
3. Tap Start.

Enter the destination as accurately as possible. If there is an error in the destination entered, route guidance cannot take place or may lead to the wrong destination.

Destination suggestions

Navigation uses saved data such as your last destinations, learned destinations, favorites, home address and work address to provide you with route guidance.

Selecting the destination and starting the navigation system

1. Tap .
2. Select your desired destination.

   The route guidance starts automatically.

Last destinations

The navigation system saves the most recent destinations to make them available for route guidance. A new destination automatically overwrites the oldest destination.

Selecting the destination and starting the navigation system

1. Tap Last destinations.
2. Tap on the desired destination.
3. Tap Start.

Favorite destinations

You can save up to 50 journey destinations as favorites.

Saving a journey destination as a favorite

1. Enter the destination and tap Save in the additional window.

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1. Tap ▸ Favorite.
2. Tap on the desired destination.
3. Tap Start.

Selecting on the map

The navigation map contains active areas at many points which are suitable for the input of a destination. To enter a destination, tap on your preferred position or preferred location on the map. If map data is available at this point, you can launch route guidance.

Entering a destination via the navigation map is dependent on data status and not possible for all positions.

Use the Offroad navigation system to enter a destination to a selected destination point with unknown data.

Offroad navigation

The Offroad navigation system calculates routes to selected destinations with unknown data. If the destination is not located on a known road or at a known position, the navigation system will calculate the route up to the next point on the known road and then complete the route to the destination using a straight line.

In order to start an Offroad navigation, tap on a free area without positioning data for a few seconds.

Starting the navigation

1. Tap .
2. Press and slide the map view until you can select your desired position. You can operate the navigation map using extended finger touches *(→ Navigation)*.
3. Tap the preferred destination or any destination point on the map without positioning data.
4. Tap Start.

Setting a 360° range display

Range 360 display

The Range 360 view shows the possible range based on the current charge level in the high-voltage battery for hybrid vehicles and electric vehicles.

The image only displays an estimated range, taking into consideration current consumption values. The image may change during the journey and the upper and lower limits of the range must be seen as an estimate.

Activating Range 360

1. Tap ▸ .

   Or: Tap ▸ Range display.

If the battery charge level of the high-voltage battery is too low, the range display is automatically hidden. If the high-voltage battery recharges, the range display is shown again.

To show the complete range display on the map, adjust the map view if necessary *(→ Navigation)*.

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Navigation data

The Infotainment system is equipped with an internal navigation data storage medium. Depending on the country, the required navigation data may already be installed.

The Infotainment system always requires up-to-date navigation data to ensure that route guidance can be implemented correctly and that the functions provided are fully available.

NOTICE

If you use outdated navigation data, there may be adverse effects on the navigation system. It may not be possible to determine up-to-date routes, or route guidance may guide you to an incorrect destination.

- Always ensure that your navigation data is kept up-to-date.

Updating navigation data manually

Up-to-date navigation data for larger regions, such as Western Europe, can be downloaded online at www.volkswagen.com and stored on a suitableUSB

data carrier, available to buy in stores. If the Infotainment system is switched off during the process, installation will be interrupted and it will continue automatically once the system is turned on again.

1. Download and save the navigation data onto aUSB

   data storage device.
2. Switch the vehicle ignition on.
3. Link the USB

   data carrier to the Infotainment system when the vehicle is stationary.
4. Follow the instructions on the screen.

   The navigation data for frequently driven regions is automatically updated in the background.

While and after updating the navigation data, no message appears in the Infotainment system.

If you update the navigation data manually, theUSB
data carrier must remain permanently connected. You will not receive a notification when the update is complete.

Do not disconnect the
USB
data carrier from the Infotainment system for a few days until the navigation data for visited regions has been fully downloaded and installed. The installation will start automatically in the background during the journey. Doing so will cancel the update process.

If you disconnect the data carrier and visit a new region in offline mode, the navigation data is not updated due to the lack of a USB
data carrier and an Internet connection.

Displaying the map data version

1. Tap ⚙ ▸ Version information.

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Traffic information

Depending on the vehicle equipment, the reception of traffic information may not be available in all Infotainment systems or in all countries.

The Infotainment system automatically receives detailed traffic information when there is an active Internet connection. This information is displayed on the map via symbols and color coding on the road network.

Reception of traffic information is possible in some countries if permitted by the privacy settings selected. No traffic information is received in offline mode *(→ Privacy settings)*.

Traffic disruptions

Traffic disruptions such as traffic jams are displayed on the navigation map as symbols *(→ Navigation)*.

The list of traffic disruptions displays current traffic disruptions if the relevant data is available to the navigation system.

If route guidance is active, traffic disruptions on the current route will be displayed in the list of traffic disruptions.

Displaying the List of Traffic Disruptions

1. Tap .

Dynamic route guidance

For dynamic route guidance, Dynamic route must be activated in the route options.

If a traffic incident is reported on the current route during route guidance, a detour will be calculated if the Infotainment system determines that it will save time.

If a detour will not save any time, navigation will continue to use the route that travels through the traffic incident. There will be an audio message in either case.

Traffic incidents that are not on the calculated route are displayed in gray during route guidance.

Traffic flow display

The traffic flow for current traffic disruptions is displayed on the navigation map via color coding on the road network.

Colored warning icons show the beginning of an upcoming traffic incident. Traffic incidents with gray warning icons are not on the planned route.

The color coding of the road network is not available in all countries.

Orange

Stop-and-go traffic. There is congestion on this segment.

Red

traffic jam or stop-and-go traffic. There is considerable congestion on this segment.

Green

traffic is flowing smoothly. There are no traffic incidents reported at this time.

Traffic flow settings

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1. Open ⚙ ▸ Map ▸ Traffic flow settings.

   Or: tap Map ▸ Traffic flow settings.

Introduction

Using the phone interface, you can connect your cell phone to the Infotainment system and control the phone functions via the Infotainment system. The sound is played back via the vehicle speakers. Depending on the vehicle equipment, you can connect up to two cell phones to the Infotainment system at the same time *(→ Phone interface)*.

The functions depend on the vehicle equipment, are not available in all countries and depend on the cell phone used and its operating system.

High speeds, poor weather and road conditions, a lot of background noise, even outside the vehicle, and the network quality can impair phone calls in the vehicle.

The phone interface may contain an antenna amplifier that improves the reception quality of the cell phone.

ℹ You generally only need to pair a device like a cell phone once. The connection of the device with the Infotainment system via Bluetooth or Wi-Fi
can be restored at any time without re-pairing the device.

ℹ For a phone call via the hands-free system or at a high volume, a conversation may also be heard by third parties outside the vehicle.

Locations with special regulations

Switch off the cell phone and phone interface at locations where there is a risk of explosions. These locations are not always clearly identified. These include, for example:

— Areas near pipes and tanks containing chemicals

— Lower decks in ships and ferries

— Areas near vehicles powered by liquefied petroleum gas, such as propane and butane.

— Areas with chemicals or particles in the air, such as flour, dust, or metal powder

— All other locations where the engine, the vehicle's drive system or the cell phone must be switched off.

⚠ WARNING

In potentially explosive environments, e.g. in the vicinity of gas stations and at other similar locations with specific regulations, ignition sparks caused by electrostatic discharge or cell phones, for example, can cause an explosion or a fire and lead to serious or fatal injuries.

- Switch off the cell phone and phone interface at locations where there is a risk of explosions, e.g. in the vicinity of gas stations, and locations with specific regulations.
- Do not use the cell phone and phone interface at locations where there is a risk of explosions, e.g. in the vicinity of gas stations, and locations with specific regulations.

! *NOTICE*

Radiation from cell phones that are switched on can interfere with sensitive technical and medical devices, potentially causing malfunctions or damage to the devices.

- Always switch off the cell phone in areas with special regulations relating to or prohibiting the use of cell phones.

Types of phone interface

Depending on the country and vehicle equipment, your vehicle may have the following mobile phone interfaces:

— Phone interface basic configuration.

The phone interface uses the Hands-Free Profile (HFP

) Bluetooth profile for transmission. This enables the use of phone functions via the Infotainment system and played back via the vehicle speakers.

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If a cell phone is connected with the phone interface via theHFP

Bluetooth profile, you can already make calls wirelessly using the hands-free system. The exterior vehicle antenna cannot be used for this.

— Convenience phone interface.

Just like the basic configuration of the phone interface, theConvenience phone interface uses the HFP

Bluetooth profile.

The Convenience phone interface can be equipped with the wireless charging function *(→ Charging Options for Mobile Devices)*. In order to use the features of the wireless charging function, you need to place a suitable cell phone correctly in the storage compartment. Depending on the vehicle equipment and cell phone compatibility, the cell phone connects to the vehicle antenna when you place it in the storage compartment. This improves reception and call quality.

Wireless Charging Function and Connection to the Vehicle Aerial

Depending on the vehicle equipment and in some countries, a connection to the vehicle aerials is automatically established on the driver's side for using the wireless charging function by using the storage compartment *(→ Charging Options for Mobile Devices)*. This can reduce interfering signals in the cell phone reception, if necessary. If the reception or the quality of the conversation is not improved or there are still audible interfering signals in the mobile phone reception, the cell phone must be positioned the other way around, with the screen facing up, in the storage compartment for the wireless charing function for an improved connection.

Depending on the vehicle equipment and in some countries, the wireless charging function can charge several cell phones simultaneously. In this case, the connection to the outside antenna can only be established if only the storage compartment on the driver's side is used.

Coupling, connecting and managing

To use the phone interface functions, pair a cell phone with the Infotainment system.

Depending on the vehicle equipment, you can connect up to two cell phones to the Infotainment system at the same time. However, only one device is active at a time and can be used to make calls. The second connected device can receive calls via the Infotainment system and be used to play media.

The available functions depend on the cell phone used and its operating system.

The following listed functions may not be available in all Infotainment systems in some countries and depending on the vehicle equipment.

Pairing a cell phone

Before connecting for the first time, you need to pair the cell phone with the Infotainment system. A user profile is then automatically saved in the Infotainment system *(→ Phone interface)*. The coupling process may take a few minutes.

Requirements:

✓ Bluetooth is activated on the cell phone.

✓ Bluetooth is activated on the Infotainment system.

1. Open the list of available Bluetooth devices on your cell phone and select the device name for the Infotainment system.
2. Pay attention to messages on the cell phone and in the Infotainment system and confirm these if necessary.

   If the pairing is successful, the data on the cell phone will be saved in the user profile.
3. *Optional:* Confirm the message for transferring the data on the cell phone.

Pairing via the Infotainment system

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1. Tap HOME ▸ ▸ device.
2. Tap Select cell phone.

   Or: tap ▸ Select cell phone.

   When the search process has been completed, the names of the cell phones that were found will be displayed on the screen.
3. Select the cell phone to be paired from the list of cell phones found.

   The Infotainment system and the cell phone are connected.
4. Confirm the pairing on the cell phone if necessary.
5. Confirm the PIN

   code shown on the devices.

The phonebook, call lists and SMS

saved on the cell phone or on the SIM card are automatically downloaded, if the cell phone supports these functions.

WARNING

If you carry out the coupling when driving, this may cause accidents or injuries.
- Only carry out the coupling when the vehicle is stationary.

When pairing some cell phones, a

PIN

may be displayed on the cell phone screen. Type this PIN into the Infotainment system to finish pairing.

Depending on the vehicle equipment, pairing and connecting is also possible in some vehicles via quick access on the home screen by tapping on the home screen.

Depending on the vehicle equipment, wireless charging may be deactivated while you are using the Known cell phones menu. The cable-free charging function is reactivated if you leave the menu.

Connecting a cell phone

Precondition:

✓ A cell phone is paired with the Infotainment system.

1. Activate Bluetooth in the cell phone.

Unpairing a cell phone

1. Tap HOME ▸ ▸ ▸ Bluetooth ▸ Paired devices.
2. Tap next to the relevant device in the list.

Function descriptions

User profiles

An individual user profile is automatically created for each paired cell phone. Data from this cell phone, e.g. contact data, is stored in the user profile. A maximum of four user profiles can be saved in the Infotainment system simultaneously. If an additional cell phone is paired, the user profile that has not been used for the longest time will be deleted automatically. You can manually update the phone book entries in your cell phone via the User profile settings menu.

Completely delete saved data

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1. Reset the Infotainment system to factory settings *(→ First steps in the Infotainment system)*.

Active and passive connection

In order to use the phone interface functions, at least one cell phone must be connected to the Infotainment system. If several cell phones are connected to the Infotainment system, you can switch between an active and an inactive connection. In order to operate the phone interface with your preferred cell phone, establish an active connection to the Infotainment system.

Difference between the types of connection

Active

The cell phone is paired and connected. You can carry out phone interface functions using data from this cell phone.

Passive

The cell phone is paired and connected. You can only take incoming calls via the phone interface. Other functions are not available.

Paired cell phones are saved in the Infotainment system even if they are not currently connected.

Change connection type (inactive to active)

Precondition:

✓ Several cell phones are connected to the Infotainment system simultaneously.

1. Tap .

   Or: tap on the name for the active cell phone.

   Or: tap Replace.

   The actively connected cell phone is highlighted.
2. Tap the name for the preferred cell phone.

   The connection with the other cell phones will be inactivated automatically.

Connection management

Precondition:

✓ The cell phone is paired and connected.

1. Open the home screen and tap ▸ Mobile Devices.
2. Tap to connect the desired technology.

Phonebook

This first time a cell phone is paired with the Infotainment system, the phonebook is saved in the Infotainment system. If necessary, confirm the transfer on the cell phone.

Depending on the vehicle equipment, you can save up to 10000 contacts in your phonebook.

The phonebook is updated after each new connection. During the update, the present phone directory can still be

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used.

If teleconferences are supported, the phonebook can be opened during a phone call and another participant can be added to the phone call.

If an image is stored for the contact, it can be displayed in the list next to the entry.

The symbols may look different depending on the Infotainment system.

Using a phone

Select a telephone number to make a call. Various functions are available for selecting a telephone number.

Using contact data

If a contact has multiple telephone numbers, you must select the number you wish to call accordingly.

1. Tap .

   Or: to search for a contact, tap and enter the name of the contact in the input field.

   Or: To call a favorite, tap Favorites in the main menu of the phone interface.

2. Tap on a contact in the list to make the call.

When searching for a contact, enter the last name and first name separated by a space.

Using a call list

The phone interface displays the call list for the cell phone. Frequently used telephone numbers are displayed under Favorites. Make a call via the call list.

1. Tap ▸ All.

   Or: Tap and filter entries in the call list, e.g. by missed calls.

2. Tap on a number or, where applicable, a contact in the list to make the call.

Manually entering the telephone number

1. Tap and enter a telephone number.
2. Tap to make the call.

Using the search screen to select a contact

1. Tap Search to open the search screen.
2. Enter the name you would like to find.

   Each character entry may lead to a contact being shown in the input field. The number of matching results is displayed next to the input field.

3. Browse the list and tap the desired contact to call the contact.

While you are entering a telephone number, the contact related to the number is displayed on the Infotainment system screen.

Opening voicemail (if available)

1. Tap to make a call.
2. If no phone number is stored for the voice mailbox, enter the phone number and press OK to confirm.

Functions and Symbols

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Favorites and speed dial keys

A speed dial key can be assigned with a favorite from the phonebook. If the entry contains an image, this is displayed on the speed dial key.

Speed dial keys must be programmed manually and are assigned to a user profile *(→ Phone interface)* *(→ Bluetooth)*.

Programming a speed dial key

1. Tap a free speed dial key.
2. Tap a contact in the phone directory or search for it using the search bar. If a contact has multiple telephone numbers, tap a number on the list.

Editing the speed dial key

1. Tap and hold the speed dial key until the phonebook opens.
2. Tap the new contact in the phone directory. If a contact has multiple telephone numbers, tap a number on the list.

Calling a favorite

1. Tap a programmed speed dial key.

Favorites are not automatically updated. If the phone number for a contact changes, the speed dial key must be reassigned.

Deleting a favorite from the speed dial key

1. Tap ▸ ▸ Manage favorites.

   To delete a favorite, tap the preferred speed dial key.

   Or: tap ▸ .

   Or: to delete all favorites from all speed dial keys, tapDelete all.
2. Tap confirm to delete the data.

Sending text messages

Depending on the cell phone and the Infotainment system in use, you can send and receiveSMS text messages and, depending on your country, e-mails via the phone interface.

Sending and receiving e-mails is also dependent on the app used on the cell phone.

Sending an SMS

1. Tap ▸ SMS ▸ New message and enter the message on the screen.
2. Enter the desired contact in the search bar.
3. Tap OK to send the message.

Sending an e-mail

1. Tap ▸ E-MAIL ▸ New message and enter the message on the screen.
2. Enter the desired contact in the search bar.
3. Tap OK to send the message.

Introduction

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Functions

The functions depend on the vehicle equipment and are not available in all countries. The available functions depend on the cell phone used and its operating system.

— Hands-free system.

— SMS

functions via Bluetooth:

— Read SMS

.

— Write SMS

, inc. templates.

— Have an SMS

read out.

— Message thread.

— E-mail functions via Bluetooth:

— Read e-mail.

— Write e-mail.

Symbols

The symbols depend on the vehicle equipment and are not available not in all countries and may look different depending on the Infotainment system.

General symbols

1. To open the main menu, depending on the vehicle equipment, open the home screen and tap *(→ Overview of Infotainment system)*.

 Open contact list.

 Open incoming and outgoing calls lists.

 Dial telephone number.

 Open messages (SMS

and, depending on your country, e-mail).

 Change active device.

 or  Opening the settings.

Symbols for telephone calls

 Handle and display a call.

 End or decline a call.

 Mute the hands-free system.

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Put a call on hold.

Continue a call.

Add participants to a phone conference or begin a phone conference.

SOS or SOS Make an emergency call (SOS).

Receive breakdown assistance.

Voice mail.

Call list symbols

1. To open the call lists, tap on.

Received incoming call.

Outgoing call.

Missed call.

Frequent calls or favorites from your cell phone, if supported by your cell phone.

Telephone number (company).

Telephone number (private).

Cell phone number.

Fax device.

Fax device (company).

Fax device (private).

Text message symbols

1. To open the text messages, tap on.

Template for text messages.

Have text messages read out.

Set up a telephone connection with voice commands.

Have the voice control read out contact names.

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Have a conversation via the mobile phone interface.

Switch on the ring tone mute or pick up.

Switch on the ring tone mute or pick up.

Starts route guidance to a contact as long as there is a complete address stored for the contact.

Receive information about Volkswagen and various value added traffic and travel services.

Mobile telephone number (company).

With voice control, you can have certain functions carried out by voice command.

Voice control works both online and offline. Voice commands are recognized with greater accuracy in online mode because more data is available. In offline mode the scope of functions is reduced.

Voice control understands questions and expressions without having to learn speech commands. Speech commands can be freely worded in common speech. You can find suggestions for voice commands in the Infotainment system.

Loud noises from around and inside the vehicle can lead to malfunctions and misunderstood sentences and responses.

Types of voice control

Depending on which language has been set in the Infotainment system, one of the following voice controls will be available in the vehicle:

— Command-based voice control (standard).

— Enhanced voice control (offline or online).

Does my vehicle have voice control?

If there is a Talk button on the multi-function steering wheel or your vehicle understands the activation word, voice control is installed in the vehicle.

Voice control is active and recognizes spoken words.

Test voice control while stationary before a journey to get to know the function.

Voice control only recognizes voice commands in the language selected in the infotainment system.

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Features of voice control

Depending on the country, voice control for the phone interface may be switched off and voice control for the Infotainment system may be used.

Voice control help

The voice control help tutorial explains the basic operation. The most important voice controls are shown in their current context. To open the help for voice control, start the voice control *(→ Voice control)*.

Differences in the voice controls

— Command-based voice control (standard).

Only grammatically correct voice commands are recognized by the voice control. Voice commands must follow a fixed syntax in order to be recognized correctly, e.g. “Navigate to [*city, street name, house number*]”. You can find further examples in the Infotainment system. The command-based voice control can be carried out in any available language.

— Enhanced voice control (offline or online).

Speech commands can be freely worded in common speech. For example, in response to the question “How long is left to drive?”, the system gives the remaining time until arrival at the destination. Suggestions for voice commands depend on the set language and can be found in the Infotainment system.

Enhanced voice control works both online and offline. By evaluating voice commands, online mode offers improved POIs

, media and online radio station search functionality. For online mode, you will need a valid VW Connect or VW Connect Plus contract for the vehicle.

To use the enhanced voice control online, the privacy settings must be set to online mode with location data *(→ Privacy settings)*. The declaration of consent for the voice control must also be accepted:

1. ⁝⁝⁝ ▸ Settings ▸ Voice control.
2. Tap ☑ Accept online speech recognition.

If enhanced voice control is available in your language, it is used to activate voice control.

Supported languages

The number of languages available in your country depends on the vehicle equipment.

Start voice control by saying the activation word available in your country *(→ Voice control)*.

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Starting and ending voice control

Voice commands

Voice control only recognizes voice commands in the language selected in the infotainment system.

Observe the following tips for successful voice commands:

✓ Speak clearly and at normal volume. Speak a little louder at higher speeds.

✓ Avoid excessive emphasis and strong accents.

✓ Do not leave long pauses in speech.

✓ Avoid external and background noise.

✓ Do not direct the air flow from the vents towards the microphone or headliner.

Open suggestions for speech commands

1. Say the activation word in the home screen *(→ Voice control)*.

   Or: press the Talk button.

To ensure that names in the phonebook are identified correctly, you may need to switch the order of the first and last names of the desired contact, depending on how the phonebook entry is structured.

Starting voice control

You can use different methods to start voice control, depending on the vehicle equipment:

1. Start via speech: Say the activation word *(→ Voice control)*.

   Or: start via the multi-function steering wheel: press the Talk button.

   An ascending audible signal will confirm that voice control has been activated.
2. Wait for the signal tone.
3. Say the voice command in the language that is set in the instrument cluster.

Voice control ends automatically if you use functions within the Infotainment system, activate the parking system or if tasks involving speech occur, e.g. calls or traffic reports are received.

Depending on the cell phone and operating system, and also for some Infotainment systems, the voice control of a connected cell phone can be started by pressing and holding the Talk button .

Pausing voice control

1. To pause a dialog, briefly press the Talk button.

Ending voice control manually

You can use different methods to end voice control, depending on the vehicle equipment:

1. End via speech: To open suggestions for a voice command to cancel, tap HOME ▸ ? ▸ ⚙ ▸ General.

   Or: end via the multi-function steering wheel: press the Talk button twice in quick succession.

If you use functions within the Infotainment system, activate the parking system; if telephone calls or tasks involving speech and navigation warnings occur, the voice control will end automatically.

During a voice command, press the Talk button on the multi-function steering wheel or close the speech dialog system window in the Infotainment system. The voice command will be immediately canceled and a notification tone will sound. You can then speak a voice command.

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Activation word

In the ring memory of the Infotainment system, the words spoken in the vehicle are checked for the activation word. If the Infotainment system detects the activation word, voice control will begin. A ring memory is automatically overwritten approximately every 15 seconds. There is no transmission of data or words spoken in the vehicle. The ring memory is inactive when the activation word is switched off.

Switching activation word on and off

If the activation word is switched off, voice control cannot be activated via the activation word.

1. Open the home screen and tap ⚙ ▶ Voice control ▶ Voice control start/end sound or Activation word.

Speaking and recognizing the activation word

Precondition:

✓ The Activation word is switched on in the settings.

BG Здравей Volkswagen.

BR Olá Volkswagen.

CDN Bonjour Volkswagen.

CZ Ahoj Volkswagen.

D Hallo Volkswagen.

DK Hej Volkswagen.

E Hola Volkswagen.

F Bonjour Volkswagen.

FIN Hei Volkswagen.

GB Hello Volkswagen.

GR Γεια σου Volkswagen.

I Ciao Volkswagen.

J /\□— Volkswagen.

MEX Hola Volkswagen.

N Hallo Volkswagen.

NL Hallo Volkswagen.

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P Olá Volkswagen.

PL Cześć Volkswagen.

ROK 안녕 Volkswagen.

RUS Привет Volkswagen.

S Hej Volkswagen.

TR Merhaba Volkswagen.

USA Hello Volkswagen.

Troubleshooting

Voice control is not responding

— Voice control is not available in your language.

— Set the correct system language in the Infotainment system.

— Start voice control by using the activation word or the Talk button on the multi-function steering wheel.

— Voice commands are not recognized due to a system error. Contact suitably qualified professionals for assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Voice control is giving unsuitable responses

— Voice control has misinterpreted the question.

— Clearly give your voice command again.

Voice control is not performing the function

— This function cannot be performed by voice control.

— The function is not available in all languages. You can find suggestions for voice commands in the set language in the Infotainment system.

— Settings within the function are preventing the device from switching on or carrying out the function.

— Voice control did not understand the voice command.

— There is insufficient data.

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Stowing luggage securely in the vehicle

— Distribute luggage as evenly as possible in the vehicle. Do not cover any vent openings.

— Always stow luggage and heavy objects in the luggage compartment and place them as far forward in the compartment as possible →⚠.

— Adhere to the Gross Axle Weight Rating and Gross Vehicle Weight Rating .

— Secure objects in the luggage compartment using suitable securing cords, fixation belts or tensioning straps on the tie-downs.

— Also store small objects securely.

— If necessary, fold the rear seat backrest down and lock it securely.

— If necessary, adjust the headlight range. Vehicles with dynamic headlight range control will adjust automatically.

— Adjust the tire pressure based on the load. Follow the tire pressure label *(→ Tire pressure)*.

— If necessary, calibrate the Tire Pressure Monitoring System(TPMS) to the new load.

⚠ WARNING

Objects or animals that are not secured or are secured incorrectly can cause serious or fatal injuries in the event of sudden driving and braking maneuvers or a collision. This is especially true if the airbags deploy and strike objects, causing them to fly through the vehicle interior.

- Store all objects securely in the vehicle. Follow the legal regulations whilst doing so.
- Stow objects in the vehicle interior in such a way that they will not enter the airbag deployment zone while you are driving.
- Secure animals in the vehicle restraint systems that are appropriate for their weight and size.
- Always keep the storage compartments closed while driving.
- Do not leave hard, heavy, or sharp objects loose in the open storage compartments in the vehicle, on the surface behind the rear seat backrest, or on the instrument panel.
- Remove hard, heavy, or sharp objects from clothing and bags in the vehicle interior and store them securely.

⚠ WARNING

If objects stowed in the vehicle cause people to sit in the wrong position, serious or fatal injuries may occur in the event of sudden driving and braking maneuvers or accidents.

- Never stow objects on a seat if a person is going to use it.

⚠ WARNING

When transporting heavy objects, the vehicle's handling performance may change because of the altered center of gravity and the braking distance may increase. Heavy loads that have not been stowed or secured properly may change the vehicle handling, e.g. if the load slides around. This can result in a loss of vehicle control and lead to serious or fatal injuries.

- Never overload the vehicle. Both the load and the distribution of the load in the vehicle affect driving behavior and braking efficiency.
- Always distribute the load evenly and as low down in the vehicle as possible.
- Secure heavy objects in the luggage compartment as far in front of the rear axle as possible.
- Secure any loose objects to prevent them from sliding around.
- Always adapt your speed and driving style to the visibility, weather, road and traffic conditions.
- Accelerate with extra care and caution.
- Avoid sudden braking or driving maneuvers.
- Brake earlier than usual if the vehicle has a heavy load.

! *NOTICE*

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Abrasive objects on the rear windows can cause damage, e.g. to the heating wires of the rear window defroster.

- Do not load the luggage compartment to a height where objects rest against the rear window.

NOTICE

Carrying systems fixed to the rear spoiler may damage the vehicle.

- Do not attach a luggage rack or any other kind of carrying system, e.g. bicycle rack, to the vehicle's rear spoiler.

Opening and closing the luggage compartment cover

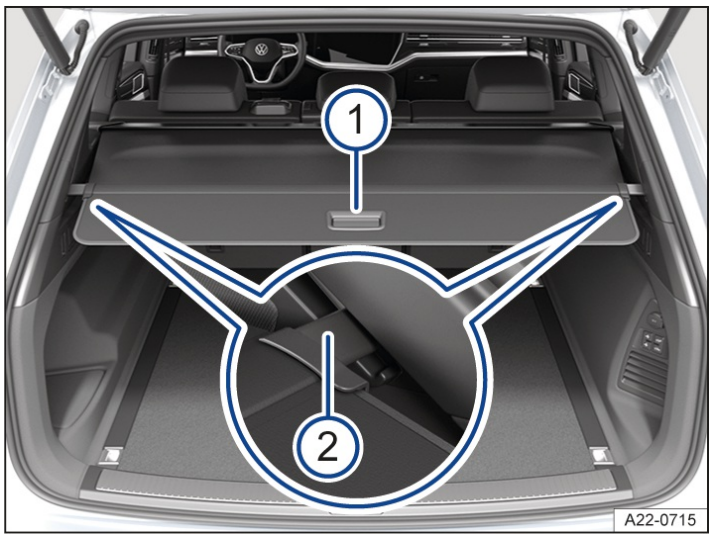


Fig. 1 In the luggage compartment: unhook the luggage compartment cover.

Opening the luggage compartment cover

1. Open the trunk lid, the luggage compartment cover opens automatically and moves upwards.

Closing the luggage compartment cover

1. Close the trunk lid, the luggage compartment cover moves down and shuts automatically.

Unhooking the Luggage Compartment Cover

1. Hold the luggage compartment cover by the handle→ *fig. 1* (1) and unhook the rear mounts (2) downward from the side brackets.
2. Guide the luggage compartment cover forward, centrally, by hand. The luggage compartment cover will roll up by itself.

Attaching the Luggage Compartment Cover

1. Pull the rolled-up luggage compartment back evenly by the handle→ *fig. 1* (1) and attach the rear fasteners (2) to the left and right recesses from below. Do not push the luggage compartment cover upward.

When shutting the trunk lid, the luggage compartment cover is automatically removed from its side mounts.

When next opening the trunk lid, the luggage compartment cover opens automatically and moves upwards.

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WARNING

Objects or animals on the luggage compartment cover can damage the luggage compartment cover and cause serious injury or death in the event of sudden driving and braking maneuvers or an accident.

- Never transport objects on the luggage compartment cover.
- Never allow animals to ride on the luggage compartment cover.

Installing and removing the luggage compartment cover



Fig. 1 In the luggage compartment: removing the luggage compartment cover.

(1) Side panel on the luggage compartment cover.

Removing the luggage compartment cover

1. Unhook the luggage compartment cover from the rear side brackets *(→ Electric luggage compartment cover)*.
2. Press the side panel on the luggage compartment cover in the direction of the arrow and hold it in place *→ fig. 1* (1).
3. Remove the luggage compartment cover from the mounts in an upward direction.
4. Release the side panel on the luggage compartment cover.

Installing the luggage compartment cover

1. Slot the luggage compartment cover into the recess in the side trim on the left.
2. Push the side panel of the luggage compartment cover in the direction of the arrow *→ fig. 1* (1) and slot the luggage compartment cover into the recess on the right-hand side trim panel.
3. Release the side panel on the luggage compartment cover.
4. Check that the luggage compartment cover is securely engaged.
5. Hook the luggage compartment cover into the rear side brackets *(→ Electric luggage compartment cover)*.

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Opening and closing the luggage compartment floor

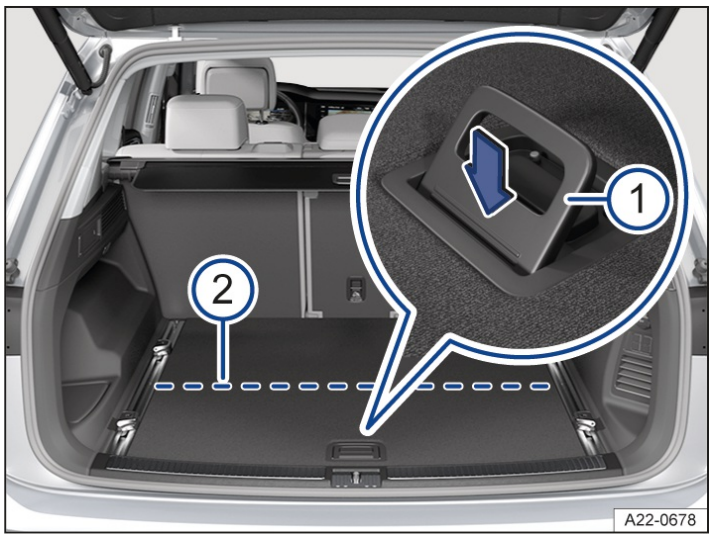


Fig. 1 In the luggage compartment: Luggage compartment floor.

(1) Recessed grip in the luggage compartment floor.

(2) Fold the luggage compartment floor.

There is a storage compartment under the luggage compartment floor.

Opening the luggage compartment floor

1. Open the luggage compartment cover if necessary.
2. To fold the handle → *fig. 1* (1) out of the luggage compartment floor, press on the rear area of the handle → *fig. 1* (arrow).
3. Lift the rear part of the luggage compartment floor by the handle and fold it forward → *fig. 1* (2).

Closing the luggage compartment floor

1. Fold back the luggage compartment floor and carefully lay it down.

NOTICE

Improper use may damage the luggage compartment floor or the luggage compartment trim.

- When closing the luggage compartment floor, always carefully guide it downward, and do not drop it.
- Always distribute loads as evenly as possible across the entire luggage compartment floor to avoid concentrating the load in a single place.

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Reversible floor mat



Fig. 1 In the luggage compartment: Turning over the reversible floor covering.

The reversible floor covering can be used to ensure that the luggage compartment floor is suitable for whatever is being placed on it.

Turning over the reversible floor covering

1. Lift the back edge of the reversible floor covering in the direction of the arrow→ *fig. 1*.
2. Turn over the reversible floor covering and position it on the luggage compartment floor.

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Installing and removing a net partition

A fitted screen separator can help prevent objects from being thrown out of the luggage compartment into the passenger compartment during a braking maneuver, for example.

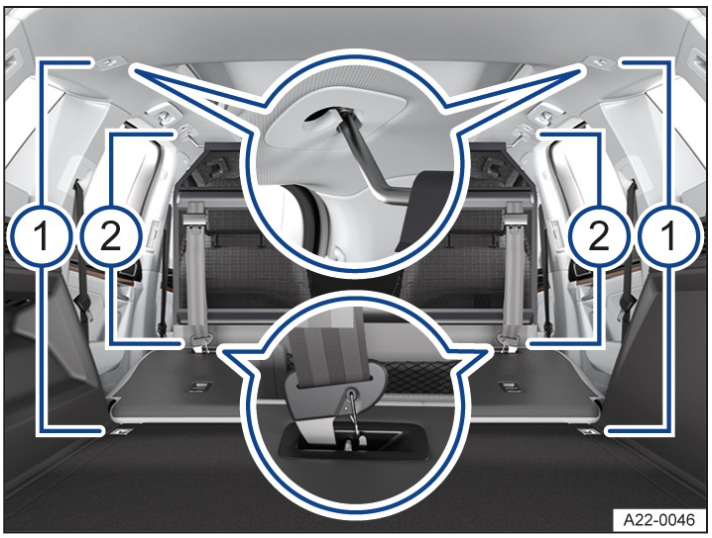


Fig. 1 In the luggage compartment: net partition mounting points.

1 Mounting points behind the rear bench seat for the screen separator.

2 Mounting points behind the front seats for the screen separator (depending on the vehicle equipment).

The mounting points for the net partition are located behind the rear bench seat → *fig. 1* 1 or, depending on the vehicle equipment, if the backrests of the second row of seats are folded forward, behind the front seats → *fig. 1* 2 .

Installing the net partition

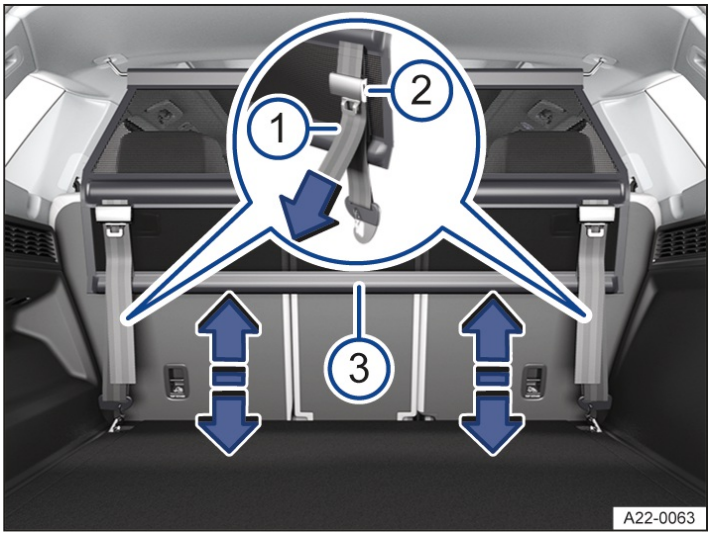


Fig. 2 In the luggage compartment: fitting the net partition.

1 Fastening straps.

2 Buckles.

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(3) Screen separator lower crossbar.

1. Remove the net partition from the storage bag and roll it out.
2. Remove the luggage compartment cover if necessary.
3. When fitting the net partition behind the front seats, fold the backrests of the second row of seats forward.
4. Bring the backrests in front of the screen separator into the upright position and engage them as close as possible to the screen separator.
5. Hook one of the top crossbar hooks to the holder in the roof, lifting it up and pushing forward so that the crossbar engages properly.
6. Hook the second top crossbar hook to the holder on the opposite side of the roof by pushing the crossbar together, lifting it slightly and pushing forward so that the crossbar engages properly.
7. Hook the bottom hooks to the tie-downs in the luggage compartment or to the eyes on the folded-down backrests → *fig. 1*.

Tensioning the Screen Separator

1. Pull the ends of the fastening straps firmly in the direction of the arrow (magnifying glass) until the screen separator is firmly tightened → *fig. 2* (1) → ⚠.
2. Slide the bottom crossbar of the screen separator to the desired height → *fig. 2* (3).
3. Check the tension of the screen separator again if the position of the backrests in front of the screen separator has been adjusted.

Removing the net partition

1. Remove the luggage compartment cover if necessary.
2. Loosen the net partition fastening straps → *fig. 2* (1) by pulling on the adjuster lever (2).
3. Unhook the bottom hook from the fastening rings or the eyes on the backrests.
4. Lift the top crossbar hooks a little, pull back to release from the catch and unhook one of the hooks from the holder in the roof by pushing the crossbar together.
5. Unhook the second top crossbar hook from the holder in the roof and put down the screen separator.
6. Roll up the net partition and stow it securely in the storage bag.
7. If necessary, fold back the backrests of the second row of seats and refit the luggage compartment cover.

⚠ WARNING

In the case of sudden braking maneuvers or an accident, objects could being thrown through the vehicle interior, causing serious or fatal injuries.

- Check that the screen separator is undamaged.
- Never use a damaged screen separator.
- Move all backrests in front of the screen separator into the upright and engaged position.
- After fitting, always check that the hooks of the screen separator are properly engaged.
- Check regularly that the screen separator is well tensioned.
- Secure all objects in the luggage compartment even if a luggage screen separator is fitted.
- Make sure that no persons are behind the installed screen separator when the vehicle is moving.

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NOTICE

Securing the net partition to unintended points can cause damage.

- Always secure the screen separator only at the points designed for it.

Tie-downs



Fig. 1 In the luggage compartment: Foldable tie-downs.

Tie-downs are located in the luggage compartment to secure loose objects and luggage with the help of lines, fixation belts or securing straps → *fig. 1* , .

WARNING

Unsuitable or damaged tie-down straps or tensioning straps could break during braking maneuvers or an accident. This could result in objects being thrown through the vehicle interior and causing serious or fatal injuries.

- Use only suitable and undamaged tie-downs, fixing and tensioning straps.
- Secure cords, fixation belts and tensioning straps diagonally and tightly across the items placed on the luggage compartment floor, and fasten the cords, fixation belts and tensioning straps securely to the tie-downs.
- Make sure that the upper edge of the load is above the tie-downs, especially on flat objects.
- Follow the signs about storing cargo in the luggage compartment, depending on the vehicle equipment.
- Never secure a child restraint to the tie-downs.

WARNING

Elastic tensioning straps must be stretched for securing to the tie-downs and are therefore under tension. If elastic tensioning straps slip off and spring back toward your body, the hooks attached to them may cause serious injuries.

- Protect your eyes and face when securing and releasing the straps.
- Always hold on to the hooks of the luggage net to prevent them springing out of the tie-down when hooking and unhooking them.
- Always secure elastic tensioning straps to the tie-downs in the front part of the luggage compartment first. Then pull them to the loading edge. Secure the elastic tensioning straps to the tie-downs so that they will spring away from your body if they come off.

Suitable straps and cargo securing systems are available from an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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Movable tie-downs

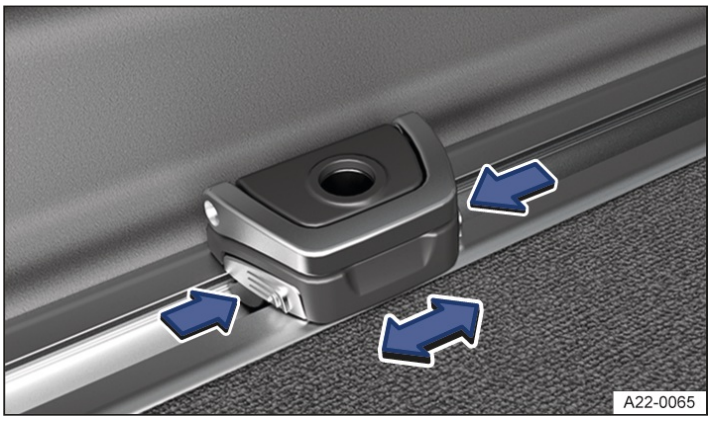


Fig. 1 In the luggage compartment: Movable tie-downs.

Depending on vehicle equipment, tie-downs which may be moved lengthways are located in the luggage compartment to secure loose objects and luggage with the help of lines, fixation belts or securing straps.

The position of the movable tie-downs may be adapted according to the luggage.

When mounting the movable tie-downs, please follow the manufacturer's installation instructions.

Mounting the movable tie-downs

1. Take the movable tie-downs out of the bag supplied.
2. Press and hold the buttons on the movable tie-down in the direction of the arrow simultaneously → *fig. 1*.
3. Place the tie-down at the desired position on the rail and release the buttons.
4. Ensure that the movable tie-down engages securely into the rail system.

Securing items

1. Fold up the tie-down retaining bracket → *fig. 1* and secure the luggage.

Removing the movable tie-down

1. Press and hold the buttons on the movable tie-down in the direction of the arrow simultaneously → *fig. 1*.
2. Take the movable tie-down out of the rail and stow it in the bag supplied.

⚠ WARNING

Unsuitable or damaged tie-down straps or tensioning straps could break during braking maneuvers or an accident. This could result in objects being thrown through the vehicle interior and causing serious or fatal injuries.

- Use only suitable and undamaged tie-downs, fixing and tensioning straps.
- Secure cords and straps diagonally and tightly across the items placed on the luggage compartment floor, and fasten them securely to the tie-downs.
- Never exceed the maximum tensile load of the tie-downs when securing objects.
- Make sure that the upper edge of the load is above the tie-downs, especially on flat objects.
- Follow the signs about storing cargo in the luggage compartment, depending on the vehicle equipment.
- Never secure a child restraint to the tie-downs.

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Suitable straps and cargo securing systems are available from an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Luggage net

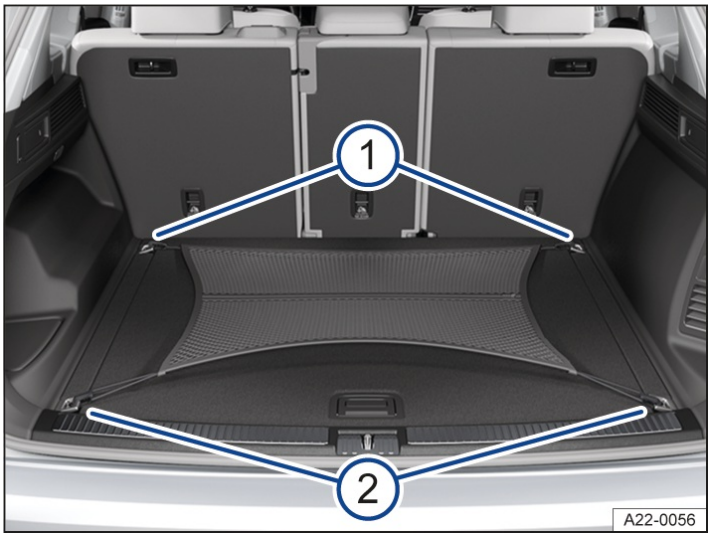


Fig. 1 In the luggage compartment: flat luggage net.

(1) Front tie-downs.
(2) Rear tie-downs.

The luggage net can help to prevent light objects from sliding around in the luggage compartment. The luggage net contains a pocket with a hook-and-loop fastener for storing small objects.

Attaching the luggage net in a flat position on the luggage compartment floor

1. Attach the luggage net hooks to the tie-downs → *fig. 1* (1) , →⚠.

   The zipper on the luggage net must face upward.
2. Attach the hooks on the other end of the luggage net to the tie-downs underneath the loading edge→ *fig. 1* (2).

You may need to fold out the tie-downs to use them .

Removing the luggage net

The luggage net is under tension when it is installed→⚠.

1. Unhook the hooks of the luggage net.
2. Store the luggage net in the luggage compartment.

⚠ WARNING

An elastic luggage net needs to be stretched for securing to the tie-downs, which means that it is held under tension. If an elastic luggage net slips off and springs back toward your body, the hooks attached to them may cause serious injuries.

- Protect your eyes and face when securing and releasing the straps.
- Always hold on to the hooks of the luggage net to prevent them springing out of the tie-down when hooking and unhooking them.

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- Always secure the hooks of the luggage net in the order described so that, if the luggage net does snap off, it does so away from your body.

WARNING

If used improperly, the luggage net hooks could break during a braking maneuver or in the event of an accident. This could result in objects being thrown through the vehicle interior and causing serious or fatal injuries.

- Only use the luggage net hooks to secure a luggage net.
- Never secure a child restraint to the luggage net hooks.

Shopping bag hooks

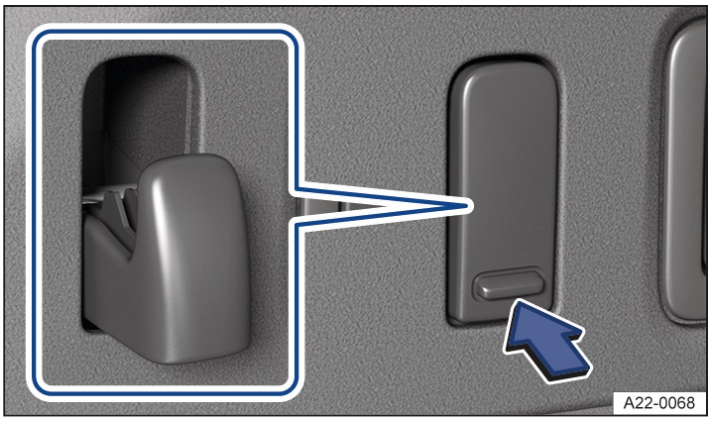


Fig. 1 In the luggage compartment on the left side: shopping bag hook.

You may have removable shopping bag hooks in your luggage compartment for hanging light shopping bags.

1. Press below on the shopping bag hook → *fig. 1* (arrow) and fold the shopping bag hook down (magnifying glass).
2. Fold the shopping bag hook back up after use.

WARNING

Luggage or other items tied to the shopping-bag hooks may tear off and be thrown into the vehicle interior during a braking maneuver or accident. This may cause you to lose control of the vehicle and result in serious or fatal injuries.

- Never use the shopping bag hooks to tie down pieces of luggage or objects.
- Only hang lightweight items, up to a maximum of 2.5 kg(approximately 5.5 lbs), from the shopping bag hooks in the vehicle.

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Load-through hatch

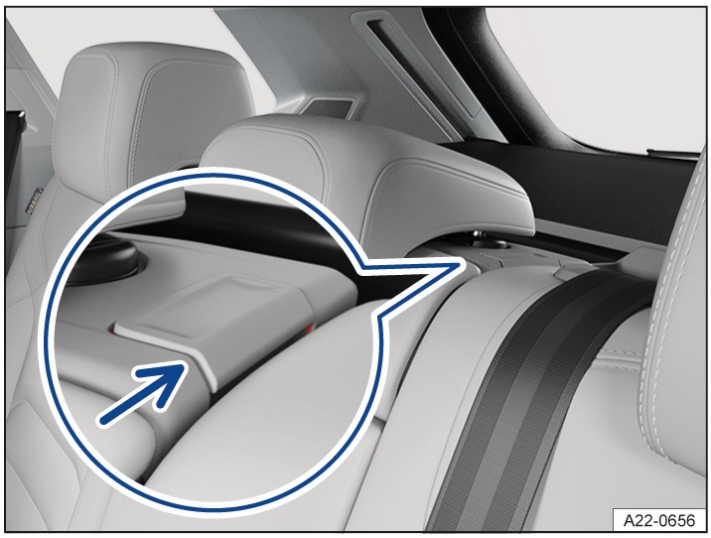


Fig. 1 In the rear seat backrest: release button.

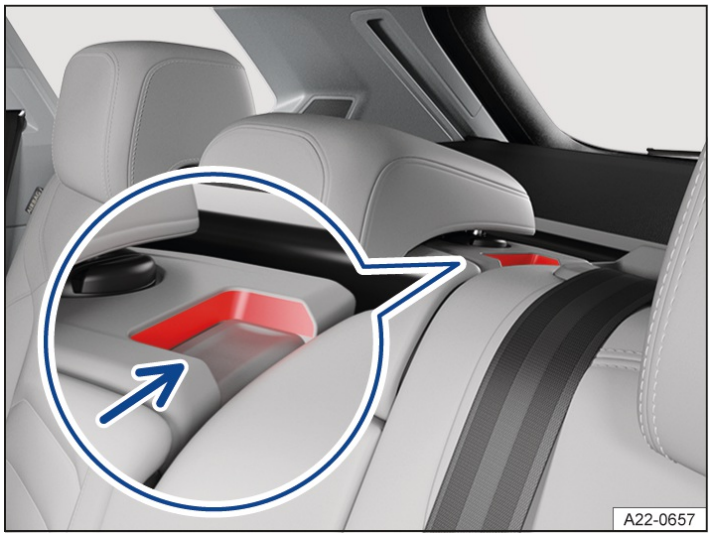


Fig. 2 In the rear seat backrest: pressed release button with red marking.

Depending on the vehicle equipment, there is a luggage compartment pass-through in the center of the rear seat backrest for transporting long objects inside the vehicle, e g. skis.

Opening load-through hatch

1. If necessary, push the center head restraint down.
2. Push the release button down → *fig. 1* (arrow) and fold the center part of the rear seat backrest all the way forwards →⚠.
3. Open the trunk lid.

   Or: Opening the pass-through from the luggage compartment: Push the release button down and fold the center part of the rear seat backrest forwards.
4. Insert long objects from the luggage compartment side and slide them forward through the load-through hatch.
5. Secure objects with the safety belt.
6. Close the trunk lid.

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Closing the load-through hatch

1. Fold the center part of the rear seat backrest back with the luggage compartment pass-through and let it lock into place. The red marking must no longer be visible → *fig. 2* (arrow) →⚠.
2. If necessary, adjust the center head restraint.

⚠ WARNING

Folding and unfolding the load-through hatch in an uncontrolled or careless manner may result in serious injury or death.

- Never fold the luggage compartment pass-through forward or back while driving.
- When folding up the pass-through, make sure that the safety belt does not become trapped or damaged.
- Keep hands, fingers, feet and other body parts away from the pivot range of the pass-through when folding it forward or back.
- Always check that the red mark on the catch indicator is not visible when the pass-through is in the upright position. A red marking indicates that the luggage compartment pass-through is not locked into place.
- If the luggage compartment pass-through is folded down or is not securely engaged, no passengers, especially children, are to be transported on this seat.

Introduction

If equipped correctly, the vehicle can be used to tow a trailer.

Driving a trailer not only increases the vehicle load, but requires more concentration from the driver.

The increased weight from towing affects vehicle wear, fuel consumption, and vehicle performance and may shorten the service intervals.

If the vehicle is driving with a heavy load, functions such as the air conditioner power may be reduced or deactivated to prevent the vehicle from becoming stranded in traffic. Avoid long or large inclines. In the event of prolonged loads, the engine torque of the internal combustion engine can be reduced temporarily to prevent the internal combustion engine or transmission overheating. Reduce the speed and observe the information and warning and indicator lights in the instrument cluster. When the engine and the transmission are working at the optimal temperature range again, the engine torque reduction is canceled.

The load that a vehicle is able to pull decreases under the following conditions:

— Driving on slopes.

— Driving at high altitudes.

— Driving in high outside temperatures.

— Driving with a fully loaded vehicle, e.g. with passengers and luggage.

— With increasing speed.

Trailer with function check for the lighting

No trailer with tail lights and brake lights that require a function check for the tail light or brake light in order to be approved may be operated on this vehicle. Please consult the trailer manufacturer to find out what approval applies to your trailer.

Unused ball mount

Swivel the ball mount or remove it if there is no trailer, bicycle rack or similar attached to the ball mount. This is especially applicable if the vehicle's license plate or lighting is obscured by the unused ball mount. Note the country-specific regulations for using a ball mount →⚠.

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Special conditions

Before driving with a trailer, please note that the functions of the assistance and parking systems may be limited.

DANGER

Transporting persons in a trailer can cause life-threatening injuries and may be against the law.

- Never transport anyone in a trailer.

WARNING

Using the trailer hitch incorrectly can result in loss of control of the vehicle, accidents and serious or fatal injuries.

- Install and use the trailer in accordance with the instructions provided by the corresponding manufacturer.
- Only use the ball mount if it is undamaged and secured correctly.
- Do not modify or repair the ball mount. Removal of the coating on the ball mount is permitted if the installation instructions of the trailer manufacturer require this.

WARNING

If the ball mount is swiveled out, there is an increased risk of accidents and serious injuries for pedestrians and cyclists near parked vehicles and if rear collisions occur.

- Swivel the ball mount in or remove it when it is not in use.

WARNING

The vehicle has not been designed for “weight-bearing” or “load-compensating” trailer hitches. The trailer hitch could malfunction and the trailer could disconnect from the vehicle. This can cause accidents and serious injuries.

- Never install “weight distributing” or “load equalizing” ball mounts.

WARNING

Driving with a trailer and transporting heavy or large objects can change the vehicle handling performance, increase the braking distance and cause accidents and serious or fatal injuries.

- Always secure cargo correctly with suitable and undamaged cords, fixation belts or tensioning straps.
- Note that trailers with a high center of gravity may tip sooner than trailers with a low center of gravity.
- Always adapt your speed and driving style to the visibility, weather, road and traffic conditions.
- Always drive carefully and try to anticipate what may be ahead.
- Accelerate with extra care and caution.
- Avoid abrupt and sudden driving and braking maneuvers.
- Do not drive faster than 80 km/h(50 mph), or 100 km/h (60 mph) if absolutely necessary, when towing a trailer. This also applies in countries where higher speeds are permitted.
- Reduce the vehicle speed, especially when driving uphill or downhill.
- Adhere to the applicable local maximum speed limit, which may be lower for vehicles towing a trailer than it is for vehicles that are not towing a trailer.
- Overtake especially carefully and reduce vehicle speed as soon as you detect the slightest swaying movement in the trailer.
- Never try to “straighten out” a swaying trailer by accelerating.
- Look out for potential messages and warning and indicator lights turning on in the Volkswagen Digital Cockpit because of the increased load for the towing vehicle.

If you have integrated a trailer into the anti-theft alarm system, breaking the connection to the trailer may trigger the anti-theft alarm system *(→ Anti-theft alarm system)*.

Do not tow a trailer during the first 1000 km(600 miles) driven with a new engine *(→ Breaking in the engine)*.

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Some retrofitted trailer hitches cover the mount for the towing eye. If this is the case, it will not be possible to use the towing eye to tow other vehicles. Because of this, you should always keep the ball mount from a retrofitted trailer hitch inside the vehicle when it is removed.

Hitching a trailer

Trailer socket

The towing vehicle and the trailer are connected electrically using a 13-pin trailer socket. The pin assignment conforms to DIN ISO 11446.

If the trailer has a 7-pin connector, a suitable adapter must be used.

1. Lift the socket cap and insert the plug.
2. Rotate the plug clockwise by a quarter of a rotation until it fully engages into the socket.
3. To lock the connector in place, release the cap.
4. Check that the entire lighting system is working properly before starting the journey.

If you are not sure how to connect the trailer with the towing vehicle's electrical system correctly, consult an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Integrating into the anti-theft alarm system

The trailer is integrated into the anti-theft alarm system if the following requirements are met:

✓ If the vehicle is equipped with a factory-installed anti-theft alarm system and trailer hitch.

✓ If the trailer is connected to the electrical system in the towing vehicle.

✓ If the vehicle and trailer electrical systems are functioning correctly and are not damaged.

✓ If the vehicle was locked using the vehicle key and the anti-theft alarm system is active.

When the vehicle is locked, the alarm will be triggered if the electrical connection to the trailer is disconnected.

Trailers with LED taillights cannot be integrated into the anti-theft alarm system due to the technology involved.

When the vehicle is locked, the alarm will not be triggered if the electrical connection to the trailer with LED taillights is disconnected.

Securing cables

In some countries, unbraked and braked trailers must be secured by means of securing or breakaway cables.

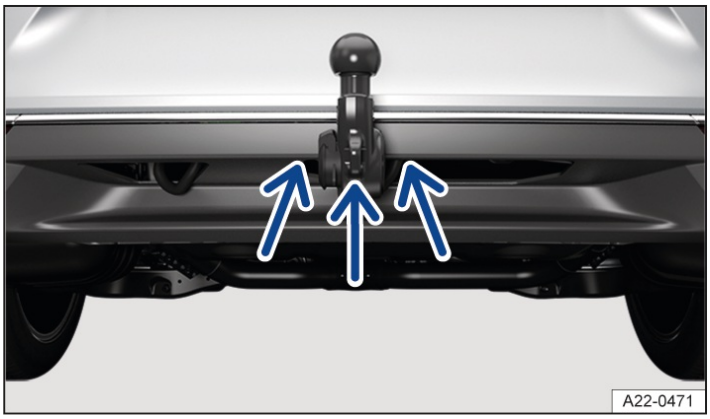


Fig. 1 On the trailer hitch: eye for fastening the securing or breakaway cable (general example).

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Depending on the model, the eye for fastening the securing or breakaway cable can be located on the neck of the ball head or next to the ball head directly on the base plate of the ball mount → *fig. 1* (arrows).

Follow the country-specific regulations for using a securing cable.

Fastening a securing or breakaway cable to the eye on the ball mount provided for this purpose→ *fig. 1*:

1. Guide the cable through the eyelet and hook it in the karabiner→ ⚠.

⚠ WARNING

Improperly or incorrectly connected electrical wires can electrify the trailer and lead to malfunctions in the entire vehicle electronics system as well as accidents and serious or fatal injuries.

- Have all work on the electrical system performed only by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Never connect the electrical system on a trailer to the electrical connectors for the taillights or other power sources on the towing vehicle.

⚠ WARNING

Contact between the pins on the trailer socket can cause short circuits, overloading of the electrical system, or malfunction of the lighting system, which can result in accidents and serious or fatal injuries.

- Never connect the pins in the trailer socket to one another.
- Have bent pins repaired only by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

An improperly secured trailer can cause accidents and serious injuries or death.

- Never drape the securing or breakaway cable of the trailer loosely over the ball mount.

NOTICE

If a trailer hitched to the vehicle is resting on a supporting wheel or on the trailer support, the vehicle may lift and lower due to changes in the load or tire damage. This would put great stress on the trailer hitch and the trailer. This can cause damage to the vehicle and trailer.

- Note that a trailer that is resting on a supporting wheel or on the trailer support should not remain hitched to the vehicle.

If the engine is stopped and accessories on the trailer are on while there is an electrical connection through the trailer socket, then the 12 V vehicle battery will drain.

The electrical connection to the trailer will be automatically disconnected if the charge level of the 12 V vehicle battery becomes too low.

Loading a trailer

General information

Always ensure that the vehicle and trailer are well balanced. Do not load the trailer unevenly by putting more weight at either the front or the back. Always store heavy objects as close as possible to or above the axle. Always secure the load on the trailer properly →⚠.

If the vehicle is approved for trailer mode, note applicable local rules and regulations for driving with a trailer and the use of a trailer hitch.

If the gross vehicle weight rating or the axle load of the rear axle is exceeded, the maximum permissible speed for

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trailer mode is approx. 80 km/h (approx. 50 mph). This also applies in countries where higher speeds are permitted. Adhere to the applicable local maximum speed limit, which may be lower for vehicles towing a trailer than it is for vehicles that are not towing a trailer.

A permissible exceedance of the vehicle load ratings is recorded in the vehicle registration. If no exceedance is recorded, it is possible to drive at approximately 100 km/h (approximately 62 mph), provided this is not in violation of local laws.

Trailer load and tongue weight

The trailer load is the weight that the vehicle can tow.

The trailer tongue weight rating is the load that presses down vertically from above onto the ball mount of the trailer hitch.

Volkswagen recommends always using the maximum permissible trailer tongue weight rating . An insufficient trailer tongue weight rating negatively affects the handling of the vehicle and trailer. The maximum permissible trailer tongue weight rating of the trailer drawbar on the trailer hitch ball head must not be exceeded →⚠.

The actual trailer tongue weight rating increases the weight on the rear axle and reduces the possible load in the vehicle.

In some countries, under certain conditions, a higher trailer tongue weight rating can be used. Follow the local specifications and regulations.

Towing weight

The towing weight consists of the actual weights of the loaded towing vehicle and the loaded trailer.

In some countries, trailers are divided into classes. Volkswagen recommends consulting with an authorized Volkswagen dealer or authorized Volkswagen Service Facility about suitable trailers. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Tire pressure

The tire pressure for the tires on the trailer is based on the recommendation of the trailer manufacturer.

When towing a trailer, inflate the tires on the towing vehicle to the maximum permissible tire pressure *(→ Tire pressure)*.

⚠ WARNING

Sliding loads can considerably impair driving stability and trailer safety and increase the risk of accidents and serious injuries or death.

- Always load trailers correctly.
- Always secure cargo with suitable and undamaged cords or tensioning straps.

⚠ WARNING

If the gross axle weight rating, trailer tongue weight rating, gross vehicle weight rating or towing weight of the vehicle and the trailer are exceeded, accidents and serious injuries or death can result.

- Never exceed the specified values .
- Never exceed the maximum Gross Axle Weight Rating on the front or rear axle.
- Never exceed the maximum Gross Vehicle Weight Rating for the front and rear weight of the vehicle.

Driving with a trailer

Characteristics when driving with a trailer

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— When driving with a trailer with an overrun brake, first brake gently then rapidly. This avoids braking jolts due to the trailer wheels locking.

— The braking distance increases due to the gross combination weight(of the trailer and vehicle).

— Use the engine as an additional brake on slopes. Otherwise the brake system may overheat and possibly fail.

— Select a lower gear when driving with an automatic gearbox in Tiptronic mode.

— The vehicle's center of gravity, and thereby also its driving characteristics, are changed by the towing weight and the increased total weight of the vehicle and trailer.

— An empty towing vehicle and loaded trailer create a very unfavorable weight distribution. Drive very carefully and slowly with this combination.

Driving on hills with a trailer

Depending on the angle of the hill and the total weight of the trailer, a parked trailer may roll back slightly when you start driving.

When towing a trailer, start on a hill as follows:

1. Press and hold the brake pedal.
2. Engage the D/S selector lever position.
3. Pull and hold the Ⓟ switch one time to hold the trailer in place with the electronic parking brake.
4. Release the brake pedal.
5. Start driving slowly.
6. Only release the Ⓟ switch once the engine has created enough drive power to start driving.

⚠ WARNING

Towing a trailer incorrectly can result in loss of control of the vehicle and cause serious injuries or death.

- Bear in mind that the driving characteristics change when driving with a trailer and transporting heavy or large objects.
- Always adapt your speed and driving style to the visibility, weather, road and traffic conditions.
- Always drive carefully and try to anticipate what may be ahead.
- Overtake especially carefully and reduce vehicle speed as soon as you detect the slightest swaying movement in the trailer.
- Accelerate with extra care and caution.
- Brake earlier than usual as the braking distance may be longer.
- Avoid abrupt and sudden driving and braking maneuvers.
- Reduce the vehicle speed, especially when driving downhill.
- Never try to "straighten out" a swaying vehicle and trailer by accelerating.
- Adhere to the applicable local maximum speed limit, which may be lower for vehicles towing a trailer than it is for vehicles that are not towing a trailer.

⚠ WARNING

A poor rear view when pulling a trailer may result in accidents and serious or fatal injuries.

- Ensure sufficient visibility behind you.
- Install additional rearview mirrors to ensure you have a clear rear view.

Trailer stabilization

If a trailer is hitched to the vehicle and it begins to sway, the trailer stabilization can detected this and countersteer.

Trailer stabilization is an additional feature of the Electronic Stability Control(ESC).

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If the system detects that the trailer is swaying, the trailer stabilization will automatically countersteer to the reduce “vibration” of the trailer.

Trailer stabilization requirements

— The trailer hitch must be installed at the factory or a compatible trailer hitch must be retrofitted.

— Electronic Stability Control (ESC) and Anti-Slip Regulation (ASR) must be active. The or indicator light in the instrument cluster must not be on.

— The trailer must be connected to the electrical system in the towing vehicle via the trailer socket.

— The driving speed must be less than 60 km/h(37 mph).

— The maximum tongue weight must be used.

— The trailer must have a fixed drawbar.

— Braked trailers must have a mechanical overrun protection device.

System limitations

The trailer stabilization may not respond or may have a limited response in the following driving situations.

— The trailer stabilization switches off when ESC is deactivated.

— Trailer stabilization may not always detect if a light trailer is swaying and stabilize it.

— When driving on slippery roads with poor traction, the trailer can still jackknife despite the trailer stabilization.

— Trailers with a high center of gravity can tip before you notice any swaying back and forth.

— If there is no trailer hitched to the vehicle but there is a connector in the trailer socket, for example from a bike carrier with lights, sudden braking maneuvers may occur automatically in extreme driving situations.

WARNING

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

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Observe the system limitations → *System limitations*.
- Accelerate carefully on slippery roads.
- Take your foot off the accelerator pedal when a system is actively regulating.
- Always adapt your speed and driving style to the visibility, weather, road and traffic conditions.

