Owner's Manual

Tiguan

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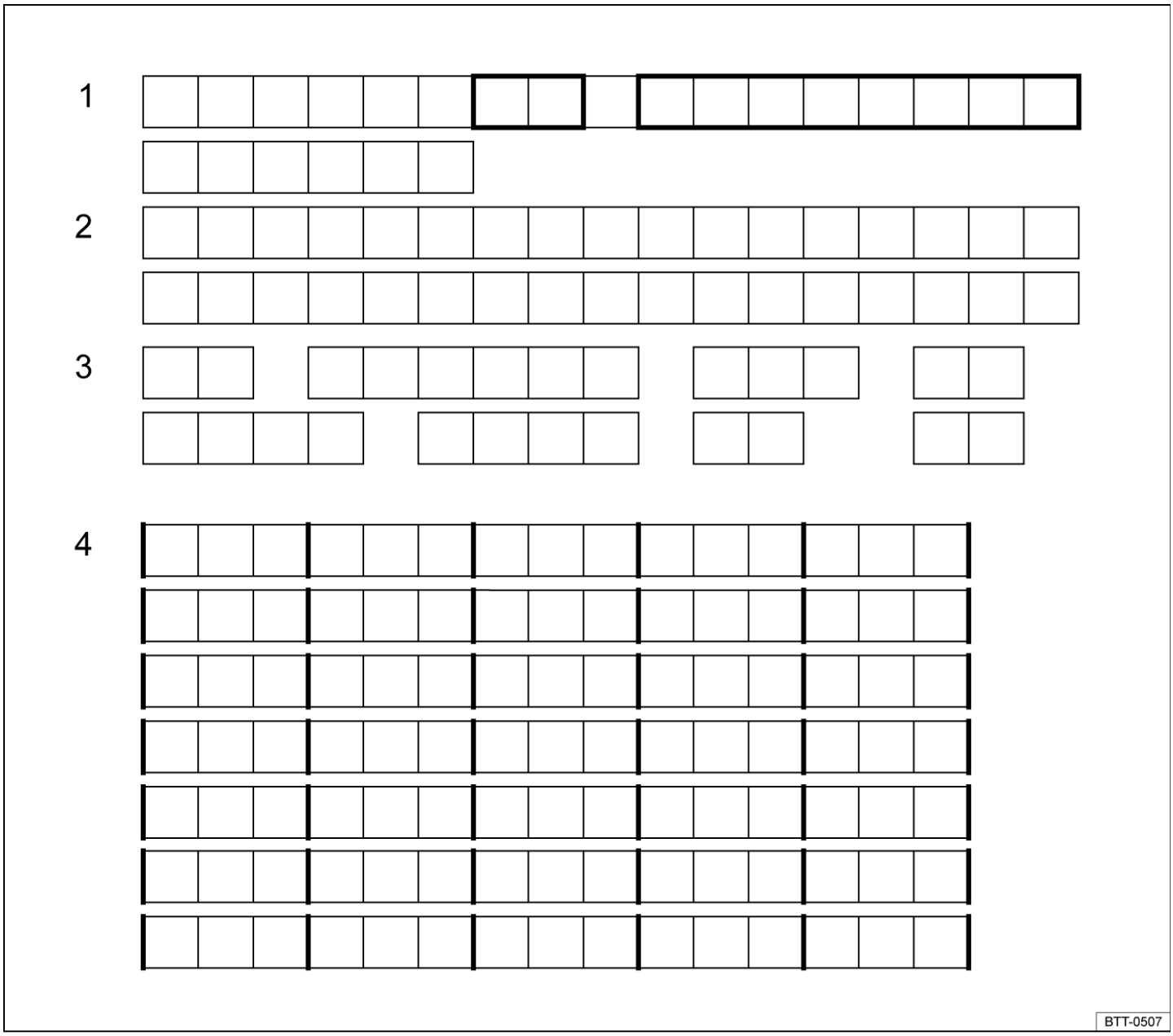


Fig. 1 Vehicle data label. 1: VIN; 2: Vehicle model, engine output, transmission; 3: Engine code, transmission code, paint number, interior equipment; 4: Optional equipment, PR numbers.

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

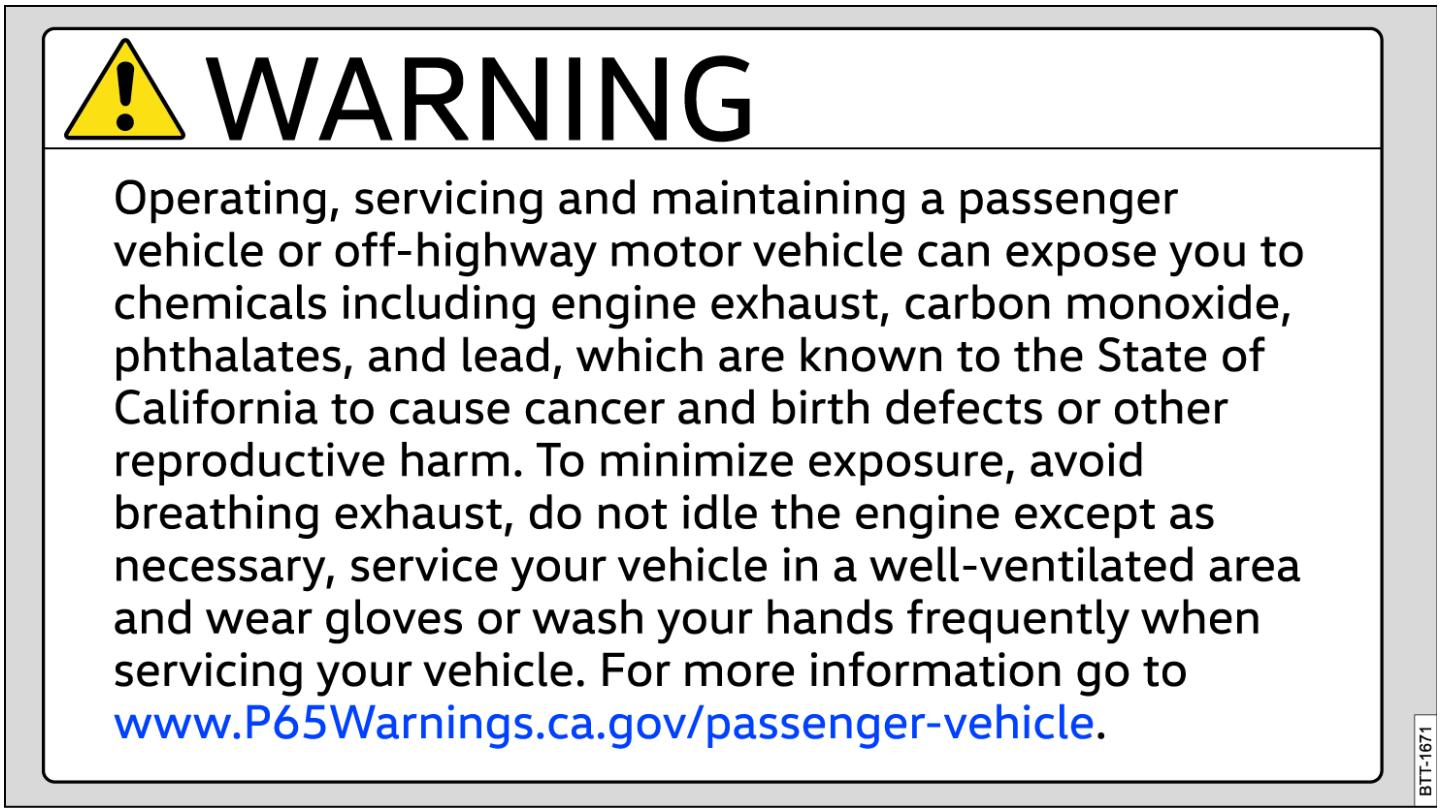


Fig. 2

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

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

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We thank you for buying a Volkswagen vehicle

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

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

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

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

⚠ WARNING

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

About this Owner's Manual

This Owner's Manual is valid for all models and versions of your Volkswagen. The Owner's Manual describes all equipment and models without indicating special equipment or model versions. Equipment that your vehicle may not have or that may only be available in some markets will be described. For more detailed information on your vehicle equipment, refer to the sales documents or contact 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.

Make sure the entire Owner's Manual is in the vehicle if you sell or lend the car. Volkswagen also recommends resetting the Infotainment system to its factory settings in order to delete all personal data.

- At the end of this manual, you will find an alphabetical index.
- A list of abbreviations at the end of this manual explains technical abbreviations and terminology.
- Directions (left, right, front, back) are in reference to the driving direction unless noted otherwise.
- Illustrations are only for orientation and are simply used to provide a visual display of descriptions and instructions.
- 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.
- 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.
- Brief definitions are placed in front of some sections in this manual in a different color to summarize the function and usage of a system or equipment. Detailed information about the systems and equipment along with their properties, conditions, and system limitations is included in the associated sections.
- Technical modifications to the vehicle or safety-critical matters that may have occurred after the print date will be included in a supplement to the Manual.
- To improve readability, plural pronouns are used here to refer to a singular subject of any gender.

Owner's Manual materials:

- Owner's Manual
- Supplement (optional)
- *Other documents*

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

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

⚠ WARNING

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

⚠ CAUTION

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

ⓘ NOTICE

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

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

Texts with this symbol contain supplementary information.

Vehicle overviews

Front view

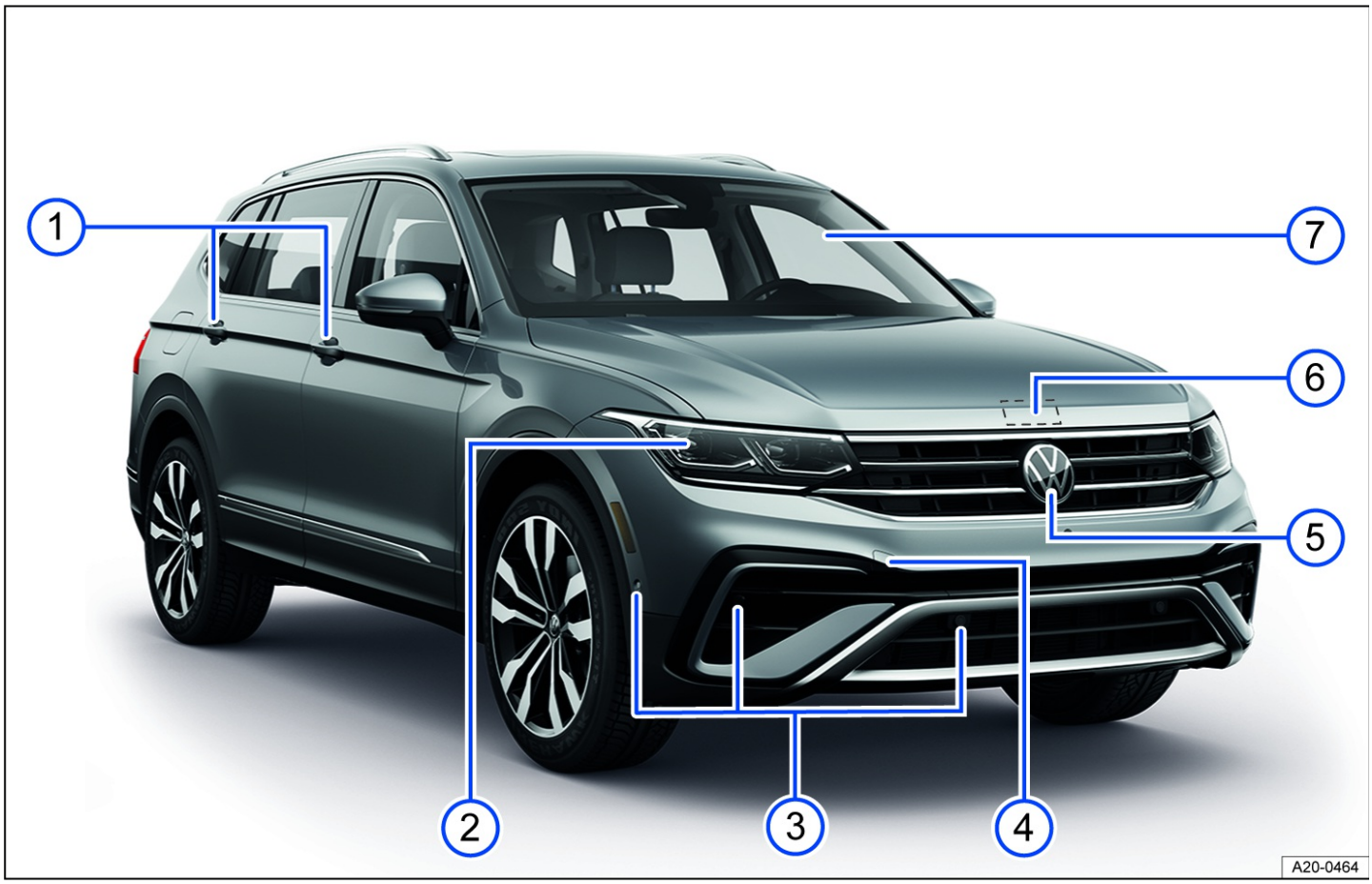


Fig. 3 Vehicle front overview.

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

(2) Headlights ⇒ *Exterior lighting*

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

(4) Behind a cover: mount for towing eye ⇒ *Towing*

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

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

(7) Windshield:

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

Rear view

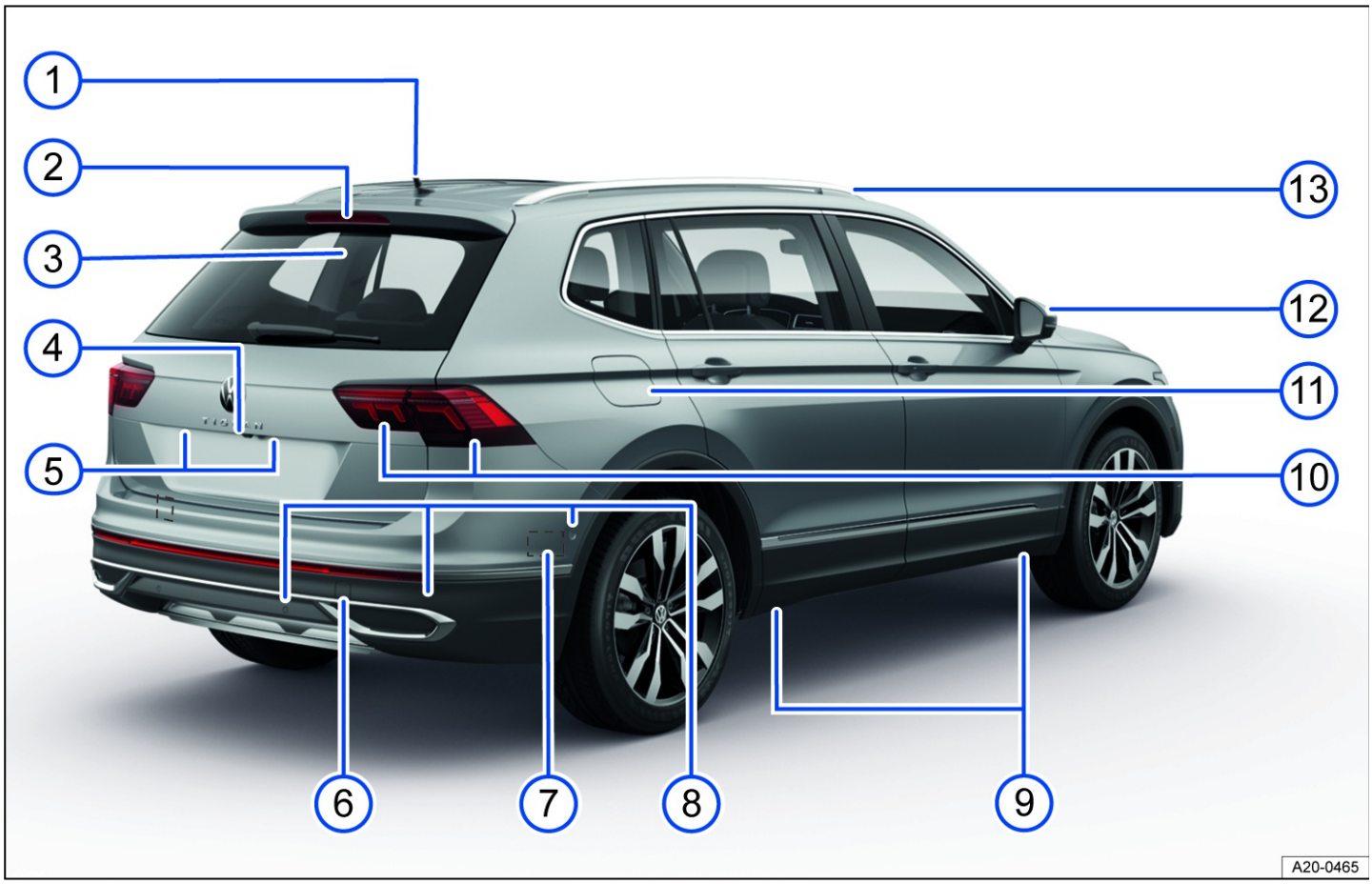


Fig. 4 Rear vehicle overview.

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

(2) High-mounted brake light

(3) Rear window:

- With rear window defroster ⇒ *Heating, ventilation, and air conditioning*
- With rear window wiper ⇒ *Operating the windshield wiper lever*
- With window antenna ⇒ *Infotainment system and aerials*

(4) Area:

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

(5) Number plate light ⇒ *Exterior lighting*

(6) Behind a cover: mount for towing eye ⇒ *Towing*

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

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

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

(10) Taillights ⇒ *Exterior lighting*

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

(12) Outside mirrors ⇒ *Outside mirrors*

- with Lane Change System (Side Assist) display ⇒ *Lane Change System*
- With camera for Area View ⇒ *Area View*, ⇒ *Exterior care and cleaning*

(13) Roof rails ⇒ *Roof rack*, ⇒ *Usage instructions*

Driver door

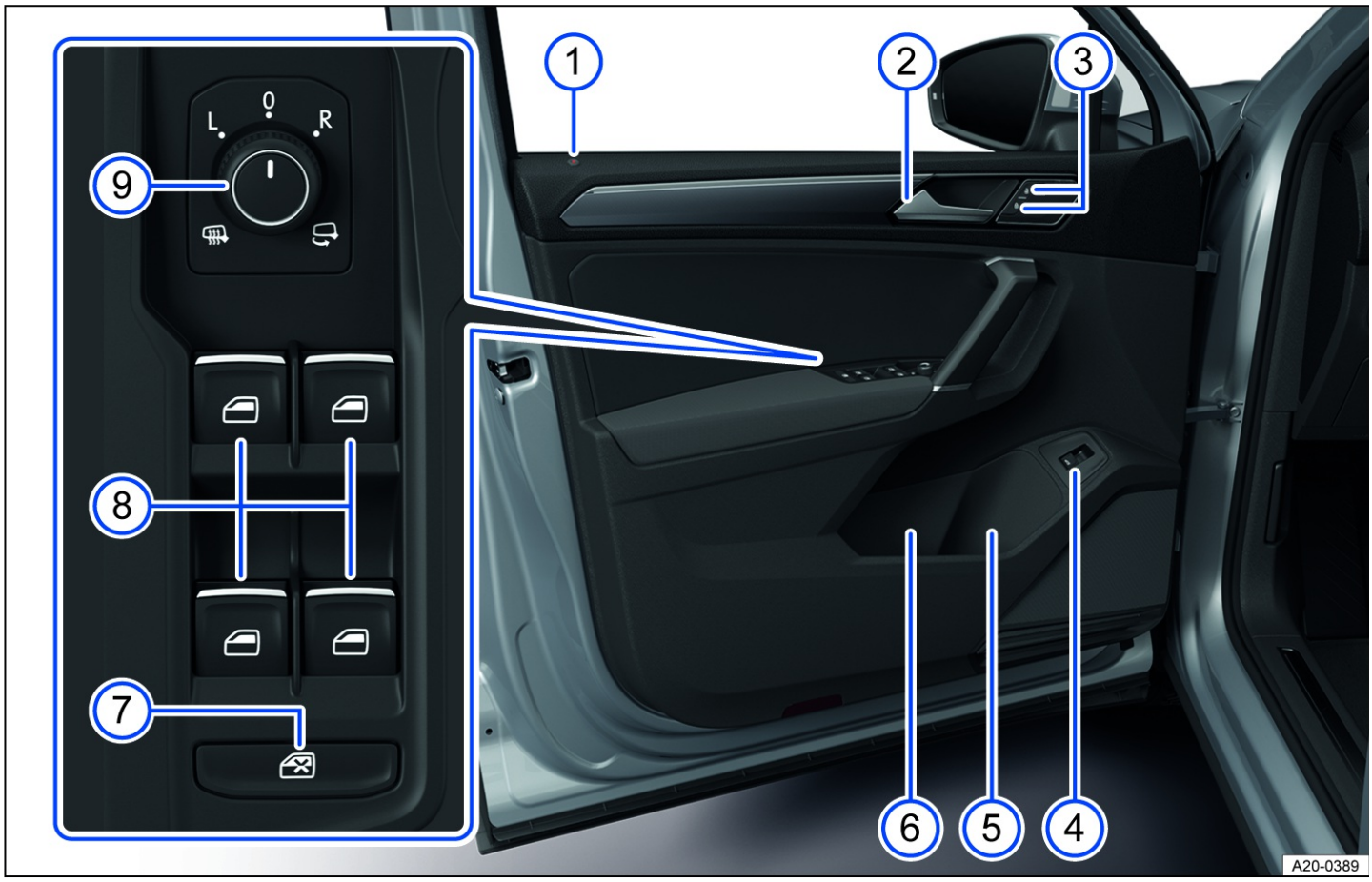


Fig. 5 Driver door (left-hand drive vehicle): controls (right-hand drive vehicles are a mirror image).

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

(2) Door handle

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

(4) Button to open the trunk lid ⇒ *Trunk lid*

(5) Storage compartment with cup holder

(6) Storage compartment with storage option for a reflective vest ⇒ *Emergency equipment*

(7) Button for deactivating the power window buttons in the rear doors ⇒ *Opening and closing the windows*

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

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

Driver side

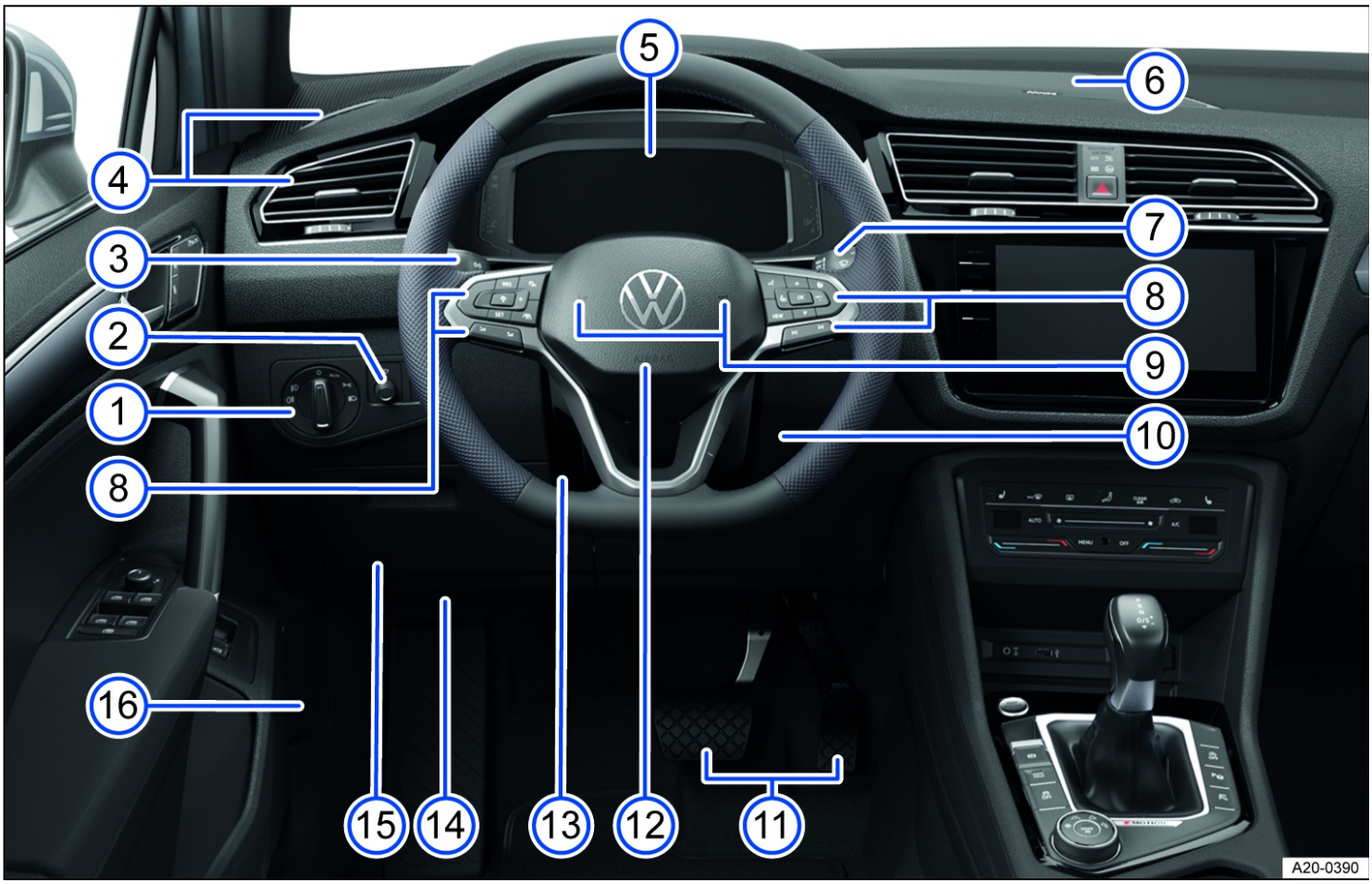


Fig. 6 Driver side overview (left-hand drive vehicle).

(1) Light switch ⇒ *Headlights*

(2) Control for the headlight range control ⇒ *Headlight range control*

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

- With switch and buttons for driver assistance systems ⇒ *Driver assistance systems*

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

(5) Instrument cluster ⇒ *Instrument cluster*

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

(6) Storage compartment (cover depends on country)

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

- With buttons for menu operation ⇒ *Operation with the windshield wiper lever*, ⇒ *Operation with the multi-function steering wheel*

(8) Multi-function steering wheel controls:

- For driver assistance systems ⇒ *Driver assistance systems*
- For menu selection ⇒ *Operation with the windshield wiper lever*, ⇒ *Operation with the multi-function steering wheel*
- For accepting telephone calls OK
- For audio, navigation ⏮ ⏭, ⇒ *Infotainment system*, ⇒ *Navigation*
- For adjusting the volume
- For voice operation activation (may not function depending on the equipment) ⇒ *Voice control*
- In order to switch between the current and previous menus VIEW ⇒ *Digital instrument cluster (Digital Cockpit)*

(9) Horn

(10) Ignition switch ⇒ *Ignition switch*

(11) Pedals ⇒ *Pedals*

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

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

(14) Storage compartment

(15) Storage compartment (depending on the vehicle equipment)

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

Center console

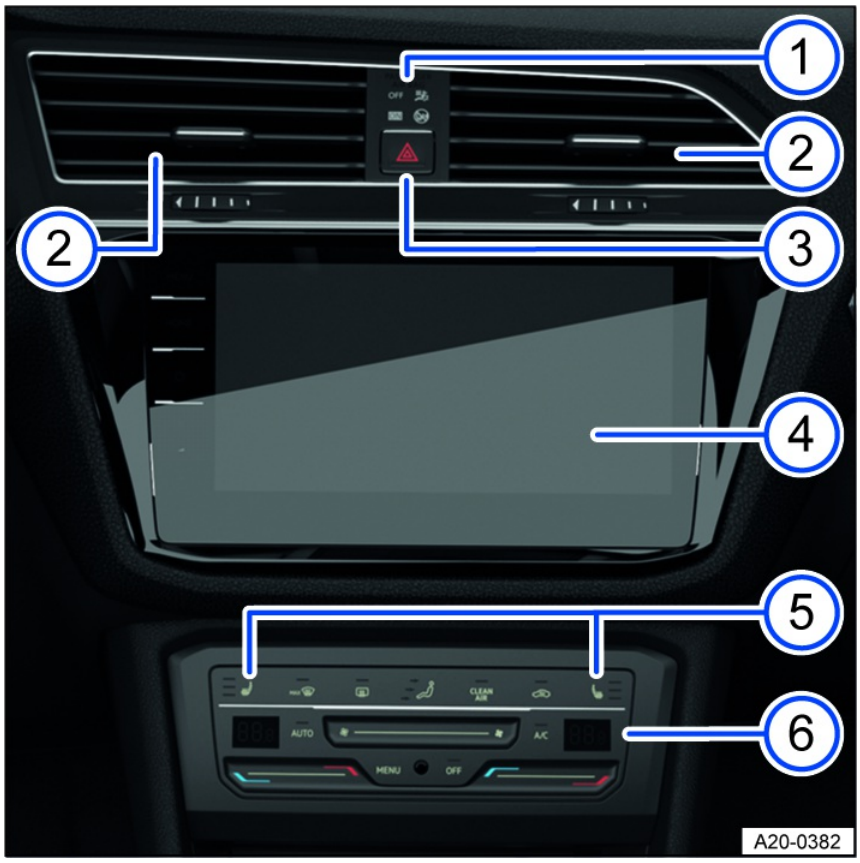


Fig. 7 Overview of the upper section of the center console.

(1) Indicator light for front passenger's airbag deactivation OFF ⇒ *Indicator light for front passenger's front airbag*

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

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

(4) Infotainment system ⇒ *First steps*

(5) Buttons for the seat heating ⇒ *Heating, ventilation, and air conditioning*

(6) Controls for the air conditioner ⇒ *Heating, ventilation, and air conditioning*

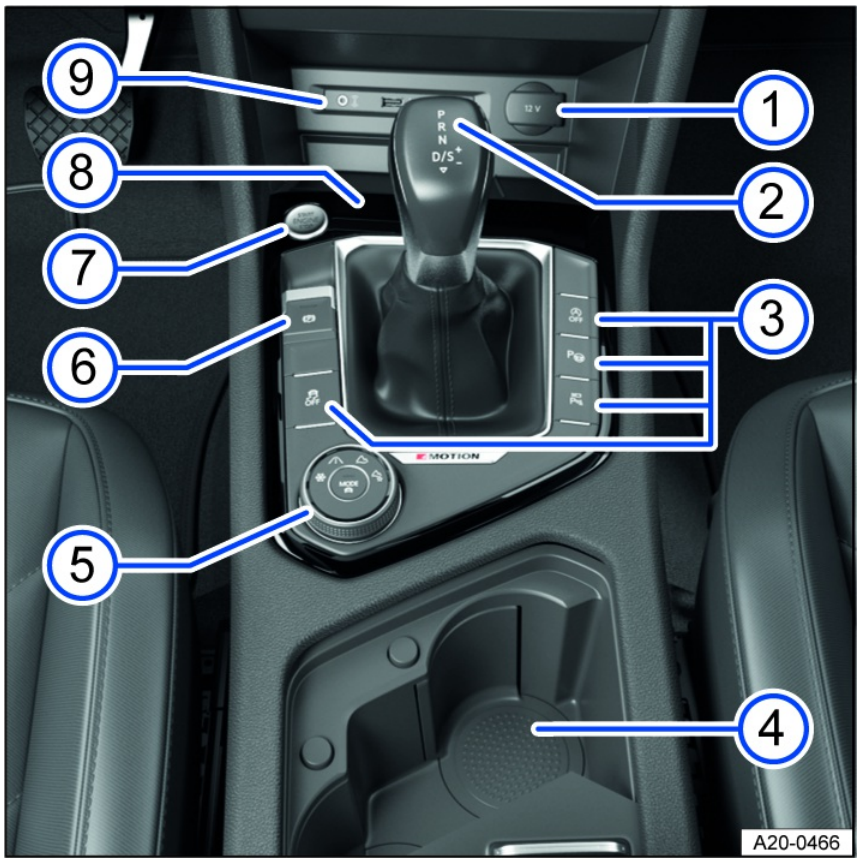


Fig. 8 Overview of the lower section of the center console.

(1) 12 V socket ⇒ *Sockets*

(2) Lever:

- For DSG® automated transmission ⇒ *Automatic transmission*
- or automatic gearbox ⇒ *Automatic transmission*

(3) Buttons:

- For start/stop system ⇒ *Start/Stop system*
- For assist systems for parking and maneuvering ⇒ *Parking and maneuvering*
- for the Driving Mode Selection ⇒ *Driving Mode Selection and 4MOTION Active Control*

(4) Under a cover: Cup holder

(5) Control for Driving Mode Selection ⇒ *Driving Mode Selection and 4MOTION Active Control*

(6) Electronic parking brake ⇒ *Electronic parking brake*

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

(8) Storage compartment

- With functionality for wireless charging in accordance with Qi standard ⇒ *Wireless charging function*

(9) USB sockets ⇒ *Wired and wireless connections*

Passenger's side

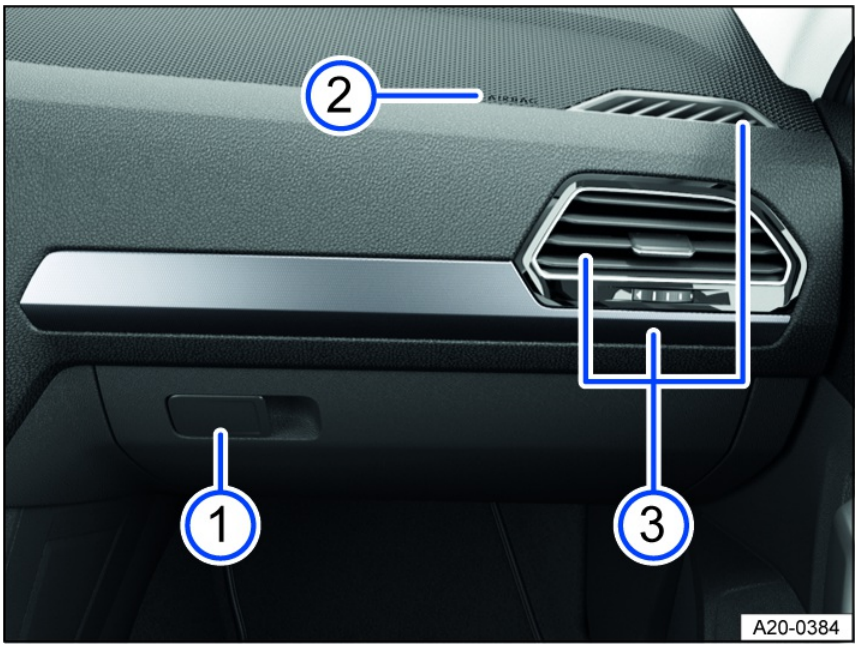


Fig. 9 Front passenger side (left-hand drive vehicle): Instrument panel overview (right-hand drive vehicle is the mirror image).

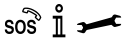
(1) Glove compartment:

- With handle
- With vents for glove compartment cooling
- With Manual

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

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

Controls in the headliner

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

Driver information

Symbols in the instrument cluster

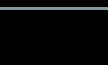
The warning and indicator lights can turn on individually or in combination with each other and indicate warnings, malfunctions and certain functions. Some warning and indicator lights come on when you switch the ignition on and must turn off after some time.

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

⚠ WARNING

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

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

	STOP Do not continue driving! Central warning light ⇒ *Engine coolant* , ⇒ *Priority 1 warning message*
	Fasten safety belt ⇒ *Warning light*
	Electronic parking brake ⇒ *Using the electronic parking brake*
	Electronic parking brake ⇒ *Using the electronic parking brake*
	STOP Do not continue driving! Brake system malfunction ⇒ *Brake system malfunctioning*
	Brake system malfunction ⇒ *Brake system malfunctioning*
	STOP Do not continue driving! Brake fluid level too low ⇒ *Brake fluid level*
	Check brake system ⇒ *Brake pad wear indicator*
	Take over steering and be ready to brake. ⇒ 🕮 *Introduction*
	Engine oil level too low ⇒ *Engine oil level very low*
	STOP Do not continue to drive! Engine oil pressure too low ⇒ *Engine oil pressure too low*
	STOP Do not continue to drive! Engine coolant system malfunction ⇒ *Engine coolant* , ⇒ *Engine coolant* , ⇒ *Checking and filling engine coolant*
	STOP Do not continue driving! Steering malfunction ⇒ *Steering malfunction*
	STOP Do not continue to drive! 12 V vehicle battery ⇒ *12 V vehicle battery*
	Collision warning ⇒ *Advance warning*
	Central warning light ⇒ *Priority 2 warning message*
	Airbag system or safety belt pretensioner malfunction ⇒ *Airbag system or safety belt pretensioners malfunction*

	Airbag system or safety belt pretensioner deactivated with diagnostic equipment ⇒ *Airbag system or safety belt pretensioners deactivated with diagnostic equipment*
	Front passenger's airbag disabled ⇒ *Front passenger's front airbag disabled*
	Malfunction in the emergency call system ⇒ *Emergency Call Service faulty*
	Limited function in the emergency call system ⇒ *Emergency Call Service limited*
	Electronic parking brake malfunction ⇒ *Electronic parking brake malfunction*
	Check brake system ⇒ *Brake pad wear indicator*
	Flashes: Electronic Stability Control (ESC) or Anti-slip regulation (ASR) in operation ⇒ *ESC or ASR in operation*
	Electronic Stability Control (ESC) or Anti-Slip Regulation (ASR) regulating ⇒ *ESC or ASR in operation*
	Comes on: Electronic Stability Control (ESC) malfunction ⇒ *ESC malfunction*
	Electronic Stability Control (ESC) malfunction ⇒ *ESC malfunction*
	Electronic Stabilization Control (ESC) switched off ⇒ *ESC switched off manually*
	Anti-Slip Regulation (ASR) switched off ⇒ *ASR switched off manually*
	ESC Sport switched on ⇒ *ESC Sport switched on*
	Anti-Lock Braking System (ABS) malfunction ⇒ *ABS failure or malfunction*
	Anti-Lock Braking System (ABS) malfunction ⇒ *ABS failure or malfunction*
	Engine oil level too low ⇒ *Engine oil level too low*
	Engine oil level too high ⇒ *Engine oil level too high*
	Engine oil system malfunction ⇒ *Engine oil system malfunction*
	Engine oil system malfunction ⇒ *Engine oil system malfunction*
	Tank almost empty ⇒ *Fuel tank almost empty*
	Tank cap not closed ⇒ *Fuel tank cap open*
	Driving light failure ⇒ *Exterior lighting malfunction*
	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*

	Do not continue to drive! Tire pressure low ⇒ *Tire pressure low*
	Do not continue to drive! Tire Pressure Monitoring System faulty ⇒ *Tire Pressure Monitoring System malfunction*
	Front Assist is switched off ⇒ *Switching on and off*
	Speed warning ⇒ *Driving data menu*
	Adaptive cruise control (ACC) not available ⇒ *ACC is not available*
	Lane Assist in control ⇒ *Driving with Lane Assist*
	Lane Assist in control ⇒ *Driving with Lane Assist*
	Side Assist malfunction ⇒ *Lane change system malfunctioning*
EPC	Engine control malfunction ⇒ *Engine control malfunction*
	Exhaust system malfunction ⇒ *Exhaust-related malfunction*
	Particulate filter clogged with soot ⇒ *Particulate filter clogged with soot*
	Engine RPM limited ⇒ *Engine speed limited*
	12 Volt vehicle battery ⇒ *12 V vehicle battery*
	Transmission malfunction ⇒ *Transmission overheating*
	Press the brake pedal. ⇒ *The engine is not starting*
	Turn signals ⇒ *Turn signal indicator light*
	Trailer turn signal ⇒ *Trailer turn signal indicator light*
	Speed stored, regulation active ⇒ *Switching ACC on and off*
CRUISE	Speed stored, regulation active ⇒ 🕮 *Introduction*
	Cruise control switched on, regulation active ⇒ 🕮 *Introduction*
	Lane Assist active ⇒ *Driving with Lane Assist*
	Lane Assist active ⇒ *Driving with Lane Assist*
	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*
	High beams or headlight flasher ⇒ *Switching the high beam headlights on and off*
	High beam or headlight flasher ⇒ *Switching the high beam headlights on and off*

	Outside temperature is below +39 °F (+4 °C) ⇒ *Displays*
	Start/Stop system active ⇒ *Start-stop system*
	Start/Stop system not available ⇒ *Start-stop system*
	Economical driving condition ⇒ *Displays*
	Service due ⇒ *Service interval display*
	High beam control active ⇒ *Switching on Light Assist*
	Autonomous Emergency Braking starts ⇒ *Autonomous Emergency Braking starts*
	Distance warning ⇒ *Distance warning*
	Cruise control switched on ⇒ 🕮 *Introduction*
	Cruise control system malfunction ⇒ *Cruise control system is malfunctioning*
	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*
	Hill descent assist ⇒ *Hill Descent Control*
	Offroad driving profile ⇒ *Driving mode properties*
	Eco driving mode ⇒ *Driving mode properties*
	Normal driving mode ⇒ *Driving mode properties*
	Individual driving mode ⇒ *Driving mode properties*
	Sport driving mode ⇒ *Driving mode properties*
	Snow driving mode ⇒ *Driving mode properties*
	Offroad Custom driving profile ⇒ *Driving mode properties*
	Mobile phone connected via Bluetooth® ⇒ *Displays*
	Mobile phone battery charge level ⇒ *Displays*
	Note about information in the Owner's Manual ⇒ *Note about information in the Owner's Manual*

Instrument cluster

🕮 Introduction

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

⚠ WARNING

Driver distraction can cause accidents and injuries.

- Never operate the instrument cluster while driving.
- Only change settings for the displays in the instrument cluster and the displays on the Infotainment system screen when the vehicle is stationary, in order to reduce the risk of accidents and injuries.

Analog instrument cluster

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

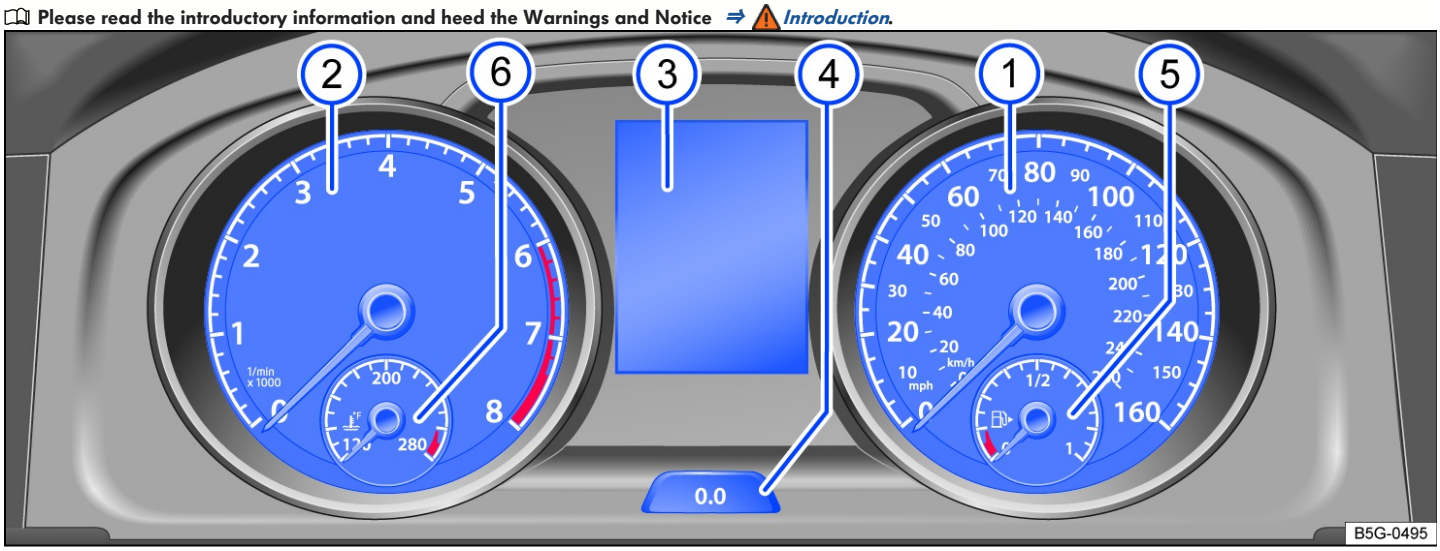


Fig. 10 General example: Analog instrument cluster in the instrument panel.

(1) **Speedometer**

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

(3) **Displays** ⇒ *Displays*.

(4) **Reset, set, and display button**

(5) **Fuel gauge** ⇒ *Fuel gauge*.

(6) **Engine coolant temperature gauge** ⇒ *Engine coolant temperature gauge*.

Digital instrument cluster (Digital Cockpit)

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

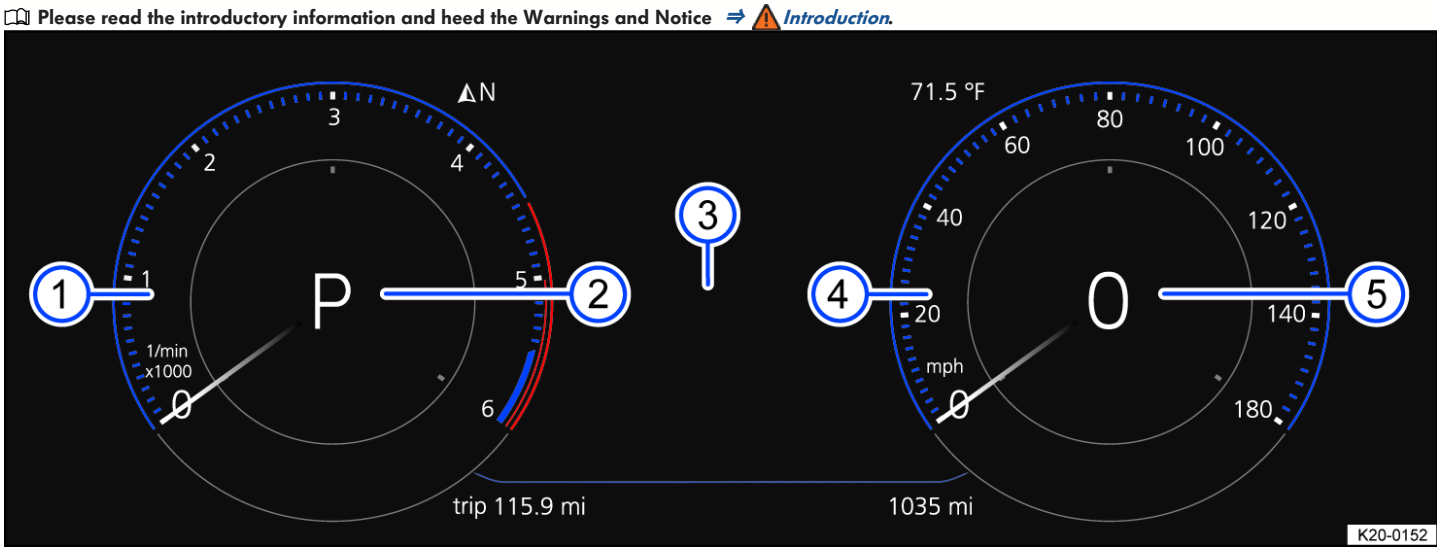


Fig. 11 Digital instrument cluster in the instrument panel (general example).

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

(2) **Currently engaged gear or selector lever level** ⇒ *Driving*.

(3) **Displays** ⇒ *Displays*.

(4) **Speedometer**

(5) **Digital speed display**.

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, such as the tachometer and speedometer. The term “Volkswagen Digital Cockpit” is used to refer to the digital instrument cluster in the following.

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 ma be hidden and the additional information shown across the entire display. The following information profiles can be selected:

- **Gear indicator** The digital display of the current gear or the selected gear.
- **Speed** Digital display of speed
- **Consumption** Graphic display of the current consumption and the digital display of the average consumption
- **Range** Digital display of range
- **Distance** Digital display of the distance driven
- **Destination arrival information**. Digital display of remaining driving time, the distance to the destination, and the estimated arrival time.
- **Acceleration** Graphic display of the longitudinal and lateral acceleration
- **Assistance systems** Visual display of various assistance systems
- **Elevation** Digital display of the current elevation above sea level
- **Navigation** Graphic display of arrow navigation
- **Compass** Digital compass display
- **Audio** Digital display of the current audio playback

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

Navigation map in the digital instrument cluster

Depending on the vehicle equipment, the digital instrument cluster may display a detailed map. To do this, select the Navigation menu item in the instrument cluste ⇒ *Menus in the instrument cluster*.

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

- Press the VIEW button on the multi-function steering wheel to switch between the two map sizes ⇒ *Menus in the instrument cluster*.
- Press the △ or ▽ arrow buttons on the multi-function steering wheel to zoom in or out.
- When zooming manually, press the VIEW button on the multi-function steering wheel to switch to auto-zoom.

Depending on the equipment, navigation will be shown on two screens or only on one screen. The navigation map may appear in the digital instrument cluster and in the Infotainment system or just in the Infotainment system. In the last scenario, only navigation arrows are listed in the digital instrument cluster.

Tachometer

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

Tachometer

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

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

NOTICE

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

Shifting up early helps save fuel and reduce operating noises.

Fuel gauge

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

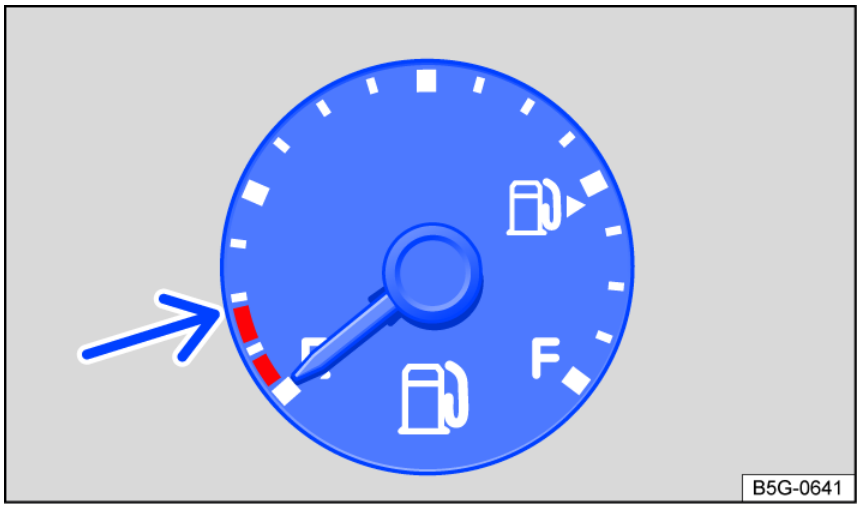


Fig. 12 General example: Fuel gauge on analog instrument cluster.

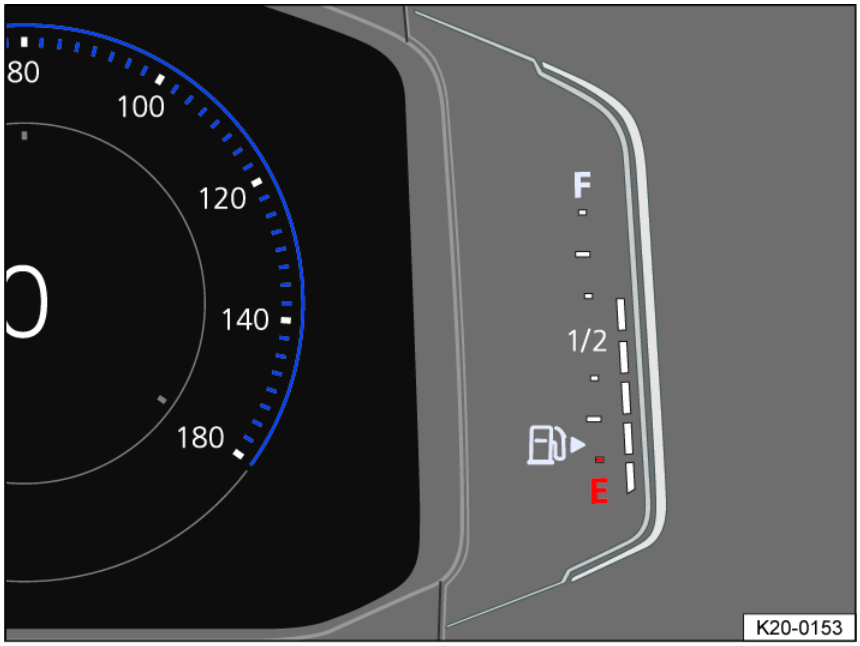


Fig. 13 General example: fuel gauge on the digital instrument cluster.

Fuel tank almost empty

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

- Refuel at the next opportunity.

Fuel tank cap open

The yellow indicator light turns on.

- Close the fuel tank cap.

WARNING

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

- If the fuel level is too low, this can result in irregular fuel supply to the engine, particularly when going uphill or downhill.
- The steering, all driver assistance systems and brake support systems will not work if the engine is “sputtering” or cuts out due to fuel shortage or irregular fuel supply.
- Always refuel when the tank is only 1/4 full to prevent a breakdown due to fuel shortage.

NOTICE

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

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

Engine coolant temperature gauge

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

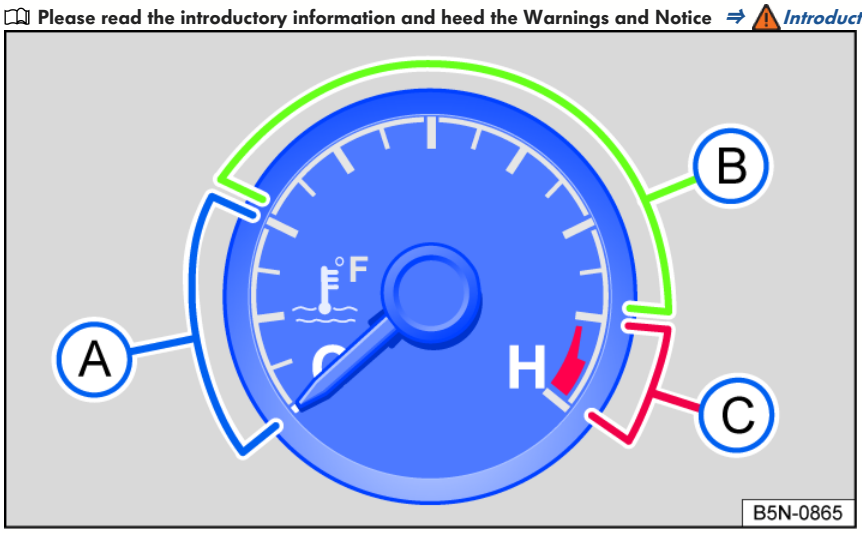


Fig. 14 Engine coolant temperature gauge in the analog instrument cluster.

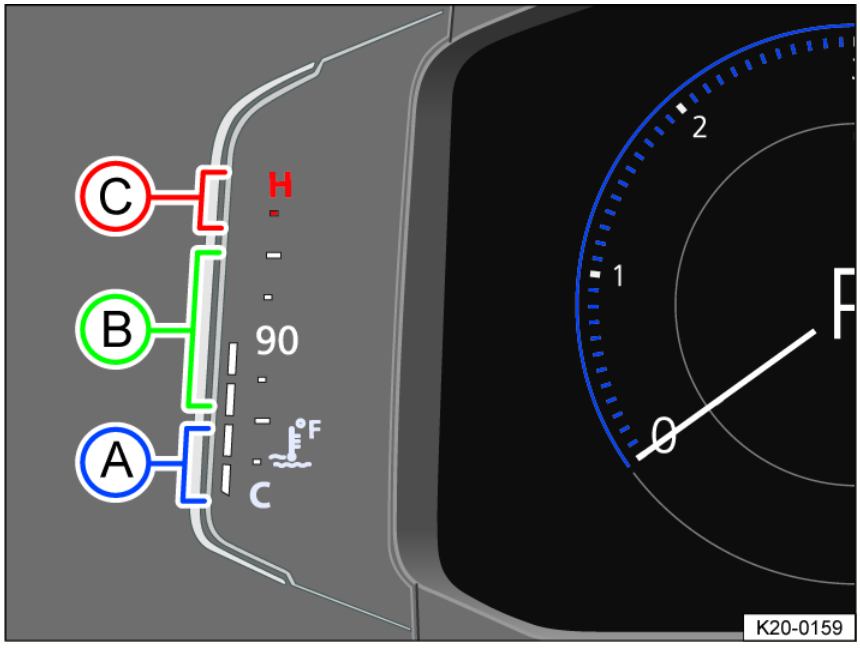


Fig. 15 Engine coolant temperature gauge in the digital instrument cluster.

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

(B) Normal range.

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

Engine coolant

Vehicles with analog instrument cluster: The red indicator light flashes.

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

Do not continue driving!

- Stop the vehicle, stop the engine, and let it cool down.
- Check the engine coolant level ⇒ *Checking and filling engine coolant*.
- If the warning light does not turn off even if the engine coolant level is correct, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

and Engine coolant

Vehicles with digital instrument cluster: The red central warning light turns on. A message also appears in the instrument cluster display.

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

Do not continue driving!

- Stop the vehicle, stop the engine, and let it cool down.
- Check the engine coolant level ⇒ *Checking and filling engine coolant*.

- If the warning light does not turn off even if the engine coolant level is correct, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Displays

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

Possible displays in the instrument cluster

Different information may be shown in the instrument cluster display depending on the vehicle equipment:

- Open doors, hood, and trunk lid.
- Warning and information texts.
- Odometer displays.
- Time ⇒ *Time*.
- Multimedia and navigation information.
- Phone information.
- Outside temperature.
- Compass display.
- Selector lever position.
- Gear recommendation ⇒ *Gear recommendation*.
- Driving data menu (Multi-Function Display) and menus for various settings ⇒ *Driving data menu*.
- Service interval display ⇒ *Service interval display*.
- Speed warning system ⇒ *Menus in the instrument cluster*.
- Speed warning for winter tires.
- Status display for the start-stop system ⇒ *Start/Stop system*.
- Depending on the vehicle equipment: Status display for Active Cylinder Management (ACT) ⇒ *Eco tips*.
- Fuel-efficient driving .
- Engine code ().
- Driver assistance systems display.

Open doors, hood and trunk lid

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

Selector lever position

The selector lever position that is engaged is shown on the left side of the selector lever and in the instrument cluster display.

The respective gear is displayed in the instrument cluster display when in the **D/S** selector lever position as well as when in tiptronic mode.

Outside temperature display

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

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

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

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

WARNING

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

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

Phone information

If a mobile device is connected via Bluetooth®, the Bluetooth® symbol will be displayed in the instrument cluster display.

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

Gear recommendation

A recommendation to select a fuel-saving gear is displayed in the instrument cluster ⇒ *Gear recommendation*.

Odometer displays

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

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

- Vehicles with analog instrument cluster: To reset the trip odometer to zero, press the 0.0 button in the instrument cluster briefly ⇒ *Analog instrument cluster*.
- Vehicles with a digital instrument cluster: Reset the odometer via the Infotainment system or the service menu ⇒ *Service menu*.

Speed warning for winter tires

If the set maximum speed is exceeded, this will be indicated in the instrument cluster display ⇒ *Menus in the instrument cluster*.

Settings for the speed warning can be adjusted in the vehicle settings in the Infotainment system ⇒ *Vehicle settings 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.

Fuel-efficient driving eco

If the vehicle is driving in a fuel-efficient manner, this will be indicated in the instrument cluster while driving eco.

Engine code

Vehicles with analog instrument cluster:

1. Switch the ignition on, but do not run the engine.
2. To display the engine code, press and hold the 0.0 button in the instrument cluster for about 15 seconds.

Vehicles with a digital instrument cluster:

1. Open the service menu ⇒ *Service menu*.
2. Select the Engine code menu item.

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

Some indicators in the instrument cluster display can be hidden due to events that occur suddenly, for example if there is an incoming phone call.

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

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

If warning messages about malfunctions appear when the ignition is switched on, settings or information displays may not appear as described. If this is the case, have malfunctions corrected by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Driving data menu

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

The driving data menu shows driving and consumption data.

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

Switching between the displays

Vehicles without multi-function steering wheel:

- Press the TRIP rocket switch on the windshield wiper lever ⇒ *Operation with the windshield wiper lever*, ⇒ *Operation with the multi-function steering wheel*

Vehicles with multi-function steering wheel:

- Press the △ or ▽ button ⇒ *Operation with the windshield wiper lever*, ⇒ *Operation with the multi-function steering wheel*.

Switching memories

Vehicles without multi-function steering wheel:

- Press the OK/RESET button on the windshield wiper lever ⇒ *Operation with the windshield wiper lever*, ⇒ *Operation with the multi-function steering wheel*.

Vehicles with multi-function steering wheel:

- Press the OK button on the multi-function steering wheel ⇒ *Operation with the windshield wiper lever*, ⇒ *Operation with 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 miles (km) or 9999.9 miles (km) distance driven. If one of these maximum thresholds is met, the memory is erased. The maximum thresholds may vary depending on the version of the instrument cluster.

Erasing the driving data memory

- Select the memory to be erased.

Vehicles without multi-function steering wheel:

- Press the OK/RESET button on the windshield wiper lever ⇒ *Operation with the windshield wiper lever* , ⇒ *Operation with the multi-function steering wheel* .

Vehicles with multi-function steering wheel:

- Press the OK button on the multi-function steering wheel ⇒ *Operation with the windshield wiper lever* , ⇒ *Operation with the multi-function steering wheel*

Selecting displays

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

Ø fuel consumption display

The average fuel consumption is displayed after approximately 984 feet (approximately 300 meters).

Range display

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

Ø speed display

The average speed is displayed after approximately 328 feet (approximately 100 meters).

Setting a speed warning

Vehicles without multi-function steering wheel:

- Select Warning at --- km/h or Warning at --- mph.
- Press the OK/RESET button on the windshield wiper lever to save the current speed and to activate the warning.
- Set the desired speed within five seconds with the TRIP rocker switch on the windshield wiper lever. Then press the OK/RESET button or wait several seconds. The speed will then be saved and the warning will be activated.
- Press the OK/RESET button again to deactivate. The stored speed is erased.

Vehicles with multi-function steering wheel:

- Select Warning at --- km/h or Warning at --- mph.
- Press the OK button on the multi-function steering wheel to save the current speed and to activate the warning.
- Set the speed on the multi-function steering wheel within approximately five seconds by pressing the △ or ▽ button. Then press the OK button or wait several seconds. The speed will then be saved and the warning will be activated.
- Press the OK button again to deactivate.

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

Depending on the market, a single warning tone sounds at speeds of over approximately 50 mph (approximately 80 km/h), and from approximately 75 mph (approximately 120 km/h), 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.

Warning and information texts

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

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 the Vehicle status or Vehicle menu ⇒ *Menus in the instrument cluster*.

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 haza Check the malfunction. If necessary, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility 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. If necessary, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

Note about information in the Owner's Manual

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

Informational text

Information about various processes in the vehicle.

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

If warning messages about malfunctions appear when the ignition is switched on, settings or information displays may not appear as described. If this is the case, have malfunctions corrected by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Time

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

Setting the time using the Infotainment system

1. Depending on the vehicle equipment, press the MENU button or function key ⇒ *Operation and displays in the Infotainment system* and open the Vehicle me in the Infotainment system.

   OR:

   Depending on vehicle equipment, press the CAR button or function key.
2. Depending on how your vehicle is equipped, open the Settings menu.
3. Select the Time and date menu item to set the time ⇒ *Vehicle settings menu*.

Setting the time using the analog instrument cluster

1. To set the time (all clocks in the vehicle), press and hold the 0.0 button in the instrument cluster until Time appears in the instrument cluster display ⇒ *Analo instrument cluster*.
2. Release the 0.0 button. The time will appear in the instrument cluster display and the hour display is marked.
3. Then press the 0.0 button repeatedly until the desired hour is displayed. Press and hold the 0.0 button to move through the numbers faster.
4. When the hour setting is complete, wait until the minute display is marked in the instrument cluster display.
5. Then press the 0.0 button repeatedly until the desired minute is displayed. Press and hold the 0.0 button to move through the numbers faster.
6. Release the 0.0 button to finish setting the time.

Setting the time using the digital instrument cluster

1. Open the service menu ⇒ *Service menu*.
2. Select the Time menu.
3. Set the correct time using the △ or ▽ arrow buttons.

It is not possible technically to display the time on the digital instrument cluster.

Driver assistance systems button

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

Depending on the equipment, the driver assistance systems button is either located on the turn signal and high beam lever or on the multi-function steering wheel. Using this button, the driver assistance systems can be switched on and off in the Assist systems menu.

1. Press the button to open the Assist systems menu.
2. Select the driver assistance system and switch it on or off. A check mark ☑ indicates if a driver assistance system is switched on.
3. Confirm the selection with the OK/RESET button on the windshield wiper lever or the OK button on the multi-function steering wheel.

Or you can also switch the driver assistance systems on and off in the Infotainment system vehicle settings ⇒ *Vehicle settings menu*.

Service menu

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

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

Opening the service menu

To open the service menu, select the Range information profile in the instrument cluster and press and hold the OK button on the multi-function steering wheel for approximately four seconds. You can now navigate in the menu as usual using the buttons on the multi-function steering wheel.

Resetting the service interval display

Select the Service menu and follow the instructions on the instrument cluster display.

Resetting the oil change service

Select the Reset oil change service menu and follow the instructions on the instrument cluster display.

Resetting the trip odometer

Select the Reset trip menu and follow the instructions on the instrument cluster display to reset the trip odometer.

Engine code

Select the Engine code menu. The engine code will appear in the instrument cluster display.

Setting the time

Select the Time menu and set the correct time using the △ or ▽ arrow buttons.

Copyright

Select the Copyright menu to access the copyright information.

Service interval display

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

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 versions and appearances of the displays may vary.

Fixed service intervals are specified for vehicles with the **fixed oil change service**.

Intervals are determined individually on vehicles with the **flexible oil change service**. 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 service due date. The displayed remaining distance to be traveled is always rounded to 100 miles (km) and the remaining time is rounded to whole days.

Service notification

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

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

Service event

When a **service is due** or an **inspection is due**, a warning chime will sound and a wrench symbol may appear on the instrument cluster display for a few seconds together with one of the following messages when you switch on the ignition:

- Inspection now!
- Oil change now!
- Oil change service and inspection now!

Checking a service due date

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

Checking the service due date in the Infotainment system:

1. Depending on the vehicle equipment, press the MENU button or function key ⇒ *Operation and displays in the Infotainment system* and open the Vehicle men in the Infotainment system.

   OR:

   Depending on vehicle equipment, press the CAR button or function key.
2. Depending on how your vehicle is equipped, open the Settings menu.
3. Select the Service menu item to display the service information.

Vehicles with analog instrument cluster:

1. Press and hold the 0.0 button in the instrument cluster until Service appears in the display.
2. Release the 0.0 button. The current service due date is shown in the display.

Vehicles with a digital instrument cluster: The service due date can only be checked through the service menu ⇒ *Service menu*.

Resetting the service interval display

If the service or inspection was not performed by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility, the service reminder can be reset as follows:

Vehicles with analog instrument cluster:

1. Switch the ignition off.
2. Press and hold the 0.0 button in the instrument cluster.
3. Switch the ignition back on.
4. Release the 0.0 button when one of the following messages appears in the instrument cluster display: Reset oil change service? or Reset inspection service?
5. Press the 0.0 button in the instrument cluster to confirm.

Vehicles with a digital instrument cluster: The service interval display can only be reset through the service menu ⇒ *Service menu*.

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

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

The service message will go out after a few seconds if the engine is running or if you acknowledge the message on the instrument cluster.

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

Instrument cluster operation

Introduction

Some menu items can only be accessed when the vehicle is stationary.

Vehicles with a multi-function steering wheel do not have buttons in the windshield wiper lever ⇒ *Operation with the windshield wiper lever* , ⇒ *Operation with the multi-function steering wheel*.

WARNING

Driver distraction can cause accidents and injuries.

- Never operate the menus in the instrument cluster display while driving.

After starting the engine when the 12 V vehicle battery is totally discharged or has been replaced, the system settings, e.g. time, date, personal convenience settings, and programming, may be changed or deleted. Check and correct the settings after the 12 V vehicle battery is sufficiently recharged.

If warning messages about malfunctions appear when the ignition is switched on, settings or information displays may not appear as described. If this is the case, have malfunctions corrected by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Menus in the instrument cluster

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

The scope of menus and informational displays depends on the vehicle electronics and equipment.

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

Some menu items can only be accessed when the vehicle is stationary.

- **Trip data** ⇒ *Driving data menu*.
- **Assistance systems**
- **Navigation**
- **Audio**
- **Telephone**.
- **Vehicle status** ⇒ *Warning and information texts*.
- **Views** ⇒ *Digital instrument cluster (Digital Cockpit)* .

Operation with the windshield wiper lever

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

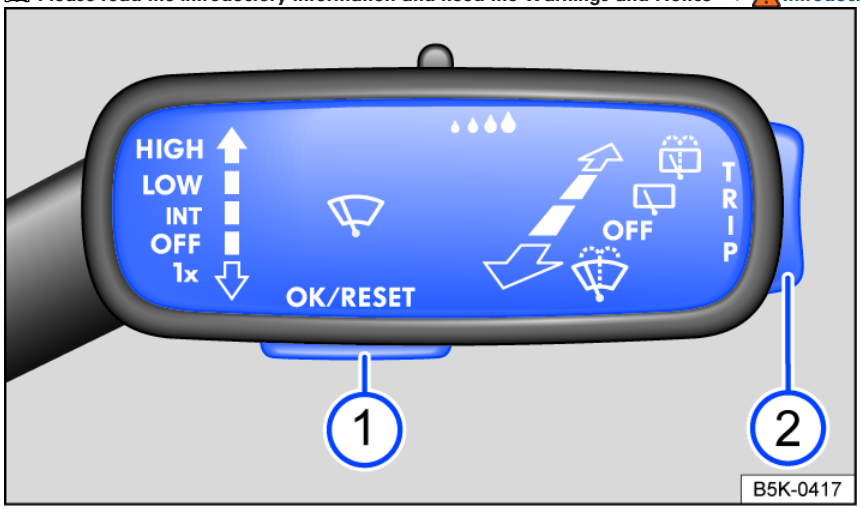


Fig. 16 On the right side of the steering column: buttons in the windshield wiper lever (general example)

Menus cannot be accessed when a priority 1 warning message is displayed. You can confirm and hide some warning messages using the *fig. 16* button.

Selecting a menu or information display

- Switch the ignition on.
- If a message or vehicle icon is displayed, press the *fig. 16* button, repeatedly if necessary.
- To display the menus ⇒ *Menus in the instrument cluster* or to return to the menu selection from a menu or information display, press and hold the rocker switc *fig. 16*.
- To scroll through the menus, press the rocker switch upward or downward.
- To open the displayed menu or information display, press the *fig. 16* button or wait until the menu or the information display opens automatically after several seconds.

Applying settings in the menus

- In the displayed menu, press the rocker switch *fig. 16* upwards or downwards until the desired menu item is marked. The item is marked with a frame around it.
- Press the *fig. 16* button to apply the desired changes. A checkmark indicates if the function or system is activated.

Returning to menu selection

Select the Back menu item in a menu to leave that menu.

If warning messages about malfunctions appear when the ignition is switched on, settings or information displays may not appear as described. If this is the case, have malfunctions corrected by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Operation with the multi-function steering wheel

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

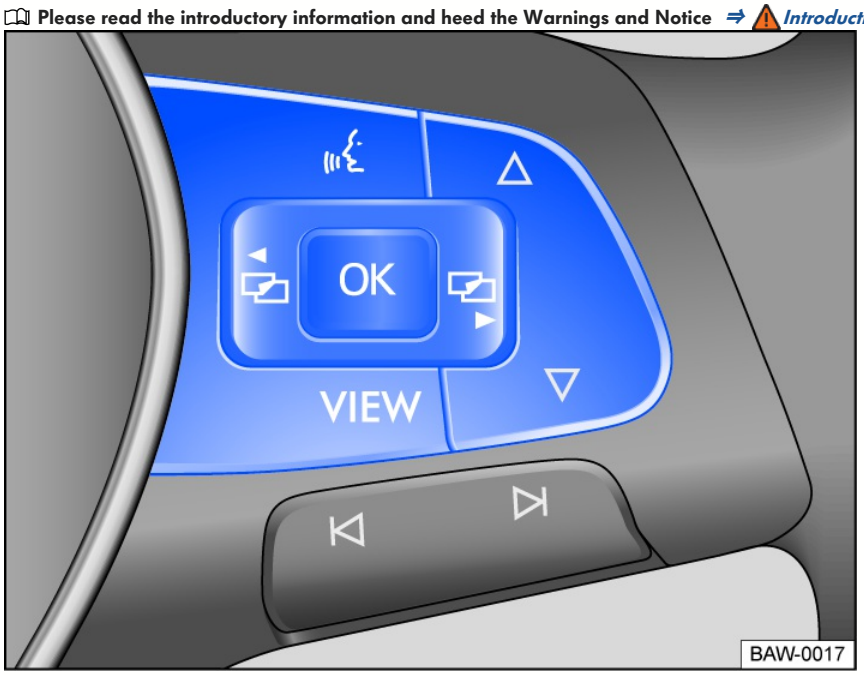


Fig. 17 Right side of the multi-function steering wheel: buttons for operating the menus and information displays in the instrument cluster

Menus cannot be accessed when a priority 1 warning message is displayed ⇒ *Warning and information texts*. You can confirm and hide some warning messages using the OK button on the multi-function steering wheel *fig. 17*.

Selecting a menu or information display

- Switch the ignition on.
- If a message or vehicle icon is displayed, press the OK *fig. 17* button, repeatedly if necessary.
- To display a menu and to scroll through the menu, press the or button *fig. 17*.
- To open the displayed menu or information display, press the OK button *fig. 17* or wait until the menu or the information display opens automatically after several seconds.

Applying settings in the menus

- Press the △ or ▽ arrow buttons *fig. 17* in the displayed menu until the desired menu item is marked. The item is marked with a frame around it.
- Press the OK *fig. 17* button to apply the desired changes.

  If the checkbox in the function key is activated ☑, that function is switched on.

Returning to menu selection

- Press the or button *fig. 17*.

VIEW button on the multi-function steering wheel

Vehicles with analog instrument cluster:

- You can switch between the current and previous menu using the VIEW button *fig. 17*.

Vehicles with a digital instrument cluster:

- You can use the VIEW button *fig. 17* to switch between the classic display of dials, the large platform without information profiles, and the enhanced view wit 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. Press and hold the VIEW button to select from the preset information profiles in the list:

Classic View without information profiles.

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

Preset 1 Individual selection of information profiles

Preset 2 Individual selection of information profiles

Preset 3 Only on vehicles with standard factory-installed navigation system

If warning messages about malfunctions appear when the ignition is switched on, settings or information displays may not appear as described. If this is the case, have malfunctions corrected by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Operation and displays in the Infotainment system

Introduction

This Infotainment system consolidates essential vehicle systems in a central control panel, such as menu settings, radio, or a navigation system.

General information for operation

The relevant information for the settings in the Vehicle settings menu is included in the following section.

System settings and vehicle information display

Depending on the version, you can press the MENU button and open the Vehicle menu, **or,** after pressing the CAR button, open the Settings menu and tap the relevant function keys to display information or adjust settings:

- Vehicle settings (setup) ⇒ *Vehicle settings menu*.
- Depending on vehicle equipment: Performance monitor ⇒ *Performance monitor*.
- Depending on vehicle equipment: Lap timer ⇒ *Lap timer*.
- Off-road display ⇒ *Offroad display*.
- Digital Instrument cluster.
- Active media.
- Driving Data.
- Vehicle status.
- Radio station selection.

WARNING

Driver distraction can cause accidents and injuries. Operating the Infotainment system can distract you from traffic.

- Always drive attentively and responsibly.

After starting the engine when the 12 V vehicle battery is severely drained or is a replacement, system settings (time, date, personal convenience settings, and programming) and user profiles may be adjusted or deleted. Check and correct the settings after the 12 V vehicle battery is sufficiently recharged.

Vehicle settings menu

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

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 Vehicle function key.
4. To open other submenus in the Vehicle menu or to adjust settings in the menu items, tap the respective function keys from the Inner or Outer areas.
5. Open the required menu and adjust the settings as you wish.

The activated functions are highlighted in color.

Performance monitor

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

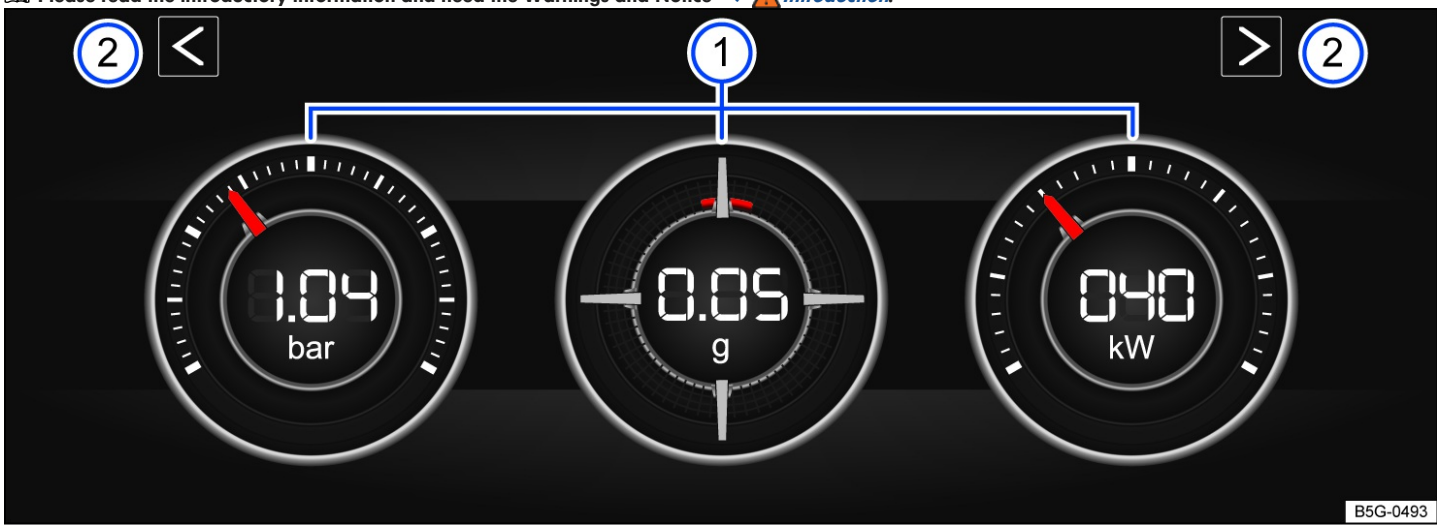


Fig. 18 On the Infotainment system screen: performance monitor.

(1) Displays

(2) Arrow buttons to switch to the lap timer

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

Opening the performance monitor

- Press the button or function key MENU in the Infotainment system.
- Tap the Vehicle function key.
- Tap the Selection function key.
- Tap the Sport function key.

If you want to switch between the performance monitor and the lap timer ⇒ *Lap timer*, tap one of the left or right arrow buttons above the instruments *fig. 18* (2).

Selecting instruments and adjusting units

The display can show a maximum of three instruments at the same time. Every instrument can be selected for any display area *fig. 18* (1) (left, center, right).

To switch between instruments, swipe upward above the display. The instrument that is currently selected will disappear and a new instrument will appear.

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

The following instruments can be displayed:

- **Boost pressure indicator:** the boost pressure indicator *fig. 18* (1) (left) displays the boost pressure between the turbocharger and the engine (in “bar”). The farther to the right that the needle on the scale is, the more engine power is being used.
- **Accelerometer (G meter):** the accelerometer (G meter) *fig. 18* (1) (center) displays the acceleration value in the center area (in “g”). The red marking in the tab area shows the intensity of the acceleration and the direction of the force that is in effect (contrary to the physical laws). For example, if you drive to the left the red marking will move in the right area of the instrument (and vice versa). When accelerating, the red marking will move downward. When braking, the red marking will move upward. The intensity of acceleration is indicated by the position of the red marking from the inside to the outside. If you accelerate faster, th red marking will disappear from the center area.
- **Power gauge:** The power gauge *fig. 18* (1) (right) shows the engine power that is being currently used as a digital value displayed on the surrounding scale (in kW).

- **Engine coolant temperature gauge:** when engine load is heavy and outside temperatures are high, the gauge may move farther to the right. This is not a cause for concern as long as the indicator light in the instrument cluster display is off or flashes ⇒ *Engine coolant temperature gauge*.
- **Oil temperature gauge:** the needle stays in the center area under normal driving conditions. If the pointer is in the left, lower area, the engine operating temperature has not yet been reached. If the engine operating temperature has not been reached yet, avoid excessive high speeds and acceleration. Engine coolant temperature gauge: when engine load is heavy and outside temperatures are high, the gauge may move farther to the right. This is not a cause for concern as long as the indicator light in the instrument cluster display is off or flashing.

Adjusting the display areas to the driving situation

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

WARNING

Driver distraction can cause accidents and injuries. Operating the Infotainment system can distract you from traffic.

- Always drive attentively and responsibly.

NOTICE

Avoid high engine speeds, full acceleration, and heavy engine loads after starting the engine when it is cold.

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

Lap timer

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



Fig. 19 On the Infotainment system screen: lap timer with stopwatch, function key, and lap times.

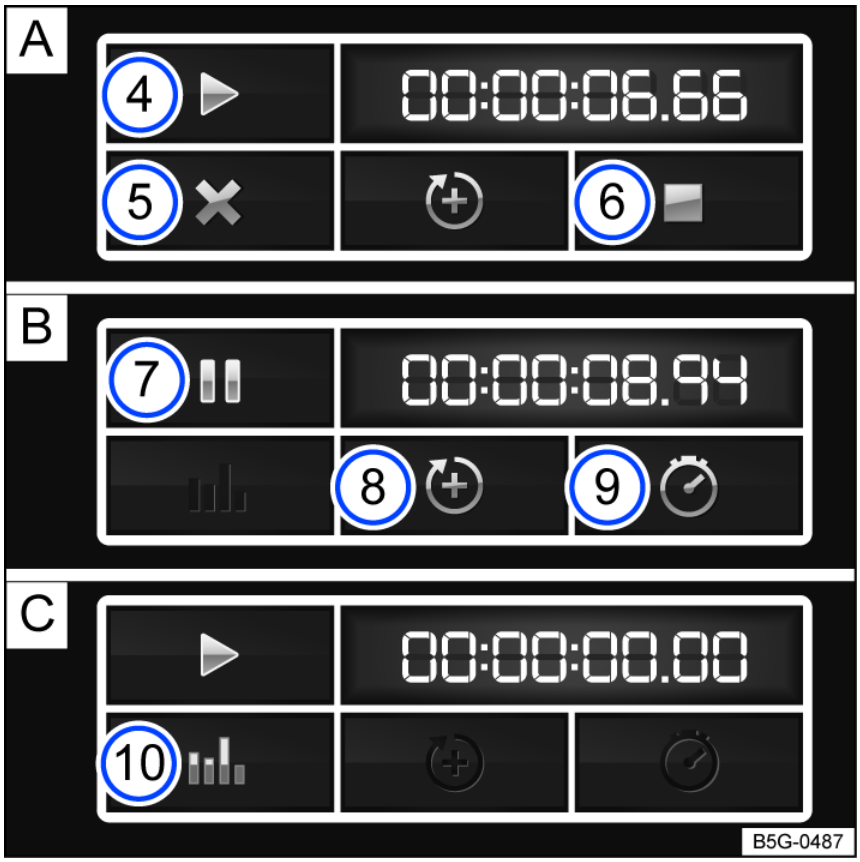


Fig. 20 Function key on the Infotainment system screen: time measurement when the lap is A stopped, B running, and C finished.

1. Stopwatch
2. Function key with current lap time
3. Saved lap times
4. Start or resume time measurement (only possible when the ignition is switched on) Press Start to begin the time measurement. The time measurement starts automatically once the vehicle moves forward. If the data has been reset in the statistics, a new first round can be started.
5. Cancel the current lap. The lap time is deleted. --: --:--.-- is displayed in the statistics.
6. End the time measurement.
7. Stop the time measurement or cancel the current lap (when the time measurement is running).
8. Start new lap. The last lap time is saved and a new lap time starts. The total time of the laps is displayed in the statistics.
9. Display the split time. The stopwatch stops for several seconds and the split time is displayed.
10. Display the statistics after ending or canceling the time measurement (number of laps, total time, fastest and slowest lap, average lap time of all laps, all lap times). Press Reset to reset the statistics.

The lap timer offers the option to measure and save the individual lap times on a race course manually in the vehicle as well as compare these times to the best times previously recorded.

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

Opening the lap timer

1. Depending on the version of the Infotainment system, press the CAR button or function key.
2. Tap the Vehicle function key.
3. Tap the Selection function key.
4. Tap the Sport function key. The performance monitor will be displayed.
5. Tap one of the arrow buttons in the performance monitor to switch to the lap timer.

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

Measuring lap times

The stopwatch measures the lap time in two areas:

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

The display on the right side shows the current lap time with an accuracy of 1/100 of a second. If no laps with split times have been saved yet in the lap timer, then there is no difference between the stopwatch and the lap time.

⚠ WARNING

If possible, do not use the lap timer while driving.

- Only adjust lap timer presets and open the statistics when the vehicle is stationary.
- Only operate the lap timer while driving if the driving situation is easy to control and monitor.

Safety

General information

Driving preparations and driving safety

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

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

Driving in other countries

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

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

Checks when refueling

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

- ✓ Washer fluid level ⇒ *Washer fluid*.
- ✓ Engine oil level ⇒ *Engine oil*, ⇒ *Engine oil consumption*.
- ✓ Engine coolant level ⇒ *Engine coolant*.
- ✓ Brake fluid level ⇒ *Brake fluid*.
- ✓ Tire inflation pressure ⇒ *Tire pressure*.
- ✓ Vehicle lighting ⇒ *Headlights* which is necessary for traffic safety:

Information on changing bulbs ⇒ *Exterior lighting*.

DANGER

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

WARNING

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

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

WARNING

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

NOTICE

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

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

Seating position

Introduction

Number of seats

Depending on vehicle equipment, the vehicle may have **five** or **seven** seats.

	5-seat vehicle	7-seat vehicle
Front seats	2	2
Seats in the second row	3	3
Seats in the third row	–	2

Every seat is equipped with a safety belt.

WARNING

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

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

WARNING

Risk of serious head injuries. In the event of an accident, persons taller than 1.60 m (around 63 inches) who are sitting in the third row of seats can suffer serious head injuries.

- Do not allow any persons taller than 1.60 m (around 63 inches) to sit in the third row of seats.
- When closing the trunk lid, always pay attention to the vehicle occupants sitting in the rear.

Risk of injury due to an incorrect seating position

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

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

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

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

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

⚠ WARNING

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

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

Correct seating position

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

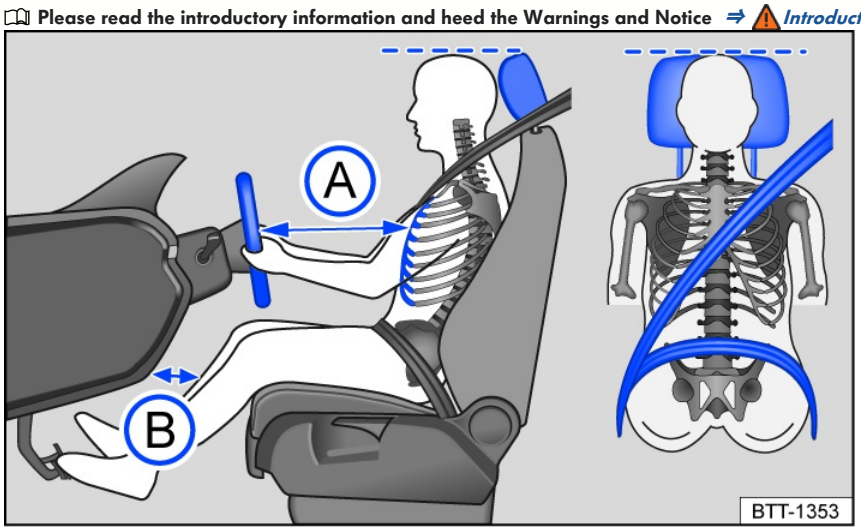


Fig. 21 General example: correct distance between the driver and steering wheel, correct safety belt routing, and correct head restraint adjustment.

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

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

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

The following applies to all vehicle occupants:

- Adjust the head restraint so that the upper edge of the head restraint is in line with the upper portion of the head as much as possible, but not lower than eye level. Position the back of the head as close as possible to the head restraint *fig. 21*.
- For shorter individuals, slide the head restraint all the way downward, even if the head is then below the upper edge of the head restraint.
- For taller individuals, move the head restraint upward all the way.
- Keep both feet in the footwell while driving.
- Adjust and fasten the safety belts correctly ⇒ *Safety belts*.

The following additional points apply to the driver:

- In vehicles with head restraints that can be moved forward or back, position the head restraint so that it is as close as possible to the back of the head.
- Adjust the steering wheel so that the distance between the steering wheel and your chest is at least 25 cm (around 10 inches) *fig. 21* and you can hold the steering wheel firmly at the sides with both hands and your elbows slightly bent.
- When adjusted, the steering wheel must always face your chest and not be directed toward your face.
- Position the seat backrest in an upright position, so that your back rests completely on the seat backrest.
- Adjust the forward/back position of the driver seat so that you can press the pedals while your legs are slightly bent and there is at least 10 cm (around 4 inches) of space between the instrument panel and your knees *fig. 21*.
- Adjust the driver seat so that the top point of the steering wheel can be reached.
- Always keep both feet in the footwell to keep control of the vehicle at all times.

The following additional points apply to the front passenger:

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

Safety belts

Introduction

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

⚠ WARNING

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

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

⚠ WARNING

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

- Never allow safety belts to become caught in the door or the seat mechanisms because the belts could be damaged.
- If the belt webbing or other parts of the safety belt are damaged, the safety belts could tear during a collision or sudden breaking maneuver.
- Have damaged safety belts replaced immediately with new safety belts that are approved for the vehicle by Volkswagen. Safety belts that are stretched during a collision must be replaced by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. It may be necessary to replace them even if there is no visible damage. The anchors for the safety belts must also be checked.
- Never try to repair, modify, or remove the safety belts yourself. Have all repairs to safety belts, safety belt retractors, and buckle components performed only by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Warning light

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



Fig. 22 In the instrument cluster display: warning light.

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

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

A chime also sounds.

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

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

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

WARNING

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

Frontal collisions and the laws of physics

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

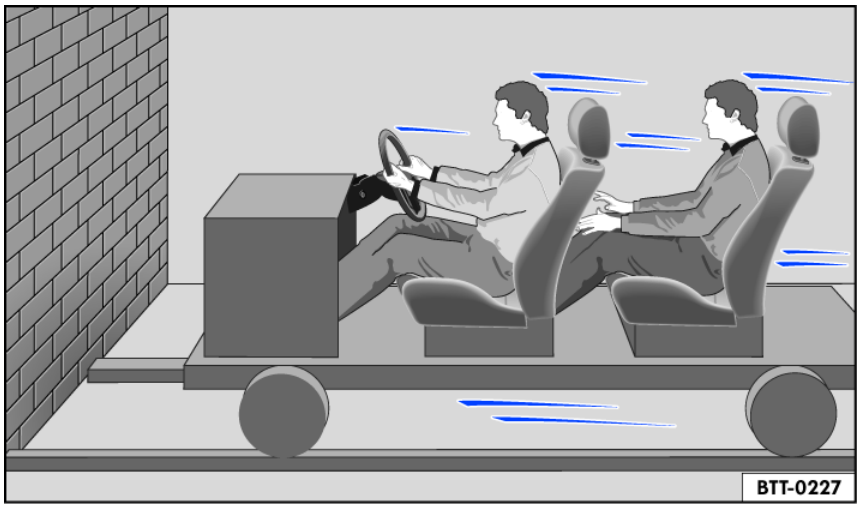


Fig. 23 A vehicle with occupants who are not wearing safety belts drives toward a wall.

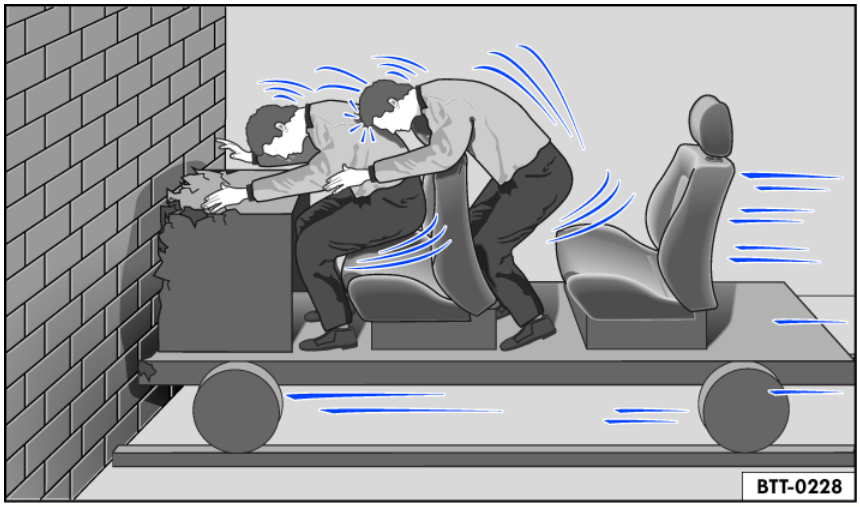


Fig. 24 A vehicle with occupants who are not wearing safety belts collides with a wall.

The physical principle of a frontal collision is a simple concept. Once the vehicle is in motion, the vehicle and its occupants possess energy called “kinetic energy” *fig. 23*.

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

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

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

Vehicle occupants who are not wearing safety belts are also not “connected” to the vehicle. In a frontal collision, individuals who are not wearing safety belts will continue to move at the same speed the vehicle was moving before the collision, until something stops their movement. Since the vehicle occupants in the example are not wearing safety belts, the entire amount of kinetic energy possessed by the vehicle occupants would only be absorbed by the impact on the wall *fig. 24*.

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

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

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

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

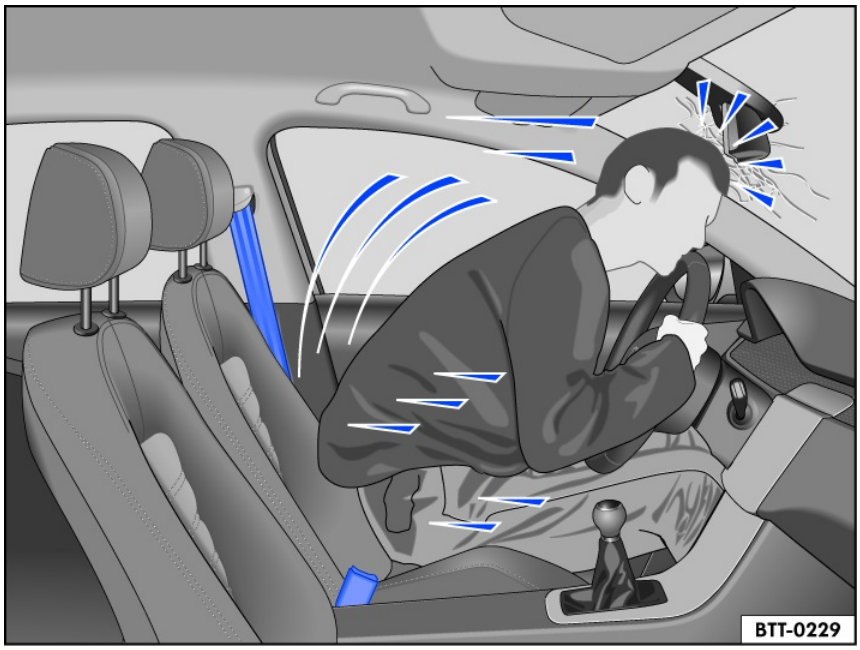


Fig. 25 A driver not wearing a safety belt is propelled forward.

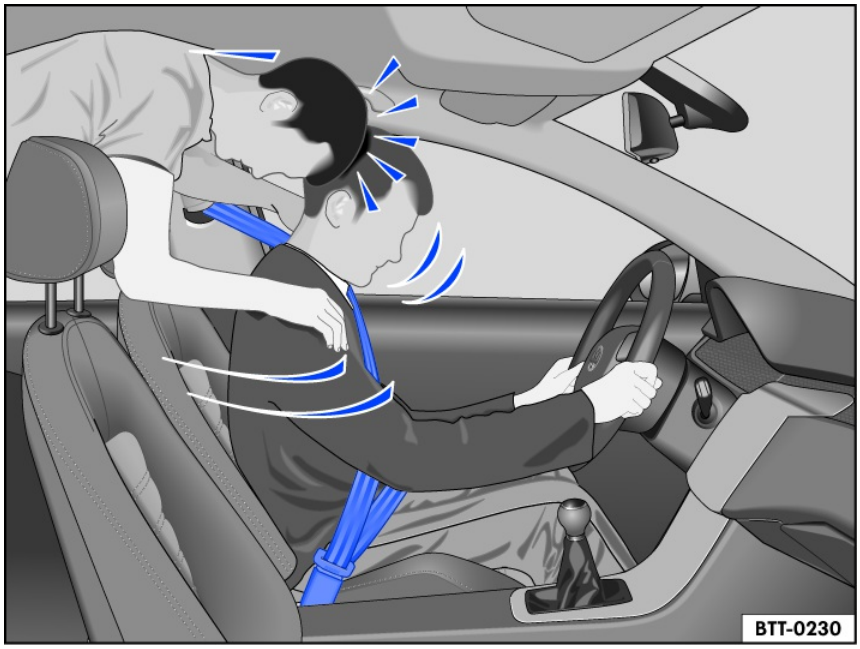


Fig. 26 A passenger in the rear seat who is not wearing a safety belt will be propelled forward toward the driver who has their own safety belt fastened.

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

Even at low impact speeds, enough force is applied to the body that it is not possible to support the body with arms and hands. In the event of a frontal collision, vehicle occupants who are not wearing safety belts could be propelled forward and collide with components in the vehicle interior, such as the steering wheel, instrument panel, or windshield *fig. 25*.

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

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

It is also important for passengers on the rear seats to have their own safety belts fastened correctly, since they could be propelled through the vehicle without control. A passenger on the rear seat without their own safety belt fastened is endangering themselves as well as the driver and the other passengers in the vehicle *fig. 26*.

Protection provided by safety belts

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

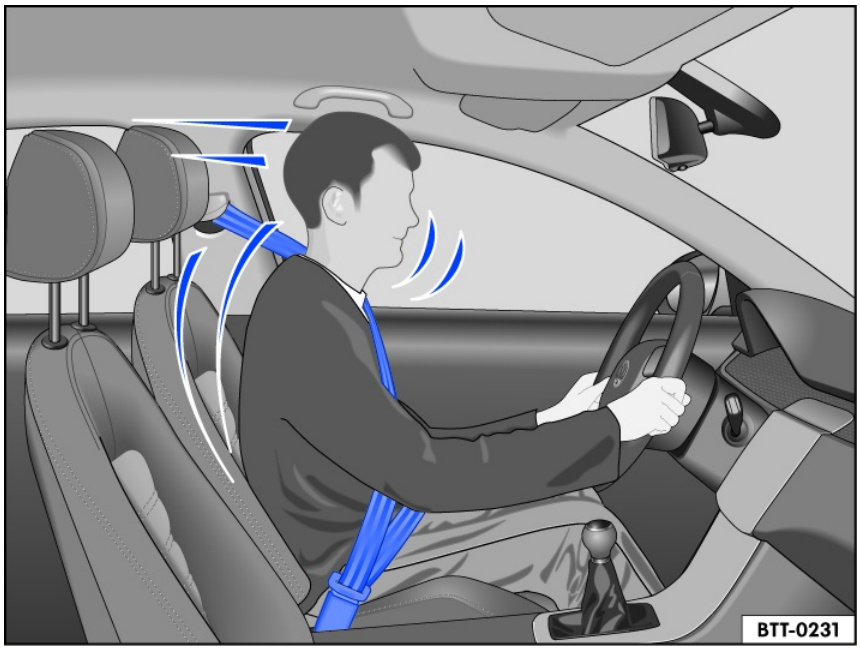


Fig. 27 Driver that is restrained during a braking maneuver by a safety belt that is fastened correctly.

Safety belts that are fastened correctly can make a significant difference. Safety belts that are fastened correctly hold vehicle occupants in the correct seating position and considerably reduce the kinetic energy in the event of a collision. The safety belts also help to reduce the risk of uncontrolled movements that could otherwise cause serious injuries. Safety belts that are fastened correctly also reduce the risk of being propelled out of the vehicle *fig. 27*.

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

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

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

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

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

Using safety belts

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

Checklist

Using safety belts → :

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

Twisted safety belt

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

- Slowly and carefully pull the safety belt out completely by the belt buckle.
- Untwist any twisted sections of the safety belt and guide the belt back slowly by hand.

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

Lockable safety belt

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

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

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

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

⚠ WARNING

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

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

Fastening and unfastening the safety belts

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ *Introduction*.
Safety belts that are fastened correctly hold vehicle occupants in the correct position during braking maneuvers or in a collision, in order to provide the maximum protection → ⚠.

Fastening the safety belt



Fig. 28 Inserting the buckle tongue into the safety belt buckle.

Always fasten the safety belts before driving.

- Adjust the front seat and head restraint correctly ⇒ *Seating position*.
- Have the rear seat backrest locked into place in an upright position → ⚠.
- Grab the belt and pull it evenly over the chest and pelvis. Do **not** twist the belt while doing this → ⚠.
- Insert the buckle tongue securely in the safety belt buckle for that seat *fig. 28*.
- Pull on the safety belt to make sure the buckle tongue is latched correctly in the safety belt buckle.