Swiveling the ball mount out and in

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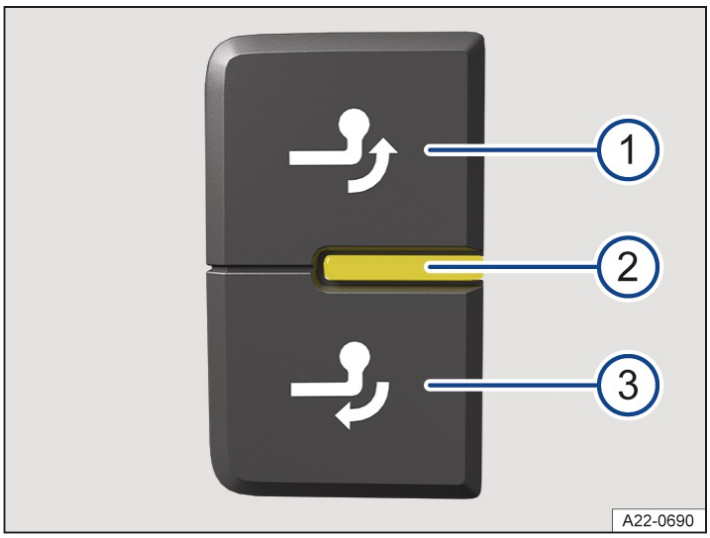


Fig. 1 In the luggage compartment on the right: Button to swivel the ball mount out and in.

1 Button for swiveling out the ball mount.
2 Indicator light.
3 Button for swiveling in the ball mount.

The ball mount is located in the bumper. The electrically operated ball mount cannot be removed.

Releasing and swiveling out the ball mount

1. Stop the vehicle and switch on the electronic parking brake.
2. Adjust the level of the air suspension running gear to the lowest level *(→ Self-leveling suspension)*.
3. End drive-ready mode.
4. Open the trunk lid.
5. In the luggage compartment, press the button briefly → *fig. 1* (1).
   The ball mount will automatically swivel out and lock into place.
6. Close the trunk lid.

Swiveling in the ball mount

1. Stop the vehicle and switch on the electronic parking brake.
2. End drive-ready mode.
3. Detach the trailer and disconnect the electrical connection between the vehicle and the trailer. Also remove the adapter from the trailer socket.
4. Open the trunk lid.
5. In the luggage compartment on the right, press the button briefly → *fig. 1* (3).
   The ball mount will automatically swivel in and lock into place.
6. Close the trunk lid.

If the indicator light in the instrument cluster comes on when the ignition is switched on and a corresponding message is displayed, the ball mount of the trailer hitch is not properly locked *(→ Trailer hitch indicator light)*.

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Meaning of the indicator light in the button

The indicator light only comes on when the trunk lid is open.

— The indicator light in the → *fig. 1* (2) button flashes while the ball mount is swiveling in or out →⚠.

— If the indicator light in the button comes on permanently → *fig. 1* (2), the ball mount is properly engaged in the swiveled out or swiveled in position.

— If the indicator light in the → *fig. 1* (2) button is not on or flashing, there is a malfunction. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility to have the system inspected. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

— If the indicator light in the → *fig. 1* (2) button blinks continuously, it was not possible to swivel the ball mount all the way in or out. The system must be reinitialized manually:

  — If necessary, remove any obstacles.

  — Press and hold the button and manually swivel out the ball mount fully until it engages correctly → *fig. 1* (1).

  Or: Press and hold the button and manually swivel in the ball mount fully until it engages correctly → *fig. 1* (3).

  — Release the → *fig. 1* (1) or → *fig. 1* (3) button.

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

⚠ WARNING

Improper use of the trailer hitch can cause accidents and serious injuries or death.

- If the diameter of the ball at the smallest point is less than 49 mm (1.9 inches), never use the trailer hitch.
- Only use the ball mount when it is engaged properly and there are no malfunctions in the electrical system or trailer hitch itself.
- Make sure that no persons, animals or objects are in the swivel range of the ball mount.
- Never intervene in the swivel procedure of the ball mount with aids or tools.
- Never press the buttons while a trailer is hitched or a luggage rack or other attachment is connected to the ball mount.
- If the ball mount cannot be installed or if the electrical system or trailer hitch has malfunctioned, have the ball mount checked by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

NOTICE

Improper vehicle cleaning can cause damage to the seals or wash out the grease needed for lubrication.

- Never direct a high pressure cleaner or steam jet directly toward the swiveling ball mount or the installed trailer socket.

In the case of extremely low outside temperatures, it may not be possible to swivel the ball mount. In this case, simply move the vehicle to warmer areas, such as in a garage.

When driving with a trailer, the vehicle level must be selected so as to prevent any damage to the trailer and trailer hitch when the vehicle is moving. Volkswagen recommends the Road vehicle level for trailer towing.

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Dimensions and mounting points for retrofitting a trailer hitch

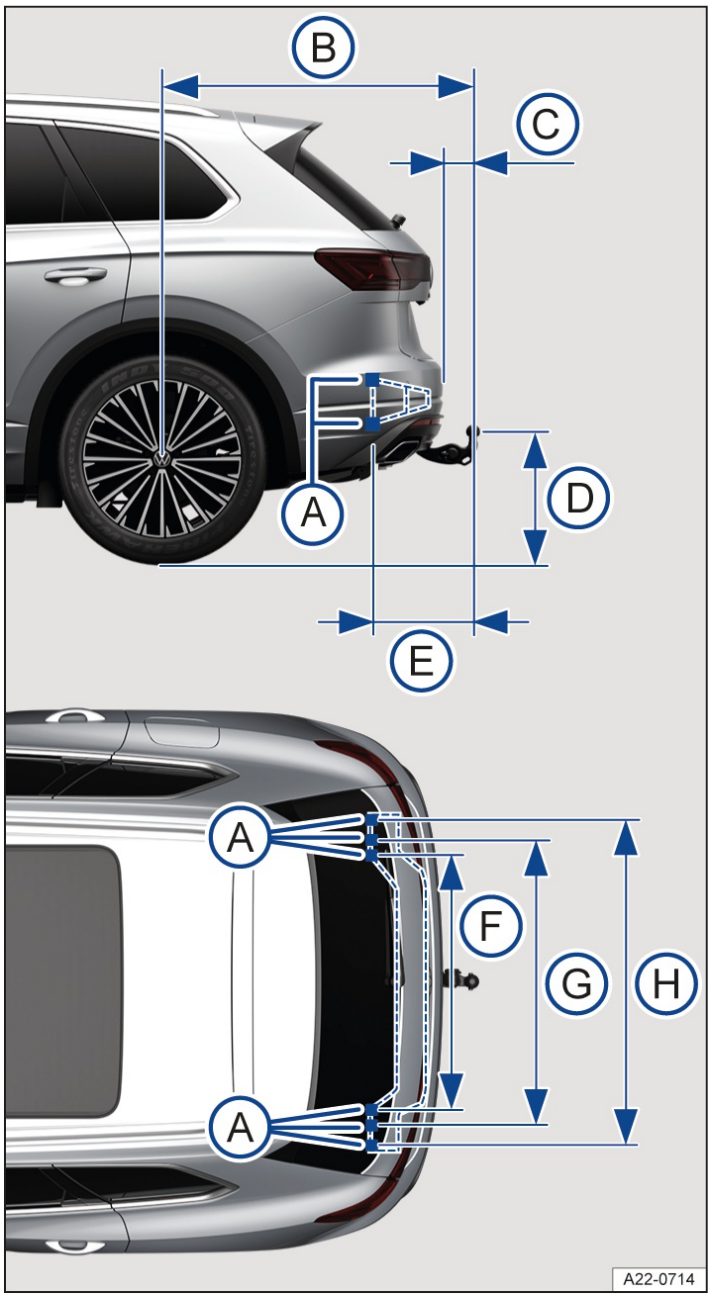


Fig. 1 Dimensions and mounting points for retrofitting a trailer hitch.

The correct dimensions → *fig. 1* must always be used when retrofitting a trailer hitch. The smaller specified dimension from the center of the ball mount to the road surface (D) must always be met. This also applies when the vehicle is fully loaded including the maximum tongue weight.

(A) Mounting points.

(B) 1119 mm (approx. 44 in)

(C) Min. 65 mm (approx. 2.6 in)

(D) 350 to 420 mm (approx. 13.8 to 16.5 in)

(E) 373 mm (approx. 14.7 in)

(F) 872 mm (approx. 34.3 in)

(G) 942 mm (approx. 37 in)

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(H) 1122 mm (approx. 44.2 in)

Volkswagen recommends having a trailer hitch retrofitted by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. For example, modifications to the cooling system or the installation of heat shields may be necessary. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Mount the trailer hitch in accordance with the instructions supplied.

A retrofitted, non-removable trailer hitch must not cover the label or the lighting system on the rear of the vehicle. Note the country-specific regulations for using a ball mount.

Depending on the country, the vehicle may not be approved for trailer towing due to legal and technical requirements.

If this is the case, no trailer hitch may be retrofitted.

Please contact suitably qualified professionals if you have any questions about retrofitting a trailer hitch. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

Improperly or incorrectly connected electrical wires can lead to malfunctions in the entire vehicle electronics system as well as accidents and serious or fatal injuries.

- Never connect the electrical system on a trailer directly to the electrical connectors for the taillights or other unsuitable power sources.
- Only use suitable connectors to connect the trailer.
- If retrofitting the vehicle with a trailer hitch, have the work performed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

Incorrect mounting or the use of an unsuitable trailer hitch can lead to the trailer becoming detached from the towing vehicle during the journey, potentially causing accidents and serious injuries or death.

- Only have work on your trailer hitch or the retrofitting of a trailer hitch carried out by an authorized Volkswagen dealer or authorized Volkswagen service facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Only use trailer hitches that are provided for the vehicle model, model year and vehicle equipment by the corresponding manufacturer.

Volkswagen recommends the use of Volkswagen original parts or Volkswagen original accessories, which you can acquire from an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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Ball mount of the trailer hitch not secured

The yellow indicator light turns on.

1. Do not use towing bracket. Check towing bracket catch *(→ Electric ball mount)*.
2. If the problem persists, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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Attaching a rear carrier system or bicycle rack to the ball mount

Rear carrier systems are understood to include, for instance, bicycle racks or storage containers, which are attached to the ball mount.

Only use rear carrier systems that are provided for the vehicle model, model year and vehicle equipment by the corresponding manufacturer →⚠.

Volkswagen recommends the use of Volkswagen original parts or Volkswagen original accessories, which you can acquire from an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Attach the rear carrier system according to the manufacturer's instructions.

Maximum load of the rear carrier system

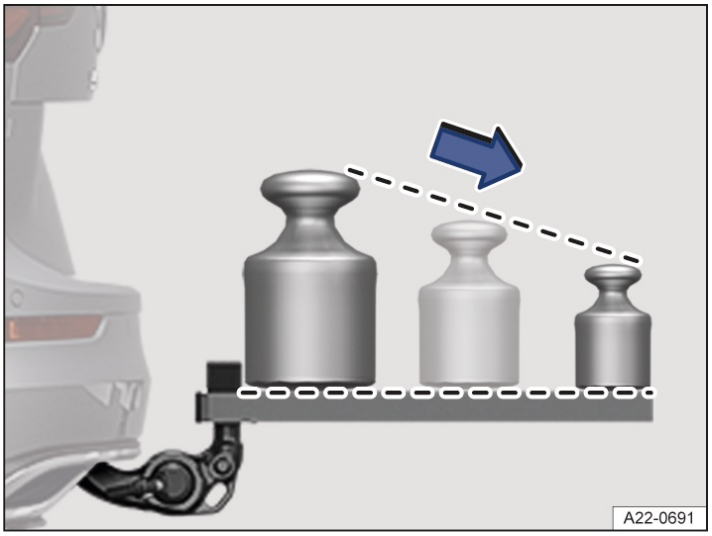


Fig. 1 Recommended weight distribution on the rear carrier system.

The carrying load is made up of the rear carrier system and the load transported on it.

The maximum recommended carrying load for the rear carrier system attached to the ball mount may vary from the vehicle-specific trailer tongue weight rating for the vehicle.

However, do not exceed the model-dependent, maximum drawbar load of the towing bracket.

The carrying load is reduced due to the effect of leverage, the further the center of gravity of the rear carrier system is from the ball mount.

Position heavy items as close to the ball mount as possible→ *fig. 1*.

Vehicle-specific maximum carrying load

To find out the recommended carrying load for your vehicle, check the trailer tongue weight rating of your vehicle . The carrying load can then be found in the following table. In accordance with Directive UN-R 55, Volkswagen recommends complying with the specified number of bicycles on the rear carrier system.

Vehicle-specific trailer tongue weight rating	Maximum carrying load	Number of bicycles
50 kg (110 lbs)	50 kg (110 lbs)	2
55 kg (121 lbs)	55 kg (121 lbs)	2
From 75 kg (165 lbs)	75 kg (165 lbs)	3

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Maximum overhang of the rear carrier system

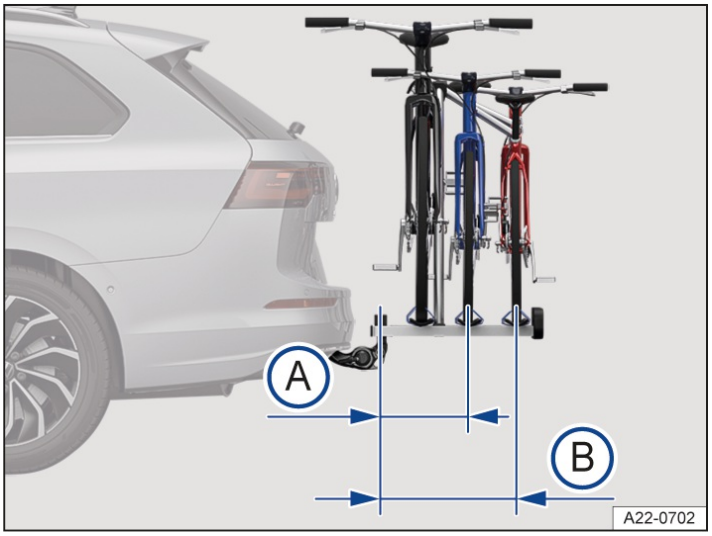


Fig. 2 General example of the maximum overhang on one bicycle rack for two or three bicycles.

(A) For a carrying load up to 55 kg (121 lbs): 500 mm (approx. 19.7 inches).

(B) For a carrying load of 75 kg (165 lbs): 700 mm (approx. 27.6 inches).

On bicycle rack systems with two bicycles, the maximum overhang must not exceed 500 mm (approx. 19.7 inches) from the center of the ball mount to the center of the bar on the last bicycle rack → *fig. 2* (A). On bicycle rack systems with three bicycles, it must not exceed 700 mm (approx. 27.6 inches) → *fig. 2* (B).

WARNING

Improper use of a rear carrier system mounted on the ball mount of the trailer hitch can cause accidents and serious injury or death.

- Ensure that the rear carrier system is suitable for use on your vehicle.
- Always read and follow the assembly instructions provided by the rear carrier system manufacturer.
- Never secure a rear carrier system on the ball mount below the coupling ball. The rear carrier system could slip because of the shape of the ball mount.

Volkswagen recommends removing as many attachments as possible from the items to be loaded onto the rear carrier system before the journey. This includes bicycle baskets and paniers, child seats and batteries. This improves the wind load and the center of gravity of the rear carrier system.

Introduction

Depending on the model, the vehicle may be designed to have a roof rack installed.

Bulky objects can be transported on the vehicle roof using the roof rack.

If you are not sure if your vehicle is designed to have a roof rack installed, check with an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Only use roof racks that are approved by Volkswagen for use with your vehicle.

Do not use or retrofit a roof rack if this is not approved for your vehicle.

WARNING

When transporting large, heavy, long, or flat loads on the roof rack, the vehicle's driving characteristics and

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aerodynamics change because of the different center of gravity and increased wind resistance. This may cause accidents and serious or fatal injuries.

- Always secure cargo correctly with suitable and undamaged cords, fixation belts or tensioning straps.
- Avoid abrupt and sudden driving and braking maneuvers.
- Always adapt your speed and driving style to the visibility, weather, road and traffic conditions.

WARNING

If the use of a roof rack is not approved for your vehicle or a roof rack that is incompatible with the vehicle is fitted, it may detach and fall from the roof of the vehicle while you are driving. This may cause accidents and serious or fatal injuries.

- Only use roof racks that are approved by Volkswagen for the vehicle.
- Do not fit roof racks if they are not approved for your vehicle.

NOTICE

Installing any type of roof rack onto a vehicle that is not approved for use of a roof rack can cause serious damage.

- Do not fit roof racks if they are not approved for your vehicle.

Driving with a roof rack fitted increases the air resistance of the vehicle and thus also the energy consumption of the electric drivetrain or the fuel consumption of the internal combustion engine. This reduces the potential range of the vehicle. This applies to all roof racks and any objects transported on them, such as bicycles and skis.

Mounting a roof rack

For safety reasons, special roof racks are needed to transport luggage, bicycles, surfboards, skis and boats safely. The roof racks for installation on the roof rail in particular are referred to as the roof rack bars, and are used as a base supports for direct installation on the vehicle roof.

Only use roof racks that are provided for the vehicle model, model year and vehicle equipment by the corresponding manufacturer.

Volkswagen recommends the use of Volkswagen original parts or Volkswagen original accessories, which you can acquire from an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Mounting the Roof Rack Bars on the Roof Rail

Mount the roof rack bars in accordance with the supplied installation instructions.

The respective base can be attached after successfully installing the roof rack bars→⚠.

Remove the roof rack in the following scenarios

— If the roof rack is no longer needed.

— Before driving through an automatic car wash

— If the height of the vehicle exceeds the maximum height limit, for example in a garage

NOTICE

The height of the vehicle changes when a roof rack is installed and when there is cargo secured on it. The vehicle may be badly damaged if you drive into entrances with low heights, e.g. underpasses and garages.

- Compare the height of the vehicle with the clearance height.

NOTICE

If parts on the roof of your particular vehicle(depending on the vehicle equipment), e.g. the roof antenna, and the

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trunk lid's range of movement are impaired by the roof rack and the luggage, the vehicle may be damaged.

- Ensure that the roof rack is positioned correctly on the roof and that it will not affect any components of the vehicle.

WARNING

Securing the roof rack and base incorrectly or using them incorrectly may cause the luggage or the entire assembly to come loose from the vehicle roof. This can result in accidents and serious or fatal injuries.

- Always mount the roof rack and base correctly in accordance with the manufacturer's instructions.
- Secure the roof rack only at the locations intended for this.
- Always mount special rack assemblies for bicycles, skis, surfboards, etc. correctly and in accordance with the manufacturer's installation instructions.
- Only use the roof rack and base if they are undamaged and secured correctly.
- Check the roof rack mounts before starting a journey and, if necessary, retighten them after a short distance.
- On long trips, check the threaded connections and fasteners each time you take a break.
- Do not make any modifications or repairs to the roof rack or base.

A fitted roof rack increases air resistance and therefore may reduce the vehicle's range.

Loading the roof rack

Maximum permissible roof weight

The maximum permissible roof load is 75 kg(165 lbs), or 100 kg (220 lbs) for vehicles with air suspension.

The roof load consists of the weight of the roof rack and the items carried on the roof rack→⚠.

Always check the weight of the roof rack and the items that will be transported on it. Weigh the items if necessary.

When using a roof rack with a low load limit, do not load the rack with the maximum permissible roof load. In this case, only load the roof rack to the weight limit listed in the installation guide.

Distributing the load

Distribute the load evenly and secure it correctly→⚠.

Checking that everything is secure

Once you have fitted the roof rack, drive a short distance and then check all the fasteners. Keep checking them regularly.

WARNING

Exceeding the maximum permitted roof load can result in accidents, damage to the vehicle and serious or fatal injuries.

- Never exceed the specified roof load, the Gross Axle Weight Rating, and the Gross Vehicle Weight Rating of the vehicle.
- Do not exceed the load limit of the roof rack, even if the roof load is below the limit.

WARNING

If loose and incorrectly secured luggage falls off the roof rack, accidents and serious or fatal injuries may occur.

- Use only suitable and undamaged tie-downs, fixing and tensioning straps.

NOTICE

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If the trunk lid hits the roof load, the vehicle may be damaged.

- Make sure the trunk lid does not run into the roof load when opening the lid.

Safety precautions for handling fuel

WARNING

Handling fuel incorrectly can cause explosions, fires, severe burns, and other injuries.

- Before refueling, switch off the engine, the ignition and your cell phone, as well as other radio equipment.
- To reduce the risk of discharging static electricity, do not enter the vehicle while refueling.
- Make sure that the fuel tank cap is sealed correctly and no fuel is leaking out.
- Note the applicable safety precautions and local regulations for handling fuel.

WARNING

Refueling incorrectly can cause fires, serious or fatal injuries, and vehicle damage.

- Only use fuel that is approved for your vehicle.
- Do not use any fuels containing metal and only use service additives approved by Volkswagen in the respective proportion.
- Immediately remove any fuel that has spilled on vehicle components.

CAUTION

Fuel may leak out of reserve canisters and ignite. This can cause fires and injuries.

- Do not transport any reserve canisters in the vehicle.

Fuels can contaminate the environment. Collect any leaking operating fluids and dispose of them according to legal regulations.

The fuel filler flap does not have an emergency release. If necessary, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

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Introduction

The fuel filler flap is located on the right rear side of the vehicle.

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Designation of fuels and fuel standards



Fig. 1 On the inside of the fuel filler flap: fuel label (general example)

Fuel label

The type of fuel to use depends on the vehicle engine. The factory has placed a fuel information label on the fuel filler flap, which specifies the fuel type to be used for the vehicle → *fig. 1*.

The name and limits specify which fuels are suitable for the vehicle. This is a minimum requirement. The vehicle must not be refueled with fuels of lower quality or other fuel types →.

Fuel standards

The fuel used must meet one of the following standards. The vehicle must not be refueled with other fuels →.

If fuel with the specified standards is not available, contact suitably qualified professionals for information about which fuels are suitable for the vehicle. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Gasoline

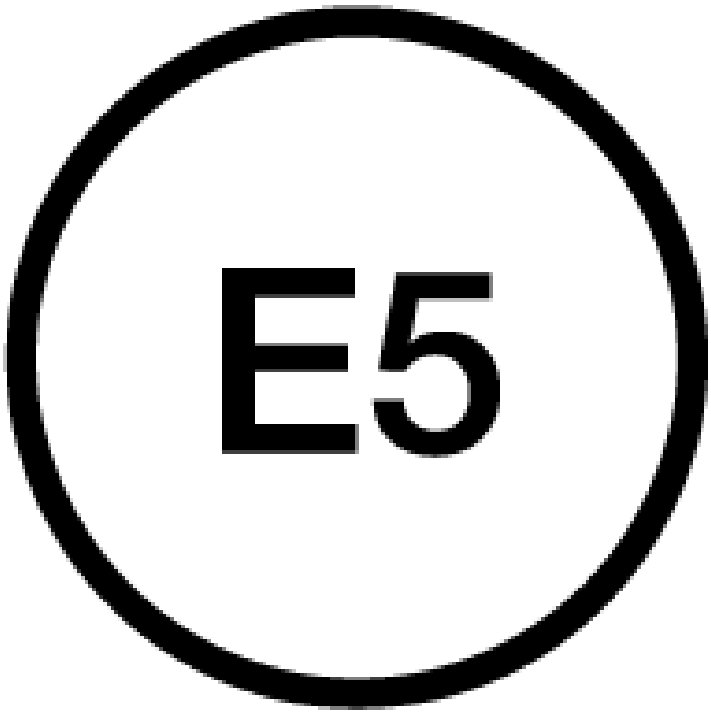


Fig. 2 Label for gasoline containing 5% ethanol.

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Fig. 3 Label for gasoline containing 10% ethanol.



Fig. 4 Label for gasoline containing 20% ethanol.

E5 stands for gasoline withEthanol content of maximum 5%.

E10 stands for gasoline withEthanol content of maximum 10%.

E20 stands for gasoline withEthanol content of maximum 20%.

Fuel standard

— EN 228 in the current version.

— DIN EN 228 in the current version.

— Resolucao ANP N° 57 (Brazil) in the current version.

— Resolucion 478/1283 (Argentina) in the current version.

— NOM-086 (Mexico) in the current version.

Gasoline

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NOTICE

Refueling with non-standard and non-approved fuels can cause reduced performance and considerable damage to the engine and the fuel system.

- Before refueling, check if the fuel to be used corresponds the label on the fuel pump.
- Only use fuel that conforms to the specified standard and label.

Gasoline types

Gasoline types are differentiated by the Research Octane Number (RON

). The vehicle may also be refueled with gasoline that has a higher RON than is required by the engine. However, this will not improve fuel consumption or engine power.

The fuel information label may have multiple gasoline types, for example RON

95 min. 91. The highlighted octane number, RON 95 in this example, is the preferred gasoline type for which the vehicle is designed and optimized. The listed alternative gasoline type, RON 91 in this example, should only be used if the preferred type, RON 95 in this example, is not available.

If your vehicle has a gasoline engine, only fill it with gasoline that does not contain metal (no lead, manganese, or iron) and that does not have a higher ethanol content than specified on the fuel information label →.

The fuel quality affects the performance, output, and life of the engine. Fuel with gasoline that already contains the correct fuel additives →.

Volkswagen recommends using “TOP TIER Detergent Gasoline”, which is available in some regions, for example North America, Central America and South America. For more information on “TOP TIER Detergent Gasoline”, visit the official website at:

https://www.toptiergas.com

NOTICE

Using incorrect fuel and unsuitable fuel additives can result in vehicle damage.

- Before refueling, check if the fuel to be used corresponds the label on the fuel pump.
- Only fuel with gasoline that meets or exceeds the specified Research Octane Number (RON

).
  ●
- If necessary, only use service additives approved by Volkswagen in the correct amounts.

NOTICE

If you must fuel your vehicle with gasoline with a lower octane number, this may lead to vehicle damage when driving over a longer period.

- Only drive at moderate engine RPM and low engine load.
- Avoid high engine speeds and heavy engine load.
- Refuel your vehicle with gasoline that meets the required octane rating as soon as possible.

Refueling

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Fig. 1 Behind the fuel filler flap: fuel tank cap(general example)

Venting the fuel tank

When you press the release button in the driver door, the fuel tank is automatically vented.

A warning chime sounds and an automatic venting message is displayed in the instrument cluster.

If you cannot open the fuel filler flap, pay attention to the messages in the instrument cluster display.

Refueling procedure

1. Unlock the fuel filler flap with the button in the driver door.
2. Open the fuel filler flap.
3. Remove the fuel tank cap and insert it into the opening at the fuel filler flap provided for this → *fig. 1*.
4. Insert the nozzle into the fuel filler neck and start the refueling process.

   Hold the fuel pump nozzle handle down to ensure optimum refueling→.

   The fuel tank is full once the fuel pump nozzle turns off for the first time→.
5. Screw the fuel tank cap onto the fuel filler neck.
6. Close the fuel filler flap.

Do not continue filling after disconnection. The expansion area in the fuel tank may fill with fuel, e.g. due to heating. This may mean that the fuel overflows or the automatic ventilation process cannot work *(→ Exhaust-system components)*.

WARNING

Fuel may spray out and overflow if the fuel tank is overfilled. This can cause explosions, fires, and serious or fatal injuries.

- Do not continue filling after the pump nozzle switches off for the first time.

NOTICE

If the tank content is not consumed up to the reserve quantity at regular intervals, it may not be possible to maintain the fuel quality and system function required for driving, under certain circumstances.

- At least every six months, only refuel when the warning light turns on.

NOTICE

If the tank has run empty and an insufficient volume of fuel has been refilled, the system may not detect the fuel level under certain circumstances. This can result in the engine not starting.

- Refuel with at least approximately 15 l(15 qt) of gasoline.

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Fuels can contaminate the environment. Collect any leaking operating fluids and dispose of them according to legal regulations.

Introduction

The exhaust-relevant components reduce exhaust emissions:

— Catalytic converter *(→ Catalytic converter)*.

— Particulate filter (depending on the vehicle equipment) *(→ Particulate filter)*.

WARNING

If the engine runs in enclosed spaces, poisonous gases may enter the vehicle interior. This can cause serious injuries and death due to asphyxiation.

- Never start the engine in confined spaces.
- Do not allow the engine to run in confined spaces.
- Do not leave your vehicle unattended while the engine is running.

WARNING

The parts of the exhaust system become very hot and can ignite flammable materials, for example shrubs, leaves, dry grass or spilled fuel. This can lead to a fire and cause accidents and serious or fatal injuries.

- Never park the vehicle in such a way so that the exhaust system components come into contact with flammable materials under the vehicle.
- Never use additional undercoating or corrosion protection for exhaust pipes, catalytic converters, heat shields, or particulate filters.

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Catalytic converter

To ensure that the exhaust system and the engine catalytic converter can work correctly for a long time, observe the following:

— Only refuel with fuel permitted for the vehicle.

— Never drive until the fuel tank is completely empty *(→ Fuel types and refueling)*.

— Never add too much engine oil *(→ Engine oil)*.

— Do not tow-start the vehicle; use jump-start assistance instead *(→ Jump-starting)*.

If there are engine misfires, loss of power, or poor engine operation while driving, reduce the speed immediately and have the vehicle checked by suitably qualified professionals *(→ Exhaust-system components)*. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Otherwise, uncombusted fuel could be present in the exhaust system and then enter the atmosphere. The catalytic converter may also be damaged from overheating.

The exhaust may smell like sulfur when the emissions control system is running correctly.

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Particulate filter

Function

The particulate filter (depends on how your vehicle is equipped) filters out soot from the exhaust gas.

Regeneration

With normal vehicle usage, the filter cleans itself. If the filter is unable to clean itself, e.g. if you only make short trips for an extended period of time, the filter can become blocked with soot. The particulate filter needs to be cleaned (regenerated).

Noises, light odors, and increased engine speeds may occur during the regeneration. The radiator fan may continue to run while driving and after turning off the engine.

To assist in particulate filter regeneration, Volkswagen recommends avoiding driving short distances too frequently.

The soot in the particulate filter is burned periodically at high temperatures. The yellow indicator light does not turn on during a periodic regeneration.

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If the engine does not run smoothly and malfunctions

If the engine does not run smoothly or malfunctions while driving, it can indicate poor fuel quality.

1. Reduce your speed immediately.
2. Drive with a moderate RPM and low engine load to the nearest suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
3. If these symptoms occur directly after refueling, stop the engine immediately to prevent subsequent damage.
4. Do not continue driving! Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

Particulate filter clogged with soot

The yellow indicator light turns on.

The particulate filter is clogged with soot and a regeneration is necessary.

Prerequisite for the regeneration drive: The engine is at operating temperature.

1. Drive at a speed of at least 80 km/h(50 mph).
2. Take your foot completely off the accelerator pedal for a few seconds to let the vehicle roll with a gear engaged.
3. Repeat this process of accelerating and letting the vehicle roll until the indicator light turns off.
4. If the indicator light does not turn off after some time, immediately consult an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If, during the regeneration drive, the prompt to refuel appears in the Volkswagen Digital Cockpit, the particulate filter regeneration process can be interrupted.

— Refuel if necessary and then continue the regeneration drive.

Automatic fuel tank ventilation malfunction

If the fuel tank is opened without prior ventilation, fuel vapors will escape from the filler neck. This may lead to temporary odors.

Opening the fuel tank without ventilation:

1. Press the release button.

   The fuel filler flap will release without ventilation.
2. Open the fuel filler flap.

Refueling with an automatic fuel tank ventilation malfunction:

1. Hold the fuel pump nozzle handle down to ensure optimum refueling.
2. If the automatic ventilation process is still not working, contact a suitably qualified professional and have the ventilation system checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The fuel pump nozzle may turn off prematurely when refueling due to the lack of ventilation. Only continue carefully in this case until the fuel tank is full.

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Exhaust-related malfunction

The yellow indicator light turns on.

An exhaust-related component is malfunctioning, which could damage the vehicle.

1. Contact a suitably qualified professional and have the engine and the exhaust system checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Misfire

The indicator light flashes yellow.

There is misfire which could damage the vehicle.

1. Contact a suitably qualified professional and have the engine and the exhaust system checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Power limit when cold-starting the engine

The blue indicator light lights up.

Torque and output are reduced during the warm-up phase of the catalytic converters.

In addition, the red area in the tachometer of the Volkswagen Digital Cockpit is lowered.

As soon as the catalytic converters have reached the operating temperature, the symbol disappears and the red area in the tachometer gradually rises.

WARNING

Sudden braking or driving maneuvers, e.g. if an indicator light turns on or if the engine does not run smoothly, can cause accidents. This can result in serious injury or death.

- Always adapt your speed and driving style to the visibility, weather, road and traffic conditions.
- Follow the road traffic laws and regulations that apply in the country you are driving in.

If the indicator lights are on or flashing, it is likely that there is an engine malfunction and that fuel consumption will increase.

Introduction

DANGER

The components of the high-voltage system carry high electrical voltage. Contact with live components of the high-voltage system causes burns, serious injuries or fatal electric shocks.

- Always assume that the high-voltage battery is fully charged and that all the high-voltage components are live. This may be the case even if the ignition is switched off.
- Never touch high-voltage components or orange high-voltage cables. Damage to high-voltage components is not always obvious.
- Never remove the orange high-voltage cables and never damage or modify them.
- Never disconnect the high-voltage cable from the high-voltage system.
- Never open or modify the cover of the high-voltage battery and never remove it.
- Never perform repair and maintenance procedures on orange high-voltage cables or high-voltage components. Always have work on the high-voltage system performed by a suitably qualified authorized Volkswagen dealer or authorized Volkswagen Service Facility approved for this work. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Never perform any work in the vicinity of high-voltage components or high-voltage cables using cutting, shaping,

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or sharp-edged tools or heat sources.

DANGER

Damage to the vehicle or the high-voltage battery or a fire at the battery cells may lead to poisonous gases or liquids being released. High-voltage components cannot be live. There is a risk of serious injuries, burns or fatal electric shock.

- Do not inhale any escaping gases.
- Never touch leaking liquids.
- Quickly exit the vehicle together with all vehicle occupants.
- Do not remain in the immediate vicinity of the vehicle.
- Observe all of the information about what to do in the event of fire risk *(→ Charging processes)*.

NOTICE

The underbody and the high-voltage battery may be damaged after an accident or if the vehicle has run into an obstacle, for example.

- Have your vehicle checked by fully qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If the high-voltage system has been switched off for safety reasons, the vehicle is no longer ready for use.

— Secure the vehicle after it is switched off and contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Warning signs for the high-voltage system

Where can warning signs be attached?

— Covers and caps behind which there are high-voltage components.

— All high-voltage components, including the high-voltage battery.

— Under the hood.

Warning signs

The following illustrations may differ slightly from the warning signs on the vehicle.



Fig. 1 Warning sign on the battery charger and other high-voltage components.



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Fig. 2 Warning signs on high-voltage components.



Fig. 3 Warning sign in the engine compartment.

These warning signs indicate a high electrical voltage → *fig. 1*, → *fig. 2*, → *fig. 3*.



Fig. 4 Warning sign on the battery charger.

This warning sign → *fig. 4* indicates that parts of the high-voltage system can become very hot and must not be touched.



Fig. 5 Warning sign on the high-voltage battery.

---

(1) Exposure to high voltages can result in serious injury or even death. Never touch the battery terminals with your fingers or with tools, or allow jewelry or other metal items in contact with your body to touch the battery terminals.

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(2) The high-voltage battery contains hazardous liquids and solids. Escaping gas can cause serious chemical burns and could blind you. When working on the high-voltage battery, always wear suitable protective eyewear and protective clothing to prevent battery fluid from coming into contact with your skin and eyes. If battery fluid does come into contact with your skin or eyes, run clean water over the affected areas for at least 15 minutes and seek medical attention immediately.

(3) Under certain circumstances, the high-voltage battery can catch fire. Never expose the high-voltage battery to fire, sparks or naked flames. To prevent damage and fluid leakage, always handle the high-voltage battery with care.

(4) Keep children away from the high-voltage battery at all times.

(5) Further information and warnings can be found in the Owner's Manual and in the workshop information.

(6) Improper handling of the high-voltage battery can result in serious injury or even death. Never remove the cover from the high-voltage battery and never disassemble the high-voltage battery.

(7) Improper handling of the high-voltage battery can result in serious injury or even death. Have all maintenance procedures on the high-voltage battery performed by fully qualified professionals. Never modify the high-voltage battery. When the high-voltage battery is open, do not allow it to come into contact with water or other liquids. Liquids can cause short-circuiting, electric shock and burns.

Introduction

Requirements

✓ Vehicle's drive system is deactivated.

✓ Charging cable and charging infrastructure are working correctly and have been checked→⚠.

⚠ WARNING

Failure to comply with the operating and safety instructions and improper handling of the high-voltage battery and charging cable can cause short circuits, electric shock, explosion and fire. There is a risk of damage and serious or fatal injuries.

- Always end the charging process before removing the mains plug to avoid contact with residual energy in the charging store.
- Pay attention to the safety and operating information for the supplied charging cable.
- In the household, only use a connection that is suitable for electric vehicles and has been installed and tested by qualified professionals.
- Never charge in areas where there is a risk of explosion. Charging cable components can trigger sparks and can ignite flammable or explosive vapors.
- Always protect electrical connections from direct contact with water, damp, and other fluids.
- For safety reasons, do not carry out any work on the vehicle during charging.

Types of charging

— AC (alternating current) charging at a charging station *(→ Charging processes)*.

— AC (alternating current) charging at the GFI outlet. The household's electrical installation must be checked and must be working correctly →⚠ *(→ Charging processes)*.

The maximum achievable charging power is influenced by, among other factors, the charging capacity of the local charging station, the charging cable, the vehicle equipment and the outside temperature. You can ask your authorized Volkswagen dealer or authorized Volkswagen Service Facility for more information and technical details for the vehicle.

For AC charging at a charging station or wall box, it is recommended that you charge with the maximum available charging power of the charging station. Energy efficiency is improved and is significantly higher than with the GFI

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outlet.

Compatible charging port

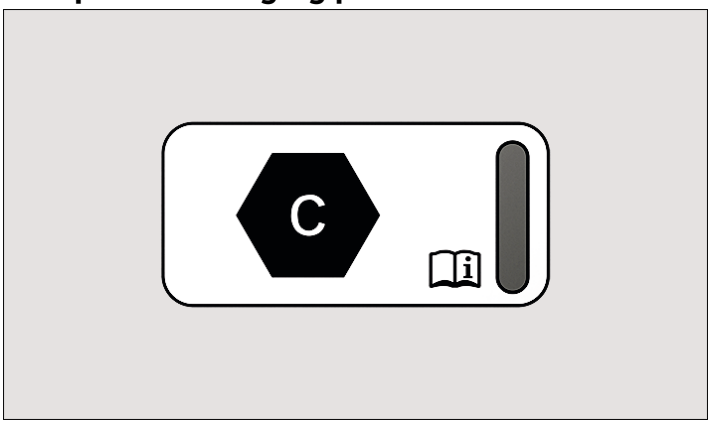


Fig. 1 On the charging socket: sticker for AC charging.

The sticker on the vehicle charging socket informs you of whether it can be charged at the local charging socket→ ⚠.

The marking on the local charging infrastructure(charging station) or the charging cable must correspond to the marking on the sticker.

The high-voltage battery can only be charged at charging stations which meet the requirements of the country and abide by at least the following norms:

— IEC 61851 and IEC 62196 (Europe).

— GB/T 18487 and GB/T 20234(China) in the 2015 version.

— SAE J1772 (Japan).

— SAE J1772 (USA and Canada).

⚠ WARNING

Driving with a low high-voltage battery charge level can cause the vehicle to become stranded in traffic. Accidents and serious injuries could result.

- Always charge the high-voltage battery before starting a journey.

Handling the high-voltage battery

Reliability and battery capacity of a high-voltage battery

A lithium-ion battery is generally subject to a physical and chemical aging and wearing process over its service life. Correct handling of the high-voltage battery can significantly contribute to a reliable battery state and a high usable battery capacity and range in the long-term. This makes it all the more important to comply with the following care instructions for the high-voltage battery. If you follow these care instructions, the vehicle can maintain its value for a long time.

Also observe the applicable Volkswagen guarantee and warranty conditions for the high-voltage battery. For more information, contact your authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Charging recommendations

Volkswagen recommends observing the following charging recommendations:

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— Do not charge the high-voltage battery until the Volkswagen Digital Cockpit display indicates a low battery charge level or the electrical range is short .

— If only a short distance has been covered in purely electric mode, do not charge the high-voltage battery after every journey, but rather as required.

— Charge the high-voltage battery once the battery charge level is below 20%. Ideally avoid the high-voltage battery being fully discharged →.

— Charge the high-voltage battery to 100% before long journeys. Set a departure time in the Infotainment system *(→ Delayed charging)* and drive off as immediately after charging as possible.

NOTICE

The high-voltage battery must not be manipulated for use as a stationary power source. This may lead to irreversible damage to the high-voltage battery.

- Never make technical modifications to or tamper with the high-voltage battery and high-voltage components.

Periods when the vehicle is unused

— If you intend to leave the vehicle parked for longer periods, park it with a battery charge level of 40%.

— Ideally avoid high outside temperatures, especially in direct sunlight, when the vehicle is parked for longer periods.

NOTICE

If the vehicle is parked for an extended period with a discharged high-voltage battery, the high-voltage battery may not be able to charge or the vehicle might not start. In the long-term, this can lead to irreversible damage to the high-voltage battery.

- Charge the high-voltage battery at regular intervals.

Charging

The built-in battery charger in the vehicle converts the alternating current from the grid into direct current.

Connecting the charging cable



Fig. 1 Behind the charging socket flap at the rear left: charging socket.

(1) Immediate charging button.

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(2) Charging process display.

(3) Charging socket.

1. Unlock the vehicle.
2. Press gently on the charging socket flap to open it.
3. Remove the charging cable from the charging station or connect to the power supply and fully unwind.

   Charging cable for mains sockets: The protective device of the charging cable will carry out a self-test *(→ Charging cable for GFI outlets)*.
4. Insert the charging connector straight into the charging socket and check that it is fully plugged in *→ fig. 2*.

   The charging connector is locked automatically.

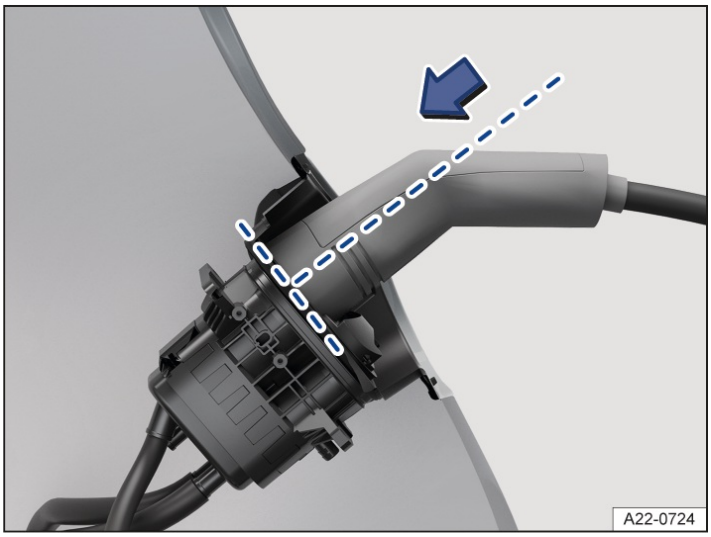


Fig. 2 Fully inserted charging connector (general example).

When the charging connector is plugged in, the white indicator light in the instrument cluster comes on.

Starting the charging process

1. If necessary, activate the charging station.

   The charging process starts immediately or after a delay, depending on the settings in the e-manager.

When the high-voltage battery is being charged, the green indicator light in the instrument cluster blinks. The LED

light on the charging socket pulses green.

Interrupting the charging process

The charging process can be interrupted at any time.

1. Press the immediate charging button *→ fig. 1*.
2. Press the immediate charging button again to continue the charging process.
3. If necessary, reactivate the charging station.

After charging

Once the high-voltage battery has been fully charged, the green charging process indicator on the charging socket comes on.

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1. Unlock the vehicle.
2. Disconnect the charging connector from the charging socket within 30 seconds.
3. Disconnect the charging cable from the power supply and replace the protective cap.
4. Close the charging socket flap until it audibly engages.

Charging for the first time and charging after the vehicle is parked for a long time

If the high-voltage battery is new or has not been charged for a long time, it may not achieve its maximum charge level until several charging processes have been completed. This is a normal feature and is not a vehicle malfunction.

If the vehicle is not used for a long period, the high-voltage battery must be charged within a period of no more than four months *(→ Battery capacity)*.

If you leave the charging cable connected after charging, the high-voltage battery is not discharged by electrical consumers in the vehicle.

In very low and very high temperatures, there may be a reduction in charging power due to physical conditions.

Charging process indicator



Fig. 1 Behind the charging socket flap: LED on the charging socket.

(1) Charging process display.

An LED

on the charging socket shows the charging process status *→ fig. 1*.

LED displays

A label on the charging socket describes theLED

displays *→ fig. 2*.

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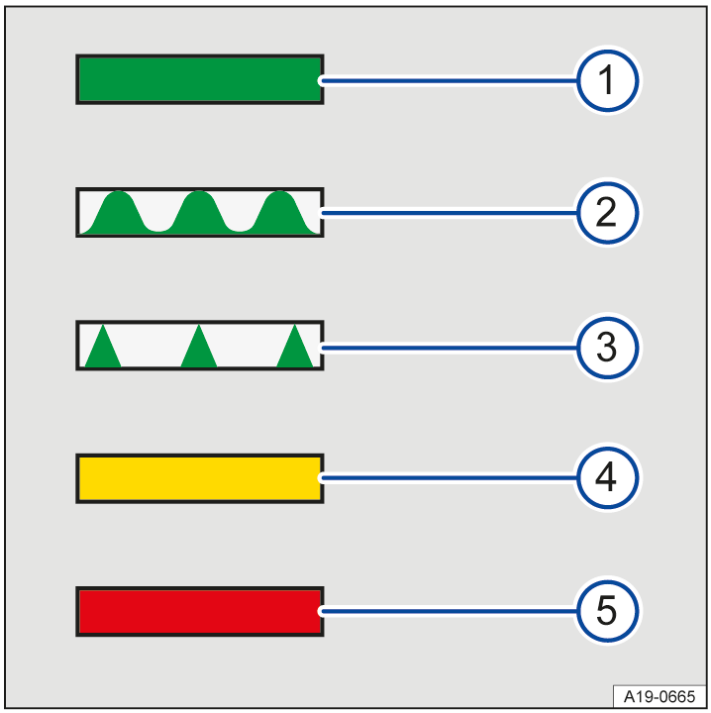


Fig. 2 On the inside of the charging socket flap: information about the charging process display.

1. Green light comes on: Charging process successfully concluded.
2. Pulsing green: The high-voltage battery is being charged.
3. Flashing green: A time-delayed charging process has been activated and has not yet begun.
4. Yellow light briefly comes on: Charging connector is inserted into the charging socket and has been detected by the vehicle.

   Yellow light remains on: No mains supply has been detected. Have the power supply and mains supply checked. When a mains charging cable is used, the status of the mains supply is displayed on the protection unit.
5. Red light comes on: The charging connector could not be locked.

   Red blinking: charging system malfunction or an error has occurred.

If the charging process indicator continuously displays a malfunction related to the vehicle power supply or charging system, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Troubleshooting

⚠ and high-voltage battery fire risk

The ⚠ central warning light lights up red and is shown along with the message High-voltage battery: fire hazard! Stop the vehicle immediately where it is safe to do so and evacuate it. Contact the emergency services! in the instrument cluster display. A warning tone sounds continuously.

The warning light is also displayed.

The temperature of the high-voltage battery is too high.

1. Do not continue driving! Stop the vehicle immediately, taking the traffic situation into consideration.
2. Park the vehicle in a safe place in the open air and not near buildings and other vehicles.
3. If possible, switch on the emergency flashers.

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4. Shift into P.
5. Set the electronic parking brake.
6. Switch the ignition off.
7. Leave the vehicle key visible in the vehicle, e.g. in the center console.
8. Exit the vehicle with all vehicle occupants and stay a long distance away from the vehicle, behind a crash barrier if possible.
9. Contact emergency services.
10. Do not try to put out the fire yourself.

If the red warning light appears without a message and you can smell burning or notice smoke, there is likewise a risk of fire.

The continuous warning tone can only be turned off by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Fault in high-voltage system

The red warning light turns on. A corresponding message is displayed.

There is a malfunction in the high-voltage system. High-voltage components may be damaged→.

Charging the high-voltage battery is not possible.

DANGER

In the event of a fault in the high-voltage system, high-voltage components including the high-voltage battery and the high-voltage cable could be damaged and live. There is a risk of serious injuries, burns or fatal electric shock.

- Do not touch the high-voltage components or high-voltage cables.

1. Do not continue driving! Stop the vehicle, taking the traffic situation into consideration.
2. Park the vehicle in a safe place in the open air.
3. End drive-ready mode.
4. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility immediately for assistance.

Charging process not possible or canceled

The red charging process indicator on the charging socket comes on.

Before contacting a suitably qualified and authorized Volkswagen dealer or authorized Volkswagen Service Facility, you can perform troubleshooting as follows:

1. Reconnect the charging cable.

   Or: check that the charging connector is plugged in correctly.

   Or: check whether a malfunction is indicated at the charging station or, depending on the vehicle equipment, on the charging cable's protective device.

If you cannot resolve the malfunction, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Emergency release for the charging connector

When can the charging connector be unlocked normally?

✓ The charging connector was correctly plugged in and is not tilted, e.g. due to the weight or position of the

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charging cable.

✓ Vehicle is unlocked.

✓ Charging processes has been stopped or interrupted.

If the charging connector still cannot be unplugged, manually release the charging connector.

Only perform the emergency release on the charging connector if there is a vehicle malfunction.

Electrical emergency release of the charging connector

Always first try to unlock the charging connector via the central locking system.

1. Press and hold the immediate charging button on the charging socket. Push both buttons on the remote control vehicle key at the same time.
2. Unplug the charging connector.

Manual emergency release of the charging connector

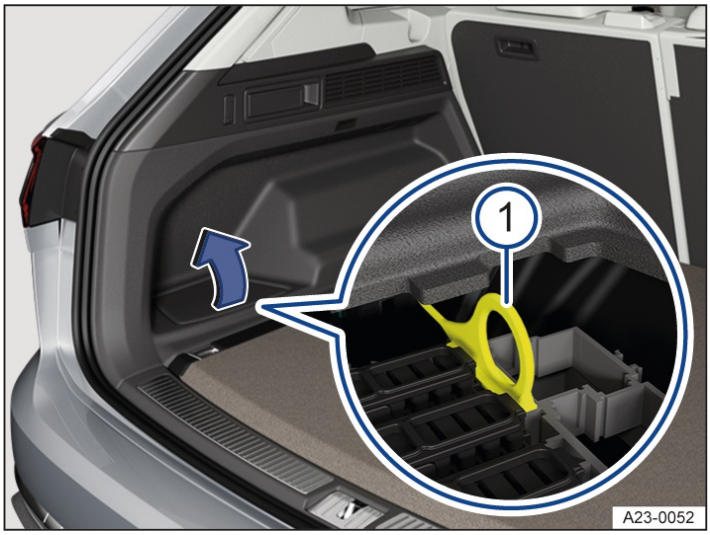


Fig. 1 In the fuse box on the left-hand side of the luggage compartment: Tab for the manual emergency release.

(1) Emergency release loop.

The tab for the manual emergency release is located in the fuse box in the area on the left-hand side of the luggage compartment → *fig. 1*.

1. Interrupt the power supply.
2. Open the luggage compartment.
3. Remove the fuse box cover at the bottom left of the luggage compartment using a suitable object.
4. Take out the tab out of the holder and pull → *fig. 1* (1).
5. Immediately unplug the charging connector.
6. Reinsert the tab back into the holder in the fuse box.
7. Reinstall the cover.
8. Have the charging socket checked by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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Emergency release of the charging socket flap

If the vehicle is unlocked and the charging port door cannot be opened by pressing it, the charging port door in the luggage compartment can be released using the emergency release.

Only open the charging socket flap using the emergency release if there is a vehicle malfunction.

Emergency release of the charging socket flap



Fig. 1 On the left-hand side of the luggage compartment: manual emergency release loop of the charging socket flap.

(1) Emergency release loop.

The tab for emergency release is located at the opening for the left-hand luggage compartment wall→ *fig. 1*.

1. Open the luggage compartment.
2. Take out the tab and pull→ *fig. 1* (1).

   The charging socket flap is released and can be opened.
3. Reinsert the tab.

   The high-voltage battery can be charged.
4. Have the charging port door checked by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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Introduction

You can adjust settings for charging with the e-Manager. This includes the battery charge level, time-delayed charging with Departure Times and electric heating and cooling of the vehicle.

Opening e-manager

1. Switch the ignition on.
2. Switch the Infotainment system on.
3. Open the vehicle settings or air conditioning settings in the Infotainment system *(→ Vehicle settings menu)*.
4. Tap .

e-manager menu in the Infotainment system.

Immediate charging: If time-delayed charging has not been activated in the Infotainment system, the high-voltage battery is fully charged immediately.

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Departure Times (time-delayed charging)

With time-delayed charging, the high-voltage battery can be charged at a preferred time.

Setting a departure time



Fig. 1 Infotainment system: menu for programming departure times.

1. In the overview of the e-manager, tap the function key for a departure time.

   The profile for a departure time opens.

2. Select the required setting or place a “check mark”☑ in the checkbox.

   — Time.

   — Day of the week.

   — Use departure time as a one-off or weekly.

   — Air conditioning: The vehicle interior is heated or cooled at the departure time *(→ Stationary air conditioning)*.

   — Charging: the high-voltage battery is fully charged for the departure time.

   — Low tariff or night-time current: A preferred time frame for charging can be set.

3. Close the profile for the departure time.

Depending on the charging cable used, the charging time may be significantly increased if the vehicle is air-conditioned at departure time. This applies in particular to charging from GFI outlets because only a low charging capacity is possible.

Activating a departure time

1. Open the Departure Times overview.
2. Put a “check mark” ☑ for Departure Time 1, 2 or 3.

Departure Time displays

Charging at a certain departure time activated.

Air conditioning at a certain departure time activated.

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Departure time is used regularly.

Immediate charging button and delayed charging button

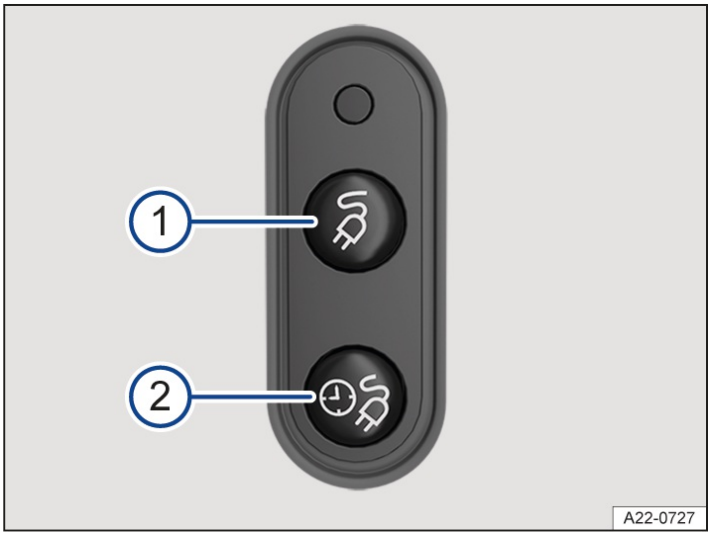


Fig. 2 Behind the charging socket flap: buttons for immediate charging and time-delayed charging.

(1) Immediate charging button.

(2) Delayed charging button.

If the high-voltage battery is charged immediately, the immediate charging button at the charging socket will light up → *fig. 2* (1).

1. Press the immediate charging button to interrupt the charging process → *fig. 2*.

If a departure time has been programmed and the charging cable is connected, the delayed charging button → *fig. 2* (2) lights up.

1. To override time-delayed charging and switch to immediate charging, press the immediate charging button.

Introduction

Instructions for the charging cable

The charging cable delivered with the vehicle depends on the scope of supply and the country-specific technical specifications, for example charging plug connectors for mains sockets.

Volkswagen recommends only using the charging cable supplied and observing the following information → ⚠, → ⚠.

— Handle with care.

— Roll out or roll in completely.

— Do not fold or bend over sharp edges.

— Do not allow to become trapped or run over.

— Only pull on the charging connectors.

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— Children must not use the charging cable.

— Keep animals away.

— Stow away safely and without kinks after use.

DANGER

Using a charging cable that has been damaged or tampered with can lead to an electric shock. This will result in serious or fatal injuries.

- Check the charging connectors and the charging cable for damage, e.g. cracks, before every use.
- Never open the charging cable and its components.
- Never use a charging cable that has been damaged or tampered with.
- In the event of a malfunction, have the charging cable checked by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

WARNING

Charging a high-voltage battery with an unsuitable charging cable can cause short circuits and electric shocks. This could result in damage to the charging cable and serious or fatal injuries.

- Always take note of the information on the charging cable.
- Before traveling abroad, find out about the electrical installations available locally.
- Before traveling abroad, make sure you know which is the correct, country-specific charging cable and what the maximum permitted charging current is.

Stowing the charging cable away

WARNING

An unsecured or incorrectly secured charging cable can be thrown around the inside of the vehicle during sudden driving and braking maneuvers. This can cause accidents and serious injuries.

- Stow the charging cable in the charging cable bag provided and hook the charging cable bag to a front tie-down in the luggage compartment.
- If the rear seat backrest has been folded down, stow the charging cable bag in the footwell in front of the rear seat.

Instructions for the charging connectors and the protective device of the charging cable

— Do not reach into the contacts of the charging connector.

— Keep away from intense sunlight. The outside temperature must be no higher than 50 °C (122 °F).

— Do not drop.

— Protect against immersion in liquids, e.g. rainwater.

— Replace the protective cap after use.

WARNING

Connecting or using the charging cable for GFI outlets incorrectly can cause a serious malfunction. This may result in damage to the electrical installation and charging cable and cause a fire and serious injuries.

- Never connect the charging cable to an extension cable, a cable reel, a socket strip or an adapter, such as a travel adapter or timer.

As a portable piece of operating equipment, the charging cable may be subject to regular testing obligations. A test adapter is required for this.

Note the maximum load for the fuse circuit in use. If the charging cable is connected to a mains socket on the same electrical circuit as other consumers, the circuit fuse may be tripped.

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Charging cables must be disposed of in an environmentally friendly manner and may not be included with household waste.

Cleaning the charging cable

1. Wipe the surface of the charging cable with a dry or only slightly damp cloth→, →.

DANGER

Cleaning a connected charging cable creates a danger of coming into contact with live voltage from the high-voltage system. This can cause an electric shock, resulting in burns and serious injuries or death.

- Only clean the charging cable when it is unplugged.

NOTICE

Improperly cleaning the charging cable could result in damage.

- Only use water and no additional cleaning agents when cleaning the surface.
- Ensure that no water enters the contacts of the charging cable.

Charging cable for charging stations with alternating current (AC)



Fig. 1 Charging cable for charging stations with alternating current (AC).

The maximum charging current is 16 A or 32 A and is dependent on the infrastructure used, the charging cable and the equipment of the battery charger.

NOTICE

Improper use of the charging station could damage the high-voltage system of the vehicle.

- Observe the manufacturer's instructions and information when operating the charging station.

The charging cable is not suitable for use as an extension cable.

Electrical installation may be carried out according to different technical rules in countries other than your own. Therefore, a charging cable with a wire size of 5 x 6 mm2 may be required locally to achieve the maximum available charging power.

Charging with a 16 A charging cable is not possible at charging stations that support 32 A charging. It all depends on the charging station equipment.

— Before charging, find out about the charging technology provided.

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Charging cable for mains sockets



Fig. 1 Charging cable for mains sockets (general example).

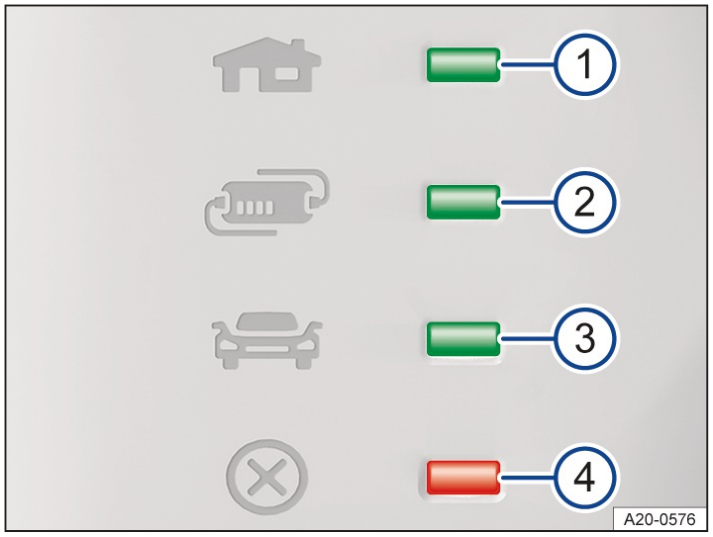


Fig. 2 Charging cable protective circuit: LEDs.

1. Connector or energy supply indicator light.
2. Safety features indicator light.
3. Vehicle indicator light.
4. Fault warning light.

Information on the charging cable

In addition, note the information on the charging cable and on the back of the protective device before using the charging cable.

In Norway, it may not be possible to use charging cables which were supplied outside of Norway for charging in the mains sockets.

Protective device

Thanks to the electronic safety features the charging connector remains powerless until it is connected to the vehicle charging socket.

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Self-test

If the charging cable is connected to the GFI outlet, the protective device will automatically carry out a self-test. During this, all warning and indicator lights light up briefly and then turn off in sequence. The current operating status is then shown.

Status indicators

One or more green indicator lights on the protective device come on→ *fig. 2* (1), (2) or (3).

Display and Meaning
— (1) comes on: Charging cable connected to the mains power but not to the vehicle.
— (1), (2) come on, (3) blinks: The high-voltage battery is charging.
— (1), (2) and (3) come on: Charging process ended. High-voltage battery is fully charged.

Setting the charging current

The charging cable limits the charging current to correspond to the available power supply.

Should the local power supply not be charged with maximum charging current, the charging current can be reduced in the Infotainment system's charging settings, depending on the vehicle equipment *(→ Delayed charging)*.

Temperature monitoring

The charging cable's temperature monitor is triggered if the charging cable heats up excessively, e.g. because it has been stored in an excessively hot luggage compartment or due to exposure to intense sunlight.

If the charging process is interrupted, the status indicator will disappear and one of the green indicator lights will blink. The red warning light will blink → *fig. 2* (4).

1. Remove the charging cable and leave to cool down.
2. If the error occurs again, consult a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If only the warning light → *fig. 2* (4) blinks red and the status indicator remains on, you do not have to remove the charging cable. Charging continues with a lower charging current until the charging cable has cooled down after a while. The charging current is automatically increased again.

Fault displays

If the red warning light → *fig. 2* (4) blinks or comes on without an indicator light → *fig. 2* (1), (2) or (3) coming on permanently, there is a malfunction.

Display and Meaning
— (1) blinks, (4) comes on or blinks: Power supply fault.
— (2) blinks, (4) comes on or blinks:

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Safety device fault.

— (3) blinks, (4) comes on or blinks:

Vehicle fault.

The charging process has been stopped or interrupted.

1. Note the information on the back of the protective device.
2. If the malfunction continues, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If there are any existing connections to the mains when you want to charge the vehicle, or if the vehicle is parked very close to some high-voltage lines, it may not always be possible to charge the vehicle from a mains power outlet. Additional connections to the mains:

— Battery charger for the 12 V vehicle battery connected.

— Contact with an implement connected to the mains, such as a lifting platform.

Introduction

When securing the vehicle in the event of a vehicle breakdown, follow the legal regulations applicable in the respective country.

WARNING

A loose tire mobility set, spare wheel, compact spare wheel or loose vehicle tool kit can be thrown through the vehicle interior during sudden driving or braking maneuvers or in the event of an accident. This could result in serious or fatal injuries.

- Always make sure the vehicle tool kit, tire mobility set, and spare wheel or compact spare wheel are secured in the luggage compartment.

WARNING

Working with an unsuitable or damaged vehicle tool kit may result in accidents. This could result in serious or fatal injuries.

- Never work with an unsuitable or damaged vehicle tool kit.
- Seek assistance from an authorized Volkswagen dealer or authorized Volkswagen Service Facility if there is no suitable vehicle tool kit available.

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Placement

There are a number of different storage locations for the tool box in the vehicle, such as under the luggage compartment floor or in a side storage compartment of the luggage compartment.

Depending on the equipment variant, the vehicle may contain a loose box with the vehicle tool kit in the luggage compartment. This supplied vehicle tool kit is intended for a possible winter tire change and doesn't have to be permanently stored in the vehicle .

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Vehicle tool kit components

The scope of the tool box depends on the country and equipment. The following information describes the full scope of items that may be included.

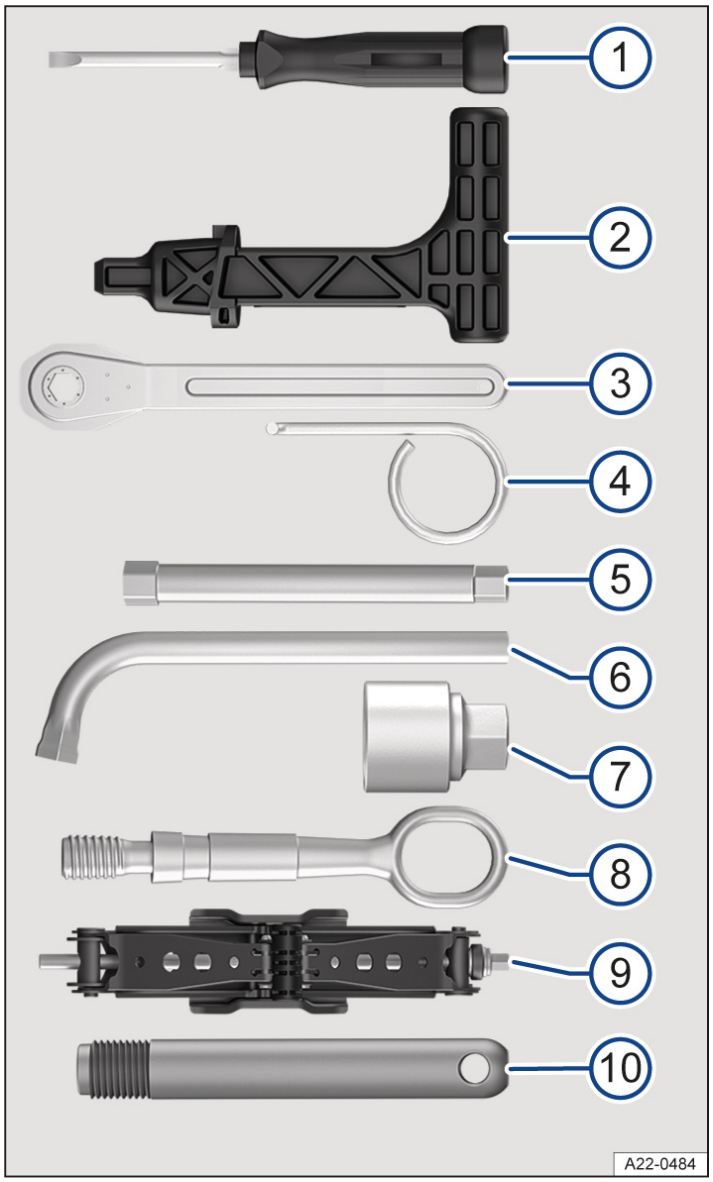


Fig. 1 Vehicle tool kit components (general example).