Unfastening the safety belt



Fig. 29 Releasing the buckle tongue from the safety belt buckle.

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

- Press the red button in the safety belt buckle *fig. 29*. The buckle tongue will pop out.
- Guide the belt back by hand so that the belt rolls up easily, the belt does not twist, and the trim panel is not damaged.

⚠ WARNING

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

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

Safety belt positioning

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

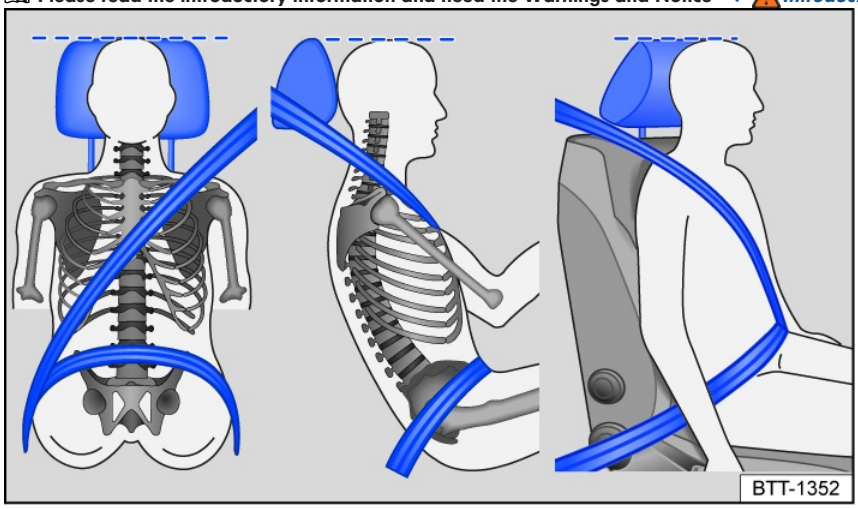


Fig. 30 Correct safety belt positioning and correct head restraint adjustment.

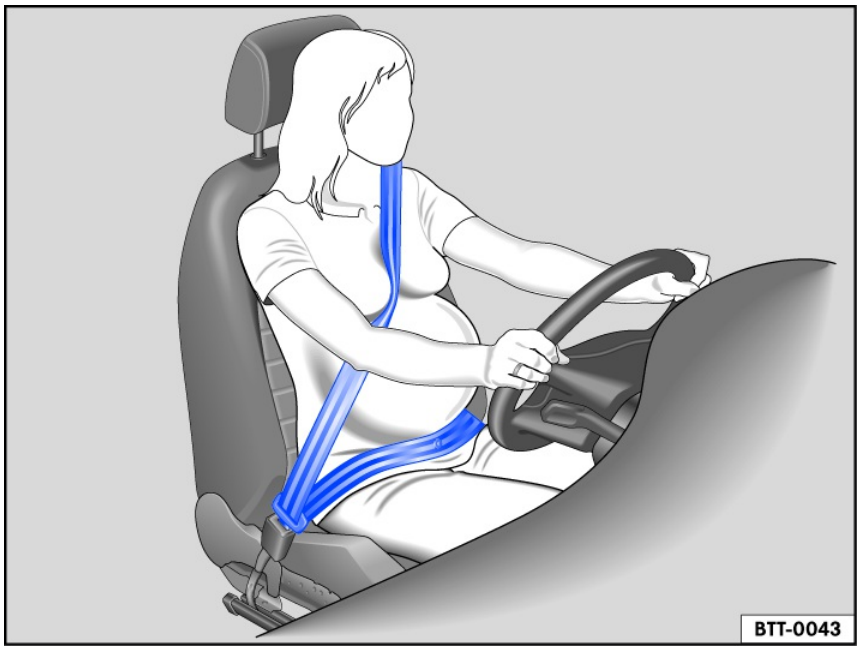


Fig. 31 Correct safety belt positioning for pregnant women.

Safety belts only offer the optimum protection during a collision and reduce the risk of serious injury or death if they are fastened and positioned correctly. The correct safety belt position also holds the vehicle occupant in place so that the airbags can provide their maximum protection if they deploy. Therefore, all vehicle occupants should always fasten their own safety belts and make sure they are positioned correctly *fig. 30*.

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

Correct safety belt positioning

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

For **pregnant women**, the safety belt must rest evenly across the chest and as low and flat as possible on the lap, so that no pressure is applied to the lower abdomen. This should be done throughout the entire pregnancy *fig. 31*.

Adjusting the safety belt position to body size

The belt positioning can be adjusted with the following equipment:

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

⚠ WARNING

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

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

Individuals who cannot achieve the optimum belt routing due to physical conditions should contact a qualified professional about possible special modifications that can be used to attain the optimum protective function from the safety belt and airbags. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Safety belt height adjuster

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

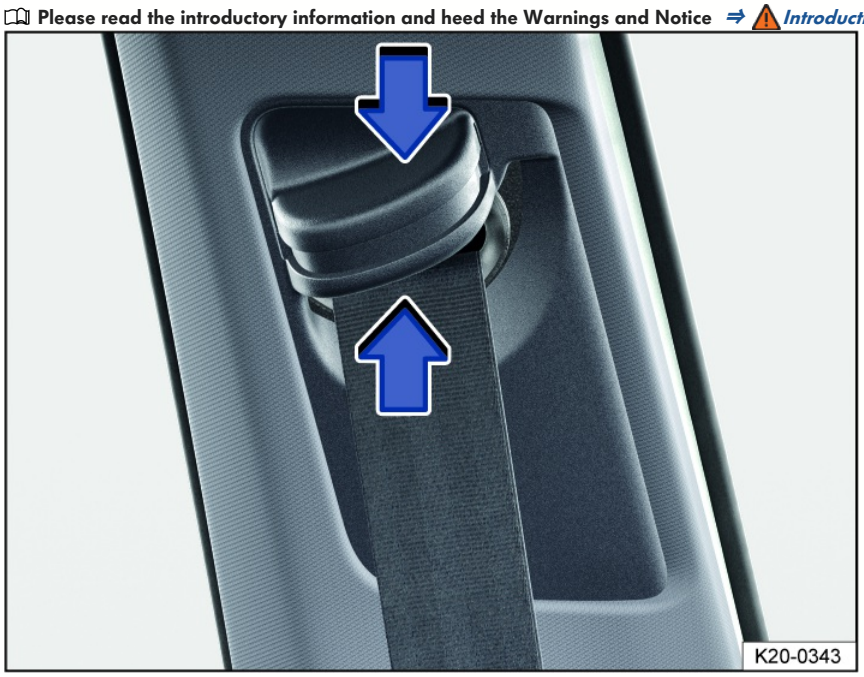


Fig. 32 Next to the front seats: safety belt height adjuster.

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

- Press the safety belt attachment together in the direction of the arrows and hold *fig. 32*.
- Slide the safety belt attachment upward or downward until the safety belt lies over the center of the shoulder ⇒ *Safety belt positioning*.
- Release the safety belt attachment.
- Pull hard on the safety belt to check if the safety belt attachment is engaged.

⚠ WARNING

Never adjust the safety belt height while driving.

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

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

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

Automatic safety belt retractor

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

Safety belt pretensioners

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

Safety belt pretensioners are activated by sensors in the event of severe front-on, side and rear collisions or if the vehicle rolls over, if necessary. They tighten the safety belts so that they do not extend any farther. If the safety belt is loose, it retracts to reduce the forward movement of the vehicle occupants or movement in the direction of the collision. The safety belt pretensioner works together with the airbag system. The safety belt pretensioner is not activated during a rollover accident the Side Curtain Protection® airbags are not deployed.

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

Safety belt load limiter

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

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

Safety belt pretensioner servicing and disposal

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

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

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

⚠ 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 a authorized Volkswagen dealer or authorized Volkswagen Service Facility ⇒ *Accessories, replacement parts, repairs, and modifications*.
- Safety belts, safety belt pretensioners and automatic safety belt retractors cannot be repaired. These components must be replaced.

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

Airbag system

Introduction

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

⚠ WARNING

Never rely only on the airbag system for protection.

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

⚠ WARNING

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

- Adjust the driver's seat so that there is at least 10 inches (approximately 25 cm) between your chest and the center of the steering wheel.
- Adjust the front passenger's seat so that there is the most possible distance between the front passenger and the instrument panel.
- If your physical characteristics will not allow you to do this, see an authorized Volkswagen dealer or authorized Volkswagen Service Facility to have modifications made.
- If you have not fastened your safety belt correctly, if you lean forwards, sit sideways or are in any way seated outside the intended sitting position, the risk of you being injured is far higher.
- Make sure that your safety belt is fastened correctly to reduce the risk of being injured if an airbag deploys.
- When using a rear-facing child restraint on the front passenger’s seat, the risk of life-threatening or fatal injuries in the event of a collision increases for the child. Never use rear-facing child restraints on the front passenger’s seat.
- Make sure that children under 12 years of age always sit on a rear seat. Children that are not correctly strapped in can suffer serious or even fatal injuries if the airbag deploys.
- Secure children in the vehicle with a child restraint that is appropriate for their weight and height and with the safety belt used correctly.
- Adjust the front seats correctly.
- Never drive with the backrest angled too far back or forward.
- Position the seat backrest in an upright position, so that your back rests completely on the seat backrest.
- Always keep feet in the footwell while driving. For example, never rest feet on the seat or on the instrument panel and never stick feet out of the window. Otherwise, if the airbag and the safety belt deploy, they could increase the risk of injury in the event of an accident instead of providing protection.

⚠ WARNING

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

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

⚠ WARNING

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

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

⚠ WARNING

Fine dust and water vapor can develop when the airbags deploy. This is normal and does not indicate a fire in the vehicle.

- The fine dust can irritate the skin and mucous membranes in the eyes and can cause breathing problems, particularly for individuals who have asthma or other respiratory conditions. To reduce the risk of breathing problems, exit the vehicle or open the windows or doors for fresh air.
- If you come into contact with the dust, wash your hands and face with mild soap and water before eating anything.
- Do not allow the dust to come into contact with your eyes or any open wounds.
- Flush your eyes with water if dust enters them.

⚠ WARNING

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

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

Advanced Airbag System

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

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

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

Features of the Advanced Airbag System:

- Front passenger's front airbag in the instrument panel
- Yellow indicator light in the instrument cluster display.
- Yellow PASSENGER AIR BAG indicator light OFF.

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

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

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

The Advanced Airbag System in your vehicle has been certified and complies with the regulations of the United States Federal Motor Vehicle Safety Standard (FMVSS) 208 and the Canada Motor Vehicle Safety Standard (CMVSS) 208 at the time of vehicle manufacture. In accordance with the requirements, the system o the passenger's side has been designed to "inhibit" deployment for small children of up to 12 months of age and "low-risk deployment" for children of between three and six years of age.

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

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

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

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

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

DANGER

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

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

Indicator light for front passenger's front airbag

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

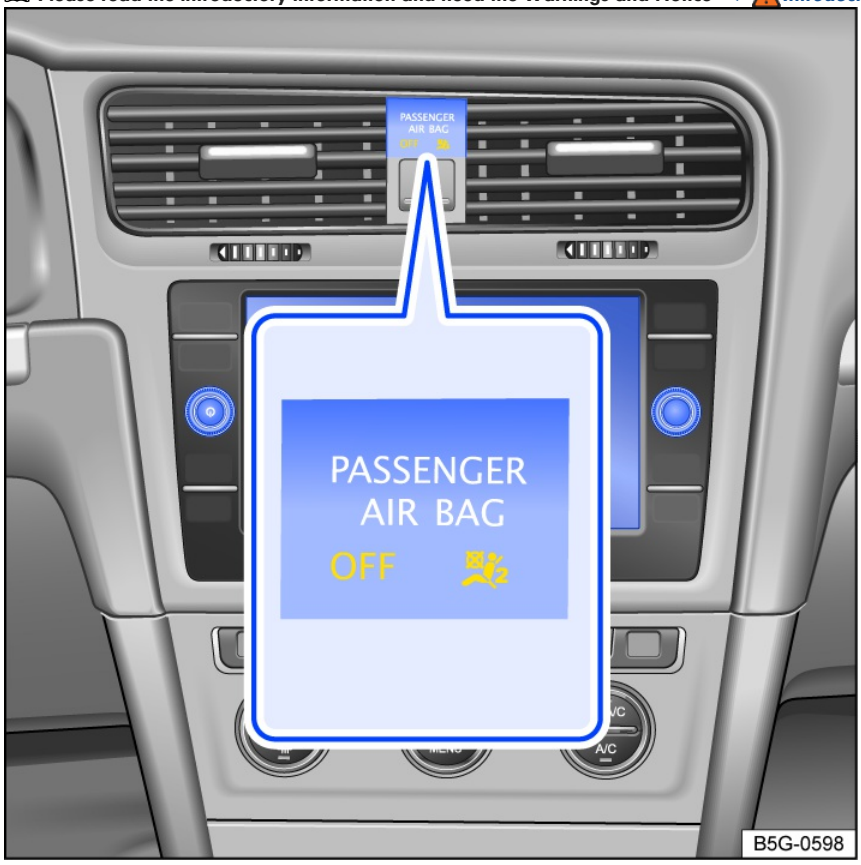


Fig. 33 In the instrument panel: Indicator light for the deactivated front passenger's front airbag.

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

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

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

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

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

CMVSS 208 ⇒ *Airbag system*. The indicator light switches off if the seat is occupied by an adult.

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

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

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

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

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

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

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

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

If the yellow PASSENGER AIR BAG indicator light OFF still does not turn off, the passenger must move to the rear seat. Go to an authorized Volkswagen deale or authorized Volkswagen Service Facility as soon as possible and have the airbag system inspected.

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

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

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

Troubleshooting

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

Airbag system or safety belt pretensioners malfunction

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

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

- Get professional assistance.
- Have the airbag system and safety belt pretensioners checked.

Airbag system or safety belt pretensioners deactivated with diagnostic equipment

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

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

- Get professional assistance.
- Check if the airbag system or safety belt pretensioners must remain deactivated.

OFF Front passenger's front airbag disabled

The yellow indicator light stays on.

The front passenger's front airbag has been deactivated.

- Check whether the front passenger's front airbag has to be deactivated.
- If the front passenger's front airbag is incorrectly deactivated, there may be a malfunction in the airbag system. Get professional assistance.

Airbag description and function

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

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

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

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

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

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

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

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

Components of the vehicle safety concept

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

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

How the components of the Advanced Airbag System work together:

On the front passenger side, regardless of whether the safety belt is being used or not, the front passenger’s front airbag is deactivated if the electrical capacity measured on the front passenger seat by the capacitive passenger detection system is smaller than the value saved in the control unit. The front passenger’s front airbag is also deactivated if the measured capacity corresponds to the value for an infant of around one year old in a child restraint certified by the Federal Motor Vehicle Safety Standard 208.

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

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

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

Components of the Advanced Airbag System

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

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

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

⚠ WARNING

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

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

⚠ WARNING

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

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

⚠ WARNING

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

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

Front airbags

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

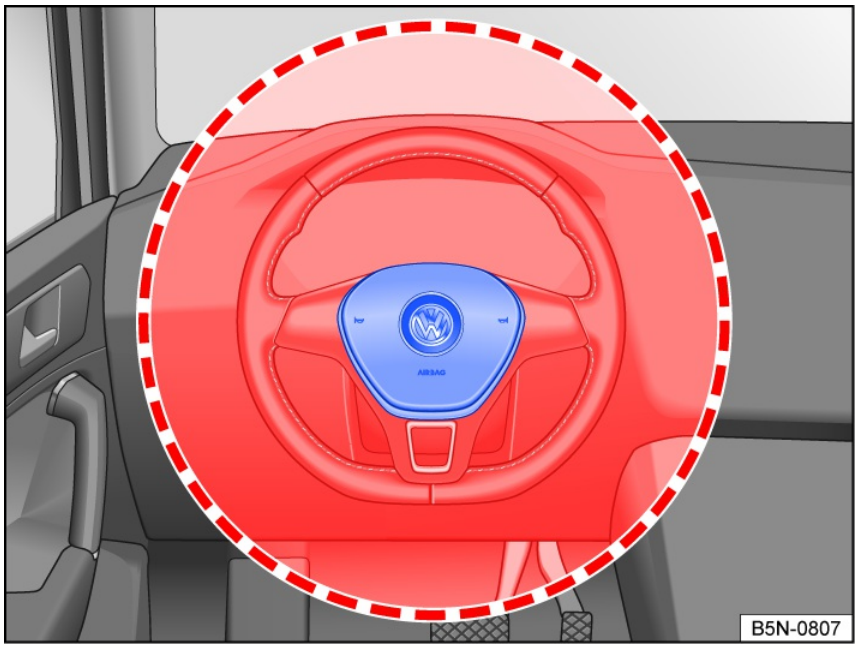


Fig. 34 Installation location and deployment zone of the driver's front airbag.

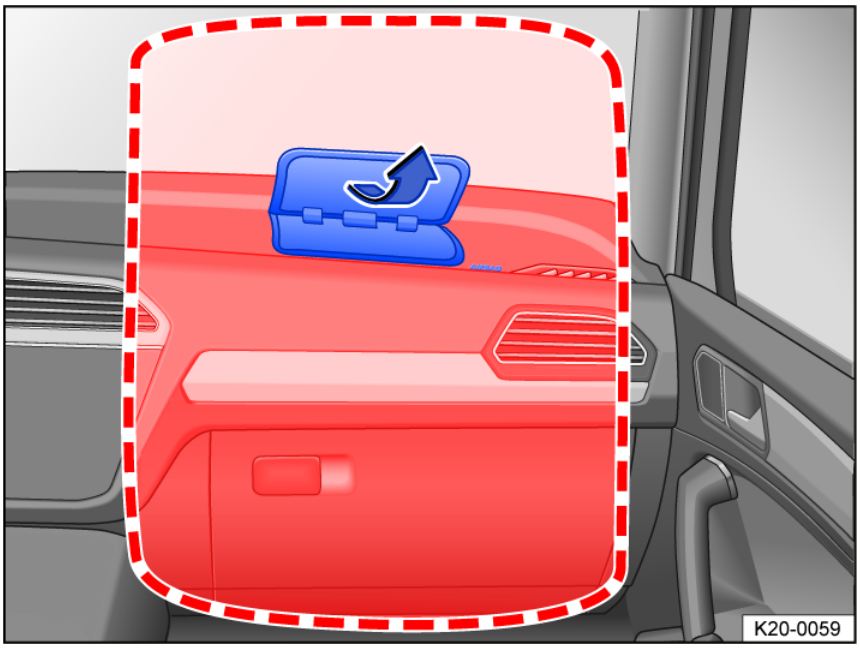


Fig. 35 Installation location and deployment zone of the front passenger's front airbag.

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

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

The front airbag for the driver is located in the steering wheel *fig. 34* and the front airbag for the front passenger is located in the instrument panel *fig. 35*. The airbag installation locations are indicated by the word "AIRBAG".

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

The front airbags do not deploy in the following situations:

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

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

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

on.

DANGER

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

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

WARNING

The front airbags expand in front of the steering wheel *fig. 34* and the instrument panel *fig. 35*.

- Always hold the steering wheel with both hands on the sides of the outer edge: Nine o'clock and three o'clock position.
- Adjust the driver's seat so that there is at least 10 inches (approximately 25 cm) between your chest and the center of the steering wheel. If you are not physically able to do this, you must contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Adjust the front passenger's seat so that there is the most possible distance between the front passenger and the instrument panel.

Side airbags

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

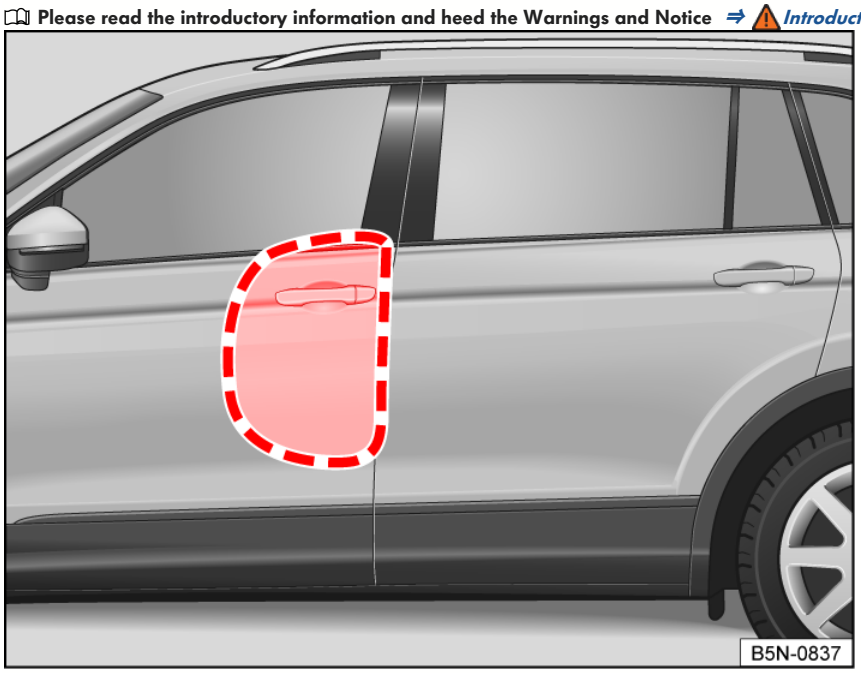


Fig. 36 In the vehicle interior on the left-hand side: Side airbag deployment zone.

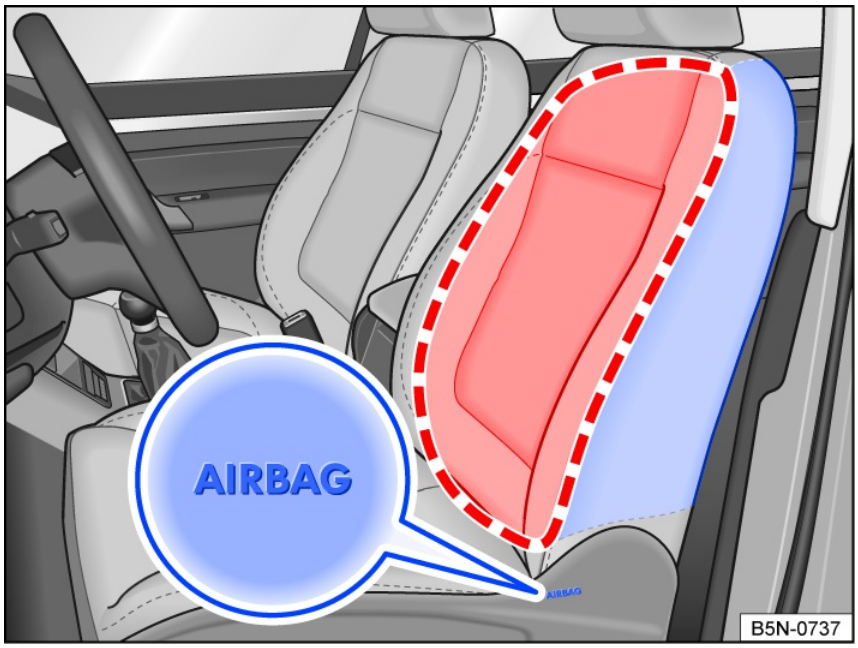


Fig. 37 On the side of the front seat: Side airbag installation location and deployment zone

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

The area outlined in red defines where the side airbags will deploy (deployment zones) *fig. 37* , *fig. 36*. Therefore, never place or attach objects in these areas – ⚠.

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

⚠ WARNING

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

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

⚠ WARNING

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

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

Side Curtain Protection

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

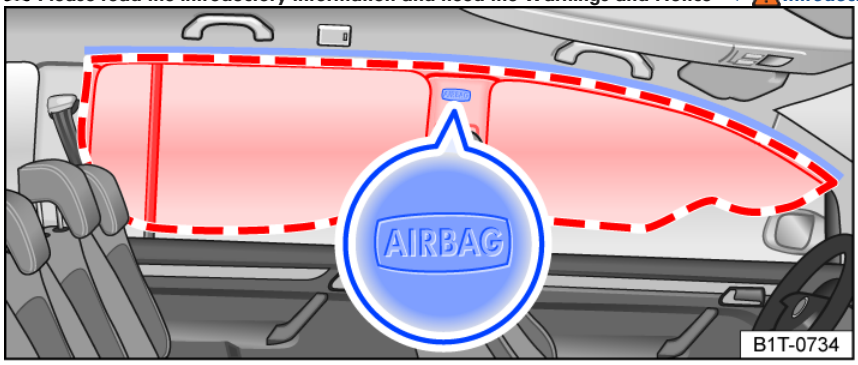


Fig. 38 On the left side of the vehicle (5-seater): installation location and deployment zone of the Side Curtain Protection® airbag.

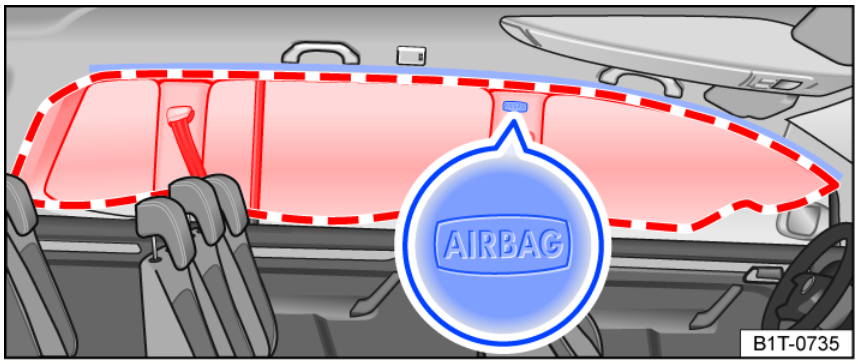


Fig. 39 On the left side of the vehicle (7-seater): installation location and deployment zone of the Side Curtain Protection® airbag.

Side Curtain Protection® airbags are located on the driver and passenger side inside the vehicle above the doors *fig. 38*.

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

The area outlined in red defines where the Side Curtain Protection® airbags will deploy (deployment zone) *fig. 38*. Therefore, never place or attach objects in this area → ⚠.

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

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

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

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

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

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

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

⚠ WARNING

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

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

Transporting children safely

🕮 Introduction

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

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

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

increase the risk of injury!

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

You can find more information on this subject at:

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

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

⚠ WARNING

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

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

Child restraints – overview

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

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

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

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

How to determine whether a child restraint is installed correctly

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

DANGER

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

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

WARNING

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

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

WARNING

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

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

NOTICE

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

Safety notes on using child restraints

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

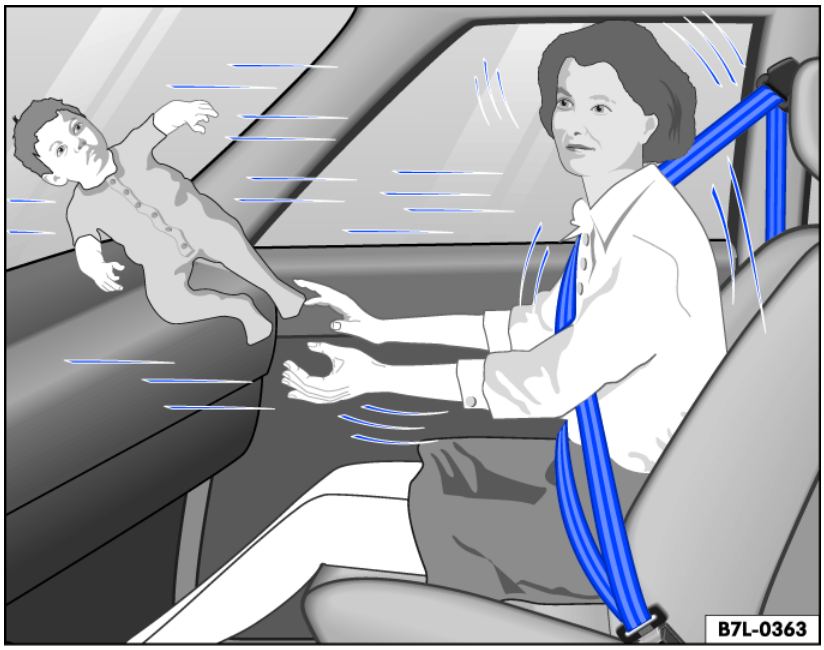


Fig. 40 Never allow children or infants to travel on your lap.

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

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

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

LATCH/UAS anchors can be used to secure child restraints on the seats without using the vehicle's safety belts. If you do want to install a child seat using the safet belts instead of LATCH/UAS anchors, please follow all instructions given by the child restraint manufacturer for guiding the belt around the child restraint and securing the child in the child restraint. Ensure that the child restraint cannot move forward or sideways by more than 1 inch (2.5 cm) after installation.

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

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

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

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

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

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

⚠ DANGER

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

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

⚠ WARNING

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

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

⚠ WARNING

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

- Always install child restraints on the rear seat.

Securing systems

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

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

Overview of securing systems

- **ISOFIX**: ISOFIX is a standardized securing system to quickly and securely install child restraints in a vehicle. The ISOFIX fastener creates a fixed 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 eyelets that are located between the seat and the rear seat backrest (o the outer rear seats) ⇒ *Securing a child restraint with LATCH/UAS*. Supplement the ISOFIX fastener with a top tether or a support bracket, if necessary.

- **LATCH/UAS**: LATCH/UAS is a securing system to quickly and securely install child restraints in a vehicle. The LATCH/UAS fastener creates a fixed connection between the child restraint and the vehicle body.
- **Three-point automatic safety belt**. If available, it is better to secure child restraints to the ISOFIX fastener using a three-point automatic safety belt ⇒ *Securing a child restraint with a safety belt* .

Additional fasteners:

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

Recommended securing systems for child restraints

Volkswagen recommends securing child restraints as follows:

- **Infant restraints or rear-facing child restraints** : ISOFIX *and* support base.
- **Forward facing child restraints** : ISOFIX *and* Top Tether and possible additional support base.

⚠ WARNING

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

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

Securing a child restraint with LATCH/UAS

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

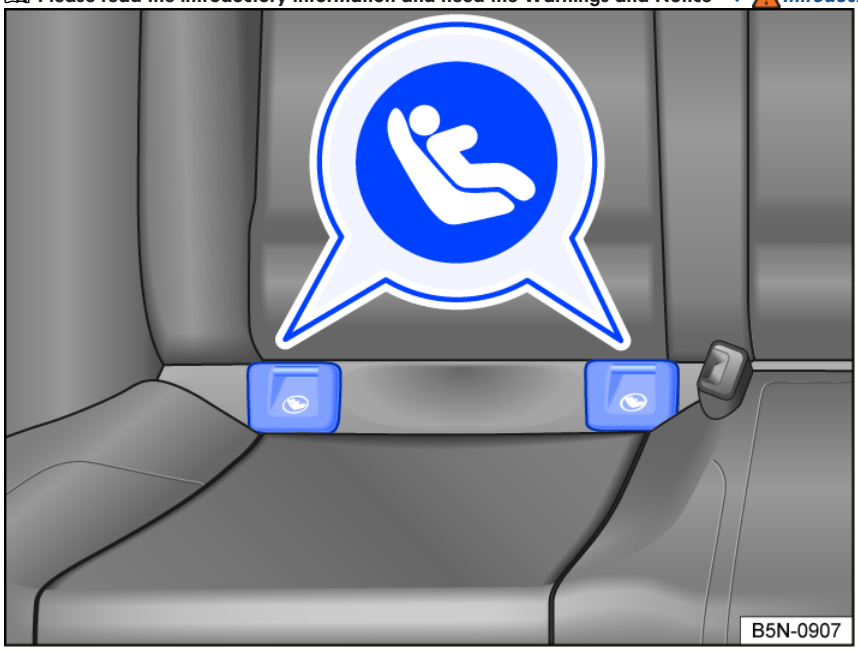


Fig. 41 On the vehicle seat: label for child restraint LATCH/UAS anchor points.

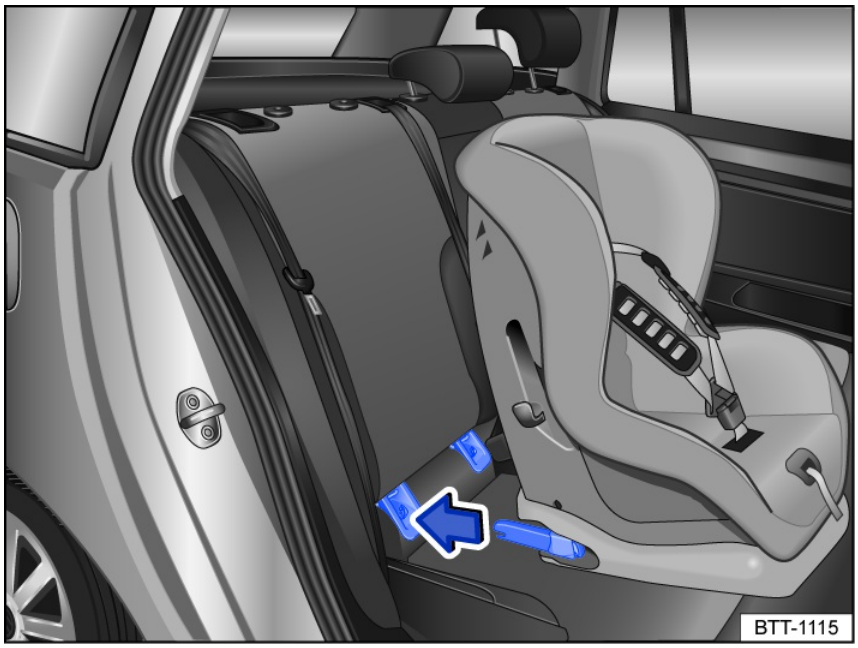


Fig. 42 General example: fitting a child restraint with attachment arms.

Installing child restraints with LATCH/UAS

The installation location of the anchor points is indicated by a symbol *fig. 41*.

- Pay attention to and follow the information ⇒ *Safety notes on using child restraints*.
- If necessary, remove the anchorage caps.
- Push the child restraint attachment arms in the direction of the arrow onto the anchors *fig. 42*. The child restraint must engage securely and audibly.
- Pull on both sides of the child restraint to check if the child restraint is securely locked in place.

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

Using insertion guides

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

NOTICE

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

- Before folding the rear seats forward or when the child restraint is removed, always remove the insert guides from the anchor points.

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

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

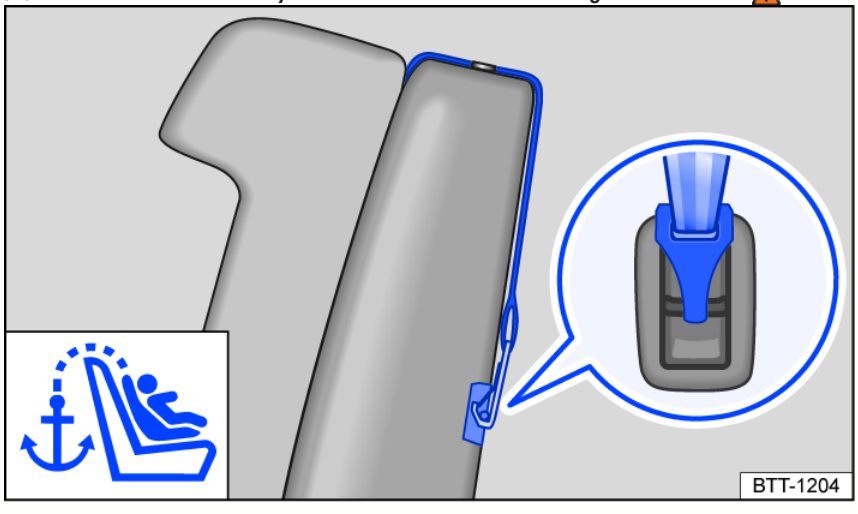


Fig. 43 On the back side of the second seat row: anchorages for the top tether.

LATCH/UAS child restraints with “universal” approval must also be fastened to the LATCH/UAS anchor points using an upper strap (top tether).

Only secure the strap on the anchorages designed for it. Anchorages suitable for Top Tether are labeled with a symbol and may have the label “TOP TETHER”.

- Pay attention to and follow the information ⇒ *Safety notes on using child restraints*.

- Remove the screen separator if necessary.
- Push the head restraint on the vehicle seat all the way upward or remove it.
- Place the child restraint in the center of the vehicle seat surface.
- Push the child restraint arm in the direction of the arrow onto the anchors ⇒ *Securing a child restraint with LATCH/UAS*. The child restraint must engage securely and audibly.
- Adjust the rear seat backrest of the vehicle seat to the backrest of the child restraint.
- Tighten the upper strap so that the child restraint is upright on the rear seat backrest.

⚠ WARNING

Only secure the strap on the anchorages designed for it. Otherwise, serious injuries could result.

- Always only fasten *one* strap on a child restraint to one retaining eye.
- Never secure a child restraint strap to a tie-down.

Securing a child restraint with a safety belt

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

Securing a child restraint with a safety belt

- Pay attention to and follow the information ⇒ *Safety notes on using child restraints*.
- 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.
- Route the safety belt according to the instructions provided by the child restraint manufacturer and guide the belt through the child restraint.
- Make sure the safety belt is not twisted.
- 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.

Lockable safety belt

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

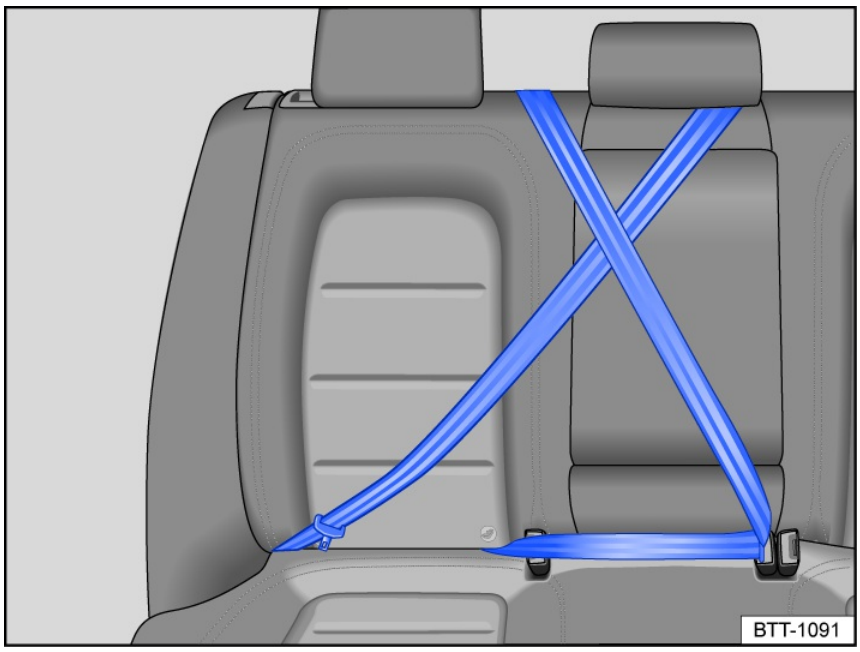


Fig. 44 Keep any safety belts that are not being used away from children.

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

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

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

- Position the safety belt around the head restraint of the center seating position *fig. 44*.

- Make sure that the safety belt is out of range of any children so that children cannot touch it or play with it.
- Make sure that the safety belt is not blocking the lower anchors.

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

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

To secure a safety belt that is not being used for the center seating position or a third row seat:

- Fasten the safety belt *fig. 44*.
- Pull the shoulder strap on the safety belt out fully to activate the lockable safety belt. You should hear a clicking noise when the safety belt is rolled up again.
- Let the safety belt roll up fully. Pull the safety belt to make sure that the lockable safety belt is activated and the safety belt is properly fastened and tightened s that the child cannot get hold of the belt or play with it.

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

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

⚠ WARNING

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

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

Securing a booster seat with a safety belt

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

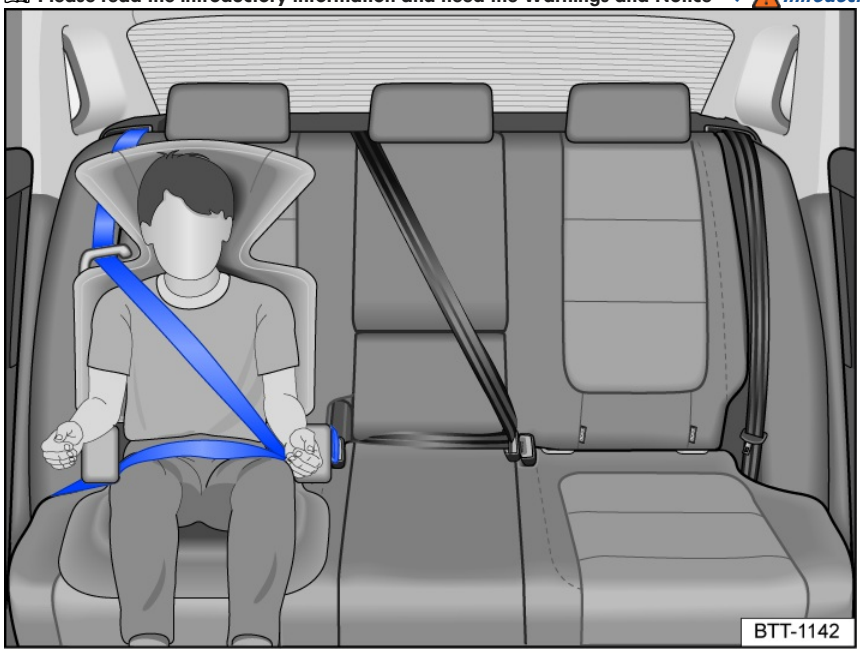


Fig. 45 Correctly secured child on a booster seat.

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

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

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

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

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

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

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

⚠ WARNING

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

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

In case of an emergency

Securing yourself and the vehicle

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

Checklist

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

1. Park your vehicle a safe distance from traffic and on suitable ground → ⚠.
2. Switch on the emergency flashers ⇒ *Center console*.
3. Set the electronic parking brake.
4. Move the gear lever into the neutral position or move the selector lever into the **P** position.
5. Stop the engine and remove the vehicle key from the ignition lock ⇒ *Stopping the engine*.
6. Have all vehicle occupants exit the vehicle on the side facing away from traffic and move to a safe area, such as behind a guard rail. Follow the local regulation regarding wearing a reflective vest.
7. Take all vehicle keys with you if you are leaving the vehicle.
8. Set up the warning triangle to notify others on the road about the vehicle.
9. Allow the engine to cool and see an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance if necessary.

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

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

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

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

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

⚠ WARNING

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

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

⚠ WARNING

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

- Always follow the instructions in the checklist as well as the general safety precautions.

⚠ WARNING

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

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

NOTICE

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

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

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

Emergency equipment

First aid kit

Depending on vehicle equipment, the first-aid kit may be located in various places in the luggage compartment:

- In a pocket in one of the storage compartments on the left or right side of the luggage compartment.
- In a foam piece under the luggage compartment floor.

The first aid kit must meet the legal regulations. Note the expiration date of the contents.

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

Warning triangle

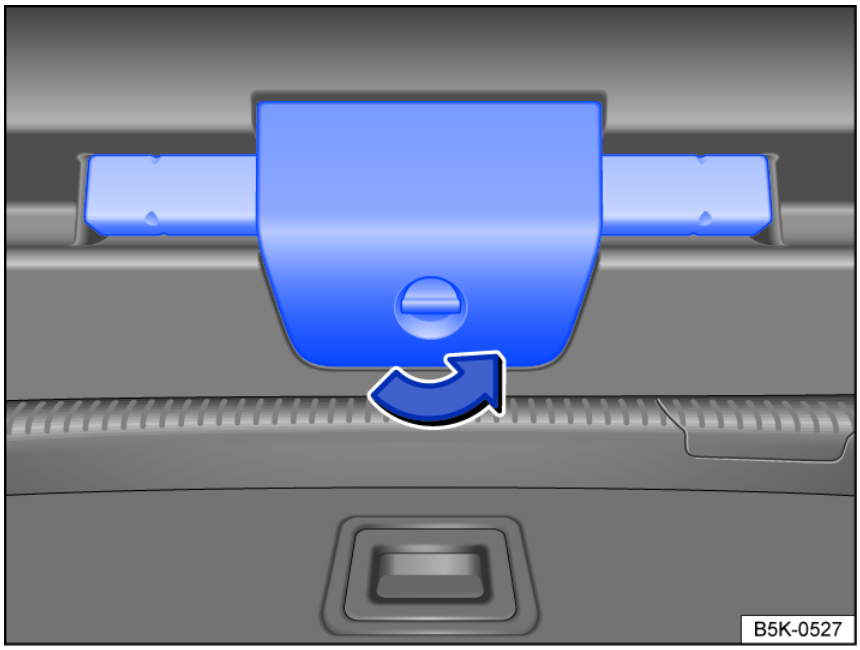


Fig. 46 In the trunk lid: Holder for the warning triangle.

Depending on the vehicle equipment, the warning triangle may be located in the trunk lid. When the trunk lid is open, turn the holder lock *fig. 46* 90° counterclockwise, open the holder, and remove the warning triangle.

The warning triangle must meet the legal regulations.

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

Reflective vest

Depending on vehicle equipment, the high-visibility waistcoat may be in a storage compartment in the front door trim panel or in the glove box *⇒ Driver door*, *⇒ Passenger's side*.

The reflective vest must meet the legal regulations.

Fire extinguisher

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

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

WARNING

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

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

Information Call, Roadside Assistance Call and Emergency Call Service

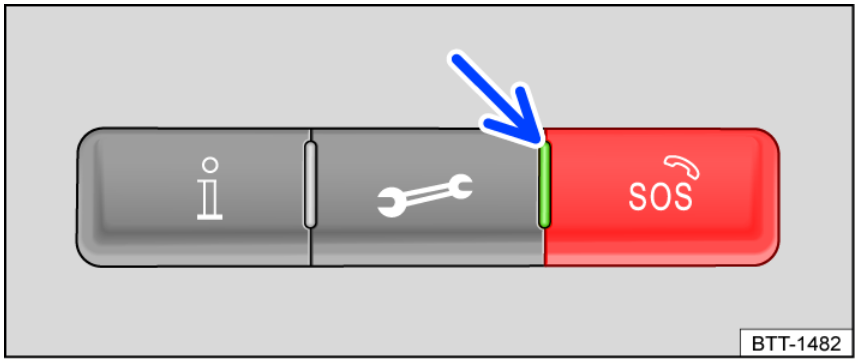


Fig. 47 In the roof console: controls for call services.

Information call.

Roadside assistance call.

Emergency Call Service.

The control in the roof console *fig. 47* can be used for voice services, depending on the vehicle equipment and country of use. The required connection is produce by a control module installed by the manufacturer.

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

Indicator light

An indicator light *fig. 47* (arrow) for voice and data transmission services is located in the control panel. The indicator light comes on in different colors and light patterns depending on the vehicle operating status:

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

Information call

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

Roadside assistance call

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

Emergency Call Service

- The Emergency Call Service is only available if a corresponding license is acquired.
- 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, data that is relevant to the emergency call, such as the vehicle's current location, is automatically transmitted ⇒ *Customer information*.
- The contact partner will communicate in the language that is set in the vehicle's Infotainment system. If this language is not available at the current emergency call location, English will be used.

WARNING

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

- If the emergency call location is in an area with no cell phone and GPS reception, or insufficient reception.
- If you are in a location where there is sufficient mobile phone and GPS reception, but the telecommunications provider's mobile communications network is unavailable.
- The Emergency Call Service is not permitted by law in some countries.

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

Triggering an emergency call manually

- Press the SOS emergency call button until the green indicator light starts to blink. The emergency call will be triggered and a voice call will be made to the Volkswagen emergency call center.

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

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

Automatic emergency call

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

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

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

Integrated battery

The integrated battery ensures that the Emergency Call Service will still be available for some time if the 12-volt 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. When the relevant message is shown, immediately consult an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the integrated battery replaced.

Have the integrated battery checked, and if necessary, replaced by an authorized Volkswagen dealer or authorized Volkswagen Service Facility after approximately 3 years.

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.

Among other things, the following data will be sent:

- Vehicle location
- Vehicle Identification number.
- Type of vehicle drive.
- Vehicle model

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

Troubleshooting

SOS Emergency Call Service faulty

The red indicator light in the emergency call button turns on and remains on . The message SOS 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 cannot make an emergency call.

- Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility immediately.
- Have the malfunction corrected.

SOS Emergency Call Service limited

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

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

- Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility immediately.
- Have the malfunction corrected.

Opening and Closing

Vehicle key

Vehicle key functions

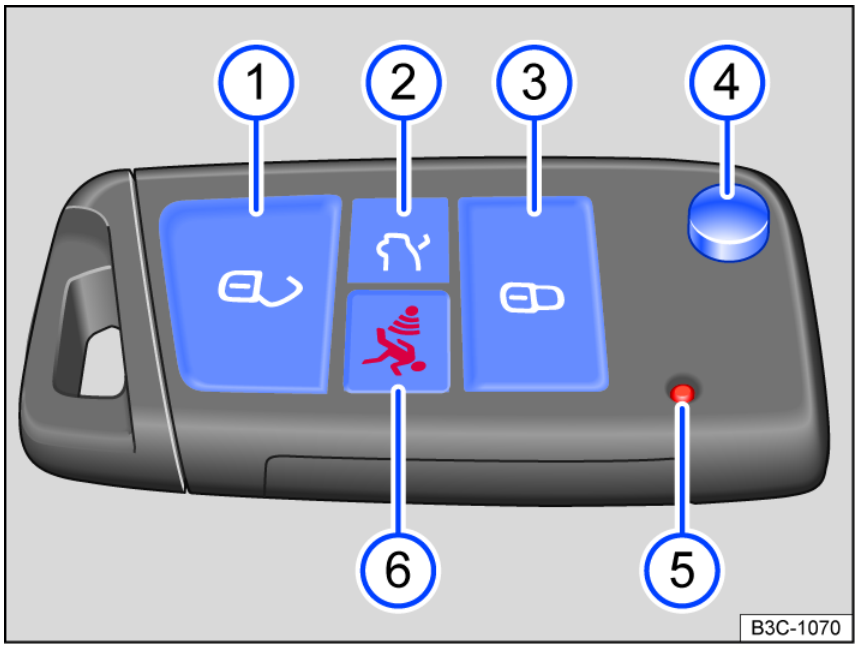


Fig. 48 Vehicle key with key bit.

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

(2) Unlock the trunk lid separately.

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

(4) Fold the key bit out and in.

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

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

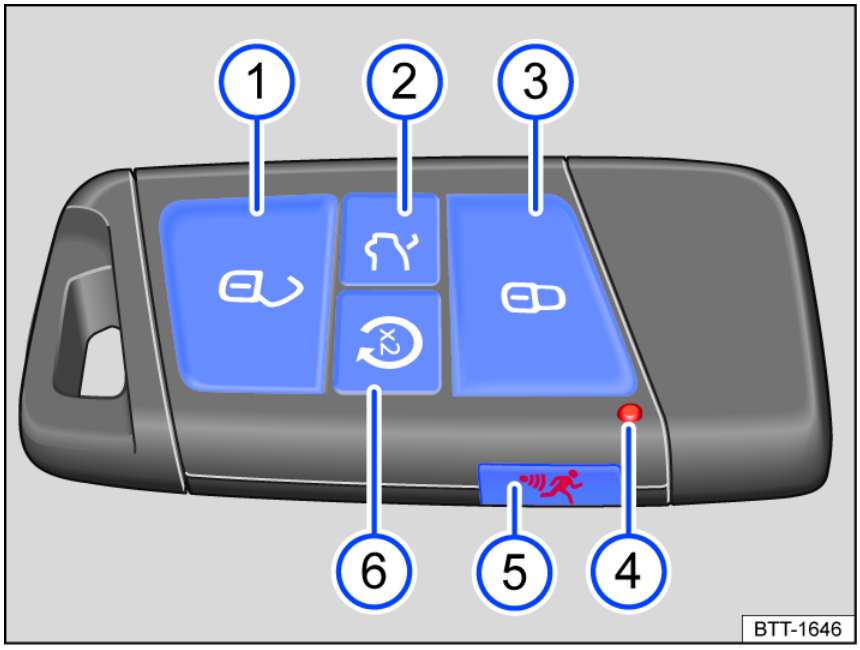


Fig. 49 Vehicle key with remote start relay button.

(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.

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

(6) Remote start relay button (depending on vehicle equipment).

Panic button (depending on vehicle equipment)

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

Remote start relay button (depending on vehicle equipment)

Pressing the button (x2) twice after pressing the button (T) carries out the remote start ⇒ *Remote start function*. During remote start, the parking light turns on. Pressing the (x2) button switches off the engine.

⚠ WARNING

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

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

ⓘ NOTICE

Protect the vehicle key from moisture and strong impacts.

Emergency key

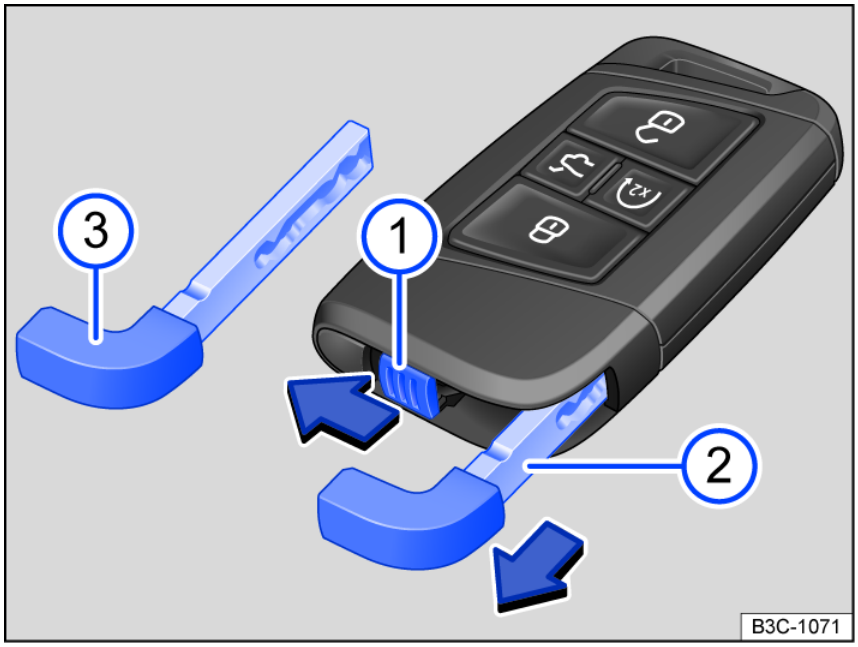


Fig. 50 Vehicle key: releasing the emergency key.

(1) Push the locking mechanism in the direction of the arrow.

(2) Remove the emergency key in the direction of the arrow.

(3) Emergency key.

There is an emergency key *fig. 50* (3) located in the vehicle key that can be used to manually unlock and lock the vehicle.

Possible functions:

- Unlock and lock the glove compartment.
- Unlock and lock the vehicle manually ⇒ *Vehicle key functions*.
- Switch the childproof lock on and off ⇒ *Child safety lock*.

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

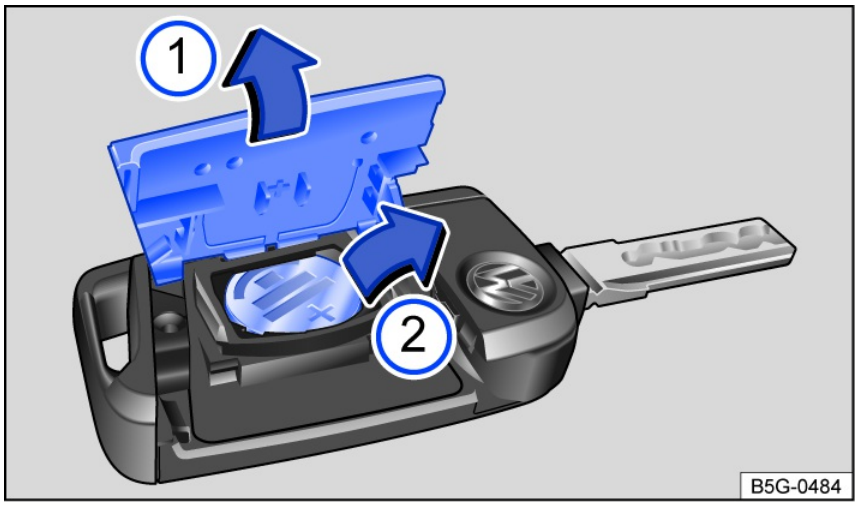


Fig. 51 Vehicle key: replacing the button cell battery

Volkswagen recommends having the button cell battery replaced by an authorized Volkswagen dealer or authorized Volkswagen Service Facility ⇒ (!).

- Fold the key bit out.
- Lever off the cover *fig. 51* (1) ⇒ (!).
- Lift the button cell battery out of the battery compartment *fig. 51* (2).
- Press the new button cell battery into the battery compartment ⇒ (!).
- Press the cover onto the housing *fig. 51* (1).
- Dispose of drained battery in a way that will not harm the environment.

⚠ DANGER

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

- Seek medical assistance immediately if you suspect that a button cell battery has been swallowed.
- If the battery cover cannot be closed, do not use the remote control.
- Always keep the remote control and key fob with button cell batteries out of the reach of children.

(!) NOTICE

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

The type of batteries used in the remote control of your vehicle key can contain perchlorate. This requires special handling. Observe all legal requirements regarding the handling and disposal of these batteries. We recommend that you have this service performed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Replacing the button cell battery

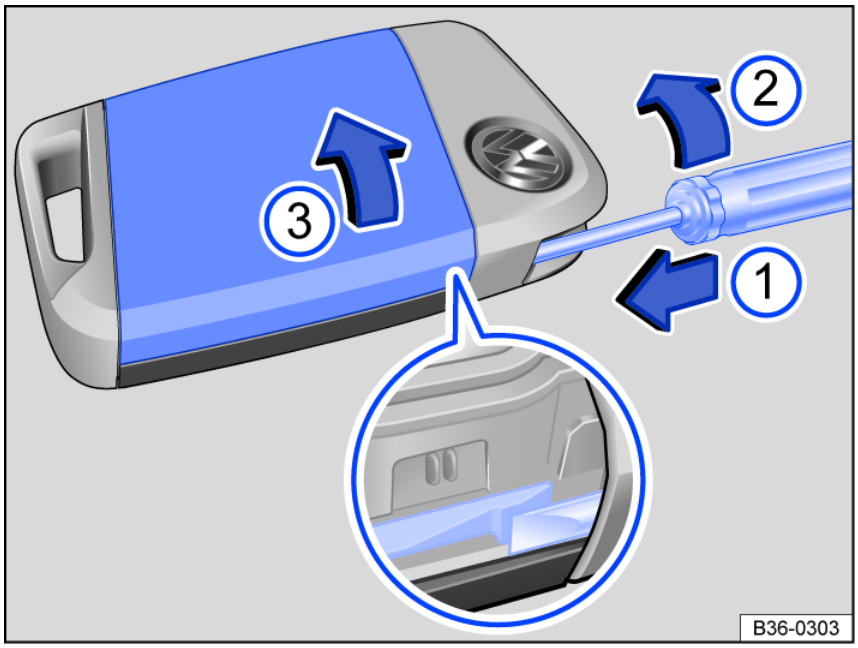


Fig. 52 Vehicle key: opening the battery compartment cover.

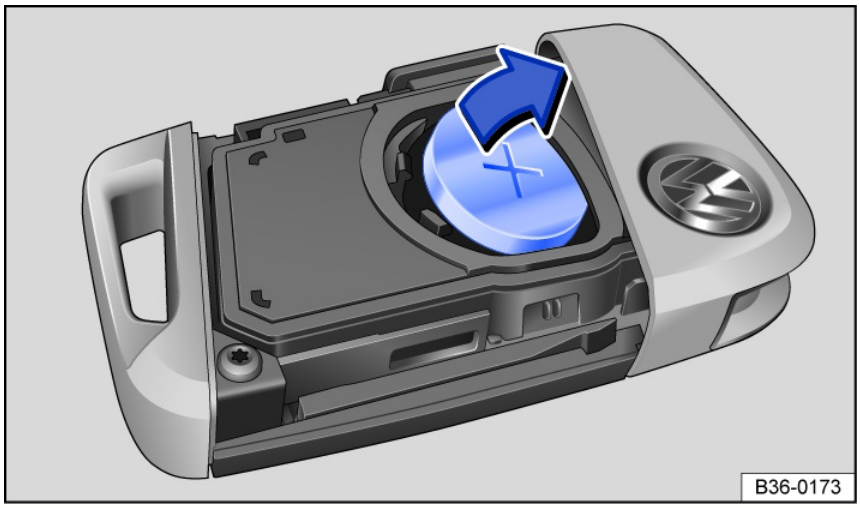


Fig. 53 Vehicle key: replacing the button cell battery

- Remove the emergency key ⇒ *Emergency key*.
- Slide the blade of the flat-bladed screwdriver in the direction of the arrow approximately 1 cm into the outer guide on the mechanical key *fig. 52* (1).
- Turn the flat-bladed screwdriver clockwise until the cover pops up *fig. 52* (2).
- Push the cover in the direction of the arrow *fig. 52* (3) and remove it.
- Lift the button cell battery out of the battery compartment *fig. 53*.
- Press the new button cell battery into the battery compartment ⇒ (!).
- Press the cover onto the housing *fig. 52* (3).
- Store the emergency key ⇒ *Emergency key*.
- Dispose of drained battery in a way that will not harm the environment.

⚠ DANGER

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

- Seek medical assistance immediately if you suspect that a button cell battery has been swallowed.
- If the battery cover cannot be closed, do not use the remote control.
- Always keep the remote control and key fob with button cell batteries out of the reach of children.

(!) NOTICE

- If the button cell battery is replaced incorrectly, it can damage the vehicle key.
- Using incorrect batteries can damage the vehicle key. Only replace drained batteries with a new battery in the same voltage, size, and specification.

- Make sure the battery is facing in the right direction when inserting it.

The type of batteries used in the remote control of your vehicle key can contain perchlorate. This requires special handling. Observe all legal requirements regarding the handling and disposal of these batteries. We recommend to have this service performed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Synchronizing a vehicle key

If the vehicle cannot be unlocked or locked using the vehicle key, synchronize the vehicle key or replace the button cell battery ⇒ *Replacing the button cell batter (vehicle keys with key bit)*, ⇒ *Replacing the button cell battery*.

Synchronizing a vehicle key:

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

  This completes the synchronization.

Troubleshooting

Vehicle cannot be locked or unlocked

Remote control is disrupted by objects, poor weather conditions or transmitters on the same frequency band close to the vehicle (e.g. mobile devices), as well as b the button cell being discharged.

OR: the central locking system switches off briefly to protect it from overloading.

- Close the driver door.
- **OR:** synchronize the vehicle key ⇒ *Synchronizing a vehicle key*.
- **OR:** Change the battery cell in the vehicle key ⇒ *Replacing the button cell battery (vehicle keys with key bit)*, ⇒ *Replacing the button cell battery*.

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 ⇒ *Repla the button cell battery (vehicle keys with key bit)*, ⇒ *Replacing the button cell battery*.

You can get an additional or replacement vehicle key at a Volkswagen dealership.

Keyless Access

Introduction

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

Unlocking or locking using Keyless Access

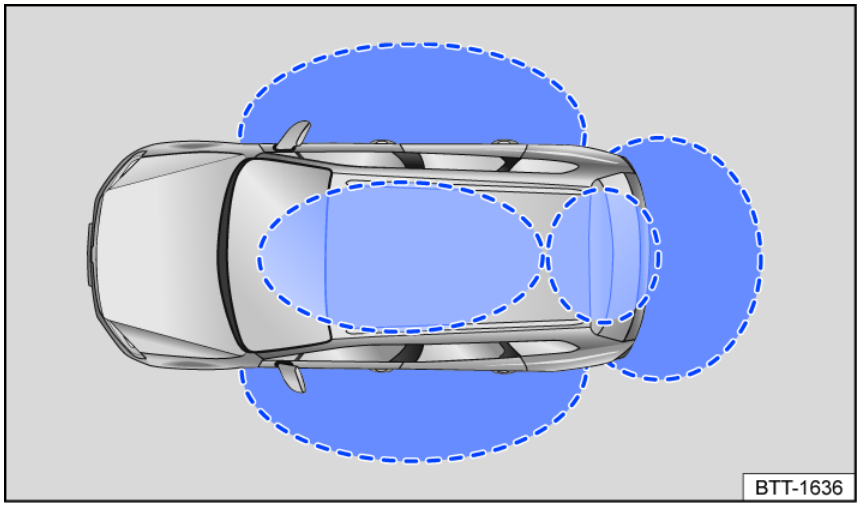


Fig. 54 Keyless Access: sensor range.

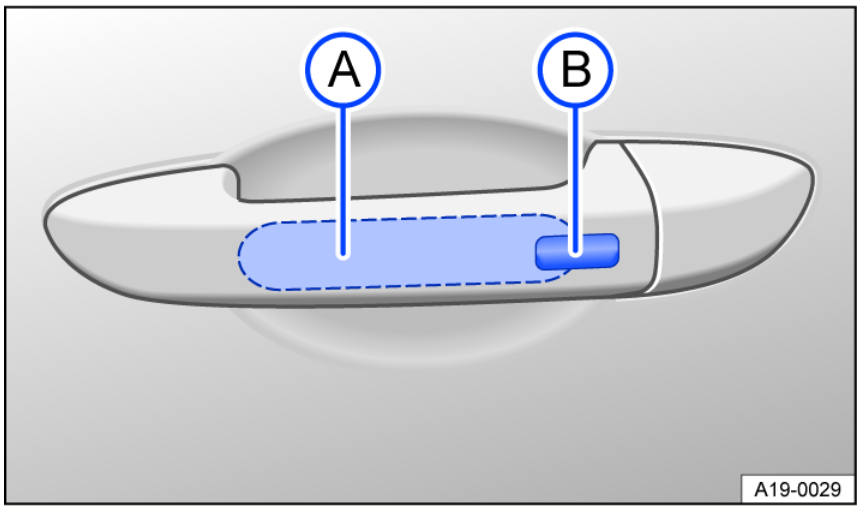


Fig. 55 In door handle: sensors.

Unlocking and locking the vehicle

Unlocking:

- Touch the sensor *fig. 55* (A) on the inside of the door handle.

Locking:

- Switch the ignition off.
- Close the door.
- Touch the sensor *fig. 55* (B) on the outside of the door handle.

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

Unlocking and locking the trunk lid

If the vehicle is locked and a vehicle key is within the trunk lid sensor range, the trunk lid will unlock automatically when opened *fig. 54*.

The trunk lid locks automatically after it closes.

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

Deactivating Keyless Access temporarily

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

- Lock the vehicle with the button on the vehicle key.
- Then, within 5 seconds of locking the vehicle, touch the sensor on the outside of the door handle once *fig. 55* (B). Do not grasp the door handle during this process.
- Keyless Access is now temporarily deactivated.
- Check if it is deactivated by waiting at least ten seconds and then pulling on the door handle. The door should not open.

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

Operating convenience functions

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

- Hold your finger on the driver's or front passenger's door handle sensor *fig. 55* (B) for several seconds until the windows and power sunroof are closed.

The sensor functions can be adjusted in the Vehicle settings menu in the Infotainment system.

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

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

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

Troubleshooting

If Keyless Access is not working

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

- Clean the sensors.

If all turn signals flash four times

The vehicle key that was last used is still in the vehicle.

- Remove the key and lock the vehicle.

Automatic sensor deactivation

The sensors will deactivate automatically under the following conditions:

- If the vehicle is not unlocked or locked for a long period of time
- If a sensor is triggered too frequently

Reactivating the sensor pads:

- Unlock the vehicle using the button on the vehicle key.

NOTICE

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

If the message Keyless faulty. appears in the instrument cluster display, there may be a malfunction in the Keyless Access system. Get professional assistance.

Doors and central locking button

Introduction

The doors can be manually locked and in some cases unlocked, for example if the vehicle key or the central locking system is malfunctioning.

The central locking system allows you to unlock and lock all doors, the trunk lid, and the fuel filler flap from one location.

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

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

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

WARNING

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

- Stop immediately and close the door.
- When closing the door, make sure it is securely and completely latched. When closed, the door must be flush with the areas of the vehicle body that are around the door.
- Do not open or close the doors if anyone is in the way.

WARNING

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

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

WARNING

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

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

WARNING

Locking the doors carelessly can cause serious injuries.

- When the vehicle is locked from the outside, the doors and power windows cannot be opened from the inside.
- The central locking system locks all the doors. When the vehicle is locked from the inside, it reduces the risk of opening the doors unintentionally and of unauthorized people entering the vehicle. In case of an emergency or an accident, locked doors can make it more difficult for first responders to access the vehicle interior to help the passengers.
- Never leave children or people requiring assistance unattended in the vehicle. All doors can be locked from the inside using the central locking button. This can result in locking yourself inside the vehicle. Individuals locked in the vehicle could be exposed to very high or very low temperatures.

- Depending on the season, the temperature inside the vehicle could become very high or low, which can lead to serious injuries, illness or death, especially for very young children.
- Never leave anyone in a locked vehicle. In an emergency, these people may not be able to exit the vehicle without assistance or help themselves.

NOTICE

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

Indicator light in the driver's door

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

The indicator light for the central locking system is located in the driver's door.

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

Automatic locking and unlocking

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

Depending on how your vehicle is equipped, settings for the central locking can be configured in the Vehicle settings menu in the Infotainment system.

Automatic locking (Auto Lock)

The vehicle locks automatically at speeds of about 9 mph (15 km/h) or higher. If the vehicle is locked, the indicator light will turn yellow in the central locking button.

Automatic unlocking (Auto Unlock)

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

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

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

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

Central locking button

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

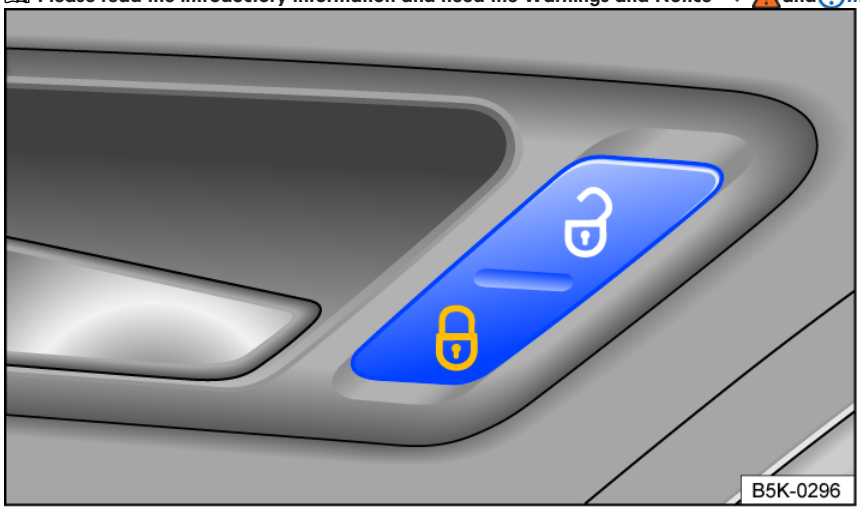


Fig. 56 In the driver's door: central locking button.

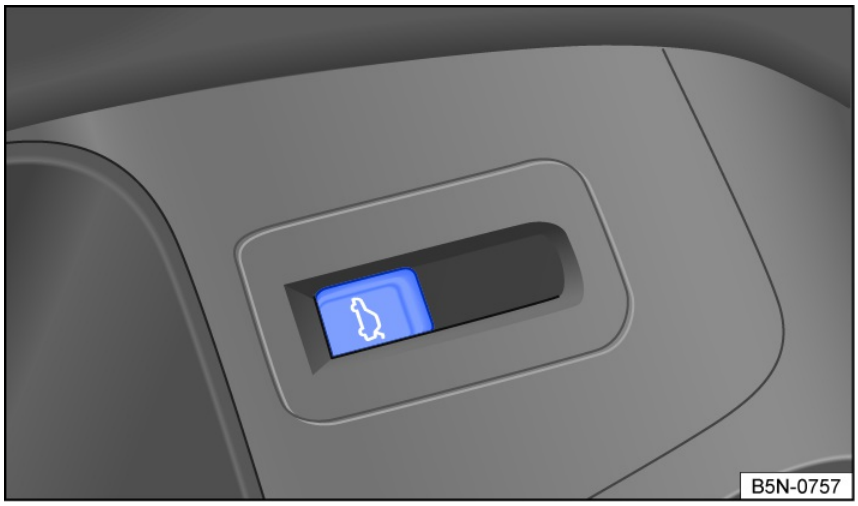


Fig. 57 In the driver door: Button for power opening the trunk lid.

– Unlock the vehicle.

– Lock the vehicle.

– Open the trunk lid.

Only the trunk lid will open when the button in the driver's door is pressed. All doors remain locked.

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

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

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

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

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

Opening and closing the driver's door in an emergency

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

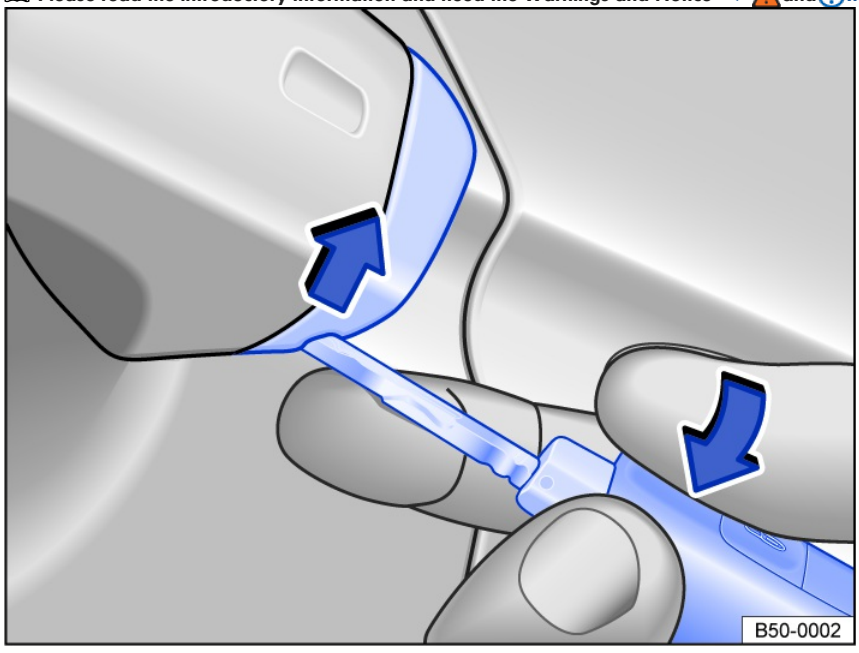


Fig. 58 Driver's door handle: prying off the cap.

Generally, all doors will lock when locking manually. Only the driver door will unlock when unlocking manually. Note the information about the anti-theft alarm system ⇒ *Anti-theft alarm system*.

- Position the key bit or emergency key on the notch in the driver door handle from below.
- Hold your index finger under the key bit.
- Use the vehicle key to pry the cap off in the direction of the arrow *fig. 58*.
- Insert the key bit in the lock cylinder and unlock or lock the vehicle.
- Pull on the door handle and reinstall the cap.

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 and stopping the engine*.
- Switch the ignition on to turn off the alarm.

The electronic immobilizer will detect a valid vehicle key.

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

Locking the front passenger door and rear doors in an emergency

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

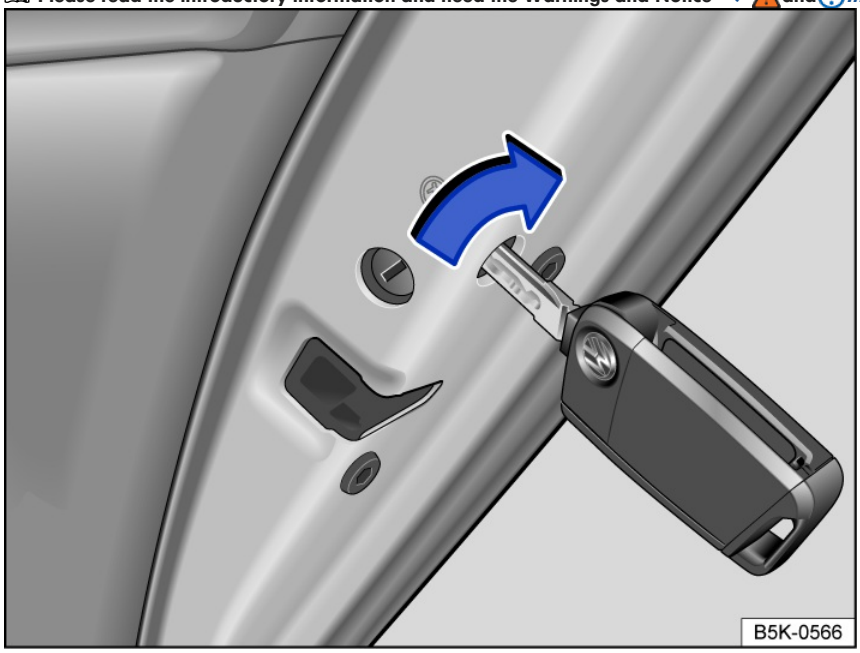


Fig. 59 On the front of the right rear door: manually locking the vehicle with the vehicle key.

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

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

- Open the door.
- Remove the rubber seal in the front of the door.
- Insert the key bit or emergency key into the slot and turn it *fig. 59*.
- Reattach the rubber seal.
- Check if the door is locked.

If a door is locked manually, it will unlock again when the vehicle is unlocked or if that door is opened from the inside.

Doors can be unlocked and opened from the inside by pulling the door handle.

Child safety lock

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

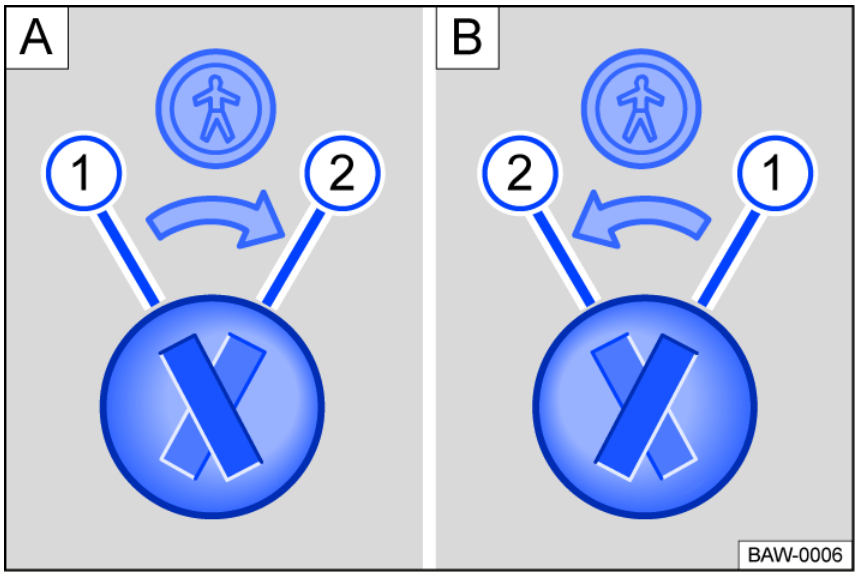


Fig. 60 Child safety lock: A left rear door, B right rear door.

(1) Child safety lock is switched off.

(2) Child safety lock is switched on.

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

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

Switching the child safety lock on or off

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

WARNING

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

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

Troubleshooting

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

If the indicator light does not turn off

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

There is a malfunction in the locking system.

- Get professional assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If the turn signals are not flashing

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

- At least one of the doors or the trunk lid is not closed **or**
- The hood is not closed

If the vehicle is locking automatically

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

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

Locking with a second vehicle key

Keyless Access: The vehicle key inside the vehicle will be blocked from starting the engine if the vehicle is locked from the outside with a different vehicle key.

However, an emergency start is possible ⇒ *Troubleshooting*. Press the button on the vehicle key inside the vehicle to enable it so that it can be used to start th engine normally ⇒ *Starting the engine*.

Locking the vehicle after an airbag deploys

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

- Switch the ignition off.
- Open the driver door and shut it again.
- 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:

- Unlock the vehicle using the button on the vehicle key.

NOTICE

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

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

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

Anti-theft alarm system

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

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

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

If the vehicle is opened without using the valid vehicle key, then the anti-theft alarm system will go on and emit audible and visual warning signals for up to 5 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.

Switching off the alarm

- Unlock the vehicle with the unlock button on the vehicle key.
- **OR:** switch on the ignition using a valid vehicle key. This may cause the alarm to sound briefly for approximately one second.
- In vehicles with Keyless Access: grasp the door handle ⇒ *Keyless Access*.

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

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 ⇒ *Trailer towing*

Trunk lid

Introduction

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

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

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

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

⚠ WARNING

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

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

⚠ WARNING

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

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

⚠ WARNING

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

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

⚠ WARNING

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

ⓘ NOTICE

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

ⓘ NOTICE

Never use the rear window wiper or rear spoiler to attach or secure cargo. This could cause damage that may result in the rear window wiper or rear spoiler detaching from the vehicle.

Opening and closing the trunk lid

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

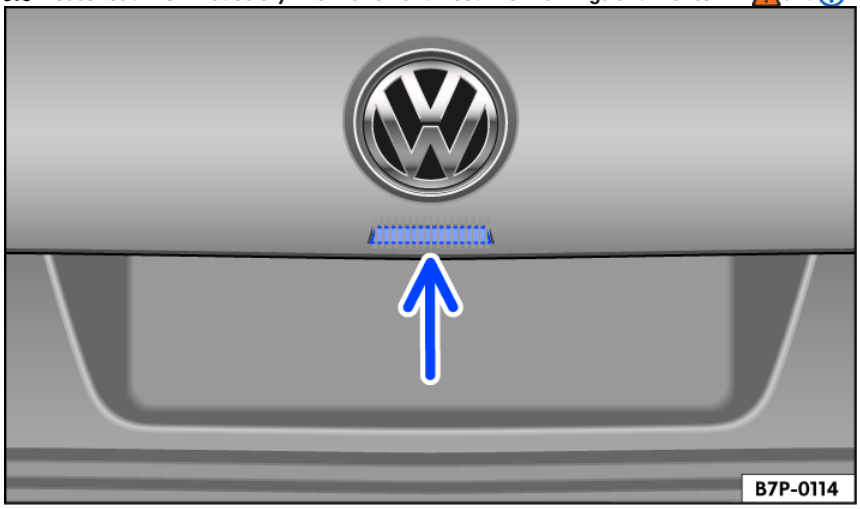


Fig. 61 In the trunk lid: button to open the trunk lid.

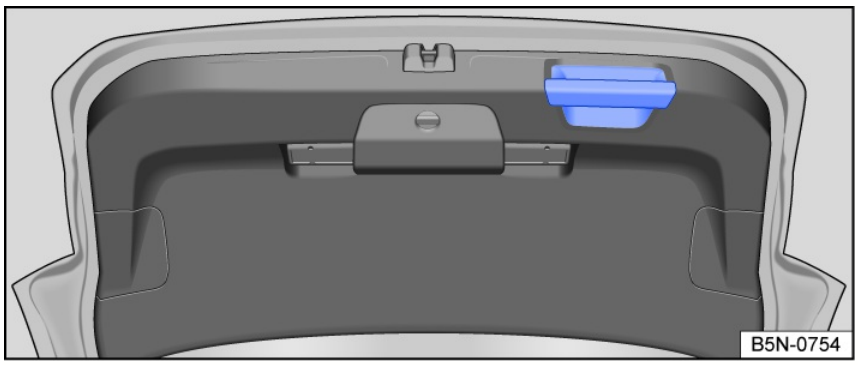


Fig. 62 In the open trunk lid: handle for closing the trunk lid.

Opening the trunk lid

- To unlock the trunk lid, press the or button on the vehicle key.
- Raise the trunk lid using the button *fig. 61*.

Closing the trunk lid

- Pull the trunk lid downward firmly using the handle in the interior trim panel until it latches shut *fig. 62*, ⇒ .

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

The trunk lid locks automatically while driving.

WARNING

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

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

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

Power opening and closing the trunk lid

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

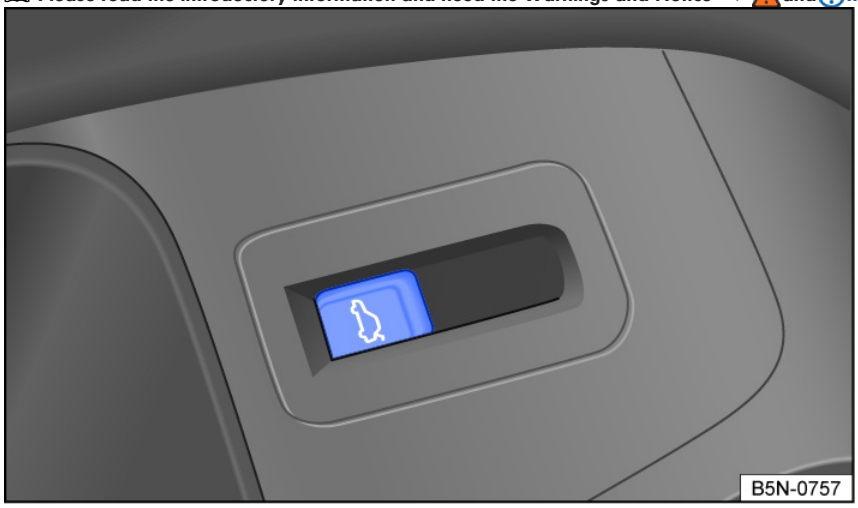


Fig. 63 In the driver's door: unlock button for the trunk lid.

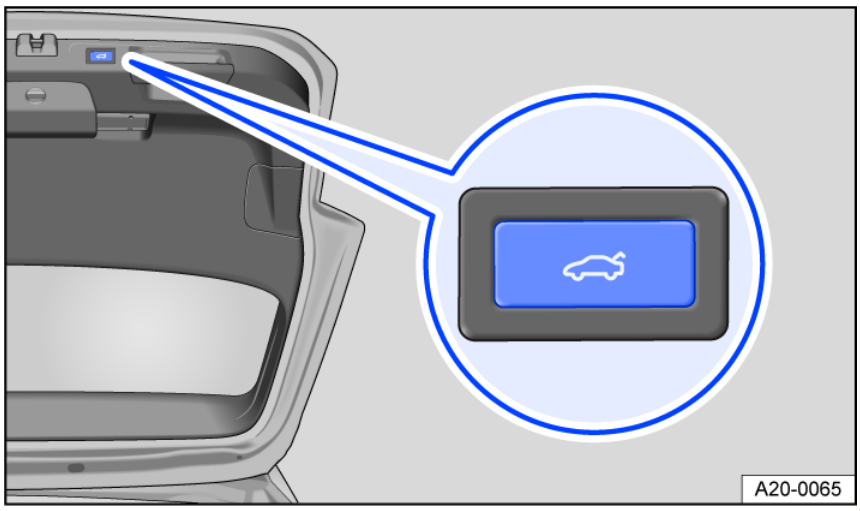


Fig. 64 In the open trunk lid: Button for power closing the trunk lid.

Power opening the trunk lid

- 5-Seat: To unlock the trunk lid, briefly press and hold the button on the vehicle key.
- **OR:** pull the switch in the driver's door upward *fig. 63*. The parking lock **P** must be engaged.
- **OR:** press the button on the trunk lid.

The trunk lid will open automatically.

Power closing the trunk lid

- Press the button in the trunk lid when it is open *fig. 64*.
- 5-Seat: **OR:** pull the switch in the driver's door upward when the ignition is switched on until the trunk lid is closed.
- 5-Seat **OR:** Briefly press and hold the button on the remote control vehicle key. The remote control vehicle key must be near the trunk lid to use this feature.
- **OR:** begin closing the trunk lid by hand until it closes by itself.

The trunk lid is closed.

Interrupting the opening or closing process

- 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. 64*.

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.

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.

- Interrupt the opening process at the desired open position. It must be at least half open.
- Press and hold the button in the trunk lid until the emergency flashers start flashing *fig. 64*.

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.

- Push the open trunk lid all the way up by hand. It is necessary to use more force when doing this.
- Press and hold the *fig. 64* button in the trunk lid until the emergency flashers start flashing.

This resets the opening angle.

An audible signal will sound and the emergency flashers will flash to indicate that the process is completed.

NOTICE

Make sure there is enough space to open or close the trunk lid before opening or closing, for example if the vehicle is in a garage.

Trunk lid with Easy Open motion sensor

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

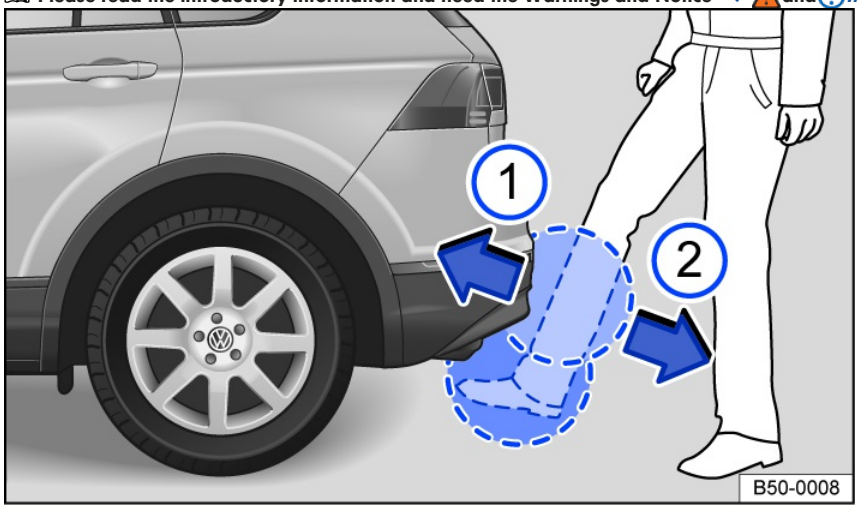


Fig. 65 Trunk lid with sensor-controlled opening (Easy Open).

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

- Position your foot behind the middle of the bumper.
- Quickly swing the lower part of your leg close to the bumper. Your shin must be near the upper sensor and your foot must be near the lower sensor *fig. 65*.
- Remove your foot quickly away from the sensor area. 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 nfotainment system:

- Select the Vehicle menu.
- Select the Exterior submenu.
- Swipe to the side and activate or deactivate Easy Open.

OR:

- Swipe to the side and select the Central locking menu item.
- 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 ⇒ *Closing the trunk lid automatically with Easy Close*.

The Easy Open function is only available when Keyless Access is activated ⇒ *Keyless Access*.

⚠ CAUTION

If a valid vehicle key is detected near the trunk lid, the Easy Open function may trigger unintentionally and open the trunk lid, for example if there is a sweeping motion under the rear bumper, if a strong stream of water or steam passes by the bumper, or during maintenance and repair work in the rear bumper area. If the trunk lid opens unintentionally, it may cause injuries to people and/or damage to objects within the trunk lid's range of motion.

- Always make sure that no valid vehicle keys are left unattended near the trunk lid.
- Always turn off the Easy Open function through the Infotainment system before any and all maintenance and repair work is performed on the vehicle.
- Always turn off the Easy Open function through the Infotainment system before washing the vehicle.
- Always turn off the Easy Open/Easy Close function through the Infotainment system ⇒ 🕮 *Introduction* before mounting a bicycle rack or hitching a trailer.

Closing the trunk lid automatically with Easy Close

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

You can only activate the Easy Close function if a valid remote control vehicle key is detected near the trunk lid.

- Quickly swing the lower part of your leg close to the bumper. Your shin must be near the upper sensor and your foot must be near the lower sensor.
- Remove your foot quickly away from the sensor area.

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.

The trunk lid will lock automatically after it closes if the vehicle was previously locked and there is not a valid vehicle key inside the vehicle.

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.

Activating or deactivating the Easy Close function

The function Easy Close can be activated or deactivated together with the sensor-controlled luggage compartment opener (Easy Open) function in the Vehicle menu in the Infotainment system ⇒ *Trunk lid with Easy Open motion sensor*.

The Easy Close function is only available when Keyless Access is activated ⇒ *Keyless Access*.

⚠ CAUTION

If a valid vehicle key is detected near the trunk lid, the Easy Close function may trigger unintentionally and close the trunk lid, for example if there is a sweeping motion under the rear bumper, or during maintenance and repair work in the rear bumper area. If the trunk lid closes unintentionally, it may cause injuries to people and/or damage to objects within the trunk lid's range of motion.

- Always make sure that no valid vehicle keys are left unattended near the trunk lid.
- Always turn off the Easy Close function through the Infotainment system before any and all maintenance and repair work is performed on the vehicle.
- Always turn off the Easy Close function through the Infotainment system before washing the vehicle.
- Always turn off the Easy Close/Easy Open function through the Infotainment system ⇒ 🕮 *Introduction* before mounting a bicycle rack or hitching a trailer.

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 function is active, the trunk lid will lock automatically once it is closed. If the vehicle is completely unlocked and the Easy Close function is activated, the trunk lid will not lock automatically once it is closed.

Mechanically unlocking the trunk lid using the emergency release

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

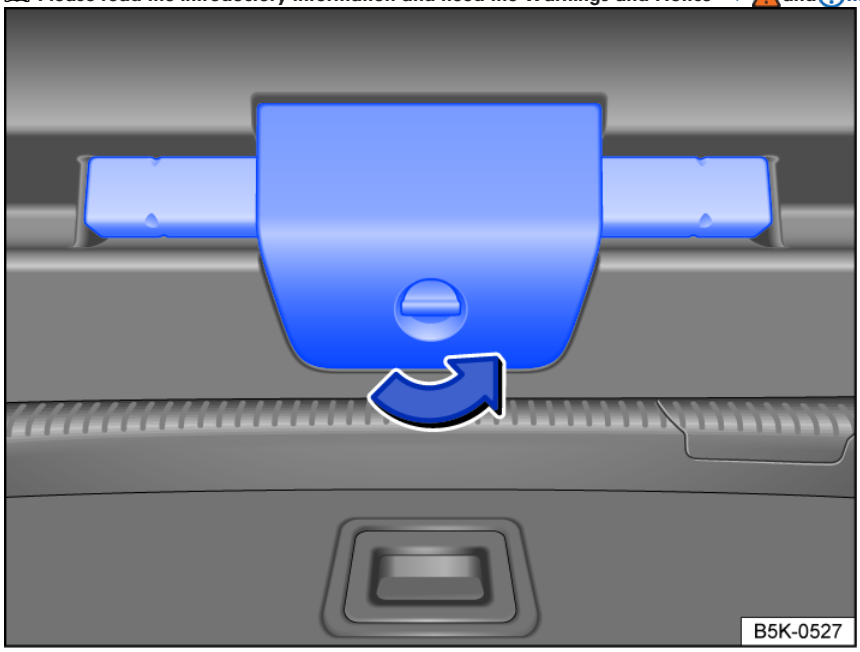


Fig. 66 In the trunk lid: open the holder for the warning triangle.

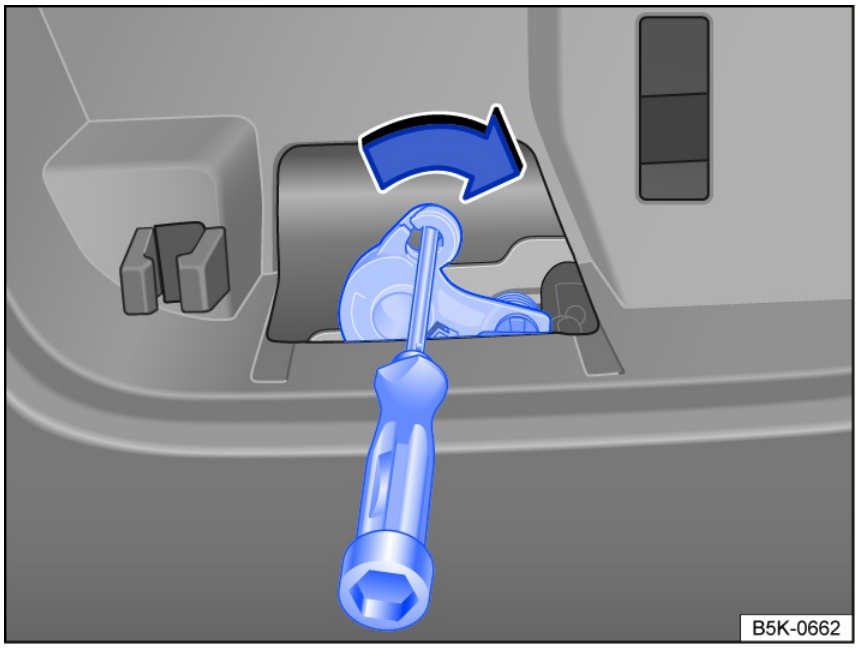


Fig. 67 In the trunk lid: emergency release for the trunk lid.

Mechanically unlocking the trunk lid using the emergency release

- Turn the catch of the holder for the warning triangle 90° counterclockwise *fig. 66*.
- Open the holder of the warning triangle and take out the warning triangle.
- Place a suitable object in the opening for the release lever and press in the direction of the arrow *fig. 67* to release the trunk lid.

Troubleshooting

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

If the trunk lid will not open or close

- 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 l 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 ⇒ *Introduction*.
- If the 12-volt vehicle battery or fuse is disconnected or 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.

- Remove the key and lock the vehicle.

If the trunk lid is difficult to move

The mechanism for opening the trunk lid may not always work automatically when the outside temperatures are around the freezing point.

- 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 ⇒ *Trailer towing*.
- The vehicle was retrofitted with a trailer hitch ⇒ *Trailer towing*.
- Easy Open may be deactivated in heavy precipitation to reduce the risk of false activation.

Windows

Opening and closing the windows

The switches are located in the doors.

Opening the window: press the switch. Closing the window: pull the switch.

Press to disable the power window switches in the rear doors.

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's door is not opened.

One-touch up/down feature

The one-touch up/down feature allows the windows to be completely opened or closed. To use this feature, do not hold the window switch up or down.

Automatic closing: pull the window switch upward briefly to the second level.

Automatic opening: press the window switch downward briefly to the second level.

Stopping the automatic closing/opening: pull or press the switch for that window again.

Convenience opening and closing

The windows can be opened and closed from outside the vehicle using the vehicle key when the ignition is switched off.

- Does not apply to the US or Canada: Press and hold the unlock or lock button on the vehicle key.
- *On vehicles with Keyless Access with push-button start:* hold your finger on the unlock sensor in the door handle for several seconds until the windows are closed ⇒ *Keyless Access*. The vehicle key must be nearby to use this feature.
- 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 flash *once* as a confirmation.

You can select the convenience opening settings in the Vehicle settings menu in the Infotainment system.

⚠ WARNING

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

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

NOTICE

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

If the power windows are malfunctioning, the one-touch up/down feature and the pinch protection may not function correctly. Get professional assistance.

Convenience opening and closing only functions if the one-touch up/down 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 ⇒ ⚠.

- Check why the window did not close.
- 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

- 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 obstacl is blocking the window, then the window will reopen automatically.
- If the window still cannot close, then contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

Closing the window when pinch protection is disabled can result in serious injuries.

- Always be careful when closing the windows.

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

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

Troubleshooting

One-touch up/down feature

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

- Switch the ignition on.
- Close all windows and doors.
- Pull the switch for the desired window and hold it in that position for several seconds.
- 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, grease, etc. may limit the functioning of the control. Make sure that the controls are always clean and dry.

Sunroof

Opening or closing the sunroof

The term “sunroof” is used as a synonym for the panoramic sliding/tilting sunroof.

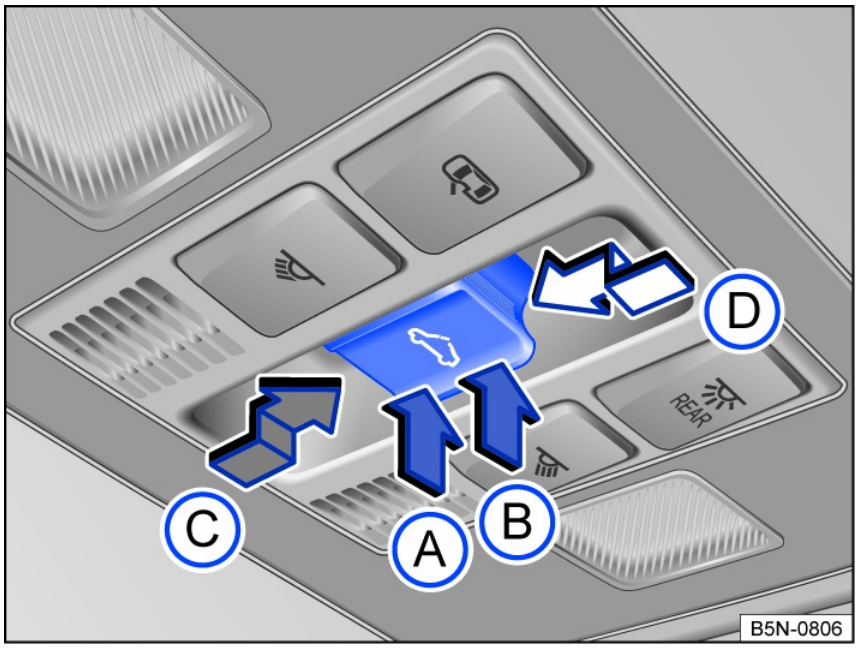


Fig. 68 In the headliner: sunroof button.

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, opening, and closing the sunroof

To tilt the tilting and sliding panoramic sunroof:

- Manual process: Press the *fig. 68* (B) button to the first level.
- Automatic process: Press the (B) button to the second level.

To close the tilting and sliding panoramic sunroof when tilted:

- Manual process: Press the (A) button to the first level.
- Automatic process: Press the (A) button to the second level.

To open the tilting and sliding panoramic sunroof:

- Manual process: Press the (C) button to the first level.
- Automatic process up to comfort position: Press the (C) button to the second level.

To close the tilting and sliding panoramic sunroof:

- Manual process: Press the (D) button to the first level.
- Automatic process: Press the (D) button to the second level.

To stop the automatic opening or closing process:

- Press the (C) or (D) button again.