1. Screwdriver with hex socket in the handle for removing or installing loose wheel bolts. The screwdriver blade is reversible. The screwdriver may be located under the lug wrench.
2. Socket for emergency release of the ASL.
3. Ratchet.
4. Extraction hook for removing the center wheel covers, wheel hub covers, or wheel bolt covers.
5. Extension for positioning and screwing in wheel bolts.
6. Lug wrench for loosening and tightening wheel bolts.
7. Adapter for the anti-theft wheel bolt. Volkswagen recommends always keeping the adapter for the wheel bolts in the vehicle with the vehicle tool kit. The code number for the wheel bolt lock is stamped on the front of the adapter. A replacement adapter can be ordered based on this number if the adapter is lost. Note the wheel bolt lock code number and keep it separate from the vehicle.
8. Towing eye that can be screwed in.

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(9) Vehicle jack.

(10) Assembly pin.

If used, crank the vehicle jack back down so that it can be securely stowed in the vehicle.

Tire Pressure Gage

In some countries, there may also be a tire pressure gauge in the vehicle.

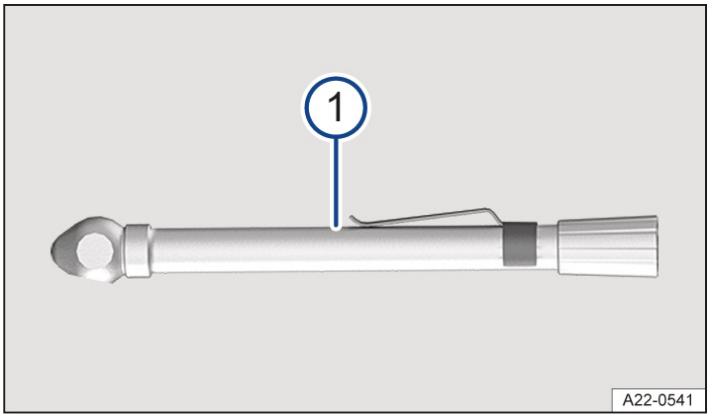


Fig. 2 Additional vehicle tool kit component (general example).

(1) Tire pressure tester (depending on the country).

Jack maintenance

If a jack is included in the scope of the vehicle tool kit, the jack is generally not subject to any maintenance cycles.

1. If necessary, apply universal lubricant to the jack.

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Putting the windshield wipers in the service position

In the service position, the wiper arms can be lifted off of the windshield.



Fig. 1 Windshield wipers in the service position.

Activating the service position using the Infotainment system

1. Close the hood if necessary.
2. Switch the ignition on.
3. Open the vehicle settings of the Infotainment system.
4. Select the Mirrors and wipers function key.
5. To activate or deactivate the service position, tap the Windshield wiper in service position function key.

If the checkbox in the function key is activated ☑, the function is switched on.

Lifting the windshield wiper arms

1. Move the windshield wiper arms into the service position before lifting →ⓘ.
2. Raise the wiper arms, making sure to only lift them in the area where they attach to the wiper blade.

Placing the windshield wiper arms back

1. Carefully place the wiper arms against the windshield before driving, making sure to only hold the wiper arms in the area where they attach to the wiper blade.
2. To return the wiper arms to the initial position, press the windshield wiper lever briefly toward the one-tap wiping position when the ignition is switched on *(→ Windshield wipers)*.

NOTICE

Failing to take care when working on the wiper arms can damage the hood, windshield, or wiper arms.

- Lift the wiper arms with care, and only in the service position.
- Never open the hood when the wiper arms are raised up.
- Always place the wiper arms carefully against the windshield before driving.

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Cleaning and changing wiper blades

Wiper blades with a graphite coating are installed at the factory. The graphite coating allows the wiper blade to glide easily over the window. A damaged graphite coating creates an increased noise level when wiping the window.

Check the condition of the wiper blades regularly.

— If wiper blades are rubbing, replace them if they are damaged or clean them if they are dirty→⚠.

Damaged wiper blades should be replaced immediately. Wiper blades can be obtained from suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Cleaning the wiper blades

Windshield wiper: Move the windshield wiper arms into the service position before lifting.

1. Lift the wiper arms, making sure to only hold the wiper arms in the area where they attach to the wiper blade.
2. Clean the wiper blades carefully with a damp sponge→ⓘ.
3. Place the wiper arms carefully on the windshield.

Changing the windshield wiper blades

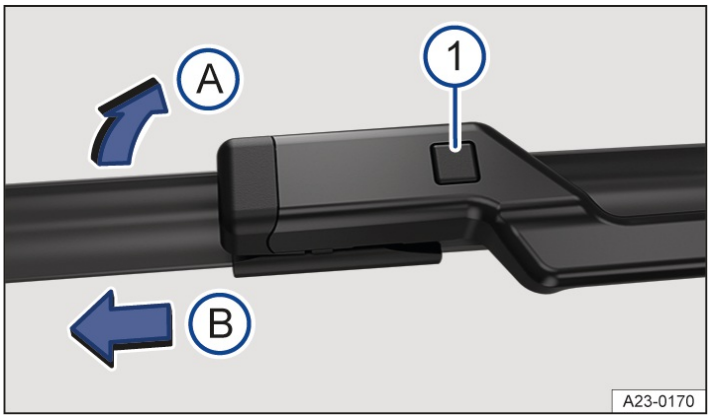


Fig. 1 Changing the windshield wiper blades.

(1) Wiper blade release button.

1. Move the windshield wiper arms into the service position before lifting.
2. Lift the wiper arms, making sure to only hold the wiper arms in the area where they attach to the wiper blade.
3. Press and hold the release button→ *fig. 1* (1).
4. Tilt the wiper blade toward the wiper arm→ *fig. 1* (A) while removing it in the direction of the arrow (B). You may need to use more force to do this.
5. Slide a new wiper blade with the same length and design onto the wiper arm in the opposite direction to the arrow until it engages → *fig. 1* (B). For this to work, the wiper blade has to be folded out→ *fig. 1* (A).
6. Place the wiper arms carefully on the windshield.

Changing the rear window wiper blade

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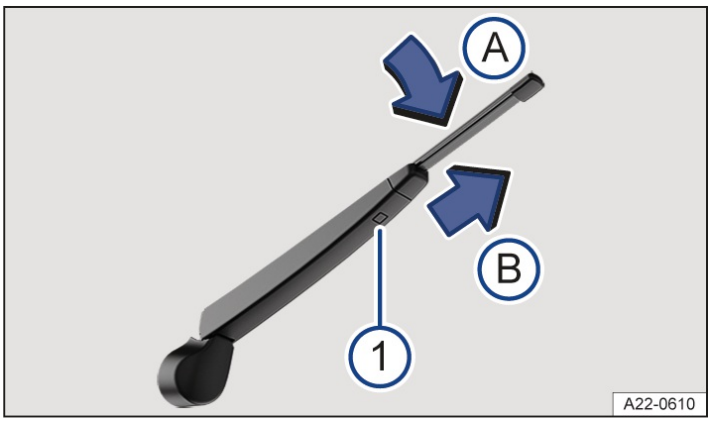


Fig. 2 Changing the rear window wiper blade.

(1) Wiper blade release button.

1. To lift a windshield wiper arm, hold it only in the area where it attaches to the wiper blade.
2. Lift the wiper arm and fold it out.
3. Press and hold the release button → *fig. 2* (1).
4. Tilt the wiper blade toward the wiper arm → *fig. 2* (A) while removing it in the direction of the arrow (B). You may need to use more force to do this.
5. Slide a new wiper blade with the same length and design onto the wiper arm in the opposite direction to the arrow until it engages → *fig. 2* (B). For this to work, the wiper blade has to be folded out → *fig. 2* (A).
6. Place the wiper arm carefully on the rear window.

WARNING

Worn or dirty wiper blades reduce visibility and increase the risk of accidents and serious injuries.

- Always clean dirty wiper blades.
- Always replace wiper blades if they are damaged or worn and are no longer cleaning the window glass sufficiently.

NOTICE

Cleaning wiper blades or door windows with unsuitable cleaning agents may cause damage.

- Do not clean the wiper blades and windshield and windows with fuel, nail polish remover, paint thinner, or other similar fluids.
- Do not clean the wiper blades with rough sponges or other sharp objects.

If there is wax residue on the windshield and rear window from car wash systems and other products, this can cause the windshield wipers to rub. Remove any wax residue with a special cleaner or cleaning towels.

Exterior lighting using LED technology

The exterior lighting may use LED

technology. It is not possible to change LEDs by yourself. The malfunction of individual LEDs may be an indication that more will malfunction. If this is the case, have the lights checked and replaced if necessary by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Driving with exterior lighting that is inoperative may be against the law.

WARNING

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If the vehicle lighting is not used appropriately for the weather conditions, the road will not be illuminated sufficiently. The vehicle will not be visible to other road users or will be difficult to see. This can cause accidents and serious or fatal injuries.

- Regularly check the vehicle's lighting system and turn signals.
- Have the vehicle's lighting system repaired immediately when necessary.

Introduction

Due to the constant development of the vehicle, equipment-dependent fuse allocations, and the combined protection of multiple electrical equipment items using one fuse, a complete overview of the fuse layout is not available at the time of print. Detailed information about fuse allocations can be obtained from suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Generally, multiple electrical equipment items can be protected together through by fuse. On the other hand, some equipment items may use multiple fuses.

Only replace fuses if the cause for the malfunction has been fixed.

1. If a new fuse blows again after a short time, the electrical system must be checked by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Fuses for emergency responders

A high-voltage system fuse in the fuse box in the instrument panel is marked with a special flag to allow emergency services to deenergize the vehicle as quickly as possible. Never replace this fuse yourself or swap it with a fuse from a different fuse location →⚠. If this fuse is malfunctioning, always have it replaced by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

Voltage in the high-voltage system can cause electric shocks, serious burns and death.

- Never touch the electrical wires in the engine compartment.
- Never replace or repair fuses of the high-voltage system yourself.
- Always have the work performed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility qualified in this respect. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

Using unsuitable fuses, repairing fuses or bridging a circuit without fuses can lead to serious damage or a fire in the vehicle. This could result in serious or fatal injuries.

- Replace fuses only with fuses of same rating and size. Make sure that the color and label are identical to the faulty fuse.
- Never repair fuses.
- Never use metal strips, paper clips or similar objects as substitutes for fuses.

NOTICE

The high-voltage fuses marked with a special flag in the fuse box in the instrument panel are for use by emergency responders only in order to switch off the vehicle power in an emergency. If these high-voltage fuses are removed incorrectly, the vehicle could be damaged.

- Never remove the fuses marked with a special flag in the instrument panel.
- If the high-voltage system has switched off, seek assistance from an authorized Volkswagen dealer or authorized Volkswagen Service Facility. The vehicle is no longer ready to drive.

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NOTICE

Changing a fuse when the ignition is switched on, the vehicle is drive-ready, the light is switched on, or other electrical equipment is switched on could cause damage to the electrical system.

- Always deactivate the vehicle's drive system and switch off the light and other electrical equipment.
- Make sure that the drive-ready mode cannot be established while a fuse is being replaced.

NOTICE

If a fuse is replaced by another fuse with a higher amp rating, this could also damage the vehicle's electrical system in another location.

- Never replace a fuse with a fuse that has a higher current rating.

NOTICE

Dirt and moisture in the fuse boxes can damage the electrical system.

- Protect open fuse boxes from dirt and moisture.
- Avoid short circuits in the electrical system.
- Check that the fuse box covers are tightly sealed again and are not damaged.

There are more fuses in the vehicle than are specified in this chapter. These should only be replaced by an authorized Volkswagen dealer or authorized Volkswagen Service Facility qualified in this respect. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Fuses in the instrument panel

Opening the fuse box in the instrument panel (left-hand drive vehicles)



Fig. 1 To the left of the steering wheel: Fuse box cover in the instrument panel (left-hand drive vehicles).

Removing the cover

1. Open the storage compartment on the driver's side and empty it, if necessary.
2. Open the storage compartment fully over the resistance of the upper stop and pull it out rearward in the direction of the arrow → *fig. 1*.

Fitting the cover

1. Insert the storage compartment into the lower holders.
2. Carefully close the storage compartment over the resistance of the upper stop in the opposite direction to the

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arrow → *fig. 1*.

Opening the fuse box in the instrument panel (right-hand drive vehicles)

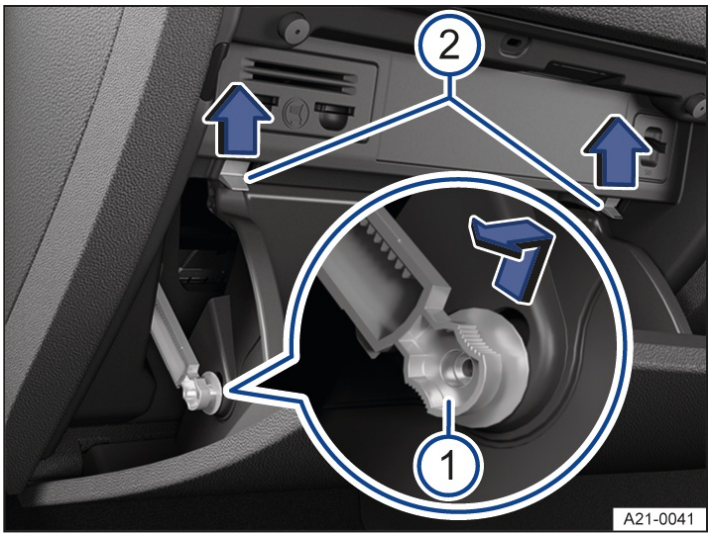


Fig. 2 On the passenger's side: Fuse box cover in the instrument panel (right-hand drive vehicles).

(1) Damper element.

(2) Stop pin.

Removing the cover

1. Open the glove compartment and empty it if necessary.
2. Push the brake element upward into the opening of the bracket and pull it out sideways in the direction of the arrow → *fig. 2* (1).
3. Press the stop pin upward in the direction of the arrow, while at the same time opening the glove compartment further → *fig. 2* (2).

Fitting the cover

1. Move the glove compartment into position.
2. Insert the brake element into the opening of the bracket and push it in the opposite direction to the arrow until it engages → *fig. 2* (1).
3. Carefully close the glove compartment by pushing over the resistance of the stop pins.

Overview of the Fuses in the Instrument Panel

The overview shows the fuse positions of the electrical equipment relevant to the driver. The first column of the overview contains the fuse location; the other columns indicate the rated current, the fuse version, and the protected electrical equipment.

Depending on the country and equipment of the vehicle, there may be deviations from the fuse numbers and slots listed in the overview. If necessary, ask for the exact fuse assignment from suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Fuse assignment

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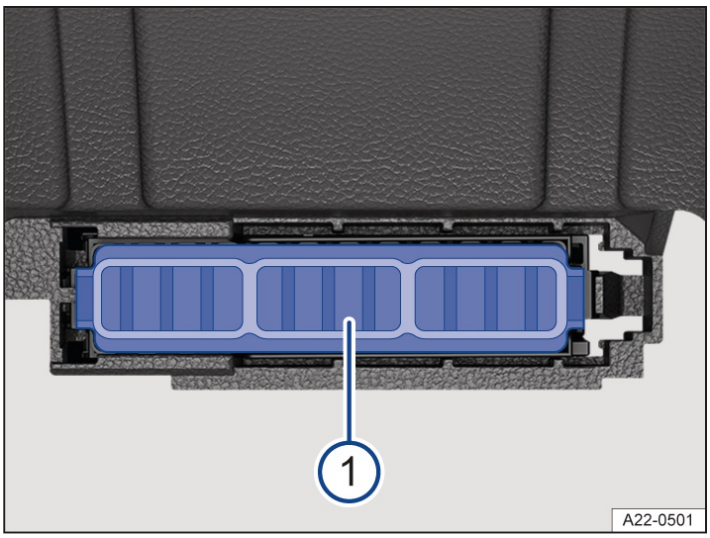


Fig. 1 Under the storage compartment behind a cover: fuse locations for fuses.

(1) Fuse panel.

Assignment of fuse locations behind the cover → *fig. 1* (1):

D 2

5 Amp, MINI®, telephone.

D 10

5 Amp, MINI®, Infotainment system display and control panel.

D 11

5 Amp, MINI®, light buttons.

Fuses in the front footwell

Opening and closing the fuse box in the footwell

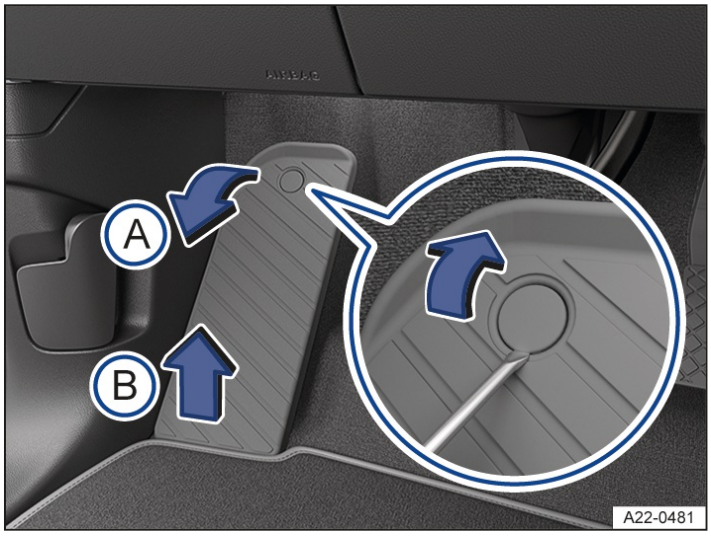


Fig. 1 In the front left footwell: Fuse box cover.

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A suitable screwdriver is required for removing the cover.

Removing the cover

1. Use a suitable tool, e.g. a screwdriver, to lever the cap for the foot rest out of the catch → *fig. 1* (A).
2. Unscrew the screw.
3. Remove the foot rest from the fuse box in the direction of the arrow → *fig. 1* (B).

Fitting the cover

1. Replace the foot rest on the fuse box in the opposite direction to the arrow → *fig. 1* (B).
2. Screw the screw back in.
3. Press the cap back into the foot rest until it audibly clicks into place → *fig. 1* (A).

Overview of Fuses in the Front Footwell

The overview shows the fuse positions of the electrical equipment relevant to the driver. The first column of the overview contains the fuse location; the other columns indicate the rated current, the fuse version, and the protected electrical equipment.

Depending on the country and equipment of the vehicle, there may be deviations from the fuse numbers and slots listed in the overview. If necessary, ask for the exact fuse assignment from suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

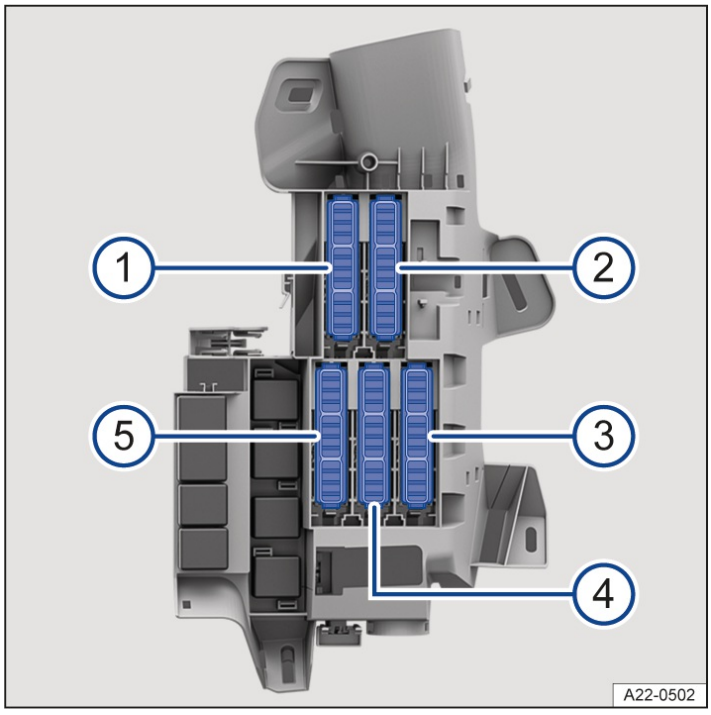


Fig. 1 In the footwell front left under a cover: fuse slots.

(1) Fuse panel.
(2) Fuse panel.
(3) Fuse panel.

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(4) Fuse panel.

(5) Fuse panel.

Assignment of fuse locations under the cover → *fig. 1* (1):

A 5

5 Amp, MINI, brake light sensor.

Assignment of fuse locations under the cover → *fig. 1* (2):

B 9

30 Amp, ATO, front heating fan.

Assignment of fuse locations under the cover → *fig. 1* (3):

C 3

20 Amp, ATO, socket.

C 4

30 Amp, ATO, power sunroof.

C 5

30 Amp, ATO, left headlight.

C 7

30 Amp, ATO, front wiper.

C 9

30 Amp, ATO, right headlight.

C 10

35 Amp, ATO, headlight washer system.

Assignment of fuse locations under the cover → *fig. 1* (4):

D 14

15 Amp, ATO, rear wiper.

Assignment of fuse locations under the cover → *fig. 1* (5):

E 1

5 Amp, Mini, anti-theft alarm system.

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E 4

7.5 Amp, Mini, automatic transmission selector mechanism.

E 5

15 Amp, Mini, horn.

E 6

5 Amp, Mini, electronic parking brake.

E 12

10 Amp, Mini, rain/light sensor and toll card reader.

E 13

20 Amp, Mini, air conditioner.

Fuses in the luggage compartment

Opening and closing the fuse box in the luggage compartment

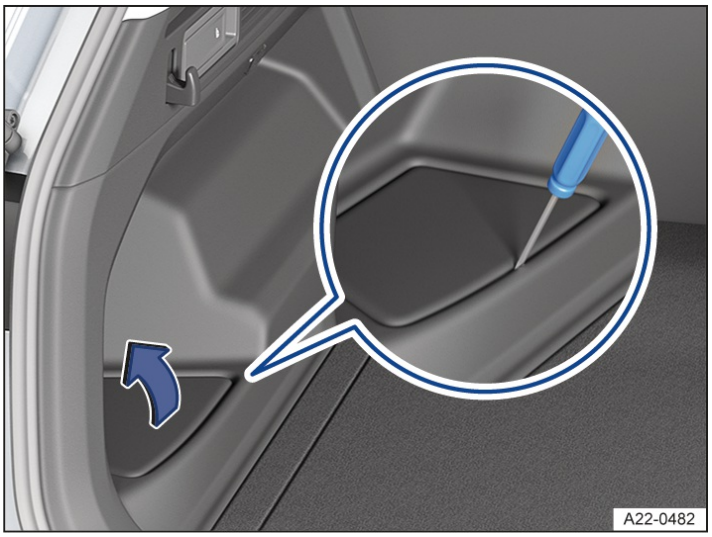


Fig. 1 In the luggage compartment, left: cover for fuse box.

Removing the cover

1. Use a suitable tool, e.g. a screwdriver, to unlock the cap for the fuse box→ *fig. 1*.
2. Lift the cover in the direction of the arrow→ *fig. 1* and pull the cover out of the guide.

Fitting the cover

1. Replace the cover on the fuse box in the opposite direction to the arrow.
2. Press down on the cap until it audibly clicks into place.

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Overview of Fuses in the Luggage Compartment

The overview shows the fuse positions of the electrical equipment relevant to the driver. The first column of the overview contains the fuse location; the other columns indicate the rated current, the fuse version, and the protected electrical equipment.

Depending on the country and equipment of the vehicle, there may be deviations from the fuse numbers and slots listed in the overview. If necessary, ask for the exact fuse assignment from suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

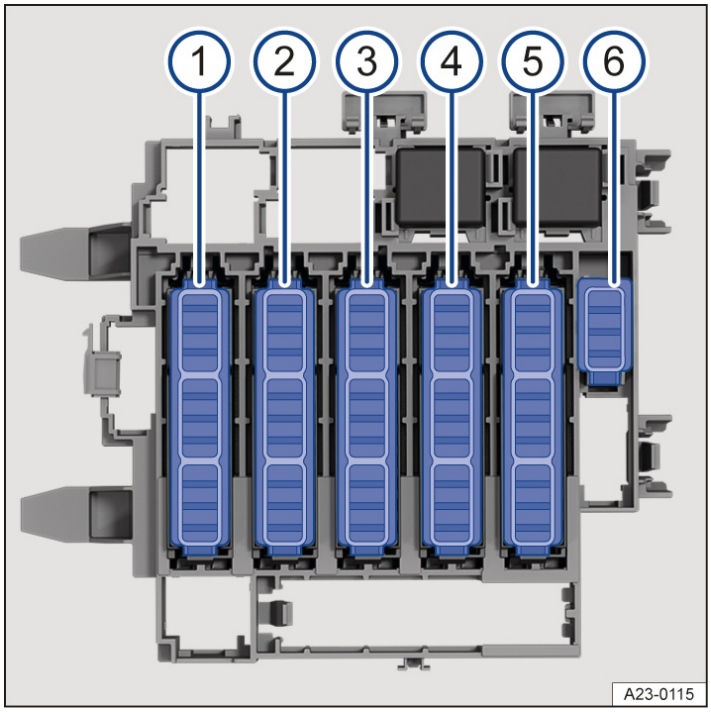


Fig. 1 In the luggage compartment, left, under a cover: fuse slots.

1 Fuse panel.
2 Fuse panel.
3 Fuse panel.
4 Fuse panel.
5 Fuse panel.
6 Fuse panel.

Assignment of fuse locations under the cover → *fig. 1* 6:

7

40 Amp, JCASE®, rear window defroster.

Assignment of fuse locations under the cover → *fig. 1* 5:

A 8

25 Amp, ATO®, rear seat heating.

Assignment of fuse locations under the cover → *fig. 1* 4:

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B 1

20 Amp, ATO®, left taillights.

B 5

25 Amp, ATO®, trailer control module.

B 7

15 Amp, ATO®, trailer charging cable.

B 9

15 Amp, ATO®, trailer control module.

B 2

30 Amp, ATO®, left headlight.

B 11

30 Amp, ATO®, right headlight.

Assignment of fuse locations under the cover → *fig. 1* (3):

C 11

2 Amp, MINI®, roof antenna.

C 14

20 Amp, ATO®, right taillights.

Replacing blown fuses

Preparations

1. Deactivate drive-ready mode and switch off the lights and all other electrical equipment.

Detecting blown fuses

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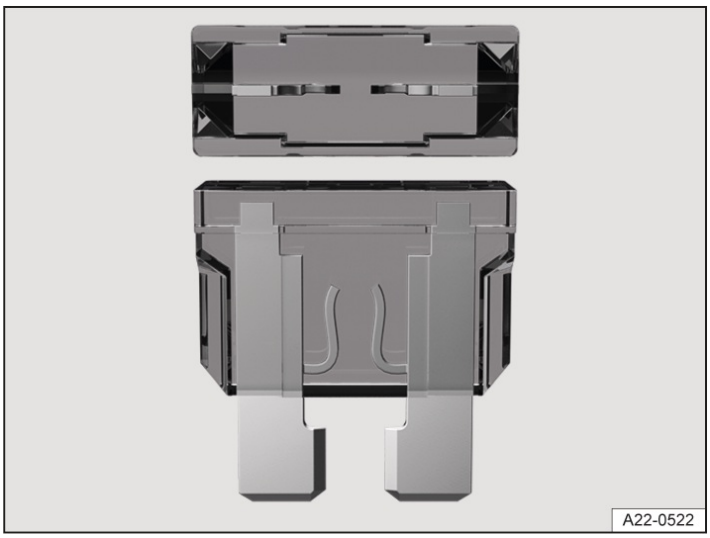


Fig. 1 Blown fuse (general example).

1. Shine a flashlight on the fuses.

A blown fuse can be recognized from above and from the side through the transparent casing, as its metal strip will be burnt through *→ fig. 1*.

Fuse versions

— Standard flat connector fuse (ATO®).

— Small flat connector fuse (MINI®).

— Large flat blade fuse (MAXI® or MAXI+®).

Fuse color codes

Fuses (ATO® - MINI® - MAXI® or MAXI+®).

Color	*Current rating*
Black	1 A
Purple	3 A
Orange	5 A
Brown	7.5 A

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Red

10 A

Blue

15 A

Yellow

20 A

White or clear

25 A

Green

30 A

Light green

40 A

Replacing fuses



Fig. 2 Plastic pliers for removing or inserting a fuse (general example).

1. If necessary, remove the plastic tongs from either the fuse box or the cover of the fuse box→ *fig. 2*.
2. Depending on the design of the fuse, slide the appropriately sized clamp on the plastic pliers onto the fuse from above or from the side.
3. Remove the fuse.
4. If a fuse is blown, replace with a fuse with the same rating(same color and same label) and the same size →ⓘ.
5. After inserting the new fuse, place the plastic pliers back in the cover, if necessary.
6. Reinstall the cover or close the fuse box cover.

Introduction

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NOTICE

If a fuse is replaced by a fuse with a higher current rating, this could damage the electrical system in another location.

- Never replace a fuse with a fuse that has a higher current rating.

The vehicle must not be tow started for technical reasons. If the vehicle's drive system cannot be engaged because the 12 V vehicle battery is dead, the 12 V vehicle battery on another vehicle can be used to engage your vehicle's drive system.

For technical reasons, the jump-start points in hybrid vehicles are not designed for use in jump-starting other vehicles →ⓘ.

For vehicles with a 12 V vehicle battery in the vehicle interior or luggage compartment, the jumper cables may only be connected to the jump-start points in the engine compartment.

WARNING

Using jumper cables incorrectly and performing a jump-start incorrectly could cause the 12 V vehicle battery to explode. Serious injuries may result.

- Always read and heed the warnings and safety precautions before working on the 12 V vehicle battery *(→ 12-V vehicle battery)*.
- Never confuse the positive battery terminal with the negative battery terminal.
- Never jump-start a vehicle with a frozen or thawed 12 V vehicle battery.

WARNING

During a jump-start, a highly explosive gas mixture builds up at the 12 V vehicle battery. Sparks produced during a jump-start could ignite the flammable gas. Serious injuries may result.

- Always keep fires, sparks, open flames, and lit cigarettes far away from the 12 V vehicle battery.
- Avoid discharging static electricity near the 12 V vehicle battery.

NOTICE

The electrical system of a hybrid vehicle is not designed to give jump-starts to other vehicles. This can cause significant damage to the electrical system of a hybrid vehicle.

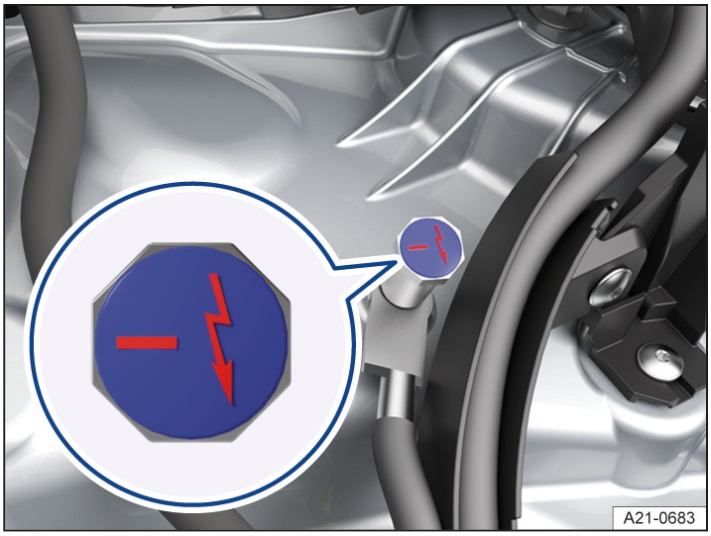
- Never use a hybrid vehicle to jump-start another vehicle.

NOTICE

A drained 12 V vehicle battery can freeze, be damaged and fail at temperatures around approx. 0 °C (approx. +32 °F).

- Always replace a frozen or thawed 12 V vehicle battery.

Ground jump-start point



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Fig. 1 In the engine compartment: Negative terminal jump-start point.

(–) The jump-start point (negative terminal) is for connecting the black jumper cable.

To reduce the risk of considerable damage to the vehicle electrical system, jump-starting other vehicles using a hybrid vehicle is not permitted.

The vehicle can receive a jump-start using this negative terminal jump-start point.

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Positive jump-start point

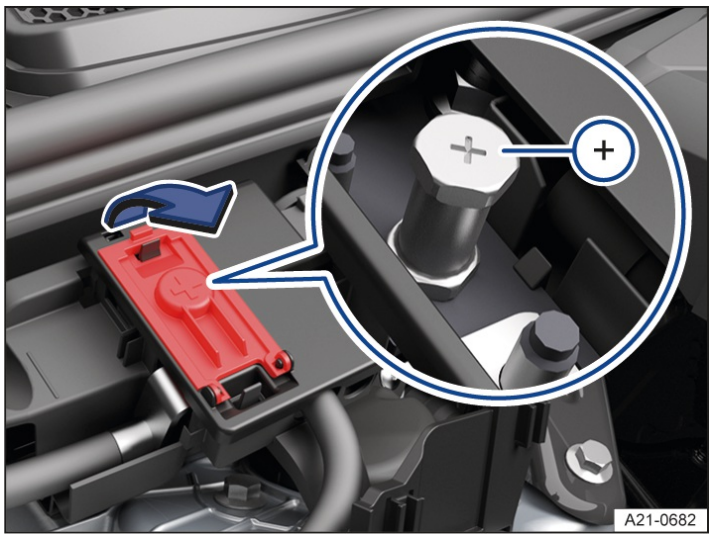


Fig. 1 Under a cover in the engine compartment: Positive jump-start point variant 1.

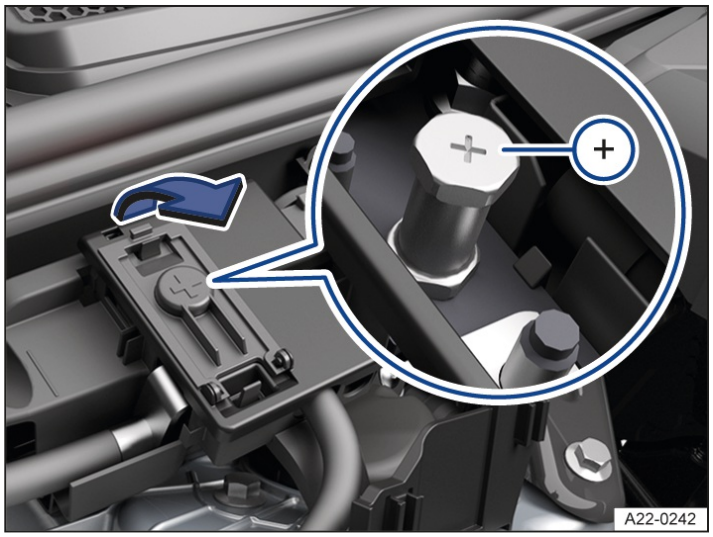


Fig. 2 Under a cover in the engine compartment: Positive jump-start point variant 2.

(+) The (positive) jump-start point for connecting the red jumper cable.

To reduce the risk of considerable damage to the vehicle electrical system, jump-starting other vehicles using a hybrid vehicle is not permitted. The jump-start point is not designed for jump-starting other vehicles.

The vehicle can receive a jump-start using this positive terminal jump-start point.

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Preparing and Performing a Jump-start

Preparations

Observe the following for jump-starting:

— Wear suitable eye protection and safety gloves →⚠.

— Pay attention to the operating instructions provided by the manufacturer of the jump-start cables.

— Open the hood.

— Always use a jumper cable with fully insulated terminal clamps and without any insulation defects for jump-starting →⚠.

— Ensure that there is sufficient distance between the vehicle providing the jump-start and the vehicle receiving the jump-start, otherwise current could already flow when connecting the positive battery terminals.

— Make sure the terminal clamps have sufficient contact with metal.

Jumper cable

So that vehicles can be jump-started, an appropriate jumper cable is required.

The following jumper cable wire diameters must not be fallen short of by the vehicle providing the jump-start.

— Vehicles with hybrid drive: To jump-start the vehicle with a drained 12 V vehicle battery, the wire diameter of the jumper cable must be at least 25 mm^2 (0.038 in^2).

Vehicle Receiving Jump-start

1. Check that the discharged 12 V vehicle battery is properly connected to the 12 V vehicle electrical system.
2. If a 12 V vehicle battery with a viewing window has been installed, check the color of the viewing window. If the viewing window is light yellow or has no color, do not perform a jump-start; instead, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Vehicle to be Jump-started

1. Pay attention to the operating instructions provided by the vehicle manufacturer.
2. Check that the battery providing the jump-start has the same voltage(12 V) and approximately the same battery capacity as the dead 12 V vehicle battery. Pay attention to the information printed on the battery of the vehicle providing the jump-start.

Jump-starting

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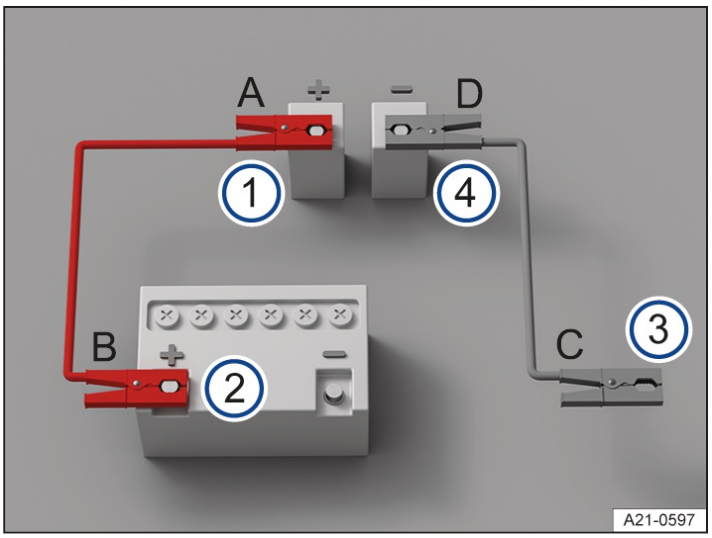


Fig. 1 Diagram for connecting the jumper cables.

1. Positive jump-start point of the hybrid vehicle receiving the jump-start.
2. Positive battery terminal of the vehicle providing the jump-start.
3. Suitable negative terminal of the vehicle providing the jump-start. Preferably a jump-start point (negative), otherwise a large metal part that is bolted securely to the engine block, or the engine block itself.
4. Jump-start point (negative) of the hybrid vehicle receiving the jump-start.

Only connect the jumper cables in the sequence A – B – C – D → *fig. 1*.

1. Switch the ignition off on both vehicles.
2. In the engine compartment, open the cover on the positive jump-start point (+), if fitted.
3. Connect one end of the red jumper cable to the positive jump-start point (+) of the vehicle with the discharged 12 V vehicle battery → *fig. 1* (1) → ⚠.
4. Connect the other end of the red jumper cable to the positive battery terminal (+) on the vehicle providing current → *fig. 1* (2).
5. Connect one end of the black jumper cable to a negative terminal jump-start point (−) on the vehicle with the 12 V vehicle battery providing the jump-start → *fig. 1* (3).

   Or: If there is no negative terminal jump-start point (−), connect the end of the black jumper cable to a large metal part that is bolted securely to the engine block, or the engine block itself, on the vehicle with the 12 V vehicle battery providing current → *fig. 1* (3).
6. Connect the other end of the black jumper cable to the negative terminal jump-start point (−) on the vehicle with the discharged 12 V vehicle battery → *fig. 1* (4) → ⚠.
7. Route the jumper cables so that they cannot become caught in moving parts in the engine compartment.

Activating the vehicle's drive system

1. Start the engine in the vehicle that is providing current and allow it to idle.
2. Activate the vehicle's drive system in the vehicle with the discharged 12 V vehicle battery. If the vehicle's drive system cannot be activated, stop the starting process after 10 seconds, and try again after approximately 1 minute.

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If the vehicle's drive system still cannot be activated, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Removing the jumper cables

1. Before disconnecting the jumper cables, switch off the low beam headlight if necessary.
2. In the vehicle with the drained 12 V vehicle battery, switch on the blower for the air conditioner and the rear window defroster. This will reduce any voltage surges that may occur when disconnected.
3. Once the vehicle has been jump-started, always disconnect the jumper cables in the order D – C – B – A *→ fig. 1*.
4. Close the cover of the positive battery terminal jump-start point (+), if fitted.

After successful jump-starting, have the 12 V vehicle battery checked by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

Performing a jump-start incorrectly can cause the 12 V vehicle battery to explode, which can cause serious injuries.

- Always wear suitable eye protection and safety gloves.
- Never lean over the 12 V vehicle battery.
- Always connect the positive cable first and then the negative cable.
- Never connect the negative terminal to parts of the fuel system or to the brake lines.
- Ensure that there is no contact between the non-insulated parts of the terminal clamps.
- Make sure the cable insulation is free from any defects.
- Make sure that the cable that is connected to the positive battery terminal on the 12 V vehicle battery does not come into contact with any vehicle components that conduct electricity.

NOTICE

A drained 12 V vehicle battery can freeze at temperatures around approx. 0 °C (approx. +32 °F), suffer damage and fail.

- Always replace a frozen or thawed 12 V vehicle battery.

Introduction

Towing requires practice, particularly if a towing cable is used. Both drivers should be familiar with the special considerations when towing. Inexperienced drivers should not tow.

Follow all applicable laws when towing.

Always make sure the towing force does not exceed the permitted level and there are no shock loading conditions. There is always the risk of the coupling becoming overloaded when driving off-road.

⚠ WARNING

The vehicle handling and braking efficiency will change considerably when it is towed. This may cause you to lose control of the vehicle and result in accidents and serious or fatal injuries.

- Bear in mind that more force is required for steering and braking during towing.

NOTICE

When pushing the vehicle by hand, the taillights, side spoiler on the rear window and large sections of sheet metal could be damaged and the rear spoiler could detach.

- When pushing the vehicle by hand, do not press on the taillights, side spoiler on the rear window, large sections of sheet metal, or the rear spoiler.

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Towing

Towing refers to using a vehicle to pull another vehicle that cannot be driven *(→ Vehicle towing)*.

The vehicle can be towed using a tow bar or tow rope:

— The maximum permissible speed is 50 km/h(30 mph).

— The maximum permissible distance is 50 km(30 miles).

The easiest and safest way to tow is using a tow bar. You should use a towing cable only if a tow bar is not available. The towing cable should be elastic to protect both vehicles. Use a cable made of synthetic rubber or a similar elastic material.

Towing with a tow truck

If the vehicle is to be raised at an axle for towing, this must only be done at the following axle:

— Front axle

⚠ WARNING

Vehicle components can be badly damaged by incorrectly attached tow ropes or tow bars. This increases the risk of accident and could result in serious or fatal injuries.

- Only ever secure the vehicle to be recovered and towed at the points designed for this purpose.
- Never secure the tow rope or the tow bar to axle or suspension components.
- Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the vehicle taken away on a tow truck, if necessary.

Instructions for towing

A vehicle being towed can still signal a turn using the turn signals even if the emergency flashers are switched on. To do this when the ignition is switched on, activate the turn signal for the desired direction. The emergency flashers will stop while the turn signal is active. The emergency flashers will automatically activate again once the turn signal and high beam lever returns to the neutral position.

When may this vehicle not be towed?

If one of the following situations is applicable, the vehicle must not be towed with a tow bar or tow rope.

— If the 12 V vehicle battery is drained.

— The power supply to the 12-volt vehicle electrical system cannot be secured.

— The indicator in the instrument cluster display does not function perfectly.

— If the towing distance is greater than 50 km/h(30 miles).

— The selector lever of the automatic transmission cannot be moved to neutral (position **N**).

— The electronic parking brake cannot be released.

— The steering lock cannot be released.

— If the wheel clearance or the steering function can no longer be secured after an accident.

1. If the vehicle cannot be towed on its own wheels, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the vehicle transported by a tow truck if necessary.
2. Inform the relevant people, particularly the organizing office and person performing the transport, that a hybrid vehicle is involved.

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Towing

Secure the tow rope or tow bar only at the permitted points:

— Towing lug.

— Ball mount.

WARNING

Vehicle components can be badly damaged by incorrectly attached tow ropes or tow bars. This increases the risk of accident and could result in serious or fatal injuries.

- Only ever secure the vehicle to be recovered and towed at the points designed for this purpose.
- Never secure the tow rope or the tow bar to axle or suspension components.
- Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the vehicle taken away on a tow truck, if necessary.

Preparations

— Make sure the tow rope is not twisted. Otherwise it could disconnect from the towing eye while towing.

— Switch the ignition and emergency flashers on in both vehicles. However, do not do this if it is prohibited by law.

— Observe the legal regulations and instructions for towing in the Owner's Manual of the other vehicle.

Towing vehicle (front)

1. Only start to drive when the tow rope is taut.
2. Be especially careful when accelerating.
3. Avoid sudden braking and driving maneuvers.
4. Do not exceed the permitted towing weight of the vehicle.

Vehicle being towed (rear)

1. Make sure that the ignition is always switched on so that the steering wheel is not locked and the turn signals and windscreen wipers can be operated if necessary. The brake booster and power steering only work when the vehicle's drive system is activated. Otherwise, the brake pedal needs to be pressed much harder and more force is required to steer.
2. Make sure the vehicle key is always in the vehicle during the towing process *(→ Keyless Access)*.
3. For vehicles with an automatic gearbox: Select gear N.
4. Release the electronic parking brake.
5. Make sure the tow rope is always taut.

NOTICE

If the battery charge level of the 12 V vehicle battery is insufficient, you will not be able to release the electronic parking brake and steering lock. The vehicle may be damaged when towed.

- To release the electronic parking brake and steering lock, put the vehicle into drive-ready mode, if necessary by means of a jump-start if there is a loss of power or malfunctions.
- Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the vehicle taken away on a tow truck, if necessary.

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Installing the front towing eye

Depending on the country and vehicle equipment, the mount for the towing eye is situated behind the bumper cover.

1. Before having it towed, check that your vehicle has a threaded mount for the towing lug.
2. Read and heed the information about towing *(→ Vehicle towing)*.
3. Otherwise, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the vehicle taken away by a tow truck if necessary.

The towing eye must always be kept in the vehicle→ⓘ.

NOTICE

Using a towing eye that is not suitable for the vehicle can damage the vehicle.

- Always use the towing eye from the supplied vehicle tool kit or another suitable towing eye for towing.

Installing the front towing eye

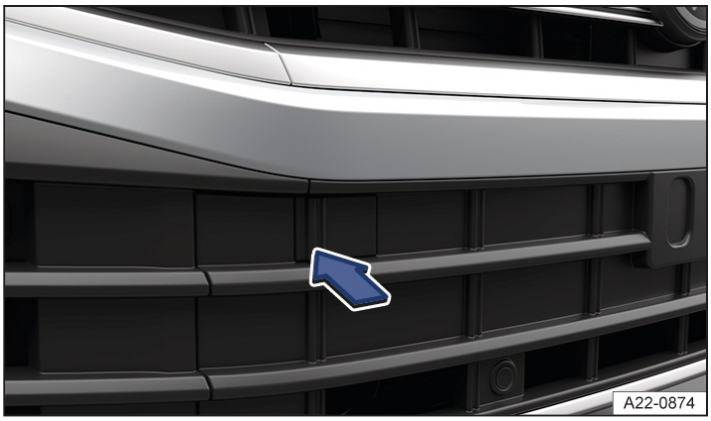


Fig. 1 In the right and left front bumper: remove the cover, variant 1.



Fig. 2 In the right and left front bumper: remove the cover, variant 2.

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Fig. 3 In the right or left front bumper: screw in the towing eye, variant 1.



Fig. 4 In the right or left front bumper: screw in the towing eye, variant 2.

1. Remove the towing eye from the vehicle tool kit in the luggage compartment.
2. Press on the marked area of the cover in the direction of the arrow to release the catch on the cover→ *fig. 1*.
3. Remove the cover, let it hang from the vehicle or place it in the vehicle if necessary→ⓘ.
4. Rotate the towing eye in the direction of the arrow as far as possible to install it in the mount→ *fig. 3* , →⚠. Use a suitable object to tighten the towing eye completely and securely in the mount.
5. After the vehicle has been towed, unscrew the towing eye with a suitable object in the opposite direction to the arrow.
6. Insert the cap into the respective opening and press in until it engages.
7. If necessary, clean the towing eye and return it to the vehicle tool kit in the luggage compartment.

⚠ WARNING

If the towing eye is not fully and tightly screwed into the mount, it may tear out of the mount. This may result in accidents and serious injuries during the towing process.

- Before towing, check that the towing eye is fully screwed in.

NOTICE

Removing and fitting the cover and towing eye incorrectly may cause damage to the vehicle's paint and body.

- Always remove and fit the cover and towing eye carefully.

Installing the rear towing eye

Depending on the country and vehicle equipment, the mount for the towing eye is situated behind the bumper cover.

1. Before having it towed, check that your vehicle has a threaded mount for the towing lug.

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2. Read and heed the information about towing.
3. Otherwise, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the vehicle taken away by a tow truck if necessary.

The towing eye must always be kept in the vehicle→ⓘ.

NOTICE

Using a towing eye that is not suitable for the vehicle can damage the vehicle.

- Always use the towing eye from the supplied vehicle tool kit or another suitable towing eye for towing.

Installing the rear towing eye (variant 1)



Fig. 1 In the right rear bumper: Remove cover.



Fig. 2 In the right rear bumper: Screw in towing eye.

1. Remove the towing eye from the vehicle tool kit in the luggage compartment.
2. Press on the marked area of the cover in the direction of the arrow to release the catch on the cover →*fig. 1*.
3. Remove the cover, let it hang from the vehicle or place it in the vehicle if necessary→ⓘ.
4. Rotate the towing eye in the direction of the arrow as far as possible to install it in the mount→*fig. 2*, →⚠. Use a suitable object to tighten the towing eye completely and securely in the mount.
5. After the vehicle has been towed, unscrew the towing eye with a suitable object in the opposite direction to the arrow.
6. Insert the cap into the respective opening and press in until it engages.
7. If necessary, clean the towing eye and return it to the vehicle tool kit in the luggage compartment.

Installing the rear towing eye (variant 2)

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Fig. 3 In the right rear bumper: Remove cover.

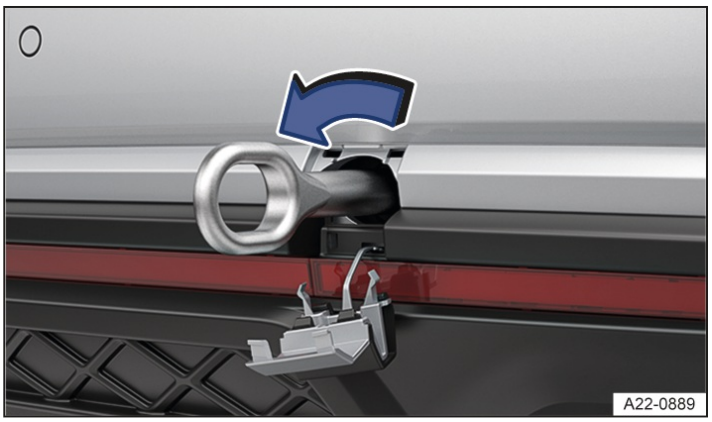


Fig. 4 In the right rear bumper: Screw in towing eye.

1. Remove the towing eye and the extraction hook for the hubcaps from the vehicle tool kit in the luggage compartment *(→ Vehicle tool kit)*.

   If no extraction hook is present, use a suitable object.
2. To release the catch on the cover, position the extraction hook in the recess of the cap and carefully pull in the direction of the arrow *→ fig. 3*.
3. To screw in the towing eye *→ fig. 4*, follow the actions described for variant 1 from step 3 onward.
4. Clean the towing eye if necessary and return it to the vehicle tool kit in the luggage compartment with the extraction hook.

⚠ WARNING

If the towing eye is not fully and tightly screwed into the mount, it may tear out of the mount. This may result in accidents and serious injuries during the towing process.

- Before towing, check that the towing eye is fully screwed in.

NOTICE

Removing and fitting the cover and towing eye incorrectly may cause damage to the vehicle's paint and body.

- Always remove and fit the cover and towing eye carefully.

Vehicles with a trailer hitch

In vehicles with a factory-equipped trailer hitch, there is no mount for the threaded towing eye behind the cover.

1. To tow, swivel the ball hitch out or mount and use it.

NOTICE

Using an unsuitable towing bar could damage the ball hitch and the vehicle.

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- Always use a tow bar specifically designed for mounting on a ball mount for towing.
- If you do not have a suitable tow bar, use a tow rope for towing.

Safety precautions for working in the engine compartment

The engine compartment is a potentially dangerous area in the vehicle. Only perform work in the engine compartment if you are familiar with the necessary activities and the general safety precautions, and if the correct operating equipment, fluids and suitable tools are available. Work performed incorrectly can result in serious injuries →⚠. Have all work performed by suitably qualified professionals if necessary. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

The engine compartment is a dangerous area. Any work in the engine compartment could lead to accidents and serious or fatal injuries.

- Always work as cautiously and carefully as possible.
- Only perform work in the engine compartment if you are familiar with the required activities.
- If you are not sure how to do the work in the engine compartment, go to an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Before working in the engine compartment, apply the electronic parking brake and move the selector lever to the P position.
- Switch off the ignition and store the vehicle key securely and far enough away from the vehicle to ensure that the vehicle's drive system cannot be activated accidentally and the electrical system cannot be powered unintentionally.
- Never touch hot components in a hybrid drive.
- Do not leave any items, such as cleaning cloths or tools, in the engine compartment.
- Always keep children away from the engine compartment and never leave them unattended.

⚠ WARNING

The engine compartment contains moving components. When working in the engine compartment, particularly when starting the vehicle or if the vehicle is drive-ready, contact with moving parts, e.g. fan blades in the radiator fan, may cause serious or fatal injuries.

- Never reach into the radiator fan or into the area near the radiator fan even with the ignition or the vehicle's drive system switched off. The ventilator is temperature-controlled and may switch on by itself.
- To reduce the risk of anything becoming caught in hybrid drive components, always remove any jewelry and/or ties, tie back long hair, and avoid wearing loose-fitting clothing when performing work.
- Always press the accelerator pedal extremely carefully and never press it without paying close attention. The vehicle could begin moving, even if the electronic parking brake is set.

⚠ WARNING

Escaping hot steam or hot coolant and hot components may cause serious burns.

- Never open or close the hood if steam or engine coolant is escaping.
- Always wait until you can no longer see or hear steam or engine coolant escaping from the engine compartment.

⚠ WARNING

The engine cooling system is under pressure when the hybrid drive is hot. If the cover is opened carelessly, coolant may spray out and cause serious burns or fatal injuries.

- Never open the cap on the coolant expansion tank when the hybrid 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 cover of the coolant tank.
- Slowly and very carefully turn the cap on the coolant expansion tank counterclockwise while pressing down lightly on the cap.

⚠ WARNING

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Additional insulation, such as covers in the engine compartment or discarded items such as cleaning cloths or tools, can cause malfunctions, damage to the hybrid drive, or fires. This could result in serious or fatal injuries.

- Never cover the engine with blankets or other insulating materials.
- Never leave items in the engine compartment.

Always park the vehicle on a horizontal and firm surface before carrying out any work on the engine compartment → ⚠ *(→ Parking)*.

⚠ WARNING

If the vehicle is not secured against rolling away during maintenance procedures, the vehicle may move unintentionally. This could result in accidents and serious or fatal injuries.

- Never carry out any work underneath the vehicle unless it is adequately secured to prevent it from rolling.
- Ensure that the vehicle is situated on a horizontal and firm surface and that the wheels are blocked to prevent them from moving when carrying out work underneath the vehicle with its wheels touching the ground.
- If you are working underneath the vehicle, additionally support the vehicle securely with suitable stands. The vehicle jack is not sufficient for this purpose and may collapse.

Work on the high-voltage system must only be carried out by suitably qualified professionals in accordance with the Volkswagen guidelines → ⚠. The high-voltage battery must be checked by a qualified and trained specialist after a collision or after the vehicle runs into an obstacle.

⚠ DANGER

The components of the high-voltage system carry high electrical voltage. Contact with live components of the high-voltage system causes burns, serious injuries or fatal electric shocks.

- Always assume that the high-voltage battery is fully charged and that all the high-voltage components are live. This may be the case even if the ignition is switched off.
- Never touch high-voltage components or orange high-voltage cables. Damage to high-voltage components is not always obvious.
- Never remove the orange high-voltage cables and never damage or modify them.
- Never disconnect the high-voltage cable from the high-voltage system.
- Never open or modify the cover of the high-voltage battery and never remove it.
- Never perform any work in the vicinity of high-voltage components or high-voltage cables using cutting, shaping or sharp-edged tools or heat sources. Always have work on the high-voltage system performed by a suitably qualified authorized Volkswagen dealer or authorized Volkswagen Service Facility approved for this work. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Never perform repair and maintenance procedures on orange high-voltage cables or high-voltage components.

⚠ DANGER

Damage to the vehicle or the high-voltage battery can result in toxic gases or liquids escaping; this may also occur if the battery cells of the high-voltage battery catch fire. High-voltage components can be live. There is a risk of serious injuries, burns or fatal electric shock.

- Do not inhale any escaping gases.
- Never touch leaking liquids.
- Quickly exit the vehicle together with all vehicle occupants.
- Never remain in the immediate vicinity of the vehicle.
- Observe all of the information about what to do in the event of fire risk *(→ Charging processes)*.

⚠ WARNING

The high voltage in the electrical system may cause electric shocks and burns. This could result in serious or fatal injuries.

- Never short-circuit the electrical system. The 12 V vehicle battery could explode.
- Never touch the high-voltage components, the high-voltage battery or – in particular – the orange high-voltage cables when the vehicle's drive system is activated.

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Preparing the vehicle for work in the engine compartment

Always perform the following activities in the specified sequence before all work in the engine compartment:

1. Safely park the vehicle on a horizontal and firm surface *(→ Parking)*.
2. If necessary, remove the vehicle key from the vehicle and store it outside of the vehicle so that the vehicle does not start accidentally.
3. Let the combustion engine and electric drive system cool down sufficiently.
4. Always keep other people away from the engine compartment.
5. Secure the vehicle against rolling away.

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Opening and closing the hood



Fig. 1 In the driver's side footwell: Release lever for the hood (general example).



Fig. 2 Above the radiator grille: Opening lever for the hood.

Opening the hood

1. Open the driver door and pull the release lever in the direction of the arrow→ *fig. 1*.

   The hood will pop open from the locking mechanism in the lock carrier→ⓘ.
2. To open the hood fully, slightly lift the hood while pushing the actuating lever in the direction of the arrow → *fig. 2*.

In the fully open position, the hood is held by the gas-pressure strut.

Closing the hood

1. Push the hood down until you override the force of the gas-pressure strut→⚠.
2. Allow the hood to fall out a distance of approx. 20 cm(approx. 8 inches) into the catch of the lock carrier, without pressing down on it.

   When the hood is closed correctly, it will be flush with the surrounding sections of the vehicle body →⚠.

If the hood is not closed correctly, lift the hood up and try to close it again.

If the hood is not correctly closed, an indicator will appear in the display of the Volkswagen Digital Cockpit. Once the hood is correctly closed, the indicator will turn off.

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WARNING

If the hood is not closed correctly, it could open suddenly while driving and block the view through the windshield. Accidents and serious or fatal injuries could result.

- After closing the hood, check that the catch is engaged correctly in the lock carrier.
- If you realize when driving that the hood is not closed properly, park the vehicle safely and close the hood.

WARNING

Failing to take care when opening and closing the hood can result in serious injuries.

- Do not open or close the hood if any persons are in the closing range of the hood.

NOTICE

Opening and closing the hood incorrectly can cause damage to the hood or wiper arms.

- Only open the hood when wiper mode is switched off and with the windshield wipers folded in.
- Always fold the wiper arms against the windshield before driving.

Display

An image in the instrument cluster display indicates if the hood is open or has not closed correctly→ ⚠.

STOP Do not continue driving!

1. Stop the vehicle as soon as it is safe to do so.
2. If necessary, lift the hood and close it again.

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

WARNING

Disregarding warning notifications could lead to breakdowns while driving, accidents and serious or fatal injuries.

- Never ignore warning notifications.
- Stop the vehicle as soon as it is safe to do so.
- Do not continue driving and seek professional assistance if the warning light does not go out.

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Operating fluids and operating equipment

All fluids and operating equipment, such as engine coolant, engine oils and vehicle batteries, are continuously being developed. Have fluids and operating equipment replaced by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

WARNING

Carrying out work on the fuel system may cause fires and serious or fatal injuries due to electrical discharge and flying sparks.

- Always disconnect the 12 V vehicle battery.
- Always have a fully-functioning, checked fire extinguisher nearby.
- Make sure that the vehicle is unlocked when the 12 V vehicle battery is disconnected. Otherwise, the anti-theft alarm system will be activated.

WARNING

Fluids may be poisonous. Improper use and storage may cause serious or fatal injuries.

- Only store fluids in their sealed original containers.
- Never use empty food cans, bottles, or other containers to store fluids, because someone could drink the fluids by mistake.
- Keep children away from all fluids and operating equipment.
- Always read and heed the information and warnings on the packaging for the fluids.
- When using products that emit harmful vapors, always work outdoors or in a well-ventilated area.

WARNING

Fluids and some materials in the engine compartment are highly flammable and may ignite on contact with hot surfaces, sparks or naked flames. This can lead to a fire and cause accidents and serious or fatal injuries.

- Never smoke near the engine compartment.
- Never work near open flames or sparks.
- Never perform work near sources of heat, boilers, or other open flames.
- Never pour or spill fluids onto the hybrid drive.
- Always have a fully-functioning, checked fire extinguisher nearby.

NOTICE

The use of fluids that do not correspond to the specification can cause serious malfunctions and result in damage to the hybrid drive.

- When topping up or changing fluids, make sure that the fluids correspond to the respective specification.
- Only fill fluids into the designated filler openings.

Fluids leaking from the vehicle can cause environmental damage.

1. Regularly check the ground beneath the vehicle.
2. If you see spots of fluid on the ground under the vehicle, have the vehicle checked by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
3. Dispose of leaking fluids correctly.

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Washer fluid

General information

The windshield washer fluid reservoir is located in the engine compartment.



Fig. 1 In the engine compartment: Cap on the washer fluid reservoir (general example).

The washer fluid reservoir is identified with the symbol on the cap → *fig. 1*.

1. Check the washer fluid level regularly and fill if necessary.

Preparations

1. Prepare the vehicle for work in the engine compartment .
2. Open the hood.

Checking and refilling

1. Check if there is enough washer fluid in the reservoir.
2. To top it up, mix clean water with a suitable alcohol-based windshield cleaner. Follow the mixing instructions on the packaging of the windshield cleaner →⚠, →ⓘ.
3. When the outside temperatures are cold, an anti-freeze agent should be added to the water so that it does not freeze. Follow the mixing instructions on the packaging of the anti-freeze agent.

There is a screen in the filler tube in the windshield washer fluid reservoir. The screen keeps large particles of contaminants from entering the washer nozzles when you refill the washer fluid →ⓘ.

Do not use distilled water to fill the windshield washer fluid tank.

⚠ WARNING

Unsuitable additives in the windshield washer fluid can create an oily film on the vehicle windshield. This may reduce visibility and increase the risk of accidents and serious or fatal injuries.

- Never add coolant additive or similar unsuitable additives to the windshield washer fluid.

ⓘ *NOTICE*

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Using a cleaning agent that contains acid may result in damage and cause the spray nozzles to malfunction.

- Never top up the windshield washer fluid tank using a cleaning agent that contains acid, e.g. vinegar-based cleaners.

NOTICE

Mixing different windshield cleaners can cause the components to flocculate and the spray nozzles to clog.

- Only use suitable alcohol-based windshield cleaners.
- Never mix different windshield cleaners together.

NOTICE

When you top up the windshield washer fluid, if you use a damaged screen or do not use a screen at all, dirt particles may get into the windshield washer fluid tank. The spray nozzles may become clogged.

- Take the screen out only to clean it.
- Replace a damaged or missing screen.

Introduction

The engine oils are determined based on the requirements of the hybrid drives, emissions control systems, and the fuel quality. On all hybrid drives, the engine oil comes into contact with combustion residue and fuel, which affects the aging of the engine oil. Using the correct engine oil is essential for the function and service life of the engine. The hybrid drive is filled at the factory with a special multi-purpose, low-viscosity oil that can generally be used year-round.

The vehicle can consume engine oil. The engine oil consumption can vary and can change throughout the service life of the vehicle. Depending on the driving style and the usage conditions, the engine oil consumption can be up to 1 l (1 qt) per 2000 kilometers (1200 miles); it can also be higher within the first 5000 kilometers (3100 miles)on new vehicles. Because of this, the engine oil level must be checked regularly and it is best to check the level before long drives.

WARNING

Engine oil gets extremely hot when the hybrid drive is drive-ready. Failure to take care when handling hot engine oil can cause serious bodily burns. This could result in serious or fatal injuries.

- Always allow the hybrid drive to cool down before starting work with the engine oil.

WARNING

Engine oil is poisonous. Contact with engine oil, especially swallowing engine oil, may result in serious or fatal injuries.

- If you swallow engine oil, seek urgent medical help.
- If you have health problems after working with engine oil, seek medical help.
- Always store engine oil in the sealed original container and keep it out of the reach of children. This also applies to used oil until it is disposed.
- Never use empty food cans, bottles, or other containers to store engine oil, because someone could drink the engine oil by mistake.
- Avoid regular contact with engine oil to prevent damage to your skin.
- Protect your skin, face and particularly your eyes when working with engine oil.
- Do not eat, drink or smoke when working with engine oil.
- Wash your skin with soap and water after working with engine oil.

Engine oil that has dripped and spilled can pollute the environment. Catch any leaking operating fluids and dispose of them correctly according to environmental regulations.

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Engine oil standards

Vehicles with engine oil label

There is a label on the lock carrier at the front of the engine compartment that shows which engine oil should be added → *fig. 1*.

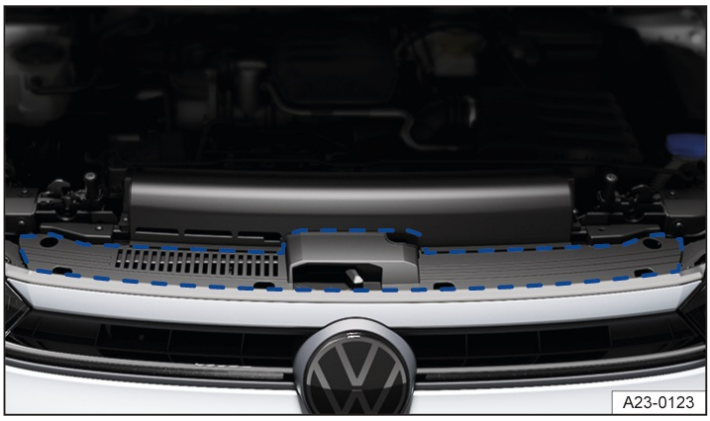


Fig. 1 In the marked area: space for the sticker for engine oil standard and engine oil viscosity (general example).

If you need to top up the engine oil, use an oil with the prescribed engine oil standard and engine oil viscosity → *fig. 2*.

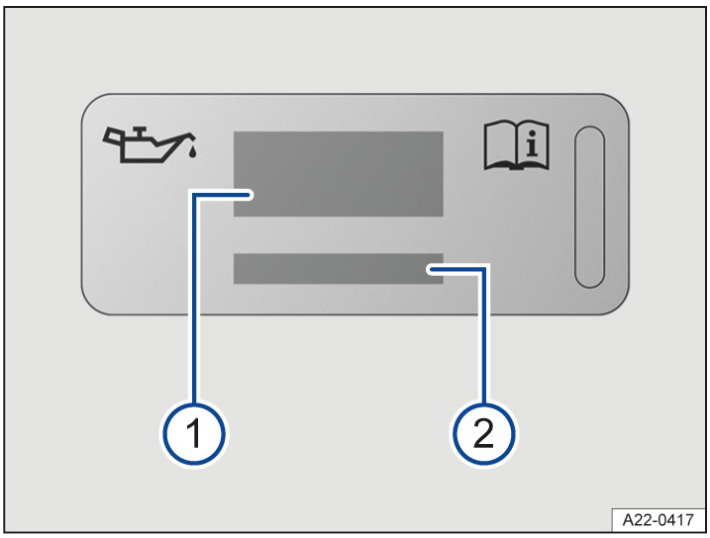


Fig. 2 Engine oil standard and engine oil viscosity label (general example).

1 Engine oil standard information.

2 Engine oil viscosity information.

If the prescribed engine oil → *fig. 2* is used, the engine oil level can be corrected any number of times as needed *(→ Engine oil)*.

If no engine oil that meets the prescribed standard is available, you may, in an emergency, top up the engine oil no more than once before your next standard oil change using no more than 0.5 l (0.5 qt) of engine oil that meets the following deviating standards:

— Hybrid drives: VW standard 504 00 and ACEA C3, ACEA C4, API SP or ILSAC GF-6A. All viscosity classes in these standards are permitted.

Having the oil change carried out by an authorized Volkswagen dealer or authorized Volkswagen Service Facility is

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recommended. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Vehicles without an engine oil label

Information regarding the prescribed engine oil standard and engine oil viscosity can be obtained from suitably qualified professionals. If engine oil needs to be topped up, use an engine oil with the prescribed engine oil standard and engine oil viscosity. If the prescribed engine oil is used, the engine oil level can be corrected any number of times as needed *(→ Engine oil)*.

NOTICE

Using engine oils that have not been approved in accordance with the respective VW standard can cause damage to the engine.

- When refilling, only use engine oils that comply with the quality requirements of the respectively applicable VW standard.
- Only if you absolutely must, add max. 0.5 l(0.5 qt) of engine oil that does not comply with the specified engine oil standards.

Volkswagen recommends Volkswagen Genuine oil.

Changing the engine oil

The engine oil must be changed regularly and in line with the service intervals *(→ Service)*.

Additives in the engine oil can make new engine oil appear dark after a brief hybrid drive run time. This is normal and is no reason to change the engine oil more frequently.

WARNING

If care is not taken when changing engine oil, the oil can cause environmental damage, serious burns, or fire. This could result in serious or fatal injuries.

- Always allow the hybrid drive to cool down completely before changing the engine oil.
- Always wear eye protection for the engine oil change.
- Keep your arms horizontal when using your fingers to unscrew the oil drain plug, so that the draining oil does not drip down your arm.
- Use a container suitable for collecting used oil that can hold at least the entire quantity of oil in the hybrid drive.

NOTICE

Changing the engine oil and filter requires special tools and specialist knowledge. Failing to act properly may cause damage to the vehicle.

- For this reason, always have the engine oil and filters changed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Dispose of the engine oil in a way that will not harm the environment and only at a collection point for used oil, e.g. a recycling center or specialist retailer.

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Checking the engine oil level and adding oil

Preparations



Fig. 1 In the engine compartment: engine oil filler cap (general example).

To avoid an incorrect oil level reading, observe the following steps:

1. With the hybrid drive warm from operation, safely park the vehicle on a horizontal and firm surface *(→ Parking)*.
2. Wait at least five minutes for the engine oil to flow back into the oil pan.
3. Open the hood.
4. Find the engine oil filler and the dipstick.

You can identify these by the → *fig. 1* symbol on the engine oil filler cap and the colored handle on the oil dipstick.

Or: The engine oil level can be displayed in the display of the Volkswagen Digital Cockpit when you open the hood.

Checking the engine oil level on vehicles with an oil dipstick

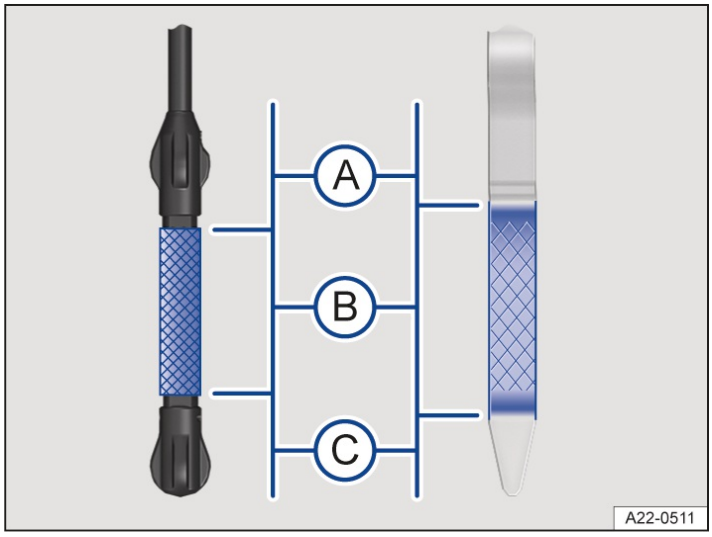


Fig. 2 Engine oil level markings on the oil dipstick (versions).

(A) The engine oil level is too high.

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(B) Oil level in the normal range.

(C) The engine oil level is too low.

Only perform these activities in the specified order:

1. Remove the dipstick from the guide tube and wipe the dipstick off using a clean cloth.
2. Reinsert the dipstick into the guide tube and push it all the way in. If there is a marking on the engine oil dipstick, make sure it lines up with the notch at the top of the guide tube, and that the oil dipstick goes all the way in.
3. Remove the dipstick again and read the oil level on the dipstick as described below→ *fig. 2*:

   (A) The engine oil level is too high. If necessary, follow the messages in the instrument cluster display or contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility →⚠.

   (B) Oil level in the normal range. Engine oil can be added up to the upper edge of this area, for example if there is heavy engine load.

   (C) The engine oil level is too low. Add engine oil immediately and, if necessary, pay attention to the messages in the instrument cluster display.
4. After reading the oil level, reinsert the oil dipstick into the guide tube and push it all the way in.

For high vehicle loads, for example when driving long distances on highways in the summer or when driving through high mountains, the engine oil level should be in the upper section of the permitted area.

Checking the engine oil level on vehicles with a digital indicator

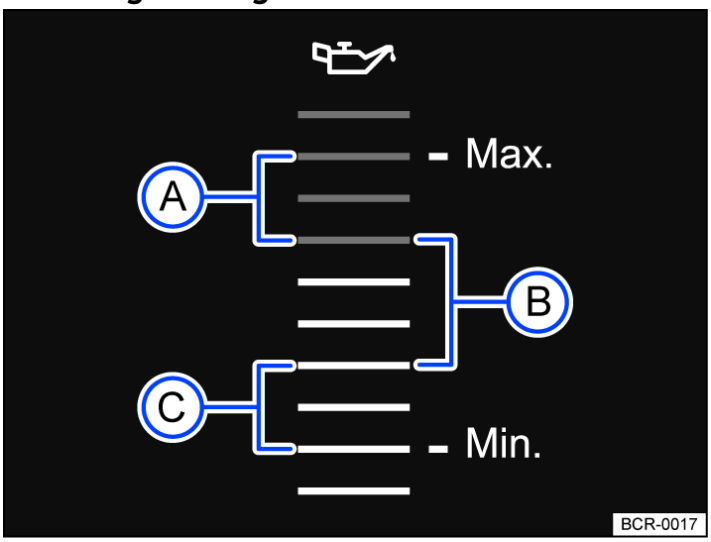


Fig. 3 In the Infotainment system: engine oil level display.

(A) The engine oil level is too high.

(B) Oil level in the normal range.

(C) The engine oil level is too low.

To check the engine oil level on the Infotainment system, perform the following steps:

1. Switch the ignition on.
2. Tap the Menu function key.
3. Tap the Vehicle function key.

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4. Tap the Selection function key.
5. Select vehicle status.
6. Tap the ▶ function keys to select the Oil level menu item.

Possible Measures after Reading the Engine Oil Level in the Infotainment System

— (A) Do not add any engine oil. If necessary, follow the messages in the instrument cluster display or contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

— (B) Oil level in the normal range. Engine oil can be added up to the upper edge of this area, for example if there is heavy engine load →⚠.

— (C) Engine oil level low. Add engine oil immediately and, if necessary, pay attention to the messages in the instrument cluster display.

For high vehicle loads, for example when driving long distances on highways in the summer or when driving through high mountains, the engine oil level should be in the upper section of the permitted area.

Adding engine oil

⚠ WARNING

When topping up, engine oil can spill out or overflow and can ignite if it comes into contact with parts of the hybrid drive that are hot or can become hot. This may cause burns or a fire. This could result in serious or fatal injuries.

- Always make sure that the engine oil cap is installed securely on the engine filler opening after adding oil and that the oil dipstick is inserted correctly in the guide tube.
- Always use a suitable filling aid when topping up the engine oil.

Only perform these activities in the specified order →⚠ →ⓘ:

1. Remove the cap on the engine oil filler →*fig. 1*.
2. Top up the engine oil gradually in small quantities, not more than 0.5 l (0.5 quart) in total, or follow the recommendation in the display of the Volkswagen Digital Cockpit. Volkswagen recommends using the approved engine oils in accordance with the respective VW standard.
3. To avoid overfilling, you must wait at least one minute each time you add engine oil so that the engine oil can flow into the oil pan up to the marking on the oil dipstick.
4. Read the engine oil level again by checking the engine oil level display on the Infotainment system screen before you add another small amount of engine oil.

   Or: read the engine oil level on the oil dipstick again before adding a little more.

   Never add too much oil. When you are done adding oil, the engine oil level should come up to the middle of the →*fig. 2* or →*fig. 3* (B) range. It should not be above →*fig. 2* or →*fig. 3* (B), it should be in the (A) range, and it must not be in the area above →*fig. 2* or →*fig. 3* (A).
5. If you accidentally add too much engine oil and the engine oil level is in the area above →*fig. 2* or →*fig. 3* (A), do not activate the vehicle's drive system →ⓘ. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.
6. Close the cap on the engine oil filler when you are done adding engine oil →*fig. 1*.
7. Close the hood.

Displaying the service information in the Infotainment system

1. Switch the ignition

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1. Switch the ignition on.
2. Select and tap the Car function key.
3. Tap the Setup function key.
4. Tap the Service function key.

After a service has been carried out, the service notification is updated after approximately five days or a distance driven of approximately 500 km (311 miles). Until then, the screen of the Infotainment system will showInspection --- km / --- days Oil change: in --- km / --- days.

NOTICE

Switching on the vehicle's drive system with the engine oil level too high after refilling can cause damage to the hybrid drive.

- Do not activate the vehicle's drive system, and seek professional assistance.

NOTICE

Using incorrect fluids can result in malfunctions and hybrid drive damage.

- When topping up fluids, make sure the correct fluids are added to the correct reservoirs.

Volkswagen recommends using the approved engine oils in accordance with the respective VW standard.

If you are not sure where the cap and the oil dipstick are located, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Troubleshooting

Engine oil pressure too low

The red warning light blinks. A message is shown in the instrument cluster display.

Do not continue driving! Engine damage could result.

1. Stop the vehicle as soon as it is safe to do so *(→ Parking)*.
2. End drive-ready mode.
3. Check the engine oil level *(→ Engine oil)*.
4. If the warning light blinks, do not continue driving or ensure that the vehicle is drive-ready, even if the oil is at the correct level. This could result in damage to the hybrid drive. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

Engine oil level too low

The red warning light blinks. A message is shown in the instrument cluster display.

Do not continue driving! Engine damage could result.

1. Stop the vehicle as soon as it is safe to do so *(→ Parking)*.
2. End drive-ready mode.
3. Check the engine oil level *(→ Engine oil)*.
4. If necessary, top up the engine oil gradually in small quantities(not more than 0.5 l (0.5 qt) in total)or observe the top-up recommendation in the display of the Volkswagen Digital Cockpit.

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5. If the indicator light comes on, do not continue driving or activate the vehicle's drive system, even if the oil is at the correct level. This could result in damage to the hybrid drive. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

Engine oil level too low

The yellow indicator light turns on. A message is shown in the instrument cluster display.

1. Stop the vehicle as soon as it is safe to do so *(→ Parking)*.
2. End drive-ready mode.
3. Check the engine oil level *(→ Engine oil)*.
4. If necessary, top up the engine oil gradually in small quantities(not more than 0.5 l (0.5 qt) in total)or observe the top-up recommendation in the display of the Volkswagen Digital Cockpit.
5. If the indicator light comes on, do not continue driving or activate the vehicle's drive system, even if the oil is at the correct level. This could result in damage to the hybrid drive. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

Engine oil level too high

The yellow indicator light turns on. A message is shown in the instrument cluster display.

1. Stop the vehicle as soon as it is safe to do so *(→ Parking)*.
2. End drive-ready mode.
3. Check the engine oil level *(→ Engine oil)*.
4. If the engine oil level is too high, do not continue driving or ensure that the vehicle is drive-ready. This could result in damage to the hybrid drive. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

or Engine oil system malfunction

The indicator light flashes yellow. A message is shown in the instrument cluster display.

1. Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Introduction

The vehicle cooling system consists of an engine cooling circuit and a high-voltage cooling circuit, each with a coolant expansion tank in the engine compartment.

The cap on the coolant expansion tank for the high-voltage cooling circuit(smaller tank) may only be removed by qualified and trained technicians →⚠.

Only perform work on the engine cooling system if you are familiar with the necessary activities and the general safety precautions, and if the correct operating equipment, fluids and suitable tools are available. Work performed incorrectly can result in serious injuries →⚠. Have all work performed by suitably qualified professionals if necessary. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Information about warning and indicator lights can be found in the troubleshooting section at the end of the chapter *(→ Engine coolant)*.

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WARNING

Engine coolant is poisonous. Contact with coolant, especially swallowing coolant, may result in serious or fatal injuries.

- If you swallow coolant, seek urgent medical help.
- If you have health problems after working with coolant, seek medical help.
- Always store engine coolant out of the reach of children and only within the sealed original container.
- Never use empty food cans, bottles, or other containers to store engine coolant, because someone could drink the engine coolant by mistake.
- Avoid regular contact with coolant to prevent damage to your skin.
- Protect your skin, face, and particularly your eyes when working with coolant.
- Do not eat, drink, or smoke when working with coolant.
- Wash your skin with soap and water after working with coolant.

WARNING

In extremely low temperatures, the coolant can freeze and the vehicle could break down. This can cause the heating to stop working in the vehicle. Vehicle occupants could die of exposure if they do not have sufficient warm clothing.

- Make sure the coolant additive is always adjusted according to the ambient temperature.
- Only use coolant additive approved by the manufacturer.

WARNING

When adding coolant in the coolant expansion tank for the high-voltage coolant circuit, coolant can leak into the inside of the high-voltage battery and cause a short circuit or cause hot coolant to spray out. Harmful vapors may escape and there is a risk of fire. This could result in serious injuries and death.

- Never remove the coolant expansion tank cap for the high-voltage coolant circuit and do not add coolant.

Coolant and coolant additives can pollute the environment. Catch any leaking operating fluids and dispose of them correctly according to environmental regulations.

Engine coolant specifications

The cooling system is filled at the factory with a mixture of specially prepared water and at least 40% coolant additive G12evo (TL 744-L).

The proportion of coolant additive must always be at least 40% to protect the engine cooling system. If greater freeze protection is needed due to the climate, the proportion of coolant additive can be increased. However, the proportion of coolant additive must not exceed 55%, because otherwise the freeze protection will be reduced and the cooling effect will be decreased.

The engine coolant additive can be recognized by its violet color. The mixture of water and coolant additive provides freeze protection down to approx. -25 °C (approx. -13 °F), protects the light-alloy parts in the cooling system against corrosion, prevents calcium deposits and significantly increases the boiling point of the coolant.

If the engine coolant is being topped up, a blend of distilled water and at least 40% of the G12evo engine coolant additive must be used to ensure optimum corrosion protection →ⓘ.

NOTICE

The coloring of the engine coolant results from the mixture of the purple coolant additive and distilled water. If the fluid in the coolant expansion tank is not purple, but for example brown, the engine coolant has been mixed with another non-suitable coolant. This may result in serious malfunctions or damage to the drive and cooling system.

- Only use coolant additive approved by the manufacturer.
- If the coolant turns brown, have it changed immediately by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Never mix original Volkswagen coolant additives with coolant additives that are not approved by Volkswagen when topping up.

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Engine coolant and coolant additives can harm the environment.

1. Catch any leaking operating fluids and dispose of them correctly according to environmental regulations.

Checking and filling engine coolant

Preparations

1. Safely park the vehicle on a horizontal and firm surface *(→ Parking)*.
2. Allow the hybrid drive system to cool →⚠.
3. Open the hood.

The coolant expansion tank is identified with the red symbol on the cap → *fig. 1*.



Fig. 1 In the engine compartment: cap on the engine coolant expansion tank.

⚠ WARNING

Escaping hot steam or hot coolant and hot components may cause serious burns.

- Never open the engine hood if you can see or hear steam or coolant escaping from the engine compartment.
- Always wait until you can no longer see or hear steam or engine coolant escaping from the engine compartment.

⚠ WARNING

The engine cooling system is under pressure when the hybrid drive is hot. If the cover is opened carelessly, coolant may spray out and cause serious burns or fatal injuries.

- Never open the cap on the coolant expansion tank when the hybrid 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 cover of the coolant tank.
- Slowly and very carefully turn the cap on the coolant expansion tank counterclockwise while pressing down lightly on the cap.

Checking the coolant level

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Fig. 2 In the engine compartment: markings on the engine coolant expansion tank.

When new vehicles are delivered or after repairs to the cooling system, the coolant level may be above the marked area. This is normal. The coolant does not need to be extracted.

The coolant level cannot be checked exactly for every model, because the view of the fluid level in the coolant expansion tank may be obstructed. If you cannot read off the engine coolant level accurately, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

1. When the hybrid drive is cold, check the coolant level using the markings on the side of the coolant expansion tank → *fig. 2*. The coolant level must be between the markings.
2. If the fluid level in the coolant expansion tank is below the minimum mark (“min”), have coolant added. When the hybrid drive is warm, the engine coolant level may be slightly above the upper marking.
3. If no coolant is visible in the coolant expansion tank, do not add coolant→ⓘ.

Filling the coolant

1. Carefully unscrew the cap →⚠.
2. Only add new coolant that conforms to the Volkswagen specification *(→ Engine coolant)*.

   If there is no engine coolant available that conforms to the required specification, initially only top up with distilled water. Then have the correct mixture ratio using the specified coolant additive restored as soon as possible by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility →ⓘ.
3. Top up the engine coolant to the upper fill level marker. After topping up the engine coolant, the coolant level must be between the markings on the coolant expansion tank → *fig. 2*.
4. Install the cap securely.
5. Check the coolant level after one day. If the fill level of the coolant reservoir again drops below the “min” minimum marking, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the cooling system checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

NOTICE

Coolant expands when it heats up. If coolant is topped up above the marked level, excess coolant may leak out and cause damage to the vehicle.

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- Do not refill the system with engine coolant above the upper edge of the marked area of the engine coolant tank.

NOTICE

If there is no more engine coolant in the coolant expansion tank, air can get into the cooling system. This could result in damage to the hybrid drive.

- Do not continue driving.
- Do not top up the coolant.
- See an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

NOTICE

The chemical components contained in water that is not distilled can cause considerable corrosion damage in the hybrid drive. This can cause hybrid drive malfunctions.

- Only use distilled water for refilling the system!
- If you have added water that is not distilled, have the fluid in the cooling system changed completely by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

NOTICE

The use of incorrect fluids can cause serious malfunctions and damage to the hybrid drive.

- When filling or changing fluids, make sure the correct fluids are added to the corresponding reservoirs.

Troubleshooting

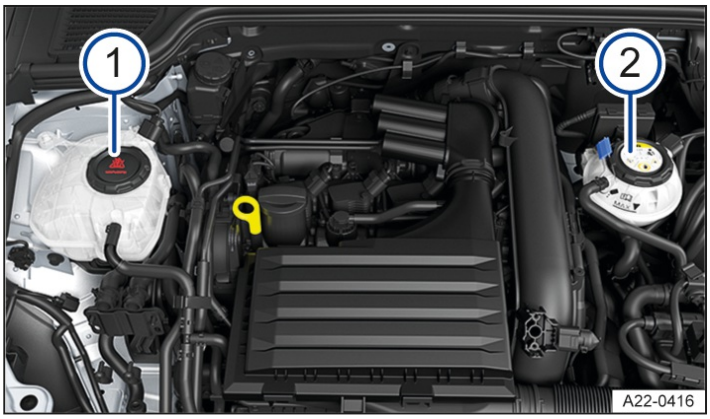


Fig. 1 In the engine compartment: two coolant expansion tanks (general example).

(1) Coolant expansion tank for the cooling system.

(2) Coolant expansion tank for the high-voltage coolant system.

Coolant temperature of the cooling system or the coolant temperature of the high-voltage cooling system is too high. Coolant level of the cooling system or coolant level of the high-voltage cooling system is too low.

The red warning light blinks. A message is shown in the instrument cluster display.

Do not continue driving! This could result in damage to the hybrid drive.

1. Stop the vehicle as soon as it is safe to do so *(→ Parking)*.
2. End drive-ready mode.
3. Allow the hybrid drive system to cool.

Cooling system:

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1. Check the engine coolant level → *fig. 1* (1) *(→ Engine coolant)*.
2. If the warning light does not go out even though the coolant is at the correct level, do not drive any further; deactivate the vehicle's drive system immediately.
3. Do not continue driving!

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

High-voltage coolant system:

1. Check the coolant level for the high-voltage coolant system on the outside of the high-voltage coolant expansion tank → *fig. 1* (2).
2. If the coolant level in the high-voltage coolant system is too low, do not open the high-voltage coolant system and do not add coolant!
3. Do not continue driving!

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

together with High-voltage coolant system malfunction

The red warning light blinks. A message is shown in the instrument cluster display.

Do not continue driving!

1. Stop the vehicle immediately as soon as it is safe to do so *(→ Parking)*.
2. End drive-ready mode.
3. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility immediately for assistance.

Introduction

Brake fluid absorbs moisture from the air over the course of time. Too much water in the brake fluid causes damage to the brake system. Water lowers the boiling point of the brake fluid. If the water content in the brake fluid is too high, vapor lock may form in the brake system during heavy braking and full braking. Vapor lock reduces the braking efficiency, increases the braking distance considerably, and can lead to a total failure of the brake system. Your own safety and the safety of others on the road depends on your brake system functioning correctly at all times.

WARNING

Brake fluid is poisonous. Contact with brake fluid – in particular, if brake fluid is swallowed – may result in serious injury or death.

- If you swallow brake fluid, seek urgent medical help.
- If you have health problems after working with brake fluid, seek medical help.
- Always store brake fluid out of the reach of children and only within the sealed original container.
- Never use empty food cans, bottles, or other containers to store brake fluid, because someone could drink the brake fluid by mistake.
- Avoid regular contact with brake fluid to prevent damage to your skin.
- Protect your skin, face, and particularly your eyes when working with brake fluid.
- Do not eat, drink, or smoke when working with brake fluid.
- Wash your skin with soap and water after working with brake fluid.

NOTICE

Spilled or leaking brake fluid will damage the vehicle's surfaces. The vehicle's paint, plastic parts, and tires may be damaged.

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- Immediately wipe up any spilled or leaking brake fluid that comes into contact with vehicle components.
- Then rinse all vehicle parts with plenty of water.

Brake fluid can pollute the environment. Collect spilled brake fluid and dispose of it correctly.

Brake fluid specifications

Volkswagen has developed a special brake fluid that is optimized for the vehicle's brake system. For optimum performance of the brake system, Volkswagen recommends only using brake fluid that complies with the VW standard 501 14.

Before using brake fluid, check that the brake fluid specification on the bottle matches the vehicle requirements.

Brake fluid that complies with the VW standard 501 14 can be obtained from an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If this type of brake fluid is not available and it is therefore necessary to use a different high-quality brake fluid instead, a brake fluid that meets the requirements of DIN

ISO 4925 or the US standard FMVSS 116 DOT 4 CLASS 6 can be used.

Not all brake fluids that comply with the requirements of DIN ISO 4925 or US Standard FMVSS 116 DOT 4 CLASS 6 have the same chemical composition. Some of these brake fluids can contain chemicals that can destroy or damage components of the vehicle brake system over time.

Brake fluid that complies with the VW standard 501 14 meets the requirements of DIN ISO 4925 or the US Standard FMVSS 116 DOT 4 CLASS 6.

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Checking the Brake Fluid

Preparations

1. Safely park the vehicle on a horizontal and firm surface *(→ Parking)*.
2. Open the hood.

Checking the Brake Fluid Level



Fig. 1 In the engine compartment: cap on the brake fluid reservoir.

The brake fluid reservoir can be recognized by its cap→ *fig. 1*.

The brake fluid level cannot be checked precisely on all models because the hood or engine components may obstruct the view of the fluid level in the reservoir.

— If you cannot read the brake fluid level clearly, see an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

— If the brake fluid level is not between the min. and max. marking on the brake fluid reservoir, Volkswagen recommends consulting an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance →⚠.

The brake fluid level decreases slightly when the vehicle is being used as the brake pads wear and the brakes automatically adjust themselves.

⚠ WARNING

A low brake fluid level or unsuitable brake fluid may cause the brakes to fail or may reduce braking efficiency. Accidents and serious or fatal injuries could result.

- Have the brake system and brake fluid level checked regularly.
- Be sure to use the correct brake fluid.
- Only use brake fluid that expressly complies with the VW standard 501 14.
- Only use a high-quality brake fluid that complies withDIN ISO 4925 CLASS 6 or the US standard FMVSS 116 DOT 4 in the exceptional case that a brake fluid that conforms to VW standard 501 14 is not available.
- ●

Changing brake fluid

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Have the brake fluid changed regularly. An authorized Volkswagen dealer or authorized Volkswagen Service Facility can provide information about the interval for changing the vehicle brake fluid. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

1. Only have brake fluid added that meets the required specifications.

WARNING

Vapor lock may occur in old brake fluid due to absorbed moisture during hard braking, reducing braking efficiency and potentially causing total brake failure. Accidents and serious or fatal injuries could result.

- Have the brake fluid changed regularly.
- Only have new brake fluid added.

Troubleshooting

Brake fluid level

The red warning light turns on. The brake fluid level is too low.

Do not continue driving! This could result in the brake failing.

1. Stop the vehicle immediately as soon as it is safe to do so *(→ Parking)*.
2. Check the brake fluid level.
3. If the brake fluid level is too low, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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Introduction

The 12 V vehicle battery is a component of the electrical system and supplies vehicle safety systems with energy if there is high-voltage system malfunction. During maintenance procedures, the 12 V vehicle battery is checked and replaced if necessary.

You may only perform procedures on the electrical system yourself if you are familiar with the necessary activities and the general safety precautions, and if the correct operating equipment and fluids and suitable tools are available. Work performed incorrectly can result in serious injuries →⚠. Have all work performed by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Information about warning and indicator lights can be found in the troubleshooting section at the end of the chapter *(→ 12-V vehicle battery)*.

Battery switch-off in an accident with triggering of the airbag

In vehicles with a 12 V vehicle battery in their vehicle interior or luggage compartment, the electrical connection to the 12 V vehicle battery is pyrotechnically disconnected in an accident with airbag deployment. This prevents a short circuit. For more information on the installation location of the vehicle battery, refer to section *(→ 12-V vehicle battery)*.

Detailed warnings for the 12 V vehicle battery

Always wear eye protection.

Battery acid is highly corrosive. Always wear protective gloves and eye protection.

Fire, sparks, open flame, and smoking are forbidden.

A highly explosive mixture of gases forms when charging the 12 V vehicle battery.

Always keep children away from battery acid and the 12 V vehicle battery.

Always heed the Owner's Manual.

⚠ WARNING

Performing work on the 12 V vehicle battery and the electrical system can cause serious injuries, fires, or electric shocks. This could result in serious injuries.

- Always read and follow the warning information on the 12 V vehicle battery.
- Before performing any work on the 12 V vehicle battery, switch off the ignition and all electrical equipment and disconnect the 12 V battery negative cable.
- Always keep children away from battery electrolyte and the 12 V vehicle battery.
- When handling 12 V vehicle batteries, always protect your hands, arms, and face from spraying battery acid.
- Always wear eye protection and safety gloves.
- Never short circuit the battery terminals.

⚠ WARNING

When work is carried out on the 12 V vehicle battery, a highly explosive, flammable gas mixture builds up. Sparks could form and ignite the flammable gas that is released by the 12 V vehicle battery. This can result in serious injury or death.

- Always keep fires, sparks, open flames, and lit cigarettes far away from the 12 V vehicle battery.

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● Avoid creating sparks when working with wires and electrical equipment or when discharging static electricity.

NOTICE

UV rays can damage the battery housing.

● Do not expose the 12 V vehicle battery to direct sunlight for a long period of time.

NOTICE

The 12 V vehicle battery could freeze and be destroyed.

● Protect the 12 V vehicle battery against freezing temperatures if the vehicle is parked for long periods of time.

After establishing the drive-ready mode when the 12 V vehicle battery is severely drained or replaced or after jump-starting it, the system settings (time, date, personal convenience settings, and programming)and user profiles may be changed or deleted. Check and correct the settings after the 12 V vehicle battery is sufficiently recharged.

Checking the 12 V vehicle battery acid level

The 12 V vehicle battery does not require any maintenance.

Check the acid level of the 12 V vehicle battery regularly:

— On vehicles with high mileage.

— In countries with a warm climate.

— On vehicles with an old 12 V vehicle battery.

12 V vehicle battery location

The 12 V vehicle battery is located in the vehicle interior on the right-hand side in the front footwell under a cover.

Checking the battery acid level

For technical reasons, it is not possible to check the acid level in vehicles with a 12 V vehicle battery in the vehicle interior.

1. To have the 12-volt vehicle battery checked, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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Charging, replacing, disconnecting, or connecting the 12 V vehicle battery

If you suspect that the 12 V vehicle battery is damaged or malfunctioning, see suitably qualified professionals to have the 12 V vehicle battery checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Charging the 12 V vehicle battery

The 12 V vehicle battery should be charged by suitably qualified professionals because the 12 V vehicle battery that is installed at the factory requires a charging process where the voltage is limited →⚠. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Replacing the 12 V vehicle battery

The 12 V vehicle battery is designed to fit the location where it is installed and is equipped with safety features. If a 12 V vehicle battery needs to be replaced, have the replacement part fitted by qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Check with qualified professionals to find out the component information regarding size and the required maintenance, performance, and safety features. They must possess the necessary technical documentation and equipment. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility. The vent opening on the 12 V vehicle battery must always be located on the negative terminal side. The vent opening on the positive terminal side must always be sealed →⚠.

Only use a maintenance-free 12 V vehicle battery that conforms to the TL 825 06 and VW 7 50 73 standards. These standards must be from October 2014 or later.

Always have the 12 V vehicle battery replaced by qualified professionals because the vehicle electronics must be adapted as part of the replacement. Only qualified professionals have the necessary equipment to perform the adaptation and have access to the correct replacement batteries.

Disconnecting the 12 V vehicle battery

If the 12 V vehicle battery must be disconnected from the vehicle electrical system, note the following:

1. Switch off all electrical consumers.
2. Unlock the vehicle before disconnecting the battery. Otherwise, the anti-theft alarm system will be triggered.
3. Disconnect the negative cable first, and then the positive cable →⚠.

Connecting the 12 V vehicle battery

If the 12 V vehicle battery must be connected to the vehicle electrical system, note the following:

1. Switch off all electrical consumers.
2. Connect the positive cable first, and then the negative cable →⚠.

Various indicator lights may turn on after connecting the 12 V vehicle battery and switching the ignition on. They will turn off after driving a short distance at a speed of approx. 15 to 20 km/h (approx. 10 to 12 mph). If the indicator lights light up and remain on, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the vehicle checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If the 12 V vehicle battery was disconnected for a long period of time, the next scheduled maintenance may not display correctly or it may not be calculated correctly *(→ Service interval display)*. Follow the maximum permissible maintenance interval .

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Vehicles with a starter button: If the ignition cannot be switched on after connecting the 12 V vehicle battery, carry out the following activities:

1. Lock and unlock the vehicle from the outside.
2. Try to switch the ignition on again.
3. If the ignition will not switch on, see an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

Automatic equipment deactivation

If the parking light is switched on when parking for a very long time when the vehicle is not drive-ready, the intelligent power management cannot always prevent the 12 V vehicle battery from being drained.

If the 12 V vehicle battery is under a heavy load, the intelligent power management will automatically begin certain measures to prevent the 12 V vehicle battery from draining.

— If necessary, equipment that uses a lot of power will have its performance limited or will be switched off.

12 V Vehicle Battery Draining

If the battery is drained, it may not be possible to activate the vehicle's drive system. The 12 V vehicle battery will be drained in the following situations:

— If the vehicle is parked for long periods of time without ensuring that the vehicle is drive-ready.

— If electrical equipment is used when the vehicle is not in drive-ready mode.

⚠ WARNING

Use of a 12 V vehicle battery that does not have identical specifications and dimensions to the 12 V vehicle battery that was installed at the factory may cause short circuits or fire. This could result in serious or fatal injuries.

- Always use a maintenance-free and leak-proof 12 V vehicle battery that has the same characteristics, specifications, and dimensions as the 12 V vehicle battery that was installed at the factory.

⚠ WARNING

Fitting 12 V vehicle batteries incorrectly may cause short circuits or fire. This could result in serious or fatal injuries.

- Always attach the 12 V vehicle battery to the attachment points provided in the vehicle.
- Replace all covers that are required for the vehicle back on the battery.

⚠ WARNING

A highly explosive mixture of oxyhydrogen can form when charging the 12 V vehicle battery. Sparks or naked flames could ignite the gas mixture. This could cause serious burns.

- Only charge 12 V vehicle batteries in well-ventilated areas.
- Keep sparks and naked flames away from the 12 V vehicle battery.

⚠ WARNING

If the degassing tube is not attached to the 12 V vehicle battery correctly, the highly explosive gas mixture that builds up when the vehicle is running may enter the vehicle interior. The flammable gas could ignite and cause serious injuries or death.

- For vehicles with the 12 V vehicle battery in the vehicle interior or luggage compartment, ensure that the degassing hose is connected to the 12 V vehicle battery correctly. The degassing hose must always be connected to the negative terminal side of the 12-volt vehicle battery.
- Always ensure that the opening on the positive terminal side of the 12 V vehicle battery is capped.

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CAUTION

A drained 12 V vehicle battery can freeze at temperatures around 0 °C(+32 °F). Acid can escape from a frozen and defrosted 12 V vehicle battery. This can cause injuries and long-term damage to the vehicle.

- Never charge a frozen or thawed 12 V vehicle battery.
- Always replace the 12 V vehicle battery if it freezes.

CAUTION

Cables that are connected incorrectly can cause a short circuit. This could damage the on-board electronics and result in serious injuries.

- Connect the positive cable first and then the negative cable.

NOTICE

If the 12 V vehicle battery is connected or disconnected when the ignition is switched on or the vehicle is drive-ready, this could damage the electrical system or electronic components, resulting in electrical malfunctions.

- Never connect or disconnect the 12 V vehicle battery when the ignition is on or the vehicle's drive system is activated.

NOTICE

If accessories that provide power for charging the 12 V vehicle battery are connected to the 12 V socket, this could damage the electrical system or electronic components, resulting in electrical malfunctions.

- Never connect accessories that provide power, such as solar panels or battery chargers, to the 12 V socket in order to charge the 12 V vehicle battery.

12 V vehicle batteries can contain toxic substances such as sulfuric acid and lead. Dispose of 12 V vehicle batteries correctly.

Battery acid can pollute the environment. Collect spilled battery acid and dispose of it correctly.

Troubleshooting

12-volt power supply

The red warning light turns on. A message is shown in the instrument cluster display.

Do not continue driving! Possible failure of the electrical system.

1. Stop the vehicle immediately and park it safely.
2. Turn off electrical equipment that is not needed.
3. End drive-ready mode.
4. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

12-volt power supply

The yellow indicator light turns on. A message is shown in the instrument cluster display.

Messages about the battery charge level of the 12 V vehicle battery.

1. Switch on the ignition so that the 12 V vehicle battery can be recharged.

   Or: Charge the 12 V vehicle battery by charging the high-voltage battery.
2. If the message about the battery charge level of the 12 V vehicle battery does not turn off after a few minutes despite the measures having been taken, then contact an authorized Volkswagen dealer or authorized

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Volkswagen Service Facility.

Messages about the 12 V power supply.

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

48-volt battery

The vehicle may be equipped with a 48-volt battery in addition to the 12-volt vehicle battery.

Always ensure that all work on the 48-volt system is only carried out by an authorized Volkswagen dealer or authorized Volkswagen Service Facility with suitably qualified and trained specialist personnel in accordance with Volkswagen guidelines. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Overview of the 48-volt system

The 48-volt system consists of the following components, among others:

— 48-volt battery.

— Power electronics.

— Purple 48-volt cables and connectors.

Warning signs on the 48-volt battery

Warning signs that indicate dangers are located on the 48 V battery.

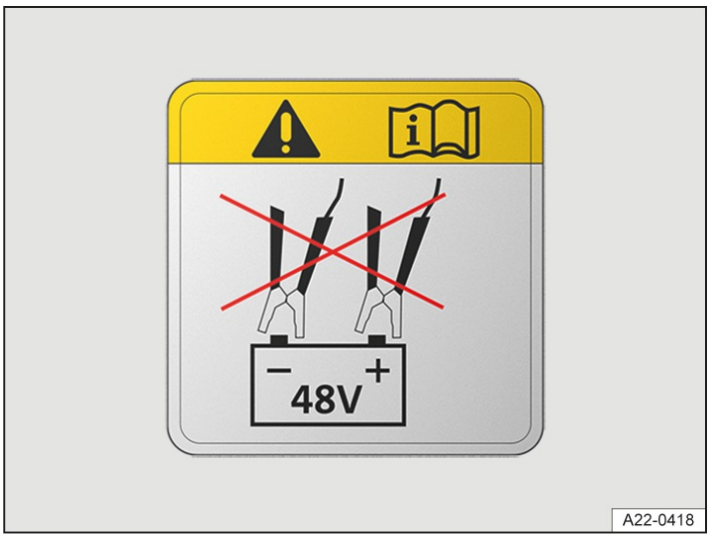


Fig. 1 Warning sign on the terminal cap for the 48-volt battery.

48 V battery information

— No external voltage tap allowed.

— No external 48-volt charging allowed, the 48-volt battery is only charged via the 12-volt vehicle electrical system.

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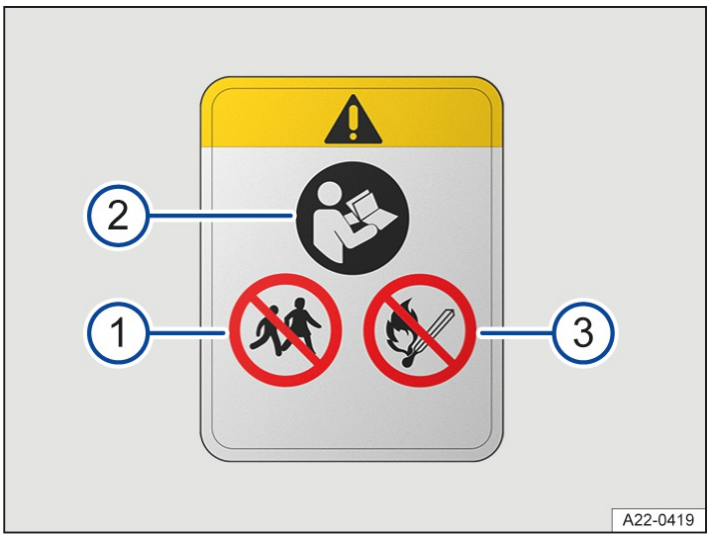


Fig. 2 Warning sign on the 48-volt battery.

1. Always keep the 48-volt battery away from children.
2. Further information and warnings can be found in the Owner's Manual and in the workshop information.
3. Never expose the 48-volt battery to fire, sparks or open flames. Always handle the 48-volt battery with care to prevent damage or fluid leakage.

WARNING

Incorrect handling of the 48-volt battery can result in serious injury or death.

- Have all work on the 48-volt battery carried out only by suitably qualified and trained specialist personnel. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Never make modifications to the 48 V battery.

WARNING

If the 48-volt battery comes into contact with water or other liquids, this could result in short circuits, electric shocks or burns. This could result in serious or fatal injuries.

- Always make sure that the 48-volt battery never comes into contact with water or other liquids.

Introduction

Wheels are the parts of the vehicle that are under the most demand, yet are also the most underestimated. Wheels are very important because the narrow contact surfaces of the tires are the only contact that the vehicle has with the road.

The tire and rim combinations approved by Volkswagen are specifically designed for each other.

The service life of the tire depends on the tire pressure, the driving style, the way the tires are handled, and correct mounting of the tire.

Rims, tires and wheel bolts

Rims, tires, and wheel bolts are determined based on the vehicle model. Whenever another rim is installed, the wheel bolts to be used must have the correct length and bolt head shape. This ensures that the brakes can work correctly and that the vehicle drives smoothly and safely. For technical reasons, standard rims from other vehicles cannot be used. Under certain circumstances, this may even apply to rims for the same vehicle model. You must consult a suitably qualified professional to replace rim/tire combinations. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The correct wheel bolts must always be used for each vehicle model, and these bolts must always be tightened to the

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correct torque *(→ Wheel bolts)*.

WARNING

Incorrect handling of wheels can reduce driving safety and cause serious accidents and fatal injuries.

- Regularly check the tire pressure when the tires are cold and always maintain the specified pressure *(→ Tire pressure)*. If the tire pressure is too low, the tire can heat up so much while driving that the tread separates or the tire ruptures.
- Check the tires regularly for damage and wear.
- Never exceed the maximum permissible speed and tire load specified for the tires fitted to your vehicle.
- For all four wheels, use only radial tires of the same design, size(rolling circumference), and tread pattern.
- While driving, if unusual vibrations can be heard or the vehicle pulls to one side, stop immediately and check the wheels and tires for damage.
- Never loosen the bolts on rims with a bolted rim ring.

WARNING

New tires or tires that are old, worn, or damaged cannot provide the maximum vehicle control and braking effect. This can cause accidents and fatal injuries.

- Break in new tires because they have reduced traction and braking efficiency when they are new. Therefore drive carefully for the first 600 km (370 miles).
- Never drive with tires that are worn or damaged, e.g. punctured, cut, cracked, or bulging.
- While driving, if unusual vibrations can be heard or the vehicle pulls to one side, stop immediately and check the wheels and tires for damage.
- Do not use any tires or rims if you do not know how they have been used in the past. Used tires and rims may be damaged in a way that may not even be visible.
- Only use tires that are more than six years old if absolutely necessary and drive with extreme caution if doing so, even if the tires have never been used.
- Replace worn or damaged tires immediately.

WARNING

If the wheel bolts are not tightened enough to meet the specification, the wheel bolts and consequently the wheel could come loose while driving. Exceeding the tightening specification could damage the wheel bolts and threads. Wheel bolts that are tightened incorrectly or missing could cause you to lose control of the vehicle and lead to serious accidents and fatal injuries.

- Always tighten the wheel bolts to the correct tightening torque. If you do not have a torque wrench, tighten the wheel bolts with the lug wrench and then have the tightening torque checked as soon as possible by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Never drive with missing or loose wheel bolts.
- Always use wheel bolts that are correct for the rim and the vehicle model.
- Never grease or oil the wheel bolts and the threads in the wheel hub. Even when tightened to the specification, the wheel bolts could become loose while driving.
- Ensure the wheel bolts and threads in the wheel hubs are clean, easy to move and free of oil and grease.
- Never loosen the bolts on rims with a bolted rim ring.

WARNING

Improper installation of the tires on the rim can result in damage to the rim and cause tires to suddenly lose air or go flat while driving.

This can cause accidents and fatal injuries.

- Always have tires installed on the rim by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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Preventing damage to the tires

— Always drive over curbs and other low obstacles slowly and at a right-angle so that both front wheels come into contact with the obstacle at the same time.

— Check the tire pressure regularly.

— Check tires regularly for damage, e.g. punctures.

— Never exceed the load index and maximum speed of the tire *(→ Tire labeling and tire classifications)*.

— Have damaged or worn rims replaced immediately .

— Protect tires from coming into contact with corrosive materials such as grease, oil, gasoline, and brake fluid→ ⚠.

— Replace missing dust caps on the valves immediately.

— Remove any objects provided they have not punctured the inside of the tire .

— Pay attention to all warnings issued by the Tire Pressure Monitoring System *(→ Tire Pressure Monitoring System)* *(→ Tire Pressure Monitoring System)*.

⚠ WARNING

Corrosive fluids and materials can cause visible and invisible damage to the tires, which can cause the tires to fail. This can cause accidents and fatal injuries.

- Always keep chemicals, oils, grease, fuel, brake fluid, and other corrosive materials away from the tires.

Storing tires

— Only store tires in a cool, dry location that is as dark as possible.

— Do not stand tires that are mounted on rims up vertically.

— Protect tires that are not mounted on rims from dirt with suitable covers and store them standing on the tread surface.

Tires that are more than six years old

Tires age due to physical and chemical processes that affect their function. Tires that have been stored and unused for long periods of time age more quickly than tires that are used continuously.

Volkswagen recommends replacing tires that are more than six years old with new tires. This even applies to tires that may appear to be usable and whose tread depth is still greater than the minimum requirement → ⚠.

Winter and all season tires lose their characteristics to a large extent due to aging, regardless of the remaining tread depth.

The age of the tire can be determined based on the production date *(→ Tire labeling and tire classifications)*.

⚠ WARNING

Old tires can suddenly lose air or rupture, particularly at high speeds.
This can cause accidents and fatal injuries.

- Only use tires that are more than six years old if absolutely necessary and drive with extreme caution if doing so, even if the tires have never been used.

New tires

— Drive particularly carefully during the first 600 km(370 mi) with new tires because they must be broken in. Tires that have not yet been broken in have reduced gripping abilities and braking efficiency → ⚠.

— Only use tires with the same design and as close to the same construction, size(rolling circumference) and tread pattern as possible on all four wheels.

— The tread depth of new tires may vary between tire models and manufacturers due to different design features

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and tread designs.

WARNING

New tires must be broken in because they have reduced traction and braking efficiency when they are new.
This could cause you to lose control of the vehicle and lead to serious accidents and fatal injuries.

- Break in new tires. Drive carefully for the first 600 km(370 miles).

The size specifications for new tires may vary significantly from the actual tire dimensions for different tire brands.

Replacing tires

— At a minimum, replace both tires on a single axle.

— Only replace old tires with tires that have been approved by Volkswagen for your vehicle model.

— Never use tires whose size exceeds the measurement of tires that are approved by Volkswagen→ ⚠.

Volkswagen Genuine tires

At the factory, the vehicle can be equipped with Volkswagen Genuine tires. These tires are marked with the ⊕ symbol and are specially adapted for this vehicle. Volkswagen Genuine tires fulfill the highest standards of safety and driving characteristics when used appropriately.

Recalibrating the Tire Pressure Monitoring System

The Tire Pressure Monitoring System must be recalibrated each time one or more wheels is replaced. This also applies if the tires are rotated, for example from front to back *(→ Tire Pressure Monitoring System)*.

Vehicles with Tire Pressure Monitoring System

— When replacing the factory-installed wheels, make sure the new wheels are equipped with sensors that are compatible with the TPMS *(→ Tire Pressure Monitoring System)*.

— You must drive for a little while at a speed above approximately 25 km/h(approximately 15 mph) for the new wheels to be detected.

Additional information about the TPMS *(→ Tire Pressure Monitoring System)*.

WARNING

Improper replacement or modification of the sensors of the tire pressure monitoring system can introduce leaks in the valves, causing the tire to lose air.

If the tire pressure is too low, the tire can heat up so much while driving that the tread separates or the tire ruptures, which in turn can lead to serious accidents and/or severe injuries.

- Always use a new valve and seal kit when replacing or modifying the sensors.

WARNING

Wheels must have enough clearance from vehicle components. If there is not enough clearance, tires could rub against components of the suspension, the body, and the brake lines.

This may cause the brake system to fail, the tread to separate, and the tire to rupture, resulting in serious accidents and fatal injuries.

- Only use tires with dimensions that do not exceed the dimensions of the tire brands approved by Volkswagen and that do not rub against other components of the vehicle.

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WARNING

Dirt can damage the valves and introduce leaks, causing the tire to lose air.

If the tire pressure is too low, the tire can heat up so much while driving that the tread separates or the tire ruptures, which in turn can lead to serious accidents and/or fatal injuries.

- Never drive without caps on the valves.

NOTICE

Driving over potholes and curbs can cause the tires to become deformed.

Damage to the tires and rims can result.

- Avoid strong impacts and drive around obstacles where possible.

NOTICE

The valves may be damaged by dirt.

- Never drive without caps on the valves.

NOTICE

The valves can be damaged when replacing wheels.

- Do not let wheels that you have removed fall on the rim.

Always dispose of old tires correctly and according to regulations.

Using tires approved by Volkswagen ensures that the dimensions will fit correctly on your vehicle. If other tires are used, the seller must provide a certificate from the tire manufacturer stating that the tires are suitable for the vehicle. Keep the certificate stored safely in the vehicle.

Handling rims

Preventing damage to the rims

— Missing hubcaps can cause damage to the rims and wheel bolts.

Always install missing hubcaps before driving.

— Always drive over curbs and other low obstacles slowly and at a right-angle so that both front wheels come into contact with the obstacle at the same time.

— Replace missing dust caps on the valves immediately.

— Check the tire pressure regularly.

Rims with bolted rim ring or accent elements

Rims with a bolted rim ring or accent element consist of multiple pieces. These pieces are connected together with special bolts. Damaged rims must be replaced and may only be repaired by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Rim identification

In some countries, new rims must include information about certain properties. The following information may be on the rim:

— Seal of conformity

— Rim size

— Manufacturer or brand name

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— Production date (month/year)

— Country of origin

— Serial number

— Raw material batch number

— Commodity code

WARNING

Using unsuitable or damaged rims can impair driving safety and cause accidents and serious injuries.

- Only use rims permitted for the vehicle.
- Check the rims regularly for damage and replace them if necessary.

WARNING

Loosening and tightening bolts incorrectly on rims with bolted rim rings can cause severe accidents and death.

- Never loosen the bolts on rims with a bolted rim ring.
- Have all procedures on rims with bolted rim rings performed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Checking the tire pressure

Incorrect tire pressures negatively affect vehicle handling and can cause increased tire wear or even a flat tire→ ⚠. Above all, the correct tire pressure is especially important when driving at high speeds.

— Check the tire pressure at least once a month.

— Check the tire pressure only when tires are cold. The specified tire pressure only applies to a cold tire. The tire pressure on warm tires is higher than on cold tires. Therefore, never release air from a warm tire to adjust the tire pressure.

— Always adjust the tire pressures to the vehicle load→ *fig. 1*.

— After adjusting tire pressures, always screw the caps on the valves and note the information about the Tire Pressure Monitoring System (TPMS).

— Always use the tire pressures specified on the label. Never exceed the maximum tire pressure specified on the side of the tire.

— If the size of the tires installed at the factory differs from the details on the identification label or on the tire pressure label, the correct tire pressure must be determined.

Geolocation of the tire inflation pressure label

The label specifies the correct tire pressures for approved tires and is either on the driver door pillar→ *fig. 2* or on the inside of the fuel filler flap.

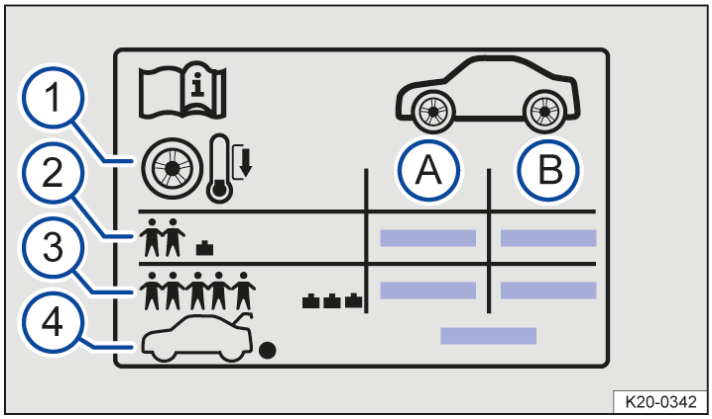


Fig. 1 Symbols on the tire pressure label.

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(A) Tire pressure for the tires on the front axle.

(B) Tire pressure for the tires on the rear axle

(1) Note: check the tire pressure when the tires are cold

(2) Tire pressure when partially loaded

(3) Tire pressure when fully loaded

(4) *Vehicle-dependent:* tire pressure for the spare wheel, collapsible spare wheel or compact spare wheel.



Fig. 2 On the driver door pillar: tire pressure label (may also be on the inside of the fuel filler flap).

The appearance of the label may vary depending on the vehicle. Additional tire sizes can be included that are not approved for your specific vehicle. The tire sizes approved for your vehicle can be found in the vehicle registration document or the EC Certificate of Conformity (CoC – paper); alternatively, you can query this with an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Comfort tire pressure

Depending on the vehicle equipment, the label may include a comfort tire pressure→ *fig. 1*. The comfort tire pressure allows the driving comfort to be increased. Fuel and energy consumption may increase when driving with the comfort tire pressure.

WARNING

A tire pressure that is too low can result in a sudden loss of air, separation of the tire tread or bursting of the tire while driving. An incorrect tire pressure shortens the service life of the tire and negatively affects driving behavior.

An incorrect tire pressure can cause accidents and fatal injuries.

- Check the tire pressures regularly, at least once a month and also before driving long distances.
- Always adjust the tire pressure according to your load.
- Never reduce the tire pressure when tires are warm.

WARNING

Excessive speeds and vehicle overloading can cause overheating, sudden tire damage (including tire blow-outs) and separation of the tread.

This can cause accidents and fatal injuries.

- Never exceed the maximum load for the tires fitted *(→ Tire labeling and tire classifications)*.
- Never exceed the maximum permitted speed for the tires fitted *(→ Tire labeling and tire classifications)*.

NOTICE

Careless handling of the tire pressure gage may damage the valve.

- When positioning the tire pressure gauge, make sure it is not tilted at the valve stem.

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Tire pressure that is too low increases fuel and energy consumption.

Monitoring the tightening torque

The correct wheel bolts must always be used for each vehicle model, and these bolts must always be tightened to the correct torque. The wheel bolt tightening torque must be checked regularly with a functional torque wrench. In addition, the tightening torque must be checked immediately after each wheel change with a functional torque wrench. If the wheel bolts are not tightened enough to meet the specification, the wheel bolts and consequently the wheel could come loose while driving. Exceeding the tightening specification could damage the wheel bolts and threads.

Wheel bolts that are corroded and difficult to turn must be replaced and the threads in the wheel hub must be cleaned before checking the tightening torque. Never grease or oil the wheel bolts and the threads in the wheel hub.

Wheel bolt tightening specification

The tightening torque of the wheel bolts is specified in the chapter on replacing wheels *(→ Wheels and tires)*.

WARNING

If the wheel bolts are not tightened enough to meet the specification, the wheel bolts and consequently the wheel could come loose while driving. Exceeding the tightening specification could damage the wheel bolts and threads.

Wheel bolts that are tightened incorrectly or missing could cause you to lose control of the vehicle and lead to serious accidents and fatal injuries.

- Always tighten the wheel bolts to the correct tightening torque. If you do not have a torque wrench, tighten the wheel bolts with the lug wrench and then have the tightening torque checked as soon as possible by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Never drive with missing or loose wheel bolts.
- Always use wheel bolts that are correct for the rim and the vehicle model.
- Never grease or oil the wheel bolts and the threads in the wheel hub. Even when tightened to the specification, the wheel bolts could become loose while driving.
- Ensure the wheel bolts and threads in the wheel hubs are clean, easy to move and free of oil and grease.
- Never loosen the bolts on rims with a bolted rim ring.

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Replacing tires

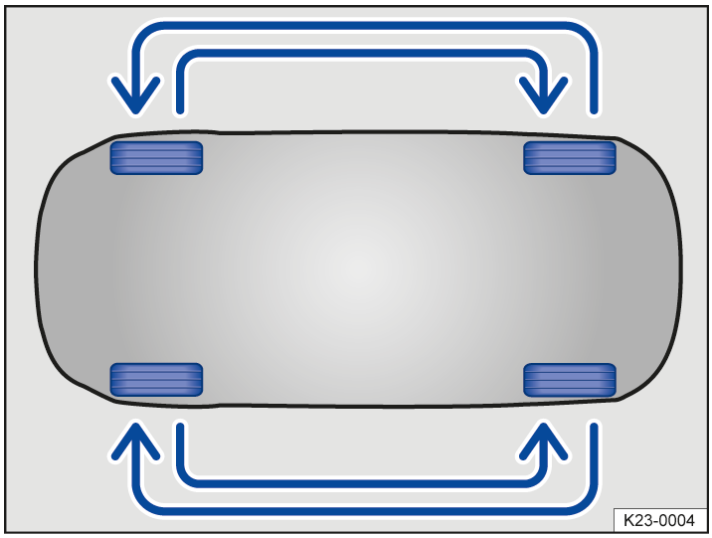


Fig. 1 Diagram for rotating the wheels(general example).

To ensure that the tires wear evenly, rotating the tires regularly according to the diagram is recommended→ *fig. 1*. This will allow the tires to have approximately the same length of service life.

Volkswagen recommends having the wheel replacement carried out by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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Monitoring the tread depth

Tread depth

Most driving situations require a tire tread that is as deep as possible. All tires, or at least tires on the same axle, must have an even tread depth →⚠. This applies in particular to wet or wintry road conditions.

In most countries, the legal minimum tread depth is 1.6 mm(1/16 of an inch). This is measured in the tread grooves next to the wear indicators. Observe any legal regulations specific to the country where you are driving.

Note the legal requirements in the applicable country for minimum tread depths on winter and all-season tires.

Tire wear

Tire wear depends on various factors:

— Driving style.

— Wheel balancing.

— Running gear alignment.

An imbalance can occur while driving, which can be noticed by uneven steering. Tire imbalances also affect tire wear. In these situations, have the wheels balanced again.

Incorrect wheel alignment impairs driving safety and increases tire wear. If there is high degree of tire wear, have the wheel alignment checked by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Tire Wear when Driving with a Sporty Driving Style

Driving quickly around curves, rapid acceleration, and heavy braking increase tire wear.

If you drive with a sporty driving style, check the tread depth every 5000 to 10,000 km(approx. 3107 to 6214 miles).

Tread wear indicator in tires



Fig. 1 In the tread grooves: wear indicator.

The tread wear indicator is 1.6 mm(1/16 in) above the base of the tread → *fig. 1*. Markings on the sides of the tire indicate the location of the tread wear indicator → *fig. 1*.

The tread wear indicator indicates if a tire is worn out. At the latest, the tire must be replaced if the tread depth is worn down to the tread wear indicator.

When you check the tread depth, you must check the wear indicators of all tread grooves.

⚠ WARNING

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Worn tires are a safety risk and make it difficult to control the vehicle well. They increase the braking distance and the risk of skidding.
Worn tires have significantly less grip. Particularly on wet roads, the vehicle is more likely to “hydroplane”.
Worn tires could cause loss of vehicle control, serious accidents and death.
- Replace tires with new tires when the tires are worn down to the tread wear indicator.

Winter tires

Summer tires offer very little holding force on icy or snowy roads. Winter or all-season tires improve vehicle handling and braking performance in winter road conditions. Volkswagen recommends using winter tires on the vehicle at temperatures below +7 °C (+45 °F) or in winter road conditions. This also applies to vehicles with all-wheel drive (4MOTION).

The effectiveness of winter tires or all-season tires is greatly reduced when the tire tread is worn down to a depth of 4 mm (approx. 5/32 in).

The following applies when using winter tires:

— Follow all applicable laws in the country of operation.

— Use winter tires on all four wheels at the same time.

— Only use in winter road conditions.

— Only use the tire sizes permitted for the vehicle.

— Only use winter tires that have the same belt construction, size, and tread pattern.

— Follow the speed restriction based on the speed rating.

Speed restriction

Winter tires have a speed restriction based on their speed rating *(→ Tire labeling and tire classifications)*.

In the case of some vehicle configurations, a speed warning can be set up in theDriving data menu menu for the instrument cluster *(→ Driving data menu)*.

On V winter tires, the speed restriction and required tire pressure depend on the engine. Always ask an authorized Volkswagen dealer or authorized Volkswagen Service Facility about the permitted speed and required tire pressure. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

WARNING

In winter road conditions, do not let the improved driving characteristics of winter tires tempt you to take safety risks, as otherwise you may lose control of the vehicle, resulting in serious injuries.
- Adapt your speed and driving style to the visibility, weather, road and traffic conditions.

When temperatures are above +7 °C(+45 °F), summer tires provide better vehicle handling. There is less road noise, the tires wear more slowly, and economy is better.

For vehicles with a Tire Pressure Monitoring System, the system must be recalibrated after changing to winter tires *(→ Tire Pressure Monitoring System)*.

Winter tires fitted to vehicles with a Tire Pressure Monitoring System must have sensors that are compatible with the Tire Pressure Monitoring System to ensure that the system functions correctly *(→ Tire Pressure Monitoring System)*. If the dimensions of the winter tires do not match the dimensions of the summer tires and require a different cold tire pressure, you will need to adapt the tire pressures for the Tire Pressure Monitoring System *(→ Tire Pressure Monitoring System)*.

The speed limit and tire load of winter tires may differ from those of summer tires.

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You can contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for permitted winter tire sizes. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Snow chains

Note the legal requirements and the permitted maximum speed when driving with snow chains.

Snow chains improve driving and braking handling when on roads covered with ice or snow.

Snow chains may only be mounted on the front wheels and only on the following tire/rim combinations:

Touareg		
Tire size	Rim	Type of snow chains to be used
235/65 R 18	8 J x 18 ET 25	Only use fine-mesh snow chains which are no larger than approx.13.5 mm (approx. 17/32 in).
255/60 R 18	8 J x 18 ET 25	
255/55 R 19	8 J x 19 ET 28	

Touareg R		
Tire size	Rim	Type of snow chains to be used
255/55 R 19	8 J x 19 ET 28	Only use fine-mesh snow chains which are no larger than approx.13.5 mm (approx. 17/32 in).

Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility for more information about wheel, tire, and snow chain sizes. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Snow chains may only be used on tire/rim combinations that are approved for snow chain operation.

If using snow chains, remove the wheel covers and rim accent rings before mounting the snow chains. However, the wheel bolts must be covered with caps for safety reasons. Caps can be obtained from an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

WARNING

Using unsuitable snow chains or installing snow chains incorrectly can cause serious accidents and death.

- Always use the correct snow chains.
- Only use snow chains on the tire/rim combinations approved by Volkswagen.
- Follow the installation instructions provided by the snow chain manufacturer.
- Never drive faster than intended according to the specifications of the snow chain manufacturer or permitted by law when snow chains are mounted.

NOTICE

If snow chains are used on routes that are not snowy, they will impair the driving characteristics, damage the tires, and be quickly destroyed.

- Remove snow chains when driving on roads without snow.

NOTICE

Snow chains that come into contact with the rim directly can scratch or damage the rim.

- To prevent damage, use snow chains with integrated rim protection.

On vehicles with a Tire Pressure Monitoring System, the system must be reprogrammed after snow chains are mounted *(→ Tire Pressure Monitoring System)*.

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Troubleshooting

Damage to tires and rims can often occur where it is not visible→ ⚠.

If you suspect that a wheel is damaged, slow down and stop as soon as traffic allows and it is safe to do so.

Vehicle pulls to one side or unusual vibrations

The vehicle pulls to the left or right when driving, or there are unusual vibrations. This could indicate tire damage or too low a tire inflation pressure.

STOP Check the tires!

Slow down immediately and stop the vehicle as soon as the traffic situation allows and it is safe to do so.

1. Check the tires and rims for damage.
2. Do not continue driving if there is tire damage.
3. Replace the damaged wheel *(→ Wheel change)*. If necessary, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

   Or: seal the damaged tire using the tire mobility set and inflate it with air *(→ Tire mobility set)*.
4. If no exterior damage is visible, drive slowly and carefully to the nearest authorized Volkswagen dealer or authorized Volkswagen Service Facility to have the vehicle checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Foreign object stuck in the tire

A foreign object is stuck in the tire or between the tread segments.

On vehicles with run-flat tires (AirStop® tires): leave the object in the tire and contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Sealant that has been applied to the inside of the tire running surface will surround the object and seal the tire temporarily.

1. If an object has punctured through to the inside of a tire, leave the object in place. Objects stuck between the tire tread segments can be removed.
2. Replace the damaged wheel *(→ Wheel change)*. If necessary, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

   Or: seal the damaged tire using the tire mobility set and inflate it with air *(→ Tire mobility set)*.
3. Check and adjust the tire pressure.
4. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Tires lose traction

The vehicle loses traction when driving along curved stretches, and swerves. The braking distance is longer and the anti-slip regulation (ASR

) and the anti-lock brake system (ABS) take control earlier.
The tire may be too worn down to guarantee sufficient traction *(→ Tread depth and wear indicator)*.