⚠ WARNING

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

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

NOTICE

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

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

The pinch protection will not function correctly if the sunroof is malfunctioning. Get professional assistance.

Convenience opening or closing the sunroof

Convenience opening and closing

The sunroof can be opened and closed from outside the vehicle using the vehicle key.

- Does not apply to the US or Canada: Press and hold the unlock or lock button on the vehicle key. The sunroof will be tilted or closed.
- 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 ⇒ *Unlocking or locking using Keyless Access*.
- Remove your finger from the unlock or lock button to stop the function.

When using the convenience closing function, all windows in the doors and the sunroof will be closed. When all of the windows and the power sunroof are closed, the turn signals will flash *once* as a confirmation.

Settings for the sunroof can be adjusted in the vehicle settings in the Infotainment system ⇒ *Vehicle settings menu*.

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.

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

Closing the sunroof without pinch protection

- Press the button to the second level until the sunroof is completely closed ⇒ *Opening or closing the sunroof*.

  This will close the sunroof without pinch protection.
- If the sunroof is still not able to close, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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

⚠ WARNING

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

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

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

Troubleshooting

If the sunroof is not closing

- The sunroof only works when the ignition is on. The sunroof can still be opened or closed for a brief period after the ignition has been switched off, as long as the driver's or front passenger's door has not been opened.
- If it is not possible to close the sunroof using the power controls, the sunroof must be closed manually. Some vehicle components must be removed in order to close the sunroof manually. Get professional assistance.

Controls are responding differently than expected

Moisture, dirt, grease, etc. may limit the functioning of the control. Make sure that the controls are always clean and dry.

Steering wheel

Adjusting the steering wheel position

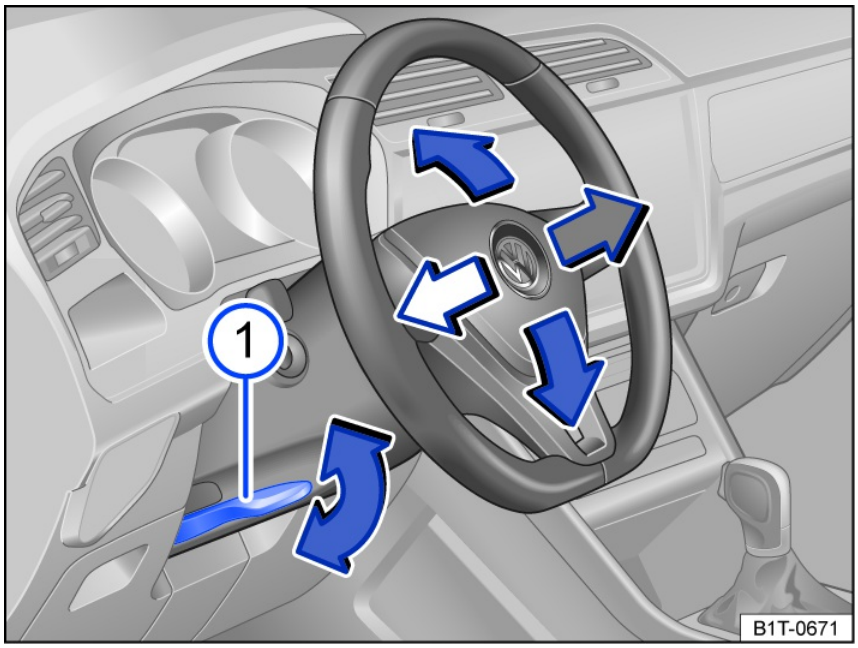


Fig. 69 Under the steering wheel in the steering column trim panel: lever to adjust the steering wheel position manually.

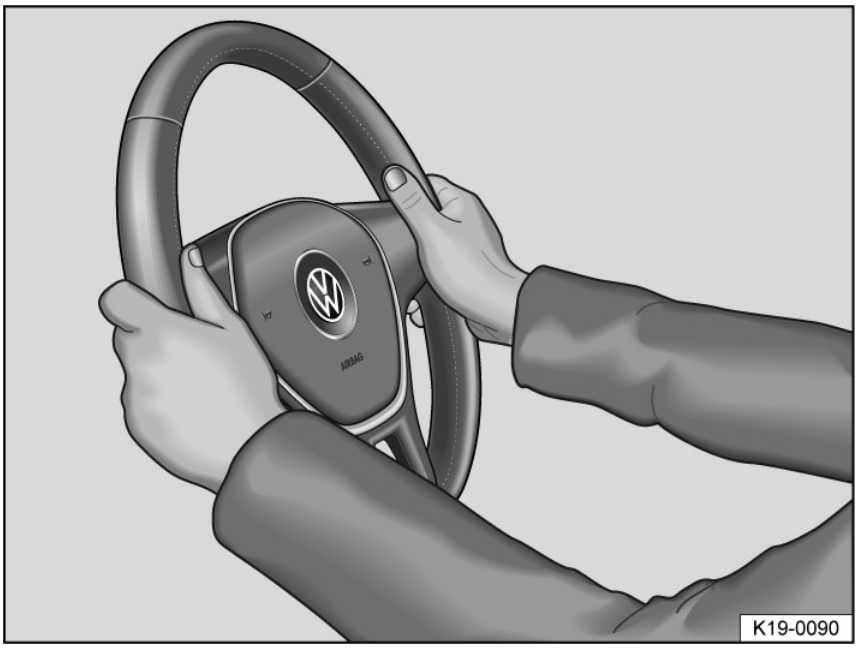


Fig. 70 On the steering wheel: nine o'clock and three o'clock position.

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

- Tilt the lever *fig. 69* downward.
- 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. 70*.
- 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. 69* (1) upward into its locked position after adjusting so that you do not change the steering wheel position unintentionally while driving.
- Never adjust the steering wheel while driving. If you find the steering wheel must be adjusted while driving, then stop the vehicle safely and adjust the steering wheel correctly.
- The steering wheel must always face toward the chest and never toward the face. Otherwise, the protective function of the driver's front airbag may be limited in the event of an accident.
- To reduce the risk of injuries if the driver's front airbag deploys, always hold the outer edge of the steering wheel firmly with both hands in the *nine o'clock*

and three o’clock position *fig. 70*.

- Never hold the steering wheel in the twelve o’clock position or in any other way, such as holding the center of the steering wheel. Otherwise, the arms, hands, and head could be seriously injured if the driver’s front airbag deploys.

Seats and head restraints

Front seats

Introduction

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

WARNING

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

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

WARNING

Adjusting the seats incorrectly can cause accidents and serious injuries.

- Only adjust the seats when the vehicle is stationary. Otherwise, the position of the seat could change unexpectedly while driving and you could lose control of the vehicle. Also, the seat could be adjusted to a position that is incorrect.
- Only adjust the height, angle, and forward/back position of the front seats when there is no one within the seat's range of movement.
- Do not restrict the movement of the seats by placing objects within their range of movement.
- Only adjust the height and angle of the rear seats when there is no one within the seat's range of movement.
- The adjusting and locking areas of the seats must not be dirty.

WARNING

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

- Never install or secure seat covers and protective covers on the electrical seat 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 seats, always make sure that there are no cigarette lighters near the moving parts of the seat.

NOTICE

Objects with sharp edges can damage the seats.

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

Manually adjusting front seats

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

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

The controls on the right front seat are a mirror image of the left.

A seat may have both manual and power controls.

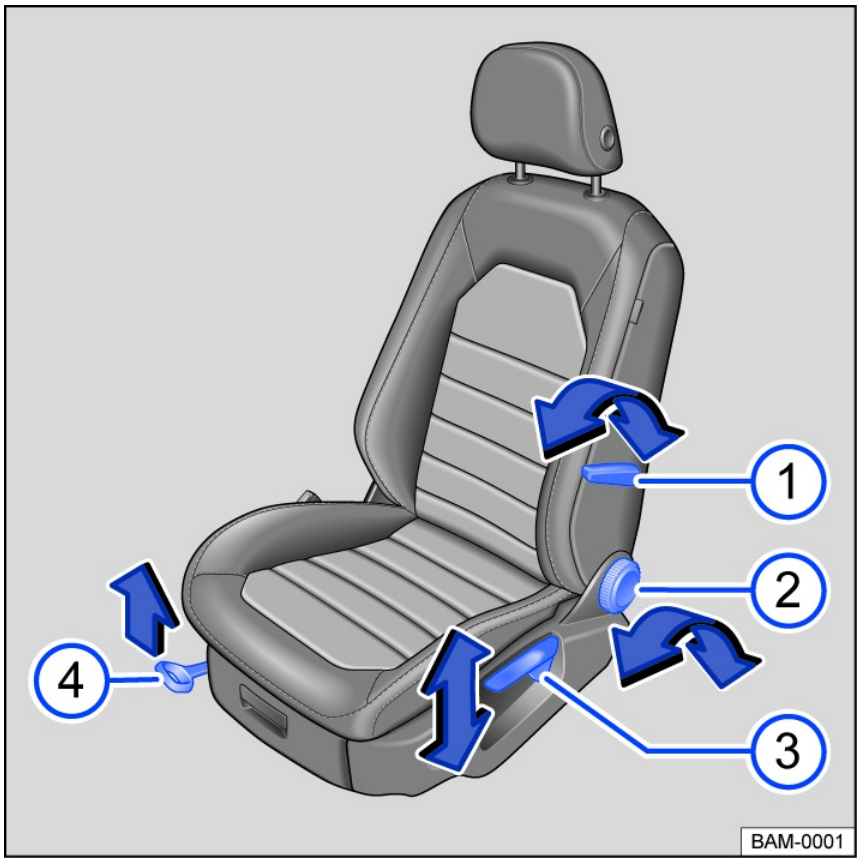


Fig. 71 On the left front seat: Controls (Version 1).

(1) Operate lever to adjust lumbar support.

(2) To adjust the backrest, turn the handwheel with nothing resting on the backrest.

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

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

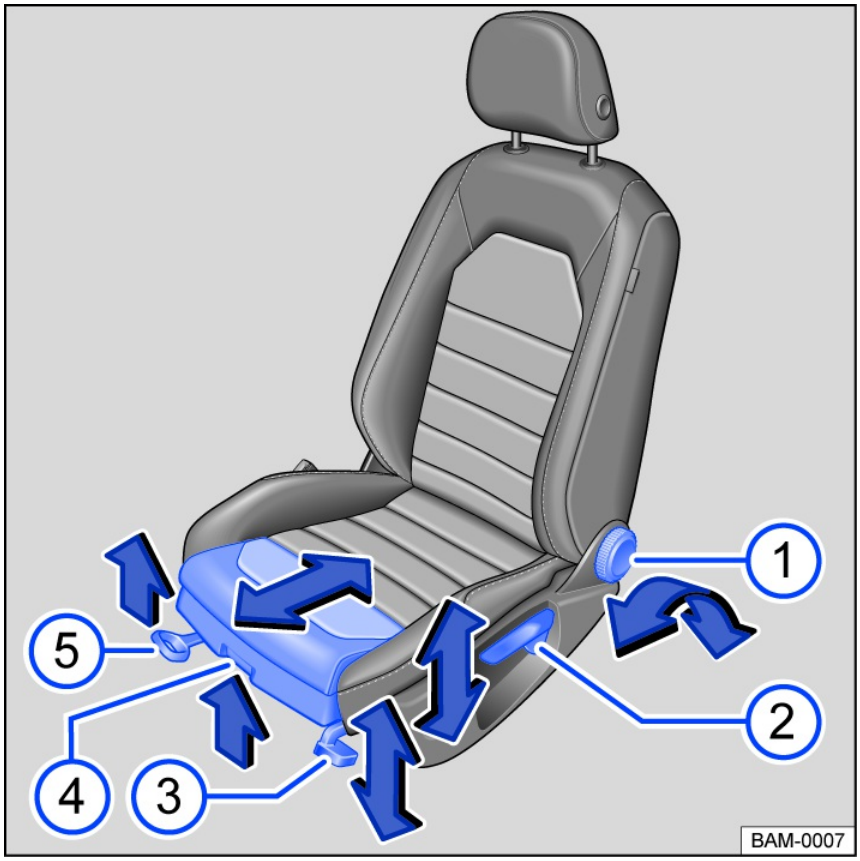


Fig. 72 On the left front seat: Controls (Version 2).

(1) To adjust the backrest, turn the handwheel with nothing resting on the backrest.

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

(3) Pull or push the lever several times if necessary to adjust the seat cushion angle.

(4) Lift the grip to move the seat cushion forward or backwards.

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

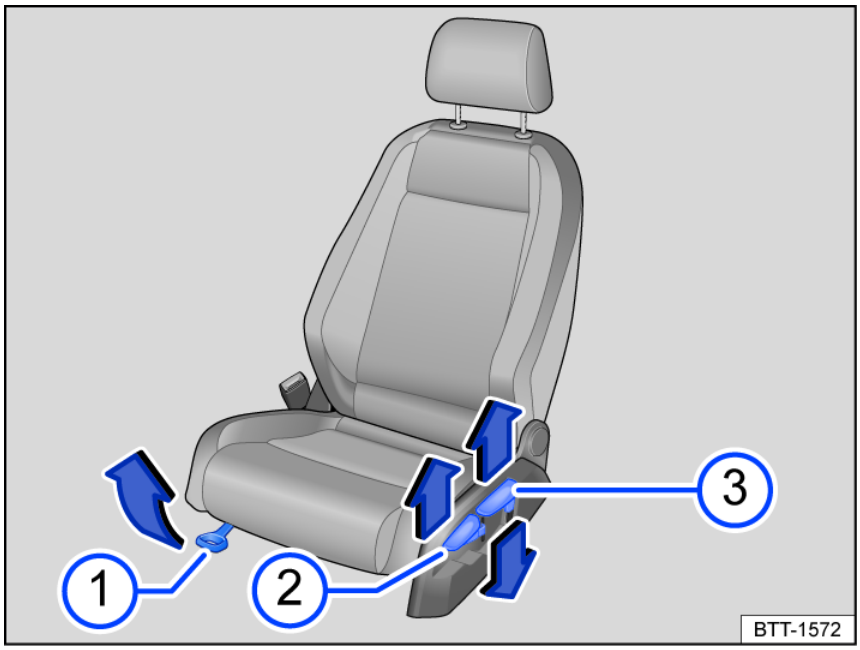


Fig. 73 On the left front seat: Controls (Version 3).

(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) Press and hold the lever to adjust the backrest angle, and release it once the seat backrest is in the preferred position. Release the lever to secure the backrest. The seat backrest must lock into place after the lever is released.

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

Adjusting power front seats

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

The controls on the right front seat are a mirror image of the left.

A seat may have both manual and power controls.

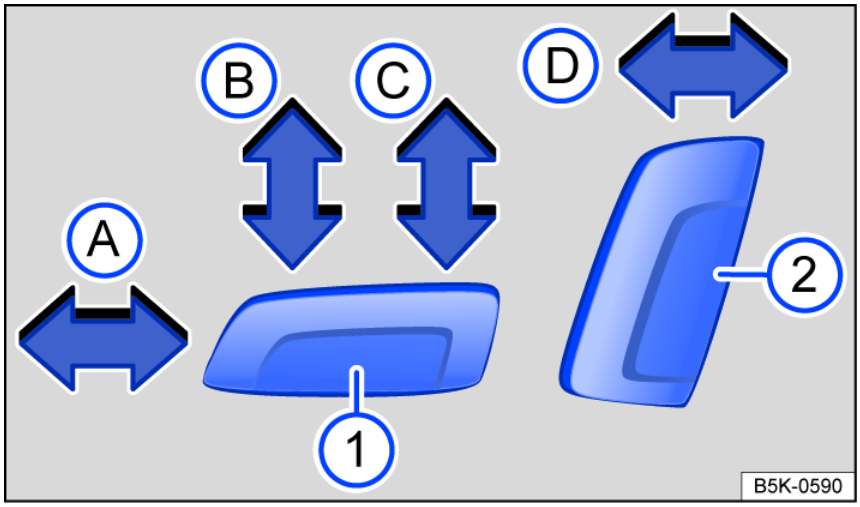


Fig. 74 Switch on the left front seat: adjusting the front seat forward/back, the height and angle of the seat surface, and the front seat backrest.

Press the switch in the direction of the arrow:

(A) Slide the seat forward or backward.

(B) Adjust the angle of the seat surface.

(C) Adjust the height of the seat.

(D) Adjust the angle of the backrest.

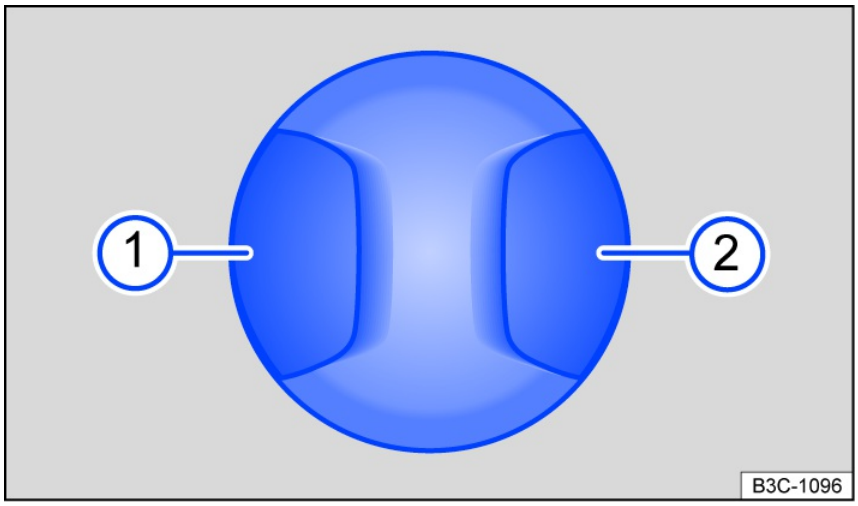


Fig. 75 Switch on the left front seat: adjusting the lumbar support.

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.

⚠ WARNING

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

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

ⓘ NOTICE

To reduce the risk of damage to the electrical components in the front seats, never kneel on the front seats or exert pressure on the seat surface and backrest with sharp or pointed objects.

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

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

Folding the front passenger backrest forwards

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

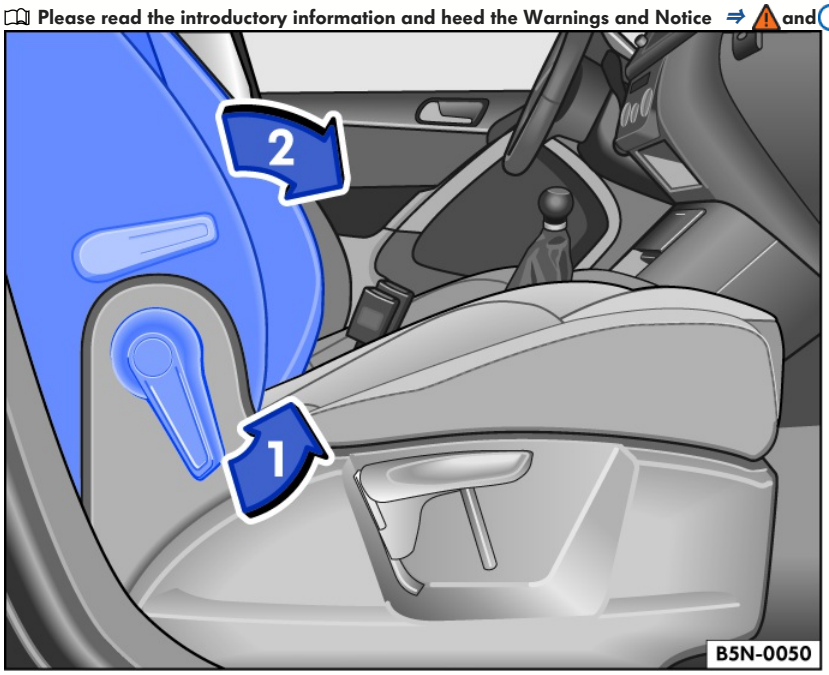


Fig. 76 Front passenger seat: Fold backrest forwards.

The front passenger seat backrest can be folded down and locked in a horizontal position.

If objects are transported on the folded front passenger seat, the front passenger airbag must be deactivated.

Folding the front passenger backrest forwards

- Remove objects from the front passenger seat → ⚠.
- Set the front passenger seat as low as possible.
- Move the front passenger seat as far back as possible.
- Move the head restraints all the way down.
- Unlock the front passenger backrest in the direction of the arrows *fig. 76*.
- Fold the front passenger backrest forwards in the direction of the arrows *fig. 76* into the horizontal position. The front passenger backrest must engage securely in the folded down position.

Unfolding the front passenger backrest

Do not have any objects or body parts near the hinge when unfolding.

- To unfold the front passenger backrest unlock it again *fig. 76*.
- Fold the front passenger backrest backwards into the upright position. The front passenger backrest must engage securely in the folded out, upright position.

⚠ WARNING

Folding and unfolding the front passenger backrest in an uncontrolled or careless manner can cause severe injury.

- Only fold or unfold the front passenger backrest when the vehicle is stationary.
- Always take care that no people or animals are in the way of the backrest when folding down the front passenger backrest.
- As long as the front passenger backrest is folded down, the front airbag must be switched off and the PASSENGER AIR BAG OFF indicator light must be illuminated.
- Keep hands, fingers, feet, and other parts of the body out of the area where the seat hinges and seat locking mechanism are moving when folding the backrest forward and back.
- Floor mats or other objects can get caught in the front passenger backrest hinges. This can lead to the front passenger backrest not being securely locked when unfolded to the upright position.
- The front passenger backrest must be securely locked when being unfolded to the upright position. A front passenger backrest which is not securely locked can move unexpectedly and cause severe injury.

⚠ WARNING

The uncovered seat mountings or hinges can lead to severe injury during a braking maneuver or accident when the front passenger backrest is folded down.

- Never transport people or children on the front passenger seat when the front passenger backrest is folded down.
- Only the seat behind the driver seat on the rear bench seat may be used when the front passenger backrest is folded down. This also applies to child seats.

⚠ WARNING

Objects that are not secured or are secured incorrectly can cause serious injuries in the event of sudden driving and braking maneuvers or a collision. This is especially true if the airbags deploy and strike objects, causing them to fly through the vehicle interior. To reduce the risk of damage, note the following:

- Store all objects securely in the vehicle. Follow all applicable legal regulations.
- As long as the front passenger backrest is folded down, the front airbag must be switched off and the PASSENGER AIR BAG OFF indicator light must be illuminated.

Rear seats

🕮 Introduction

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

⚠ WARNING

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

- Only adjust the rear seats when the vehicle is stationary. Otherwise, the rear seats could otherwise move unexpectedly while the vehicle is in motion. Also, the seat could be adjusted to a position that is incorrect.
- For passengers in the rear seats, the risk of serious injuries increases if they do not sit upright, because the safety belts will not be positioned correctly.

- Only adjust the rear seat when there is no one within the seat's range of movement.

⚠ WARNING

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

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

⚠ WARNING

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

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

⚠ WARNING

Only persons shorter than 1.60 m (5 ft 3 in) or children may be transported on the third row of seats. Persons taller than 5 ft. 3 in (1.60 m) or children on child restraints who are too close to the rear window or the headliner, may suffer severe injuries in an accident or when the trunk lid is shut.

- Do not transport persons or children taller than 1.60 m (5 ft 3 in) in the third row of seats.
- Do not transport children on booster seats in the third row of seats if their head is too close to the roof or the rear window.
- Always ensure that the passengers on the seats of the third row of seats are not in range of the trunk lid when closing.

NOTICE

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

NOTICE

Objects with sharp edges can damage the seats.

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

Adjusting the rear bench seat

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

The rear backrest is split into two sections that are different sizes. Each section can be adjusted separately.

Adjusting the rear bench seat forward or backward

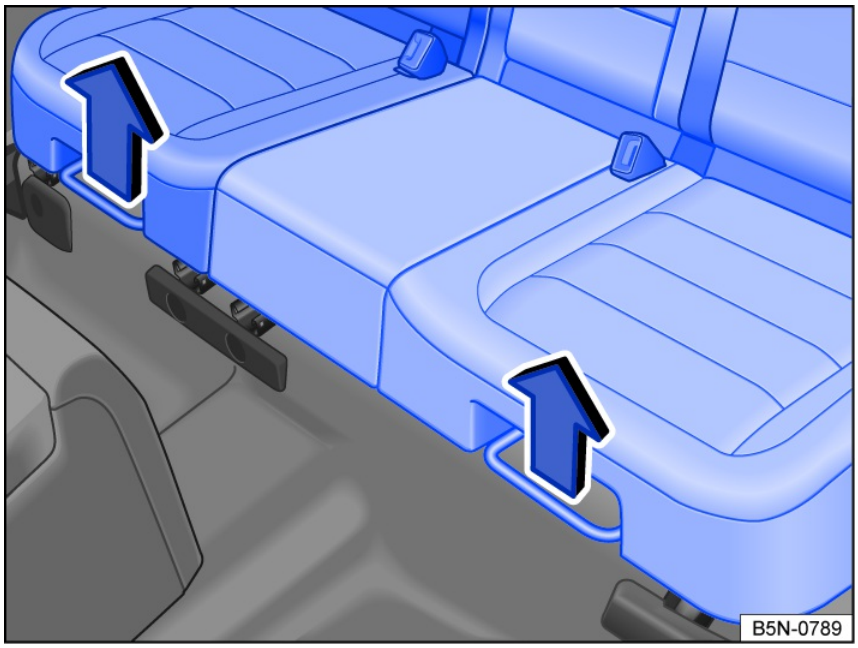


Fig. 77 Under the seat cushion in the rear bench seat: Adjusting lever.

- Pull the right or left lever upward in the direction of the arrow *fig. 77* and slide the corresponding section of the rear bench seat forward or backward.
- 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

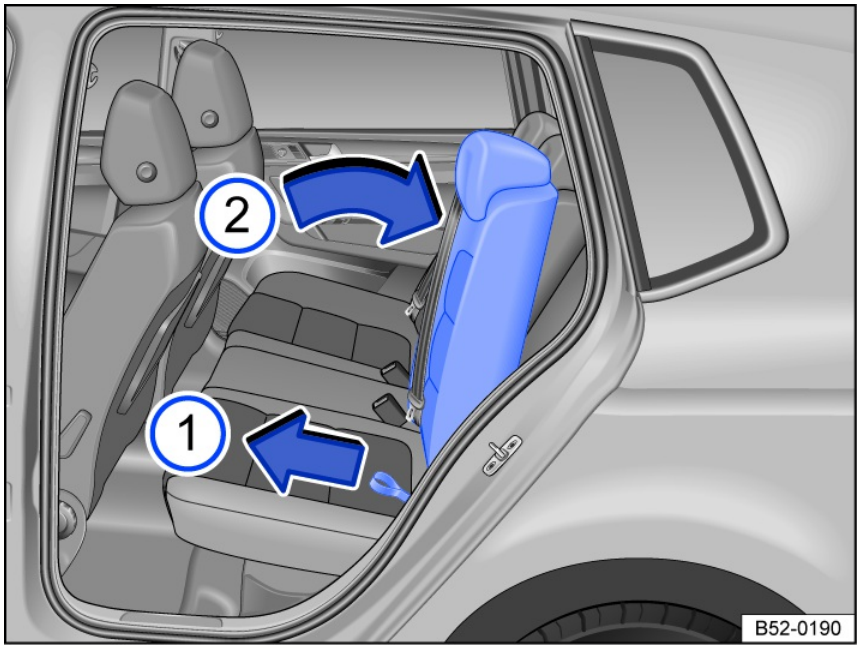


Fig. 78 Adjust the rear seat backrest.

- Press on the right or left rear seat backrest with your hand, while pulling its loop with the other hand *fig. 78* (1).
- Push the rear seat backrest against the spring force with your hand to move it to the desired position *fig. 78* (2).
- Let go of the loop and lock the rear seat backrest in place by gently sliding it forward or backward until it engages.

Folding the rear bench seat backrest forward or backward

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

Folding the rear seat backrest forward and down

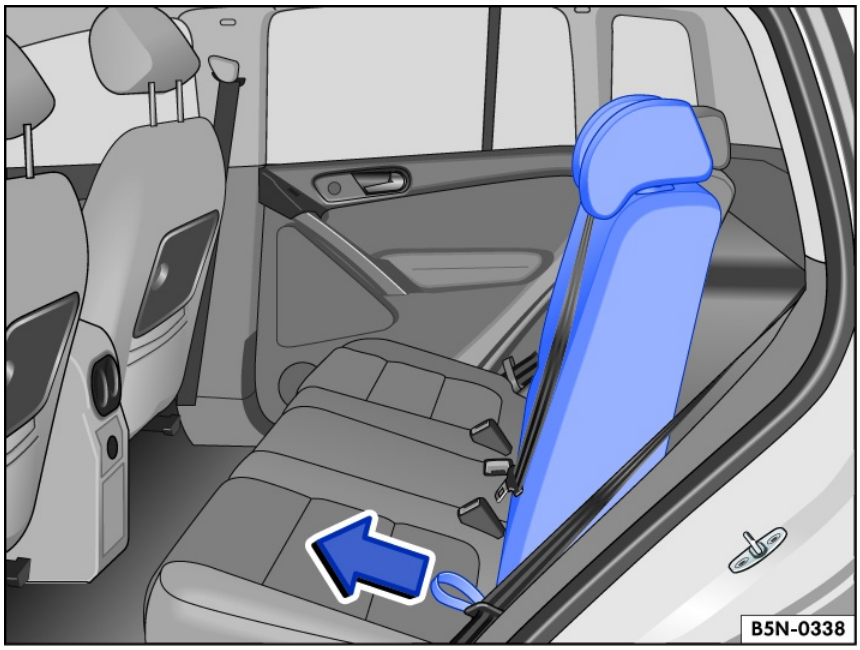


Fig. 79 Rear bench seat: Folding the rear seat backrest up and down.

- Move the head restraints all the way down.
- Move the rear bench seat all the way back.
- Pull the loop *fig. 79* forward in the direction of the arrow while supporting the backrest, and slowly fold the rear seat backrest forward ⇒ ⚠.
- Push the rear seat backrest down all the way by hand until it engages.

Folding the seat backrest forwards using the remote release lever

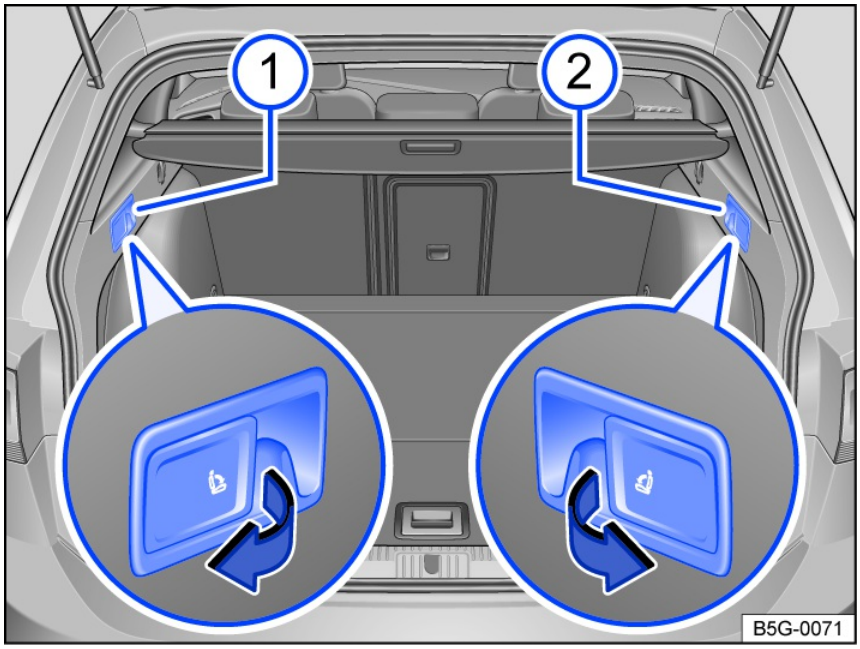


Fig. 80 In the luggage compartment: Remote unlocking lever for the left (1) and right (2) part of the rear seat backrest.

(1) Release button for the *left* part of the rear seat backrest.

(2) Release button for the *right* part of the rear seat backrest.

- Move the head restraints all the way down.
- Open the trunk lid.
- Pull the remote release lever *fig. 80* for the backrest section to be folded forwards.
- This portion of the rear seat backrest is now unlocked and can be folded forward and down.
- Close the trunk lid if necessary.

Folding the rear seat backrest up and back

- Release the rear seat backrest with the loop. The rear seat backrest springs out of its locks.
- Hold the loop tightly and fold the rear seat backrest up and back.
- Make sure the safety belt is not trapped.

- Push the rear seat backrest firmly into its catch until it securely engages ⇒ ⚠.
- The rear seat backrest must be securely engaged.
- Adjust the rear seat backrest if necessary.
- Adjust the head restraints if necessary.

⚠ 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 up and down.
- Each rear seat backrest must always be securely engaged to ensure that the safety belts in the rear seats can provide the maximum protection. Take extra care especially with the middle seat in the rear bench seat. If a seat on the rear bench is used without the rear seat backrest being engaged, the vehicle occupant will move forward with the rear seat backrest in the event of sudden braking and driving maneuvers or a collision.
- Never allow adults or children to sit in a rear seat if that seat backrest is folded forward or is not engaged.

NOTICE

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

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

Folding the third row seat into the cargo floor position

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

Each rear seat can be folded forward individually to increase the size of the luggage compartment.

Folding the third row seats into the cargo floor position

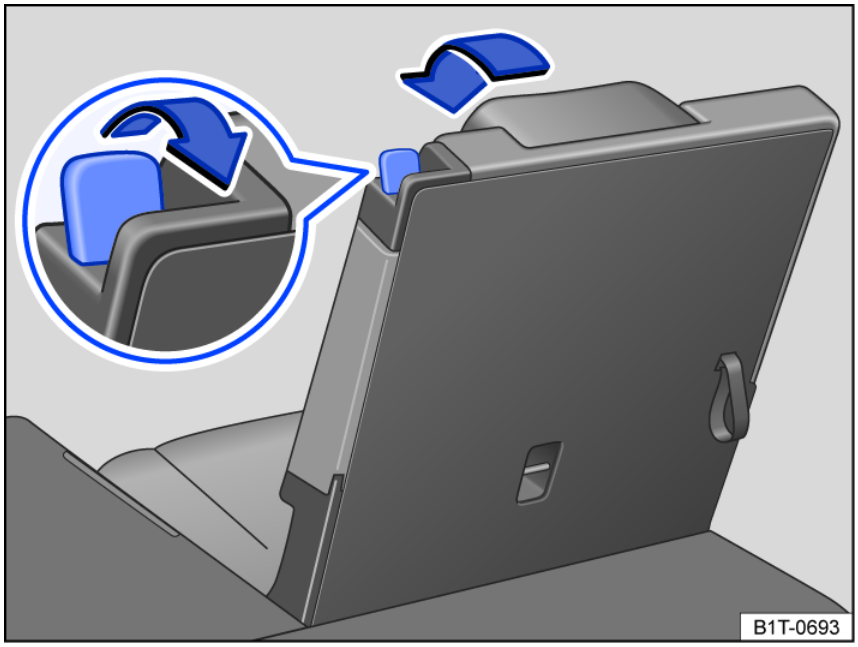


Fig. 81 Third row seat: folding the rear seat into the cargo floor position.

- Remove the luggage compartment cover.
- Move the head restraints all the way down.
- Release the safety belts from both belt buckles to reduce the risk of damage to the seat and safety belt.
- Fold down the folding tables on the front seats.
- Move the seats in the second row forward.
- Open the trunk lid.

- Remove any objects from the footwell in front of and behind the rear seat ⇒ ⓘ.
- Remove any objects from the seat well behind the rear seat.
- Pull the release lever *fig. 81* all the way back to release the rear seat backrest.
- Guide the rear seat backrest down by hand until it lies flat on the seat frame ⇒ ⚠.
- Adults or children should not ride in the rear seat when the rear seat is folded forward ⇒ ⚠.
- Close the trunk lid.

Folding the third row seats back

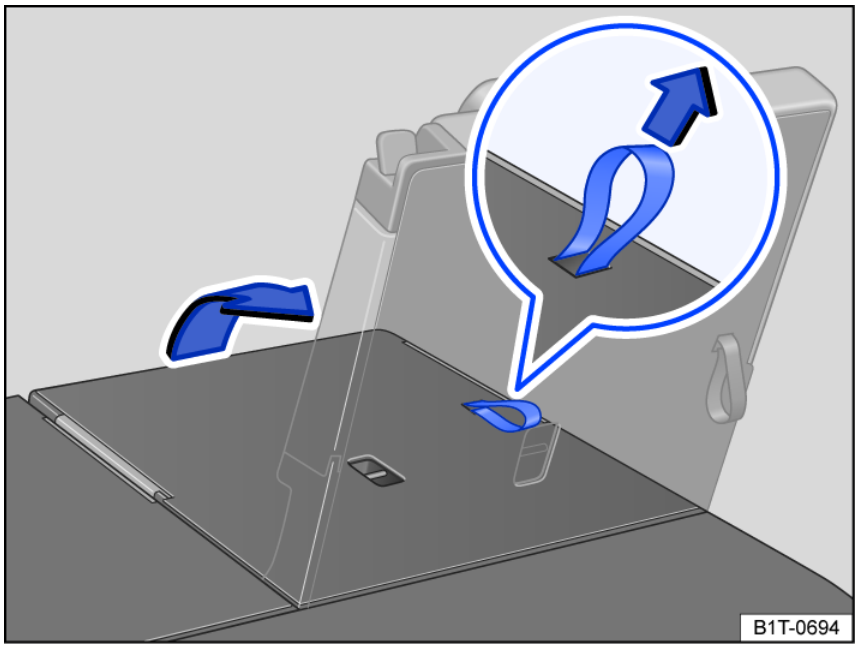


Fig. 82 Third row seat: folding the rear seat back.

- Open the trunk lid.
- Pull on the loop on the rear seat backrest *fig. 82* to fold the rear seat backrest back. **OR**: fold the rear seat backrest back from the passenger compartment.
- The red marking on the release lever *fig. 82* must not be visible.
- Pull and press on the rear seat backrest to make sure that it is latched in place ⇒ ⚠.
- Install the luggage compartment cover again if necessary.
- Close the trunk lid.

⚠ WARNING

Uncontrolled or unintentional folding of the rear seat backrests can cause serious injuries.

- 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 parts of the body out of the area where the seat hinges and seat locking mechanism are moving when folding the backrest forward and back.
- Floor mats or other objects can become caught in the hinges on the rear seat backrest or seat. This can prevent the rear seat backrest or rear seat from locking when folded into the upright position.
- Each rear seat backrest must always be locked in the upright position to ensure that the safety belts in the rear seats can provide the maximum protection. If a seat is used without the backrest being latched in place, the passenger will move forward with the backrest in the event of sudden braking and driving maneuvers or a collision.
- Never allow adults or children to sit in a rear seat if the backrest for that seat is folded forward or is not latched in place.
- A red marking on the release lever *fig. 81* indicates that the rear seat backrest is not latched. The red marking must not be visible when the backrest is latched.

ⓘ 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 the objects before folding the seat forward or back.
- Objects in the seat well behind the third row seats can be damaged when the third row seats are folded forward or back. Remove the objects before

folding the seat forward or back.

- Securing elements and cover mounts that are secured on the rail system can be damaged when the third row seats are folded forward or back, which can cause damage to the rear seats. Remove the securing elements and cover mounts from the rail system before folding the seats forward or back.

Head restraints

Introduction

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

All seats are equipped with head restraints. The center rear head restraint (depending on the vehicle equipment) is only intended for the center seat on the rear bench seat. Therefore do not install this head restraint in any other position.

There are notches in the head restraint supports so that they can be locked in different positions. Only head restraints which are correctly mounted can lock into the notches within the adjustable range. To prevent the head restraints from being removed unintentionally after mounting, there are stops at the top and bottom of the adjustable range.

Correct head restraint adjustment

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

Head restraint adjustment for shorter persons

Slide the head restraint all the way down, even if the head is then below the upper edge of the head restraint. When the head restraint is in the lowest position, there may be a small gap between the head restraint and the backrest.

Head restraint adjustment for taller persons

Move the head restraint up all the way.

⚠ WARNING

Driving with head restraint that have been removed or adjusted incorrectly increases the risk of serious or fatal injuries in the event of an accident or sudden driving and braking maneuvers.

- If a person is sitting in a seat, only drive with the head restraints correctly installed and adjusted on that seat.
- To reduce the risk of neck injuries in an accident, every occupant in the vehicle, including the driver, must have the head restraint adjusted correctly according to their body size. To do this, the upper edge of the head restraint must be 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 and centered to the head restraint.
- Never adjust the head restraint while driving.

NOTICE

When removing and installing the head restraints, make sure the head restraint does not hit the headliner, the front seat backrest, or other vehicle components. Otherwise, damage could result.

Adjusting the head restraints

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

Adjusting the height of the head restraints

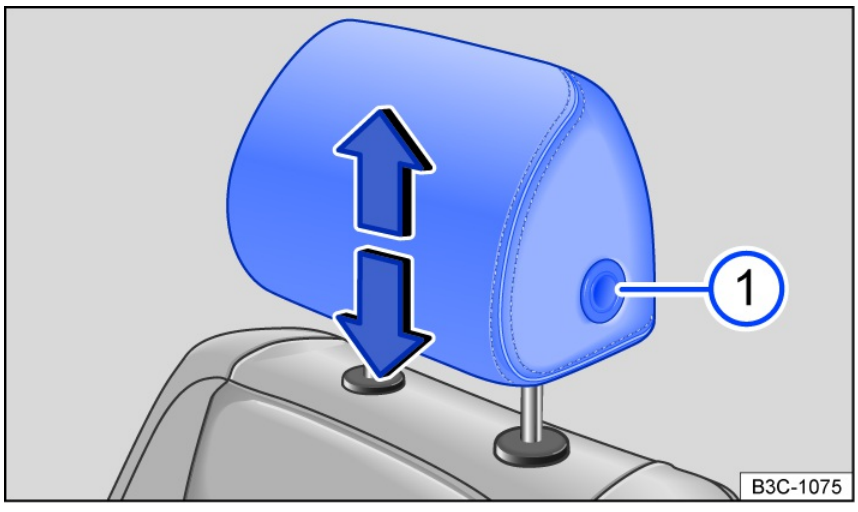


Fig. 83 Adjusting the front head restraint.

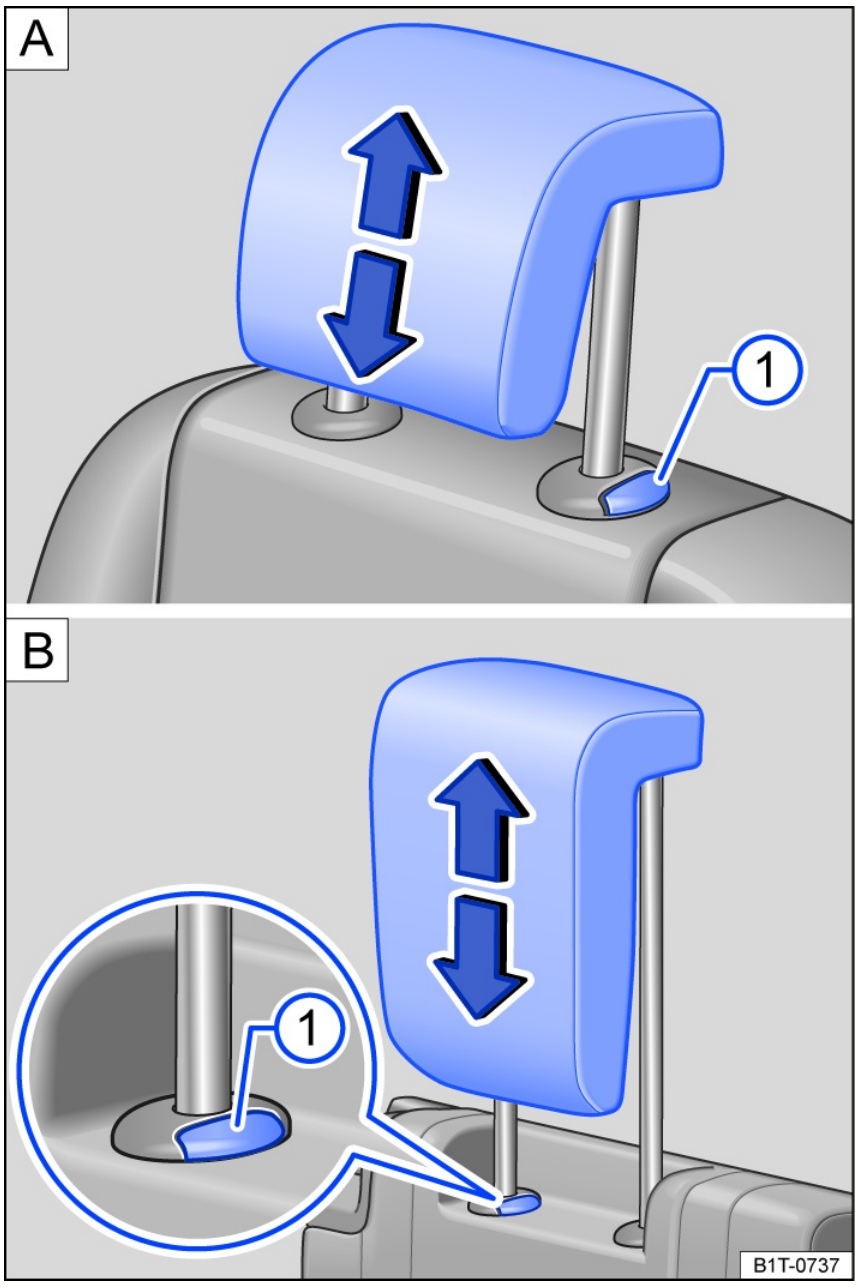


Fig. 84 Adjusting the rear head restraints: A second row seat, B third row seat.

- If necessary, slide the head restraint upward or downward in the direction of the arrow and when pressing the *fig. 83*(1) or *fig. 84*(1) button.

The head restraint must lock securely into place. There are two possible positions in the second row seats and one possible position in the third row seats.

Removing and installing the head restraints

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

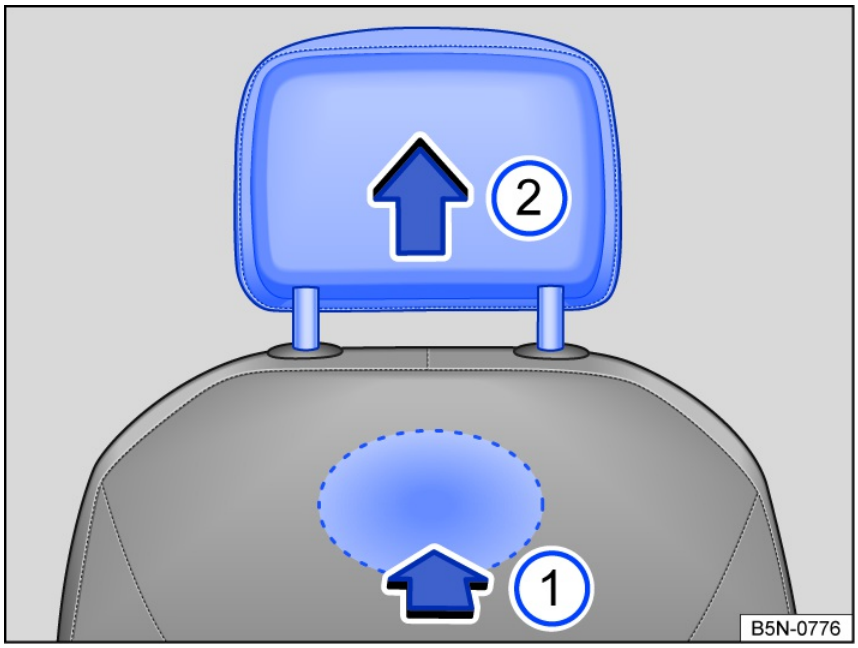


Fig. 85 Front head restraints: removing.

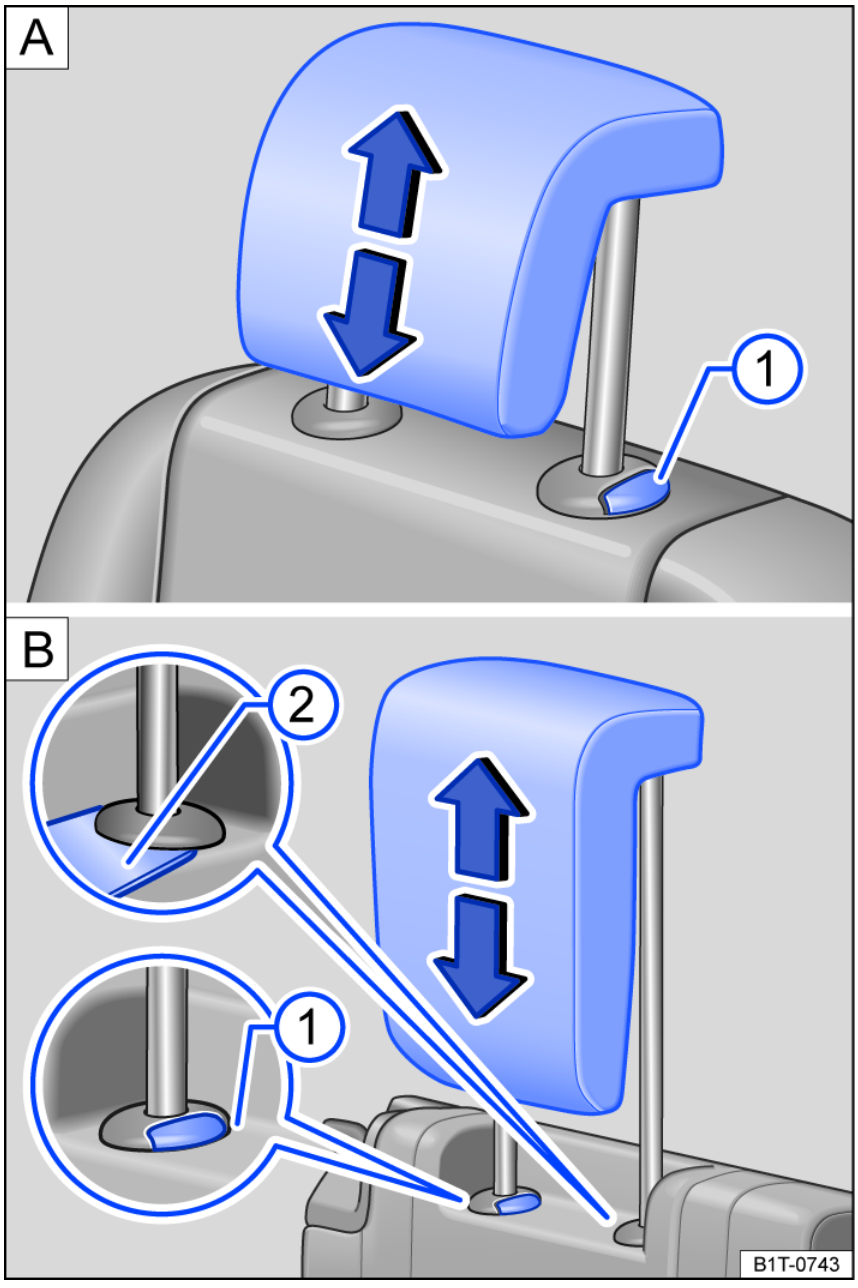


Fig. 86 Rear head restraint: removing.