1. Go slowly and carefully to the nearest suitably qualified professional to have the vehicle checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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Wheel bolts can only be undone with difficulty

Wheel bolts can corrode over time. This means that the wheel bolts can only be undone with difficulty.

1. Contact professional assistance, or drive slowly and carefully to the nearest qualified professional to have the vehicle checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

WARNING

Unusual vibrations or the vehicle pulling to one side while driving may indicate tire damage.
Tire damage could cause loss of vehicle control, accidents and serious or fatal injuries.

- Slow down immediately and stop the vehicle as soon as the traffic situation allows and it is safe to do so.
- Check the tires and rims for damage.
- Never continue driving with damaged tires or rims. Instead, seek professional assistance.
- If no exterior damage is visible, drive slowly and carefully to the nearest authorized Volkswagen dealer or authorized Volkswagen Service Facility to have the vehicle checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

How the Tire Pressure Monitoring System Works

The Tire Pressure Monitoring System warns the driver if tire pressures are too low.

The Tire Pressure Monitoring System uses theABS

sensors to monitor the RPM and therefore the rolling circumference of the individual wheels during travel.
If a tire loses air or the tire pressure is too low, the rolling circumference is reduced and the RPM increases.

The Tire Pressure Monitoring System shows a change in the rolling circumference of the tires via the (!) indicator light in the instrument cluster.

The following situations can also cause the RPM to change:

— The tire pressure has changed

— The tire has structural damage

— One side of the vehicle has a heavier load than the other

— Snow chains are installed on the tires

— Only one wheel was replaced on each axle

The Tire Pressure Monitoring System (!) may be delayed or not be displayed at all when driving with a sporty style, on winter or unpaved roads, or when driving with snow chains.

The recommended tire pressure for the tires installed at the factory is specified on the tire pressure sticker on the driver door pillar *(→ Tire pressure)*.

The Tire Pressure Monitoring System will not work if the ESC
or ABS is malfunctioning *(→ Braking assistance systems)*.

Reference Pressure

The reference pressure for the Tire Pressure Monitoring System is the recommended tire pressure for the tires installed at the factory when the tires are cold at maximum load. The reference pressure corresponds to the details on the tire pressure label *(→ Tire pressure)*.

If the tire pressure has been correctly adjusted on all four tires, the Tire Pressure Monitoring System must be re-calibrated *(→ Tire Pressure Monitoring System)*. This adapts the reference pressure to the current tire pressure.

The Tire Pressure Monitoring System (!) may not react at first or may not react at all when you are driving in a sporty

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manner, or on snow-covered or unpaved roads, when you are driving with snow chains, or in certain other situations. A change in the tread circumference of a tire is signaled by the Tire Pressure Monitoring System indicator in the instrument cluster (telltale).

The tire pressure recommended for the tires originally installed on the vehicle is on a sticker on the driver door jamb.

Each tire, including the spare (if provided), should be checked monthly when cold and inflated to the inflation pressure recommended by the vehicle manufacturer on the vehicle placard or tire inflation pressure label. (If your vehicle has tires of a different size than the size indicated on the vehicle placard or tire inflation pressure label, you should determine the proper tire inflation pressure for those tires).

As an added safety feature, your vehicle has been equipped with a tire pressure monitoring system(TPMS) that illuminates a low tire pressure telltale when one or more of your tires is significantly under-inflated. Accordingly, when the low tire pressure telltale illuminates, you should stop and check your tires as soon as possible, and inflate them to the proper pressure. Driving on a significantly under-inflated tire causes the tire to overheat and can lead to tire failure. Under-inflation also reduces fuel efficiency and tire tread life, and may affect the vehicle's handling and stopping ability.

Please note that the TPMS is not a substitute for proper tire maintenance, and it is the driver's responsibility to maintain correct tire pressure, even if under-inflation has not reached the level to trigger illumination of the TPMS low tire pressure telltale.

Your vehicle has also been equipped with a TPMS malfunction indicator to indicate when the system is not operating properly. The TPMS malfunction indicator is combined with the low tire pressure telltale. When the system detects a malfunction, the telltale will flash for approximately one minute and then remain continuously illuminated. This sequence will continue upon subsequent vehicle start-ups as long as the malfunction exists.

When the malfunction indicator is illuminated, the system may not be able to detect or signal low tire pressure as intended. TPMS malfunctions may occur for a variety of reasons, including the installation of replacement or alternate tires or wheels on the vehicle that prevent the TPMS from functioning properly. Always check the TPMS malfunction telltale after replacing one or more tires or wheels on your vehicle to ensure that the replacement or alternate tires and wheels allow the TPMS to continue to function properly.

⚠ WARNING

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

- Always stay attentive and do not rely solely on the Tire Pressure Monitoring System. The driver is always responsible for maintaining the correct tire pressures.
- Observe the system limitations *(→ Tire Pressure Monitoring System)*.
- Regularly check the tire pressure when the tires are cold and always maintain the specified pressures as stated on the tire inflation pressure label for the tires fitted on the vehicle *(→ Tire pressure)*.
- Check the tires regularly for signs of wear or damage and replace worn or damaged tires immediately.
- Never exceed the maximum permissible speed and tire load specified for the tires fitted to your vehicle.

⚠ WARNING

If you drive with insufficient tire pressure, the tire could become so hot that the tread could separate, the tire could rupture, and you could lose control of the vehicle.

Tire pressure that is too high or too low shortens the service life of the tire and affects driving behavior.

Different tire pressures or low tire pressures can increase tire wear, decrease vehicle stability, increase braking distance, and result in tire damage, tire failure and loss of vehicle control.

This can cause serious accidents and fatal injuries.

- Always pay attention to the warnings given by the Tire Pressure Monitoring System. If the (!) warning light turns on, stop the vehicle immediately but safely with regard for other traffic and check all of the tires *(→ Tire pressure)*.
- The driver is responsible for maintaining the correct tire pressure. Regularly check the tire pressure when the tires

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are cold and always maintain the specified pressures as stated on the tire inflation pressure label for the tires fitted on the vehicle *(→ Tire pressure)*. The Tire Pressure Monitoring System(TPMS) can only function correctly when all tires are inflated to the correct pressure when they are cold.

- If the tire is not "flat" and the tire does not need to be replaced immediately, drive slowly to the nearest authorized Volkswagen dealer or authorized Volkswagen Service Facility to have the tire pressure checked and corrected *(→ Tire pressure)*. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Always set up the Tire Pressure Monitoring System correctly *(→ Tire Pressure Monitoring System)*.

⚠ WARNING

Excessive speeds and vehicle overloading can cause overheating, sudden tire damage(including tire blow-outs) and separation of the tread.

This can cause accidents and fatal injuries.

- Never exceed the maximum load for the tires fitted *(→ Tire labeling and tire classifications)*.
- Never exceed the maximum permitted speed for the tires fitted *(→ Tire labeling and tire classifications)*.

Low tire pressures increases energy use, fuel consumption and tire wear.

New tires may expand slightly the first time they are driven at high speeds, which can trigger a tire pressure warning.

Only replace old tires with tires that have been approved by Volkswagen for the vehicle model.

Do not rely on the Tire Pressure Monitoring System alone. Inspect the tires regularly to make sure the tire pressure is correct and check the tires for any signs of damage, such as punctures. Remove any objects stuck in the tire tread as long as they have not punctured the inside of the tire.

Limitations of the Tire Pressure Monitoring System

Regular Maintenance

The Tire Pressure Monitoring System is not intended to replace regular inspection and maintenance of the tires. The driver is responsible for ensuring that the correct tire pressure is used at all times, even if the Tire Pressure Monitoring System is not showing a warning that the tire pressure is too low.

The tire pressure of all tires must be checked once a month when the tires are cold and must correspond to the vehicle manufacturer's specifications on the tire inflation pressure label.

The recommended tire pressure for the tires installed at the factory is specified on the tire inflation pressure label *(→ Tire pressure)*.

Unresolved Malfunctions

If the Tire Pressure Monitoring System displays a malfunction, the tire pressure cannot be monitored correctly. A malfunction in the Tire Pressure Monitoring System can have a number of causes, e.g. a wheel or a tire being replaced. After replacing a wheel or tire, you must check whether the (!) indicator light displays a system malfunction to make sure that the Tire Pressure Monitoring System is working properly *(→ Tire Pressure Monitoring System)*.

Sporty driving

The Tire Pressure Monitoring System may be delayed or not be displayed at all when driving with a sporty style, on winter or unpaved roads, or when driving with snow chains.

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Calibrating the Tire Pressure Monitoring System

The Tire Pressure Monitoring System must be recalibrated under the following conditions:

— If the tire pressures were adjusted.

— If one or more wheels were changed.

— If the wheels were rotated, for example from front to rear.

The Tire Pressure Monitoring System must only be recalibrated if all tires are inflated to the correct pressure when they are cold. In order to measure the tire pressure on cold tires, the vehicle must be left to stand for 3 hours or only be driven slowly over short distances during this time.

After being warned about a low tire pressure, switch the ignition off and back on. The Tire Pressure Monitoring System can only be recalibrated after this is done.

1. Switch the ignition on.
2. Tap ⋯.
3. Tap Vehicle
4. Tap Settings.
5. Tap Tires.
6. Tap (!) SET.
7. If all four tires meet the required tire pressure values, tap Confirm.

   The indicator light (!) flashes for approx. 6 seconds. In addition, a chime is emitted and a message is shown in the instrument cluster display.

   After travel times of at least 20 minutes and at different vehicle speeds, the system adapts to the new values and monitors them.

If the indicator light (!) blinks for approx. 6 seconds without the Tire Pressure Monitoring System having been reprogrammed beforehand, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility immediately.

WARNING

If the Tire Pressure Monitoring System has been calibrated with a tire pressure that is too high or low, the Tire Pressure Monitoring System may give false warnings or fail to give a warning when the tire pressure is dangerously low.

This can cause accidents and serious or fatal injuries.

- Ensure that the tire pressure is correct on all wheels before calibrating the Tire Pressure Monitoring System.

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Troubleshooting the Tire Pressure Monitoring System

Tire pressure low

The yellow indicator light turns on.

The tire pressure of one or more tires has decreased or the tire is structurally damaged.

1. Stop the vehicle immediately where it is safe to do so.
2. Check the tires for visible damage.
3. If there is no visible damage on the tires, drive at reduced speed to the nearest gas station and check the tire pressure. Adjust it if necessary.
4. If one of the tires is damaged, change the damaged wheel . If necessary, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

   Or: seal the damaged tire using the tire mobility set and inflate it with air .
5. Recalibrate the Tire Pressure Monitoring System *(→ Tire Pressure Monitoring System)*.
6. If the malfunction persists, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Tire Pressure Monitoring System malfunction

The yellow indicator light flashes for approximately one minute and then stays on.

There is a system malfunction.

1. Stop the vehicle immediately where it is safe to do so.
2. Switch the ignition off and back on again.
3. Recalibrate the Tire Pressure Monitoring System *(→ Tire Pressure Monitoring System)*.
4. If the malfunction persists, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Driving on unpaved roads for a long period of time or sporty driving can deactivate the Tire Pressure Monitoring System temporarily. If there is a malfunction, the indicator light flashes for approximately one minute and then stays on. However, the indicator light will turn off if the road conditions or driving style changes.

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Function of the Tire Pressure Monitoring System

The Tire Pressure Monitoring System warns the driver if tire pressures are too low.

The Tire Pressure Monitoring System (TPMS

) monitors tire pressure in the four tires while driving using pressure sensors installed on the tires.

The Tire Pressure Monitoring System(!) may not react at first or may not react at all when you are driving in a sporty manner, or on snow-covered or unpaved roads, when you are driving with snow chains, or in certain other situations. A change in the tread circumference of a tire is signaled by the Tire Pressure Monitoring System indicator in the instrument cluster (telltale).

The tire pressure recommended for the tires originally installed on the vehicle is on a sticker on the driver door jamb.

Each tire, including the spare (if provided), should be checked monthly when cold and inflated to the inflation pressure recommended by the vehicle manufacturer on the vehicle placard or tire inflation pressure label. (If your vehicle has tires of a different size than the size indicated on the vehicle placard or tire inflation pressure label, you should determine the proper tire inflation pressure for those tires).

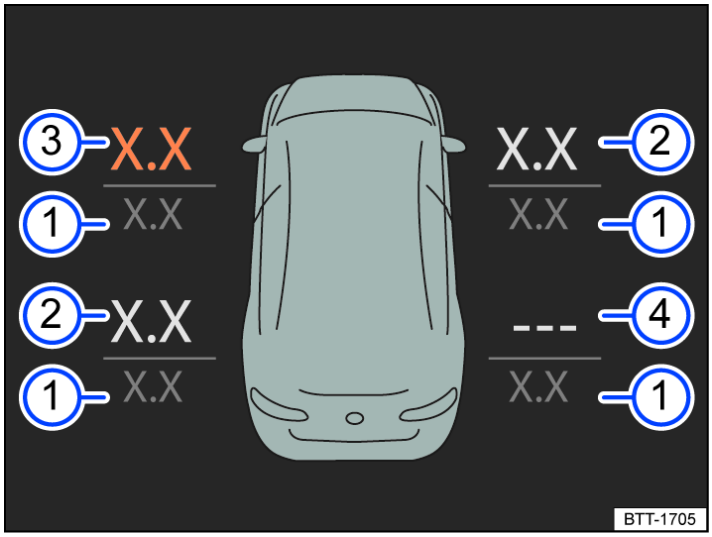
As an added safety feature, your vehicle has been equipped with a tire pressure monitoring system(TPMS) that illuminates a low tire pressure telltale when one or more of your tires is significantly under-inflated. Accordingly, when the low tire pressure telltale illuminates, you should stop and check your tires as soon as possible, and inflate them to the proper pressure. Driving on a significantly under-inflated tire causes the tire to overheat and can lead to tire failure. Under-inflation also reduces fuel efficiency and tire tread life, and may affect the vehicle's handling and stopping ability.

Please note that the TPMS is not a substitute for proper tire maintenance, and it is the driver's responsibility to maintain correct tire pressure, even if under-inflation has not reached the level to trigger illumination of the TPMS low tire pressure telltale.

Your vehicle has also been equipped with a TPMS malfunction indicator to indicate when the system is not operating properly. The TPMS malfunction indicator is combined with the low tire pressure telltale. When the system detects a malfunction, the telltale will flash for approximately one minute and then remain continuously illuminated. This sequence will continue upon subsequent vehicle start-ups as long as the malfunction exists.

When the malfunction indicator is illuminated, the system may not be able to detect or signal low tire pressure as intended. TPMS malfunctions may occur for a variety of reasons, including the installation of replacement or alternate tires or wheels on the vehicle that prevent the TPMS from functioning properly. Always check the TPMS malfunction telltale after replacing one or more tires or wheels on your vehicle to ensure that the replacement or alternate tires and wheels allow the TPMS to continue to function properly.

Tire pressure display in the instrument cluster



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Fig. 1 Indicator in the instrument cluster display or Infotainment system: current tire pressures (general example).

1. Specified pressure in bar.
2. Actual pressure in bar.
3. Loss of pressure in the left front tire.
4. System malfunction in the right rear tire.

1. Open the Vehicle settings menu *(→ Vehicle settings menu)*.

   Or: open the Vehicle status menu in the instrument cluster display.

   The vehicle is shown with the actual and specified pressures for all tires *→ fig. 1*.

When the ignition is switched on, the display initially shows the tire pressures that were last read by the system. When you begin driving, the display will update. If there is low tire pressure, the actual values and the affected tires will be marked in the display *→ fig. 1*.

The sensors do not send any tire pressures when the tires are not moving. This helps to conserve the sensor batteries.

If no tire pressures are sent, the last tire pressures received will be shown in grey.

Switching the tire pressure monitoring system on or off (depending on the vehicle)

If a tire set that does not contain tire pressure sensors or whose tire pressure sensors are not compatible with the vehicle is installed, the (!) indicator light will blink for about one minute and then stay on. The tire pressures will not be monitored. It is not possible to switch the system off.

Follow the local applicable legal regulations regarding the tire pressure monitoring system.

WARNING

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

- Always stay attentive and do not rely solely on the Tire Pressure Monitoring System. The driver is always responsible for maintaining the correct tire pressures.
- Observe the system limitations *(→ Tire Pressure Monitoring System)*.
- Regularly check the tire pressure when the tires are cold and always maintain the specified pressures as stated on the tire inflation pressure label for the tires fitted on the vehicle *(→ Tire pressure)*.
- Check the tires regularly for signs of wear or damage and replace worn or damaged tires immediately.
- Never exceed the maximum permissible speed and tire load specified for the tires fitted to your vehicle.

WARNING

If you drive with insufficient tire pressure, the tire could become so hot that the tread could separate, the tire could rupture, and you could lose control of the vehicle.

Tire pressure that is too high or too low shortens the service life of the tire and affects driving behavior.

Different tire pressures or low tire pressures can increase tire wear, decrease vehicle stability, increase braking distance, and result in tire damage, tire failure and loss of vehicle control.

This can cause serious accidents and fatal injuries.

- Always pay attention to the warnings given by the Tire Pressure Monitoring System. If the (!) warning light turns on, stop the vehicle immediately but safely with regard for other traffic and check all of the tires *(→ Tire*

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pressure)*.

- The driver is responsible for maintaining the correct tire pressure. Regularly check the tire pressure when the tires are cold and always maintain the specified pressures as stated on the tire inflation pressure label for the tires fitted on the vehicle *(→ Tire pressure)*. The Tire Pressure Monitoring System(TPMS) can only function correctly when all tires are inflated to the correct pressure when they are cold.
- If the tire is not "flat" and the tire does not need to be replaced immediately, drive slowly to the nearest authorized Volkswagen dealer or authorized Volkswagen Service Facility to have the tire pressure checked and corrected *(→ Tire pressure)*. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

WARNING

Excessive speeds and vehicle overloading can cause overheating, sudden tire damage(including tire blow-outs) and separation of the tread.

This can cause accidents and fatal injuries.

- Never exceed the maximum load for the tires fitted *(→ Tire labeling and tire classifications)*.
- Never exceed the maximum permitted speed for the tires fitted *(→ Tire labeling and tire classifications)*.

Low tire pressures increases energy use, fuel consumption and tire wear.

New tires may expand slightly the first time they are driven at high speeds, which can trigger a tire pressure warning.

Only replace old tires with tires that have been approved by Volkswagen for the vehicle model.

Do not rely on the Tire Pressure Monitoring System alone. Inspect the tires regularly to make sure the tire pressure is correct and check the tires for any signs of damage, such as punctures. Remove any objects stuck in the tire tread as long as they have not punctured the inside of the tire.

Limitations of the Tire Pressure Monitoring System

Regular Maintenance

The Tire Pressure Monitoring System is not intended to replace regular inspection and maintenance of the tires. The driver is responsible for ensuring that the correct tire pressure is used at all times, even if the Tire Pressure Monitoring System is not showing a warning that the tire pressure is too low.

The tire pressure of all tires must be checked once a month when the tires are cold and must correspond to the vehicle manufacturer's specifications on the tire inflation pressure label.

The recommended tire pressure for the tires installed at the factory is specified on the tire pressure sticker on the driver door pillar *(→ Tire pressure)*.

Transmission Malfunction

Transmitters that operate in the same band as the tire pressure sensors can temporarily stop the system from working properly *(→ Tire Pressure Monitoring System)*.

Metal valve caps can interfere with the sensors' transmission. This may stop the system from recognizing a tire pressure sensor *(→ Tire Pressure Monitoring System)*.

NOTICE

Handling the tire valves incorrectly can damage the pressure sensors and stop the Tire Pressure Monitoring System from working properly.

- The pressure sensors are installed on special aluminum valves that are fixed in place. When filling and checking the tire pressure, do not bend the valves "into position".

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- The valves and sensors can be damaged if valve caps are missing. For this reason, always make sure all valve caps are fully tightened when driving.
- Do not use metal valve caps.
- Do not use “comfort valve caps”, because these do not form a seal and the sensors could be damaged. “Convenience valve caps” are valve caps that do not need to be unscrewed to inflate the tires.

Adjusting the Tire Pressure Monitoring System settings

Adapting tire pressures

The tire pressure must be checked and adapted each time the vehicle load changes. The recommended tire pressure for the vehicle is on the tire inflation pressure label *(→ Tire pressure)*.

The values read by the pressure gauge when inflating the tire may differ from the values detected by the TPMS. The TPMS is more accurate!

Selecting the specified pressures for a vehicle with a partial or a full load

The driver must select the correct specified pressure based on the vehicle load.

1. Switch the ignition on.
2. Tap ⁝⁝⁝.
3. Tap Vehicle.
4. Tap Selection.
5. Select the Vehicle Status menu item.
6. Tap < or > until the Tire pressure monitoring menu appears.
7. Select Tires in the menu.
8. Select the Loading menu item.
9. Select the load condition.

Selecting the Tire Size

When changing to a tire in a different size, it may be necessary to adapt the specified pressure of the Tire Pressure Monitoring System to the new tires. If no adaptation is needed, the selection menu will not be available.

1. Switch the ignition on.
2. Tap ⁝⁝⁝.
3. Tap Vehicle.
4. Tap Setup.
5. Select Tires in the menu.
6. Select the right tire size.

If tires in a size that was not intended at the factory are installed, the specified pressure for these tires can be set by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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Troubleshooting the Tire Pressure Monitoring System

Tire pressure low

The yellow indicator light turns on.

Message: Flat tire! The pressure of one or more tires is below 1.4 bar(20 psi/140 kPa) or there is a critical loss of tire pressure.

1. Stop the vehicle immediately where it is safe to do so.
2. Check the tires for visible damage .
3. If there is no visible damage on the tires, drive at reduced speed to the nearest gas station and check the tire pressure. Adjust it if necessary.
4. If one of the tires is damaged, change the damaged wheel *(→ Wheel change)*. If necessary, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

   Or: Seal the damaged tire with the tire mobility set and inflate it with air *(→ Tire mobility set)*.

Message: Tire pressures are too low.This warning indicates a critical loss of pressure in at least one tire.

1. Check the pressure in all tires and adjust it if necessary *(→ Tire pressure)*.
2. If the tires cannot maintain the tire pressure, get the tires replaced.

   Or: replace the damaged wheel with a spare wheel or compact spare wheel and contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility .

   Or: seal the damaged tire with the tire mobility set and contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Message: Please check the tire pressures. The warning indicates a minor loss of pressure in at least one tire.

1. Avoid driving long distances and at high speeds when the message is displayed.
2. Check the pressure in all tires and adjust it if necessary *(→ Tire pressure)*.

Tire pressure monitoring system malfunction

The yellow indicator light flashes for approximately one minute and then stays on.

One or more tires with tire pressure monitoring sensors were installed but not detected.

1. Drive for a few minutes until the indicator light turns off.

One or more tires without tire pressure monitoring sensors were installed or a tire pressure monitoring sensor is malfunctioning.

1. Install tires with functioning tire pressure monitoring sensors.

There is a malfunction between a sensor and the system. Because of overlap among sensors that function in the same frequency range, the system function may be temporarily impaired.

1. Switch off or avoid using sources of interference, such as mobile devices, remote controls, or children’s toys.

Metal valve caps have been screwed onto the tire valves, which is blocking the tire pressure sensor signal.

1. Replace the metal valve caps with plastic valve caps.

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There is a system malfunction.

1. Switch the ignition off and back on again. If the malfunction persists, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Introduction

Only change the wheel yourself if the vehicle is parked securely, you are familiar with the safety precautions and the necessary procedures and you have the necessary tools. Some vehicles are delivered from the factory without a vehicle jack and lug wrench. In such cases, have the wheel changed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If the vehicle is delivered ex factory with a jack, this jack is only designed for a wheel change in the event that a wheel on the vehicle has been damaged and needs to be replaced. If both tires on one side of the vehicle, both tires on one axle, or all tires are damaged, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

You must carry out the following steps to change a wheel.

1. Prepare the vehicle for the wheel change *(→ Wheel change)*.
2. Depending on the vehicle and vehicle equipment, remove the subwoofer *(→ Subwoofer)*.
3. Remove the wheel hub cover or wheel bolt caps *(→ Wheel bolt caps)*.
4. Loosen the wheel bolts *(→ Wheel bolts)*.
5. Jack up the car *(→ Vehicle jack)*.
6. Remove the damaged wheel and fit the spare wheel or compact spare wheel *(→ Wheels and tires)*.

⚠ WARNING

It can be dangerous to change a wheel at the roadside.
If the vehicle and work area are not secured properly, serious accidents and fatal injuries may occur.

- Only carry out the wheel change yourself if you are familiar with the necessary steps. Instead, seek assistance from an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Stop the vehicle as soon as it is safe to do so.
- Park the vehicle a safe distance from moving traffic.
- To reduce the risk of the vehicle moving unintentionally, always end drive-ready mode, switch on the electronic parking brake and move the selector lever to the P position.
- Move all passengers, particularly children, to a safe distance away from the working area on the side facing away from moving traffic.
- Switch on the emergency flashers to warn other road users and set up the warning triangle.
- Only jack up the vehicle on level, firm ground. Sloped or soft ground can cause the vehicle to slip off the jack. If necessary, place a large, stable surface under the jack.
- If you are on a slippery surface such as tile, place a non-slippery object such as a rubber mat on the ground to prevent the jack from slipping.
- Only use suitable and undamaged tools for wheel changes.
- After changing a wheel, immediately check the tightening torque of the wheel bolts with an undamaged torque wrench that is functioning correctly.
- If your vehicle is equipped with a Tire Pressure Monitoring System, you must recalibrate the system immediately after a wheel is changed *(→ Tire Pressure Monitoring System)*.

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Preparing Your Vehicle

Checklist

Always perform the following steps in the specified order to prepare for a wheel change→⚠:

1. Park the vehicle a safe distance from moving traffic. Observe all important information on parking when doing so *(→ Parking)*. The ground must be level and firm. Sloped or soft ground can cause the vehicle to slip off the jack. If necessary, place a large, stable surface under the vehicle jack.
2. Switch on the emergency flashers *(→ Center console)*.
3. Have all vehicle occupants exit the vehicle on the side facing away from traffic and move to a safe area, such as behind a guard rail. Follow the local regulations regarding wearing a reflective vest.
4. Set up the warning triangle to warn others on the road about the vehicle.
5. Adjust the steering wheel so that the wheels are not pointing straight forward.
6. Air suspension running gear: activate vehicle jack mode *(→ Vehicle jack mode)*.
7. Block the tire that is diagonal from the one you will be changing with a stone, chocks, or another suitable object.
8. In trailer mode: Disconnect the trailer from the towing vehicle and park it .
9. If the luggage compartment is full: remove the contents from the luggage compartment.
10. Remove the vehicle toolkit from the luggage compartment.

⚠ WARNING

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

- Always follow the tasks in the checklist.
- Observe the general safety precautions.

⚠ WARNING

If the vehicle is raised with a vehicle jack or lifting platform, the unintended regulation of the air suspension running gear or roll stabilization could cause serious injuries.

- Switch on the vehicle jack mode before raising the vehicle*(→ Vehicle jack mode)*.
- Always turn off the ignition before raising the vehicle and while working on the vehicle.

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Vehicle jack mode

If vehicles have an air suspension running gear, vehicle jack mode must be switched on when wheels need to be changed or when a lifting platform is being used to raise a vehicle.

Vehicle jack mode switches off regulation of the air suspension running gear. This stops the air springs being regulated when the vehicle is being raised.

Switching on vehicle jack mode

1. Set the electronic parking brake.
2. Switch on the ignition, but do not activate the vehicle's drive system.
3. In the case of vehicles with widened side members, adjust the *Offroad+ vehicle level (→ Self-leveling suspension)*.
4. Tap ⋯.
5. Tap Vehicle.
6. Tap Settings.
7. Scroll down through the list and select theService menu item.
8. Select the Vehicle jack mode menu item.
9. Switch the ignition off.

   Vehicle jack mode is shown on the instrument cluster display.

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Subwoofer

The subwoofer is located on the load sill under the luggage compartment floor. Never repair or remove the subwoofer yourself.

NOTICE

Leaking liquids in the luggage compartment can damage the subwoofer.

- Immediately remove any spilled liquids, e.g. with a dry cloth.

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Removing and Fitting the Wheel Bolt Caps

Removing the Caps



Fig. 1 Remove the caps from the wheel bolts.

The caps are for protecting the wheel bolts and must be completely reattached after a wheel change.

1. Take the extraction hook out of the vehicle tool kit *(→ Vehicle tool kit)*.
2. Insert the extraction hook into the opening in the cap.
3. Remove the cap with extraction hook in the direction of the arrow→ *fig. 1*.

Putting on Caps

1. Push the cap all the way onto the wheel bolts.

The anti-theft wheel bolt has a separate cap. This cap only fits on the anti-theft wheel bolt and not on conventional wheel bolts.

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Loosening the Wheel Bolts and Fitting the Mounting Pin



Fig. 1 Loosening wheel bolts.

Use a suitable lug wrench to loosen the wheel bolts.

Only loosen the wheel bolts a few turns while the vehicle is not raised with the vehicle jack.

1. Slide the lug wrench all the way onto the wheel bolt.
2. Hold the end of the lug wrench and turn the wheel bolt about one turn counterclockwise→ ⚠.

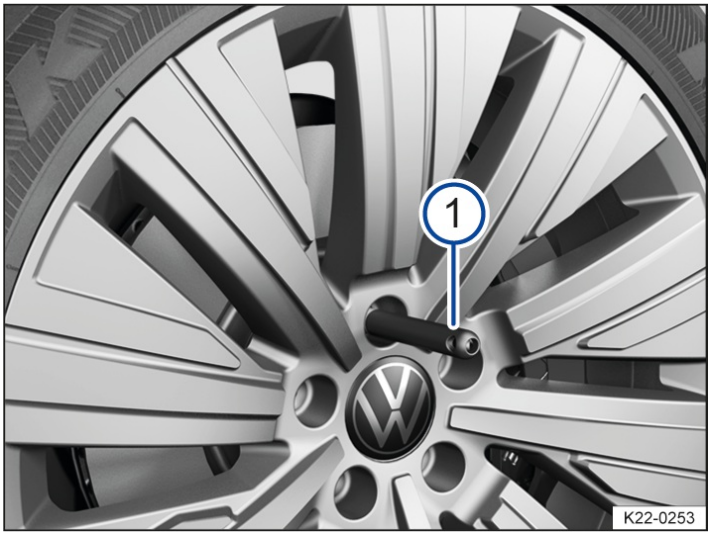
If a wheel bolt cannot be loosened, carefully press on the end of the lug wrench using your foot. Hold onto the vehicle firmly while doing this and make sure you have secure footing.

Loosening anti-theft wheel bolts

1. Remove the adapter for anti-theft wheel bolts from the vehicle tool kit.
2. Slide the adapter all the way onto the anti-theft wheel bolt.
3. Slide the lug wrench all the way onto the adapter.
4. Hold the end of the lug wrench and turn the wheel bolt about one turn counterclockwise→ ⚠.

If a wheel bolt cannot be loosened, carefully press on the end of the lug wrench using your foot. Hold onto the vehicle firmly while doing this and make sure you have secure footing.

Fitting the Mounting Pin



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Fig. 2 Mounting pin in upper hole.

1. Remove the top loosened wheel bolt and place it on a surface.
2. Screw the mounting pin → *fig. 2* (1) from the vehicle tool kit into the hole that is now free by hand.

⚠ WARNING

If the wheel bolts are removed or loosened by more than one rotation before the vehicle is jacked up, the wheel could fall off and the vehicle might tip.

This can result in serious injuries.

- Only loosen the wheel bolts about one turn while the vehicle is not lifted with the jack.
- Never place any part of your body, such as your arm, under the vehicle while you loosen the wheel bolts.

Raising the vehicle with the vehicle jack

Lift points

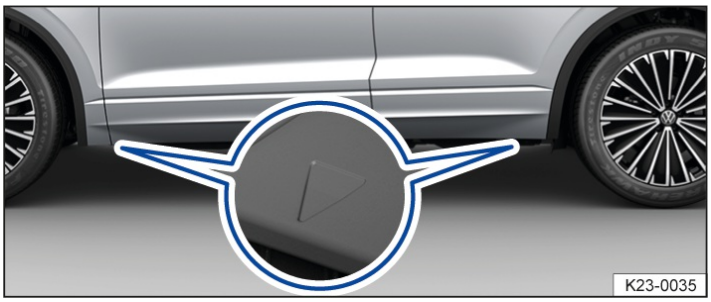


Fig. 1 On the side sill: markings for the jack lift points.

The vehicle jack must only be positioned at the reinforced areas on the underbody that are located behind the markings on the vehicle body → *fig. 1*. Always use the lift point that is nearest to the wheel you are changing→⚠.

Positioning the vehicle jack

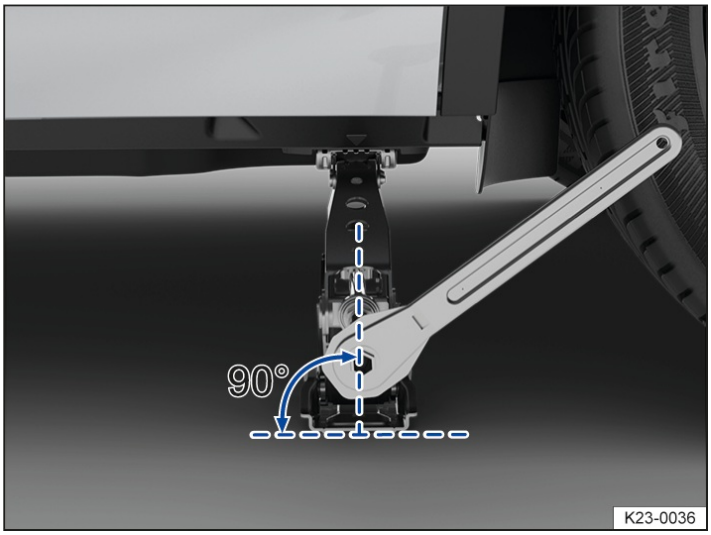


Fig. 2 Correct jack setup.

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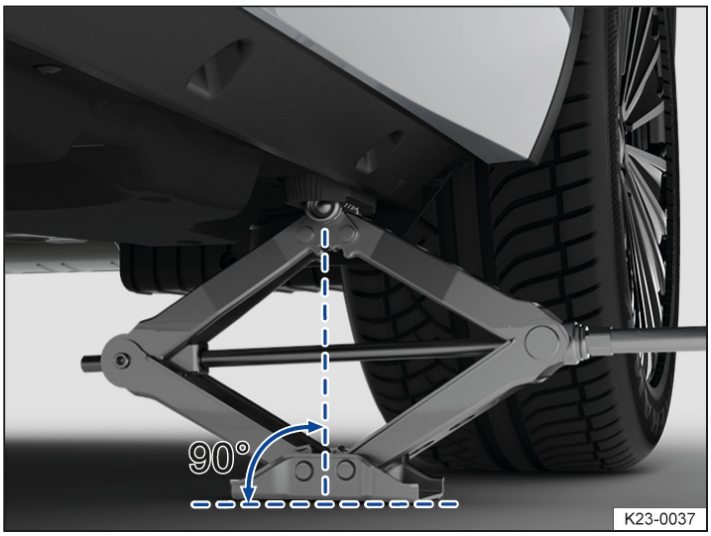


Fig. 3 On the left side of the vehicle at the rear: jack in position.

Checklist

For your own safety, follow the points below in the order they are given→ ⚠:

1. Position the hand crank in the mount on the jack.
2. Find the vehicle lift point → *fig. 1* under the vehicle that is closest to the wheel you will be changing.
3. Crank the jack upward so that it is still positioned under the vehicle lift point.
4. Make sure the entire base of the jack is seated securely on the ground and that the base of the jack is located exactly directly below the lift point → *fig. 2* and → *fig. 3*.
5. Straighten the jack and continue cranking the claw on the top of the jack upward until the claw is positioned on the jacking point under the vehicle → *fig. 3*.
6. Continue raising the vehicle jack until the wheel is lifted off the ground.

⚠ WARNING

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

- Always follow the tasks in the checklist.
- Observe the general safety precautions.

⚠ WARNING

If the vehicle is raised without activating vehicle jack mode, unintended regulation by the air suspension could cause serious injuries and accidents.

- Activate the vehicle jack mode before raising the vehicle *(→ Vehicle jack mode)*.
- Always turn off the ignition before raising the vehicle and while working on the vehicle.

⚠ WARNING

Using the vehicle jack incorrectly can cause the vehicle to slip from the jack, resulting in serious injuries or death.

- Never raise the vehicle if more than one wheel is damaged.
- Never jack up the vehicle when it is in drive-ready mode.
- Never establish drive-ready mode if the vehicle is raised. Vibrations could cause the vehicle to fall off the jack.
- Only place the vehicle jack at the lift points described. The bracket on the vehicle jack must firmly grip the sill → *fig. 3*.
- Never position the jack on the high-voltage battery.
- Only use jacks that are approved by Volkswagen for the vehicle. Other vehicle jacks, including those approved for other Volkswagen models, could slip.

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- Only jack up the vehicle on level, firm ground. Sloped or soft ground can cause the vehicle to slip off the jack. If necessary, place a large, stable surface under the jack.
- If you are on a slippery surface such as tile, place a non-slippery object such as a rubber mat on the ground to prevent the jack from slipping.
- Never place any part of your body, such as your arm, under the vehicle when it is supported only by the jack. If you must work underneath the vehicle, additionally support the vehicle securely with suitable stands.

Changing a wheel

Removing a wheel



Fig. 1 Removing wheel bolts with the lug wrench.

1. Follow the checklist *(→ Wheel change)*.
2. Loosen the wheel bolts and fit the mounting pin *(→ Wheel bolts)*.
3. Raise the vehicle *(→ Vehicle jack)*.
4. Remove loose wheel bolts completely using the lug wrench → *fig. 1* and place the bolts on a clean surface.
5. Remove the wheel.

Two-piece wheel bolts

Two-piece wheel bolts must be used. Two-piece wheel bolts have the bolt connected loosely to the head.

Do not use single piece wheel bolts. If you are not sure which wheel bolts to use for your vehicle, consult an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Installing a spare wheel or compact spare wheel

1. Note the running direction of the tire *(→ Tire labeling and tire classifications)*.
2. Position the wheel.
3. Screw in four wheel bolts.
4. Remove the mounting pin and screw in the remaining wheel bolts.
5. Use the adapter to help if you have anti-theft wheel bolts.
6. Lower the vehicle with the vehicle jack.
7. Tighten all wheel bolts securely clockwise using the lug wrench → ⚠. Do not go in order around the wheel while doing this, but rather always switch to a wheel bolt on the opposite side.

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8. Fit the caps or hubcap *(→ Wheel bolt caps)*.

After a wheel change

1. Clean the vehicle tool kit and place it back in the foam piece in the luggage compartment.
2. Stow the old wheel securely in the luggage compartment.
3. Get the tightening torque of the wheel bolts checked as soon as possible at the nearest authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
4. Get the damaged tires replaced as soon as possible.

Wheel bolt tightening specification

Tightening specification for wheel bolts in steel and aluminum alloy rims:

— 160 Nm (118 ft-lbs).

Wheel bolts that are corroded and difficult to turn must be replaced and the threads in the wheel hub must be cleaned before checking the tightening torque.

Never grease or oil the wheel bolts and the threads in the wheel hub.

Check the tightening torque using a functioning torque wrench immediately after changing a wheel.

⚠ WARNING

If the wheel bolts are not tightened enough to meet the specification, the wheel bolts and consequently the wheel could come loose while driving. Exceeding the tightening specification could damage the wheel bolts and threads.

Wheel bolts that are tightened incorrectly or missing could cause you to lose control of the vehicle and lead to serious accidents and fatal injuries.

- Always tighten the wheel bolts to the correct tightening torque. If you do not have a torque wrench, tighten the wheel bolts with the lug wrench and then have the tightening torque checked as soon as possible by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Never drive with missing or loose wheel bolts.
- Always use wheel bolts that are correct for the rim and the vehicle model.
- Never grease or oil the wheel bolts and the threads in the wheel hub. Even when tightened to the specification, they could become loose while driving.
- Ensure the wheel bolts and threads in the wheel hubs are clean, easy to move and free of oil and grease.
- Never loosen the bolts on rims with a bolted rim ring.

⚠ WARNING

Incorrect wheel bolts can loosen while driving and cause loss of vehicle control, serious accidents, and fatal injuries.

- Always use wheel bolts that are correct for the rim and the vehicle model.
- Never use different wheel bolts.
- Use only two-piece wheel bolts on vehicles with two-piece wheel bolts.

The Tire Pressure Monitoring System(TPMS) indicator light may indicate a system malfunction after a wheel is changed *(→ Tire Pressure Monitoring System)* *(→ Tire Pressure Monitoring System)*.

If the dimensions of the new tires do not match the dimensions of the tires that have been removed and require a different cold tire pressure, you will need to adapt the tire pressures for the Tire Pressure Monitoring System *(→ Tire Pressure Monitoring System)*.

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Introduction

The tire mobility set can be used to temporarily reliably seal tire damage that was caused by foreign objects or punctures up to approximately 4 mm (approx. 5/32 in) in diameter. Do not remove the foreign body, such as a screw, from the tire!

Once the sealant has been filled into the tire, check and adjust the tire pressure again approx. 10 minutes after commencing driving.

If more than one vehicle tired is damaged, seek advice from an authorized Volkswagen dealer or authorized Volkswagen Service Facility. The tire mobility set is only designed to fill one tire.

Only use the tire mobility set when the vehicle is safely parked and you are confident of the necessaries skills and safety precautions! Otherwise, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

The tire sealant must not be used:

— When the wheel rim is damaged.

— In outside temperatures of below -20 °C (-4 °F).

— For cuts or punctures in the tire that are larger than 4 mm(approx. 5/32 in).

— If you have driven with a very low tire pressure or an empty tire.

— If the tire filler bottle is past its use-by date.

— If a foreign body has been removed from the tire.

— In combination with an AirStop® tire. You can tell if your vehicle is equipped with AirStop® tires by the lettering "Seal" on the outside of the tire.

⚠ WARNING

It can be dangerous to use the tire mobility set at the roadside.
If the vehicle and work area are not secured properly, serious accidents and fatal injuries may occur.

- Only use the tire mobility set yourself if you are familiar with the necessary steps. Instead, seek assistance from an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Stop the vehicle as soon as it is safe to do so.
- Park the vehicle a safe distance from moving traffic *(→ In case of an emergency)* *(→ Parking)*.
- Make sure the vehicle is on level and solid ground.
- All passengers, especially children, must keep a safe distance and be clear of the work area.
- Switch on the emergency flashers to warn other road users and set up the warning triangle.
- When using the tire mobility set, never raise the vehicle using a jack, even if the jack is approved for the vehicle.

⚠ WARNING

A tire filled with sealant does not have the same driving characteristics as an undamaged tire.
Over-stressing a sealed tire may result in serious accidents and fatal injuries.

- Never drive faster than 80 km/h(50 mph).
- Avoid hard acceleration, hard braking, and driving fast around curves.
- Drive at a maximum of 80 km/h(50 mph) for no more than 10 minutes and then check the tire.
- Tires sealed with the tire mobility set should be replaced immediately. The tire mobility set is only intended for emergency use in order to reach the nearest authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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CAUTION

The sealing agent can be harmful if it comes into contact with your skin.

- If the sealing agent comes into contact with your skin, clean it off immediately with a cloth or other suitable item.
- Store the tire mobility set out of the reach of children.

Dispose of used or out-of-date sealant in accordance with statutory requirements.

Your authorized Volkswagen dealer or authorized Volkswagen Service Facility can provide you with a new tire inflation bottle. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Read the separate operating instructions provided by the tire mobility set manufacturer.

Preparing Your Vehicle

Checklist

Always carry out the following tasks in the specified order→⚠.

1. Park your vehicle a safe distance from traffic and on level and firm ground. Observe all important information on parking when doing so *(→ Parking)*.
2. Switch on the emergency flashers *(→ Center console)*.
3. Have all vehicle occupants exit the vehicle on the side facing away from traffic and move to a safe area, such as behind a guard rail. Follow the local regulations regarding wearing a reflective vest.
4. Set up the warning triangle to warn others on the road about the vehicle.
5. Check whether a repair with the tire mobility set is possible *(→ Tire mobility set)*.
6. In trailer mode: Disconnect the trailer from the towing vehicle and park it .
7. If the luggage compartment is full: remove the contents from the luggage compartment.
8. Remove the tire mobility set from the luggage compartment.
9. Do not remove the foreign body, e.g. screw, from the tire.

WARNING

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

- Always follow the tasks in the checklist.
- Observe the general safety precautions.

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Sealing and pumping up tires

The tire mobility set is located in the luggage compartment under the luggage compartment floor.

Sealing tires

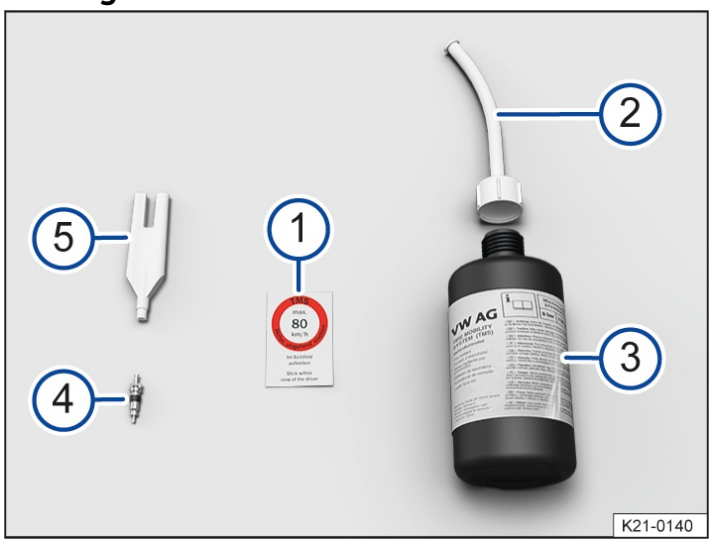


Fig. 1 Components of the tire mobility set(general example).

1. Label with the speed specification “max. 80 km/h” or “max. 50 mph”.
2. Tire inflation hose with plug
3. Tire filler bottle
4. Replacement valve insert
5. Valve insert tool

The valve insert tool → *fig. 1* (5) has a slot on the bottom end where the valve insert will fit. Only in this way can the valve insert be removed from the tire valve and reinstalled. This also applies to the replacement valve insert (4).

1. Stick the label from the tire mobility set → *fig. 1* (1) in the field of vision of the driver on the instrument panel.
2. Unscrew the valve cap from the tire valve.
3. Use the valve insert remover → *fig. 1* (5) to remove the valve insert from the tire valve and place it on a clean surface.
4. Shake the tire inflation bottle → *fig. 1* (3) vigorously back and forth a few times.
5. Attach the tire inflation hose → *fig. 1* (2) to the tire inflation bottle by screwing it on firmly in a clockwise direction. This automatically tears the film on the seal.
6. Remove the sealing plug from the tire inflation hose→ *fig. 1* (2) and insert the open end fully onto the tire valve.
7. Hold the bottle with the base pointing upward and fill all the sealing agent from the tire inflation bottle into the tire.
8. Remove the empty tire inflation bottle from the valve.

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9. Use the valve insert remover to screw the valve insert→ *fig. 1* (5) back into the tire valve.

Inflate the tires (variant 1)

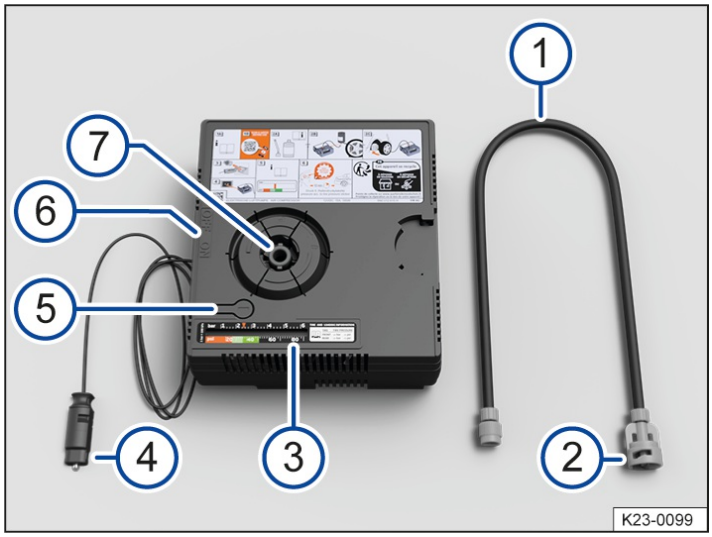


Fig. 2 Compressor in the tire mobility set (general example).

(1) Tire inflation hose
(2) Wing nut.
(3) Tire pressure gauge
(4) 12 V cable connector
(5) Air vent button.
(6) ON and OFF switch
(7) Holder for tire inflation hose.

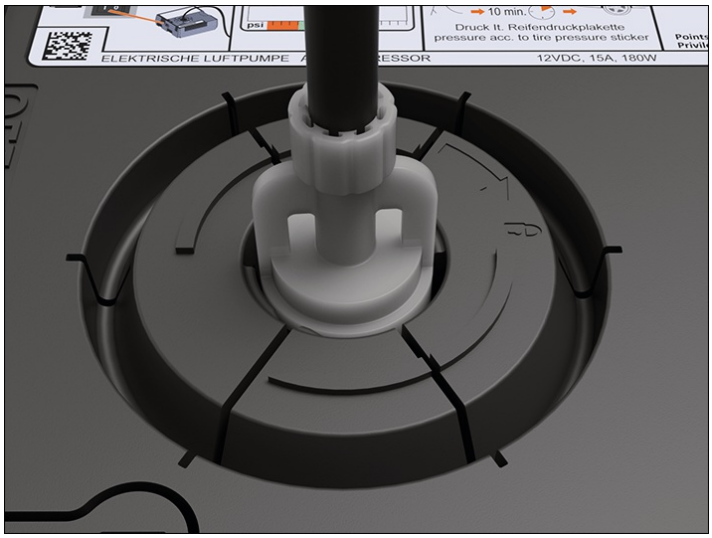


Fig. 3 Attach the tire inflation hose.

The compressor from the tire mobility set may be operated at the 12 V socket, even if the power specification on the compressor label exceeds the maximum power draw of the socket.

1. Remove the tire inflation hose → *fig. 2* (1) from the rear of the compressor.

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2. Insert the tire inflation hose → *fig. 2* (1) with the wing nut (2) into the holder for the tire inflation hose (7) so that the wing nut points to .
3. Turn the wing nut → *fig. 2* (2) clockwise until the wing nut points to → *fig. 3*.
4. Screw the tire filler hose → *fig. 2* (1) of the compressor firmly onto the tire valve.
5. Activate the vehicle's drive system.
6. Insert the 12-volt plug → *fig. 2* (4) into a 12-volt-socket in the vehicle *(→ Sockets)*.
7. Switch the compressor on with the ON and OFF switch → *fig. 2* (6).
8. Leave the compressor running until 2.0 – 2.5 bar (29 – 36 psi/200 – 250 kPa) is reached.
9. Switch off the compressor.

If a tire pressure of 2.0 – 2.5 bar (29 – 36 psi/200 – 250 kPa) cannot be reached:

1. Unscrew the tire inflation hose from the tire valve.
2. Drive the vehicle around 10 meters (approx. 33 ft) forward or backward so that the sealing agent is distributed in the tire.
3. Firmly screw the tire filler hose of the compressor back onto the tire valve and repeat the inflation process.
4. If the required tire pressure still cannot be achieved, the tire is too badly damaged. The tire cannot be sealed with the tire mobility set. Do not continue driving →. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

Continuing Your Journey

1. Disconnect the compressor and unscrew the tire inflation hose from the tire valve.
2. Immediately drive at a maximum of 80 km/h (50 mph), if a tire pressure of 2.0 – 2.5 bar (29 – 36 psi/200 – 250 kPa) has been reached.
3. After 10 minutes of driving, check the tire pressure.

Inflate the tires (variant 2)

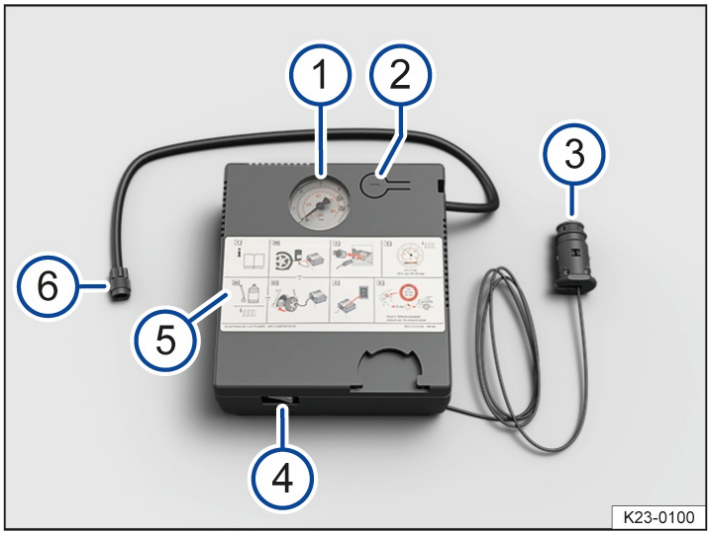


Fig. 4 Compressor in the tire mobility set (general example).

(1) Tire pressure gauge

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(2) Air vent button.

(3) 12 V cable connector

(4) ON and OFF switch

(5) Compressor.

(6) Tire inflation hose

The compressor from the tire mobility set may be operated at the 12 V socket, even if the power specification on the compressor label exceeds the maximum power draw of the socket.

1. Screw the tire filler hose → *fig. 4* (6) of the compressor firmly onto the tire valve.
2. Activate the vehicle's drive system.
3. Insert the 12-volt plug → *fig. 4* (3) into a 12-volt-socket in the vehicle *(→ Sockets)*.
4. Switch the compressor on with the ON and OFF switch → *fig. 4* (4).
5. Leave the compressor running until 2.5 – 3.0 bar (36 – 44 psi/250 – 300 kPa) is reached. Maximum run time: 10 minutes →.
6. Switch off the compressor.

If a tire pressure of 2.5 – 3.0 bar (36 – 44 psi/250 – 300 kPa) cannot be reached:

1. Unscrew the tire inflation hose from the tire valve.
2. Drive the vehicle around 10 meters (approx. 33 ft) forward or backward so that the sealing agent is distributed in the tire.
3. Firmly screw the tire filler hose of the compressor back onto the tire valve and repeat the inflation process.
4. If the required tire pressure still cannot be achieved, the tire is too badly damaged. The tire cannot be sealed with the tire mobility set. Do not continue driving →. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

NOTICE

The compressor can overheat and become damaged if it is used for too long.

- Switch off the compressor after 10 minutes of running time at the latest.
- Allow the compressor to cool down for a few minutes before switching it on again.

Continuing Your Journey

1. Disconnect the compressor and unscrew the tire inflation hose from the tire valve.
2. Immediately drive at a maximum of 80 km/h (50 mph), if a tire pressure of 2.5 – 3.0 bar (36 – 44 psi/250 – 300 kPa) has been reached.
3. After 10 minutes of driving, check the tire pressure.

Check after 10 minutes of driving

1. Park the vehicle on level and solid ground at the next safe opportunity, in a parking lot for example.
2. Reconnect the tire inflation hose → *fig. 2* (1) or → *fig. 4* (6) and read the tire pressure off the tire pressure gage → *fig. 2* (3) or → *fig. 4* (1).

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1.8 bar (26 psi/180 kPa) and less:

1. Do not continue driving! The tire cannot be adequately sealed with the tire mobility set→⚠. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

27 psi/190 kPa (1.9 bar) and above:

1. Readjust the tire pressure to the correct value.
2. Carefully drive to the nearest authorized Volkswagen dealer or authorized Volkswagen Service Facility at a maximum of 80 km/h (50 mph). Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
3. Have the damaged tire replaced at an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

The tire inflation hose and the compressor may become hot during pumping and can cause burns if touched.

- Protect your hands and skin from hot parts.
- Do not place the hot tire inflation hose or compressor onto flammable materials.
- Allow the tire inflation hose and compressor to cool before you put them away.

⚠ WARNING

If the damaged tire cannot be adequately sealed with the tire mobility set, the tire will lose air while driving. This could cause tire failure, loss of vehicle control, accidents, and serious injuries and death.

- If the tire cannot be pumped to at least 2.5 bar(36 psi/250 kPa), the damage is too great. The sealing agent cannot seal the tire. Do not continue driving and instead seek professional assistance.
- Do not continue driving if the tire pressure is 1.8 bar(26 psi/180 kPa) or less after 10 minutes of driving. Instead, seek professional assistance.

Tire labeling and tire classifications

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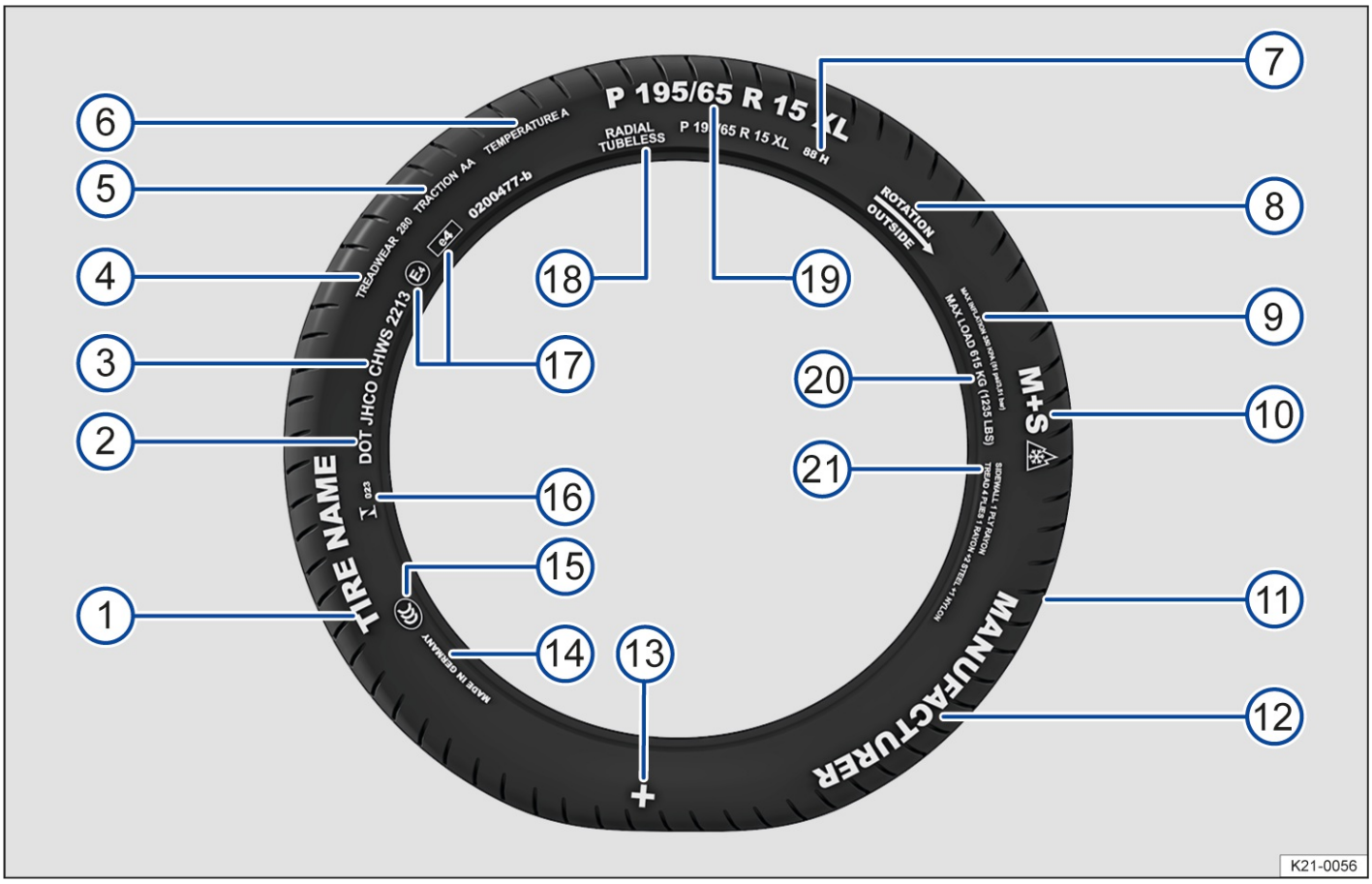


Fig. 1 International tire labeling.

→ *fig. 1* Tire labeling (example), meaning		
1	*Product name*	Individual manufacturer tire designation.
2	DOT	The tire conforms to the legal requirements of the Department of Transportation in the USA, which is responsible for tire safety standards.
3	JHCO CHWS 2213	Tire Identification Number (TIN – may only be on the inner side of the tire) and production date:
	JHCO CHWS	Code for the factory that produced the tire and specifications from the tire manufacturer for the tire size and tire characteristics.
	2213	Production date: 22nd week in the year 2013.
Information for the end consumer about comparative values for specified base tires (standardized test procedures):		
4	TREADWEAR 280	Relative service life expectancy for the tire, based on a US-specific standard test. A tire with the specification *280* will wear 2.8 times more slowly than a standard tire with a tread wear value of 100. The tire performance depends on the usage conditions and may differ significantly from the standard values depending on the driving behavior, maintenance, different road conditions, and climate conditions.
5	TRACTION AA	Wet braking capability of the tire (*AA*, *A*, *B* or *C*). The wet braking capability is measured under controlled conditions on certified test courses. Tires marked with *C* have low traction performance. The traction value assigned to tires is based on straight-line traction test and includes neither acceleration and cornering, nor hydroplaning and traction under maximum load.

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→ *fig. 1* Tire labeling (example), meaning

		traction under maximum load.
6	TEMPERATURE A	Temperature stability of the tire at high speeds on the test stand (*A*, *B* or *C*). Tires marked with *A* and *B* exceed the legal requirements. The temperature rating is based on the tires being inflated to the correct pressure and not overinflated. Excess speed, incorrect tire pressure, and overinflation either alone or in combination can cause heat to build up and cause tire damage.
7	88 H	Load index → *Tire load* and speed rating → *Speed rating*.
8	Rotation and arrow	Tire running direction code → *Unidirectional tires*.
	Or: Outside	Code on the outside of the tire → *Asymmetrical tires*.
9	MAX INFLATION 350 KPA (51 psi/3.51 bar)	US limit for the maximum inflation pressure.
10	M+S *or* M/S *or* ⛄	Code for tires that can be used in the winter (mud and snow tires) *(→ Winter tires)*. Studded tires are marked with an *E* after the *S*.
11	TWI	Indicates the location of the tread wear indicator *(→ Tread depth and wear indicator)*.
12	*Brand name*, *logo*	Manufacturer.
13	⊕	Symbol for Volkswagen Genuine tires .
14	Made in Germany	Country of manufacture.
15	㊾	Country-specific code for China (China Compulsory Certification).
16	⋈ 023	Country-specific code for Brazil.
17	E4 e4 0200477-b	Identification according to international regulations with the number of the country that issued the approval. Approved tires in accordance with ECE regulations are marked with an *E*. Tires in accordance with EU regulations are marked with an *e*. The multi-digit approval number follows that.
18	RADIAL TUBELESS	Tubeless radial tires.
19	P 195 / 65 R 15 XL	Size designation:
		P — Code for passenger vehicles.
		195 — Tire width from one sidewall to the other in mm.
		65 — Height and width ratio in %.
		R — Belt construction code for radial.
		15 — Rim diameter in inches.
		XL — Reinforced tires (“Extra Load”).
20	MAX LOAD 615 KG (1235 LBS)	US load capacity for the maximum load per tire.
21	SIDEWALL 1 PLY RAYON	Specification for the components of the tire body. 1 layer rayon.
	TREAD 4 PLIES 1 RAYON + 2 STEEL +	Specification for the components of the running surface. In the example, there are the following 4 layers under the running surface: 1 rayon layer, 2 steel belts, and 1 nylon layer.

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→ *fig. 1* Tire labeling (example), meaning

1 NYLON

The labeling is on both sides of the tire. In some cases, certain codes may only be on one side of the tire, such as the tire ID number and the production date.

Other digits that may be present are part of the internal labeling from the tire manufacturer or country-specific labeling.

Low-profile tires

Compared to other tire-rim combinations, low-profile tires offer a wider tread surface and a larger rim diameter with shorter tire sidewalls. Low-profile tires improve handling performance and precision. However, they may reduce the level of comfort when driving on roads in poor condition.

Unidirectional tires

The sidewalls on unidirectional tires are marked with arrows. The specified running direction must be followed. This ensures the optimum running characteristics.

If a tire is mounted opposite from the specified running direction, drive more carefully because the tire is not being used the way it was designed to be used. The tire must be replaced or mounted in the correct running direction as soon as possible.

Asymmetrical tires

Asymmetrical tires factor in the behavior of the inner and outer areas of the tread pattern. The sidewalls on asymmetrical tires are marked as the inner and outer side. Maintain the correct position of the tire on the rim.

Tire load

The tire load index indicates the maximum load of an individual tires in kilograms.

Some examples:

78

425 kg (936 lbs)

81

462 kg (1018 lbs)

83

487 kg (1073 lbs)

85

515 kg (1135 lbs)

87

545 kg (1201 lbs)

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88

560 kg (1234 lbs)

91

615 kg (1355 lbs)

92

630 kg (1388 lbs)

93

650 kg (1433 lbs)

95

690 kg (1521 lbs)

97

730 kg (1609 lbs)

99

775 kg (1708 lbs)

100

800 kg (1763 lbs)

101

825 kg (1818 lbs)

102

850 kg (1873 lbs)

103

875 kg (1929 lbs)

104

900 kg (1984 lbs)

Speed rating

The speed rating indicates the maximum speed that may be driven with the tire.

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P

max. 150 km/h (93 mph)

Q

max. 160 km/h (99 mph)

R

max. 170 km/h (106 mph)

S

max. 180 km/h (112 mph)

T

max. 190 km/h (118 mph)

U

max. 200 km/h (125 mph)

H

max. 210 km/h (130 mph)

V

max. 240 km/h (149 mph)

W

max. 270 km/h (168 mph)

Y

max. 300 km/h (186 mph)

Z

above 240 km/h (149 mph), depending on manufacturer also ZR.

Tire load and speed range

Vehicles within the EU and EU member states receive a Certificate of Conformity (COC). The COC contains specifications about the size and diameter as well as load capability and speed range of the tires approved by Volkswagen for the applicable vehicle model.

The model plate will indicate if the vehicle has a COC .