Removing the front head restraints

- Lower the head restraint if necessary.

- To release, find the notch on the rear side in the marked area, push inwards in the direction of the arrow *fig. 85* and hold.
- Remove the head restraints in the direction of the arrow *fig. 85*.

Installing the front head restraints

- Position the head restraint correctly above the head restraint guides and insert into the guides on the seat backrest.
- Slide the head restraint downward until it engages into the guide rods.
- Adjust the head restraint to the correct position.

Remove the rear head restraint (second seat row)

- If necessary, adjust the seat backrest so that the head restraint can be removed.
- Slide the head restraint all the way upward.
- Pull the head restraint all the way out while pressing the *fig. 86* button.

Removing the rear head restraint (third seat row)

- Release the rear seat bench backrest and fold it slightly forwards ⇒ *Folding the rear bench seat backrest forward or backward* .
- If necessary, adjust the seat backrest so that the head restraint can be removed.
- Slide the head restraint all the way upward ⇒ 🕮 *Introduction*.
- To assist release where necessary, insert a flat object, e.g. a plastic card *fig. 86* between the backrest cover and the cap of the head restraint guide pin.
- Pull the head restraint all the way out while pressing the *fig. 86* button fully.

Installing the rear head restraints

- Release the rear seat bench backrest and fold it slightly forwards ⇒ *Folding the rear bench seat backrest forward or backward* .
- Position the head restraint correctly above the head restraint guides and insert into the guides on the seat backrest.
- Push the head restraint downward while pressing the *fig. 86* button.
- Fold the rear bench seat backrest toward the rear and lock it securely into place.

Seat functions

Center armrest

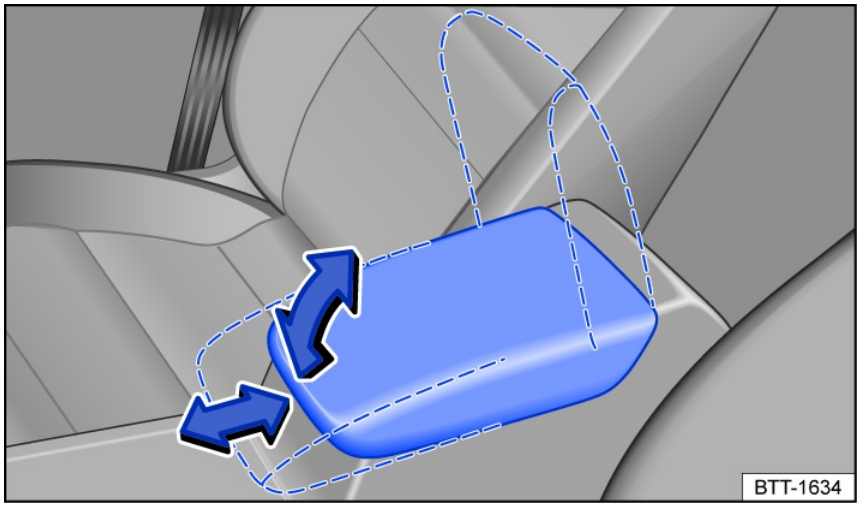


Fig. 87 Front center armrest (variant 1).

Front center armrest

- To *lift*: Pull the center armrest up to the detents in the direction of the arrow *fig. 87*.
- To *lower*: Pull the center armrest up fully. Then press the center armrest down.
- *Fore-and-aft adjustment*: slide the center armrest in the direction of the arrow all the way forwards *fig. 87* or rearwards.

Depending on vehicle equipment, there may be a storage compartment located under the center armrest.

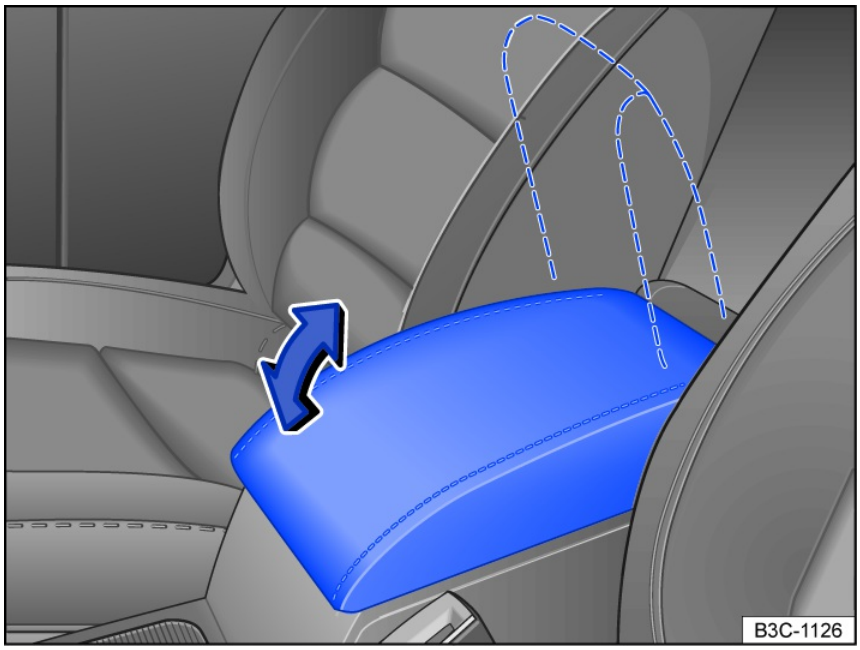


Fig. 88 Front center armrest (variant 2).

Front center armrest

Depending on vehicle equipment, there may be a storage compartment located under the center armrest.

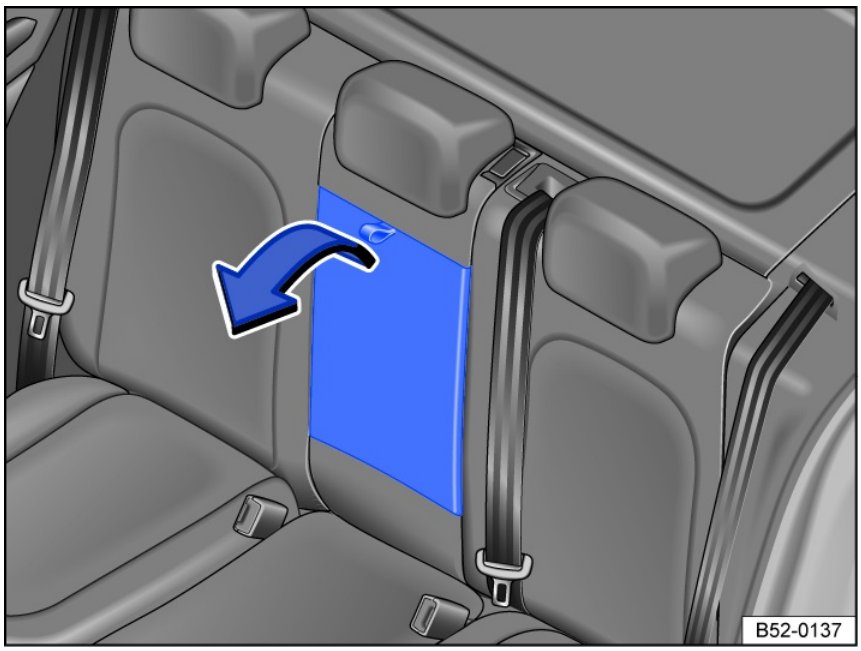


Fig. 89 Rear center armrest

Rear center armrest

There may be a folding armrest in the backrest of the rear center seat.

- To *fold out*: pull the loop in the direction of the arrow *fig. 89*.
- To *fold back*: fold the center armrest upward in the opposite direction of the arrow *fig. 89* 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

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 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.

⚠ WARNING

To reduce the risk of injuries while driving, the rear center armrest must always be folded up.

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

Third row seat entry assistance

To make it easier to enter and exit the third row seats in vehicles with seven seats, the outer seats in the second row can be folded forward.

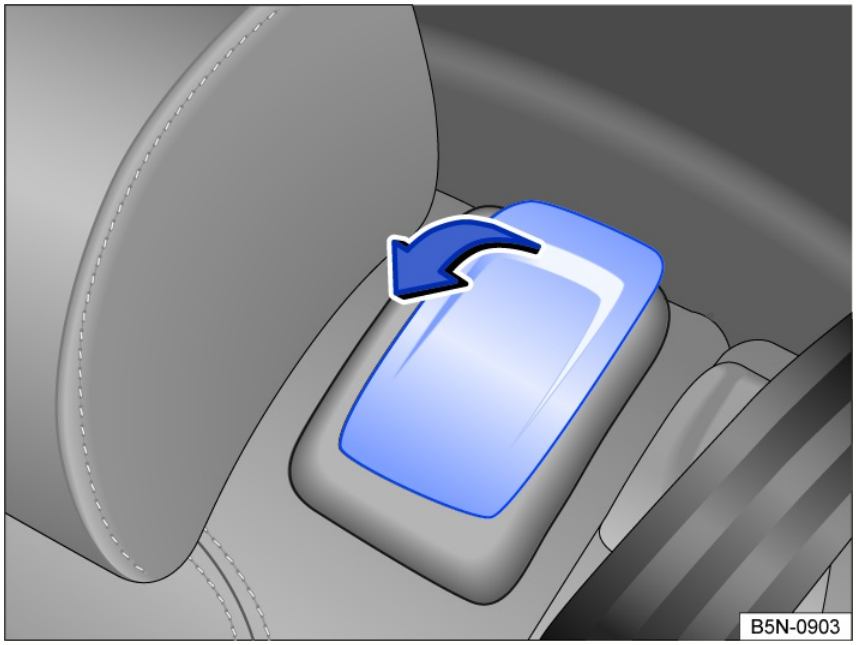


Fig. 90 Second row seats: entry assistance controls.

Folding second row seats forward

- Remove any objects from the footwell in the second row of seats ⇒ ⚠.
- Move the head restraints all the way down.
- Pull the lever *fig. 90* forwards in the direction of the arrow, fold the rear seat backrest forwards and push the seat forwards.
- Enter and exit carefully ⇒ ⚠.

Folding the second row seats back

- Move the rear seat all the way back.
- Pull the lever *fig. 90* and fold the rear seat backrest back into the upright position. The entire rear seat will fold back ⇒ ⚠.

The rear seat must be securely engaged and the red marking on the seat rail must no longer be visible. ⇒ ⚠.

⚠ WARNING

Careless or unintended use of the entry assistance can cause accidents and serious injuries.

- Never use entry assistance while driving.
- Do not allow the seat belt to be pinched or damaged when folding the rear seat back.
- Keep hands, fingers, feet, and other parts of the body out of the area where the seat hinges and seat locking mechanism are moving when folding the backrest forward and back.
- Floor mats or other objects can become caught in the hinges on the rear seat backrest or seat. This can prevent the rear seat backrest or rear seat from latching when folded into the upright position.
- Each rear seat backrest must always be locked in the upright position to ensure that the safety belts in the rear seats can provide the maximum protection. If a seat is used without the backrest being locked in place, the passenger will move forward with the backrest in the event of sudden braking and driving maneuvers or a collision.
- A red marking on the seat rail indicates that the rear seat backrest is not securely engaged. The red marking must not be visible when the backrest is engaged.
- Never allow adults or children to sit in a rear seat if the backrest for that seat is folded forward or is not latched in place.
- Never support yourself on or hold onto the seat that is folded forward in the second row when entering and exiting.

⚠ WARNING

If child restraints are installed in all of the second row seats, it may not be possible for someone in the third row to fold the second row seats forward in the event of an accident. Passengers sitting in the third row seats will not be able to exit the vehicle by themselves or help themselves in an emergency.

- Never install child restraints on all seats in the second row if any passengers will be riding in the third row.

NOTICE

Before folding the rear seat backrests forward or back, adjust the front seats so that the head restraints or cushions on the rear seat backrests will not run into the front seats.

NOTICE

Objects in the footwell in the second row can be damaged when the rear seat is folded forward. Remove the objects before folding the seat forward.

Memory function

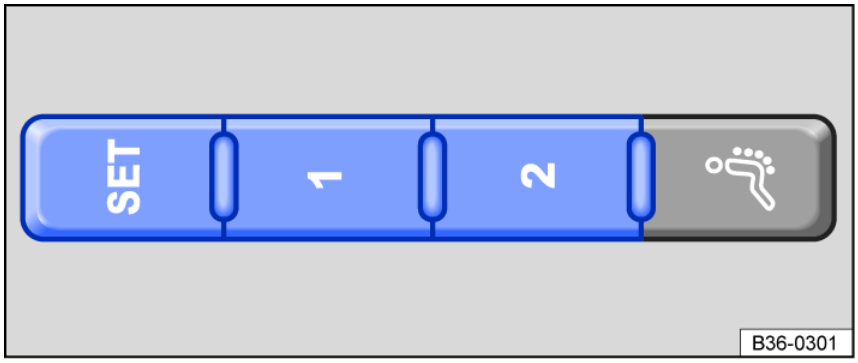


Fig. 91 On the outer side of the driver's seat: memory buttons.

Memory buttons

Driver seat and outside mirror settings can be saved and called up using the memory buttons.

Storing the driver's seat and outside mirror settings for driving forward

- Set the electronic parking brake.
- Shift the transmission to neutral.
- Switch the ignition on.
- Adjust the driver's seat and outside mirror.
- Press and hold the SET button for several seconds *fig. 91*.
- Press the desired memory button within approximately ten seconds. A chime will confirm that the settings were saved.

Storing the front passenger's outside mirror settings for driving in reverse

- Set the electronic parking brake.
- Shift the transmission to neutral.
- Switch the ignition on.
- Press the desired memory button *fig. 91*.
- Select the reverse gear.
- Adjust the front passenger's outside mirror so that the edge of the curb can be seen clearly, for example.

The selected mirror position will be stored automatically and assigned to the vehicle key that was used to unlock the vehicle.

Recalling driver's seat and outside mirror settings

- When the vehicle is stationary, the ignition is switched off, and a door is open, press the respective memory button 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.

  OR: when the ignition is switched on or the door is closed, press and hold the respective memory button until the stored position is reached.

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. 10 mph (approx. 15 km/h) or when you turn the knob for the outside mirrors from the **R** position to another position.

If the driver's door is opened more than approximately ten minutes after the vehicle is unlocked, then the driver's seat and the outside mirrors will not be adjusted automatically.

Front seat convenience entry function

When you open the driver door, the driver seat automatically moves to a position that enables you to enter and exit the vehicle with ease.

The driver seat automatically returns to its original position once you have closed the driver door and switched on the ignition.

The front seat convenience entry function can be enabled and disabled in the Infotainment system.

⚠ WARNING

Improper use of seat functions can cause injuries.

- Assume the correct seating position before pulling away and remain that way while driving. 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.

[1)] Only if personalization has been activated.

Massage feature



Fig. 92 In the lower part of the driver seat: Massage function button.

For the massage function, the lumbar support moves and massages the lumbar area of your back.

The lumbar support cushioning can be individually adjusted during operation by pressing repeatedly on the corresponding switch ⇒ *Adjusting power front seats*.

Switching the massage function on or off

To switch on, push the button in the seat control panel. Press the button again to switch off.

After around ten minutes the massage function switches off automatically.

⚠ WARNING

Improper use of seat functions can cause injuries.

- Assume the correct seating position before pulling away and remain that way while driving. This also applies to all passengers.
- Only switch the massage function on and off when the vehicle is 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.

Lights

Turn signals

Switching the turn signals on and off

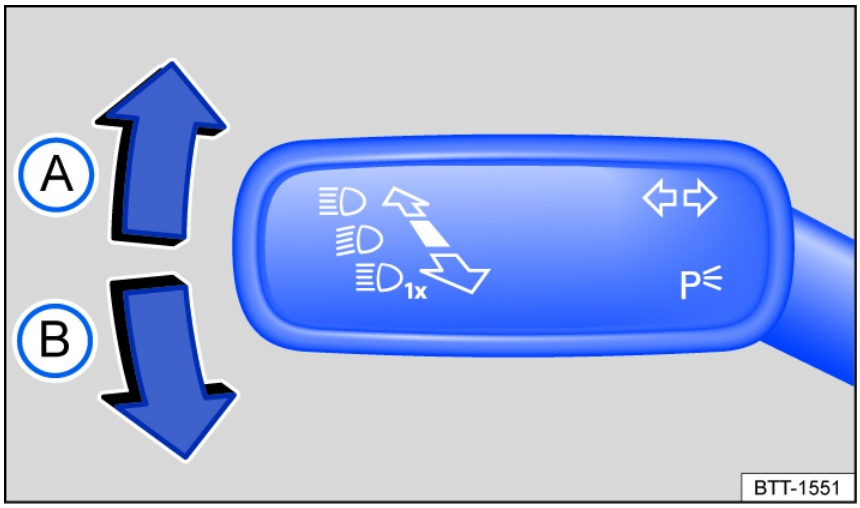


Fig. 93 On the left side of the steering column: turn signal and high beam lever.

- Switch on the ignition.
- Move the turn signal and high beam lever from the center position to the following position *fig. 93*:
  - (A) Right turn signal ➡.
  - (B) Left turn signal ⬅.
- Move the turn signal and high beam lever back to the original position to turn off the turn signal.

If there is no sound when the turn signal is on, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the vehicle inspected.

3-blink turn signal

To use the 3-blink turn signal, move the turn signal and high beam lever upward or downward to the pressure point and then release the lever. The turn signal will blink three times.

To stop the 3-blink turn signal before it ends, move the turn signal and high beam lever immediately to the pressure point in the opposite direction and release.

The 3-blink turn signal can be activated and deactivated in the vehicle settings in the Infotainment system ⇒ *Vehicle settings menu*.

⚠ WARNING

Using the turn signals incorrectly, not using the turn signals, or forgetting to turn the turn signal off can mislead other road users. This can cause accidents and serious injuries.

- Always use the turn signals correctly when changing lanes, passing, or turning.
- Switch the turn signal off again once you have finished changing lanes, passing, or turning.

The emergency flashers also work when the ignition is switched off ⇒ *In case of an emergency*.

Headlights

Switching the lights on and off

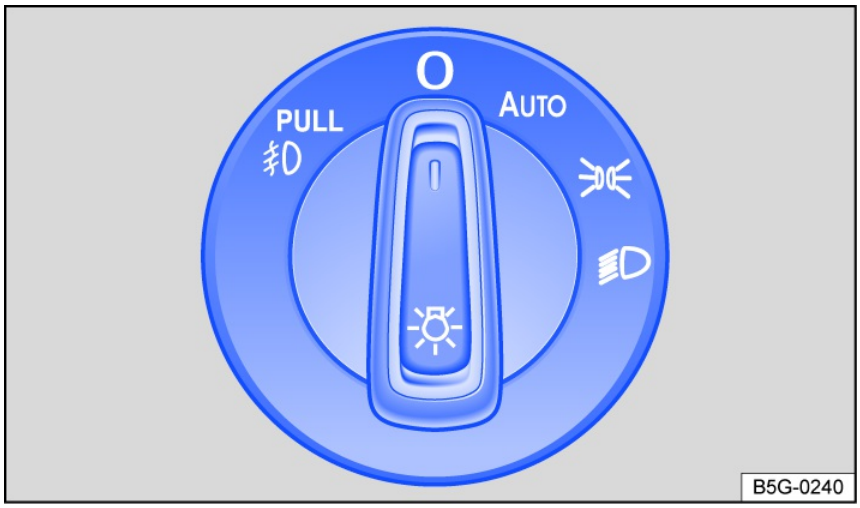


Fig. 94 Next to the steering wheel: light switch (one version).

Switching the lights on

- Switch on the ignition.
- Turn the light switch to the desired position:

O The daytime running light is switched on.

AUTO Automatic headlight control: the headlights will switch on or off depending on the brightness and weather conditions ⇒ ⚠, ⇒ *Light functions*.

The parking lights and daytime running lights are turned on. The green symbol in the light switch turns on.

The low beam headlights are switched on.

Switching the lights off

- Switch the ignition off.
- Turn the light switch to the desired position:

O The lights are switched off.

AUTO The orientation lighting can be switched on ⇒ *"Exit lighting" and "Entry lighting" function (orientation lighting)* .

The parking lights or continuous parking light on both sides of the vehicle are switched on ⇒ *Switching the continuous parking light on both sides of the vehicle on and off*. The green symbol in the light switch turns on.

Low beam headlights are switched off - As long as the vehicle key remains in the ignition lock or if the driver's door is closed on vehicles with Keyless Access, the parking lights remain on.

Daytime running lights

The optional daytime running lights can increase the visibility of your vehicle in traffic during the daytime.

The daytime running light turns on automatically every time the ignition is switched on if the light switch is in the **O**, or **AUTO** position (if brightness detected).

Daytime running lights parking function

Depending on the equipment, the vehicle may have a daytime running lights parking function to turn off the daytime running lights temporarily when the ignition is switched on.

Switch off the daytime running lights:

- Switch the ignition on.
- Turn the light switch to the **O** position.
- Set the electronic parking brake.

Switch on the daytime running lights:

- Switch off the electronic parking brake.

⚠ WARNING

Accidents and serious injuries may occur if the road is not well lit and the vehicle cannot be seen by others on the road, or is very difficult to see.

- The light assistance systems are only aids. The driver is always responsible for turning on the correct vehicle lighting.
- Always turn on the low beam headlights in the dark, in the fog, and when visibility is poor.
- Regularly check that the lighting systems and turn signals are functioning correctly.

⚠ WARNING

The parking lights or daytime running lights are not bright enough to illuminate the road sufficiently and to be seen by other road users.

- Always turn on the low beam headlights in the dark, in the fog, and when visibility is poor.
- The taillights do not switch on with the daytime running lights. A vehicle without its taillights turned on may not be seen by other road users in the dark, in the fog, and when visibility is poor.

⚠ WARNING

Automatic headlight control AUTO only turns the low beam headlights on and off when there are changes in brightness.

- Turn on the low beam headlights manually in certain weather conditions, such as in fog.

When reverse gear is engaged, the cornering lights on both sides of the vehicle will turn on automatically to better illuminate the surroundings while maneuvering.

Switching the fog lights on and off

When the ignition is switched on, the fog lights can be switched on with the light switch in the AUTO positions, parking lights and low beam headlights *⇒ Switching the lights on and off*:

- **Switching on the fog lights :** pull the light switch up to the first level. The green indicator light in the light switch will turn on.
- To switch off the fog lights, push in the light switch or turn to the 0 position.

When the automatic headlight control is switched on AUTO and the fog lights or rear fog lights are switched on, the low beam headlights will also be on regardless of the surrounding brightness.

Light functions

Parking lights

If the parking light function is switched on, both headlights will turn on along with the parking lights, sections of the taillights, the license plate lighting, and the buttons in the center console and in the instrument panel. When the ignition is switched on, the daytime running lights also turn on.

If the vehicle is **not** locked from the outside when the ignition is switched off, the continuous parking lights on both sides of the vehicle will turn on automatically aft approximately ten minutes to reduce the load on the 12 V vehicle battery *⇒ Switching the continuous parking light on both sides of the vehicle on and off* .

Automatic headlight control AUTO

If automatic headlight control AUTO is switched on, the vehicle lighting switches on and off automatically along with the instrument and switch lighting, depending on the lighting conditions. When the lights are turned on, the yellow indicator light turns on.

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*.

Cornering lights

The cornering light turns on automatically when turning slowly or around very tight curves.

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 (6 mph).

If the vehicle is equipped accordingly, the dynamic cornering light can be activated or deactivated in the Vehicle Settings menu of the Infotainment system *⇒ Vehicle settings menu*.

Warning tones when lights are not turned off

If the vehicle key was removed from the ignition lock or the ignition was switched off with the starter button and the driver door was opened, the warning tones will sound under the following conditions:

- With the parking lights switched on.
- If the parking light function is turned on or the fog lights are turned on.

If the “Coming home” function is switched on, the warning tone to indicate that the lights are still turned on will not sound when leaving the vehicle.

Switching the high beam headlights on and off

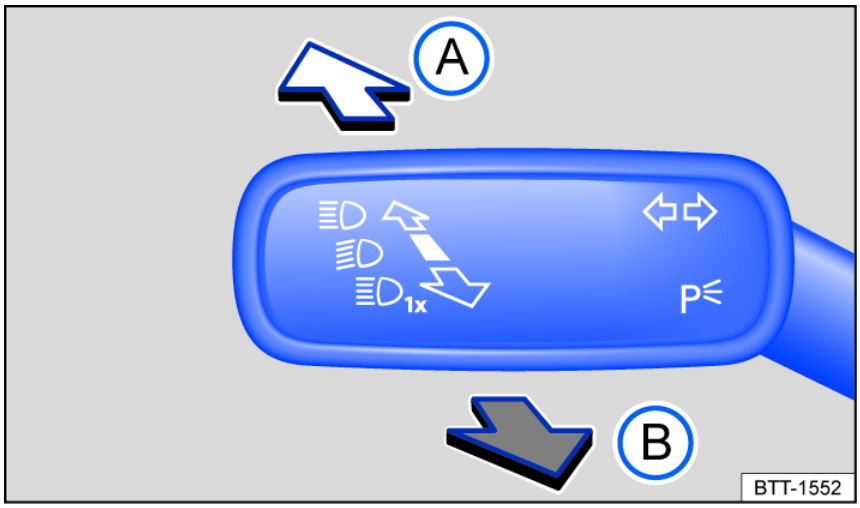


Fig. 95 On the left side of the steering column: turn signal and high beam lever.

- Switch the ignition and the low beam headlights on.
- Move the turn signal and high beam lever from the center position to the following position *fig. 95*:

Ⓐ or : High beam headlights switched on.

Ⓑ Activate the headlight flashers or turn off the high beam headlights. The *headlight flashers* will stay on as long as the lever is pulled.

If the high beam headlights or headlight flashers are turned on, the blue indicator light or will come on in the instrument cluster.

Light Assist

Depending on the equipment, high beam control (Light Assist) may be available ⇒ *Light Assist*.

⚠ WARNING

Using the high beam headlights incorrectly can cause accidents and serious injuries, because the high beams can distract and create glare for other drivers.

Light Assist

Light Assist switches off automatically if the system detects oncoming vehicles or vehicles driving ahead. 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 Light Assist

- Switch on the ignition and the automatic headlight control AUTO.
- Tap the turn signal and high beam lever forward out of the base position.

When Light Assist is switched on, the indicator light in the instrument cluster display will turn on. When high beam control (Light Assist) is active, the blue indicator light for the high beam in the instrument cluster comes on.

Setting the main-beam control sensitivity

Depending on the country, the main-beam control sensitivity can be set in two stages:

- *Increasing the sensitivity:* Pull the turn signal and main beam lever from its original position, forwards, and hold it in this position for around 15 seconds. The indicator light in the instrument cluster flashes three times to confirm.
- *Set sensitivity back to its standard setting:* Pull the turn signal and main beam lever from its original position, forwards, and hold it in this position for around 15 seconds. The indicator light in the instrument cluster flashes three times (briefly) to confirm. **OR:** Switch the ignition off and on again.

Switching off Light Assist

- Switch off automatic headlight control AUTO.
- **OR:** when Light Assist is switched on and active: pull the turn signal and high beam lever backward.
- **OR:** when Light Assist is switched on and **not** active: tap the turn signal and high beam lever forward to switch the high beams on manually. Pull the turn sign and high beam lever backward to switch the high beams off manually if necessary.
- **OR:** switch the ignition off.

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.
- 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 is faulty and the power supply is interrupted.

⚠ WARNING

Do not allow the increased convenience provided by the Light Assist to tempt you into taking risks. The system cannot replace the driver's attention.

- Always be prepared to control the headlights yourself and to adapt to the lighting, visual, and traffic conditions.
- Light Assist may not detect all traffic situations correctly and the function may be restricted in certain situations.
- 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.

NOTICE

To avoid impairing the function of the system, note the following points:

- The camera view area should be cleaned regularly and kept free of snow and ice.
- Do not cover the camera view area.
- Regularly check the windshield for damage in the camera lens area.

Switching the continuous parking light on both sides of the vehicle on and off

When the continuous parking lights on both sides of the vehicle are switched on, both headlights will turn on as well as the parking lights and sections of the taillights.

Switching on the continuous parking lights on both sides of the vehicle:

- When the ignition is switched on, turn the light switch to the position.
- Switch the ignition off.
- Lock the vehicle from the outside.

Automatic parking light deactivation

The vehicle can detect when the 12-volt vehicle battery is running low, and switches off the side or parking lights in good time (but after no less than 2 hours) to leave enough power to restart the engine.

If the battery does not have enough capacity for the side or parking lights to run for 2 hours, the 12-volt vehicle battery may drain to such an extent that the engine may not be able to start .

⚠ WARNING

If the vehicle is stopped without enough lighting so that the vehicle cannot be seen or is difficult for others on the road to see, this can cause accidents and serious injuries.

- Always stop the vehicle safely and with enough lighting. Follow the applicable legal regulations.

“Exit lighting” and “Entry lighting” function (orientation lighting)

When you are entering and exiting the vehicle in the dark, the “Exit lighting” and “Entry lighting” function illuminates the immediate area around the vehicle.

The lighting time can be adjusted in the vehicle settings in the Infotainment system and the function can be activated or deactivated ⇒ *Vehicle settings menu*.

Switching the “Exit lighting” function off

- Turns off automatically after the set lighting time has elapsed.
- **OR:** automatically if a vehicle door or the trunk lid is opened approximately 30 seconds after switching on.

- **OR:** switch off the lights.
- **OR:** switch on the ignition.

Switching the “Entry lighting” function on

- Unlock the vehicle when the automatic headlight control AUTO is switched on and the rain/light sensor detects *darkness*.

Switching the “Entry lighting” function off

- Turns off automatically after the lighting time has elapsed.
- **OR:** lock the vehicle.
- **OR:** switch off the lights.
- **OR:** switch on the ignition.

Headlight range control

The headlight range must always be adapted to the vehicle load level. This provides the driver with the best possible visibility and oncoming traffic is not dazzled. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance to determine if your vehicle is equipped with headlight range control.

Without headlight range control

The light cone of the low beam headlight must be adapted to the vehicle load level by an authorized Volkswagen dealer or authorized Volkswagen Service Facility ⇒ ⚠.

Dynamic headlight range control

The headlight range automatically adjusts to the vehicle load when the headlights are switched on ⇒ ⚠.

⚠ WARNING

Heavy objects in the vehicle can cause the headlights to dazzle and distract other road users. This can cause accidents and serious injuries.

- Always adapt the light cone to the vehicle load level so that other road users are not dazzled.

⚠ WARNING

If the dynamic headlight range control fails or malfunctions, the headlights may create glare and distract other road users. This can cause accidents and serious injuries.

- Have the headlight range control inspected immediately by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Adjusting headlights (travel mode)

When traveling in countries that drive on the opposite side of the road from your home country, the asymmetric low beam headlights can dazzle oncoming traffic. Therefore, when driving in such countries, certain headlight variants must be adjusted, or certain areas of the headlight lens must be masked off. For further information, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends having this done by your authorized Volkswagen dealer.

The foils must be used for only 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.

Troubleshooting

Turn signal indicator light

The green indicator light blinks.

If a turn signal light on the vehicle is not working, the indicator light will blink twice as fast.

- Check the lights and replace any bulbs as necessary ⇒ 🕮 *Introduction*.
- If the malfunction continues, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Trailer turn signal indicator light (for trailer hitch installed at the factory)

The green indicator light blinks.

If a trailer turn signal or the entire trailer light system is out, the indicator light will turn off.

- Check the lights and replace any bulbs as necessary ⇒ 🕮 *Introduction*.
- If the malfunction continues, contact 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.

- Check the lights and replace any bulbs as necessary ⇒ 🕮 *Introduction*.
- If the malfunction continues, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Rain/light sensor malfunction

The yellow indicator light turns on.

In the AUTO light switch position, the vehicle lighting will not turn on or off automatically.

- Switch the ignition off and on.
- If the malfunction continues, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Dynamic cornering light

When travel mode is activated, the dynamic cornering light does not function ⇒ *Adjusting headlights (travel mode)*.

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. Get professional assistance.

Interior lighting

Instrument and switch illumination

You can adjust the instrument and switch lighting brightness and the basic brightness of the head-up display in the vehicle settings in the Infotainment system ⇒ *Vehicle settings menu*.

The selected brightness will automatically adjust to the changing brightness in the vehicle.

If the automatic headlight control AUTO is switched on, a sensor switches the low beam headlights and the instrument and switch lighting on and off automatically based on outside brightness.

The instrument illumination for the needles and dials turns on when the ignition is on and the lights are off. The lighting for the gauges reduces automatically and eventually turns off as brightness outside increases. This function should remind the driver to turn off low beam headlights at the right time, such as when driving through tunnels.

Interior/reading lights, ambient lighting

Press the applicable button:

REAR	Switch the rear interior lights on or off.
	The interior lights switch on automatically when the vehicle is unlocked, a door is opened, or the vehicle key is removed from the ignition lock.
	Switch the reading lights on or off.

Glove compartment and luggage compartment lights

When opening and closing the glove compartment or trunk lid, a light will turn on or off.

Ambient lighting

Depending on vehicle equipment, ambient lighting can provide indirect lighting in various areas of the vehicle interior.

The footwell can also be illuminated.

The brightness and, depending on the vehicle equipment, the color of the ambient lighting, can be adjusted in the vehicle settings in the Infotainment system ⇒ *Vehicle settings menu*.

The lights turn off when the vehicle is locked or several minutes after the vehicle key is removed from the ignition lock. This reduces the risk of the 12 V vehicle battery being drained.

Visibility

Window wipers

Operating the windshield wiper lever

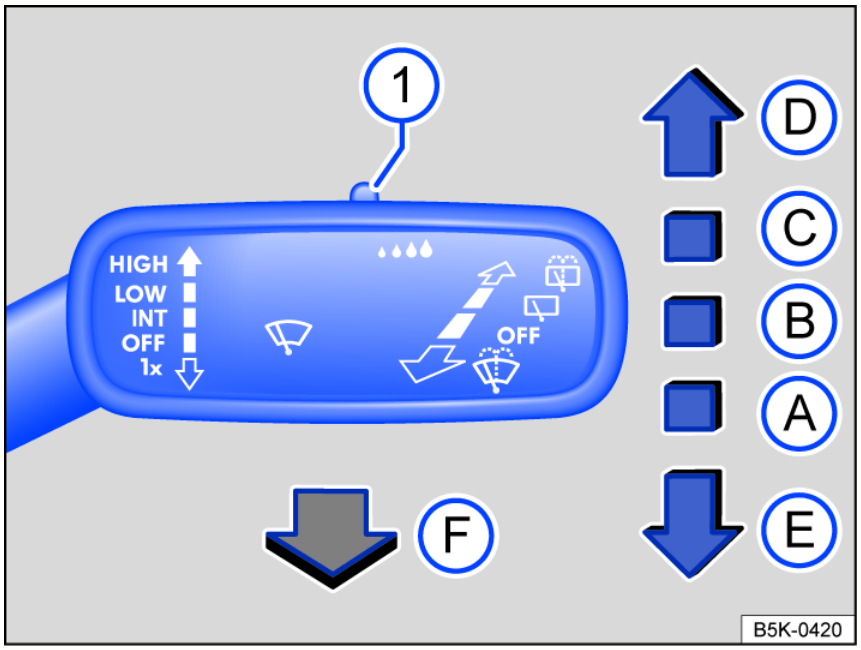


Fig. 96 On the right side of the steering column: operating the windshield wipers.

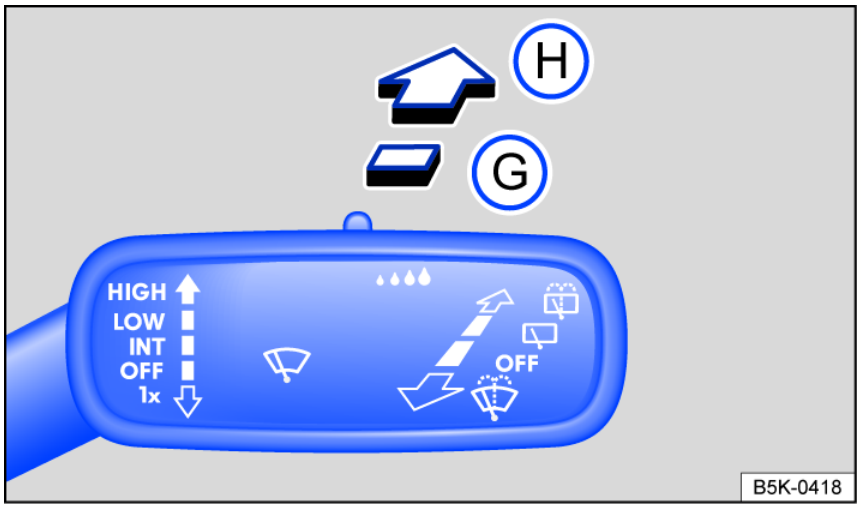


Fig. 97 On the right side of the steering column: operating the rear window wiper.

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. Press and hold the lever down longer to wipe faster.

(F) Pull the lever to activate the automatic wiper/washer system to clean the windshield. While the wiper/washer system is active, the Climatronic system switches to recirculation mode for approximately 30 seconds to help prevent the washer fluid odor from entering the vehicle interior.

(1) Switch for interval levels (vehicles without rain/light sensor) or to adjust the sensitivity of the rain/light sensor.

(G) Interval wiping for the rear window. The wiper moves approximately every six seconds.

(H) Press the lever to activate the automatic wiper/washer system to clean the rear window.

⚠ WARNING

Without the sufficient freeze protection, washer fluid can freeze on the window glass and reduce visibility.

- Only use the washer system with sufficient freeze protection in winter temperatures.
- Never use the windshield washer system in winter temperatures if the windshield has not been warmed up with the windshield defroster or ventilation system. Otherwise, the freeze protection mixture can freeze on the windshield and limit visibility.

⚠ WARNING

Worn or dirty wiper blades reduce visibility and increase the risk of accidents and serious injuries.

- Always replace wiper blades if they are damaged or worn and are no longer cleaning the window glass sufficiently ⇒ *Cleaning and changing wiper blades*.

NOTICE

To reduce the risk of damage to the windshield, wiper blades, and the windshield wiper motor, make sure of the following before driving and **before switching on the ignition**:

- The windshield wiper lever is in the off position.
- Snow and ice have been removed from the windshield wipers and the windshield.
- Wiper blades that have frozen onto the windshield have been carefully loosened from the windshield. Volkswagen recommends using a deicing spray for this.

NOTICE

Do not turn on the windshield wipers when the window glass is dry. The window glass can be damaged if wiper blades wipe a dry window.

The activated wiper speed temporarily changes to the next lower speed when the vehicle is stationary.

When parking the vehicle in cold weather conditions, moving the windshield wipers to the service position may be helpful for loosening the wiper blades more easily from the windshield ⇒ *Service position*.

Wiper function

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.

Heated windshield wiper field

If the windshield wipers are in their initial position, they can be heated at temperatures of +4 °C (+39 °F) or colder, depending on the vehicle equipment. This function is switched on automatically once the defrost function or rear window defroster is switched on or the vehicle is started via the remote start function. The function switches off automatically if the vehicle is moved or after the windshield wiper has been heated for a few minutes.

Headlight washer system

The headlight washer system cleans the headlight lenses and is only active if the low beam headlight or high beam headlight is switched on. If the washer fluid shortage indicator light lights up, the headlight washer system will not be switched on ⇒ *Troubleshooting*.

Once the ignition is switched on, the headlights will be washed the first time and then every tenth time the automatic wash and wipe system is activated. Stubborn dirt such as insect remains should be cleaned from the headlight lenses at regular intervals.

To ensure that the headlight washer system continues to operate even in winter, remove any snow from the headlight washer system covers in the bumper before use. If necessary, remove ice with a de-icer spray.

Rain/light sensor

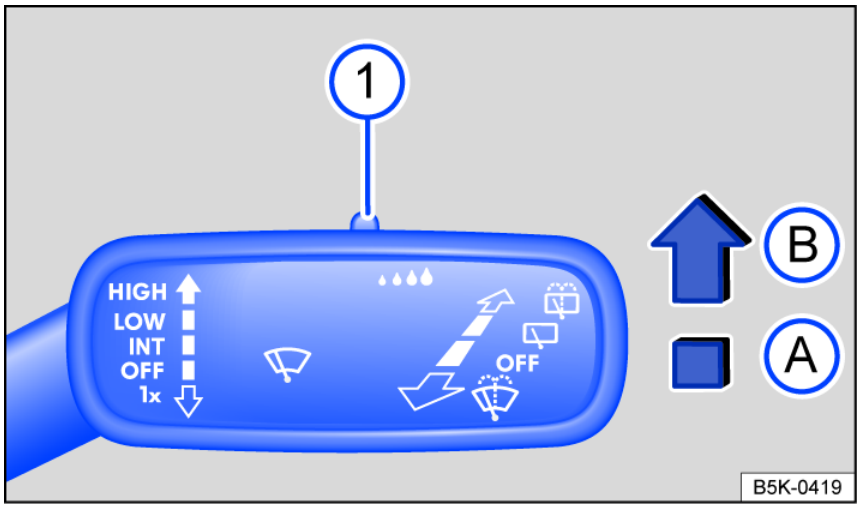


Fig. 98 On the right side of the steering column: windshield wiper lever.

When switched on, the rain/light sensor automatically shortens or lengthens the delay between wiping cycles depending on how hard it is raining.

Activating and deactivating the rain/light sensor

Press the lever into the desired position *fig. 98*:

- Position (A) - rain/light sensor deactivated.
- Position (B) - rain/light sensor activated, automatic wiping as necessary.

Automatic wiping can be activated and deactivated in the vehicle settings in the Infotainment system ⇒ *Vehicle settings menu*.

If automatic wiping is deactivated in the Infotainment system, the interval time will be set in fixed stages.

Adjusting the sensitivity of the rain/light sensor

The sensitivity of the rain/light sensor can be manually adjusted with the switch in the windshield wiper lever *fig. 98* (1) ⇒ ⚠.

- Move the switch to the right – high sensitivity.
- Move the switch to the left – low sensitivity.

⚠ WARNING

The rain/light sensor cannot detect all precipitation sufficiently and activate the windshield wipers accordingly.

- If necessary, switch on the windshield wipers manually if water on the windshield is impairing visibility.

Troubleshooting

Washer fluid level too low

The yellow indicator light turns on.

Fill the washer fluid reservoir ⇒ *Washer fluid*.

Windshield wiper malfunction

The yellow indicator light turns on.

The windshield wipers are not working.

- Switch the ignition off and on.
- If the malfunction continues, contact 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.

- Switch the ignition off and on.
- If the malfunction continues, contact 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 th

wiper intervals, or cause fast wiping time.

- **Insects:** insects hitting the windshield may trigger the wipers.
- **Salt streaks:** salt streaks on the windshield from driving in the winter can cause the wipers to wipe more frequently or continuously on a window that is almost dry.
- **Dirt:** dried dust, wax, any other build-up on the windshield (lotus effect), or washing product residue (car wash) can lower the sensitivity of the rain/light sensor and cause it to react too slowly or not at all. Clean the sensor area for the rain/light sensor regularly and check the wiper blades for damage ⇒ *Exterior care and cleaning*.
- **Crack in the windshield:** if a stone strikes and chips the sensor area while the rain/light sensor is on, this will trigger a wiper cycle. After that, the rain/light sensor will detect this irregularity on the sensor surface and react to it. Depending on the size of the chip, the reaction behavior of the rain/light sensor may or may not change.

If there is an obstacle for the wipers on the window glass, the wipers will attempt to remove it. If it continues to block the wipers, the wipers will stop moving. Remove the obstacle and switch the wipers on again.

Mirrors

General safety precautions

Using the outside mirrors and the interior rearview mirror, the driver can observe traffic and adjust their driving based on traffic.

For driving safety, it is important that the driver adjusts the outside mirrors and the interior rearview mirror correctly before starting to drive.

It is not possible to oversee the entire side and rear area of the vehicle by looking in the outside and interior rearview mirrors. These areas that are not visible are called blind spots. Other road users and objects could be in the blind spot.

⚠ WARNING

Adjusting the outside mirrors and interior rearview mirror while driving can distract the driver. This can cause accidents and serious injuries.

- Adjust the outside mirrors and interior rearview mirror only when the vehicle is stationary.
- When parking, changing lanes, passing, and turning, always pay attention to the surroundings, because other road users and objects could also be in the blind spot.
- Always make sure that the mirrors are adjusted correctly and visibility to the rear is not limited by ice, snow, fog, or other objects.

⚠ WARNING

Inaccurate prediction of distance to vehicles behind you can cause accidents and serious injuries.

- Curved mirror surfaces (convex or aspheric) enlarge the field of vision and allow objects in the mirror to appear smaller and farther away.
- Using the curved mirrors to estimate the distance from vehicles behind you when changing lanes is not precise and may cause accidents and serious injuries.
- Use the interior rearview mirror as much as possible to more accurately determine the distance to vehicles or other objects behind you.
- Make sure there is sufficient visibility of the area behind the vehicle.

⚠ WARNING

An automatic dimming rearview mirror contains an electrolyte fluid that can leak out if the mirror glass breaks.

- The leaking electrolyte fluid can irritate the skin, eyes, and respiratory organs, especially in individuals with asthma or similar illnesses. Immediately try to exit the vehicle to get fresh air. If this is not possible, open all the windows and doors.
- If the electrolyte fluid comes into contact with the eyes and/or skin, rinse the affected area immediately for at least 15 minutes with a lot of water and contact a doctor.
- If the electrolyte fluid comes into contact with shoes and/or clothing,clean them immediately for at least 15 minutes with a lot of water. Clean the shoes and clothing thoroughly before wearing again.
- If electrolyte fluid is swallowed, rinse out the mouth with a lot of water for at least 15 minutes. Do not induce vomiting unless it is ordered by a doctor. Call for medical assistance immediately.

NOTICE

If the glass on an automatic dimming mirror breaks, electrolyte fluid can leak out. This fluid damages plastic surfaces. Remove the fluid as soon as possible, like with a wet sponge.

Interior rearview mirror

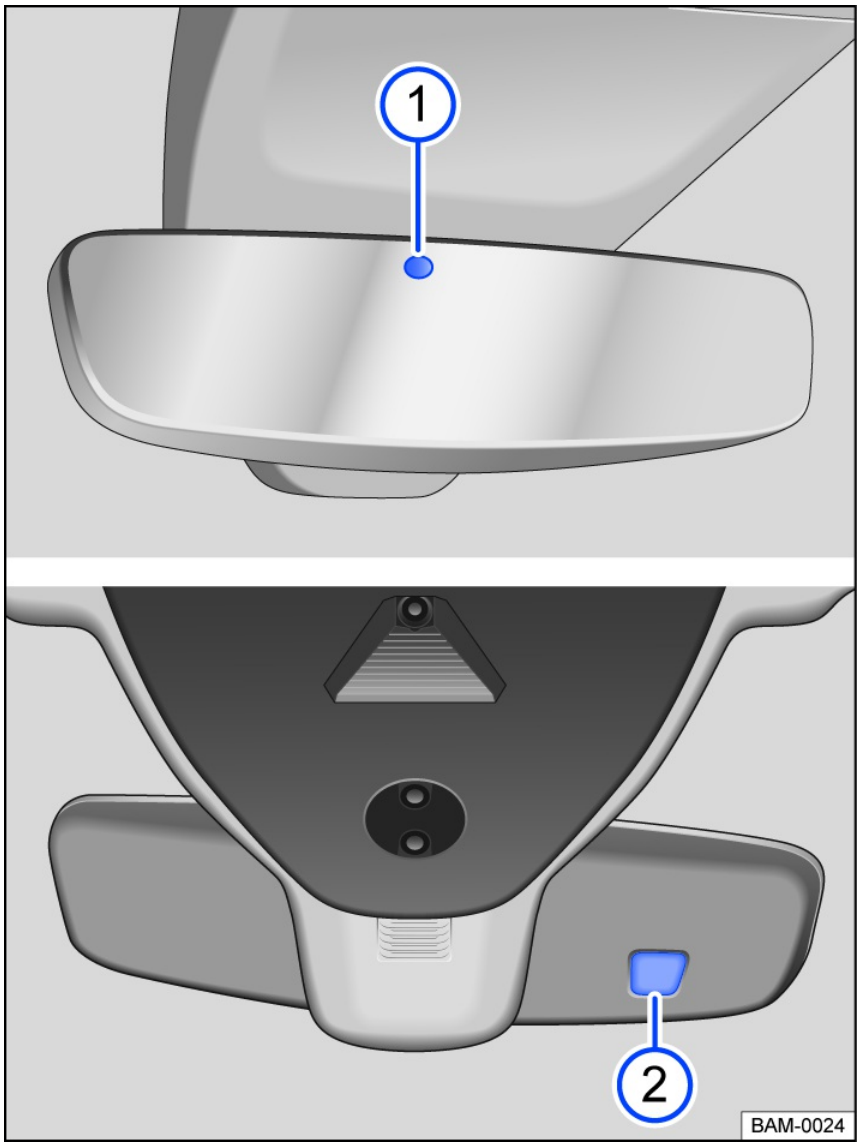


Fig. 99 On the windshield: automatic dimming interior rearview mirror.

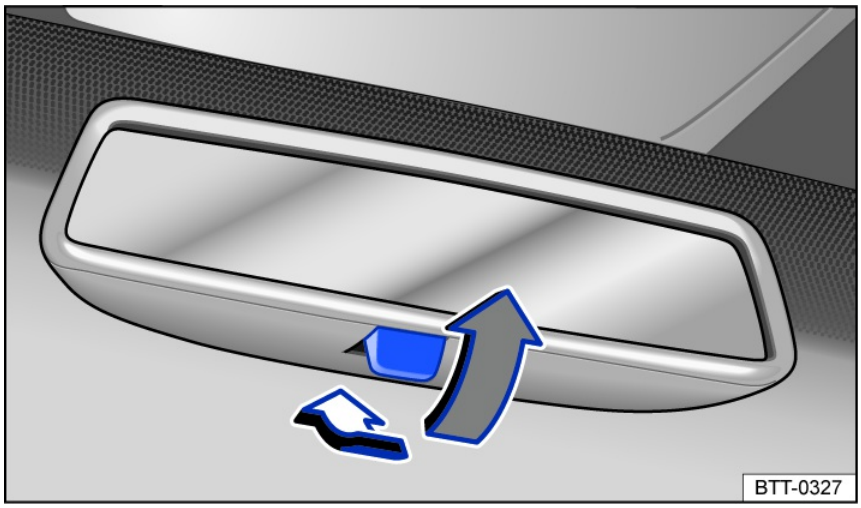


Fig. 100 On the windshield: manual dimming interior rearview mirror.

Automatic dimming interior rearview mirror

When the ignition is on, the sensors measure the amount of light entering from the rear *fig. 99* (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 nc function or may malfunction. Mobile navigation devices on the windshield or near the automatic dimming interior rearview mirror can also affect the sensors ⇒ ⚠.

Automatic dimming will be deactivated in some situations, for example when reverse gear is engaged.

Manual dimming interior rearview mirror

- Base position: lever on the lower edge of the mirror points forward toward the windshield.
- To dim, pull the lever back *fig. 100*.

⚠ WARNING

The illuminated display on a mobile navigation device can cause the automatic dimming interior rearview mirror to malfunction, which can result in accidents and serious injuries.

- If the automatic dimming function malfunctions, it may not be possible to use the interior rearview mirror to evaluate the exact distance to vehicles or other objects behind the vehicle.

Outside mirrors

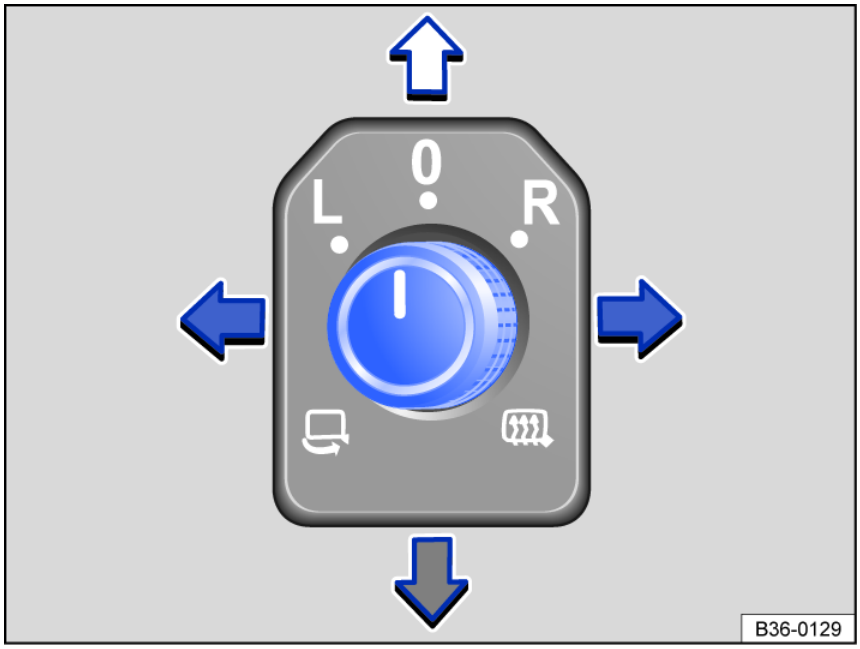


Fig. 101 In the driver door: knob for the outside mirrors.

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.

- Switch on the ignition.
- Turn the knob in the driver's door to the desired symbol *fig. 101*.
- Press the knob forward, back, right, or left in the direction of the arrow to adjust the outside mirror.

	Fold the outside mirror in towards the vehicle body ⇒ ⚠.
	Switches on the outside mirror heating. The outside mirror heating only works when the outside temperature is below 68 °F (20 °C) and provides the most heat when it first turns on. After about two minutes, the mirrors will be heated depending on the outside 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*.

Synchronized mirror adjustment

The synchronized mirror adjustment feature simultaneously adjusts the right-side outside mirror to match adjustments to the left-side outside mirror.

- Turn the knob to the **L** position.
- Adjust the left outside mirror. The right outside mirror will be adjusted the same way (synchronized).
- Correct the adjustment of the right outside mirror if necessary: turn the knob to the **R** position and adjust the right outside 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 outside mirrors is in the position, the outside mirrors will remain folder in.

Storing and recalling the front passenger outside mirror position when driving in reverse

- Unlock the vehicle using the vehicle key where the setting should be assigned.
- Set the electronic parking brake.
- Switch on the ignition.
- Bring the transmission into the neutral.
- Select the reverse gear.
- Adjust the front passenger outside mirror so that the area of the curb is visible.
- Bring the transmission into the neutral.
- Switch the ignition off.
- The selected mirror position will be stored and assigned to the vehicle key.

Recalling the front passenger outside mirror settings for driving in reverse:

- Turn the knob for the outside mirror to the R position.
- With the ignition switched on, shift into reverse gear. The right outside mirror will adjust to the stored position.

The outside mirror will exit the position stored for driving in reverse when you begin driving forward faster than about 9 mph (15 km/h) or when the knob is turned ou of position R to any other position.

WARNING

Inattentively folding the outside mirrors out and in can cause injuries.

- Do not fold the outside mirrors out or in if there are any obstacles in the way.
- Always make sure your fingers do not get pinched between the outside mirror and the mirror base when moving the mirror.

NOTICE

- Always fold the outside mirrors in when going through an automatic car wash.
- Do not fold power outside mirrors in or out by hand because the mirror motor could be damaged.

Leave the outside mirror heating on only as long as it is needed. Otherwise fuel will be used unnecessarily.

If there is a malfunction in the power outside mirror, you can adjust the position of the mirror manually by hand by pushing on the edge of the mirror surface.

Sunshade

Sun visors

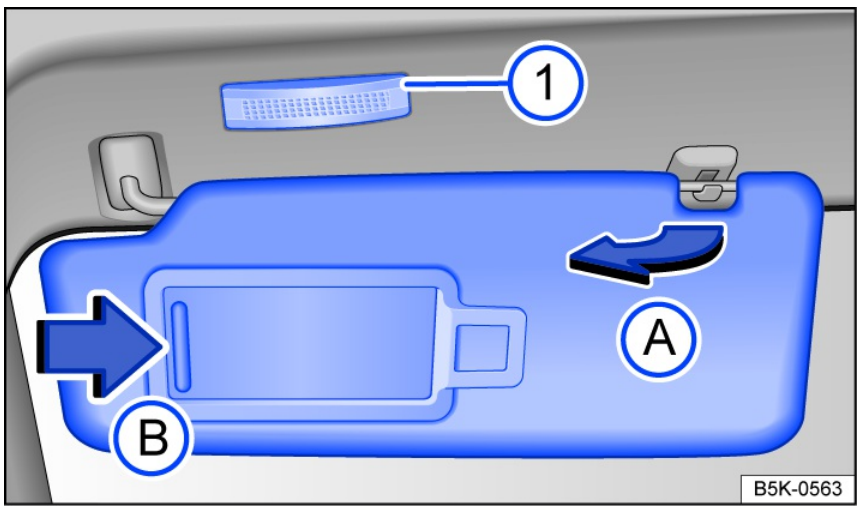


Fig. 102 In the front of the headliner: sun visor.

Adjustment options for the driver and front passenger sun visors:

- Fold toward the windshield.
- Remove from the holder and tilt toward the door *fig. 102* (A).

Illuminated vanity mirror

When the sun visor is folded down, there is a vanity mirror located behind a cover. The lights *fig. 102* (1) turn on when the cover *fig. 102* (B) slides open.

⚠ WARNING

Visibility may be reduced when sun visors are folded down and the sunshades are extended.

- Always guide sun visors and sunshades back into their holders when they are no longer needed.

Under certain conditions, the light above the sun visor will turn off automatically after several minutes. This reduces the risk of the 12 V vehicle battery being drained.

Sunshade in the sunroof

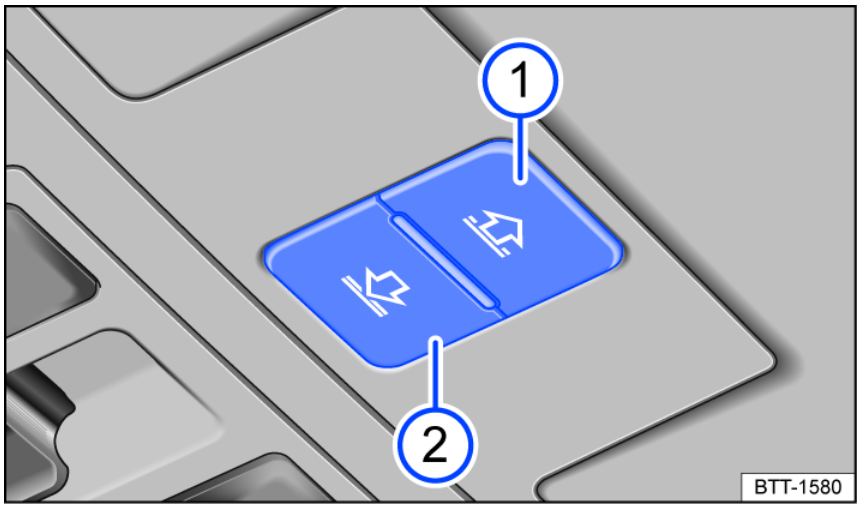


Fig. 103 In the headliner: buttons for controlling the sunshade.

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.

Opening and closing the sunshade

The *fig. 103* (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:* press the (1) button to the first detent. One-touch feature: briefly press the (1) button to the second detent.
- *Closing the sunshade:* press the (2) button to the first detent. One-touch feature: briefly press the (2) button to the second detent.
- *Stopping the one-touch feature:* press the (1) or (2) button again.

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 bee 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.

- Check why the sunroof did not close.
- 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.
- If the sunshade is still not able to close, close the sunshade without pinch protection.

Closing the sunshade without pinch protection

- Within approximately five seconds after pinch protection is triggered, press and hold the *fig. 103* (2) button until the sunshade is completely closed.
- **This will close the sunshade without pinch protection.**

- If the sunshade still will not close, then contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

⚠ WARNING

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

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

When the sunroof is open, the power sunshade can only be closed to the front edge of the sunroof.

Heating and A/C system

Heating, ventilation, and air conditioning

Introduction

The following systems may be installed in your vehicle:

The **manual climate control system** warms, cools, and removes humidity from the air.

Climatronic is an automatic air conditioning system which warms, cools and dehumidifies the air. In automatic mode, Climatronic can automatically control the air temperature, air distribution and the volume of air.

The air conditioner is most effective when the vehicle interior is kept closed. If there is a build-up of heat inside the vehicle, ventilation can help to speed up the cooling process.

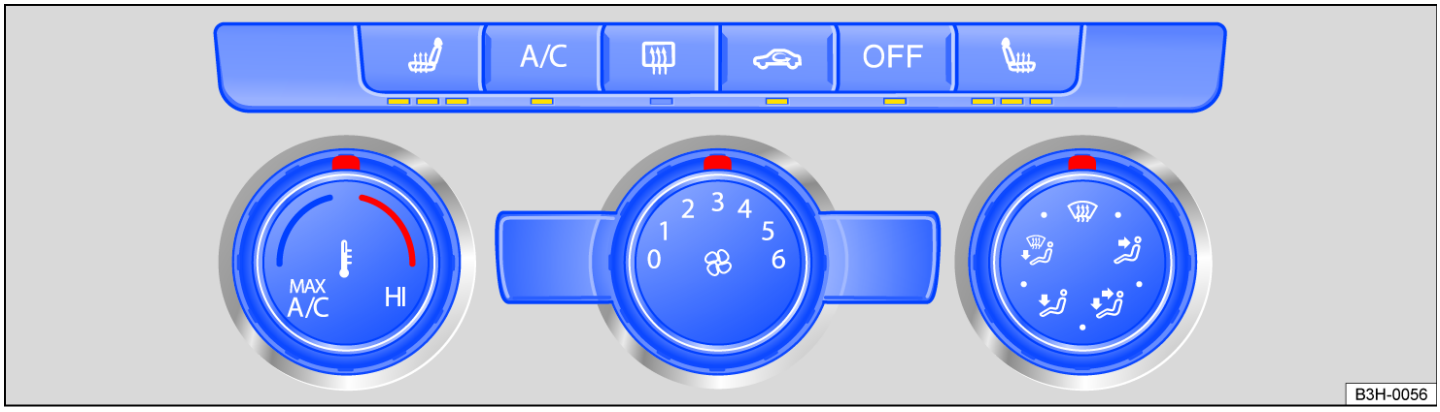


Fig. 104 In the upper section of the center console: Climate control bar for the manual climate control system.

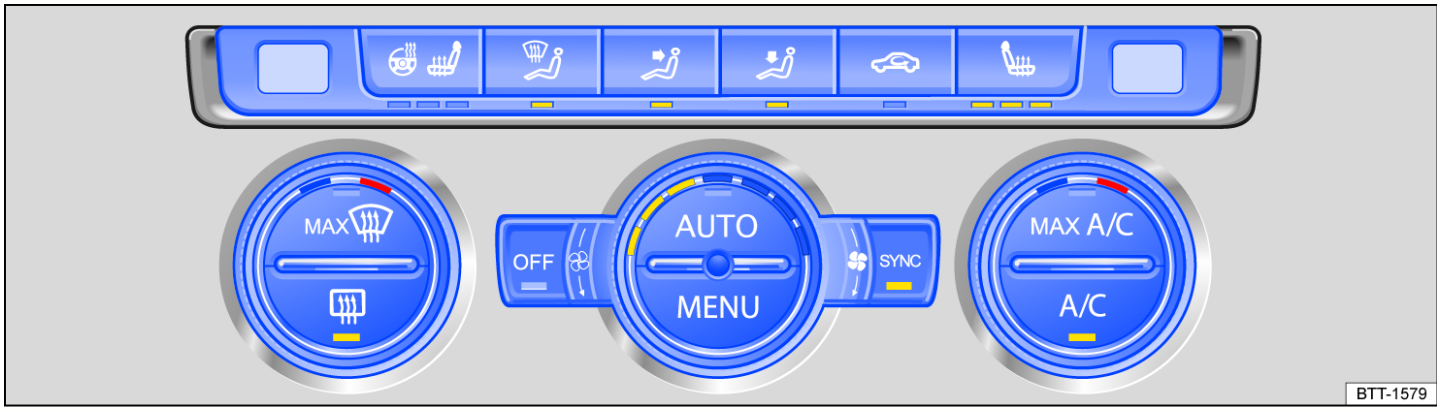


Fig. 105 In the upper section of the center console: Climate control bar for the Climatronic system.

Display of activated functions

Illuminated LEDss on the buttons indicate that the function is activated.

In the air conditioning settings in the Infotainment system, yellow highlighted function keys indicate that a function is switched on ⇒ *Air conditioning settings in the Infotainment system*.

⚠ WARNING

Poor visibility through the windows increases the risk of collisions and accidents that can cause serious injury.

- Keep all windows free of ice, snow, and fog to have good visibility.
- Adjust the heating, air conditioner, and rear window defroster to a setting where the windows do not fog up.
- Only start driving when all windows are clear.
- Only use recirculation mode for a short time. Otherwise, the windows could fog up very quickly and greatly reduce visibility.
- Always switch off recirculation mode when it is not necessary.

NOTICE

Food, medication, and objects that are sensitive to heat or cold can become damaged or unusable from the air coming out of the vents.

- Do not place any food, medication, or other objects that are sensitive to temperature in front of the vents.

NOTICE

If the climate control system is not working, switch it off immediately and have it inspected by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. This can reduce the risk of further damage.

Overview of the functions

Please read the introductory information and heed the Warnings and Notice ⇒ and *Introduction*.
Some functions and buttons, as well as a climate control bar for the rear seats, depend on the equipment.

MENU Open the air conditioning settings in the Infotainment system ⇒ *Air conditioning settings in the Infotainment system*. OFF Switch off the air conditionin system. Adjust the blower speed. Adjust the temperature.

The Climatronic displays the set temperatures.

SYNC Apply temperature settings for the driver side to all seats. AUTO The set air temperature is maintained constant. The air volume and air distribution are automatically controlled. Automatic mode switches off when the blower speed is changed manually.
The blower speed in automatic mode can be regulated using the air conditioning system profile in the air conditioning system settings in the Infotainment system ⇒ *Air conditioning settings in the Infotainment system*.

Switch air recirculation on and off ⇒ *Air recirculation*. A/C The air is cooled and dehumidified in cooling mode. MAX A/C Switch the maximum cooling output on and off.
Air recirculation is switched on automatically and Climatronic automatically directs air to the upper body.

The air conditioning system's defrost function clears the windshield of fog and ice.

The air must be dehumidified when the defrost function is switched on. Therefore when the defrost function is switched on, you cannot switch air recirculation on or cooling mode off.

MAX The Climatronic defrost function clears fog and ice from the windshield.

The air is dehumidified and the blower is set to a higher speed.

Switch the rear window defroster on and off while the engine is running.

The rear window defroster switches off automatically after ten minutes.

Switch seat heating on and off ⇒ *Seat heating*. Switch steering wheel heating on and off ⇒ *Steering wheel heating*. Direct air to the upper body. Direct air into the footwell. Direct air to the upper body and into the footwell. Direct air onto the windshield and into the footwell. Direct air onto the windshield.

NOTICE

To reduce the risk of damage to the rear window defroster, do not apply any stickers on the heating wires on the inside of the window.

In order to save fuel, switch off the rear window defroster as soon as possible.

Air conditioning settings in the Infotainment system

Please read the introductory information and heed the Warnings and Notice ⇒ and *Introduction*.
The air conditioning settings in the Infotainment system are available via the Climatronic. Certain functions depend on the vehicle equipment.

Opening the climate control settings in the Infotainment system

- Press the MENU button in the climate control bar.

The upper section of the screen shows the current climate control settings. The lower section of the screen shows function keys for frequently used air conditioning functions.

Operating status of the air conditioner

The operating status of the air conditioning system is represented by colors:

- Blue: cooling.
- Red: heating.

Climate control settings submenu

Switch cooling mode, air distribution and blowers on or off.

Submenu of general settings

Adjust settings for the following functions:

- Temperature level of the steering wheel heating ⇒ *Steering wheel heating*.

Presets submenu

Set automatic mode, maximum cooling output, defrost function and manual mode for the cooling system.

Climate control profile

Adjust the blower power in automatic mode.

Adjusting the temperature for the rear seats

1. Open the climate control settings in the Infotainment system.
2. Tap the function key for the rear seats.
3. Tap the ■ or ■ function key.

If the REAR function key is activated in the Infotainment system, the rear climate control bar cannot be used.

Air recirculation

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ and ⓘ *Introduction*.
No fresh air will enter the vehicle interior when recirculation mode is switched on.

Switching manual air recirculation on and off

- Press the button in the climate control bar.

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 windows could fog up.

⚠ WARNING

Lack of air circulation can lead to sudden driver fatigue and lack of concentration, which can cause collisions, accidents, and serious injuries.

- Never use recirculation mode for long periods of time, because this prevents fresh air from entering the passenger compartment.
- Only use recirculation mode for a short time. Otherwise, the windows could fog up very quickly and greatly reduce visibility.
- Always switch off recirculation mode when it is not necessary.

ⓘ NOTICE

Do not smoke in the vehicle when recirculation mode is switched on. The smoke can settle on the refrigerant system evaporator and the active combination filter and cause permanent odors.

Climatronic: When reverse gear is engaged or while the automatic wash and wipe system is on, recirculation mode switches on automatically so that no odors will enter the vehicle interior.

When there are very high outside temperatures, manual recirculation mode helps briefly to cool down the vehicle interior faster.

Seat heating

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ and ⓘ *Introduction*.
When the engine is running, the front seats and outer rear seats may be electrically heated in three stages.

Seat heating levels

The operating status of the seat heating is shown in colors:

- At the highest heating level, all three LEDss come on.

Using the seat heating function

1. In order to switch on the seat heating at the highest heating level, press the or button in the climate control bar.
2. To set the heating level, press the button or the button repeatedly.
3. To turn off the seat heating, press the or button repeatedly until the LEDs turns off.

If the engine is restarted within approximately ten minutes, the last heating level set for the driver seat is automatically turned on.

When should the seat heating function not be turned on?

Do not turn on the seat heating function under any of the following conditions:

- The seat is occupied by a person with a limited perception of pain or temperature → ⚠.
- The seat is not occupied

- The seat is covered with a seat cover
- A child restraint is installed on the seat
- The seat surface is damp or wet
- The interior or exterior temperature is higher than +77 °F (+25 °C).

⚠ WARNING

People who cannot feel pain or perceive temperature or can do so only to a limited extent, due to medication, paralysis or chronic illnesses such as diabetes, could develop burns or hypothermia on the back, buttocks and legs when using seat heating. Such injuries may take a very long time to heal or may never heal completely. Contact a medical doctor for questions about personal health conditions.

- People with a limited perception of pain and/or temperature must never use the seat heating function.

⚠ WARNING

If the seat cover is soaked through, this can cause the seat heating to malfunction and increase the risk of burns.

- Make sure the seat surface is dry before using the seat heating function.
- Never sit on the seat while wearing damp or wet clothing.
- Do not place any damp or wet objects and clothing on the seat.
- Do not pour any fluids on the seat.

ⓘ NOTICE

- To prevent damage to the seat heating elements, never kneel on the seats or exert pressure on the seating surface and backrest with sharp or pointed objects.
- Fluids, sharp objects, and insulating materials, for example a protective cover or child restraint, can damage the seat heating function.
- If any odor starts to develop, turn off the seat heating immediately and have it inspected by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- If the original seat cover is replaced with a different material, the seat heating may overheat or the operation of the seat heating may be restricted.

In order to save fuel, switch off the seat heating as soon as possible.

Steering wheel heating

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

The steering wheel heating only works when the engine is running.

Switching steering wheel heating on or off in the Infotainment system

- Manual climate control system: Open the Vehicle settings menu ⇒ *Vehicle settings menu*.
- Climatronic: Tap in the air conditioning settings in the Infotainment system.

Switching the steering wheel heating on and off together with the seat heating (only for Climatronic)

1. Open the air conditioning settings in the Infotainment system ⇒ *Air conditioning settings in the Infotainment system*.
2. Pair the steering wheel heating with the seat heating with ▸ Steering wheel & seat heating paired.
3. To switch the steering wheel heating on or off together with the seat heating, press the button.

Selecting the steering wheel heating temperature level (only on Climatronic)

You can choose between three temperature levels.

1. Open the air conditioning settings in the Infotainment system ⇒ *Air conditioning settings in the Infotainment system*.
2. Tap ▸ Intensity.
3. Set the desired temperature level.

If you switch off the ignition, the set level will be saved. The temperature level for the steering wheel heating is independent from the temperature level for the seat heating.

When does the steering wheel heating automatically switch on?

If you start the engine again within approximately ten minutes, the last heating level set is automatically switched on.

When does the steering wheel heating automatically switch off?

When one of the following conditions is met, the steering wheel heating will turn off automatically:

- If the steering wheel and seat heating are coupled, the seat heating for the driver seat is switched off.
- If the energy use is too high.
- If the steering wheel heating system is malfunctioning.

Troubleshooting

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

The cooling mode A/C cannot be switched on or the function is limited

The A/C cooling mode only works when the engine is running and at ambient temperatures above +3 °C (+38 °F).

The A/C cooling mode is switched off when the engine is very hot.

1. Switch on the fan.
2. Check the safeguard on the air conditioning system ⇒ *Replacing fuses*.
3. Change active combination filters ⇒ *Service*.
4. If the malfunction continues, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The heat cannot be switched on or the function is limited

The heating and defrost function operates better when the engine is warm.

- If the malfunction continues, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The windows are fogged up

The windows fog up when they are colder than the ambient temperature and the air is very humid. Cold air does not absorb as much moisture as warm air which is why windows fog up more frequently during cold seasons.

- Keep the air intake in front of the windshield free of ice, snow, and leaves to improve the heat and cooling output ⇒ *Vehicle care*.
- 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.
- Switch on the defrost function ⇒ *Overview of the functions*.

The temperature unit has changed

- Changing the temperature units for all temperature displays in the vehicle using the Infotainment system ⇒ *Operation and displays in the Infotainment syster*

Water or water vapor under the vehicle

In the case of high outside humidity and temperatures, condensation can drip from the air conditioning system evaporator and pool under the vehicle. This is norma and does not mean there is a leak in the system.

Driving

Messages about driving

Pedals

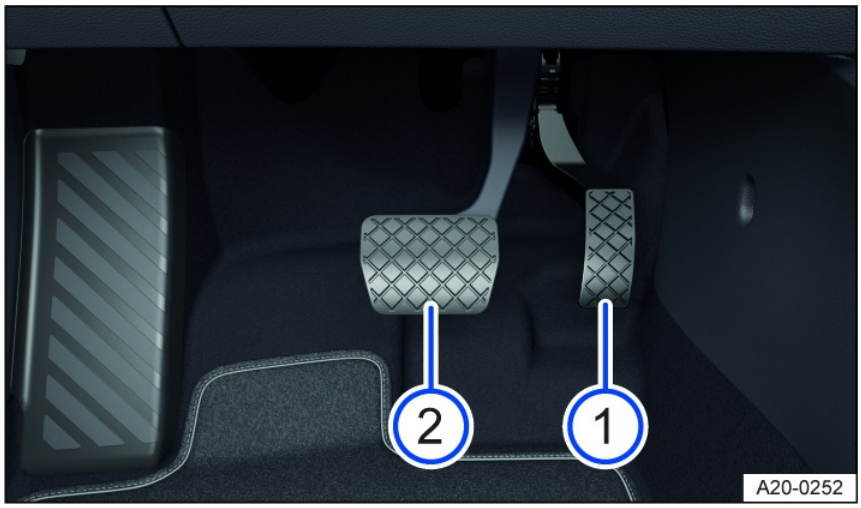


Fig. 106 In the footwell: pedals.

(1) Accelerator pedal

(2) Brake pedal

The operation and the ability of the pedals to move freely must never be restricted by objects or floor mats.

Only use floor mats that keep the pedal area open and can be secured from sliding around the footwell.

⚠ WARNING

Objects in the driver footwell can prevent the pedals from moving freely. This can cause the driver to lose control of the vehicle and increases the risk of serious injuries.

- Make sure all pedals can always be pressed without obstructions.
- Always attach floor mats securely in the footwell.
- Never place floor mats or other carpet over the installed floor mat.
- Make sure no objects can enter the driver footwell while driving.
- Remove any objects from the footwell when the vehicle is parked.
- Wear shoes that give your feet good grip for operating the pedals.

⚠ WARNING

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

- Take regular breaks on long trips. You should take a break at least every two hours.

⚠ WARNING

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

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

ⓘ NOTICE

It must always be possible to press the pedals with no obstructions. For example, if a brake circuit is malfunctioning, the brake pedal may need to travel farther in order to stop the vehicle. In that case, the brake pedal would need to be pressed down father and more strongly than normal.

Gear recommendation

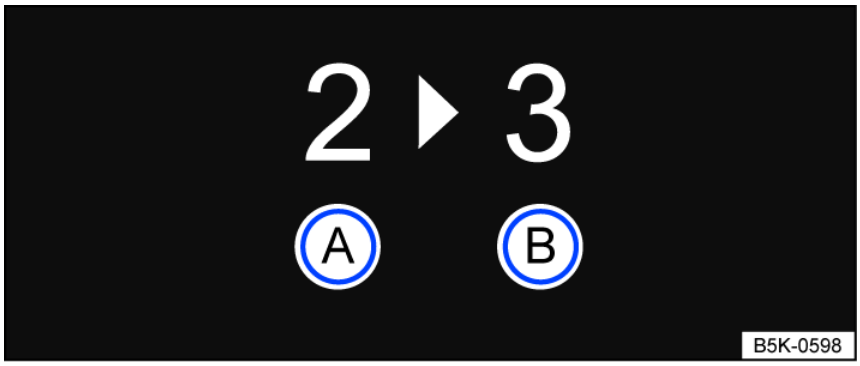


Fig. 107 Gear recommendation on the instrument cluster display.

(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. 107*.

Vehicles with an automatic transmission: To do this, the transmission must be in the tiptronic program ⇒ *Shifting using tiptronic*.

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.

- The responsibility for selecting the correct gear in each driving situation remains with the driver, for example when overtaking or driving uphill.

An optimally selected gear helps to save fuel.

For vehicles with manual transmission, the gear recommendation display is turned off when you press the clutch pedal. For vehicles with automatic transmission, the gear recommendation display is turned off when you leave the tiptronic position.

Eco tips

The correct driving style can help to reduce consumption, pollution, and wear on the engine, brakes, and tires. The following tips will help you conserve the environment and your money.

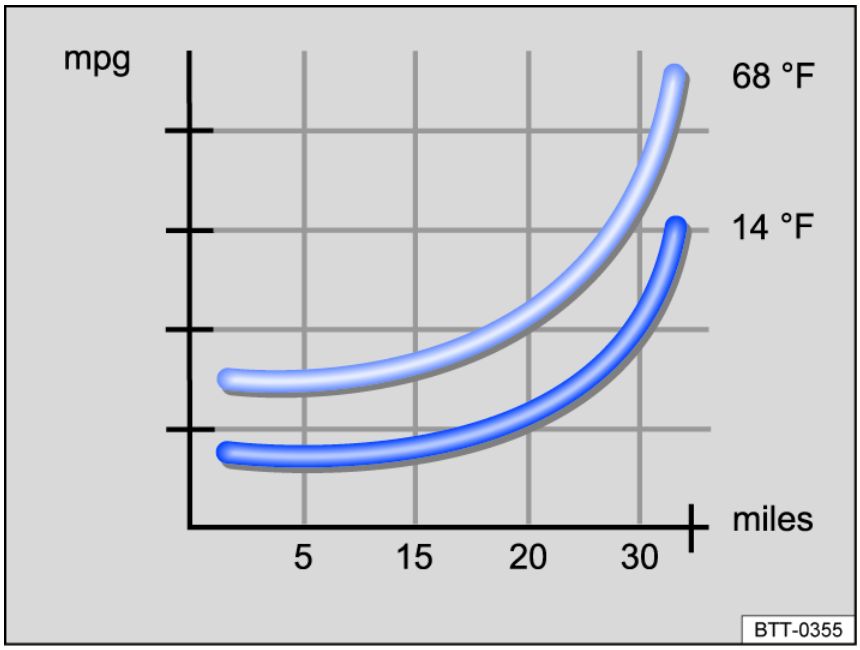


Fig. 108 Fuel consumption in mpg at two different ambient temperatures.

Anticipatory driving

An inconsistent driving style increases consumption. When the driver actively pays attention to traffic, this can prevent frequent acceleration and braking maneuvers. Maintaining enough distance to the vehicle driving ahead helps you to drive with better anticipation.

Using the freewheel function

Vehicles with an automatic transmission: If neither the accelerator nor the brake pedal is pressed in the **D** selector lever position, the vehicle will roll (“coast”) withc using energy.

How to save energy when shifting gears

Early upshifting saves energy at an engine RPM of 2,000. Do not wait as long as possible to upshift gears and avoid high engine speeds.

Vehicles with an automatic transmission: Accelerate slowly and avoid using the kick-down function.

If possible, use the eco driving mode ⇒ *Selecting the driving mode*.

Avoiding full acceleration

Excessively high speeds increase the rolling resistance and air resistance and with that, the power needed to move the vehicle. Never drive at the maximum vehicl speed.

Reducing to idle speed

Start driving immediately at low speeds. When stationary for a long time, do not shift to idle, but rather stop the engine, for example when in a traffic jam or at a railroad crossing. On vehicles with an activated start-stop system, the engine can turn off automatically when the vehicle is stopped and when stationary ⇒ *Start-stop system*.

Refuel in moderation

A full fuel tank increases the vehicle weight. A fuel tank that is half to three-quarters full is best suited for city driving.

Avoid short trips

A cold engine has a very high consumption rate. The optimal operating temperature is only reached after several kilometers (miles). When outside temperatures ar very low, for example in winter, the consumption is much higher than average *fig. 108*. Plan trips economically and combine short trips.

Have maintenance performed regularly

Regular maintenance is required for fuel-efficient driving and increases the service life of the vehicle.

Checking tire pressures

Low tire pressures cause wear as well as increased rolling resistance of tires, and this increases consumption. Use tires with optimal rolling resistance.

Adapt the tire pressures to the load:

- Follow the specifications on the tire pressure label ⇒ *Tire pressure*.
- Tire Pressure Monitoring System ⇒ *Tire Pressure Monitoring System*

Using synthetic engine oil

Full synthetic engine oils with a low viscosity reduce the frictional resistance in the engine and distribute significantly better and faster when cold-starting the engine

Removing unnecessary weight

Clearing out the luggage compartment, for example by removing empty crates or unneeded child restraints, can reduce consumption.

To keep the vehicle air resistance as low as possible, remove accessories such as ski, bicycle, and roof racks after use.

Saving energy

The alternator, which is powered by the engine, generates power for the electrical equipment, such as the climate control system, window heating, or ventilation. Saving energy is simple, for example:

- When temperatures are high, air out the vehicle before driving and drive short distances with the windows open. Then turn on the climate control system.
- Turn off electrical equipment when it is no longer needed.

⚠ WARNING

Always adapt your speed and distance to vehicles ahead according to the visual, weather, road, and traffic conditions.

ⓘ NOTICE

Never let the vehicle roll down mountains or hills in the **N** neutral setting. The transmission is not lubricated when this happens and this can damage it.

Learn about other ways to protect the environment. Think Blue. is the worldwide Volkswagen brand for sustainability and environmental impact.

An authorized Volkswagen dealer or authorized Volkswagen Service Facility can provide you with more information about correct maintenance and replacemer parts that are particularly energy efficient, such as new tires.

In driving situations when less power is required, the engine cylinders can deactivate automatically on vehicles that are equipped with Active Cylinder Management (ACT®). While deactivated, no fuel will be injected into the respective cylinders, which reduces fuel consumption overall.

Think Blue. Trainer.

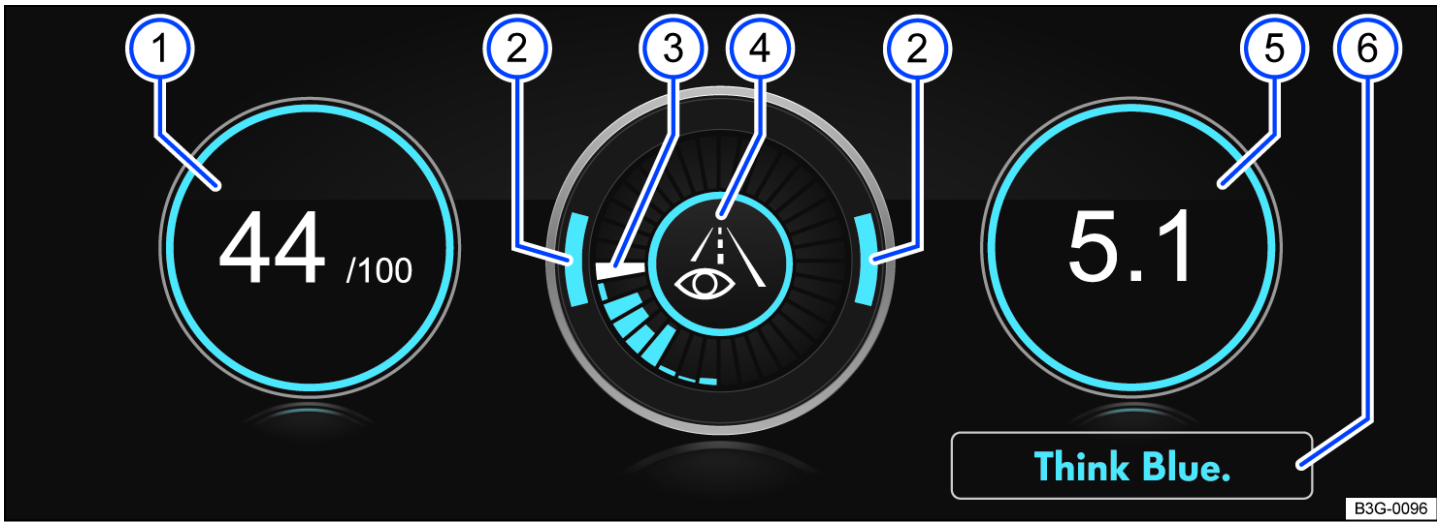


Fig. 109 In the Infotainment system: Think Blue. Trainer.

The Think Blue. Trainer. depends on the vehicle equipment and is not available in all vehicle models.

(1) "Blue Score":
The higher the displayed value is on a scale from 0 to 100, the more efficient the driving style. A blue border symbolizes an efficient and consistent driving style. The border is gray when the driving style is inefficient.

Tap the display to open the statistics from the last 30 driving minutes Since start.

(2) Accelerating and braking:
When the speed is constant, the two arcs will be in the center section. When the vehicle accelerates or brakes, the arcs will move downward or upward.

(3) Progress display:
The efficiency of driving behavior is displayed with the blue bars. The white bar saves a blue bar every five seconds.

The larger the bar, the more efficient the driving style.

(4) Driving tips:
Anticipatory driving

Adjust the speed.

eco Eco tips.

(5) Consumption:
The average fuel consumption Since start is displayed in l/100 km or in mpg. A blue border symbolizes an efficient and consistent driving style. The border is gray when the driving style is inefficient.

Tap the display to open the statistics from the last 30 driving minutes Since start.

(6) Saving energy tips:
Tap the Think Blue. function key to access additional tips.

The Think Blue. Trainer. analyzes and visualizes your driving style and helps you to drive in a more fuel-efficient manner.

Opening Think Blue. Trainer.

- Depending on your vehicle equipment, press the MENU or CAR button or function key in the Infotainment system.
- Tap the Vehicle function key, Selection, Think Blue. Trainer.

⚠ WARNING

Driver distraction can cause accidents and injuries. Operating the Infotainment system can distract you from traffic.

- Always drive attentively and responsibly.

Information on the brakes

During the first 200 to 300 km (100 to 200 miles), **new brake pads** do not yet have their full braking efficiency and first need to be "worn in" ⇒ ⚠. However, you can compensate for the slightly reduced braking force by pressing firmly on the brake pedal. **During the break-in period, the braking distance during full**

braking or automatic braking is longer than with brake pads that have been broken in. During the break-in period, avoid full braking and situations that place a heavy load on the brakes, such as driving too close to the vehicle ahead.

Brake pad wear depends on driving conditions and style. When driving frequently in cities and on curves or with a sporty driving style, have your brake pads checked frequently by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

When driving with **wet brakes**, for example after driving through water, in heavy rain, or after washing your vehicle, the braking efficiency can be reduced by moisture or ice on the brake rotors. You must “dry” the brakes as soon as possible by braking carefully at high speeds. Make sure there is no vehicle behind you ar that you do not endanger anyone else on the road ⇒ ⚠.

A **coating of salt on the brake rotors and brake pads** reduces the braking efficiency and increases the braking distance. If you do not apply the brakes for long periods of time on salt-covered roads, you must brake carefully to clean off the layer of salt ⇒ ⚠.

Leaving the vehicle parked for long periods of time, low mileage, and avoiding heavy braking can contribute to **corrosion** on the brake rotors and **dirty** brake pac If you usually avoid heavy braking or if there is corrosion present, occasional heavy braking at high speeds is recommended to clean the brake rotors and pads. Ensure that you do not endanger any other vehicles or anyone else on the road ⇒ ⚠.

Brake booster

The braking support only functions when the engine is running and it enhances the pressure applied to the brake pedal by the driver.

If the braking support is not working or the vehicle is being towed, you will need to press the brake pedal harder because the lack of braking assistance will increas the braking distance ⇒ ⚠.

⚠ WARNING

Driving with worn brake pads or a malfunctioning brake system can result in accidents and serious injuries.

- Vehicles with a brake pad wear indicator: If the BRAKE WEAR or warning light turn on separately or together with a message in the instrument cluster display, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility immediately and have your brake pads inspected and worn brake pads replaced.
- If the BRAKE or warning light does not go out, or lights up during a journey, then either the brake fluid level in the reservoir is too low, or there is a brake system malfunction. Stop immediately and contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.
- If the BRAKE or warning light comes on at the same time as the anti-lock brake system warning light ABS or , the ABS may have malfunctioned. This could cause the rear wheels to lock relatively quickly when braking. Locked rear wheels can lead to loss of vehicle control. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance as soon as possible.
- If the ABS warning light ABS or does not turn off, or lights up during the journey, the ABS is not functioning correctly. The vehicle can only be stopped with normal brakes (i.e. without ABS). The security provided by the ABS is not available. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance as soon as possible.

⚠ WARNING

New brake pads have not achieved the optimum braking efficiency yet.

- New brake pads do not have their full braking efficiency up to the first 300 km (200 miles) and need to be “worn in” first. You can make up for the reduced braking efficiency by pressing the brake pedal harder.
- To reduce the risk of collisions, serious injuries, and loss of vehicle control, drive with extra caution when the brake pads are new.
- During the break-in period for new brake pads, do not drive too close to other vehicles and avoid driving situations that place a heavy load on the brakes.

⚠ WARNING

Never let the brakes “rub” too often and too long or press the brake pedal too often and too long. Prolonged braking causes the brakes to overheat. This can considerably reduce braking performance, increase braking distance and possibly lead to a total brake system malfunction.

⚠ WARNING

Overheated brakes reduces the braking efficiency and increase the braking distance considerably.

- When driving downhill, a lot of force is placed on the brakes and they become hot quickly.
- Before driving long distances on steep hills, reduce the speed and shift to a lower gear in tiptronic mode on an automatic transmission. This utilizes the engine braking efficiency and reduces the load on the brakes.
- Aftermarket or damaged front spoilers can affect the air supply to the brakes and cause them to overheat.

⚠ WARNING

Wet, icy, or salt-covered brakes will take longer to brake and increase the braking distance.

- Test the brakes carefully.
- Always press the brake pedal carefully several times to dry the brakes and clear the ice and salt from them, as long as the visibility, weather, road, and traffic conditions permit.

⚠ WARNING

Driving without the brake booster or when the brake booster's functionality is limited can increase the braking distance significantly, increasing the risk of accidents and serious injury.

- Never stop the engine or switch the ignition off while the vehicle is moving.
- If braking support is not working or the vehicle is being towed, you will need to press the brake pedal harder because the lack of braking assistance will increase the braking distance.
- Always keep the footwell beneath the pedals clear so that the brake pedal is unobstructed and can move freely.

If you are having the front brake pads checked, the rear brake pads should be checked at the same time. Regularly check the thickness of the brake pads visually by inspecting them through the openings in the wheel rims or from underneath the vehicle. If necessary, remove the wheels so that the brake pads can be inspected. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Driving a loaded vehicle

Heed the following for good vehicle handling when the vehicle is loaded:

- Stow all cargo securely ⇒ *Transporting*.
- Accelerate with extra care and caution.
- Avoid sudden braking and driving maneuvers.
- Brake earlier than usual.
- If necessary, read and heed the information about roof racks ⇒ *Roof rack*, ⇒ *Usage instructions*.
- If necessary, note the information about driving with a trailer ⇒ *Trailer towing*.

⚠ WARNING

Sliding loads can considerably impair the driving stability and safety of your vehicle, increase the braking distance when you brake hard or perform an emergency stop, and thus increase the risk of accidents and serious injury.

- Correctly secure the load from sliding.
- Use suitable tie-downs or tensioning straps on heavy objects.
- Engage rear seat backrests and adjustable rear seats securely.

Driving with an open trunk lid

Driving with an open trunk lid can be especially dangerous. Secure all objects and the open trunk lid correctly and take sufficient precautions to reduce the amount of poisonous exhaust that enters the vehicle.

⚠ WARNING

Driving with the trunk lid unlocked or open may cause serious injuries.

- Always drive with the trunk lid closed.
- Store all objects securely in the trunk. Loose objects can fall out of the trunk and injure other road users.
- Always drive carefully and anticipate upcoming traffic situations.
- Avoid abrupt or sudden driving and braking maneuvers because the open trunk lid can move in an uncontrolled manner.
- Mark objects sticking out of the luggage compartment so they will be visible to others on the road. Observe legal regulations.
- If objects must stick out of the luggage compartment, never use the trunk lid to "clamp" or "secure" objects.
- If there is a roof rack with cargo on the trunk lid, always remove it before driving with an open trunk lid.

⚠ WARNING

Poisonous exhaust may enter the vehicle interior when the trunk lid is open. This can lead to a loss of consciousness, carbon monoxide poisoning, accidents, and serious injuries.

- To prevent poisonous exhaust from entering the vehicle, always drive with the trunk lid closed.

- If you absolutely must drive with the trunk lid open, take the following precautions to reduce the risk of poisonous exhaust fumes entering the vehicle interior:
  - Close all windows and the sunroof.
  - Switch off the recirculation mode for the climate control system.
  - Open all the air vents in the instrument panel.
  - Set the fan for the climate control system to the highest setting.

NOTICE

Opening the trunk lid changes the height and possibly the length of the vehicle.

Driving through water on roads

Note the following to reduce the risk of vehicle damage when driving through water, for example on flooded roads:

- The water must not be **any higher** than the bottom of the vehicle body ⇒ (!).
- Do not driver faster than walking speeds.
- Never stop the vehicle, drive in reverse, or stop the engine in water.
- Oncoming vehicles create waves that can raise the water level for your vehicle enough that it is not safe to drive through.
- Always manually deactivate the start-stop system when driving through water ⇒ *Start/Stop system*.

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.

- Press the brake pedal carefully to “dry and clear ice” from the brakes. Do not endanger road users or disregard legal regulations when doing this.
- Avoid abrupt and sudden braking maneuvers directly after driving through water.

NOTICE

- Vehicle components such as the engine, transmission, suspension, or electrical system can be severely damaged by driving through water.
- Never drive through salt water, because salt can cause corrosion. Immediately clean any vehicle components that come into contact with salt water using fresh water.

Breaking in the engine

A new engine needs to be broken in during the first 1000 miles (1500 km). All moving parts should be able to work together. During the first few hours of operation, the engine has a higher internal friction than it will later.

Up to 1000 km (600 miles):

- Do not accelerate fully.
- Do not use more than two thirds of the maximum engine RPM.
- Do not drive with a trailer ⇒ *Trailer towing*.

Between 1000 and 1500 km (600 to 1000 miles):

- Increase the speed and engine RPM *gradually*.

The driving style during the first 1000 miles (1500 km) also affects the engine's quality. Even after that – especially when the engine is cold – the engine should be driven at moderate engine speeds to reduce engine wear and increase the possible mileage.

Do not drive at too low of an engine speed (RPM). Always downshift if the engine stops running “smoothly”.

New tires ⇒ *Information about wheels and tires* and brake pads ⇒ *Information on the brakes* must be carefully broken in.

If the new engine is broken in gently, its service life is increased while, at the same time, reducing engine oil consumption.

Operating the vehicle in different countries and continents

The vehicle was manufactured by the factory for a specific country and meets those approval regulations that were valid at the time of vehicle manufacture.

If the vehicle will be used temporarily or for a brief period in another country, then read and observe the following information.

Some countries have special safety standards and regulations that differ from the vehicle configuration. Volkswagen recommends obtaining information about legal regulations from an authorized Volkswagen dealer or authorized Volkswagen Service Facility before driving in other countries.

If the vehicle is sold in another country or will be used for an extended period in another country, then the applicable legal regulations in that country must be observed.

Certain equipment may need to be installed or removed and functions may need to be deactivated. The scope and types of service may also be affected. This particularly applies if the vehicle is being operated for an extended period in a different climate region.

Due to the many different frequency bands around the world, the Infotainment system installed at the factory may not function in other countries.

NOTICE

- Volkswagen is not responsible for damage to the vehicle caused by substandard fuel, insufficient service, or not using Volkswagen Genuine parts.
- Volkswagen is not responsible if the vehicle does not meet all of the applicable legal requirements in other countries and continents.

Troubleshooting

/ BRAKE Brake system malfunctioning

The red warning light turns on.

A message may also be displayed.

Do not continue driving!

- Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the brake system inspected.

/ BRAKE WEAR Brake pad wear indicator (depending on equipment)

The warning light flashes or turns on red or yellow.

The front brake pads are worn.

- Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility immediately.
- Have **all** brake pads inspected and replaced, if necessary.

If the vehicle's braking performance changes

If the brake pads are worn or if you notice that your vehicle does not brake as usual (the braking distance suddenly increases):

- Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility immediately.

Starting and stopping the engine

Ignition switch

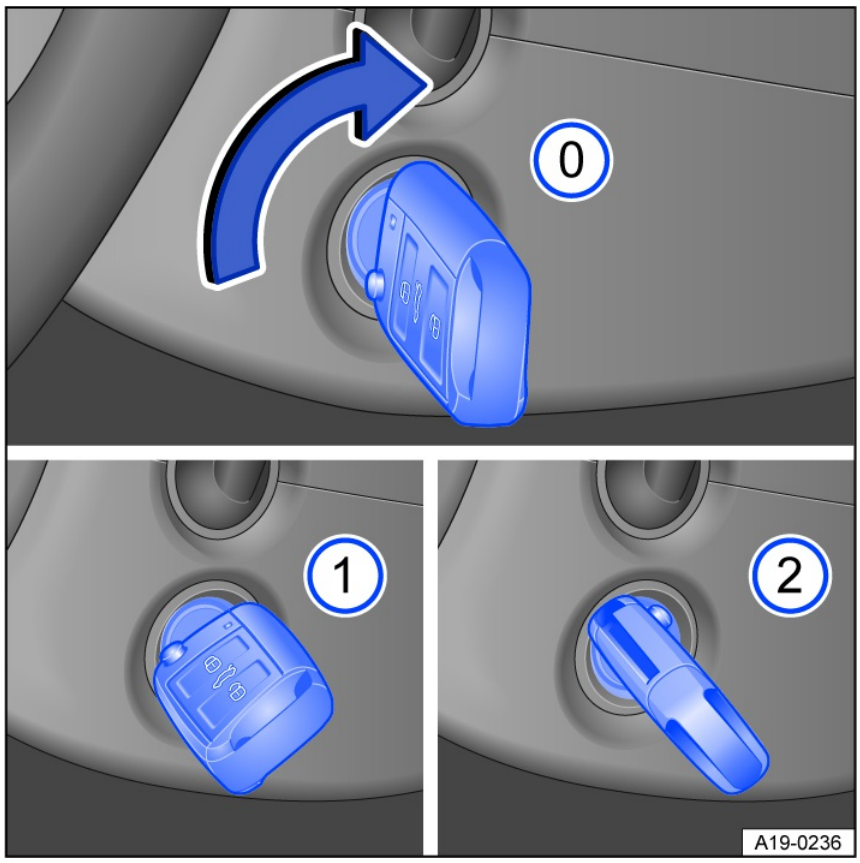


Fig. 110 Next to the steering wheel on the right side: positions of the vehicle key in the ignition lock.

When a vehicle key is not in the ignition lock, the steering column lock can be activated.

Vehicle key positions *fig. 110*:

(0) The ignition is switched off. The vehicle key can be removed.

(1) The ignition is switched on. The steering lock can be released.

(2) Press the brake pedal when the indicator light is green. Start the engine. Release the vehicle key once the engine has started. The vehicle key returns to the position *fig. 110* (1) once it is released.

⚠ WARNING

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

- Always turn off the engine and take all vehicle keys with you when leaving the vehicle. Children or unauthorized people could lock the vehicle, start the engine, or switch the ignition on and activate electrical equipment, such as the power windows, which could lead to serious injuries.
- Never leave children or people requiring assistance unattended in the vehicle when the vehicle is locked. In an emergency, they will not be able to leave the vehicle unassisted or care for themselves. For example, depending on the season, the temperature inside the vehicle could become very high or low, which can lead to serious injuries, illness or death, especially for very young children.
- Never start the engine or let it run in unventilated or enclosed spaces. Among other substances, engine exhaust contains carbon monoxide, an odorless and colorless poisonous gas. Carbon monoxide can cause loss of consciousness and death.
- Never remove the vehicle key from the ignition lock when the vehicle is in motion. The steering column lock could engage and you will not be able to steer the vehicle.
- The vehicle key bit must be completely extended and locked.
- Only attach light objects weighing up to 100 g (3.5 oz) to the vehicle key.