— If the model plate contains a line labeled “Authorization”, then the vehicle has a COC.

— If there is no model plate or the “Authorization” line is not included, then the vehicle does not have a COC.

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Saving maintenance procedures that have been performed (“digital maintenance schedule”)

The certificate of maintenance is saved by suitably qualified professionals in a central system. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility. This transparent documentation of the service history allows you to verify which maintenance work has been performed. Volkswagen recommends receiving a printed record of the maintenance procedures that were performed and stored in the system each time maintenance work is performed.

Having the vehicle maintenance performed regularly not only maintains the value of the vehicle, but also contributes to operational safety and roadworthiness. Therefore, have maintenance procedures performed according to Volkswagen instructions.

Each maintenance is performed on the vehicle, the printed record from the previous maintenance should be replaced with a new record from the current maintenance.

The digital maintenance schedule is not available in some countries. If this is the case, suitably qualified professionals will tell you how the maintenance service is documented. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Maintenance procedures

The following information is documented in the digital maintenance schedule by suitably qualified professionals or an authorized Volkswagen dealer or authorized Volkswagen Service Facility:

— When and which service was performed.

— If a repair recommendation was given, for example that the brake pads should be replaced soon.

— If you had special requests for or during maintenance. Your service advisor will note these on the order.

— Which components and operating fluids have been replaced.

— When your next service appointment is.

The LongLife Mobility Guarantee applies until your next inspection that is due. This is documented at every due inspection.

The type and scope of maintenance procedures can vary from vehicle to vehicle. The vehicle-specific maintenance items can be requested from suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

Performing inadequate maintenance and disregarding maintenance intervals can cause vehicle breakdowns while driving as well as accidents and serious or fatal injuries.

- Have all maintenance work performed by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Volkswagen is not responsible for damage to the vehicle caused by insufficient maintenance or a lack of available parts.

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Fixed Service Interval or Flexible Service Interval

The service events are divided into either oil change service or inspection service. The service interval display in the instrument cluster serves as a reminder for the due date of the next service event.

Depending on the vehicle equipment, the engine, and the operating conditions, either the fixed service interval or flexible oil change service interval can be used for the oil change service.

The engine codes can be checked via the service menu *(→ Driving data menu)*.

How do I find out which service type my vehicle has?

You can find out the service type of the vehicle from suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Special conditions for the flexible oil change service interval

With the flexible oil change service interval, you only need to have an oil change service performed when your vehicle requires it. The specific operating conditions and the personal driving style are used to calculate the time. A standard feature of the flexible oil change service interval is the use of LongLife engine oil instead of conventional engine oil.

Note the information on engine oil specifications in accordance with the Volkswagen standard .

If you do not want to use the flexible oil change service interval, you can also opt for the fixed service interval. However, a fixed service interval can increase the service costs. Your service advisor will provide you with information.

Service interval display

Depending on the vehicle equipment, service due dates for your vehicle may displayed in the service interval display in the instrument cluster *(→ Service interval display)* and in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*. The service interval display indicates when services that include an engine oil change or an inspection are due. When the oil change or inspection service is due, other procedures that are also due, such as brake fluid and spark plug replacement, can be performed.

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Information about operating conditions

The specified service intervals and procedures are determined based on normal operating conditions.

Under extreme operating conditions, it is necessary to have some work performed before the next service that is due or between the specified service intervals.

Extreme operating conditions may include:

— Sulfur fuel.

— Operating in areas with high dust levels

— Frequent use of trailer mode.

— Heavy winter operation.

— Frequent travel with electric drive with the internal combustion engine only switched on occasionally and therefore increased ingress of fuel and water in the engine oil.

This especially applies to the following components(depending on the equipment):

— Active combination filters.

— Air Care active combination filters.

— Air filter

— Toothed belt

— Particulate filter

— Engine oil.

The service advisor at your authorized Volkswagen dealer or authorized Volkswagen Service Facility will advise you if your vehicle's operating conditions require procedures to be performed between the regular service intervals.

⚠ WARNING

Performing inadequate maintenance and disregarding service intervals can cause vehicle breakdowns while driving as well as accidents and serious or fatal injuries.

- Have all maintenance work performed by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Volkswagen is not responsible for damage to the vehicle caused by insufficient maintenance or a lack of available parts.

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Scope of service

All inspection work and maintenance procedures necessary to maintain your vehicle's operational safety and roadworthiness are included in the scope of services (depending on the operating conditions and vehicle equipment, such as engine, transmission, or operating materials). You can find out more information about which jobs are required for your vehicle from suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Or find out from the electronic repairs and workshop information system erWin *(→ Repairs and technical modifications)*.

Inspection procedures

For example, the following systems can be checked.

Electrical equipment

— 12 V vehicle battery: replace if necessary.

— Lighting.

— High-voltage components.

— Horn.

— Headlight adjustment.

— Resetting the service interval display.

Engine and transmission

— Exhaust system.

— Transmission and final drive.

— Ribbed belt.

— Cooling system.

— Engine and components in the engine compartment.

— Engine oil level.

Suspension

— Ball joints and tie rods.

— Tires.

— Brake system.

— CV boots.

— Coupling rods and stabilizer bars.

— Air suspension.

— Tire mobility set.

— Steering.

— Shock absorbers and coil springs.

Body

— Roof systems.

— Windshield.

— Vehicle body corrosion.

— Windshield wiper system and windshield washer system.

— Door arrester.

— Underbody.

— Drip rails.

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1. Test drive.

Maintenance procedures

In addition to the inspection procedures, additional maintenance procedures must be performed on your vehicle depending on the operating conditions and vehicle equipment, such as the engine, transmission, and operating materials. These are either *time-dependent* and *mileage-dependent*, or only *time-dependent* or *mileage-dependent*.

For example, the following operating materials or components can be changed.

— Additives.

— Active combination filters.

— Brake fluid.

— Transmission oil and transmission oil filter, if necessary.

— Air filter

— Engine oil and engine oil filter, if necessary.

— Oil in the final drive and differential.

— Particulate filter

— Toothed belt and tensioning roller.

— Spark plugs.

Additional maintenance procedures that are beyond the scope of what is listed can also be performed.

The scope of services may change for technical reasons, for example due to continuous development of components. Suitably qualified professionals can provide up-to-date information about changes. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Vehicle care information

Regular, proper care helps to maintain your vehicle.

The longer dirt remains on the surfaces of vehicle components, the more difficult it may be to clean and care for them. Long-term exposure can make it impossible for dirt to be removed.

For questions regarding care products or for vehicle components that are not listed, consult a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Suitably qualified professionals can provide you with suitable accessories. Volkswagen recommends the use of Genuine Volkswagen Accessories, which you can acquire from an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Read and follow the usage instructions on the packaging.

⚠ WARNING

Cleaning and caring for vehicle components incorrectly can irreparably damage and impair the vehicle's safety equipment, such as the airbag modules. This may cause serious injuries in the event of an accident.

- Clean and maintain vehicle components only according to the manufacturer’s instructions.
- Always use approved or recommended cleaning solution.
- Never use cleaning solutions that contain solvents.

⚠ WARNING

Cleaning the vehicle incorrectly may result in serious injuries.

- Protect your hands and arms against components with sharp edges, for example when cleaning the inside of the wheel housings.
- Always follow the manufacturer's instructions when using cleaning agents.

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WARNING

Dirty, foggy, or icy door windows reduce visibility and can impair the vehicle's safety equipment. This can cause accidents and serious or fatal injuries.

- Only drive when there is clear visibility through all windows.
- Do not use water-repellent window solutions on the windshield. This can cause intense glare under poor visual conditions.

WARNING

Care products may be poisonous, highly flammable and corrosive. Using care products incorrectly or using unsuitable care products can cause burns and poisoning and may lead to accidents and serious or fatal injuries.

- Note the package insert.
- Only store care products in their sealed original containers.
- Keep children away from all care products.
- Only use care products outside or in well-ventilated areas so that no harmful vapors are inhaled.
- Never use turpentine, engine oil, fuel, nail polish remover, or other highly volatile fluids for vehicle care.

NOTICE

Cleaning dirt with aggressive and solvent-based products can cause permanent damage to vehicle equipment, for example even with only brief exposure on seat cushions or decorative parts.

- Do not allow dirt to dry.
- Have stubborn spots removed by a suitably qualified, authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Washing the vehicle

Washing your vehicle regularly prevents exposure to contamination, which may damage the paint.

Matte-finish vehicles require special care due to the particular properties of the paint.

To ensure that your vehicle is washed correctly and appropriately, note the following information→ , →.

WARNING

After the vehicle has been washed, the braking efficiency may be delayed due to damp or (in the winter) icy brake discs and brake pads. This will increase the braking distance. This can cause a loss of vehicle control, accidents, and serious or fatal injuries.

- Press the brake pedal carefully several times to dry the brakes and clear the ice from them, as long as the visibility, weather, road, and traffic conditions permit.

NOTICE

Improper car washes can increase the risk of severe vehicle damage.

- Always follow the steps described for vehicle care and cleaning.
- Always follow the manufacturer's instructions.
- Do not wash the vehicle in direct sunlight.

NOTICE

Wet vehicle components may freeze in cold weather, which will stop them from working properly.

- In cold weather, never direct a jet of water at locks, doors, or the trunk lid.

Removing stubborn dirt on matte paint

— Soak insects or bird excrement that have adhered to the surface immediately with water and spray with a special cleaner for matte paint.

— Remove tar splashes on the paint surface with commercially available tar removers. Residue must not be removed by intensive rubbing.

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— Remove tree resin and rust particles with special cleaner for matte paint and a cleaning clay bar. Slide the cleaning clay bar over the affected areas without pressing down on it.
— Spray grease and fingerprints with matte paint finish spray and rub with a soft microfiber cloth.
— Rinse gasoline residue immediately with plenty of water.

Automatic car washes

— If your vehicle has matte paint, never select a wash program with wax or drying aids.
— If your vehicle has matte paint, only use textile car washes, never brush car washes.
— For vehicle with decorative and protective decals, never use a wash package with hot wax.
— Choose car washes without brushes.
— Also ensure that the underside of the vehicle is washed regularly and thoroughly to remove any residue.
— Observe the information provided by the car wash operator, particularly with regard to attachments on the vehicle, e.g. spoilers →ⓘ.

✓ The windows are closed and the outside mirrors are folded in.
✓ The electronic parking brake is switched off.
✓ Vehicles with steering lock: If the vehicle is mechanically towed in the car wash, the steering must not be locked *(→ Steering)*.
✓ The windshield wiper and the rain/light sensor *(→ Rain/light sensor)* are switched off.
✓ Auto Hold is switched off.
✓ If applicable: the roof antenna has been removed.

NOTICE

Car washes which mechanically scan contours may damage the vehicle and attachments, e.g. spoiler.
- Follow the information provided by the car wash operator, especially if there are attachments on the vehicle.

Pressure washers



Fig. 1 Warning sign: Do not use pressure washers in the marked area.

— Never use rotating nozzles. Observe the manufacturer's instructions.
— Only use water up to maximum +60 °C(+140 °F).
— Move the water jet evenly with a distance of at least 50 cm(20 inches) between the spray nozzle and all parts of the vehicle.
— Do not direct the water at the same spot for a long period of time.
— If possible, do not direct the water straight at sensitive vehicle components, e.g. rubber seals, side windows, glossy

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trims, tires, sensors, camera lenses, decorative and protective decals.

— Never clean icy or snow-covered door windows with a pressure washer.

Hand washing

Individual contaminations on the paint can be removed with a cleaning clay bar.

1. Clean dust and large dirt deposits from the vehicle with plenty of water.
2. If your vehicle has matte paint, remove insects, grease spots and fingerprints with a special cleaner for matte paint. Apply the product using a microfiber cloth with gentle pressure.
3. Clean the vehicle with a soft sponge, a washing glove, or a washing brush with light pressure. Start at the roof, and continue to work from the top down. Only use a cleansing shampoo on stubborn dirt.

   If your vehicle has matte paint, clean from top to bottom with a neutral cleansing shampoo and a microfiber cloth. Wash the microfiber cloth thoroughly at frequent intervals.
4. Clean the wheels and side members with a clean sponge.
5. Rinse with plenty of water.
6. Let the vehicle air dry. Remove water residue with a leather cloth.

Notes on the high-voltage system

Before washing the vehicle, end the charging process and fully close the charging socket.

Pay attention to the safety warning for the pressure washer→⚠.

⚠ WARNING

Using a pressure washer incorrectly may damage the high-voltage system and the 12 V vehicle electrical system. This can cause accidents and serious injuries or death.

- Never point the jet of the pressure washer directly at the orange high-voltage cables, at components of the high-voltage system or at the 12 V vehicle electrical system.

NOTICE

Washing the vehicle incorrectly can damage the paint surface and destroy the matte paint finish.

- Never use washing programs with wax treatment.
- Only use cleaning agents free of solids and abrasives, such as cleansing shampoos or insect removers, for cleaning purposes.
- Do not use insect sponges or rough sponges.

NOTICE

The plenum chamber drain can be blocked by leaves and dirt. Water that cannot drain may leak into the vehicle interior and cause damage.

- Remove leaves and other loose objects with a vacuum or by hand.
- Have the area under the perforated cover cleaned at regular intervals by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Ensure that large amounts of water do not collect in the plenum chamber, for example if you use a pressure washer.

Only wash the vehicle in facilities specifically designed for that purpose. This will reduce the risk of water contaminated with oil from entering the sewer system.

Exterior care and cleaning

The following overview gives recommendations for cleaning and caring for individual vehicle components.

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NOTICE

Incorrect cleaning and care can cause vehicle damage.

- Always follow the manufacturer's instructions.
- Never use cleaning objects that are too hard or abrasive.

Door windows, glass surfaces

— Remove wax residue, for example from care products, with a suitable glass cleaner or the Volkswagen Genuine cleaning cloth.

— Remove snow with a hand brush.

— Remove ice with a plastic scraper. When doing so, scrape in one direction only.

— Defrost the ice with a suitable deicer or Volkswagen Genuine deicer.

— Clean the wiper blades or, if necessary, replace them.

Paint

Always treat surfaces with extreme care to prevent paint damage.

— Immediately clean any slight contamination, e.g. deposits, insect residues, cosmetics with a clean, soft cloth and mild soap solution of maximum two tablespoons of neutral soap to one liter of water or with cleaning clay.

— Clean spilled fuel or operating materials immediately.

— Dampen rust spots with soap solution. Then remove with a cleaning clay bar.

— Have corrosion removed by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

— In the event of paint damage, consult suitably qualified professionals and have the paint damage repaired. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

A preservation treatment protects the vehicle paint. When water no longer clearly beads up and drips off clean vehicle paint, the vehicle should be retreated with a wax protectant if not earlier.

— For matte paint, apply a special wax for matte paint with a soft sponge to the cleaned vehicle. Remove excess wax with a microfiber cloth.

Polishing is only needed if the appearance of the vehicle paint is poor and a shiny finish can no longer be achieved using protectants.

NOTICE

For matte finishes, the surface will be irreparably damaged if you polish the paint.

- Never polish matte-finish surfaces.

Even if a wax protectant is applied regularly in an automatic car wash, Volkswagen recommends protecting the vehicle paint at least twice a year with a suitable hard wax or Volkswagen Genuine hard wax.

Plenum chamber, engine compartment

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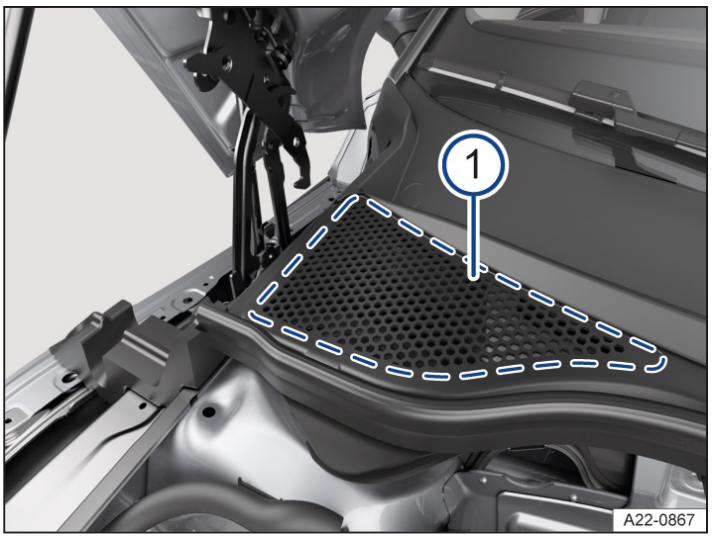


Fig. 1 Between the engine compartment and windshield: plenum chamber (general example).

(1) Perforated cover of the water box.

WARNING

Working on the engine or in the engine compartment carries a risk of accidents and fire. Serious injuries may occur.

- Always note the necessary handling guidelines and the safety precautions every time before working in the engine compartment *(→ In the engine compartment)*.
- If you are not familiar with this type of work, arrange for it to be done by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

NOTICE

The plenum chamber drain can be blocked by leaves and dirt. Water that cannot drain may leak into the vehicle interior and cause damage.

- Have the area under the perforated cover regularly cleaned by an authorized Volkswagen dealer or authorized Volkswagen Service Facility qualified in this respect → *fig. 1* (1). Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

NOTICE

Water introduced manually into the plenum chamber, for example with a pressure washer, can cause considerable vehicle damage.

- Remove leaves or other loose objects with a vacuum or by hand→ *fig. 1*.
- Always have the engine compartment cleaned by an authorized Volkswagen dealer or authorized Volkswagen Service Facility qualified in this respect. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Sensors, camera lenses

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Fig. 2 In the rear of the vehicle: Rear View Camera system on the handle (general example).

— Clean the area in front of the sensors or the camera with a soft cloth and solvent-free cleaning solution.
— Clean the sensor areas of the rain/light sensor, the camera window on the windshield and the glass surfaces (depending on the vehicle equipment).
— Remove snow with a hand brush.
— Never use warm or hot water.
— Defrost the ice with a suitable deicer or Volkswagen Genuine deicer.

Decorative and protective decals

— Remove contaminants as described for paint. For matte decorative decals, use a suitable plastic cleaner or a Volkswagen Genuine plastic cleaner.
— Treat the vehicle every three months with liquid hard wax. The vehicle must be free of dirt and dust before treating. Apply using only clean, soft microfiber cloths. Do not use hot wax, even in a car wash.
— Hard contaminants: remove gently with ethyl alcohol and then wash with warm water.

For decorative and protective decals, the durability and coloring are influenced by environmental factors, such as solar radiation. Decorative decals may show signs of wear and aging after approximately one to three years, and protective decals after approximately two to three years. In very hot climates, the decorative decals may fade slightly within one year and the protective decals within two years.

Trims made out of chrome-plated plastic, aluminum or stainless steel

— Clean surfaces with a suitable chrome and aluminum product or Volkswagen Genuine chrome and aluminum products.
— Chrome-plated trims can be protected with a suitable hard wax or Volkswagen Genuine hard wax.

Headlights, taillights

— Remove contamination with a soft, damp sponge with a mild soap solution of maximum two tablespoons of neutral soap to one liter of water. Do not use cleaning solutions containing alcohol and/or solvents.
— Remove stubborn dirt with a suitable chrome and aluminum product or Volkswagen Genuine chrome and aluminum products.

Care and cleaning of the vehicle interior

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Wheels

— Remove contaminants and road salt with plenty of water.

— Clean dirty alloy wheels with a suitable rim cleaner or with Volkswagen Genuine rim cleaner. Volkswagen recommends applying a suitable hard wax or Volkswagen Genuine hard wax to the rims every three months.

— Repair damaged protective paint layers immediately with a paint pen. If necessary, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

— Remove brake dust with a suitable rim cleaner or Volkswagen Genuine rim cleaner.

Door lock cylinder

1. Defrost the door lock cylinder with a suitable door lock deicer or Volkswagen Genuine deicer.

   Do not use any door lock deicers with degreasing substances.

The following overview gives recommendations for cleaning and caring for individual vehicle components.

NOTICE

Incorrect cleaning and care can cause vehicle damage.

- Always follow the steps described for vehicle care and cleaning.
- Do not use steam cleaners, brushes, hard sponges, etc.
- Have tough spots removed by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Door windows

— Clean the door window with a glass cleaner.

— Wipe the door windows dry with a clean chamois or a lint-free cloth.

Textiles, microfiber, leatherette

— Regularly remove dirt particles that adhere to the surface with a vacuum cleaner so that the material is not permanently damaged by scrubbing.

— Remove contaminants with a suitable interior cleaner or Volkswagen Genuine interior cleaner.

— For grease-based contaminants such as oil, use a suitable interior cleaner or Volkswagen Genuine interior cleaner. Blot away the dissolved grease or dye with an absorbent towel. If necessary, treat afterwards with water.

— For contaminants, for example from pens or nail polish, use a suitable interior cleaner or Volkswagen Genuine interior cleaner. If necessary, treat afterward with a mild soap solution of maximum two tablespoons of neutral soap in a liter of water.

— Never use leather cleaners, solvents, floor polish, shoe polish, paint remover, or other similar substances.

— Never use pressure washers, steam cleaners or cooling sprays.

Natural leather

— Remove fresh dirt with a cotton cloth and a mild soap solution of maximum two tablespoons of neutral soap in a liter of water. Do not let any fluids seep into the cracks.

— For contaminants, for example from pens or nail polish, use a suitable leather cleaner or Volkswagen Genuine leather cleaner.

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— Treat dried spots with a suitable leather cleaner or with Volkswagen Genuine leather cleaner.
— Remove any fresh spots of grease such as oil with an absorbent cloth.
— Apply leather care to seats regularly and each time you clean. If leaving the vehicle parked for long periods of time, you should cover the leather to protect it from direct sunlight.

Never treat leather with solvents, floor polish, shoe polish, paint remover, or other similar substances.

Plastic parts

— Clean with a soft, damp cloth.
— If a mild soap solution of maximum two tablespoons of neutral soap in a liter of water cannot remove stubborn stains, use a solvent-free plastic cleaner or Volkswagen Genuine plastic cleaner, if necessary.

Trims, decorative trims made out of chrome, aluminum or stainless steel

— Clean using a clean, soft cloth and mild soap solution of maximum two tablespoons of neutral soap in a liter of water, in a dust-free area.
— Treat anodized surfaces with a suitable chrome and aluminum product or Volkswagen Genuine chrome and aluminum products.

Controls

1. Use a soft brush to remove large dirt deposits as well as any dirt that is difficult to reach.
2. Use a clean, soft cloth and a fairly mild soap solution of maximum two tablespoons of neutral soap in a liter of water. Fluids must not enter into the controls.

Displays and screens

Do not clean the instrument cluster display and the Infotainment system screen when they are dry.

1. Turn off the Infotainment system temporarily to clean it.
2. Use a suitable cleaning cloth or a Volkswagen Genuine cleaning cloth with a little water, a suitable glass cleaner or with an LCD

   cleaner.

NOTICE

The head-up display may be dislodged from the guide rails during cleaning or be damaged by cleaning agents.
- Never apply too much pressure when cleaning the head-up display.
- Clean the head-up display only using a mild cleaning agent and a soft, clean cloth.

Rubber seals

— Clean with a soft, lint-free cloth and plenty of water.
— Treat regularly with a suitable rubber care product or Volkswagen Genuine rubber care product.

Safety belts

1. Unreel the safety belt completely and leave the belt unreeled.

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2. Remove large spots of dirt with a soft brush.
3. Clean the safety belt with a mild soap solution of maximum two tablespoons of neutral soap in a liter of water.
4. Let the belt webbing dry completely, then allow the belt to retract.

WARNING

Improper cleaning of the safety belts, their anchors and the automatic safety belt retractors can cause damage and impair their function. This can cause serious or fatal injuries in the event of accidents.

- Never alter the safety belts for cleaning purposes.
- Never use chemical products to clean the safety belts and their components.
- Do no use any corrosive fluids, solvents, or sharp objects.
- Do not allow fluids and objects to enter the safety belt buckle.
- Let the safety belt dry after cleaning before allowing it to retract completely.

Wood trims

Clean with a soft cloth and fairly mild soap solution of maximum two tablespoons of neutral soap in a liter of water.

Cleaning the seat covers

If dye from clothing such as denim stains the seat covers, this is not considered a defect in the vehicle upholstery. If you want to clean the seat covers yourself, be aware that airbag system components and electrical connectors are installed in the seat covers. Incorrect cleaning or moisture may damage these components or cause them to malfunction. This may then cause damage elsewhere in the vehicle's electrical system →⚠.

Depending on the equipment, electrical components and connectors may be installed in the seat surface with seat heating, which can be damaged by incorrect cleaning or handling. This can also result in damage to other areas of the vehicle electrical system.

— Never use pressure washers, steam cleaners or cooling sprays.

— Never soak seat covers.

— Never switch on seat heating to dry the seats.

— Do not use detergent pastes or mild detergent solutions.

— If there is uncertainty, contact suitably qualified professionals for assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

WARNING

Cleaning and caring for vehicle components incorrectly can irreparably damage and impair the vehicle's safety equipment, such as the airbag modules. This may cause serious injuries in the event of an accident.

- Always use approved or recommended cleaning solution.
- Never use cleaning solutions that contain solvents.
- Clean and maintain vehicle components only according to the manufacturer’s instructions.

Needless to say, it is easier to see signs of wear and dirt caused by normal usage on bright materials in the vehicle interior. These signs of use are unavoidable and also indicate the unavoidable deterioration caused by normal usage. Please follow the corresponding care instructions.

Accessories and replacement parts

Consult an authorized Volkswagen dealer or authorized Volkswagen Service Facility before purchasing Genuine Volkswagen Accessories, replacement parts, or operating equipment, for example if you would like to retrofit the vehicle with Genuine Volkswagen Accessories or if parts need to be replaced. The authorized Volkswagen dealer or authorized Volkswagen Service Facility is aware of legal regulations and factory recommendations for Genuine

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Volkswagen Accessories, replacement parts, and operating equipment. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Volkswagen recommends the use of Volkswagen original parts or Volkswagen original accessories, which you can acquire from an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen has verified their reliability, safety, and suitability. A suitably qualified authorized Volkswagen dealer or authorized Volkswagen Service Facility also specializes in correct installation. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Products that are not approved by Volkswagen may not have been evaluated by Volkswagen regarding the reliability, safety, and suitability for the vehicle, despite ongoing market observation. Therefore, Volkswagen can also not be responsible in individual cases if approval is given by an officially-recognized technical inspection and control authority or clearance is given by a government agency.

You must consult a suitably qualified authorized Volkswagen dealer or authorized Volkswagen Service Facility to replace rim/tire combinations. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Retrofitted devices that have a direct effect on vehicle control, must have an e symbol (the approval symbol for the European Union) and be approved by Volkswagen for the vehicle. Such devices could include a cruise control system or an electronically-controlled damping system.

Additional electrical devices that do not have a direct effect on vehicle control must have CE symbol (manufacturer's Declaration of Compliance for the European Union). Such devices could include refrigerators, computers, or ventilators.

WARNING

Using unsuitable replacement parts and accessories may lead to malfunctions in the vehicle. These problems may also occur if work, modifications and repairs are done incorrectly. This could lead to damage to the vehicle and accidents resulting in serious or fatal injuries.

- Only have suitably qualified professionals make repairs or modifications to a vehicle. Authorized Volkswagen dealers and authorized Volkswagen Service Facilities have the required tools, diagnostic devices, repair information, and qualified personnel. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Only install parts on the vehicle whose design and function are identical to the parts installed at the factory.
- Only use rim/tire combinations that are approved by Volkswagen for your vehicle model.

WARNING

Objects in the airbag deployment zone may be thrown around the vehicle interior if the airbags deploy. This can cause serious or fatal injuries.

- Never attach or position objects in the airbag deployment zone.

Sensors and Cameras

The sensors or cameras could shift or become damaged as a result of incorrect repairs, structural changes to the vehicle (such as “lowering”), installation of after-market equipment, or changes to the trim panels. This may impair important functions in the driver assistance systems →⚠.

— When carrying out repairs or modifications, please note the positions of sensors and cameras on the vehicle in the vehicle overview.

Attachments or Modifications around Sensors and Cameras

WARNING

If the area in front of and around sensors and cameras is covered, for example by license plates, license plate holders with decorative frames, any additional films or paintwork on the sensors or similar, this may impair the functions of the driver assistance systems. The failure of driver assistance systems can result in accidents and

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serious or fatal injuries.

- Do not stick additional films over or around sensors.
- Only install a license plate or decorative frame for license plate holders in the position specified. Always consult an authorized Volkswagen dealer or authorized Volkswagen Service Facility if you want to install a license plate or decorative frame for a license plate holder on the vehicle. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

NOTICE

Incorrect attachment of license plate or license plate holders with decorative frames may damage vehicle components, e.g. wires or sensors.

- Only install a license plate or decorative frame for license plate holders in the position specified.
- Always consult an authorized Volkswagen dealer or authorized Volkswagen Service Facility if you want to install a license plate or decorative frame for a license plate holder on the vehicle. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Decorative frames for license plate holders are designed for holding the license plate.

The Volkswagen emblem can impede the view of the radar sensors to the front on some vehicle versions. Therefore only operate the vehicle with the original Volkswagen emblem or an emblem approved by Volkswagen.

Damage around Sensors and Cameras

WARNING

If the area around sensors and cameras is damaged, for example due to stone chips or collisions when parking, this may impair the functions of the driver assistance systems. Failure of the driver assistance systems may result in accidents and serious or fatal injuries.

- If there is damage in the area of the sensors and cameras, have the component replaced by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

After components have been replaced, it may be necessary for sensors and cameras to be set and calibrated by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If the windshield is damaged within the sensors' and camera's range, for example by a stone chip, then the windshield must be replaced. Stone chip repairs can cause malfunctions in the driver assistance system. After the windshield has been replaced, the cameras and sensors must be set and calibrated by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Repairs and technical modifications

Volkswagen guidelines must be followed when performing repairs and technical modifications→⚠.

Interference with electronic components and their software can cause malfunctions. Because of the way electronic components are interconnected, such malfunctions can also impair systems that are not directly involved. This means that you risk both a substantial reduction in the operational safety of your vehicle and increased wear of vehicle components.

An authorized Volkswagen dealer or authorized Volkswagen Service Facility cannot assume any liability for damage resulting from repairs and technical modifications that were performed incorrectly.

An authorized Volkswagen dealer or authorized Volkswagen Service Facility is not responsible for damage resulting from repairs and technical modifications that were performed incorrectly. Such damages are also not covered by the Volkswagen warranty.

Have all repairs and technical modifications performed by suitably qualified professionals. Volkswagen recommends contacting your authorized Volkswagen dealer or authorized Volkswagen Service Facility for Volkswagen Genuine Parts®.

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Volkswagen repair information

Volkswagen service information and official Volkswagen repair information can be purchased.

Customers in Europe, Asia, Australia, Africa, Central and South America:

Contact suitably qualified professionals for assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Or register with the erWin (electronic repair and service information) web portal:

https://erwin.volkswagen.de

Customers in North America and Canada:

If you wish to order the printed service information, please contact:

Volkswagen Technical Literature Ordering Center

literature.vw.com

You can also register for theerWin web portal:

https://erwin.vw.com

Diagnostic connection (on-board diagnosis)

In the vehicle interior, there is a diagnostic connection (OBD

) to read event memories. Event memories document faults that have occurred and deviations from specified values from the control module →⚠.

The diagnostic connection (OBD

) is located in the footwell on the driver's side on the underside of the instrument panel or next to the hood release lever behind a cover.

Only have the event memory read out and reset by suitably qualified professionals. Additional information about the saved data can be obtained from suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

After a malfunction is fixed, the information about it will be deleted from the event memory. Other memory content is overwritten continuously.

Vehicles with special modifications and mountings

The attachment and mounting manufacturer should make sure that the applicable environmental laws and regulations are met for the attachments and mountings, especially the EU directive 2000/53/EG about old vehicle and EU directive 2003/11/EG about market introduction restrictions and the use of certain hazardous materials and compounds.

The installation instructions for any retrofitted equipment should be saved by the vehicle owner and provided to the removal facility if the vehicle is scrapped. This ensures that even vehicles with retrofitted equipment will be disposed of in a way that will not harm the environment.

Engine/motor protection

Engine/motor protection can reduce the risk of damage to the vehicle underbody and the oil pan, for example if driving over curbs, entering driveways, or on unpaved roads.

Have the retrofitting work performed by suitable qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Engine/motor protection may not be available in all countries.

⚠ WARNING

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Repairs and modifications to the vehicle that are performed incorrectly can impair the effectiveness of the driver assistance systems and deploying airbags. This can cause malfunctions and accidents and serious injuries or death.

- Only have suitably qualified professionals make repairs or modifications to a vehicle. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

Repairs and modifications to the vehicle that are performed incorrectly, for example due to the use of unsuitable parts, may cause vehicle damage, accidents, and serious or fatal injuries.

- Only install parts on the vehicle whose design and function are identical to the parts installed at the factory.
- Only use rim/tire combinations that are approved by Volkswagen for your vehicle model.
- Only have suitably qualified professionals make repairs or modifications to a vehicle. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Volkswagen recommends the use of Volkswagen original parts or Volkswagen original accessories. Volkswagen has verified their reliability, safety, and suitability.

⚠ WARNING

If the vehicle is raised with a vehicle jack or hoist, the unintended regulation of the air suspension could cause accidents and serious injuries.

- Activate the vehicle jack mode before raising the vehicle*(→ Vehicle jack mode)*.
- Always turn off the ignition before raising the vehicle and while working on the vehicle.

⚠ WARNING

Incorrect use of the diagnostic connection may cause malfunctions, resulting in accidents and serious or fatal injuries.

- Never read out the event memory yourself using the diagnostic connection.
- Never load data yourself using the diagnostic connection in the vehicle.
- Only have the event memory read out with the diagnostic connection by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Airbag system repairs and situations that can affect the system function

Volkswagen guidelines must be followed when performing repairs and technical modifications→⚠.

Only have modifications and repairs on the front bumper, doors, front seats, headliner, or vehicle body performed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Airbag system components and sensors may be located on these vehicle components.

Airbag system components can be damaged during all procedures on the airbag system and when removing and installing system components while performing other repair procedures. This may prevent the airbags from deploying or cause them to deploy incorrectly in the event of an accident.

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

A modification to the vehicle suspension can impair the functionality of the airbag system during a collision. For example, using a rim/tire combination that is not approved by Volkswagen, lowering the vehicle, or changing the suspension stiffness including the springs, suspensions struts, shock absorbers, etc., can change the force that is measured by the airbag sensors and transmitted to the electronic control module. For example, some changes to the suspension can increase the force measured by the systems and trigger the airbag system in accidents where the airbags would normally not be deployed if the modifications had not been made. Other modifications can reduce the force measured by the sensors and prevent the airbag from deploying when it should have deployed.

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WARNING

Using unsuitable replacement parts and accessories may cause damage and malfunctions in the vehicle and impair the effectiveness of the airbag system. These problems may also occur if work, modifications and repairs are done incorrectly. This could lead to damage to the vehicle and accidents resulting in serious or fatal injuries.

- Only have suitably qualified professionals make repairs or modifications to a vehicle. Authorized Volkswagen dealers and authorized Volkswagen Service Facilities have the required tools, diagnostic devices, repair information, and qualified personnel. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Note that the airbag module cannot be repaired but must instead be replaced.
- Never install airbag components removed from old vehicles or from recycling.
- Only install parts on the vehicle whose design and function are identical to the parts installed at the factory.

WARNING

Modifications to the vehicle suspension including using a rim/tire combination that is not permitted may change the system function of the airbag. This can cause serious or fatal injuries in the event of an accident.

- Never install suspension components that do not have the same properties as the original parts installed in the vehicle.
- Never use rim/tire combinations that are not approved by Volkswagen.

Mobile phone usage in the vehicle

Electromagnetic waves

When using a mobile phone or radio equipment without connecting to the exterior antenna, the electromagnetic waves will not be deflected outward in an optimum way. Increased waves in the vehicle interior can occur, especially when reception is poor, for example in rural areas. This could be a potential health risk →⚠.

Depending on the equipment, it may be possible to use a suitable telephone interface to connect the mobile phone to the exterior antenna. This will improve the connection quality and increase the range.

Using a phone

In many countries, using a phone in the vehicle is only permitted if there is a hands-free connection, for example using a Bluetooth® connection. Before using the phone, secure it in a suitable holder→⚠ or store it in a storage compartment, such as in the center console, to prevent it from sliding around.

Radio

If operating radio devices, follow the legal regulations and the user guide from the manufacturer. The aftermarket installation of radio devices is subject to approval.

Contact qualified professionals for more information about installing radio equipment. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

WARNING

Mobile devices that are loose or not secured correctly can be thrown through the vehicle interior during sudden driving or braking maneuvers or in the event of a collision and cause severe injuries.

- Secure or store the mobile phone and accessories safely and outside of the deployment range of the airbags.

WARNING

Using a cell phone or radio equipment without a connection to an external aerial may create electromagnetic energy inside the vehicle that exceeds permissible limits. This also applies if the exterior antenna is not installed correctly. This may be dangerous to your health and that of the other vehicle occupants.

- Maintain a minimum distance of approx. 20 cm(approx. 8 inches) between the device antennae and any active

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medical implants, such as pacemakers.

- Do not carry a mobile device that is turned on directly above or in the immediate vicinity of any active medical implants, for example by keeping a phone in a shirt pocket.
- Switch off the mobile device immediately if you suspect there is interference with an active medical implant or other medical device.

Volkswagen dealer warranty

Authorized Volkswagen dealers or authorized Volkswagen Service Facilities guarantee that vehicles purchased from them are free of defects and meet warranty requirements.

Please find details of the guarantee and warranty conditions in your sales contract or contact your authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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Paint and vehicle body warranty

Authorized Volkswagen dealers and authorized Volkswagen Service Facilities provide warranties for paint or vehicle body defects in purchased vehicles.

In addition to the warranty conditions for factory-delivered Volkswagen automobiles, in accordance with the sales contract, authorized Volkswagen dealers and authorized Volkswagen Service Facilities provide warranties for paint defects and corrosion perforation in the vehicles they sell.

— A three-year warranty for paint defects.

— A twelve-year warranty for corrosion perforation. Corrosion perforation in this context means corrosion that perforates through the metal on the body, which forms from the inside (hollow space) to the outside.

If this type of damage occurs, it will be repaired by any authorized Volkswagen dealer or authorized Volkswagen Service Facility without charging for labor or materials.

Exclusion of warranty

Warranty claims are not valid in the following situations:

— If damage is caused by external factors or insufficient vehicle care

— If there are body or paint defects that were not corrected in a timely manner according to the manufacturer's specifications

— If the corrosion was caused by body repairs that were not performed according to the manufacturer's specifications

After body or paint repair has been performed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility, they will provide a warranty against corrosion in the serviced area.

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Warranty for the high-voltage battery for electric and hybrid vehicles

In addition to the warranties and guarantees mentioned above, authorized Volkswagen dealers or authorized Volkswagen Service Facilities also comply with the general warranty for high-voltage batteries that applies in many countries.

Please find details of the warranty conditions in your sales contract or contact your authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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LongLife mobility guarantee

In many European countries, the authorized Volkswagen dealer or authorized Volkswagen Service Facility provides a comprehensive LongLife mobility guarantee for all factory-delivered vehicles that it sells. This applies from delivery until your first inspection service is due.

If you purchase your new vehicle directly from Volkswagen, Volkswagen will provide you with the LongLife mobility guarantee, which is valid from when you take possession of the vehicle and lasts until its first inspection is due.

Each time your vehicle is due to be inspected and you have it inspected by your authorized Volkswagen dealer or authorized Volkswagen Service Facility, they will renew the LongLife mobility guarantee until the next inspection is due. The service cost covers the cost of the entire service package.

For details of the terms, conditions and scope of the LongLife mobility guarantee, contact your authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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Declaration of conformity

With this document, the manufacturer declares that the components listed in the following are in compliance with the basic requirements and other relevant regulations and laws at the time of production of the vehicle.

Components

— 12 V socket

— Depending on the equipment and the country, additional sockets with a voltage of 100–230 V *(→ Sockets)*.

Placing Finished Products on the British Market (England, Wales, and Scotland):

UKCA marking (UK Conformity Assessed) is a new British product marking used for products being placed on the market in Great Britain (England, Wales, and Scotland).

British regulations for product safety and metrology

Various devices are installed in this vehicle that are subject to UKCA product regulations. The importer of these devices for the British market in the United Kingdom as per the product safety and metrology regulations for the sections below is:

Volkswagen Group United Kingdom Ltd.

Yeomans Drive, Blakelands

Milton Keynes, MK14 5AN

United Kingdom

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Data Storage and Data Protection Information

Applies to EU countries where the General Data Protection Regulation is in effect.

Data processing in the vehicle

Electronic control modules are installed in your vehicle. Control modules process data, such as data received by vehicle sensors, self-generated data, or data exchanged between control modules. Some control modules are required to ensure the safe operation of your vehicle. Other control modules assist you while driving (driver assistance systems), and others provide convenience functions or additional Infotainment system functions.

Personal reference

Every vehicle is labeled with a unique VIN(Vehicle Identification Number) *(→ Vehicle Identification Number (VIN))*. This vehicle identification number can be traced back to the current and former owners of the vehicle by providing it to the relevant authorities. There are also other ways data collected by the vehicle can be traced back to the owner or driver, such as through the license plate.

Therefore, the data processed or generated by the control modules can have personal references or become personalized under certain conditions. Depending on the present vehicle data, it could be possible to come to conclusions about your driving behavior, your location or driving route, or to user handling.

Your data protection rights

According to applicable data protection rights, you have certain rights with Volkswagen if your personal data is being processed.

Therefore, you have a right to obtain free and comprehensive information from Volkswagen and third parties, such as contracted roadside assistance services, authorized Volkswagen dealers or authorized Volkswagen Service Facilities, or mobile online service providers in the vehicle, if they have saved personal data about you. You can request information about which data is stored about you and why it was stored, as well as where the data originated. Your right to obtain information also includes the transmission of data to other locations.

Data that is only stored locally in the vehicle can be read out by means of specialist support, e.g. by specially qualified professionals, sometimes for a fee. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Additional information about your legal rights, such as your right to deletion or authorization of data, can be found in the applicable data privacy notices on the Volkswagen website. The contact information and a note about the parties engaged in data privacy are also included here.

You can find detailed information on data processing in the privacy policy in your Infotainment system Menu ▸ Legal or Home ▸ Legal.

Legal requirements for disclosure of data

As the vehicle manufacturer, Volkswagen AG is legally obliged to deliver the following information regarding the use of driver assistance systems, e.g. ACC

to the responsible authority:

— Proportional ratio of the times or distances driven with the driver assistance systems switched on and off.

— Proportional ratio of the times or distances driven when complying with or exceeding the detected speed limits.

— If necessary, the average time between the activation and deactivation of the driver assistance system by the driver.

The data mentioned is read out from vehicles by an authorized Volkswagen dealer or authorized Volkswagen Service Facility when visiting the specialist workshop and transmitted to Volkswagen AG. Volkswagen AG processes this data

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in such that there is no longer direct reference made to you, your vehicle or vehicle identification number. The information processed in this way is delivered by Volkswagen AG to the responsible authority, which processes the data in order to meet the statutory duties.

To the extent of the legal regulations, Volkswagen is principally obligated to provide stored data when requested by state authorities in given cases, like when information is needed to resolve a crime.

Within the scope of applicable rights, state authorities are also authorized to read out data from the vehicles in individual cases. For example, in the event of a collision, information could be read out from the airbag control module to help clarify the situation.

Operational data in the vehicle

Control modules process assigned data necessary for the vehicle operation.

Amongst other, this includes:

- Vehicle status information, e.g. movement delay, deactivation times of speed warning function, safety belt wearing display.
- Environmental conditions, such as temperature, rain/light sensor, sensors for Adaptive Cruise Control(ACC).

Generally, this data is temporary and is not stored after the vehicle stops operating, and it is only processed within the vehicle. Control modules often contain a data storage device. The storage is used to temporarily or permanently record information about vehicle status, component load, maintenance needs, and technical incidents, and malfunctions.

The following information may be stored, depending on vehicle equipment:

- Operating conditions of system components, such as fluid levels, tire pressures, and vehicle battery status.
- Malfunctions and faults in important system components, such as lights and brakes.
- System reactions in special driving situations, such as airbag deployment and stabilization control system intervention.
- Information about incidents that cause damage to the vehicle.

In some cases, like if the vehicle detected a malfunction, it may be necessary to store data that would otherwise be temporary.

If you utilize services such as repair or maintenance services, the stored operational data associated with the VIN may be read out and used if necessary. Employees in the service network, such as employees at authorized Volkswagen dealers or authorized Volkswagen Service Facilities or at third party companies like roadside assistance services, can read out data from the vehicle. The same applies for warranty cases and quality assurance measures.

The data is read out using theOBD

(on-board diagnosis) connection that is legally required to be in the vehicle. The operational data that is read out documents the technical status of the vehicle or individual components and assists with vehicle diagnosis, with meeting warranty requirements, and with quality improvement. This data, particularly information about wear and tear of components, technical incidents, operating errors, and other malfunctions, is transmitted together with the VIN to Volkswagen if appropriate. In addition to this the manufacturer is subject to product liability. For this purpose, Volkswagen may also use operational data from the vehicle, like for recall campaigns. This data can also be used to verify customer claims concerning warranties and guarantees.

The event memory in the vehicle can be reset by a service facility during a repair or service procedure or by request.

Reprogramming control modules

All data for controlling components is generally stored in the control modules. Some convenience functions can be reprogrammed using special workshop equipment. If convenience functions are reprogrammed, the corresponding information and descriptions in this Owner's Manual will no longer match the original functions. The reprogramming can entered into the digital maintenance schedule by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen

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Service Facility.

Information about possible reprogramming can be obtained from an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Comfort Functions

Comfort settings (personalization) in the vehicle can be stored, changed, derived from use of online services within the vehicle, reset or deleted.

Depending on the equipment, they may include:

— Seat and steering wheel position settings.

— Suspension and climate control settings.

— Customizations such as mirror and ambient lighting settings.

Infotainment system

Within the scope of the selected equipment, you can import data into the vehicle Infotainment system.

Depending on the equipment, they may include:

— Media data for playing music, movies, or photos in an Infotainment system.

— Contact details to use in conjunction with a hands-free system or a navigation system.

— Entered destinations.

— Data about online service usage.

This data can be stored locally in the vehicle or on a device you have connected to the vehicle,such as a cell phone, USB flash drive, or MP3 player. If this data is stored in the vehicle, you can delete it at any time.

This data is only transmitted to third parties upon your request, particularly when using online services corresponding to your selected settings.

Cell phone integration

If your vehicle is equipped accordingly, you can connect your cell phone or another mobile device to the vehicle. This feature allows you to control your mobile device using the controls integrated in the vehicle. The image and sound from the cell phone can be played through the Infotainment system. At the same time, certain information will be transferred to your cell phone. Depending on the type of integration, this may include the positioning data and other general vehicle information. Inform yourself about the topic of the display of apps in the Infotainment system.

This feature allows you to use selected apps from the cell phone, such as navigation or music services. An additional interaction between the cell phone and the vehicle does not happen, particularly an active access to vehicle data. The type of additional data processing is determined by the provider of the app in use. If and which settings can be applied depend on the respective app and the operating system on your cell phone.

Online services

If your vehicle has a mobile network connection, then this enables the transfer of data between your vehicle and other systems. The mobile network connection is made possible by a vehicle-specific transmitter and receiver unit. Online functions can be used with this mobile network connection. This includes online services and apps that are provided by Volkswagen or by other providers.

Services from the manufacturer

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The respective functions of Volkswagen online services are described by Volkswagen in a suitable location, like in a separate service description or online. The applicable data privacy information is also provided there. Personal data may be used for the provision of online services. This data transfer occurs through a secure connection, for example with the IT systems designed for this purpose by the manufacturer. The collection, processing, and usage of personal data for the purpose of providing services only occurs on the basis of a legal agreement, a contractual understanding, or consent.

You can partially activate or deactivate paid services and functions, and in some cases, the entire data connection for the vehicle. Legally-required functions and services like the emergency call systems are excluded from this.

Third party services

If there is an option to use online services from a provider other than the manufacturer, then these services, the data privacy policy, and usage conditions are the sole responsibility of the respective provider. Volkswagen does not have any influence on the data processing and the content transferred in this case.

Familiarize yourself with the type, scope, and purpose of the collection and usage of personal data by these third party services from the respective service provider.

Event Data Recorder (EDR)

This vehicle is equipped with an event data recorder (EDR

). The main purpose of an EDR is to record, in certain crash or near crash-like situations, such as an air bag deployment or hitting a road obstacle, data that will assist in understanding how a vehicle's systems performed. The EDR is designed to record data related to vehicle dynamics and safety systems for a short period of time, typically 30 seconds or less. The EDR in this vehicle is designed to record such data as:

— How various systems in your vehicle were operating;

— Whether or not the driver and passenger safety belts were buckled/fastened;

— How far (if at all) the driver was depressing the accelerator and/or brake pedal; and,

— How fast the vehicle was traveling.

These data can help provide a better understanding of the circumstances in which crashes and injuries occur.

In addition, data from the driver assistance systems is also collected. In addition to information about whether these systems were switched on or off, had limited availability, or were inactive, it can also be understood if these functions steered, accelerated, or braked the vehicle in the situations listed above. Depending on the vehicle equipment, systems may include:

— Adaptive Cruise Control (ACC
).
— Lane Assist

— Park Assist.

— Parking systems

— Autonomous Emergency Braking Function (Front Assist)

NOTE: EDR

data are recorded by your vehicle only if a non-trivial crash situation occurs; no data are recorded by the EDR under normal driving conditions and no personal data (e.g., name, gender, age, and crash location) are recorded. However, other parties, such as law enforcement, could combine the EDR data with the type of personally identifying data routinely acquired during a crash investigation.

To read data recorded by an EDR

, special equipment is required, and access to the vehicle or the EDR is needed. In addition to the vehicle manufacturer, other parties, such as law enforcement, that have the special equipment, can read the information if they have access to the vehicle or the EDR.

Volkswagen will not access, read or process the Event Data Recorder (EDR) data unless the vehicle owner gives permission. This excludes contractual or legal regulations.

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Due to the legal obligation to monitor products, Volkswagen is allowed to use data for field observation as well as for research purposes and quality improvement of vehicle safety systems. For research purposes, Volkswagen provides the data to third parties in an anonymous format. This means the data does not reference the individual vehicle or the vehicle owner.

Infotainment system and aerials

The aerials for the Infotainment system are fitted in various places in the vehicle:

— On the inside of the rear window.

— On the inside of the windshield

— On the roof of the vehicle

Antennas on the inside of the window glass can be detected as thin wires.

NOTICE

Antennas that are located on the inside of the window glass can be damaged by abrasive objects or by corrosive and acidic materials.

- Never apply stickers over metal wires, for example on the rear window.
- Never clean the antennas with corrosive or acidic materials.

NOTICE

A retrofitted Infotainment system that is incompatible with the antenna amplifier installed in the vehicle by the manufacturer may damage the antenna amplifier.

- Before retrofitting an Infotainment system, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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Component protection

Some electronic components and control modules, such as the Infotainment system, are equipped with component protection at the factory.

The component protection allows suitably qualified professionals to legitimately install or replace components and control modules. Volkswagen recommends contacting your Volkswagen dealership.

In the following situations, component protection reduces the risk of components supplied by the factory being operated without restrictions outside the vehicle.

— Installation in other vehicles, for example the components have been stolen

— Operating components outside of the vehicle

If a message about component protection appears in the instrument cluster display or on the Infotainment system screen, contact a suitably qualified professional for assistance. Volkswagen recommends contacting your Volkswagen dealership.

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Third Party Copyright Information

https://www.volkswagen.com/softwareinfo

Some products installed in this vehicle contain software components that are covered under Open Source licenses.

A list of the Open Source software components being used, including copyright information, the relevant Open Source license conditions, and those applicable license texts, are available at the website given above. The source code of specific Open Source software components can be requested from the vehicle manufacturer. The manufacturer will provide the source code in accordance with the relevant license conditions, whereby you will only be charged for the provision costs, e.g. delivery costs. The required information can be obtained at the website given above.

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Labels and signs

Factory labels and signs with important information regarding vehicle operation are located in the engine compartment and on several vehicle components.

— Never remove these labels and signs or make them illegible.

— If vehicle components equipped with labels and signs are replaced, suitably qualified professionals must place identical labels and signs correctly in the same locations on the new components. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Safety certificate

A safety certificate on the driver's door jamb specifies all necessary safety standards and guidelines of the traffic safety authorities in the applicable country at the time of manufacture. The month and year of production as well as the VIN may also be listed. Read the information in the Owner's Manual *(→ Safety certificate)*.

High-voltage warning label

There are labels in the vehicle front end and on high-voltage components, including the high-voltage battery, that provide warnings of the high voltage of the vehicle electrical system *(→ High-voltage warning labels)*.

High-voltage warning label

There are labels warning about the high-voltage vehicle electrical system on the high-voltage components for the 48-volt system →ⓘ.

⚠ WARNING

Removing labels and signs reduces the amount of information about potential hazards and may cause reduced vigilance when working on the vehicle. This can cause serious or fatal injuries.

- Never remove these labels and signs or make them illegible.
- Follow the legal regulations.
- Follow the Owner's Manual instructions.

ⓘ *NOTICE*

Removing labels and signs increases the risk of operating errors and can cause damage to the vehicle.

- Never remove these labels and signs or make them illegible.
- Follow the legal regulations.
- Perform service according to the specifications.

ⓘ *NOTICE*

If the ventilation openings on the covers of the 48 V system's high-voltage components are covered, this may cause vehicle damage.

- Please note that ventilation openings on the covers for the high-voltage components of the 48-volt system must not be covered.

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Fluids in the air conditioning system

Refrigerant in the air conditioning system

The label in the hood space provides information about the type and amount of refrigerant used in the vehicle air conditioner. The label is in the front section of the hood space near the refrigerant filler tubes →⚠.

Refrigerant oil in the air conditioner

The air conditioner is filled with refrigerant oil. For information about the type and volume of refrigerant oil used, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility *(→ Repairs and technical modifications)*.

⚠ Warning: the air conditioning system must only be serviced by qualified technicians.

Refrigerant type.

Type of refrigerant oil.

See service information (only available for authorized Volkswagen dealers and authorized Volkswagen Service Facilities).

The air conditioning system must only be serviced by qualified technicians.

Flammable refrigerant.

Make sure all components are disposed of correctly and never install components removed from old vehicles or from recycling in the vehicle.

⚠ DANGER

Maintenance of the air conditioner carried out by non-qualified personnel may endanger its operation and cause serious or fatal injuries.

- Only have the air conditioner serviced by suitably qualified professionals who have been trained according to the required standards of the relevant country, e.g. SAE standard J2845.
- Follow the maintenance intervals specified by Volkswagen. Contact suitably qualified professionals for assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ DANGER

The refrigerant is flammable and may cause serious or fatal injuries if maintenance is carried out incorrectly.

- Only have the air conditioner serviced by qualified professionals.
- Keep the vehicle away from naked flames, sparks and other ignition sources.

⚠ DANGER

The refrigerant is under pressure and may explode if heated. This may cause serious or fatal injuries.

- Only have the air conditioner serviced by qualified professionals.
- Keep the vehicle away from naked flames, sparks and other ignition sources.

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DANGER

The refrigerant may form toxic fumes if it comes into contact with hot surfaces. Inhaling them may cause poisoning or even death.

- Only have the air conditioner serviced by qualified professionals.

NOTICE

Repairing or replacing the evaporator with replacement parts from scrap vehicles or recycled parts may damage the air conditioner.

- Never have repairs to the evaporator carried out with replacement parts from scrap vehicles or recycled parts.

Information under the EU's REACH chemicals regulation

On the basis of the European chemical law regulationREACH

, Volkswagen wishes to inform you about materials that your vehicle may contain.

By entering your vehicle identification number, you can access this information on the Internet :

https://reachinfo.volkswagen.com

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Product recycling

Disposal of Old Batteries

Old batteries must be collected and recycled separately by the end user. These batteries are indicated by the crossed-out wheeled garbage can symbol. You, as the end user, are legally obliged to return old batteries→ ⚠.

— In EU member states and other states, device and vehicle batteries can be handed in to an authorized Volkswagen dealer or authorized Volkswagen Service Facility or authorized recycling systems.

— High-voltage batteries can be handed in to an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

— You can obtain more information on return and recycling from your authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Disposal of Old Electric/Electronic Devices

Your vehicle contains electric/electronic devices, such as remote controls. You can recognize these from the symbol of the crossed-out wheeled garbage can.

Old devices with this marking must be collected separately from normal household garbage and disposed of in accordance with legal requirements. You can hand these in at local collection points or nationally commissioned return systems if applicable.

In Germany, businesses with a retail space of 400 m² or more for electrical appliances and food stores with a total retail space of 800 m² and that offer new electrical devices are obliged to accept the return of such devices free of charge. When they purchase a new device, the end user is permitted to return an equivalent old device. This also applies to deliveries to private households and Internet sales. Small old devices can be returned to stores without making a new purchase. Your authorized Volkswagen dealer or authorized Volkswagen Service Facility is also obliged to accept to three old devices with a side length of less than 25 cm free of charge.

— Batteries or bulbs within devices that are not permanently installed must be removed beforehand and disposed of accordingly.

— Any saved personal data must be erased before disposal of old devices.

You can obtain more information on return and recycling from your authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

If batteries containing lithium are damaged, gaseous or liquid substances may escape, posing a significant risk to health and the environment. A short circuit at the battery terminal may result in a fire or explosion. This could result in serious or fatal injuries.

- Take extreme care when handling batteries containing lithium.
- Never heat up lithium-containing batteries.
- Never damage lithium-containing batteries.
- Never short circuit the battery terminals.

Batteries containing heavy metals are marked with the chemical symbols Hg (mercury), Cd (cadmium) and/or Pb (lead). Heavy metals can be harmful to the health of humans and animals and accumulate in the environment.

- In order to avoid these consequences, it is imperative to ensure you collect batteries separately and return them properly.

Recycling Information For France

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Fig. 1 Recycling information for France.

Observe the recycling information → *fig. 1*, which includes the following objects:

— Vehicle key

— Valet keycard



Fig. 2 Recycling information for France.

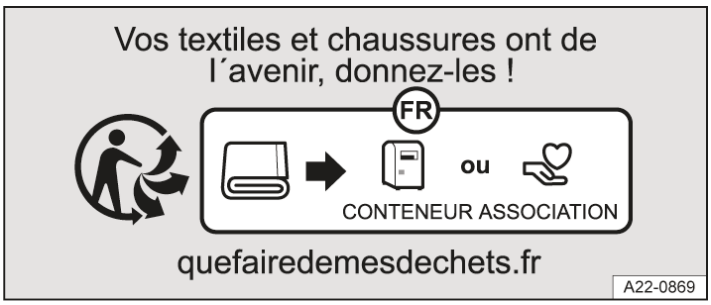


Fig. 3 Recycling information for France.

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Observe the recycling information → *fig. 2*, → *fig. 3* for accompanying documentation and packaging or bags. This recycling information includes the following objects:

— Manual

The Triman logo and Infotri symbol contain important sorting information for the end consumer.

Old vehicle return and scrap disposal

Old vehicle return

At the end of its life cycle, your vehicle should be recycled/disposed of in an environmentally friendly manner. This is why the last owners of vehicles in the EU and many other states are legally obliged to hand their vehicles over to a recognized collection point, recycling center or recognized removal facility.

Volkswagen has already made provision for this point:Recycling centers where you can hand over your vehicle are available throughout all EU states and many other states. If you are fulfilling national legal requirements, handing over your scrap vehicle within the EU is free of charge for you.

The recycling center issues a recycling certificate, which provides you with proof that the scrap vehicle has been processed properly.

Find out more information about recycling centers from your authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Scrap disposal

If scrapping the vehicle or its individual parts such as the airbag system and the safety belt pretensioners, the applicable safety regulations must always be followed. Suitably qualified professionals will be familiar with these provisions. Volkswagen recommends contacting your authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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Simplified EU declaration of conformity

Your vehicle has various radio systems. The manufacturer of these radio systems declares that these systems meet the legal requirements of directive 2014/53/EU.

The complete text of the EU declaration of conformity can be found at the following website:

www.volkswagen.com/generalinfo CE

Radio systems with this marking must be collected separately from normal household garbage and disposed of in accordance with legal requirements. You can hand these in at local disposal facilities or nationally commissioned return systems if applicable *(→ Product recycling)*.

Symbol for limited use of certain hazardous substances in electrical and electronic devices in accordance with the RoHS

directive.

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Manufacturer addresses

For components on which the manufacturer address cannot be displayed due to their size or nature, where legally required, the relevant manufacturer addresses are listed below:

Door handle with NFC radio technology

HELLA GmbH & Co. KGaA

Rixbecker Straße 75

59552 Lippstadt

GERMANY

WITTE VELBERT GmbH & Co. KG

Höferstraße 3-15

42551 Velbert

GERMANY

Remote control operation (auxiliary heater), auxiliary heater (transceiver)

Digades GmbH

Äußere Weberstraße 20

02763 Zittau

GERMANY

Webasto Thermo & Comfort SE

Friedrichshafener Straße 9

82205 Gilching

GERMANY

Bury GmbH & Co. KG

Robert-Kochstraße 1-7

32584 Löhne

GERMANY

Tire pressure sensors

HUF Baolong Electronics Bretten GmbH

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Gewerbestraße 40

75015 Bretten

GERMANY

Wireless charging function

Molex Technologies GmbH

Mizarstrasse 3

12529 Schönefeld

GERMANY

Bury Sp. Z o.o.

Wojska Polskiego 4

39-300 Mielec

POLAND

BCS Automotive Interface Solutions(Suzhou) Co., Ltd.

No. 2052 Taidong Road Xiangcheng Economic Development District

215413 Suzhou

CHINA

Mapping tables

Meaning of the letter pairs in the tables(e.g. AF): *(→ Radio Equipment Directive (RED))*.

Safety

This section contains certificate numbers for the following components:

— *HomeLink® Universal Transmitter, Keyless Access, remote control vehicle key, instrument cluster, ID. cockpit, electronic immobilizer.*

HomeLink® Universal Transmitter:

ADHL5D, EHL2	AG
ADHL5D, EHL2	AK

Keyless Access:

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RSB19	AO
Kessy MQB37W	AF
Kessy MQB-A, 5ZA 010 176, MQB-B B, MQB-B H,	AC
013854	AD
VWTOUA PKETOUA	AJ

Frequency band, maximum transmitting power

Remote control vehicle key:

VK2, FS19	AF
FS09, FS12A, FS12P, FS12PM, FS125C, FS14, FS14K, FS14T, FS14TK, FS1744, FS1744M, FS94	AI
VWTOUA RKETOUA	AJ

Instrument cluster, electronic immobilizer:

COLOUR5C, MEDIUM 5C, MEDIUM 5C_21	AB
eNSF, LCW05-VWE1, LCW05-VWE5, LCW05-SEE5, EZS-VW-Touareg, Immobilizer integrated in dashboard module instrument cluster, 17101001, 17101002, 17101010, 17101021, 17101022, 17101023, 17101031, 17101032, 17101033, 17101034, 17101041, 17101042, 17101043, 17101051, 17101052, 17101053, 17101054, 17101055, 17101056, 17101057, 17101071, 17101072, 18020501, 18020531, 18020532, 18020533, 18020534, 18031410, 18100931	AC
FPK8 IMMO5D, Instrument cluster 1, Instrument cluster 2, Instrument cluster 3, BNF_HL, BNF_LL, NSF_HL, NSF_LL1, NSF_LL3	AD
MQB_A0 Clusters, MQBG01, MQBM01, MQBS01	BE
DTCO 1381	AT
EFAS-4.10	

Climate control

This section contains certificate numbers for the following components:

— *Remote control operation (auxiliary heater), auxiliary heater (transceiver).*

Remote control (auxiliary heater):

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EasyStart R, Funkfernbedienung, STH VW-50000884, STH VW D-50001194, Telestart	AK

Auxiliary heater (transceiver):

Funkempfänger STH, 50000864 D208L VW, 50001219 D208L VW	AK

Tires

This section contains certificate numbers for the following components:

— *Tire pressure sensors*

Tire pressure sensors:

AG2FW4, TSSRE4Dg, TSSRE4Uf, TSSSG4G5, TSSSG4G5b	AG

Control modules

This section contains certificate numbers for the following components:

— *Central control module, door control module, valet keycard, wireless charging function, wireless safety belt monitor*.

Central control module:

5WK50254	AH
BCM MQB37W, BR21, MQB37W	AF
KFG: Max	BG
BCM2, BCM2R, BCMevo, BCMevoC, BCMevo5	BH
BCM MQB27, BCM PQ25, BCM PQ26 ROW (502N1xFOx), BCM PQ35, BCM PQ37H, BR11, 5WK50248,	XX
BC-Module, 5WK50474	

Door control module:

HUF71110, HUF71254, DHA20, NFCTGS, Mobile Key 4K0.959.754.xx, 3G0.837.205, 3G0.837.206	AD
CDIS 2.0	BD

Wireless charging function:

WCH-185, WCH-186, WPC003-1, WPC003-5	AA
3G0.980.611	BK

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Wireless safety belt monitor:

wSBR F-SG, wSBR S-SG	AL

Driver assistance systems

This section contains certificate numbers for the following components:

— *Radar sensors for assistance systems*

Radar sensors for assistance systems:

LCA 2.0A, BSD 3.0	AP
RS4	AQ
ARS4-B, ARS5-B, FR5CPEC, LRR3, MRR1Plus, LRR4, MRR1Rear, LRR4R, MRRe14FCR, MRRevo14F, R3TR, F5CP42	AR

Infotainment system and online communication

This section contains certificate numbers for the following components:

— *Infotainment system, Bluetooth, Wi-Fi hotspot, phone interface, OCU, Volkswagen Car-Net "Security & Service", Volkswagen Car-Net "e-Remote".*

Infotainment system:

New Radio Ultra Low SBB, New Radio Ultra Low SBB DAB, New Radio Ultra Low SBT, 7CO.035.153, 7LA.035.153.A, Radio Ultra Low Touch, Radio Ultra Low Touch DAB	AL
A473/A476/A750, A475/A754, L40VW2, L41VW2, L42VW2, L53VW2, L56VW2, L62VW2, L69VW2, L73VW2, L77VW2, MIB Global Entry/Standard, MIB2, MIB2 PQ MIN, MIB2STD, MIB Standard 2 – PQ +/NAV with BT, MIB Standard 2 – ZR with BT, MIB Standard 2 – ZR +/Nav with BT, MIB3E_MQB_BT, MIB3E_MQB37w_BT, OE-PP 87BT	AL
MIB3TOP	AV
MEB ICAS3	AW
MIB3 OI (LGE)	AX
MIB3 OI	AY
MIB Standard 2 – ZR +/Nav mit BT and WLAN, MIB Standard 2 – PQ +/NAV with BT and WLAN, MIB2STD Nav, MIB2STD Radio	AZ
MIB3E_MQB_BTWIFI, MIB3E_MQB37w_BTWIFI	BA
A580/A270	BB
MIB HS	BC
MMI3G	BF
CONBOX-High	BM
MMI3G RU	XX
RRVW402B, RRVW401*, RRVW402*	XX

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Bluetooth:

HT-5	BI

Wi-Fi hotspot:

HT-5	BI
CCU4	BJ

Phone interface:

HT-5	BI

OCU (online connectivity unit):

DataPlug	AL
HT-6d, HT-6e, TUVM01IU-G, TUVM02IU-C, TUVM02IU-E, TUVM03IU-C, TUVM03IU-E	AS
TLAHW3IU-E, TLAHW3IU-R, TLVHM3IU-E, TLVHM3IU-R, TLVHW3IU-E, TLVHW3IU-R, TLVLM3IU-E, TLVLM3IU-R, TLVHE4IU-E, TLVHE4IU-R	AU

Aerials

This section contains certificate numbers for the following components:

— Aerials, aerial amplifiers, connection to the external aerial.

Connecting to the exterior antenna:

LTE-MBC-EU, LTE-MBC-EU2	BC
CM01TN-VWW, CM01XN-VWE	AN
UMTS/GSM-MMC, UMTS/GSM-MMC-AG2, UMTS/GSM-MMC-AG3	AS

Antenna amplifier:

General information about specifications

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CSA-1	AN
DDAECE01, 4N0.035.503.E, 4N0.035.503.F, 4N0.035.503.J, 4N0.035.503.L, 4N0.035.503.M, 4N0.035.503.Q, 4N0.035.503.AB, 4N0.035.503.AC, 4N0.035.503.AF, 4N0.035.503.AG	AL
7T0.035.510	BL
0-07-26-1912-00, 756xxxx,	XX
10A.035.577.A, 10A.035.577.B, 10A.035.577.C, 10A.035.577.D, 11A.035.577.A, 11A.035.577.B, 11A.035.577.C, 11A.035.577.D, 11A.035.577.F, 11A.035.577.M, 11E.035.577.A, 11E.035.577.B, 11E.035.577.C, 11E.035.577.D, 1S0.035.577.A, 2G0.035.577.A, 2GA.035.577, 2GA.035.577.A, 2GA.035.577.B, 2GM.035.577.A, 2S0.035.577.A	XX
3G5.035.577, 3G5.035.577.A, 3G5.035.577.B, 3G5.035.577.G, 3G5.035.577.H, 3G5.035.577.J, 3G5.035.577.K, 3G7.035.577.A, 3G7.035.577.B, 3G7.035.577.D, 3G8.035.577, 3G8.035.577.A, 3G8.035.577.B, 3G8.035.577.E, 3G8.035.577.F, 3G8.035.577.G, 3G8.035.577.H, 3G8.035.577.J, 3G8.035.577.K, 3G9.035.577, 3G9.035.577.A, 3G9.035.577.B, 3G9.035.577.G, 3G9.035.577.H, 3G9.035.577.J, 3G9.035.577.K, 3V5.035.577.A, 3V5.035.577.B, 3V5.035.577.F, 4S0.035.225.A, 4S0.035.225.D,	XX
510.035.577, 510.035.577.A, 510.035.577.B, 565.035.577, 565.035.577.A, 565.035.577.C, 575.035.225, 575.035.225.A, 575.035.225.B, 5C3.035.552, 5C3.035.552.A, 5C3.035.552.B, 5C5.035.552, 5C5.035.552.A, 5C5.035.552.B, 5E5.035.577.A, 5E5.035.577.B, 5E6.035.577, 5E6.035.577.A, 5E6.035.577.B, 5E7.035.577, 5E7.035.577.A, 5E7.035.577.B, 5F4.035.225, 5F4.035.225.A, 5F4.035.225.B, 5G6.035.577, 5G6.035.577.A, 5G6.035.577.B, 5G6.035.577.E, 5G6.035.577.F, 5G9.035.577, 5G9.035.577.A, 5G9.035.577.B, 5G9.035.577.G, 5G9.035.577.H, 5G9.035.577.J, 5G9.035.577.K, 5L0.035.501.A, 5LE.035.577, 5LE.035.577.A, 5LG.035.577, 5LG.035.577.A, 5NA.035.577, 5NA.035.577.A, 5NA.035.577.B, 5NA.035.577.E, 5NA.035.577.F, 5TA.035.577, 5TA.035.577.A, 5TA.035.577.B,	XX
6C0.035.501, 6C0.035.501.A, 6C0.035.501.C, 6C0.035.501.D, 6C0.035.501.G, 6C0.035.501.J, 6C0.035.501.N, 6C0.035.501.P, 6C0.035.501.Q, 6C0.035.577, 6C0.035.577.P, 6C0.035.577.Q, 6R0.035.501, 6R0.035.501.A, 6R0.035.501.C, 6R0.035.501.D, 6R0.035.501.F, 6R0.035.501.L, 6V6.035.577.A, 6V6.035.577.B, 6V9.035.577.A, 6V9.035.577.B, 760.035.577, 760.035.577.A, 760.035.577.S, 760.035.577.T, 7C0.035.501, 7C0.035.501.C, 7C0.035.501.D, 7C0.035.501.F, 7C0.035.501.G, 7H0.035.507.E, 7N0.035.552.J, 7N0.035.552.K, 7N0.035.552.Q, 7P6.035.552, 7P6.035.552.A, 7P6.035.552.M, 7T0.035.507.A, 7T0.035.507.B, 7T0.035.507.E, 7T0.035.507.F, 7T0.035.577.A, 7T0.035.577.B, 7T0.035.577.C, 7T0.035.577.D, 8S7.035.503.B, 8V0.035.503.AF, 14A.035.577.B, 14A.035.577.C, 14B.035.577.B, 14B.035.577.C	XX
920 105 105, 920 105 110, 920 211 072, 920 211 172, 920 211 201, 920 211 202, 920 213 172, 920 286 002, 920 286 005, 920 286 009, 920 286 010, 920 286 011, 920 286 012, 920 286 013, 920 286 015, 920 286 313, 920 286 323, 920 286 343, 920 286 351, 920 286 352, 920 286 353, 920 286 354, 920 286 362, 920 286 382, 920 286 383, 920 286 385, 920 286 386, 920 301 022, 920 301 030, 920 301 031, 920 301 041, 920 301 042, 920 304 022, 920 355 001,	XX
920 437 003, 920 437 023, 920 437 035, 920 437 303, 920 437 323, 920 437 335, 920 460 003, 920 460 009, 920 460 018, 920 460 025, 920 460 028, 920 460 042, 920 460 047, 920 460 069, 920 460 303, 920 460 318, 920 460 325, 920 460 328, 920 460 342, 920 460 347, 920 460 369, 920 461 001, 920 461 002, 920 461 003, 920 461 004, 920 461 005, 920 554 001, 920 554 002, 920 554 003, 920 554 004, 920 554 011, 920 554 012, 920 554 013, 920 554 014, 920 611 001, 920 611 002, 920 611 011, 920 611 012, 920 615 001, 920 615 002, 920 627 A, 920 627 B, 920 627 003, 920 627 007, 920 627 011, 920 627 013, 920 627 017, 920 627 018, 920 627 023, 920 627 024, 920 627 048, 920 627 049, 920 627 051, 920 627 054, 920 627 055, 920 627 056, 920 639 A, 920 639 001, 920 639 002, 920 639 003, 920 639 011	XX
920446A, 920611A, 920639A, SA-107, SA-108, SA-112	XX

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Antenna:

DSRC CAN Module / EFAS-4 DU(200046-8), DSRC CAN Module / EFAS-4 DU(200046-9)	AM
Koppelantenne Gen.3	BK
AM/FM1/DAB2/TV ECE (Impedance Converter)	
AM/FM Antenna Base, 3789.01, 754xxxx, 76xxxxx, 77xxxxx, 790xxxx, 7540xxx, 7542xxx	XX
1K8.035.552.C, 1K8.035.552.F, 2GA.035.577.B, 2GC.035.577, 2GC.035.577.A, 2GC.035.577.S, 2K5.035.525.L, 2K5.035.525.M, 2K5.035.525.Q, 2K5.035.525.T, 2K5.035.525.AB, 2K5.035.525.AC, 2K5.035.525.AD, 2K5.035.525.AE, 2K5.035.526.L, 2K5.035.526.M, 2K5.035.526.Q, 2K5.035.526.T, 2K5.035.526.AA, 2K5.035.526.AB, 2K5.035.526.AC, 2K5.035.526.AD, 2K5.035.526.AE, 2K5.035.526.AF, 2K5.035.532.Q, 2K5.035.532.R, 2K5.035.532.S, 2K5.035.540.A	XX
3C0.035.507.AA, 3C0.035.507.N, 3C0.035.507.P, 3V5.035.577.A, 3V5.035.577.F, 4G5.035.225.A, 4G5.035.225.B, 4G8.035.225.A, 4G8.035.225.B, 4G9.035.225.A, 4G9.035.225.B, 4N0.035.503.L	XX
5Q0.035.507.A, 5Q0.035.507.AG, 5Q0.035.507.AH, 5Q0.035.507.B, 5Q0.035.507.C, 5Q0.035.507.P, 5Q0.035.507.Q, 5Q0.035.507.S, 5QD.035.507.AG, 5QD.035.507.AH, 5QG.035.507.AG, 5QG.035.507.AH, 5WA.035.507.A, 5WA.035.507.B, 5WA.035.507.E, 5WA.035.507.F, 5WA.035.507.T, 5WD.035.507.A, 5WD.035.507.B, 5WD.035.507.E, 5WD.035.507.F, 5WG.035.507.A, 5WG.035.507.B, 5WG.035.507.E, 5WG.035.507.F,	XX
6C0.035.501.FQ, 6R0.035.501.F,	XX
7E0.035.503, 7E0.035.503.A, 7E0.035.503.B, 7E0.035.503.C, 7E0.035.503.D, 7E0.035.503.E, 7E0.035.510, 7E0.035.510.A, 7N0.035.507.A, 7N0.035.507.B	XX
920 336 003, 920 336 005, 920 336 006, 920 336 007, 920 336 008, 920 336 010, 920 336 011, 920 336 012, 920 336 013, 920 336 014, 920 417 007, 920 417 010, 920 481 002, 920 481 003, 920 481 004, 920 481 012, 920 481 013, 920 481 014.	XX

As long as nothing else is specified, these specifications apply to all Volkswagen models or vehicles equipped with the respective radio system.

In some countries, approval for setting up radio technology and using it may be restricted, may be lacking, or may be possible only with additional requirements.

Reference radio systems (e.g. AA) *(→ Radio Equipment Directive (RED))*.

Frequency band.

Maximum transmitting power.

µW = Microwatt, mW = Milliwatt, W = Watt.

AA	105 kHz – 115 kHz	6 W
AB	116 kHz – 134 kHz	148,70 dBµV/m
AC	125 kHz +/- 10 kHz	5,4 dBµA/m
AD	125 kHz	40 dBµA/m
AE	13,56 MHz	14,5 mW

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AE	13,56 MHz	14,5 mW
AF	433,05 MHz – 434,79 MHz	15 dBm EIRP
AG	433,92 MHz	10 mW
AH	433,92 MHz, 434,42 MHz	5 dBm EIRP
AI	434,79 MHz	25 mW
AJ	433,47 MHz – 434,37 MHz	-17 dBm
	868,00 MHz – 868,60 MHz	-17 dBm
AK	868,0 MHz – 869,2 MHz	25 mW
AL	2400 MHz – 2483,5 MHz	10 mW
AM	5795 MHz – 5815 MHz (DSRC)	0,04 mW
AN	5855 MHz – 5925 MHz	2 W EIRP
AO	6,0 GHz – 8,5 GHz (6,52 GHz, 7,04 GHz, 7,56 GHz)	0 dBm EIRP
AP	24,05 GHz – 24,25 GHz	0,05 W
AQ	24,075 GHz – 24,250 GHz	15,1 dBm EIRP
AR	76,0 GHz – 77,0 GHz	37,79 dBm EIRP
AS	GSM 900 (uplink: 880 MHz – 915 MHz / downlink: 925 MHz – 960 MHz)	2 W
	GSM 1800 (uplink: 1710 MHz – 1785 MHz / downlink: 1805 MHz – 1880 MHz)	1 W
	WCDMA FDDI (uplink: 1920 MHz – 1990 MHz / downlink: 2110 MHz – 2170 MHz)	0,25 W
	WCDMA FDDVIII (uplink: 880 MHz – 915 MHz / downlink: 925 MHz – 960 MHz)	0,25 W
AT	5,795 GHz – 5,815 GHz (DSRC) 1599 MHz – 1610 MHz (GNSS)	-19,9 dBm EIRP
AU	WCDMA Band 1: 1922,4 MHz – 1977,6 MHz, WCDMA Band 3: 1712,4 MHz – 1782,6 MHz, WCDMA Band 8: 882,4 MHz – 912,6 MHz	23,35 dBm
AU	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	22,47 dBm
AU	GSM 900: 880,2 MHz – 914,8 MHz	31,99 dBm
	DCS 1800: 1710,2 MHz – 1784,8 MHz	29,98 dBm
	GNSS: 1559 MHz –1610 MHz	--
AV	Bluetooth: 2402 MHz – 2480 MHz	20 mW
	WLAN 2.4 GHz: 2412 MHz – 2480 MHz	63 mW
	WLAN 5 GHz: 5745 MHz – 5850 MHz	25 mW
AW	Bluetooth: 2402 MHz – 2480 MHz	1,2 dBm EIRP
	WLAN 2.4 GHz: 2412 MHz – 2472 MHz, WLAN 5 GHz: 5150 MHz – 5250 MHz, WLAN 5 GHz: 5725 MHz – 5850 MHz	16.4 dBm EIRP

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AX	Bluetooth: 2402 MHz – 2480 MHz	2,30 dBm EIRP
	GNSS: 1559 MHz – 1610 MHz	--
	WLAN 2.4 GHz: 2412 MHz – 2472 MHz, WLAN 5 GHz: 5150 MHz – 5250 MHz, WLAN 5 GHz: 5725 MHz – 5850 MHz	16,80 dBm EIRP
AY	Bluetooth: 2402 MHz – 2480 MHz	8,94 dBm EIRP
	WLAN 2.4 GHz: 2412 MHz – 2472 MHz, WLAN 5 GHz: 5745 MHz – 5825 MHz	16,63 dBm EIRP
AZ	Bluetooth: 2402 MHz – 2480 MHz	4,63 dBm EIRP
	WLAN 2.4 GHz: 2412 MHz – 2472 MHz	17,70 dBm EIRP
BA	Bluetooth: 2400 MHz – 2483,5 MHz	4,9 dBm EIRP
	WLAN 2.4 GHz: 2400 MHz – 2483,5 MHz, WLAN 5 GHz: 5150 MHz – 5250 MHz, WLAN 5 GHz: 5725 MHz – 5850 MHz	13,8 dBm EIRP
BB	Bluetooth: 2402 MHz – 2480 MHz	0,9 dBm EIRP
	WLAN: 2400 MHz – 2483,5 MHz	8 dBm EIRP
	GSM: 900/1800 MHz	27 dBm EIRP
	UMTS FDDI/III	24 dBm EIRP
	LTE FDD 3, 7, 8, 20	23 dBm EIRP
BC	Bluetooth: 2402 MHz – 2480 MHz	10 dBm EIRP
	WLAN: 2400 MHz – 2483,5 MHz	20 dBm EIRP
BC	GSM 900 (uplink: 880 MHz – 915 MHz / downlink: 925 MHz – 960 MHz)	33 dBm EIRP
	GSM 1800 (uplink: 1710 MHz – 1785 MHz / downlink: 1805 MHz – 1880 MHz)	30 dBm EIRP
BC	WCDMA FDDI (uplink: 1920 MHz – 1980 MHz / downlink: 2110 MHz – 2170 MHz)	24 dBm EIRP
	WCDMA FDDVIII (uplink: 880 MHz – 915 MHz / downlink: 925 MHz – 960 MHz)	24 dBm EIRP
BC	LTE FDD1 (uplink: 1920 MHz – 1980 MHz / downlink: 2110 MHz – 2170 MHz)	23 dBm EIRP
	LTE FDD3 (uplink: 1710 MHz –1785 MHz / downlink: 1805 MHz – 1880 MHz)	23 dBm EIRP
	LTE FDD7 (uplink: 2500 MHz – 2570 MHz / downlink: 2620 MHz – 2690 MHz)	23 dBm

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	LTE FDD1 (uplink: 1920 MHz – 1980 MHz / downlink: 2110 MHz – 2170 MHz)	23 dBm EIRP
	LTE FDD8 (uplink: 880 MHz – 915 MHz / downlink: 925 MHz – 960 MHz)	23 dBm EIRP
	LTE FDD20 (uplink: 832 MHz – 862 MHz / downlink: 791 MHz – 821 MHz)	23 dBm EIRP
BD	LTE Band 1: 2100 MHz, LTE Band 3: 1800 MHz, LTE Band 5: 850 MHz, LTE Band 7: 2600 MHz, LTE Band 8: 900 MHz, LTE Band 20: 800 MHz	23 dBm
BD	UMTS Band 1: 2100 MHz , UMTS Band 2: 1900 MHz, UMTS Band 5: 850 MHz, UMTS Band 8: 900 MHz	24 dBm
BD	GSM: 850 MHz, E-GSM: 900 MHz	33 dBm
	DCS: 1800 MHz, PCS: 1900 MHz	30 dBm
	BLE: 2400 MHz – 2483,5 MHz	3,5 dBm
	WCDMA FDDI (uplink: 1920 MHz – 1980 MHz / downlink: 2110 MHz – 2170 MHz)	30 dBm
BE	125 kHz	0,56 W
BF	Bluetooth: 2400 MHz – 2483,5 MHz	20 dBm
	GSM/GPRS: 880,2 MHz –914,8 MHz	33 dBm
	GSM/GPRS: 1710,2 MHz –1784,8 MHz	30 dBm
	WCDMA Band 1: 1922,4 MHz – 1977,6 MHz, WCDMA Band 8: 882,4 MHz – 912,6 MHz	24 dBm
BG	Bluetooth: 2400 MHz – 2483,5 MHz	4 dBm EIRP
	WLAN: 2400 MHz – 2483,5 MHz	19 dBm EIRP
BH	21,13 kHz – 22,75 kHz	42 dBµA/m
BI	GSM 850 (uplink: 824 MHz – 849 MHz / downlink: 869 MHz – 894 MHz)	2 W
	GSM 900 (uplink: 880 MHz – 915 MHz / downlink: 925 MHz – 960 MHz)	2 W
	GSM 1800 (uplink: 1710 MHz – 1785 MHz / downlink: 1805 MHz – 1880 MHz)	1 W
	GSM 1900 (uplink: 1850 MHz – 1910 MHz / downlink: 1930 MHz – 1990 MHz)	1 W
	WCDMA FDDI (uplink: 1920 MHz – 1980 MHz / downlink: 2110 MHz – 2170 MHz)	0,25 W
	WCDMA FDDV (uplink: 824 MHz – 849 MHz / downlink: 869 MHz – 894 MHz)	0,25 W
	Bluetooth: 2402 MHz – 2480 MHz	0,001 W
	WLAN: 2412 MHz – 2462 MHz	0,1 W
BJ	WiFi IEEE 802.11 b/g/n: 2412 MHz – 2472 MHz	18,4 dBm EIRP
	GSM/GPRS/eGPRS 900: 880,2 MHz – 914,8 MHz	37,64 dBm EIRP
	GSM/GPRS/eGPRS 1800: 1710,2 MHz – 1784,8 MHz	34,64 dBm EIRP
	UMTS FDDI: 1922,4 MHz – 1977,6 MHz, UMTS FDDVIII: 882,4 MHz – 912,6 MHz, LTE FDD1: 1920 MHz – 1980 MHz, LTE FDD3: 1710 MHz – 1784,9 MHz, LTE FDD7: 2500 MHz – 2569,9 MHz, LTE FDD8: 880 MHz – 914,9 MHz, LTE FDD20: 832 MHz – 861,9 MHz	27,84 dBm EIRP

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	801,9 MHz	
BK	105 kHz – 115 kHz 13,56 MHz	5 W 500 mW
BL	5855 MHz – 5925 MHz	24 dBm EIRP
BM	Bluetooth: 2402 MHz – 2480 MHz	9,7 dBm EIRP
	Bluetooth LE: 2402 MHz – 2480 MHz	-1,5 dBm EIRP
	WLAN: 2412 MHz – 2472 MHz	13,3 dBm EIRP 12,7 dBm EIRP 33 dBm rated 30 dBm rated 23 dBm rated 24 dBm rated
	WLAN: 5745 MHz – 5825 MHz	12,7 dBm EIRP
	GSM 900: 880 MHz – 960 MHz	33 dBm rated
	GSM 1800: 1710 MHz – 1880 MHz	30 dBm rated
	LTE FDD Band 1, 3, 7, 8, 20, 28, 34, 38, 40	23 dBm rated
	WCDMA Band I: 1920 MHz – 1980 MHz, 2110 MHz – 2170 MHz, WCDMA Band III: 1710 MHz – 1880 MHz, WCDMA Band VIII: 880 MHz – 960 MHz	24 dBm rated
XX	No transmission, only reception.	

Algeria

Agréé par l' ARPT:
1247/TR/AGR/PC/ARPT/2017, 1910/1-36.DA/617/DT/DG/ARPT/18, 2320/1-41.MS/1191/DT/DG/ARPT/16

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Agréé par l' ARPCE:

13/1-88.DA/1419/DT/DG/ARPCE/18, 14/1-88.DA/1420/DT/DG/ARPCE/18, 18/1-88.DA/1424/DT/DG/ARPCE/18, 20/1-88.DA/1426/DT/DG/ARPCE/18, 22/1-88.DA/1428/DT/DG/ARPCE/18, 23/1-88.DA/1429/DT/DG/ARPCE/18, 1140/1-17.MS/601/DT/DG/ARPCE/19, 1145/1-17.MS/604/DT/DG/ARPCE/19, 1146/1-17.MS/603/DT/DG/ARPCE/19, 1372/1-24.BT/762/DT/DG/ARPCE/19, 1692/1-28.BT/922/DT/DG/ARPCE/19, 2112/1-36.BT/.../DT/DG/ARPCE/19, 2113/1-36.DA/.../DT/DG/ARPCE/19, 2114/1-36.DA/.../DT/DG/ARPCE/19, 2115/1-36.BT/.../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, 3559/1-1604/DT/DG/ARPCE/19

Homologué par l'ARPCE:

Nº 029/IR/HMG/PC/ARPCE/2021, Nº 130/IR/HMG/PC/ARPCE/2020, Nº 134/IR/HMG/PC/ARPCE/2020, Nº 184/IR/HMG/PC/ARPCE/2019, Nº 879/IR/HMG/PC/ARPCE/2018, Nº 753/IR/HMG/PC/ARPCE/2021, Nº 039/IR/HMG/DG/ARPCE/2023

Homologué par l'ANF:

Nº CC:22/H/ANF/2021, Nº CC:38/H/ANF/2021, Nº CC:39/H/ANF/2021, Nº CC:40/H/ANF/2021, Nº CC:53/H/ANF/2021
Nº CC:138/H/ANF/2020, Nº CC:139/H/ANF/2020, Nº CC:164/H/ANF/2020, Nº CC:165/H/ANF/2020, Nº CC:174/H/ANF
Nº CC:322/H/ANF/2021, Nº CC:323/H/ANF/2021, Nº CC:324/H/ANF/2021, Nº CC:325/H/ANF/2021, Nº CC:326/H/ANF
Nº CC:332/H/ANF/2021, Nº CC:342/H/ANF/2021, Nº CC:372/H/ANF/2020, Nº CC:405/H/ANF/2021, Nº CC:406/H/ANF
Nº CC:410/H/ANF/2020,Nº CC:198/H/ANF/2021,Nº CC:007/H/ANF/2022,Nº CC:009/H/ANF/2022,Nº CC:010/H/ANF/2
Nº CC:019/H/ANF/2022,Nº CC:024/H/ANF/2022,Nº CC:028/H/ANF/2022, Nº CC:027/H/ANF/2022,Nº CC:026/H/ANF/2

Vehicle Identification Number (VIN)

Argentina

CNC C-8752, CNC C-13277, CNC C-13393, CNC C-13823, CNC C-14175, CNC C-14176, CNC C-14387, CNC C-14451, CNC C-14520, CNC C-14569, CNC C-14733, CNC C-15807, CNC C-16345, CNC C-16741, CNC C-17001, CNC C-17582, CNC C-17583, CNC C-17604, CNC C-17629, CNC C-17985, CNC C-18005, CNC C-18053, CNC C-20030, CNC C-20288, CNC C-20323, CNC C-21672, CNC C-21673, CNC C-21797, CNC C-21798, CNC C-22036, CNC C-22394, CNC C-23301, CNC C-23466, CNC C-23776, CNC C-24233, CNC C-24447, CNC C-25101, CNC C-25102

CNC H-12657, CNC H-12663, CNC H-12664, CNC H-12665, CNC H-12689, CNC H-12804, CNC H-15700, CNC H-16681, CNC H-17001, CNC H-17562, CNC H-17563, CNC H-17567, CNC H-17568, CNC H-17708, CNC H-20369, CNC H-20370, CNC H-20497, CNC H-20718, CNC H-20731, CNC H-20732, CNC H-20733, CNC H-21049, CNC H-21050, CNC H-21796, CNC H-21901, CNC H-21902, CNC H-21961, CNC H-21962, CNC H-22190, CNC H-22191, CNC H-22192, CNC H-22240, CNC H-22301, CNC H-22302, CNC H-22362, CNC H-22363, CNC H-22364, CNC H-22377, CNC H-22378, CNC H-22379, CNC H-22380, CNC H-22381, CNC H-22382, CNC H-22383, CNC H-22390, CNC H-22391, CNC H-22383, CNC H-22524, CNC H-22757, CNC H-22793, CNC H-22794, CNC H-22855, CNC H-22856, CNC H-22961, CNC H-23129, CNC H-23480, CNC H-23481, CNC H-23844, CNC H-24102, CNC H-24153, CNC H-24224, CNC H-24258, CNC H-24260, CNC H-24261, CNC H-24361, CNC H-24442, CNC H-24469, CNC H-24470, CNC H-24559, CNC H-24598, CNC H-24623, CNC H-24820, CNC H-24892, CNC H-24931, CNC H-14349.

R! C-17908, R! C-22292, R! H-26251,R! H-27278,R! C-26978,R! C-22036,R! H-27598,R! H-27726,R! H-22390,R! H-22391,R! H-22794,R! H-22793,R! C-15806,R! C-15807,R! H-22757,R! H-27976,R! C-23301,R! C-23466, R! H-23129, R! H-27923, R! H-15700, R! H-22961, R! C-23301, R! C-23466, R! H-24102, R! H-16681, R! H-24262, R! H-24260, R! H-24258, R! H-24470, R! H-24469, R! H-24442, R! H-28829, R! H-28830, R! H-24261, R! H-25893, R! H-279977

Benin

AGREE PAR L'ARCEP BENIN

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Numéro d'agrément_Date d'agrément:

016/ARCEP/SE/DJPC/DR/GU/2021, 018/ARCEP/SE/DR/DAJRC/GU/2019, 024/ARCEP/SE/DRJRC/GU/2018, 028/ARCEP/SE/DR/DAJRC/GU/2015, 069/ARCEP/SE/DR/DAJRC/GU/2019, 073/ARCEP/SE/DR/DAJRC/GU/2019, 074/ARCEP/SE/DR/DAJRC/GU/2019, 075/ARCEP/SE/DAR/DJPC/GU/2020, 114/ARCEP/SE/DR/DAJRC/GU/2017, 115/ARCEP/SE/DR/DAJRC/GU/2017, 115/ARCEP/SE/DR/DAJRC/GU/2019, 121/ARCEP/SE/DR/DAJRC/GU/2019, 123/ARCEP/SE/DR/DAJRC/GU/2018, 124/ARCEP/SE/DR/DAJRC/GU/2018, 124/ARCEP/SE/DR/DAJRC/GU/2019, 133/ARCEP/SE/DR/DAJRC/GU/2018, 137/ARCEP/SE/DR/DAJRC/GU/2019, 138/ARCEP/SE/DR/DAJRC/GU/2019, 143/ARCEP/SE/DR/DAJRC/GU/2018, 165/ARCEP/SE/DR/DAJRC/GU/2018, 166/ARCEP/SE/DR/DAJRC/GU/2018, 167/ARCEP/SE/DR/DAJRC/GU/2018, 171/ARCEP/SE/DJPC/DAR/GU/2020, 173/ARCEP/SE/DR/DAJRC/GU/2018, 175/ARCEP/SE/DR/DAJRC/GU/2018, 176/ARCEP/SE/DR/DAJRC/GU/2018, 177/ARCEP/SE/DR/DAJRC/GU/2018, 179/ARCEP/SE/DR/DAJRC/GU/2018, 209/ARCEP/SE/DR/DAJRC/GU/2019, 211/ARCEP/SE/DR/DAJRC/GU/2019, 213/ARCEP/SE/DR/DAJRC/GU/2018, 216/ARCEP/SE/DR/DAJRC/GU/2018, 316/ARCEP/SE/DJPC/DAR/GU/2020,065/ARCEP/SE/DJPC/DAR/GU/2021,016/ARCEP/SE/DJPC/DAR/GU/2021

2018-149/ARCEP/PT/DAJRC/GU, 2018-150/ARCEP/PT/DAJRC/GU, 2020-274/ARCEP/PT/SE/DAF/DJPC/DAR/GU, 2021-069/ARCEP/PT/SE/DAF/DJPC/DAR/GU, 2021-097/ARCEP/PT/SE/DJPC/DAR/GU, 2022-019/ARCEP/PT/DAJRC/GU, 2022-286/ARCEP/PT/DAJRC/GU, 2022-287/ARCEP/PT/DAJRC/GU

Botswana

BTA REGISTERED No:

BOCRA/TA/2016/2691, BOCRA/TA/2017/3412, BOCRA/TA/2017/3441, BOCRA/TA/2018/2026, BOCRA/TA/2018/3012, BOCRA/TA/2018/3913, BOCRA/TA/2018/3941, BOCRA/TA/2018/3991, BOCRA/TA/2018/3992, BOCRA/TA/2018/4129, BOCRA/TA/2018/4130, BOCRA/TA/2018/4131, BOCRA/TA/2018/4132, BOCRA/TA/2018/4133, BOCRA/TA/2018/4134, BOCRA/TA/2018/4135, BOCRA/TA/2018/4136, BOCRA/TA/2018/4193, BOCRA/TA/2018/4194, BOCRA/TA/2018/4195, BOCRA/TA/2018/4196, BOCRA/TA/2019/2174, BOCRA/TA/2019/3433, BOCRA/TA/2019/4309, BOCRA/TA/2019/4311, BOCRA/TA/2019/4582, BOCRA/TA/2019/4648, BOCRA/TA/2019/4649, BOCRA/TA/2019/4666, BOCRA/TA/2019/4701, BOCRA/TA/2019/4978, BOCRA/TA/2019/4982, BOCRA/TA/2019/4997, BOCRA/TA/2019/4998, BOCRA/TA/2019/5045, BOCRA/TA/2019/5046, BOCRA/TA/2019/5079, BOCRA/TA/2019/5080, BOCRA/TA/2019/5895, BOCRA/TA/2019/6030, BOCRA/TA/2020/2551, BOCRA/TA/2020/3908, BOCRA/TA/2020/3991, BOCRA/TA/2020/3992, BOCRA/TA/2020/5158, BOCRA/TA/2020/5159, BOCRA/TA/2020/5188, BOCRA/TA/2020/5191, BOCRA/TA/2020/5261, BOCRA/TA/2020/5470, BOCRA/TA/2020/5487, BOCRA/TA/2020/5511, BOCRA/TA/2020/5846, BOCRA/TA/2021/2175, BOCRA/TA/2021/4040, BOCRA/TA/2021/4057, BOCRA/TA/2021/4701, BOCRA/TA/2021/5894, BOCRA/TA/2021/5886, BOCRA/TA/2021/5895, BOCRA/TA/2021/5957, BOCRA/TA/2021/6030, BOCRA/TA/2021/6071, BOCRA/TA/2021/6093, BOCRA/TA/2021/6098, BOCRA/TA/2021/6187, BOCRA/TA/2021/6422, BOCRA/TA/2021/6536, BOCRA/TA/2021/6581, BOCRA/TA/2020/3372, BOCRA/TA/2020/5261, BOCRA/TA/2020/5191, BOCRA/TA/2022/6705, BOCRA/TA/2022/6820, BOCRA/TA/2022/6864, BOCRA/TA/2021/6581, BOCRA/TA/2021/6536, BOCRA/TA/2022/7424, BOCRA/TA/2022/7619, BOCRA/TA/2022/7617, BOCRA/TA/2022/15329, BOCRA/TA/2021/6419, BOCRA/TA/2021/6420.

Brazil

Para maiores informações, consulte o site da ANATEL - www.anatel.gov.br.

Identification label

00716-15-03745, 00850-13-03745, 0918-14-5364, 0939-14-2856, 0940-14-2856, 00231-20-09215, 00716-15-03745, 00720-19-05364, 00939-19-06673, 01094-17-03226, 01095-17-03226, 01138-12-02856, 01140-12-02856, 01202-15-06815, 01618-20-02149, 01760-20-02149, 01812-19-05364, 01813-19-05364, 01814-19-05364, 01834-18-02856, 02018-18-

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04557, 02144-17-03430, 02220-14-03745, 02230-14-03745, 02294-15-03616, 02318-12-02856, 02393-19-05364, 02450-17-02010, 02452-17-02010, 02992-14-06673, 03002-09-03745, 03080-14-06828, 03184-18-05364, 03323-18-02930, 03563-17-05364, 03595-17-06828, 03604-16-05364, 03764-17-05386, 03833-18-06353, 03834-18-06353, 03993-19-10188, 04057-14-06068, 04282-19-01925, 04383-18-06673, 04708-15-05364, 04998-19-02405, 04999-19-02405, 05031-16-06324, 05273-18-02496, 05292-18-06353, 05293-18-06353, 05296-18-06353, 05297-18-06353, 05310-19-10188, 05505-18-06353, 05506-18-06353, 05507-18-06353, 05508-18-06353, 05509-18-06353, 05511-18-06353, 05512-18-06353, 05531-16-02149, 05674-16-06830, 05676-19-01925, 05803-21-03745, 06029-18-05364, 06215-16-03430, 06763-18-06353, 06950-18-10457, 06962-18-06353, 07084-18-03745, 07137-19-08137, 07183-18-06353, 07184-18-06353, 07185-18-06353, 07186-18-06353, 07188-18-06353, 07189-18-06353, 07191-18-06353, 07830-17-08001, 08057-19-05179, 09036-19-01925, 09087-19-07978, 09275-19-06353, 10313-20-06353, 12001-20-10944, 13806-20-09215, 17186-20-10539, 00533-22-03745, 05310-19-10188, 11718-22-05364, 11502-22-05364, 05507-18-06353, 11718-22-05364, 11502-22-05364

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Versys3086_13/02/2024, Versys3085_10/02/2024, Versys2293_17/07/2023, Versys2331_23/05/2024, Versys2181_05/10/2024, Versys3167_07/07/2024, Versys2259_21/03/2023, Versys2227_19/03/2023, Versys2574_06/09/2024, Versys3257_09/10/2024, Versys3258_09/10/2024, Versys3259_09/10/2024, Versys3262_09/10/2024, Versys3261_17/10/2024, Versys3260_09/10/2024, Versys3266_09/10/2024, Versys3269_09/10/2024, Versys3268_09/10/2024, Versys3264_09/10/2024, Versys3263_09/10/2024, Versys3270_09/10/2024, Versys3275_10/10/2024, Versys3272_10/10/2024, Versys3278_17/10/2024, Versys3271_09/10/2024, Versys3273_09/10/2024, Versys3274_09/10/2024, Versys3276_09/10/2024, Versys3241_09/11/2024, Versys3241_24/11/2024, Versys3277_09/10/2024, Versys3267_09/10/2024, Versys3265_09/10/2024, Versys2434_19/07/2023, Versys3889_13/08/2024, Versys2259_21/03/2025,

Este equipamento não tem direito à proteção contra interferência prejudicial e não pode causar interferência em sistemas devidamente autorizados.

0148-15-7978, 0263-16-9946, 0278-15-7978, 0456-15-9946, 0646-13-5452, 0716-15-3745, 0850-13-3745, 0918-14-5364, 1140-14-2856, 1202-14-6815, 1497-14-9946, 1498-14-9946, 1546-10-2886, 1690-15-5364, 1711-12-5364, 2115-15-6815, 2220-14-3745, 2230-14-3745, 2294-15-3616, 2483-14-6324, 3002-09-3745, 3080-14-6828, 3557-15-5364, 4057-14-6068,

02128-16-05364, 02530-16-09946, 03323-18-02930, 05531-16-02149, 05674-15-06830, 05674-16-06830, 07084-18-03745, 17186-20-10539

UL-BR 17.0958, MT-4903/2020_29/04/2024, MT-6015/2022_06/08/2024, MT-6112/2022_26/10/2024, MT-6109/2022_04/02/2025, MT-5040/2020_17/09/2024, MT-6123/2022_09/10/2024, MT-6294/2022_17/01/2025, NCC10909/14, NCC10809/14, DEKRA-00025-22.

Este equipamento opera em caráter secundário, isto é, não tem direito à proteção contra interferência prejudicial, mesmo de estações do mesmo tipo, e não pode causar interferência a sistemas operando em caráter primário.

Brunei

AITI TA No:

AA-000081, DTA-001795, DTA-002302, DTA-002306, DTA-003623, DTA-004928, DTA-004929, DTA-005012, DTA-005532, LPD-25389, LPD-37256, LPD-39126, DTA-016411, DTA-008519.

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// DRQ-D-GMSD-12-2011-111457: DTA-005345, DTA-005525

// DRQ-D-MAJU-02-2011-111083: DTA-000712, DTA-000713, DTA-000793, DTA-001090, DTA-001120, DTA-001793, DTA-001794, DTA-001977, DTA-001978, DTA-001980, DTA-001981, DTA-001982, DTA-001983, DTA-001985, DTA-001986, DTA-002030, DTA-002302, DTA-002307, DTA-002308, DTA-002401, DTA-002402, DTA-002403, DTA-002404, DTA-002405, DTA-002433, DTA-002966, DTA-002967, DTA-003220, DTA-003488, DTA-003621, DTA-003622, DTA-003623, DTA-003639, DTA-003640, DTA-003621, DTA-003852, DTA-004050, DTA-004051, DTA-004427, DTA-004928, DTA-005011, DTA-005012, DTA-005273, DTA-005400, DTA-005532, DTA-005816, DTA-005975, DTA-010519, LPD-31504, LPD-31505, LPD-31506, LPD-31818, LPD-31820, LPD-34244, LPD-37258, LPD-37259, LPD-39126, LPD-39514, LPD-39515, LPD-39517

// DRQ-D-QEURO-05-2015-114400: DTA-005830, DTA-006261, DTA-013305

// DTL-D-TCY-09-2011-111328: DTA-008534, DTA-008940, DTA-010056, DTA-010637, DTA-010671, DTA-011811, DTA-013569 // DRQ-D-TCY-09-2011-111328: DTA-004048, DTA-014211, DTA-014363, DTA-014434, DTA-016409

// DTL-D-MAJU-02-2011-111083: DTA-008519, DTA-008520, DTA-010056, DTA-012822// DTL-D-QEURO-05-2015-114400: DTA-01331, DTA-018912, DTA-018257, DTA-018899, DTA-018907, DTA-019078, DTA-016411, DTA-016410, DTA-016411, DTA-016410, DTA-018086, DTA-018257, DTA-018899, DTA-018907, DTA-018912, DTA-019078, DTA-020730, DTA-020492, DTA-021806, DTA-023898, DEKRA-00025-22, DTA-023889, DTA-023890.

//DTL-D-20004-11-2021-1727: DDTA-017797

England, Wales and Scotland

See EU Declaration of Conformity at www.volkswagen.com/generalinfo.

Additional information about radio systems

European Union (EU) and countries that license radio systems according to EU directives:

See EU Declaration of Conformity at www.volkswagen.com/generalinfo.

Additional information about radio systems

Gabon

D'HOMOLOGATION D'EQUIPEMENTS DE TELECOMMUNICATIONS

CERTIFICAT No:

033/ARCEP/2021, 045/ARCEP/2020, 070/ARCEP/2021, 100/ARCEP/2019, 112/ARCEP/2020, 337/ARCEP/2020, 369/ARCEP/2020, 371/ARCEP/2020, 419/ARCEP/2021, 421/ARCEP/2021, 433/ARCEP/2020, 440/ARCEP/2019, 441/ARCEP/2019, 443/ARCEP/2019, 444/ARCEP/2019, 445/ARCEP/2019, 446/ARCEP/2019, 450/ARCEP/2019, 452/ARCEP/2020, 513/ARCEP/2019, 554/ARCEP/2020, 608/ARCEP/2019, 609/ARCEP/2019, 644/ARCEP/2021, 645/ARCEP/2021, 675/ARCEP/2021, 697/ARCEP/2021, 698/ARCEP/2021, 865/ARCEP/2020, 869/ARCEP/2020, 885/ARCEP/2020, 970/ARCEP/2020, 1012/ARCEP/2020, 1013/ARCEP/2020, 1016/ARCEP/2021, 1017/ARCEP/2020, 1365/ARCEP/2021, 699/ARCEP/2021, 203/ARCEP/2022, 044/ARCEP/2022, 112/ARCEP/2022, 096/ARCEP/2022, 264/ARCEP/2022, 263/ARCEP/2022, 320/ARCEP/2022,319/ARCEP/2022,531/ARCEP/2022,542/ARCEP/2022,535/ARCEP/2022,540/ARCEP/2022, 95/ARCEP/2022, 604/ARCEP/2022, 602/ARCEP/2022, 601/ARCEP/2022, 600/ARCEP/2022, 618/ARCEP/2022, 642/ARCEP/2022, 641/ARCEP/2022, 640/ARCEP/2022, 790/ARCEP/2022, 890/ARCEP/2022, 892/ARCEP/2022, 891/ARCEP/2022, 1031/ARCEP/2022, 95/ARCEP/2023, 103/ARCEP/2023

Ghana

NCA Appoved: XXX-XX-XXX-XXX

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BRE-1M-GE2-15A, BR3-1M-GE2-X72, BR3-1M-GE2-X69, BR3-1M-GE2-080, BR3-1M-GE2-087, BR3-1M-GE2-088, BR3-1M-GE2-089, BR3-1M-GE2-09E, BR3-1M-GE2-0AF, BR3-1M-GE2-0BA, BR3-1M-GE2-0BB, BR3-1M-GE2-0BC, BR3-1M-GE2-0B0, BR3-1M-GE2-0B3, BR3-1M-GE2-0B4, BR3-1M-GE2-0B7, BR3-1M-GE2-0B8, BR3-1M-GE2-0D2, BR3-1M-GE2-0BA, BR3-1M-GE2-0BC, BR3-1M-GE2-0EC, BR3-1M-GE2-0ED, BR3-1M-GE2-0EE, BR3-1M-GE2-10A, BR3-1M-GE2-10B, BR3-1M-GE2-15A, BR3-1M-GE2-130, EX6-6M-GE2-17B, ORG-4H-7E3-X98, SRO-1M-7E4-2A9, SRO-1M-7EA-24B, SRO-1M-7E4-25D, SRO-1M-7E4-243, SRO-1M-7E4-244, SRO-1M-7E4-246, ZRO-M8-7E3-11B, ZRO-M8-7E3-19A, ZRO-M8-7E3-19C, ZRO-M8-7E3-X26, ZRO-M8-7E3-X43, ZRO-M8-7E3-X73, ZRO-M8-7E3-X75, ZRO-M8-7E3-X90, ZRO-M8-7E3-X92, ZRO-M8-7E3-X96, ZRO-M8-7E3-11B, ZR0-M8-7E3-20B, ZRO-M8-7E3-209, ZRO-M8-7E3-229, ZRO-M8-7E3-27B, ZRO-1H-7E3-14E, ZRO-1H-7E3-150, 1R3-1M-7E1-0B7, 1R3-1M-7E1-09B, 1R3-1M-7E1-09C, 1R3-1M-7E1-160, 2R9-1H-7E0-xAC, 2R9-1H-7E0-X71, 2R9-1H-7E0-X75, 2R9-1H-7EO-X90, 2R9-1H-7E0-0DA, 3R2-1M-7DF-287, 3R2-1M-7DF-288, 3R8-8M-7DF-2AA, 6X6-4H-7EO-OF3, 7E5-7M-X0B-RDR, 7E5-7M-X24-RDR, 7E5-7M-X43-RDR, 7E5-7M-X47-RDR, 7E5-7M-X74-RDR, 7T6-5H-7DF-17F, 7T6-5H-7DF-182,7E5-7M-101-RDR,7E5-7M-156-RDR,7E6-M1-X36-SRD,7E6-M1-XDC-SRD,7E6-M1-X0F-SRD, 7E6-M1-X92-SRD, 7E6-M1-XDC-SRD, 7E6-M1-X0F-SRD, 7E6-M1-216-SRD.

India

ETA Certificate No:

ETA-0044/2018/RLO(WR), ETA-0073/2019/RLO(NR), ETA-0082/2018/RLO(NR), ETA-0096/2019/RLO(NR), ETA-101/2017-RLO(SR), ETA-102/2017-RLO(SR), ETA-113/2017/RLO(SR), ETA-140/2013/ERLO, ETA-141/2013/ERLO, ETA-142/2013/ERLO, ETA-143/2013/ERLO, ETA-144/2013/ERLO, ETA-145/2013/ERLO, ETA-146/2013/ERLO, ETA-249/2010, ETA-554/2010/WRLO, ETA-747/2017-RLO(SR), ETA-769/2017-RLO(SR), ETA-770/2017-RLO(SR), ETA-861/2017-RLO(SR), ETA-862/2017-RLO(SR), ETA-863/2017-RLO(SR), ETA-864/2017-RLO(SR), ETA-894/2017-RLO(SR), ETA-895/2017-RLO(SR), ETA-920/2016/ERLO, ETA-982/2017-RLO(SR), ETA-983/2017-RLO(SR), ETA-1284/2017-RLO(SR), ETA-1285/2017-RLO(SR), ETA-1360/2017-RLO(SR), ETA-1609/17-RLO(NE), ETA--2013-RLO(GHY)/1752, ETA-2965/15-RLO(WR), ETA-3000/16-RLO(WR), ETA-3001/16-RLO(WR), ETA-3057/16-RLO(WR), ETA-3217/16-RLO(WR), ETA-3415/17-RLO(WR), ETA-3416/17-RLO(WR), ETA/9778-RLO(NR)

ETA-SD-20190500531, ETA-SD-20190500547, ETA-SD-20190500710, ETA-SD-20190500818, ETA-SD-20190601758, ETA-SD-20190601779, ETA-SD-20190702496, ETA-SD-20190702597, ETA-SD-20190702602, ETA-SD-20190702752, ETA-SD-20190904868, ETA-SD-20190904870, ETA-SD-20191005584, ETA-SD-20200100480, ETA-SD-20200201296, ETA-SD-20200503318, ETA-SD-20210201239, ETA-SD-20210503115.

NR-ETA/1215, NR-ETA/1420, NR-ETA/1421, NR-ETA/2015, NR-ETA/2221, NR-ETA-3373, NR-ETA/3544, NR-ETA/4717, NR-ETA/7218-RLO(NR), NR-ETA/7219-RLO(NR), NR-ETA/7220-RLO(NR), NR-ETA/9168-RLO(NR), SR-ETA/201900419,ETA-SD-20210201419,ETA-SD-20210201425,ETA-SD-2021070517,ETA-SD-20210704875,ETA-SD-20210805474,ETA-SD-20211007711,ETA-SD-20220100173,ETA-SD-20220302289,ETA-SD-20220605444,ETA-SD-20220604919, R-41175277, ETA-SD-2030100482, ETA-SD-20220201488.

Indonesia

⚠ Dilarang melakukan perubahan spesifikasi yang dapat menimbulkan gangguan fisik dan/atau elektromagnetik terhadap lingkungan sekitarnya.

57027/SDPPI/2018, PLG ID: 7696

57059/SDPPI/2018, PLG ID: 7696

60924/SDPPI/2019, PLG ID: 4334

61642/SDPPI/2019, PLG ID: 4334

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- 61855/SDPPI/2019, PLG ID: 4334
- 61981/SDPPI/2019, PLG ID: 4334
- 62361/SDPPI/2019, PLG ID: 8837
- 62404/SDPPI/2019, PLG ID: 4334
- 64520/SDPPI/2019, PLG ID: 4334
- 67149/SDPPI/2020, PLG ID: 4334
- 67359/SDPPI/2020, PLG ID: 4334
- 67495/SDPPI/2020, PLG ID: 4334
- 67512/SDPPI/2020, PLG ID: 4334
- 69516/SDPPI/2020, PLG ID: 4334
- 72556/SDPPI/2021, PLG ID: 4334
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- 76052/SDPPI/2021, PLG ID: 4334
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82953/SDPPI/2022, PLG ID: 4334


86178/SDPPI/2022, PLG ID: 4334

12345/SDPPI/2011, PLG ID: 1234, 21436/SDPPI/2011, 32143/SDPPI/2013, PLG ID: 3073, 32144/SDPPI/2013, PLG ID: 3073, 32221/SDPPI/2013, PLG ID: 3073, 33651/SDPPI/2014, PLG ID: 2181, 33652/SDPPI/2017, PLG ID: 2181, 34468/I/SDPPI/2017, PLG ID: 2879, 34539/I/SDPPI/2017, PLG ID: 4211, 34691/SDPPI/2014, PLG ID: 4604,

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36961/SDPPI/2014, PLG ID: 4792, 38132/I/SDPPI/2017, PLG ID: 2130, 38296/I/SDPPI/2017, PLG ID: 4976, 40095/I/SPDDI/2018, PLG ID: 3891, 40409/SDPPI/2015, PLD ID: 4792, 44153/SDPPI/2016, PLG ID: 4211, 47786/SDPPI/2016, PLG ID: 6051, 47817/SDPPI/2016, PLG ID: 6094, 48732/SDPPI/2016, PLG ID: 3891, 40848/I/SDPPI/2018, PLG ID: 2181, 50425/SDPPI/2017, PLG ID: 4057, 50459/SDPPI/2017, PLG ID: 6051, 53856/SDPPI/2017, PLG ID: 4211, 55438/SDPPI/2018, PLG ID: 6051, 55776/SDPPI/2018, PLG ID: 7205, 56625/SDPPI/2018, PLG ID: 7708, 57406/SDPPI/2018, PLG ID: 7708, 57647/SDPPI/2018, PLG ID: 7708, 57687/SDPPI/2018, PLG ID: 7708, 58206/SDPPI/2018, PLG ID: 5834, 62361/SDPPI/2019, PLG ID: 8837, 62745/SDPPI/2019, PLG ID:3813, 64730/SDPPI/2019, PLG ID: 8837, 67688/SDPPI/2020, PLG ID: 3813, 67930/SDPPI/2020, PLG ID: 3813, 67931/SDPPI/2020, PLG ID: 3813, 74369/SDPPI/2021, PLG ID: 3813, 74998/SDPPI/2021, PLD ID: 10325.

PLG ID: 4334: 39689/SDPPI/2015, 58849/SDPPI/2018, 60544/SDPPI/2019, 62443/SDPPI/2019, 62481/SDPPI/2019, 62637/SDPPI/2019, 62638/SDPPI/2019, 62825/SDPPI/2019, 62826/SDPPI/2019, 62827/SDPPI/2019, 62828/SDPPI/2019, 62957/SDPPI/2019, 62958/SDPPI/2019, 63076/SDPPI/2019, 63077/SDPPI/2019, 63078/SDPPI/2019, 63079/SDPPI/2019, 63080/SDPPI/2019, 63081/SDPPI/2019, 63082/SDPPI/2019, 63128/SDPPI/2019, 63129/SDPPI/2019, 63130/SDPPI/2019, 63131/SDPPI/2019, 63132/SDPPI/2019, 63133/SDPPI/2019, 63134/SDPPI/2019, 63135/SDPPI/2019, 63136/SDPPI/2019, 63137/SDPPI/2019, 63138/SDPPI/2019, 63139/SDPPI/2019, 63140/SDPPI/2019, 63147/SDPPI/2019, 63160/SDPPI/2019, 63161/SDPPI/2019, 63162/SDPPI/2019, 63286/SDPPI/2019, 63577/SDPPI/2019, 63578/SDPPI/2019, 63579/SDPPI/2019, 63580/SDPPI/2019, 63581/SDPPI/2019, 63582/SDPPI/2019, 63583/SDPPI/2019, 64515/SDPPI/2019, 64516/SDPPI/2019, 64639/SDPPI/2019, 64640/SDPPI/2019, 66006/SDPPI/2020, 66074/SDPPI/2020, 66603/SDPPI/2020, 67154/SDPPI/2020, 68316/SDPPI/2020, 71563/SDPPI/2020, 71835/SDPPI/2020, 72274/SDPPI/2020, 73488/SDPPI/2021, 73816/SDPPI/2021, 73954/SDPPI/2021, 74360/SDPPI/2021, 74525/SDPPI/2021, 74928/SDPPI/2021, 75296/SDPPI/2021, 76862/SDPPI/2021, 76974/SDPPI/2021, 77920/SDPPI/2021, 78452/SDPPI/2021, 80130/SDPPI/2022, 80858/SDPPI/2022, 82116/SDPPI/2022,80846/SDPPI/2022,81032/SDPPI/2022,81094/SDPPI/2022,82886/SDPPI/2022,82926/SDPPI/2022, 74998/SDPPI/2022.

Israel

MoC:

11-11052, 11-11252, 11-12320, 51-07681, 51-10011, 51-10360, 51-10361, 51-37428, 51-41889, 51-42830, 51-42841, 51-43949, 51-46980, 51-47851, 51-52344, 51-54730, 51-55347, 51-57375, 51-58102, 51-58527, 51-63653, 51-64296, 51-65008, 51-65009, 51-65839, 51-65860, 51-65909, 51-65953, 51-66171, 51-66172, 51-66173, 51-66259, 51-66383, 51-66390, 51-66415, 51-66601, 51-66602, 51-69416, 51-69417, 51-70460, 51-70461, 51-71498, 51-71601, 51-72848, 51-73078, 51-73720, 51-74243, 51-74291, 51-74339, 51-74356, 51-74361, 51-74441, 51-74442, 51-74443, 51-74356, 51-74537, 51-74636, 51-74989, 51-75000, 51-75054, 51-74632, 51-74633, 51-74634, 51-74635, 51-74636, 51-74896, 51-74989, 51-75000, 51-75054, 51-75243, 51-75245, 51-75515, 51-76029, 51-76247, 51-76311, 51-76312, 51-76422, 51-76971, 51-77001, 51-77099, 51-77882, 51-80024, 51-81786, 51-81807, 51-82314

55-02626, 55-06864, 55-06893, 55-06894, 55-07102, 55-07460, 55-07477, 55-07480, 55-07680, 55-07681, 55-07789, 55-08250, 55-08456, 55-08739, 55-08803, 55-09135, 55-09396, 55-09600, 55-09601, 55-09617, 55-09618, 55-09683, 55-10011, 55-10360, 55-10361, 55-10614, 55-11599

63-63304, 63-66687, 63-67691, 63-67736,63-67180,63-73362,63-67180,63-73361,63-71587,11-12330,63-70375, 51-90346, 55-13788, 55-13787, 55-13785, 55-13789, 55-13786, 55-13903, 55-13946, 55-13947, 55-13949, 55-13947, 55-13951, 55-14175, 55-14172, 55-14187, 55-14188, 51-87213, 55-14395, 55-14410, 55-14409, 51-888032, 55-14866, 55-14888, 51-88306, 51-88548, 51-88870, 51-89881, 11-11252, 51-89766, 51-89882, 51-89883, 55-15760, 55-15761, 51-91118, 51-91119, 51-91460, 51-88548, 55-12193, 55-12326

Jamaica

This product contains a Type Approved Module by Jamaica:

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SMA Equipment Identifier:

FR5CUEC, RS5.3, MQBS01, TSSRE4Uf, TSSSG4G5b, WPC003-1, Medium 5C_21, TSSRE4Td, FPK8 IMMO5D, CB2JCIBUSHL4, LTE-MBC-NAR2, TLVHM3IU-W, LTE-MBC-NAR2, LTE-MBC-NARTSSSG4G4, TSSTSc, TLAHW3IU-W, FS14T and FS14TK, WCH-186, WCH-185, WCH-183, 17101031, CONBOX-HIGH, MQB3 OI, MEDIUM 5C & COLOUR 5C, 17101023, 17101022, 17101032, 17101043, 17101041, 18020534, ARS5-B, 18020534, TSSRE4A, VK2, VW MIB2 Entry, MIB GLOBAL STANDARD PLUS, RS4, 18020534, 5WK50257/254/252/250/248/40398036/40406557/4038279, FS94, FS09,VW India 2.0 Low Radio,VW MIB Regio,F5CP42, MQBS01, WPC003-5, WPC003-1

Jordan

TRC no.:

TRC/LPD/2010/91, TRC/LPD/2014/9, TRC/LPD/2014/186, TRC/LPD/2014/214, TRC/LPD/2014/241, TRC/LPD/2014/248, TRC/LPD/2014/258, TRC/LPD/2014/274, TRC/LPD/2015/387, TRC/LPD/2016/170, TRC/LPD/2016/215, TRC/LPD/2016/216, TRC/LPD/2016/252, TRC/LPD/2016/353, TRC/LPD/2016/478, TRC/LPD/2016/538, TRC/LPD/2016/584, TRC/LPD/2016/591, TRC/LPD/2017/63, TRC/LPD/2017/254, TRC/LPD/2018/1, TRC/LPD/2018/128, TRC/LPD/2018/162, TRC/LPD/2018/193, TRC/LPD/2018/228, TRC/LPD/2018/272, TRC/LPD/2018/274, TRC/LPD/2018/381, TRC/LPD/2018/399, TRC/LPD/2018/489, TRC/LPD/2018/528, TRC/LPD/2018/529, TRC/LPD/2019/67, TRC/LPD/2019/152, TRC/LPD/2019/153, TRC/LPD/2019/155, TRC/LPD/2019/227, TRC/LPD/2019/233, TRC/LPD/2019/234, TRC/LPD/2021/215.

TRC/SS/2010/48, TRC/SS/2014/127, TRC/SS/2015/221, TRC/SS/2015/222, TRC/SS/2016/476, TRC/SS/2019/212, TRC/31/7615/2020, TRC/31/5862/2022, TRC/32/6684/2023, TRC/31/11434/2023, TRC/31/11517/2023, TRC/34/6696/2023, TRC/31/11516/2023.

TRC No.: T/4/11/11/... 194, 0354, 1200, 2394, 2538, 2926, 2950, 3338, 3339, 3474, 3502, 3506, 3512, 3641, 3680, 3681, 3900, 4215, 4350, 4352, 4387, 4549, 4554, 4555, 5616, 5621, 5649, 5653, 5896, 5898, 5974, 5976, 5977, 6082, 6435, 7192, 7216, 7218, 7716, 7777, 8007, 8163, 8164, 8205, 8225, 8226, 8227, 8230, 8278, 8281, 8660, 8677, 8680, 8793, 8910, 9184, 9229, 9236, 9351, 9352, 9585, 9851, 10124, 10354, 10488, 10752, 10753, 11026, 11078, 12260,194200,1199,2950,3512,4215,5397,5739,8102,9215,9217,932,2517,2612,2609,2608, 258, 382.

Cameroon

AGENCE DE REGULATION DES TELECOMMUNICATIONS CAMEROUN

HOMOLOGATION D'EQUIPEMENT:

106/ART/DG/DT/SDNSEA/SNH/CA, 125/ART/DG/DT/SDNSEA/SNH/CA, 137/ART/DG/DT/SDNA/SNH/CA1, 139/ART/DG/DT/SDNA/SNH/CA1, 152/ART/DG/DT/SDNA/SNH/CA2, 167/ART/DG/DT/SDNA/SNH/CA3, 170/ART/DG/DT/SDNA/SNH/CA2, 172/ART/DG/DT/SDNA/SNH/CA2, 271/ART/DG/DT/SDNA/SNH/CA2, 273/ART/DG/DT/SDNA/SNH/CA2, 287/ART/DG/DT/SDNA/SNH/CA2, 293/ART/DG/DT/SDNA/SNH, 301/ART/DG/DT/SDNSEA/SNH/CA, 305/ART/DG/DT/SDNA/SNH/CA1, 309/ART/DG/DT/SDNA/SNH/CA1, 318/ART/DG/DT/SDNA/SNH/CA1, 428/ART/DG/DT/SDNA/SNH/CA1, 458/ART/DG/DT/SDNSEA/SNH, 459/ART/DG/DT/SDNSEA/SNH, 465/ART/DG/DT/SDNA/SNH, 469/ART/DG/DT/SDNA/SNH/CA2, 475/ART/DG/DT/SDNA/SNH/CA2, 581/ART/DG/DT/SDNA/SNH/CA2, 616/ART/DG/DT/SDNA/SNH/CA2, 628/ART/DG/DT/SDNA/SNH/CA1, 631/ART/DG/DT/SDNA/SNH/CA1, 720/ART/DG/DT/SDNA/SNH/CA2, 722/ART/DG/DT/SDNA/SNH/CA2, 726/ART/DG/DT/SDNA/SNH/CA2, 734/ART/DG/DT/SDNA/SNH/CA2, 778/ART/DG/DT/SDNA/SNH/CA1, 788/ART/DG/DT/SDNSEA/SNH/CA, 851/ART/DG/DT/SDNA/SNH/CA2, 856/ART/DG/DT/SDNA/SNH/CA2, 870/ART/DG/DT/SDNA/SNH/CA2, 1129/ART/DG/DT/SDNSEA/SNH/CA, 1151/ART/DG/DT/SDNSEA/SNH, 1789/ART/DG/DT/SDNA/SNH, 1150/ART/DG/DT/SDNSEA/SNH, 1152/ART/DG/DT/SDNSEA/SNH, 135/ART/DG/DT/SDNSEA/SNH, 289/ART/DG/DT/SDNSEA/SNH,295/ART/DG/DT/SDNSEA/SNH, 492/ART/DG/DT/SDNSEA/SNH, 655/ART/DG/DT/SDNSEA/SNH, 656/ART/DG/DT/SDNSEA/SNH, 663/ART/DG/DT/SDNSEA/SNH, 2784/ART/DG/DT/SDNSEA/SNH, 834/ART/DG/DT/SDNSEA/SNH, 837/ART/DG/DT/SDNSEA/SNH,

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941/ART/DG/DT/SDNSEA/SNH, 36/ART/DG/DT/SDNSEA/SNH, 79/ART/DG/DT/SDNSEA/SNH

Malaysia

CIDF15000490, CIDF15000578, CIDF17000143, MRR14F, ARS4-B, MIB3 OI

RAAT/44A/0219/S(19-0487), RAAU/05C/0415/S(14-3022), RAAU/33C/1015/S(15-0535), RAAU/35C/1115/S(15-0536), RAAU/40C/1215/S(15-4937), RAAU/48C/0716/S(16-2025), RAAU/57A/0111/S(10-2112), RAAY/84A/0618/S(18-2241), RAAY/85A/0618/S(18-2242), RAAY/86A/0618/S(18-2378), RAAY/87A/0718/S(18-2596), RAAY/89A/0718/S(18-3107), RAAY/92A/1218/S(18-4731), RAAY/98A/0620/S(20-2103), RAFC/18A/0618/S(18-2470), RALM/22A/0315/S(15-0480), RALM/30B/1020/S(20-4379), RALM/34A/0616/S(16-0899), RALM/35A/0716/S(16-2324), RALM/43B/0221/S(21-0619), RALM/44A/0517/S(17-1383), RALM/45A/0517/S(17-1576), RALM/66A/0618/S(18-2468), RALM/67A/0618/S(18-2474), RALM/68A/0618/S(18-2473), RALM/69A/1018/S(18-3829), RALM/77A/0219/S(19-0174), RANI/26C/1215/S(15-4798, RANI/27B/0314/S(14-0418), RANI/27C/1215/S(15-4802), RANI/72B/0215/S(14-3024), RAQP/76A/1121/S(21-5310), RAVG/39U/0616/S(16-1865), RBEF/04A/0317/S(17-0584), RBEF/30A/0919/S(19-3760), RCCT/46B/0317/S(17-0740), RCCT/47B/0317/S(17-0739), RCCT/61D/0719/S(19-2714), RCCT/64B/0517/S(17-0741), RCCT/82C/0718/S(18-2447), RDDC/72A/0518/S(18-1697), RDDK/02B/0419/S(19-1401), RDDK/08A/0416/S(16-1233), RDDK/08B/0416/S(16-1233), RDDK/17A/0816/S(16-2023), RDDK/22A/1016/S(16-3306), RDDK/23A/0916/S(16-3288), RDDK/68A/0418/S(18-1521), RDDK/69B/1220/S(20-5452), RDDK/72A/0518/S(18-1697), RDDK/74A/0618/S(18-2223), RDDK/83A/1018/S(18-4152), RDDK/84A/1018/S(18-4153), RDDS/27A/0319/S(19-1029), RDFX/09A/0821/S(21-4059), RDFX/10A/0921/S(21-4061), RDFX/11A/0921/S(21-4060), RFCL/09A/0218/S(18-0609), RFCL/13A/0618/S(18-2379), RFCL/14A/0618/S(18-2543), RFCL/15A/0718/S(18-2544), RFCL/18A/0718/S(18-2529), RFCL/19A/0718/S(18-2545), RFCL/20A/0718/S(18-2718), RFCL/21A/0718/S(18-2717), RCFL/22A/0818/S(18-3109), RFCL/23A/0818/S(18-3153), RCFL/24A/0818/S(18-3152), RFCL/26A/0918/S(18-3810), RFCL/27A/0918/S(18-3812), RFCL/28A/1018/S(18-3977), RFCL/29A/1018/S(18-4127), RFCL/30A/1018/S(18-4129), RFCL/31A/1018/S(18-3976), RFCL/33A/0619/S(19-2422), RFCL/34A/0619/S(19-2421), RFCL/35A/0719/S(19-2874), RFCL/36A/0719/S(19-2875), RFCL/41A/0220/S(20-0390), RFCL/42A/0220/S(20-0391), RFCL/44A/0320/S(20-1385), RFCP/36A/0321/S(21-1381), RFGF/05A/0519/S(19-2090), RGBZ/01A/0318/S(18-0918), RGBZ/03A/0320/S(20-1253), RGEZ/25A/0920/S(20-3544), RGEZ/31A/0421/S(21-1529), RGEZ/36A/0521/S(21-2216), RGIG/01A/0220/S(20-0593), RGIG/02A/0220/S(20-0591), RGLA/06A/1220/S(20-5384), RGNU/03A/0221/S(21-0560),RCCT/02G/1021/S(21-4512),RAQP/73A/1121/S(21-5209),RAQP/76A/1121/S(21-5310),RAQP/75A/1121/S(21-5309),RRCCT/19G/1121/S(21-4614),RFGF/05A/0519/S(19-2090),RALM/77A/0219/S(19-0174),RALM/54B/1221/S(21-5945),RALM/34A/0616/S(16-0899),RGLN/26A/0122/S(22-0336),RAQP/77A/0222/S(22-0908),RGEZ/45A/0322/S(22-1385),RAVG/39U/0616/S(16-1865),RCCT/46B/0317/S(17-0740),RCCT/47B/0317/S(17-0739),RCCT/64B/0517/S(17-0741), RAAU/40C/1215/S(15-4937),RAAU/57A/0111/S(10-2112), RAVG/39U/0616/S(16-1865), RDDK/23A/0916/S(16-3288), RAQP/84A/0822/S(22-3841), RBEF/30A/0919/S(19-3760), RAQP/84A/0922/S(22-4095), RAQP/88A/1022/S(22-4485), RALM/75B/1122/S(22-5510), RALM/74B/1122/S(22-5508), RALM/22A/0315/S(15-0480), RAQP/84A/0223/S(23-0548), RGLA/06A/1220/S(20-5384), RGIH/67A/0522/S(22-2480).

Morocco

AGREE PAR L'ANRT MAROC

Numéro d'agrément_Date d'agrément

MR 5371ANRT2010_05.12.2019, MR 5611ANRT2010_27.05.2010, MR 5835ANRT2010_28.08.2020, MR 7906ANRT2013_06.03.2013, MR 8106ANRT2013_29.04.2013, MR 9102ANRT2014_14.03.2014, MR 9107ANRT2014_18.03.2014, MR 9126ANRT2014_26.03.2014, MR 9186ANRT2014_22.04.2014, MR 9668ANRT2014_30.09.2014, MR 9741ANRT2014_24.10.2014, MR 9778ANRT2014_11.11.2014, MR 9904ANRT2014_19.12.2014, MR 9918ANRT2014_22.12.2014, MR 11030ANRT2015_04.11.2015, MR 11264ANRT2016_08.01.2016, MR 11554ANRT2016_15.03.2016, MR 12089ANRT2016_15.06.2016, MR 12123ANRT2016_22.06.2016, MR 12372ANRT2016_16.08.2016, MR 12623ANRT2016_11.10.2016, MR 12755ANRT2016_07.11.2016, MR 12756ANRT2016_07.11.2016, MR 12901ANRT2016_30.11.2016, MR 13217ANRT2017_27.01.2017, MR 13255ANRT2017_09.02.2017, MR 13576ANRT2017_20.03.2017,

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MR 13772ANRT2017_13.04.2017, MR 13774ANRT2017_13.04.2017, MR 13851ANRT2017_03.05.2017, MR 13892ANRT2017_03.05.2017, MR 13900ANRT2017_04.05.2017, MR 14830ANRT2017_28.09.2017, MR 15171ANRT2017_22.11.2017, MR 15669ANRT2018_31.01.2018, MR 15674ANRT2018_31.01.2018, MR 15675ANRT2018_31.01.2018, MR 15925ANRT2018_27.02.2018, MR 16263ANRT2018_06.04.2018, MR 16606ANRT2018_17.05.2018, MR 16657ANRT2018_23.05.2018, MR 16726ANRT2018_30.05.2018, MR 16794ANRT2018_05.06.2018, MR 16860ANRT2018_18.06.2018, MR 16861ANRT2018_18.06.2018, MR 16905ANRT2018_21.06.2018, MR 16906ANRT2018_21.06.2018, MR 16907ANRT2018_21.06.2018, MR 16908ANRT2018_21.06.2018, MR 17015ANRT2018_03.07.2018, MR 17016ANRT2018_03.07.2018, MR 17079ANRT2018_11.07.2018, MR 17080ANRT2018_11.07.2018, MR 17201ANRT2018_06.08.2018, MR 17202ANRT2018_06.08.2018, MR 17203ANRT2018_06.08.2018, MR 17204ANRT2018_06.08.2018, MR 17504ANRT2018_14.09.2018, MR 17505ANRT2018_14.09.2018, MR 17528ANRT2018_20.09.2018, MR 17576ANRT2018_26.09.2018, MR 17678ANRT2018_11.10.2018, MR 17679ANRT2018_11.10.2018, MR 18103ANRT2018_30.11.2018, MR 18334ANRT2018_21.12.2018, MR 18335ANRT2018_21.12.2018, MR 18615ANRT2019_21.01.2019, MR 18736ANRT2019_04.02.2019, MR 18928ANRT2019_25.02.2019, MR 19106ANRT2019_14.03.2019, MR 19108ANRT2019_14.03.2019, MR 19315ANRT2019_04.04.2019, MR 19338ANRT2019_09.04.2019, MR 19339ANRT2019_09.04.2019, MR 19505ANRT2019_22.04.2019, MR 19520ANRT2019_23.04.2019, MR 19767ANRT2019_15.05.2019, MR 19768ANRT2019_15.05.2019, MR 19769ANRT2019_15.05.2019, MR 20859ANRT2019_11.09.2019, MR 20901ANRT2019_13.09.2019, MR 20902ANRT2019_13.09.2019, MR 20944ANRT2019_19.09.2019, MR 21472ANRT2019_26.11.2019, MR 21473ANRT2019_28.11.2019, MR 21807ANRT2019_23.12.2019, MR 22495ANRT2020_26.02.2020, MR 23231ANRT2020_26.05.2020, MR 23405ANRT2020_16.03.2020, MR 24001ANRT2020_13.05.2020, MR 24106ANRT2020_20.05.2020, MR 25982ANRT2020_14.10.2020, MR 26081ANRT2020_22.10.2020, MR 26333ANRT2020_12.11.2020, MR 27808ANRT2021_13.03.2021, MR 30377ANRT2021_14.10.2021, MR 31268ANRT2022_04.01.2022,MR 29628ANRT2021_02.08.2021,MR 30406ANRT2021_24.10.2021,MR 30494ANRT2
MR 30377ANRT2021_14.10.2021, MR 30377ANRT2021_26.10.2022, MR 8106ANRT2013_26.10.2022, MR 9186ANRT2014_26.10.2022, MR 9668ANRT2014_26.10.2022, MR 11264ANRT2016_27.10.2022, MR 17528ANRT2018_27.10.2022, MR 9126ANRT2014_27.10.2022, MR 35384ANRT2022_21.11.2022, MR 35382ANRT2022_21.11.2022, MR 35387ANRT2022_21.11.2022, MR 35393ANRT2022_21.11.2022, MR 36711ANRT2023_10.02.2023, MR 25982ANRT2020_14.10.2020, MR 31772ANRT2020_17.02.2022.

Mauritania

AGREE PAR L'ARE MAURITANIE

Numéro d'agrément_Date d'agrément:

0375/ARE/2016_29.11.2016, 410/ARE/2017_03.05.2017, 0411/ARE/2017_03.05.2017, 0483/ARE/2018_05.04.2018, 0491/ARE/2018_15.05.2018, 0493/ARE/2018_16.05.2018, 0518/ARE/2018_19.06.2018, 0519/ARE/2018_19.06.2018, 0520/ARE/2018_19.06.2018, 0523/ARE/2018_19.07.2018, 0524/ARE/2018_19.07.2018, 0525/ARE/2018_19.07.2018, 0537/ARE/2018_30.07.2018, 0538/ARE/2018_30.07.2018, 0542/ARE/2018_08.08.2018, 0587/ARE/2018_04.12.2018, 0588/ARE/2018_04.12.2018, 0591/ARE/2018_05.12.2018, 0597/ARE/2018_13.12.2018, 0598/ARE/2018_13.12.2018, 0630/ARE/2019_25.02.2019, 0647/ARE/2019_30.04.2019, 0649/ARE/2019_30.04.2019, 0650/ARE/2019_30.04.2019, 0664/ARE/2019_27.05.2019, 0665/ARE/2019_27.05.2019, 0667/ARE/2019_27.05.2019, 0712/ARE/2018_04.11.2019, 0713/ARE/2018_04.11.2019, 0742/ARE/2020_20.01.2020, 0796/ARE/2020_11.05.2020, 0839/ARE/2020_21.09.2020, 0840/ARE/2020_21.09.2020, 0869/ARE/2020_17.11.2020, 0869/ARE/2019_16.11.2022, 0874/ARE/2020_26.11.2020, 0971/ARE/2021_20.07.2021, 0979/ARE/2021_09.08.2021, 1128/ARE/2021_27.06.2022, 1127/ARE/2021_27.06.2022, 1173/ARE/2022_17.10.2022, 232/ARE/2023_13.02.2023

Mexico

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NYCE: NYC-2102C0E15067, NYC-2102C0E19765,NYC-2102C0E21985, NYC-2202C0E14311, NYC-2202C0E14310, NYC-2202C0E14309, NYC-CEDT1456-21, NYC-2202C0E22124, NYC-2202C0E22129, NYC-2202C0E22336, NYC-2202C0E22232, NYC-2102C0E19765, NYC-2202C0E21270

ANCE:ANC2101C00017489,ANC2201C00003403,ANC2201C00004471

UL:ULM-NOM-10526,ULM-NOM-10528,ULM-NOM-10533,

IFETEL:

IFT/223/UCS/DG-AUSE/0311/2018, IFT-008-2015, IFT/223/UCS/DG-AUSE/10559/2021, IFT/223/UCS/DG-AUSE/9797/2021, IFT/223/UCS/DG-AUSE/9793/2021, IFT/223/UCS/DG-AUSE/9791/2021, IFT/223/UCS/DG-AUSE/9792/2021, IFT/223/UCS/DG-AUSE/9796/2021, IFT/223/UCS/DG-AUSE/9788/2021, IFT/223/UCS/DG-AUSE/0029/2021, IFT/223/UCS/DG-AUSE/7577/2020, IFT/223/UCS/DG-AUSE/6918/2022, IFT/223/UCS/DG-AUSE/6915/2022, IFT/223/UCS/DG-AUSE/1911/2022, IFT/223/UCS/DG-AUSE2294/2022, IFT/223/UCS/DG-AUSE/2516/2022, IFT/223/UCS/DG-AUSE/1766/2022, IFT/223/UCS/DG-AUSE/3659/2022, IFT/223/UCS/DG-AUSE/3672/2022, IFT/223/UCS/DG-AUSE/4769/2022, IFT/223/UCS/DG-AUSE/1540/2022, IFT/223/UCS/DG-AUSE/3129/2022, IFT/223/UCS/DG-AUSE/4898/2022, IFT/223/UCS/DG-AUSE/4897/2022, IFT/223/UCS/DG-AUSE/4551/2022, IFT/223/UCS/DG-AUSE/xxxx/2022, IFT/223/UCS/DG-AUSE/4432/2022

RCPVIVW21-4222, RCPAPR318-2005, RCPBOBR21-0911, RCPBOFR18-1885, RCPBOLR09-0828, RCPBOLR16-0518, RCPBOMR12-1538, RCPBOMR14-0766, RCPBOMR14-0922, RCPBOMR17-0598, RCPBOMQ19-0594, RCPCOAR18-1800, RCPGEAD16-1700, RCPHAMM10-0514, RCPHEBS14-0180, RCPHEBC18-2099, RCPHEFS19-1702, RCPHEFS20-1469, RCPHERS19-1678, RCPGEAD16-1700, RCPGECB14-0464, RCPLGLG16-0952, RCPLGMI19-1163, RCPVIVW20-0478, RCPVOHT13-1485, RCPVOMI15-0115, RCPVWFS16-0693, RCPVWL414-0775, RCPVWL414-0775-A1, RCPVWL617-0023, RCPVWMI17-0707, RCPVWMI17-0902, RCPVWMI18-2151, RCPVWMI18-2169, RCPVWMI14-0755, RCPVWMI14-1819, RCPVWMI14-1819, RCPVWMI14-1820, RCPVWMI15-0640, RCPVWMI16-0590, RCPVWMI16-1445, RCPVWMM17-1053, RCPVWVW17-0714, RCPVWVW17-0714-A1, RLVBHTS19-1995, RLVBOLR14-1873, RLVCO1820-0821, RLVCOAR15-0008, RLVCOBC16-1823, RLVCO1820-0821, RLVCOFS18-2029, RLVCOFS18-2030, RLVDER316-1666, RLVDER316-2005, RLVHE0119-0720, RLVHEBC15-0293, RLVHEBC16-0682, RLVHEFS13-1688, RLVHEFS13-1690, RLVHEFS14-1515, RLVHEFS18-1288, RLVHEFS18-1565, RLVHEFS19-0647, RLVHEFS19-1298, RLVHEFS20-0533, RLVHEFS20-1335, RLVHEFS20-1336, RLVHEFS20-1420, RLVHELC11-1185, RLVHEMQ19-1757, RLVHEMQ19-1758, RLVHEMW19-1757, RLVHERS17-0286, RLVHUHU19-1065, RLVHUTS20-1781, RLVMABN18-1512, RLVMABN18-1512-A1, RLVMAMQ18-0363, RLVMAMQ20-2464, RLVVENB20-1419, RLVVICO19-1023, RLVVIFP20-1412, RLVVIKO18-0155, RLVVIME19-1022, RLVVIME19-1023, RLVVIME20-2934, 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, RTIAUCB18-0153, RTIAUMI14-1863, RTILECO19-1805, RTILECO21-2443, RTILGTL19-0483, RTILGTL19-1617, RTILGTL20-727, RTIMOLT20-0870, RTIMOLT20-1047, RTIVWCO19-1185,RCPHEPS21-4334,RCPHERS21-4335,RCPSCAG21-4523,RCPBOF522-0910,RCPVWMI22-1384,RLVBOFR22-2006,RCPVWL922-2123,RLVMAMQ22-3409.

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.

Mongolia

Монгол Улсад баталгаажсан

ID: A17000102, A17000116b, A17000165, A18000077, A18000240, A18000261, A18000266, A18000267, A19000462, A19000474, A19000548, A19000579, A19000574, A19000569, A19000578, A19000580, A20000040, A20000074, A20000098, A20000240, A20000253,

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A20000270,A20000124,A17000128,A17000122,A20000186,A18000201,A180002013,A18000073,A18000216,A18000
A19000423, A19000447, A19000446, A19000462, A19000474, A19000475, A19000476, A19000473, A19000724,
A19000751, A19000547, A19000548, A19000569TSSRE4Uf, A19000578, A19000580, A19000579, A19000581,
A16000088, A20000040, A20000253, A22000651.

Nigeria

Connection and use of this communications equipment is permitted by the Nigerian Communications Commission.

NCC/TSNi/WN/TA/CERT/: 0043/2011, 0679/2015, 0884/2015, 0922/2015, 0923/2015, 0947/2016, 1071/2016, 1247/2016, 1454/2017, 1567/2017, 1571/2017, 1650/2017, 1691/2017, 1692/2017, 2061/2018, 2062/2018, 2236/2018, 2332/2018, 2333/2018, 2334/2018, 2335/2018, 2338/2018, 2339/2018, 2340/2018, 2383/2018, 2384/2018, 2385/2018, 2427/2018, 2466/2018, 2467/2018, 2525/2018, 2838/2019, 2862/2019, 2935/2019, 2951/2019, 3137/2019, 3138/2019, 3223/2019, 3224/2019, 3401/2020, 3492/2020, 3493/2020, 3738/2020, 3948/2020, 3983/2020, 3989/2020, 4019/2021, 4176/2021, 4218/2021, 4683/2021,4231/2021,4660/2021,4658/2021,4682/2021,01798/2022,01878/2022,01985/2022, 4683/2021, 3948/2020

NCC/TSNi/TA/VOL: 161/2021/124

NCC/TSNi/TA/CERT: 435/2022

Oman

TRA/TA-R/0555/12_D172338, TRA/TA-R/0984/13_D100428, TRA/TA-R/1049/09, TRA/TA-R/1298-01/10_D090258, TRA/TA/R/1448/10_D090258, TRA/TA-R/1575/13_TRAUSR001251, TRA/TA-R/1585/13_TRAUSR001251, TRA/TA-R/1630/13_D100428, TRA/TA-R/1697/14_D100428, TRA/TA-R/1733/14_D080134, TRA/TA-R/1743/14_D090016, TRA/TA-R/1849-14_D090258, TRA/TA-R/1995/14_D100428, TRA/TA-R/2160/14_D080134, TRA/TA-R/2197/14_D100428, TRA/TA-R/2210/14_D080134, TRA/TA-R/2235/14_D080134, TRA/TA-R/2289/14_D080134, TRA/TA-R/2444/15_D090016, TRA/TA-R/2609/15_D100428, TRA/TA-R/2903/15_D080134, TRA/TA-R/3007-16_D080314, TRA/TA-R/3315/16_DA80134, TRA/TA-R/3331/16_D080134, TRA/TA-R/3370/16, TRA/TA-R/3621/16_D080134, TRA/TA-R/3701/16_D080134, TRA/TA-R/3848/17_D080134, TRA/TA-R/3957/17_D080134, TRA/TA-R/4227/17_D090024, TRA/TA-R/4353/17_D080134, TRA/TA-R/5130/18_23/01/2018, TRA/TA-R/5241/18_D172249, TRA/TA-R/5442/18_D100428, TRA/TA-R/5443/18_D100428, TRA/TA-R/5617/18_D100428, TRA/TA-R/5725/18_D100428, TRA/TA-R/5772/18_D100428, TRA/TA-R/5774/18_D100428, TRA/TA-R/5819/18_D100428, TRA/TA-R/5820/18_D100428, TRA/TA-R/5884/18_D100428, TRA/TA-R/5885/18_D100428, TRA/TA-R/5886/18_D100428, TRA/TA-R/5887/18_D100428, TRA/TA-R/6021/18_D100428, TRA/TA-R/6022/18_D100428, TRA/TA-R/6023/18_D100428, TRA/TA-R/6024/18_D100428, TRA/TA-R/6132/18_D172249, TRA/TA-R/6166/18_D100428, TRA/TA-R/6188/18_D172249, TRA/TA/R/6348/18_D090258, TRA/TA/R/6363/18_D090258, TRA/TA-R/6366/18_D100428, TRA/TA-R/6372/18_D100428, TRA/TA-R/6527/18_D172249, TRA/TA-R/6535/18_D100428, TRA/TA-R/6537/18_D177249, TRA/TA-R/6616/18_D100428, TRA/TA-R/6695/18_D100428, TRA/TA-R/6696/18_D100428, TRA/TA-R/7145/19_D172338, TRA/TA-R/7240/19_D100428, TRA/TA-R/7244/19_D100428, TRA/TA-R/7383/19_D100428, TRA/TA-R/7384/19_D100428, TRA/TA-R/7481/19_D172338, TRA/TA-R/7524/19_D100428, TRA/TA-R/7604/19_D100428, TRA/TA-R/7704/19_D090024, TRA/TA-R/7752/19_D090024, TRA/TA-R/7867/19_D192564, TRA/TA-R/7871/19_D192564, TRA/TA-R/8052/19_D090024, TRA/TA-R/8056/19_D090024, TRA/TA-R/8084/19_D192564, TRA/TA-R/8150/19_D172338, TRA/TA-R/8158/19_D172338, TRA/TA-R/8171/19_D100428, TRA/TA-R/8240/19_D172338, TRA/TA-R/8480/19_D192564, TRA/TA-R/8649/19_D090024, TRA/TA-R/8749/19_D172338, TRA/TA-R/9347/20_D172338, TRA/TA-R/9664/20_D172338, TRA/TA-R/9675/20_D192564, TRA/TA-R/9676/20_D192564, TRA/TA-R/9682/20_D100428, TRA/TA/R/10209/20_D172249, TRA/TA-R/10345/20_D090024, TRA/TA-R/10363/20_D100428, TRA/TA-R/11110/21_D172338, TRA/TA-R/11179/21_D172249,TRA/TA-R/10614/20_D172249,TRA/TA-R/11980/21_D172338,TRA/TA-R/12440/21_D172338,TRA/TA-R/12742/21_D090258,TRA/TA-R/12743/21_D090258,TRA/TA-R/13040/22_D172338, TRA/TA-R/11110/21_D172338, TRA/TA/6945/2014_17/09/2014, TRA/TA-R/15114/23_D172338, TRA/TA-

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R/13211/22_D172338.

Pakistan

Pakistan Telecom Authority (TAC No:)

Approved by PTA (2015), Approved by PTA (2016), Approved by PTA (2018), Approved by PTA (2020), Approved by PTA...,

9.090/2017, 9.10026/2019, 9.1048/2018, 9.1184/2021, 9.160/2021, 9.164/2021, 9.215/2015, 9.222/2015, 9.245/2020, 9.283/2020, 9.3012/2018, 9.399/2020, 9.484/2020, 9.499/2018, 9.581/2020, 9.652/2016, 9.687/2017, 9.9112/2019, 9.9227/2019, 9.9288/2019, 9.929/2018, 9.93/2021, 9.977/2015, 9.9837/2019, 9.9838/2019, 9.9903/2019,9.10026/2019,9.283/2020,9.245/2020,9.399/2020,9.283/2020,9.245/2020,9.399/2020,9.484/2020,9.581 9.164/2021, 9.160/2021, 9.184/2021, 9.124/2023.

Paraguay

CONATEL PY:

2013-02-I-0027, 2014-06-I-000122, 2014-12-I-000352, 2015-02-I-000054, 2015-03-I-000085, 2015-03-I-000092, 2015-11-I-000344, 2015-11-I-000346, 2016-02-I-000036, 2016-03-I-000072, 2016-05-I-000138, 2016-07-I-000174, 2016-07-I-000186, 2016-10-I-000256, 2016-11-I-000293, 2016-11-I-000311, 2017-06-I-0000162, 2017-06-I-0000171, 2017-06-I-0000172, 2017-06-I-0000173, 2017-06-I-0000194, 2017-07-I-0000220, 2018-04-I-000169, 2018-05-I-000179, 2018-05-I-000192, 2018-06-I-000212, 2018-06-I-000220, 2018-07-I-000299, 2018-07-I-000322, 2018-07-I-000353, 2018-08-I-000364, 2018-08-I-000369, 2018-08-I-000380, 2018-08-I-000381, 2018-09-I-000419, 2018-09-I-000421, 2018-09-I-000422, 2018-09-I-000423, 2018-09-I-000424, 2018-10-I-000480, 2018-10-I-000481, 2018-10-I-000492, 2018-11-I-000585, 2018-11-I-000586, 2018-11-I-000596, 2018-11-I-000597, 2018-11-I-000612, 2019-01-I-000071, 2019-03-I-000155, 2019-03-I-000156, 2019-05-I-000236, 2019-05-I-000237, 2019-05-I-000243, 2019-05-I-000245, 2019-05-I-000253, 2019-06-I-0289, 2019-06-I-0295, 2019-07-I-0335, 2019-07-I-0341, 2019-07-I-0353, 2019-07-I-0396, 2019-08-I-0442, 2019-09-I-0517, 2019-10-I-0560, 2019-10-I-0561, 2019-11-I-0595, 2019-11-I-0596, 2019-11-I-0640, 2020-02-I-0111, 2020-02-I-0125, 2020-02-I-0140, 2020-03-I-00198, 2020-07-I-0417, 2020-07-I-0455, 2020-07-I-0531, 2020-07-I-0532, 2020-09-I-0664, 2020-11-I-0783, 2020-11-I-0825, 2020-11-I-0826, 2020-11-I-0832, 2020-11-I-0851, 2020-11-I-0868, 2020-12-I-0881, 2021-01-I-0035, 2021-03-I-0130, 2021-09-I-0539, 2021-09-I-0560,2021-11-I-0678,2021-12-I-0781,2021-12-I-0783,2022-02-I-0086 2022-02-I-0072,202-02-I-0089,2022-04-I-0275,2022-08-I-0497, 2022-08-I-04517, 2022-08-I-0516, 2022-08-I-0528 y 2017-09-I-0000328, 2023-01-I-0044, 2023-01-I-0052 y 2018-07-I-000299, 2023-01-I-0049 y 2018-06-I-000220, 2020-11-I-0832, 2022-03-I-00130, 2022-08-I-0517, 2019-07-I-0353, 2014-12-I-000352.

1297/2019, 1298/2019.

Este vehiculo posee el siguiente componente de radiofrecuencias, homologado por la CONATEL – Paraguay: Llave Inalámbrica Marca HELLA, Modelo FS19. Fabricado por HELLA Germany.

Philippines

NTC, Type Approved No.:

ESD-1105427C, ESD-1105633C, ESD-1206775C, ESD-1308271C, ESD-1408668C, ESD-1408747C, ESD-1408917C, ESD-1409834C, ESD-1409181C, ESD-1409770C, ESD-1510139C, ESD-1510297C, ESD-1510396C, ESD-1510397C, ESD-1511095C, ESD-1612168C, ESD-1612188C, ESD-1613057C, ESD-1613431C, ESD-1613454C, ESD-1714358C, ESD-1714837C, ESD-1714838C, ESD-1714839C, ESD-1715123C, ESD-1716172C, ESD-1816403C, ESD-1816404C, ESD-1816419C, ESD-1816997C, ESD-1817283C, ESD-1817335C, ESD-1817369C, ESD-1817501C, ESD-1817548C, ESD-1817853C, ESD-1817897C, ESD-1817898C, ESD-1817899C, ESD-1817900C, ESD-1818098C, ESD-1818419C, ESD-1918733C, ESD-1918734C, ESD-1918735C, ESD-1918843C, ESD-1918844C, ESD-1919228C, ESD-1919230C, ESD-1919232C, ESD-1919296C, ESD-1919297C, ESD-1919418C, ESD-1919559C, ESD-1919739C, ESD-1919803C,

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ESD-1919804C, ESD-1919996C, ESD-1920171C, ESD-1920172C, ESD-1920173C, ESD-1920174C, ESD-1920175C, ESD-1920724C, ESD-1920725C, ESD-1919739C, ESD-1920803C, ESD-2021903C, ESD-2021997C, ESD-2021998C

ESD-CPE-1817719C, ESD-CPE-1920803, ESD-CPE-2003542, ESD-CPE-2003561, ESD-CPE-2103674, ESD-GEC-1402882, ESD-RCE-2022725, ESD-RCE-2023283, ESD-RCE-2024041, ESD-RCE-2024379, ESD-RCE-2125478,ESD-CPE-2103674,ESD-RCE-21257185,ESD-RCE-2127184,ESD-RCE-2127226,ESD-RCE-2128032,ESD-RCE-2228946, ESD-RCE-2024041, ESD-RCE-2229380

Qatar

ICT/QATAR/RT/2010/R-1978, ICT/QATAR/RT/2012/R-1878, ICT/QATAR/RT/2013/R-3240, ICT/QATAR/RT/2014/R-3818, ICT/QATAR/RT/2014/R-3856, ICT/QATAR/RT/2014/R-3957

CRA/SA/2014/R-4097, CRA/SA/2014/R-4122, CRA/SA/2014/R-4315, CRA/SA/2014/R-4361, CRA/SA/2014/R-4412, CRA/SA/2015/R-4596, CRA/SA/2015/R-4714, CRA/SA/2015/R-5136, CRA/SA/2015/R-5137, CRA/SA/2015/R-5151, CAR/SA/2016/R-5255, CRA/SA/2016/R-5455, CRA/SA/2016/R-5667, CRA/SA/2016/R-5808, CRA/SA/2017/R-5980, CRA/SA/2017/R-6015, CRA/SA/2017/R-6245, CRA/SA/2017/R-6311, CRA/SA/2018/R-6820, CRA/SA/2018/R-6910, CRA/SA/2018/R-7044, CRA/SA/2018/R-7073, CRA/SA/2018/R-7074, CRA/SA/2018/R-7091, CRA/SA/2018/R-7153, CRA/SA/2018/R-7207, CRA/SA/2018/R-7208, CRA/SA/2018/R-7210, CRA/SA/2018/R-7211, CRA/SA/2018/R-7212, CRA/SA/2018/R-7213, CRA/SA/2018/R-7214, CRA/SA/2018/R-7262, CRA/SA/2018/R-7263, CRA/SA/2019/R-7728

CRA/SM/2018/R-7418, CRA/SM/2018/R-7422, CRA/SM/2018/R-7417, CRA/SM/2018/R-7447, CRA/SM/2018/R-7460, CRA/SM/2018/R-7447, CRA/SM/2018/R-7551, CRA/SM/2018/R-7553, CRA/SM/2018/R-7554, CRA/SM/2018/R-7562, CRA/SM/2019/R-7682, CRA/SM/2019/R-7689, CRA/SM/2019/R-7761, CRA/SM/2019/R-7763, CRA/SM/2019/R-7812, CRA/SM/2019/R-7827, CRA/SM/2019/R-7874, CRA/SM/2019/R-7983, CRA/SM/2019/R-8053, CRA/SM/2019/R-8054, CRA/SM/2019/R-8113, CRA/SM/2019/R-8147, CRA/SM/2019/R-8148, CRA/SM/2019/R-8187, CRA/SM/2019/R-8205, CRA/SM/2019/R-8206, CRA/SM/2019/R-8300, CRA/SM/2020/R-8451, CRA/SM/2020/R-8465, CRA/SM/2020/S-0004065, CRA/SM/2020/S-0004790, CRA/SM/2020/S-0005129, CRA/SM/2020/S-0005140, CRA/SM/2020/S-0005156, CRA/SM/2020/S-0005157, CRA/SM/2020/S-0005255, CRA/SM/2020/S-0005662, CRA/SM/2020/S-0005786, CRA/SM/2021/S-0006561, CRA/SM/2021/S-0006995,CRA/SM/2020/S-0006251,CRA/SM/2021/S-0008089,CRA/SM/2021/S-0008566,CRA/SM/2021/S-0008868,CRA/SM/2021/S-0008893,CRA/SM/2022/S-0009072,CRA/SM/2022/S-0009977, CRA/SM/2023/S-0012794, CRA/SM/2020/S-0005662, CRA/SM/2022/S-009342

Rwanda

RURA/1010402/2019/L123_23.10.2019, RURA/1010402/2019/L128_21.10.2019, RURA/1010402/2020/L1069, RURA/1010402/2020/L1705_20.05.2020, RURA/101042/2020/L6997_24.09.2020,

RURA/ICT/AUT/200140090_17.11.2020, RURA/ICT/AUT/200140122_17.11.2020, RURA/ICT/AUT/210165696_10.06.2021, RURA/ICT/AUT/210172215_21.07.2021, RURA/ICT/AUT/210172964_30.07.2021, RURA/ICT/AUT/210178685_30.08.2021, RURA/ICT/AUT/210190642_22.10.2021,RURA/ICT/AUT/210148185_31.01.2021,RURA/ICT/AUT/210149593_18.02.202 RURA/ICT/AUT/220264765_05.10.2022, RURA/ICT/AUT/220270155_28.10.2022, RURA/ICT/AUT/220272401_14.11.2022, RURA/ICT/AUT/220273457_15.11.2022.

026HD/ICT/RURA/018_11.01.2018, 093HD/ICT/RURA/018_19.02.2018, 181HD/ICT/RURA/019_07.03.2019, 192HD/ICT/RURA/018_13.04.2018, 265HD/ICT/RURA/018_22.05.2018, 266HD/ICT/RURA/018_22.05.2018, 277HD/ICT/RURA/019_11.04.2019, 278HD/ICT/RURA017_25.07.2017, 279HD/ICT/RURA/019_11.04.2019, 313HD/ICT/RURA/018_08.06.2018, 334HD/ICT/RURA/018_13.06.2018, 335HD/ICT/RURA/018_14.06.2018, 343HD/ICT/RURA/017_22.08.2017, 348HD/ICT/RURA/019_10.05.2019, 349HD/ICT/RURA/018_22.06.2018, 355HD/ICT/RURA/018_22.06.2018, 356HD/ICT/RURA/018_22.06.2018, 357HD/ICT/RURA/018_22.06.2018, 368HD/ICT/RURA/018_29.06.2018, 399HD/ICT/RURA/019_03.06.2019, 401HD/ICT/RURA/018_09.07.2018, 433HD/ICT/RURA/019_19.06.2019, 444HD/ICT/RURA/019_19.06.2019, 448HD/ICT/RURA/018_27.07.2018, 449HD/ICT/RURA/018_27.07.2018, 537HD/ICT/RURA/018_14.09.2018, 607HD/ICT/RURA/018_11.10.2018, 645GM/ICT/RURA/019_11.09.2019, 646GM/ICT/RURA/019_11.09.2019, 712HD/ICT/RURA/018_04.12.2018,

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742HD/ICT/RURA/018_14.12.2018, 1350HD/CMR/RURA/015_08.12.2015.

Zambia

Type Approval Ref:

ZMB/ZICTA/TA/2015/3/20, ZMB/ZICTA/TA/2015/3/21, ZMB/ZICTA/TA/2015/10/19, ZMB/ZICTA/TA/2015/12/3, ZMB/ZICTA/TA/2015/12/4, ZMB/ZICTA/TA/2016/1/2, ZMB/ZICTA/TA/2016/11/1, ZMB/ZICTA/TA/2016/9/21, ZMB/ZICTA/TA/2017/6/7, ZMB/ZICTA/TA/2017/6/17, ZMB/ZICTA/TA/2017/9/27, ZMB/ZICTA/TA/2018/5/23, ZMB/ZICTA/TA/2018/6/20, ZMB/ZICTA/TA/2018/8/38, ZMB/ZICTA/TA/2018/8/39, ZMB/ZICTA/TA/2018/8/40, ZMB/ZICTA/TA/2018/8/41, ZMB/ZICTA/TA/2018/9/10, ZMB/ZICTA/TA/2018/10/10, ZMB/ZICTA/TA/2018/10/15, ZMB/ZICTA/TA/2018/10/16, ZMB/ZICTA/TA/2018/10/17, ZMB/ZICTA/TA/2018/10/18, ZMB/ZICTA/TA/2018/10/19, ZMB/ZICTA/TA/2018/10/20, ZMB/ZICTA/TA/2018/10/21, ZMB/ZICTA/TA/2018/10/24, ZMB/ZICTA/TA/2018/10/25, ZMB/ZICTA/TA/2018/10/26, ZMB/ZICTA/TA/2018/10/27, ZMB/ZICTA/TA/2018/12/16, ZMB/ZICTA/TA/2019/2/44, ZMB/ZICTA/TA/2019/2/45, ZMB/ZICTA/TA/2019/3/23, ZMB/ZICTA/TA/2019/3/37, ZMB/ZICTA/TA/2019/4/8, ZMB/ZICTA/TA/2019/5/13, ZMB/ZICTA/TA/2019/6/13, ZMB/ZICTA/TA/2019/7/7, ZMB/ZICTA/TA/2019/11/47, ZMB/ZICTA/TA/2019/11/48, ZMB/ZICTA/TA/2020/2/35, ZMB/ZICTA/TA/2020/7/121, ZMB/ZICTA/TA/2020/10/51, ZMB/ZICTA/TA/2020/10/57, ZMB/ZICTA/TA/2020/11/18, ZMB/ZICTA/TA/2021/3/95, ZMB/ZICTA/TA/2021/7/63, ZMB/ZICTA/TA/2021/8/104, ZMB/ZICTA/TA/2021/9/17, ZMB/ZICTA/TA/2021/11/9,ZMB/ZICTA/TA/2021/9/40,ZMB/ZICTA/TA/2021/11/10,ZMB/ZICTA/TA/2020/07/121.

Senegal

AGREE PAR ARPT SENEGAL

Numéro d'agrément : XXXXXX/AG/ER

071845/AG/ER,071821/AG/ER,071755/AG/ER,071710/AG/ER,071617/AG/ER,071414/AG/ER,071395/AG/ER,071394/A 072100/AG/ER, 072164/AG/ER, 072164/AG/ER, 072183/AG/ER, 072231/AG/ER, 072453/AG/ER

Serbia

И005 17, И005 18, И005 19, ИН005 19, И005 20, И005 21, И005 22, И005 23

И011 17, И011 18, И011 19, И011 20, И011 21 , И011 22, И011 23

И038 19, И038 20, И038 21, И038 22, И038 23

И038 21/00583 01025,И038 21/00719 01145,И038 21/00738 01159,И038 21/00790 01208,И038 22/00861 01272, И038 22/01072 01264, И038 22/01219 01264, И038 22/00319 00774i, И038 22/01301 01264, И038 22/01403 01356

P1615004100, P1617143100, P1617143200, P1617197200, P1618131400, P1619000500, P1619047400, P1619048600, P1619053300, P1619073700, P1619073800, P1619083400, P1619095800, P1619127100, P1619130700, P1619134100, P1619135700, P1619153400, P1619154200, P1619193000, P1620011000, P1620037400, P1620052200, P1620093500, P1620106000, P1620166400, P1620167300, P1621036300, P1620069300, P1620151500, P1620169600, P1621036300, P1621077600, P1621134700,P1621089400,P1621105500,P1621134400,P1621134600,P1621134500,P1621136600,P1621147800,P P1622022300, P1622046900, P1622047300, P1622056200, P1622022100, P1620166400.

И1622110000, И1622123100, И1622122900, И1622131100, И1622131700, И1622135700, И1622135600, И1622139200, И1622141800, И1622147900, И1622178100, И1622178000, И1623010900, И1623016700

34540-23/19-11, 34540-24/19-9, 34540-49/21-6, 34540-194/21-3, 34540-200/17-5, 34540-242/18-4, 34540-242/21-334540-307/19-3, 34540-263/19-4, 34540-436/19-3, 34540-768/18-5, 34540-871/18-4, 34540-1313/16-3,34540-194/21-3,34540-198/21-13,34540-228/21-5,34540-242/21-3,34540-25/22-5,34540-40/22-13,34540-77/22-10, 34540-146/22-5, 34540-144/22-3, 34540-148/22-6, 34540-147/22-8, 34540-165/22-5, 34540-306/20-7.

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Singapore



Fig. 82 Kennzeichnung gemäß Funkkommunikationsgesetz.

Complies with IMDA Standards: DA103238, DA103787, DA103858, DA104328, DA104682, DA104812, DA105282, DA107248, DA107974, DB03227, DB101762, DB103858, DB106879, DB107220, DB106879.

Registration Number: G1594-19, G1858-19, G5521-19, N0039-21, N0147-19, N0254-17, N0254-17, N0356-20, N0688-15, N0690-18, N0708-17, N0715-15, N0721-15, N0871-19, N0982-20, N1085-21, N1159-18, N1453-20, N1599-19, N1629-17, N1630-17, N1699-17, N2052-18, N2053-18, N2069-19, N2152-20, N2285-19, N2404-19, N2405-19, N2415-18, N2416-18, N2417-18, N2418-20, N2420-18, N2565-18, N2673-18, N2700-18, N2706-19, N2853-18, N2860-16, N2991-18, N2992-18, N3005-18, N3083-18, N3277-20, N3278-20, N3333-13, N3548-18, N3555-18, N3577-18, N3688-18, N3888-16, N3970-18, N3971-18, N4123-19, N4334-20, N4347-21, N4839-18, N4848-18, N4877-19, N4878-19, N4887-19, N4975-17, N5068-19, N5069-19, N5081-20, N5358-20, N5835-20, N5856-20, S2946-20, S3583-19, S5104-21,N5264-21,N5963-21,N0708-17,N1019-22,N1568-22,N1851-22,N1898-22,N3020-22,N3453-22,N3456-22,N3450-22,,N3835-22, G0443-21, N3888-16, N0254-17, N0708-17, N5372-22, N5373-22, N6052-22, N0374-23, N0415-23, N0414-23, N1159-23, N5856-20.

South Africa

ICASA APPROVED:

TA-2005/614, TA-2009/464, TA-2010/218, TA-2010/1235, TA-2011/615, TA-2012/321, TA-2012/1747, TA-2012/1821, TA-2013/1679, TA-2013/1681, TA-2013/1682, TA-2013/1680, TA-2013/1683, TA-2013/2085, TA-2013/2465, TA-2013/2503, TA-2014/176, TA-2014/212, TA/2014/792, TA/2014/982, TA-2014/1719, TA-2014/1783, TA-2014/1784, TA-2014/1887, TA-2014/2108, TA-2014/2597, TA-2015/517, 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-2016/3541, TA-2017/052, TA-2017/127, TA-2017/209, TA-2017/2013, TA-2017/2824, TA-2017/3480, TA-2017/2824, TA-2018/175, TA-2018/280, TA-2018/732, TA-2018/842, TA-2018/843, TA-2018/844, TA-2018/845, TA-2018/996, TA-2018/997, TA-2018/998, TA-2018/999, TA-2018/1091, TA-2018/1095, TA-2018/1205, TA-2018/1408, TA-2018/1649, TA-2018/1650, TA-2018/1806, TA-2018/1814, TA-2018/1815, TA-2019/1853, TA-2018/2177, TA-2018/2251, TA-2018/2776, TA-2018/2777, TA-2018/2868, TA-2018/3141, TA-2018/3466, TA-2018/3561, TA-2018/3974, TA-2018/5159, TA-2019/115, TA-2019/348, TA/2019/550, TA-2019/582, TA-2019/583, TA-2019/1110, TA-2019/1111, TA-2019/1410, TA-2019/1853, TA-2019/2347, TA-2019/2348, TA-2019/5101, TA-2019/5116, TA-2019/5167, TA-2020/4885, TA-2020/5217, TA-2020/5480, TA-2020/6261, TA-2020/6392, TA-2020/6394, TA-2020/7066, TA-2020/7103, TA-2020/7390, TA-2021/0295, TA-2021/0637,TA-2021/7762,TA-2021/0949,TA-2021/1613,TA-2021/1608,TA-2021/2146,TA-2021/2307,TA-2021/2501,TA-2021/3273, TA-2021/0637, TA-2022/0625, TA-2022/0298, TA-2022/0298, TA-2020/7103, TA-2022/0124, TA-2020/5443.

Thailand

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Fig. 83 Identification according to radio communication act.

1) เครื่องโทรคมนาคมและอุปกรณ์นี้ มีความสอดคล้องตามมาตรฐานหรือข้อกำหนดของ กสทช.

2) เครื่องวิทยุคมนาคมนี้มีระดับการแผ่คลื่นแม่เหล็กไฟฟ้าสอดคล้องตามมาตรฐานความปลอดภัยต่อสุขภาพของมนุษย์จาก ใช้เครื่องวิทยุคมนาคมที่คณะกรรมการกิจการโทรคมนาคมแห่งชาติประกาศกำหนด

NBTC ID: A57003-17, A57004-14, A57004-17, A57005-14, A57006-15, A57006-19, A57006-18, A57008-14, A57009-14, A57012-16, B38083-20,B57008-21,B57007-21,A57014-21,B57003-22,S01561-22,S01559-22, S00224-23, S4117-22

Turkey

Declaration of Conformity see www.volkswagen.com/generalinfo.

Additional information about radio systems

Countries outside of the USA that authorize and allow radio systems according to United States FCC guidelines:

FCC ID: 2AAJCBR20, FCC ID: 2AAJCBR21, FCC ID: 2AA98, FCC ID: 2AA98-COLOUR5C, FCC ID: 2AA98-MEDIUM5C, FCC ID: 2AA98-MEDIUM5C21, FCC ID: 2AA98A, FCC ID: 2AHPN-WLC, FCC ID: 2AOUZ17101001, FCC ID: 2AOUZ17101002, FCC ID: 2AOUZ17101010, FCC ID: 2AOUZ17101022, FCC ID: 2AOUZ17101023, FCC ID: 2AOUZ17101031, FCC ID: 2AOUZ17101032, FCC ID: 2AOUZ17101033, FCC ID: 2AOUZ17101034, FCC ID: 2AOUZ17101041, FCC ID: 2AOUZ17101042, FCC ID: 2AOUZ17101043, FCC ID: 2AOUZ17101051, FCC ID: 2AOUZ17101052, FCC ID: 2AOUZ17101053, FCC ID: 2AOUZ17101054, FCC ID: 2AOUZ17101055, FCC ID: 2AOUZ17101056, FCC ID: 2AOUZ17101057, FCC ID: 2AOUZ17101071, FCC ID: 2AOUZ17101072, FCC ID: 2AOUZ18020531, FCC ID: 2AOUZ18020532, FCC ID: 2AOUZ18020533, FCC ID: 2AOUZ18020534, FCC ID: 2AOUZ18100931, FCC ID: 2APOM-MQBA0, FCC ID: 2AVXWWSBRC001, FCC ID: 2AXPS-WPC003-1, FCC ID: 772C-LB1FD, FCC ID: BEJLCW05-VWE5, FCC ID: BEJMIB2, FCC ID: BEJMIB2PQ, FCC ID: BEJ-MEBICAS3, FCC ID: BEJ-MIBPQMIN, FCC ID: BEJ-MIB3OI, FCC ID: BEJTLAHW3IU-E, FCC ID: BEJTLAHW3IU-N, FCC ID: BEJTLVHE4IU-E, FCC ID: BEJTLVHE4IU-N, FCC ID: BEJTLVHM3IU-E, FCC ID: BEJTLVHW3IU-E, FCC ID: BEJTLVHM3IU-N, FCC ID: BEJTLVM3IU-N, FCC ID: BEJTUVM01IU, FCC ID: CWTUGZZF1, FCC ID: CWTUGZZF2, FCC ID: IYZVK2, FCC ID: KR5-BCMEVOC, FCC ID: KR5FS14T, FCC ID: KR5FS14TK, FCC ID: KR55NA920791A, FCC ID: LTQR3TR, FCC ID: NBG010180T, FCC ID: NBG010905A, FCC ID: NBG011719A, FCC ID: NBG013854, FCC ID: NBG01RS4, FCC ID: NBG011719A, FCC ID: NBG10176, FCC ID: NBG9068, FCC ID: NBG92596263,

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FCC ID: NBGBCMEVO, FCC ID: NBGBCMEVO5, FCC ID: NBGBCM2R, FCC ID: NBGFS09P03, FCC ID: NBGFS12A, FCC ID: NBGFS12A01, FCC ID: NBGFS12P, FCC ID: NBGFS12P01, FCC ID: NBGFS12PM, FCC ID: NBGFS12P01M, FCC ID: NBGFS125C, FCC ID: NBGFS125C1, FCC ID: NBGFS125C5, FCC ID: NBGFS173NP, FCC ID: NBGFS173NPM, FCC ID: NBGFS173NR, FCC ID: NBGFS1744M, FCC ID: NBGFS19, FCC ID: NBGFS191, FCC ID: NBGFS93N, FCC ID: NBGMQBBB, FCC ID: NBGMQBBH, FCC ID: NBGPQ12P01, FCC ID: NBGRSB19, FCC ID: NF3-FR5CPEC, FCC ID: NF3-LRR3SCU, FCC ID: NF3-LRR4, FCC ID: NF3-MRR1PLUS, FCC ID: NF3-MRR1REAR, FCC ID: NF3-MRREVO14F, FCC ID: NF3-LRR3SCU, FCC ID: NT8-FPK8IMMO5D, FCC ID: NT8-VWMIBREGIO, FCC ID: NZLADHL5D, FCC ID: OAYARS4B, FCC ID: OAYARS5B, FCC ID: OYGTSSRE4UD, FCC ID: OYGTSSRE4UF, FCC ID: OYGTSSSG4G5, FCC ID: QIPALAS6A-US, FCC ID: QISME919BS-567BN, FCC ID: QISME919BS-567BNB, FCC ID: QZ9-KA3, FCC ID: RK7MBC-NAR, FCC ID: RK7MBC-NAR2, FCC ID: RK7185-00, FCC ID: RK7186-00, FCC ID: RX2BNFHL, FCC ID: RX2BNFLL, FCC ID: T8GA270, FCC ID: T8GA475, FCC ID: T8GA476, FCC ID: T8GP114, FCC ID: VPYLB1KD, FCC ID: WJLHT-5,FCC ID: NF3-FR5CUEC, FCC ID: NBG01RS55, FCC ID: NF3-F5CP42, FCC ID: NBG01RS53,FCC ID: NBGFS125C1, FCC ID: BEJ-MIB3OIVR-E, FCC ID: BEJTLVHM3IU-N, FCC ID: 2AXPS-WPC003-1, FCC ID: 2AXPS-WPC003-5, FCC ID: 2ACC7DDAECE02.

Interference statement

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and

(2) This device must accept any interference received, including interference that may cause undesired operation.

CAUTION TO USERS: Changes or modifications not expressly approved by the party responsible for compliance could void the user`s authority to operate the equipment.

Wireless notice

This device complies with FCC radiation exposure limits set forth for an uncontrolled environment and meets the FCC radio frequency (RF) Exposure Guidelines. This transmitter must not be colocated or operating in conjunction with any other antenna or transmitter. The antenna should be installed and operated with minimum distance of 20 cm between the radiator and your body.

FCC Class A digital device notice

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 (and to Part 18) of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

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

Declaration of Conformity see www.volkswagen.com/generalinfo.

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United Arab Emirates

TRA, REGISTERED No_DEALER No

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Vietnam

ICT

SunTech VietNam Technology Company Limited, C00082015, SUNTECH VietNam, SUNTECH VN:

71/CVT-TT3, 220/CVT-TT3

220221.01-TN, 220208.14-TN, 773/TTDLCL-CN, 210816.05-TN, 210526.20-TN, 2108106.04-TN, 3568/CVT-CNDV,

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210526.21-TN, 2357/CVT-CL,220310.03-TN,220321.12-TN, 220607.09-TN

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As long as nothing else is specified or listed, the technical data applies to the base model. Different values may result due to optional equipment, different model versions, special equipment, and country-specific equipment. The specifications in the legal vehicle documents always take precedence.

The drive and power of the vehicle are listed in the official vehicle registration.

Weight

The values for the curb weight in the following tables apply to the roadworthy vehicle with a driver weighing 75 kg (around 165 lbs), fluids including a 90% full fuel tank and, if applicable, with tool and spare tires. Optional equipment and retrofitted equipment will increase the specified curb weight and reduce the possible load.

The load consists of the following weight:

— Passengers.

— All luggage inside and outside the vehicle.

— Attachments.

— Trailer tongue weight if in trailer mode.

The permitted total vehicle weight and the gross axle weight rating must never be exceeded. The permissible values are on the safety certificate or on the nameplate on the B-pillar on the driver's side *(→ Safety certificate)* *(→ Identification label)*.

Performance

The performance was determined without equipment that limits performance, such as add-on parts.

Due to technical or legal reasons, the performance specifications and mileage may vary.

On some engines with heavy duty suspension, the speed maximum speed may be limited and lower.

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Towing weight and trailer tongue weight ratings

The towing weight and tailer tongue weight ratings on the trailer hitch identification label are simply the test values for the trailer hitch. The vehicle-based specifications, which are often below these values, can be found in your vehicle documents. The specifications in the official vehicle registration or on the identification label of the vehicle *(→ Identification label)* or safety certificate *(→ Safety certificate)* always take precedence.

Towing weight

The specified combination weights are only valid for heights of up to approximately 1000 m(approx. 3000 ft) above sea level. If this is exceeded, the maximum gross combination weight rating must be reduced by approximately 10%, and thereafter by an additional approx. 10% for each further approx. 1000 m (approx. 3000 ft) increment that is exceeded.

Incline angle

The incline angle is the specification up to which the vehicle is able to drive uphill on an angle with its own power. This can depend on the road conditions, the weather conditions, and the engine power, among other things. The values apply to a vehicle that is in motion and not to a vehicle that starts to drive form a stationary position.

A rising difference in altitude(incline) on a 100 m (approx. 300 ft) stretch is given in percentage or degrees (100% = 45 degrees).

Structure of the vehicle identification number (VIN)

The vehicle identification number (VIN, VIN

) consists of 17 characters. These characters can be sorted into seven groups.

The structure is explained using the following examples of vehicle identification numbers.

Group	①			②			③		④	⑤	⑥	⑦					
Position	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
Example	W	V	W	Z	Z	Z	C	B	Z	M	E	4	0	0	9	5	3
	W	V	W	A	F	2	9	N	4	8	Y	0	0	0	0	0	1

① Vehicle manufacturer identification:

WVW

Volkswagen Passenger Vehicles

WVG

Volkswagen Passenger Vehicles

1VW

Volkswagen Group of America Inc., Volkswagen de México, S.A. de C.V

3VW

Volkswagen de México, S.A. de C.V

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XW8

LLC Volkswagen Group Rus(Volkswagen/Skoda Kaluga)

MFB

Garuda Matraman Motor(Indonesia)

(2) Filler characters: The filler characters may vary depending on manufacturer, or contain information on the body shape and transmission type.

(3) Vehicle class, depending on model:

14

ID.7

3H

Arteon

5T

Touran

6R

Polo

AC

T-Roc convertible

BV

Golf

CB

Passat

CA

Atlas

RC

Touareg

Depending on the manufacturer, digits 7 to 9 can also contain information on the fuel type(7) and vehicle class (8 and 9).

(4) Filler characters or check digits: The filler characters or check digits may vary depending on the manufacturer.

(5) VIN index, depending on model year:

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P

2023

R

2024

S

2025

T

2026

U

2027

6 Production location, plant where the vehicle was manufactured:

C

Volkswagen plant in Chattanooga

D

Volkswagen plant in Bratislava

E

Volkswagen plant in Emden

K

Volkswagen plant in Osnabrück
Or: Volkswagen plant in Kaluga

M

Volkswagen plant in Puebla

P

Volkswagen plant in Zwickau

T

Volkswagen plant in Pune

U

Volkswagen plant in Uitenhage

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V

Volkswagen plant in Palmela

W

Volkswagen plant in Wolfsburg

Y

Volkswagen plant in Pamplona

The letter assignment for the production site may vary depending on the vehicle or be assigned twice.

(7) Sequential production number for each model year.

Position of the vehicle identification number



Fig. 1 In the windshield: vehicle identification number (VIN)

The VIN can be read from the outside through the viewing window in the windshield. The viewing window is at the side of the lower section of the windshield.

In some models, it may be possible to display the VIN in the Service menu or in the vehicle settings, depending on the Infotainment system. The vehicle identification number may also be located on the identification label.

The VIN may also be stamped in the following locations, depending on the model, country and engine:

— In the right water drain channel in the engine/motor compartment

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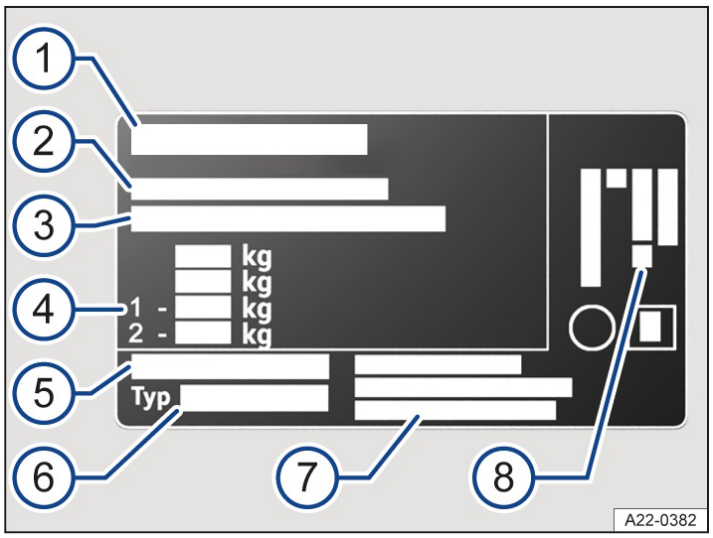


Fig. 1 Identification label (general example): version 1.

Depending on the country, the type approval number, such as the EU operating license, may be specified.

1. Manufacturer code.
2. Type approval.
3. Vehicle Identification number.
4. Gross Vehicle Weight Rating.

   Gross combination weight rating (towing vehicle and trailer).

   Front Gross Axle Weight Rating.

   Rear Gross Axle Weight Rating.
5. Type approval number, differs according to country.
6. Vehicle model
7. Manufacturer's address.
8. Engine code.

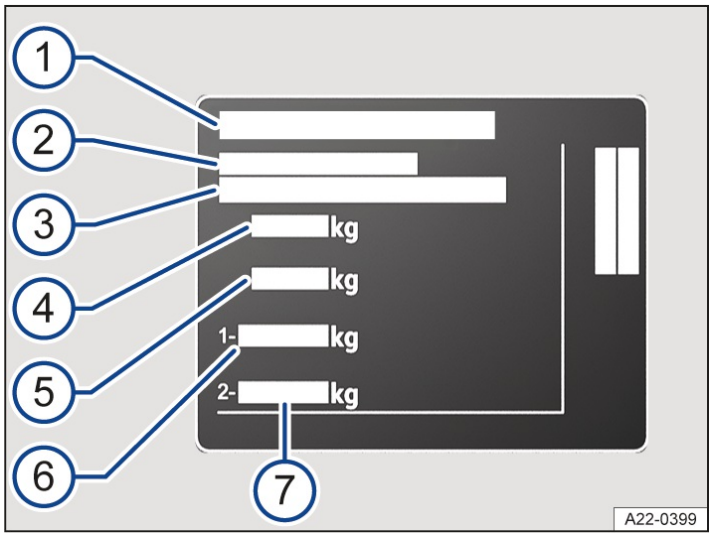


Fig. 2 Identification label (general example): version 2.

Depending on the country, the type approval number, such as the EU operating license, may be specified.

1. Manufacturer code.

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2 Type approval.

3 Vehicle Identification number.

4 Gross Vehicle Weight Rating.

5 Gross combination weight rating (towing vehicle and trailer).

6 Front Gross Axle Weight Rating.

7 Rear Gross Axle Weight Rating.

Depending on the country and model, the model plate may be visible in the lower section of the door pillar when the driver's for front passenger door is open. Vehicles exported to some countries do not have a model plate.

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Safety certificate

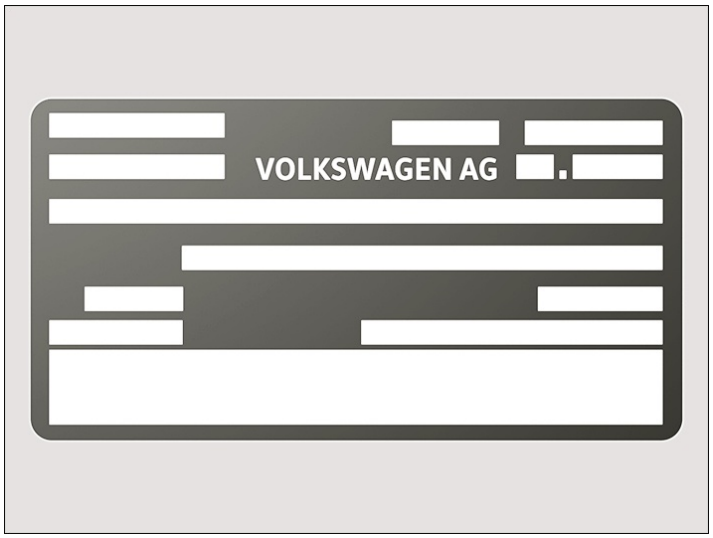


Fig. 1 Safety certificate (general example).

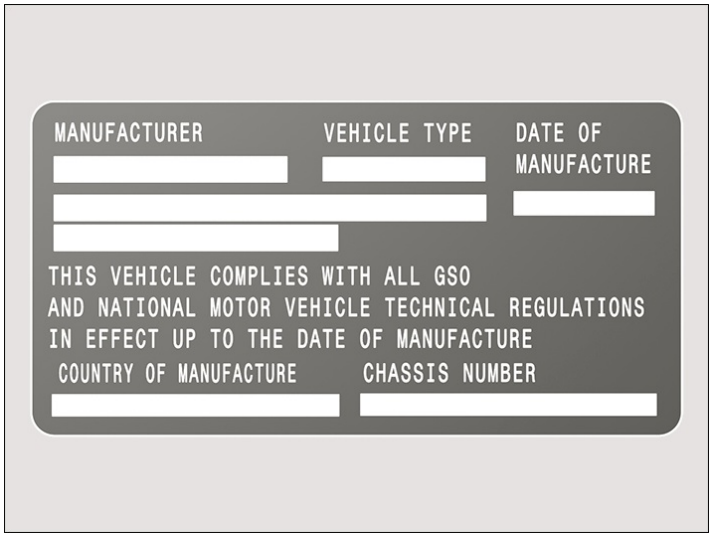


Fig. 2 Safety certificate (general example).

A safety certificate on the driver door pillar displays the following information:

— Vehicle model

— Manufacturer.

— Date of manufacture.

— Country of manufacture.

— Vehicle Identification number.

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Dimensions

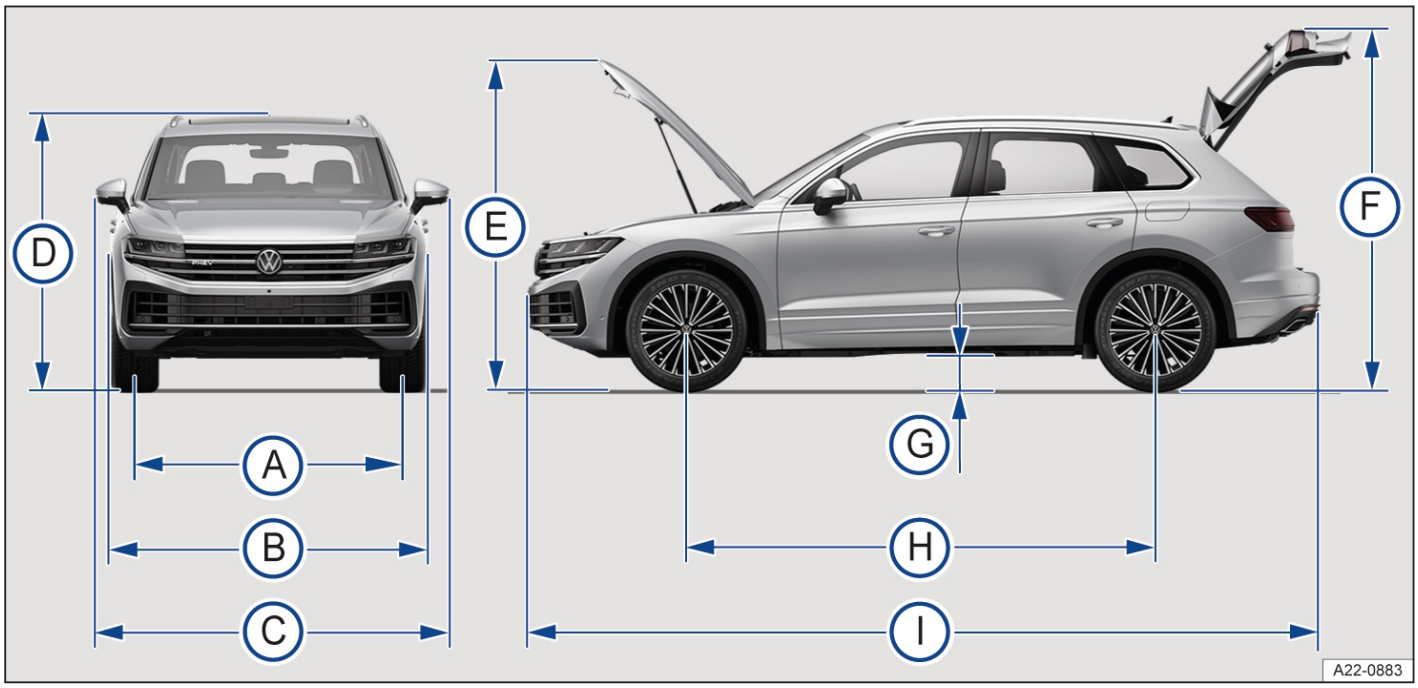


Fig. 1 Vehicle dimensions.

The information in the table applies for the standard model with standard equipment.

For other wheel rims, tire sizes, options, differing model designs and retrofitted accessories, as well as special vehicles and vehicles in other countries, these values can differ.

Information about how the weight specifications are compiled can be found in section *(→ Technical data)*.

Touareg eHybrid, Touareg R eHybrid

Key for *fig. 1*:			
A	Front track	mm	1653 – 1664
	Rear track	mm	1662 – 1681
B	Width	mm	1984
C	Width from outside mirror to outside mirror	mm	2193
D	Height at curb weight to top of the roof	mm	1678 – 1698
	Height at curb weight to the roof rail	mm	1686 – 1706
	Height with curb weight with navigation antenna	mm	1693 – 1712
E	Height with open hood and curb weight	mm	1906 – 1931
F	Height with open trunk lid and curb weight	mm	2115 – 2140
G	Ground clearance at curb weight between the axles	mm	195 – 216
H	Wheelbase at full load	mm	2899 – 2903
	Minimum turning circle diameter	m	11.3 – 12.4
I	Length from bumper to bumper	mm	4878 – 4902
I	Length with factory-installed trailer hitch	mm	5008 – 5024

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Tank capacities

The fuel tank has the following volume:

— approximately 75 l

The capacity of the fuel tank includes an indeterminate reserve quantity that remains in the fuel tank when the fuel gage shows that the fuel tank is empty. The reserve quantity is variable and cannot reliably serve to increase the remaining range.

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3.0 l, 6 cylinder, TSI®, 280 kW and 340 kW, hybrid drive

Engine overview

Gasoline engine output	kW	250 at
Electric motor output	kW	100 at
Hybrid drive total output	kW	280 at 5300 rpm
Hybrid drive total output for R-models	kW	340 at 5300 rpm
Engine code, gasoline engine		DCBE
Fuel injection		TSI®
Maximum gasoline engine torque	Nm	450 at
Maximum electric motor torque	Nm	350 at
Maximum electric motor torque for R-models	Nm	400 at
Hybrid drive total torque	Nm	600 at 1500 – 5300 rpm
Hybrid drive total torque for R-models	Nm	700 at 1500 – 5300 rpm
Transmission		AG8
Maximum viable incline	%	Up to 30
Top speed with gasoline engine	km/h	–
Top speed with electric motor	km/h	–
Top speed with hybrid drive	km/h	250

Weight specifications and axle loads

Curb weight with driver *(→ Technical data)*	kg	2443 – 2481
Gross Vehicle Weight Rating	kg	3020
Front Gross Axle Weight Rating	kg	1450
Rear Gross Axle Weight Rating	kg	1620

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Towing weights

Braked towing weight Gradients up to 12%	kg	3500
Braked towing weight Gradients up to 8 %	kg	3500
Unbraked towing weight	kg	750
Maximum gross combination weight rating Gradients up to 8 %	kg	6520
Maximum gross combination weight rating Gradients up to 12%	kg	6520
Maximum permissible trailer tongue weight rating	kg	140

Carrying load for rear carrier systems *(→ Bicycle rack)*

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