NOTICE

When the ignition is switched on and the engine is switched off, the 12 V vehicle battery could drain and prevent the engine from restarting.

- Always switch the ignition off before leaving the vehicle.

The vehicle key can only be removed from the ignition lock when the selector lever is in the P position. Press and release the lock button in the selector lever if necessary.

Starter button

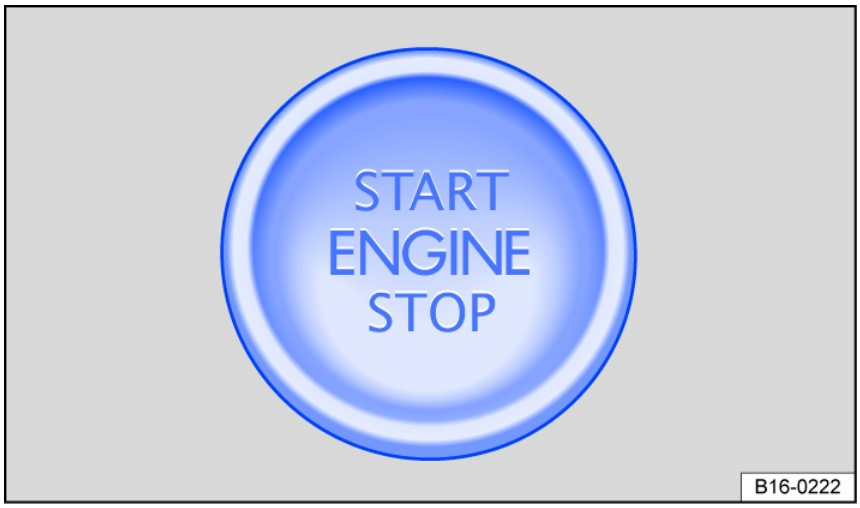


Fig. 111 In the lower area of the center console: starter button for starting the engine.

The starter button replaces the ignition lock (Press & Drive).

The engine is started by the starter button (Press & Drive).

The vehicle can only be activated when there is a valid vehicle key inside the vehicle.

The electronic steering column lock is activated **when you leave the vehicle** by opening the driver's door when the ignition is switched off ⇒ *Steering informatio*

Switching the ignition on or off

Press the starter button once without pressing the brake pedal ⇒ ⚠.

Automatic ignition shut down for vehicles with start/stop system

If the following conditions are met at the same time, the vehicle ignition is automatically switched off when there is an active engine stop and the vehicle is stationar

- The driver releases their safety belt.
- No pedals are pushed.
- The driver door is opened.

After automatic ignition deactivation, if the low beam headlights are switched on the parking light remains switched on and goes off automatically after around 30 minutes.

The parking light will also go off if the vehicle is locked or the light is switched off manually.

Engine restart function

If no valid vehicle key is detected inside the vehicle after stopping the engine, it can be started again within approximately five seconds. A message about this will b shown in the instrument cluster display.

Once this time has elapsed, the vehicle can no longer be started without a valid vehicle key inside the vehicle.

⚠ WARNING

Unintentional vehicle movements can cause serious injuries.

- Do *not* press the brake pedal when switching on the ignition or the engine will start immediately.

⚠ WARNING

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

- Always turn off the engine and take all vehicle keys with you when leaving the vehicle. Children or unauthorized people could lock the vehicle, start the engine, or switch the ignition on and activate electrical equipment, such as the power windows, which could lead to serious injuries.
- Never leave children or people requiring assistance unattended in the vehicle when the vehicle is locked. In an emergency, they will not be able to leave the vehicle unassisted or care for themselves. For example, depending on the season, the temperature inside the vehicle could become very high or low, which can lead to serious injuries, illness or death, especially for very young children.
- Never start the engine or let it run in unventilated or enclosed spaces. Among other substances, engine exhaust contains carbon monoxide, an odorless and colorless poisonous gas. Carbon monoxide can cause loss of consciousness and death.
- Only attach light objects weighing up to 100 g (3.5 oz) to the vehicle key.

Always switch the ignition off manually before leaving the vehicle and note any messages in the instrument cluster display.

The vehicle being stationary for long periods with the ignition switched on can cause the 12 V vehicle battery to drain and then it will not be possible to start the engine.

Starting the engine

- Vehicles with ignition lock: Switch the ignition on ⇒ *Ignition switch*.
- Vehicles with starter button: Press the starter button once. The ignition must be switched on.
- Press and hold the brake pedal until the electronic parking brake is switched off.
- Vehicles with an automatic transmission: Bring the selector lever to the **N** position or engage the parking lock **P**.
- Vehicles with ignition lock: Turn the vehicle key in the ignition lock, but do not press the accelerator pedal. Release the vehicle key once the engine starts.
- Vehicles with starter button: Press the starter button ⇒ *Starter button* and do not press the accelerator pedal. A valid vehicle key must be inside the vehicle for the engine to start. Release the starter button once the engine starts.
- If the engine does not start, stop the starting procedure and try again after several minutes.
- Vehicles with starter button: If the vehicle was locked with the vehicle key, the starter button will be deactivated. If you are in the vehicle and you need to start the engine, unlock the vehicle first or perform an emergency start ⇒ *Troubleshooting*.

Performing an emotion start (R models only)

- Switch the ignition on.
- Set the electronic parking brake.
- Press and hold the starter button with the brake pedal not depressed until the message Please depress the brake appears in the instrument cluster ⇒ *Starter button*.
- Press and hold the brake pedal until the engine has started, but do not press the accelerator pedal. The engine starts with a briefly increased idle speed. A valid vehicle key must be inside the vehicle for the engine to start.
- If the engine does not start, stop the starting procedure and try again after several minutes.
- If the vehicle was locked with the vehicle key, the starter button will be deactivated. If you are in the vehicle and you need to start the engine, unlock the vehicle first or perform an emergency start ⇒ *Troubleshooting*.

⚠ WARNING

The risk of serious injuries can be reduced when the engine is running or when starting the engine.

- Never start the engine or let it run in unventilated or enclosed spaces. Among other substances, engine exhaust contains carbon monoxide, an odorless and colorless poisonous gas. Carbon monoxide can cause loss of consciousness and death.
- Never start the engine or let it run if oil, fuel, or other highly-flammable operating materials are under the vehicle, near the vehicle, or dripping from the vehicle, for example as a result of damage.
- Never leave the vehicle unattended when the engine is running, especially if a driving gear is engaged. The vehicle could move suddenly or perform an unusual action, increasing the risk of damage, fires, and serious injuries.
- Never use a start booster. A start booster can explode and cause sudden engine revving.

NOTICE

- The starter or engine can be damaged if you try to start the engine while driving or if you restart the engine immediately after switching it off.
- Avoid high engine speeds, full acceleration, and heavy engine loads when the engine is cold.
- Do not push start or tow start the vehicle. Uncombusted fuel can damage the catalytic converter.

NOTICE

If the engine does not start, e.g. the fuel tank is empty, never use the starter with a gear engaged to drive or to attempt a tow-start. The starter can be damaged.

- If necessary, refuel ⇒ *Fuel types and refueling* or try jump-starting ⇒ *Jump-starting*.
- If the engine does not start, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Do not let the engine run to warm up while the vehicle is parked. Begin driving as soon as there is enough visibility through the windows. This allows the engine to reach its operating temperature sooner and reduces the emissions.

Electrical equipment with increased power draw switches off temporarily when the engine is started.

If there is no vehicle key in the vehicle or the key is not detected, a message will appear in the instrument cluster display. This can occur if another signal interferes with the vehicle key or if the vehicle key is covered by an object, such as an aluminum case.

For example, if the vehicle key button cell battery is weak or drained, the engine cannot be started with the starter button. If this is the case, use the emergency start function ⇒ *Troubleshooting*.

After starting, operating noises may be temporarily higher than usual while the engine is cold. This is normal and not a cause for concern.

Stopping the engine

- Bringing the vehicle to a stop ⇒ ⚠.
- Park the vehicle ⇒ *Parking*.
- Vehicles with ignition lock: Switch the ignition off.
- Vehicles with starter button: Press the starter button briefly. If the engine cannot be turned off, perform an emergency stop ⇒ *Troubleshooting*.
- Pay attention to the messages in the instrument cluster ⇒ *Instrument cluster*.

⚠ WARNING

Never turn the engine off when the vehicle is in motion. That can result in loss of control of the vehicle, accidents, and serious injuries.

- The airbags and safety belt pretensioners will not function.
- Braking support will not work. You must apply more pressure on the brake pedal to stop.
- Power steering will not work. You must use more force to steer.
- If the vehicle key is removed, the steering lock may engage and it will not be possible to steer the vehicle.

⚠ WARNING

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

- Never park the vehicle in such a way that exhaust system components come into contact with flammable materials under the vehicle, for example shrubs, leaves, dry grass, spilled fuel, etc.
- Never use additional underbody protection or corrosion protection for exhaust pipes, catalytic converters, heat shields, or particulate filters.

NOTICE

The engine can overheat after turning it off if the vehicle is driven with a high engine load for a long period of time. To reduce the risk of engine damage, let the engine run in neutral for approximately two minutes before turning it off.

In vehicles with an automatic transmission, you can only remove the vehicle key from the ignition lock when the selector lever is in the P selector lever positio

The radiator fan in the engine compartment may continue running for several minutes after turning the engine off, even if the ignition is switched off or the vehicle key is removed. The radiator fan will turn off automatically.

Remote start function

With the remote start relay function, the engine can be started remotely, in order to heat or cool the vehicle interior before the start of a journey ⇒ ⚠.

If the vehicle is equipped with Climatronic, this automatically heats or cools the vehicle interior to +22 °C (+72 °F) after the engine is started.

When the outside temperature is below +20 °C (+68 °F), the exterior mirror heating is also switched on. At outside temperatures of below +4 °C (+39 °F), the rear window defroster and other comfort systems will also be switched on.

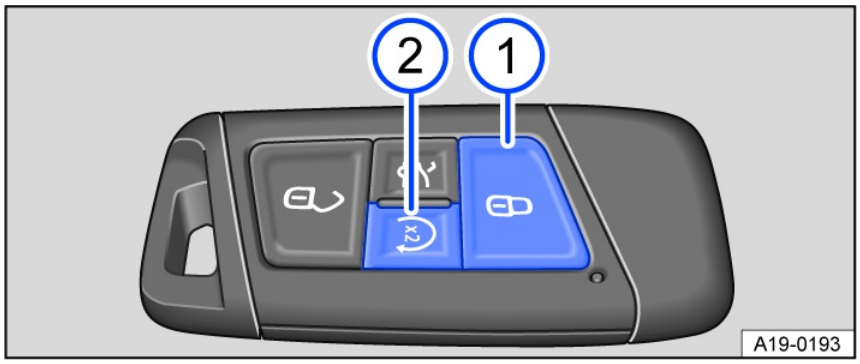


Fig. 112 Vehicle key with remote start relay function.

You must press the following buttons on the vehicle key **within five seconds** to start the engine using the remote start relay function:

- Press the key *fig. 112* (1) **once**. All turn signals will flash.
- Press the button (2) **twice** in a row. All turn signals will flash. During remote start, the parking light turns on.

If a remote start is not actively interrupted by the driver or automatically, the engine will run for approximately ten minutes.

A maximum of two remote starts can be performed in a row, even if one or both remote starts have been interrupted within the ten minute period.

In order to carry out two more remote starts, switch the ignition on and off once using the ignition switch or the starter button ⇒ *Starting the engine*.

Ending the remote start relay

Press the button *fig. 112* (2) in the vehicle key to switch off the engine.

Driving after a remote start relay

If the engine has been started using the remote start relay function, the vehicle cannot be driven. To transition to being able to drive:

- Vehicles with starter button: Press the brake pedal and press the start button.
- Vehicles with ignition lock: Press the brake pedal and turn the ignition key to the (2) ⇒ *Ignition switch* position, then release it.

The engine continues to run during this process.

Remote start relay conditions

The following conditions must be fulfilled *simultaneously* in order for the vehicle interior to be heated or cooled by the remote start relay function:

- The vehicle is fully ready to drive.
- Sufficient fuel is available and the indicator light did not light up before the vehicle was parked.
- The parking lock **P** is engaged ⇒ *Automatic transmission: selecting the selector lever position*.
- The vehicle key is not in the ignition switch. For vehicles with Keyless Access, all valid vehicle keys which are in the vehicle interior have been blocked for this period of time.
- All doors, the hood and the trunk lid are fully closed and locked ⇒ *Vehicle key*.
- The anti-theft alarm system has not triggered the alarm ⇒ *Anti-theft alarm system*.

Settings for automatic air conditioning with remote start relay

The following heating, ventilation and cooling system settings are automatically applied in the case of a remote start relay:

Activated functions:	Settings for automatic air conditioning:
Front seat ventilation (depending on equipment)	Level 2, switches on when outside temperature is above +20 °C (+68 °F)
Front seat heating (depending on equipment)	Level 2, switches on when outside temperature is below +15 °C (+59 °F)
Exterior mirror heating	switches on when outside temperature is below +20 °C (+68 °F)
Windshield defroster (depending on vehicle equipment)	switches on when outside temperature is below +4 °C (+39 °F)
Rear window defroster	switches on when outside temperature is below +4 °C (+39 °F)
Heated windshield wiper areas (depending on equipment)	switches on when outside temperature is below +4 °C (+39 °F)
Heated spray jets for windscreen washer system	switches on when outside temperature is below +4 °C (+39 °F)
Climatronic	Ventilation: AUTO Heating: +22 °C (+72 °F)
Manual air conditioning	Ventilation: the level most recently specified

If the engine has been started using the remote start relay function, the settings can be changed via the air conditioning system controls and the buttons for the windshield and rear window defroster, seat heating or ventilation, depending on vehicle equipment.

Personal settings will be replaced by the automatic air conditioning settings the next time the vehicle is started using remote start relay.

To change the automatic air conditioning settings, contact your authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

Careless or unintended use of the remote start relay function can cause serious injuries.

- Never start the engine in an enclosed space, e.g. in a garage. The exhaust can cause fatal poisoning and result in death through suffocation.
- Only use the remote start relay function when no-one is in the vehicle and immediately before you intend to drive the vehicle.

- No adults or children should be on the vehicle during a remote start.
- Never start the engine if children or animals are in the vehicle. When the engine is running, the electrical seats may be used and can cause serious injuries.
- Never start the engine if the vehicle is covered with a protective cover. Hot vehicle components and exhaust can set the protective cover on fire and cause serious injuries.
- Never start the engine close to flammable or explosive materials. The exhaust could ignite the materials. This could cause a fire and serious injuries.
- Never start the engine if the vehicle is out of visual range.
- Never start the engine if the warning light is turned on or flashing.

Using the remote start relay function may increase fuel consumption and discharge the 12-volt vehicle battery.

The use of the remote start relay function may be regulated or prohibited regionally in some countries. Always observe legal and local regulations relating to the use of the remote start relay function!

During an active remote start relay, some vehicle functions are deactivated, e.g. the low beam headlight and the windshield wipers.

Electronic immobilizer

The immobilizer helps prevent the engine from being started and the vehicle from being moved with an unauthorized vehicle key.

There is a chip in the vehicle key. The chip automatically deactivates the immobilizer if a valid vehicle key is inserted into the ignition lock.

The electronic immobilizer is activated automatically when the vehicle key is removed from the ignition lock. In vehicles with Keyless Access, the vehicle key must be outside the vehicle.

The engine can only be started with a Volkswagen Genuine vehicle key that is coded correctly. You can obtain coded vehicle keys from an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Only using Volkswagen Genuine vehicle keys will ensure that your vehicle operates correctly.

Troubleshooting

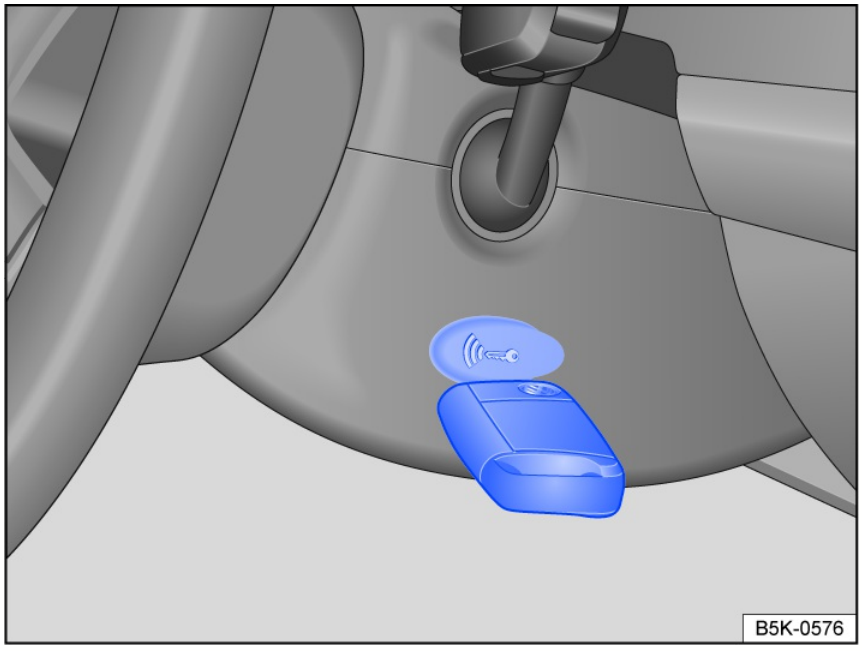


Fig. 113 On the right side of the steering column: emergency start function on vehicles with Keyless Access with push-button start.

EPC Engine control malfunction

The yellow indicator light turns on.

Engine control is malfunctioning.

- Have the engine inspected immediately by 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.

- Make sure the displayed RPM is not exceeded.
- Have the engine inspected immediately by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The vehicle key cannot be removed from the ignition lock

An unauthorized vehicle key was inserted into the ignition lock.

Remove the vehicle key as follows:

Vehicles with an automatic transmission:

- Press and release the lock button in the selector lever.
- Remove the vehicle key from the ignition lock.

Valid vehicle key cannot be detected

A corresponding indicator appears in the instrument cluster display.

If the vehicle key has a weak or drained button cell battery, the vehicle key may not be able to be detected.

An emergency start must be performed:

- Press and hold the brake pedal.
- Hold the vehicle key on the right side of the steering column trim panel immediately after pressing the starter button *fig. 113*.
- The ignition will switch on automatically and the engine may start.

The engine cannot be turned off

The engine cannot be turned off when the starter button is pressed briefly.

An emergency stop must be performed:

- Press the starter button twice within several seconds or press and hold one time.

The engine will stop automatically ⇒ *Starter button*.

The engine cannot be started

If an unauthorized vehicle key is used or the system is malfunctioning, a corresponding indicator appears in the instrument cluster display.

- Use an authorized vehicle key.
- If the malfunction persists, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The engine cannot be started

The engine cannot be started with the ignition key or by briefly pressing the starter button while activating the brake/clutch pedal.

There is a malfunction in the start system.

- Turn and hold the remote control vehicle key or press the button for as long as needed for the engine to start.
- Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

The engine cannot be started remotely

If at least *one* of the following conditions are met, the engine remote start function does not start or the engine switches off when it was running:

- The vehicle is unlocked.
- The engine hood or the trunk lid is opened.
- The selector lever is not in position **P** ⇒ *Automatic transmission: selecting the selector lever position*.
- There is a vehicle key in the ignition switch.
- The brake or accelerator pedal is pressed.
- During the remote start the fuel level sinks to the reserve amount.
- If the 12-volt vehicle battery is too weak or discharged.
- The switch for the hazard warning lights is pressed.

Ensure that the necessary conditions are met and then restart the engine if necessary.

Start/Stop system

Start-stop system

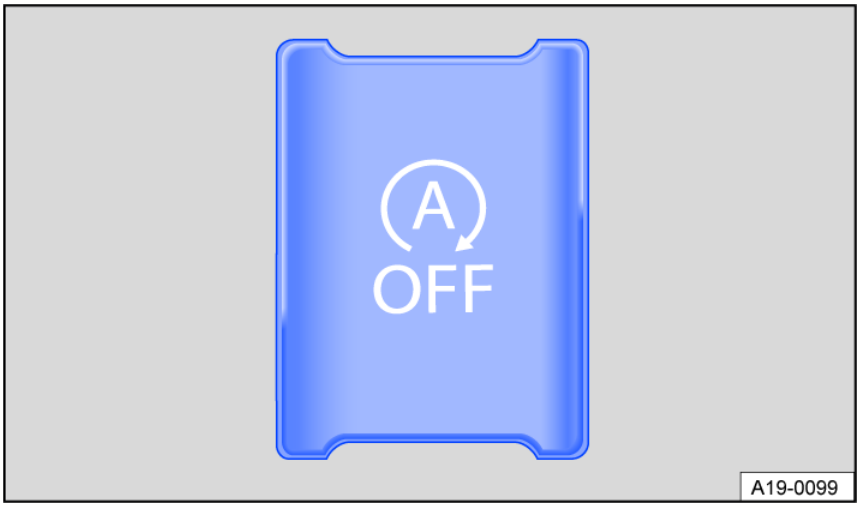


Fig. 114 In the lower section of the center console: Button for the start-stop system.

The start-stop system automatically switches the engine off when you stop and when the vehicle is stationary. The engine starts again automatically when needed.

Switching on the start-stop function

The function is automatically activated every time the ignition is switched on. Information about the current status is shown in the instrument cluster display.

Further information about start/stop mode can be called up in the Infotainment system by pressing the MENU button or function key and the Vehicle, Selection, Vehicle status function keys.

Always manually switch off the start-stop system when driving through water.

Press and hold the brake pedal to stop the vehicle. The engine turns off shortly before the vehicle becomes stationary.

To restart the engine, take your foot off the brake pedal or press the accelerator pedal.

Indicator lights

When indicator light Ⓐ comes on, the start-stop system is available and the automatic engine stop is active.

When indicator light Ⓐ comes on, the start-stop system is not available or the start-stop system has automatically started the engine ⇒ ⚠.

The start-stop system status can be displayed in the instrument cluster display.

Important conditions for automatic engine switch off

- The driver is wearing their safety belt.
- The driver door is closed.
- The hood is closed.
- A minimum engine temperature has been reached.
- The vehicle interior temperature is within the preset temperature value and air humidity is not too high.
- The air conditioner's defrost function is not switched on.
- The charge level of the 12-volt vehicle battery is sufficient.
- The temperature of the 12-volt vehicle battery is neither too low or too high.
- The vehicle is not on a large uphill or downhill gradient.
- The steering wheel is not significantly turned.
- Reverse gear is not engaged.
- Park Assist is not activated.
- ACC is not activated.

If the conditions for automatic engine switch-off are only achieved during a stationary phase, then the engine may also switch off at this point, e.g. if the defrost function is switched off.

Conditions for automatic restart

The engine can start automatically under the following conditions:

- If the vehicle interior heats up or cools down significantly.
- If the vehicle starts to move.

- If the electrical voltage in the 12-volt vehicle battery falls.
- If the steering wheel is moved.

In principle the following applies: The engine always restarts automatically when required for the identified situation and vehicle.

Conditions that make manual engine start necessary

The engine must be started manually under the following conditions:

- The driver's door is opened.
- The hood is opened.

Manually deactivating and activating the start-stop system

- Press the (A) OFF button on the center console to manually deactivate the system. When the start-stop system is deactivated, the indicator light on the button comes on *fig. 114*.
- Press the (A) OFF button on the center console again to manually activate the system again *fig. 114*.

Each time you press the (A) OFF button, the instrument cluster display indicates the status of the start-stop system.

If the start-stop system has switched the engine off, it restarts as soon as the system is deactivated by pressing (A) OFF.

Always manually deactivate the start-stop system when driving through water.

WARNING

Never turn the engine off when the vehicle is in motion. That can result in loss of control of the vehicle, accidents, and serious injuries.

- The airbags and safety belt pretensioners will not function.
- Braking support will not work. You must apply more pressure on the brake pedal to stop.
- Power steering will not work. You must use more force to steer.
- When the ignition is switched off, the steering column lock could engage and you would not be able to steer the vehicle.
- When working in the engine compartment, the start-stop system must be deactivated.

NOTICE

If the start-stop system is used for a very long period of time at very high outside temperatures, this can damage the 12-volt vehicle battery.

In some cases you may need to restart the engine manually. Pay attention to the relevant message on the instrument cluster display.

In the case of vehicles with ⇒ *Driving Mode Selection and 4MOTION Active Control* Driving Mode Selection, if the Eco driving mode is selected, then the start-stop system is automatically activated.

Always manually deactivate the start-stop system when driving through water.

Troubleshooting

The engine does not start automatically

- Start the engine manually ⇒ *Starting the engine*.
- Manually deactivate the start/stop system.
- Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility immediately.

Automatic transmission

Automatic transmission: selecting the selector lever position

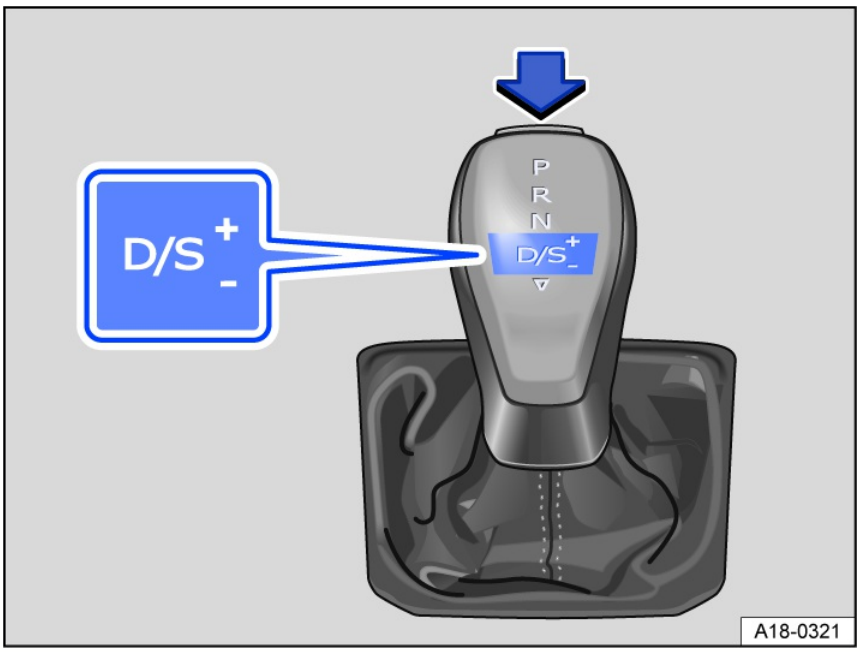


Fig. 115 Selector lever with lock button (arrow) on an automatic transmission.

When the ignition is switched on, the selected gear is shown in the instrument cluster display.

P – Parking lock

The drive gears are locked. Only select this gear when the vehicle is *stationary*.

To move the selector lever out of this position when the ignition is switched on, press the brake pedal and press the lock button on the selector lever.

R – Reverse gear

Reverse gear is selected. Only select this gear when the vehicle is *stationary*.

N – Neutral

The transmission is in the neutral setting. No power is transferred to the wheels and the engine braking effect is not available.

D / S – Drive

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.

gear: sport program.

The driving 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 **D** and **S** gears, tap the selector lever toward the rear ▽ *fig. 115*.

The selector lever will always move back to the **D/S** selector lever position. This also applies when in the tiptronic shift gate ⇒ *Shifting using tiptronic*.

Selector lever lock

The selector lever lock prevents you from selecting a gear accidentally when in the **P** or **N** position, causing the vehicle to roll.

To release the selector lever lock, switch the ignition on and press the brake pedal. Then press the lock button on the selector lever handle in the direction of the arrow *fig. 115*.

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 is in the **N** position for longer than approximately one second when the brake pedal is not pressed and the speed is less than approximately 3 mph (5 km/h), then the selector lever lock will engage.

⚠ WARNING

Engaging the incorrect gear can cause you to lose control of the vehicle, which could lead to accidents and serious injuries.

- Never press the accelerator pedal when engaging a gear.
- When the engine is running and a gear is engaged, the vehicle will start moving once the brake pedal is released.
- Never shift to **R** reverse gear or engage the **P** parking lock while driving.

WARNING

Unintentional vehicle movements can cause serious injuries.

- As the driver, never leave the driver's seat when the engine is running and a gear is engaged. If you need to leave the vehicle while the engine is running, always set the electronic parking brake and activate the parking lock **P**.
- When the engine is running and the **D/S** or **R** gear is engaged, you have to hold the vehicle with the brake pedal. Even at idle speed, power is still being transmitted and the vehicle will "creep".
- Never shift into **R** or **P** while the vehicle is moving.
- Never leave the vehicle in **N**. The vehicle can roll downhill regardless of whether the engine is running or not.

NOTICE

If the electronic parking brake is **not** switched on when the vehicle is stationary and the brake pedal is released when **P** is engaged, the vehicle may move forward or backward a few inches.

If N is engaged by mistake while driving, remove your foot from the accelerator pedal. Wait until the engine is at idle speed in neutral before shifting into a drive gear.

If the selector lever is left for a long period of time in any position other than P when the engine is switched off, the 12 V vehicle battery will drain.

Shifting using tiptronic

The tiptronic mode allows you to shift gears manually on an automatic transmission.

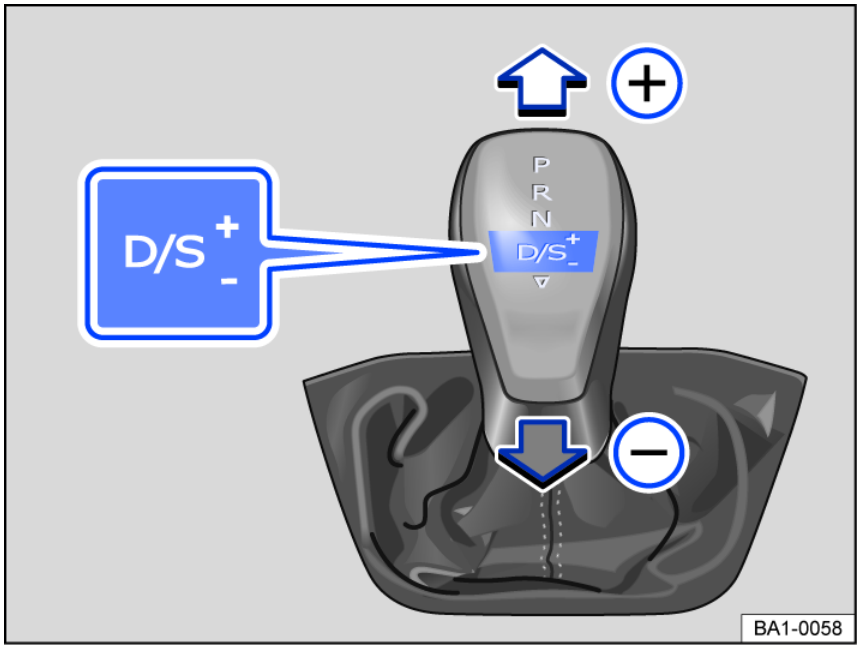


Fig. 116 Selector lever in Tiptronic position.

When shifting in the tiptronic program, the gear currently engaged is maintained. This applies until the system shifts gears automatically due to the current driving situation.

Using tiptronic with the selector lever

- Push the selector lever to the right out of the **D/S** selector lever position into the tiptronic shift gate.
- Tap the selector lever forward ⊕ or to the rear ⊖ to upshift or downshift *fig. 116*.

The lock button on the selector lever must not be pressed when tapping the selector lever within the tiptronic shift gate.

NOTICE

- When accelerating, the transmission automatically upshifts to the next gear shortly before the maximum permissible engine RPM is reached.
- When downshifting manually, the transmission only shifts if it is no longer possible to over-rev the engine.

Driving with an automatic transmission

The transmission shifts up and down automatically when in the forward driving gears.

Driving on an incline

The steeper the incline, the lower the gear that you should select. Lower gears increase the engine braking effect. Never let the vehicle roll down mountains or hills in the **N** neutral setting.

- Reduce your speed.
- Push the selector lever to the right out of the **D/S** selector lever position into the tiptronic shift gate ⇒ *Shifting using tiptronic*.
- Tap the selector lever back to downshift.

Stopping and starting to drive uphill

The steeper the hill, the lower the gear that you should select.

Hill Start Assist should be used when stopping or starting uphill when the engine is running ⇒ *Hill start assist*. Hill Start Assist is switched off by applying the electronic parking brake.

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 feature makes maximum acceleration possible in the **D** or **S** selector lever position or in the tiptronic setting.

When you press the accelerator pedal all the way down, the automatic transmission downshifts into a lower gear, depending on the vehicle speed and engine RPM This utilizes the full acceleration power of the vehicle ⇒ ⚠.

With kick-down, the automatic upshift to the next gear only occurs if the maximum predefined engine RPM is reached.

⚠ WARNING

Fast acceleration can cause traction loss and sliding, especially on slippery roads. This could cause loss in vehicle control, accidents, and serious injuries.

- Always adapt your driving style to the flow of traffic.
- Only utilize kick-down or fast acceleration when the visibility, weather, road, and traffic conditions allow it, and when other road users will not be endangered by this acceleration and driving style.
- Please note that the drive wheels can continue to spin and the vehicle can slide if ASR is switched off, especially if the road is slippery.
- Reactivate ASR after the acceleration.

⚠ WARNING

Never let the brakes “rub” too often and too long or press the brake pedal too often and too long. Prolonged braking causes the brakes to overheat. This can considerably reduce braking performance, considerably increase braking distance and possibly lead to a total brake system malfunction.

ⓘ NOTICE

- When stopped on inclines when a gear is engaged, do not press the accelerator pedal to prevent the vehicle from rolling away. This can cause the automatic transmission to overheat and can damage it.
- Never let the vehicle roll in the **N** selector lever position, especially when the engine is stopped. The automatic transmission is not lubricated and this can damage it.

ⓘ NOTICE

Never let the brakes “rub” by pressing the pedal lightly when braking is not really necessary. This increases wear.

Troubleshooting

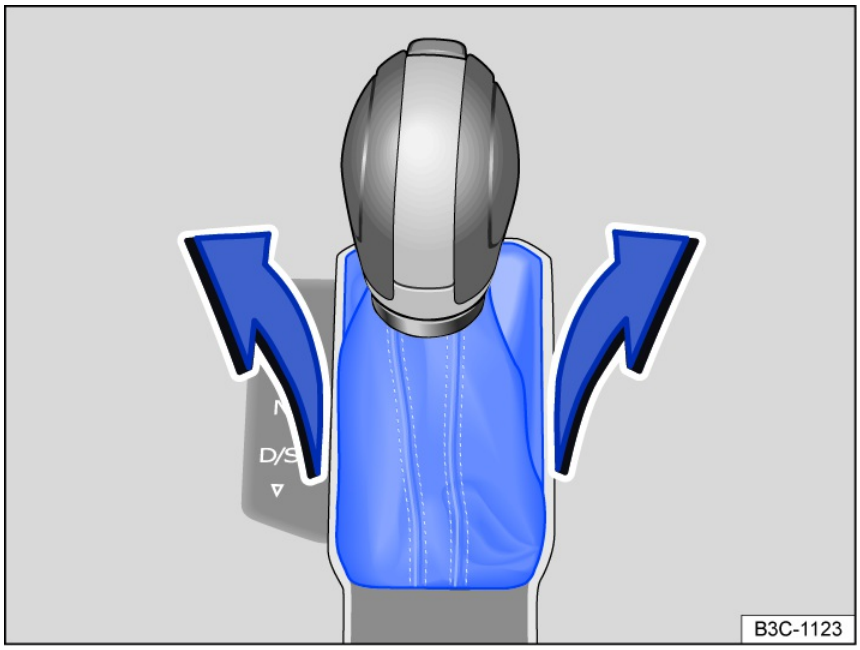


Fig. 117 Remove the cover on the shift gate.

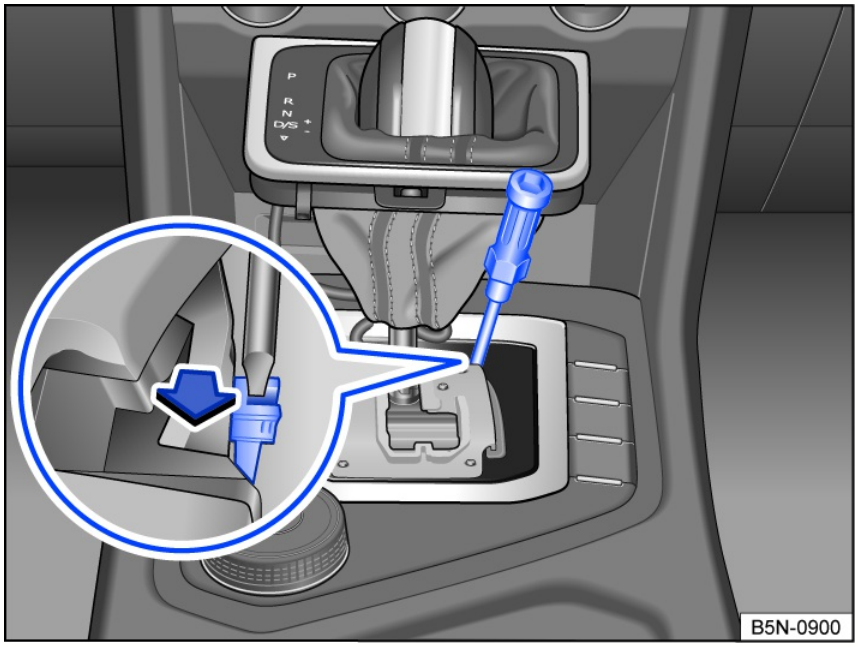


Fig. 118 Manually release the selector lever lock.

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 overheated, for example due to frequent start-ups, allowing the vehicle to “creep” forward for long distances, or in stop-and-go traffic.

- **Do not continue driving!**
- Let the transmission cool down with **P** engaged ⇒ .
- If the indicator light does not turn off, do not continue driving.
- Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance. Otherwise, the transmission could become severely damaged.

The engine is not starting

The green indicator light turns on.

The brake pedal was not pressed, for example when trying to shift to another gear using the selector lever.

- Press the brake pedal to select a gear.
- See also electronic parking brake ⇒ *Using the electronic parking brake* .

Driving is restricted by the lock button

The green indicator light blinks.

The lock button in the selector lever is not engaged.

- Check if the lock button is locked.
- Lock the lock button into place if necessary.

Driving is restricted by the selector lever lock

The green indicator light blinks. A message is also displayed.

In rare cases, the selector lever may not lock in vehicles with an automatic transmission.

The engine will then be disabled to prevent the vehicle from going into motion unintentionally.

- Press and release the brake pedal again.
- **OR:** move the selector lever to the **N** position or shift to **P**, release, and then engage a gear.

Selector lever lock emergency release

If there is a loss of power, for example, the 12 V vehicle battery is drained and the vehicle should be towed, then the selector lever lock must be released manually. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

The emergency release is located under the shift gate cover.

Remove the cover on the shift gate:

- 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.
- Switch the ignition off.
- Pull the cover near the selector lever boot upward carefully with the wires connected *fig. 117*.
- Fold the cover upward over the selector lever.

Manually release the selector lever lock: ⇒ ⚠

- Push the release lever in the direction of the arrow *fig. 118* and hold it in this position.
- Press the lock button forward into the selector lever handle and move the selector lever to the **N** position.
- After releasing the cover manually, carefully press into the center console while making sure the wires are in the correct position.

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 be hidden after several seconds. The ⓘ yellow indicator light will stay on as long as the system malfunction is present.

Always have the automatic transmission checked immediately by 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.

- Press the brake pedal and select the drive position again.
- 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

Never release the parking lock once the electronic parking brake is switched off. Otherwise, the vehicle may start to move unexpectedly on inclines or hills, which could then lead to accidents and serious injuries.

ⓘ NOTICE

If the vehicle is rolling at high speeds for a long time with the engine is stopped and the selector lever is in the **N** position, for example when towing, then the automatic transmission will be damaged.

ⓘ NOTICE

- The first time the vehicle indicates that the transmission is overheating, the vehicle must either be stopped safely or driven faster than 12 mph (20 km/h).
- If the message and audible warning are repeating approximately every 10 seconds, the vehicle must be stopped safely and the engine switched off as soon as possible. Let the transmission cool down.

- To reduce the risk of damaging the transmission, only continue driving when the audible warning stops. As long as the transmission is overheated, avoid starting the vehicle and driving slowly, like at walking speeds.

Driving on slopes

Hill start assist

Hill start assist helps when starting to drive uphill by actively holding the vehicle in place.

Hill start assist activates automatically under the following conditions

The following conditions must be met **at the same time** :

- The vehicle must be **stationary** and held on the incline either with the brake pedal or the electronic parking brake until you start driving.
- The engine must be running “evenly”.
- All four wheels must have good ground contact and the vehicle must not be tilted on an angle.
- Forwards or reverse gear is engaged.

To start driving, remove your foot from the brake pedal or release the electronic parking brake and press the accelerator pedal immediately. **The brakes will release gradually as you start driving.**

Hill start assist will deactivate immediately if:

- One of the conditions specified in is no longer met.
- The driver’s door is opened.
- If the engine is running unevenly or in the event of an engine fault.
- The engine is switched off or it stalls.
- The selector lever is in the neutral position **N**.
- As soon as one of the tires does not have enough contact with the ground, for example, if the vehicle is tilted on an angle

⚠ CAUTION

- If the vehicle does not start to drive immediately after releasing the brake pedal, it may roll backwards under certain circumstances. If this is the case, press the brake pedal or set the electronic parking brake immediately.
- If the engine stops, press the brake pedal or set the electronic parking brake immediately.
- If you are driving on an incline in heavy traffic and you would like to prevent the vehicle from rolling backwards when starting to drive, then press the brake pedal a couple seconds longer before you start to drive.

Downhill speed control

Downhill speed control helps when braking when traveling downhill on vehicles with DSG ® automated transmission ⇒ ⚠. Downhill speed control does this by using the braking power of the engine.

The DSG® automated transmission selects the optimum gear itself, depending on the present gradient and current speed. The selector lever must be in the **D/S** selector lever position. Downhill speed control is **not** active in Tiptronic mode.

As the downhill speed control can only downshift as far as third gear, you may need to switch to Tiptronic mode on very steep downhill stretches. In Tiptronic mode, manually shift into second or first gear to use the engine's braking power and reduce the load on the brakes.

While downhill speed control is active, the start-stop system is automatically deactivated.

Downhill speed control activates automatically:

- If the gradient is greater than approximately 6%.
- **AND:** If the selector lever is in the **D/S** selector lever position.
- **Also, for switched-off cruise control system or Adaptive Cruise Control (ACC):** If the speed is slower than approximately 80 km/h (50 mph) **or** the brake is pressed.
- **Also, for active cruise control system or Adaptive Cruise Control (ACC):** If the stored speed is exceeded.

Downhill speed control deactivates automatically:

- When the gradient decreases.
- **OR:** If the transmission upshifts because the engine speed is greater than approximately 4500 rpm.
- **Also, for active cruise control system or Adaptive Cruise Control (ACC):** If the stored speed can be maintained.

⚠ WARNING

The intelligent technology of downhill speed control cannot overcome the natural laws of physics and it can only operate within the limits of the system. Do not allow the increased convenience of the downhill speed control to tempt you into taking risks.

- Unintentional vehicle movements can cause serious injuries.
- Downhill speed control is not a replacement for the driver's attention.
- Always adapt your speed and driving style to the current visual, weather, road, and traffic conditions.
- Downhill speed control cannot hold the vehicle on the incline or brake sufficiently going downhill in every situation, for example if the ground is slippery or icy.

⚠ WARNING

Always be ready to brake. If this is not the case, accidents and injuries may result.

- Downhill speed control is merely a tool and cannot sufficiently brake the vehicle going downhill under every circumstance.
- The vehicle can go faster despite the downhill speed control.

Hill Descent Control

The green indicator light turns on when hill descent control is active.

If hill descent control is not active, the indicator light turns gray. The system is activated, but it is not regulating.

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 Braking System (ABS) remains active.

When starting to drive downhill at speeds less then 19 mph (30 km/h), the speed is limited to minimum 1 mph (2 km/h) and maximum 19 mph (30 km/h). 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 loose.

Hill descent control is automatically activated under the following conditions:

- The vehicle engine must be running.
- The **Off road** driving profile is selected.
- The speed must be less than 19 mph (30 km/h) (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.

Hill descent control is deactivated if the speed is higher than 19 mph (30 km/h), when the brake pedal or accelerator pedal is pressed, or the grade is less than 5%.

⚠ WARNING

The intelligent technology of hill descent control cannot overcome the natural laws of physics and it can only operate within the limits of the system. Do not allow the increased convenience of the Hill Descent Control to tempt you into taking risks.

- Unintentional vehicle movements can cause serious injuries.
- Hill descent control is not a replacement for the driver's attention.
- Always adapt your speed and driving style to the current visual, weather, road, and traffic conditions.
- 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.

⚠ WARNING

Always be ready to brake. If this is not the case, accidents and injuries may result.

- Hill descent control is merely a tool and cannot sufficiently brake the vehicle going downhill under every circumstance.
- The vehicle can go faster despite the hill descent control.

Steering

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 power steering works only when the engine is running. The steering also works if the start-stop system engages and the engine switches off.

If the power steering system is impaired or malfunctioning, a significantly greater amount of force than normal must be used to steer.

On vehicles with Driving Mode Selection, power steering handling can be influenced by the selected driving mode.

Mechanical steering column lock (steering lock)

On vehicles with an ignition lock, the steering column is locked mechanically:

- Stop the vehicle and, if necessary, move the selector lever to position **P**.
- Remove the vehicle key.
- Turn the steering wheel slightly, until you hear the steering lock engage.

To unlock the steering column:

- Turn the steering wheel slightly to release the steering lock.
- Insert the vehicle key in the ignition lock.
- Hold the steering wheel in position and switch on the ignition.

Countersteering assist

The countersteering assist provides the driver with steering assistance in critical driving situations. Additional steering power supports the driver when countersteering ⇒ ⚠.

Progressive steering

Depending on the vehicle's equipment, the progressive steering can adapt the force of the steering movement to the driving situation. Progressive steering only works when the engine is running.

In *city traffic*, less steering movement is needed for parking, maneuvering or for taking sharp bends.

On *highways* or on *expressways*, progressive steering gives a sportier, direct steering experience and noticeable dynamics, when driving along curved stretches, for instance.

⚠ WARNING

If power steering is not working, the steering wheel is very difficult to turn and so steering the vehicle can be more difficult.

- Depending on the equipment, power steering may only work when the engine is running.
- Never let the vehicle roll when the engine is stopped.
- Never remove the vehicle key from the ignition lock when the vehicle is in motion. The steering column lock could engage and you would not be able to steer the vehicle.

⚠ WARNING

The countersteering assist together with the ESC assists the driver when steering the vehicle in critical driving situations. The driver must always steer the vehicle in every scenario. The vehicle is not steered by the countersteering assist.

NOTICE

When the vehicle is being towed, the ignition must be switched on so the steering wheel is not blocked, and so that the turn signals, horn, windshield wipers, and the windshield washer system can be activated.

Troubleshooting

Steering malfunction

The red warning light turns on or flashes.

There is an electromechanical steering or electronic steering column lock malfunction.

- **Do not continue driving!** 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.
- If the red warning light **blinks**, the steering column cannot unlock.

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:**

- Restart the engine and drive the vehicle slowly for a short distance.
- If the indicator light stays on, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The indicator light **blinks:**

- Turn the steering wheel back and forth slightly.
- Switch the ignition off and back on.
- Pay attention to the messages in the instrument cluster display.
- 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.

Driving Mode Selection and 4MOTION Active Control

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.

Differentiation according to the type of drive

Only vehicles with all-wheel drive (4MOTION) can have the 4MOTION Active Control dial.

Selecting the driving mode

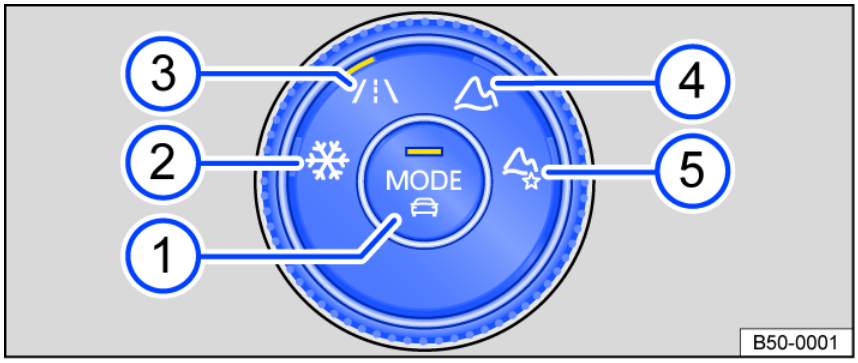


Fig. 119 In the center armrest: 4MOTION Active Control rotary switch.

(1) MODE button: select onroad driving modes and open the menu in the Infotainment system.

(2) Snow driving mode

(3) Onroad driving mode

(4) Offroad driving mode

(5) Offroad Custom driving mode

You can select the driving mode with the ignition switched on and the vehicle stationary or while driving ⇒ ⚠.

If you select a driving mode while driving, the vehicle systems, except for Drive, will be switched over to the new driving mode immediately.

- 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

1. Turn the dial until the LEDs next to the preferred driving mode comes on *fig. 119*.
2. To switch to onroad driving modes, press the MODE button (1) or tap Onroad driving mode in the Infotainment system.

Displaying information about the driving mode

- To display additional information about the selected driving mode, tap ⓘ in the Infotainment system.

Selecting the Custom driving mode

1. Press the MODE button or turn the dial until the LEDs next to the Onroad driving mode comes on.
2. To open the Individual menu, tap Adjust.

Selecting the Offroad Custom driving mode

1. Turn the dial until the LEDs next to the Offroad Individual driving mode lights up.
2. If the Offroad Individual driving mode is already selected, press the MODE button on the rotary switch.
3. To open the Individual menu, tap Adjust.

⚠ WARNING

Selecting the driving mode while driving can distract you from traffic and increase the risk of accidents.

- Always drive attentively and responsibly.

Driving mode properties

Snow: using the Snow driving mode can improve the traction on slippery or snowy ground by having a more precise transmission of power. Onroad: Under Onroad, you can select from the Eco, Normal, Sport and Individual driving modes. Offroad: with the Offroad driving mode, gas can be better dosed when driving offroad. The engine brake is always available and shifting can be blocked in critical situations. The hill start assist and hill descent control are active in the Offroad driving mode. The dynamic cornering light is adjusted to better assist the driver when visibility is poor. Offroad Custom: an Offroad driving mode that you can expand and adjust according to your preferences. The instrument cluster display tells you if an Offroad driving mode has been selected. Eco: the vehicle switches to a fuel-efficient vehicle setup and supports the driver with fuel economy messages. The transmission automatically shifts to E in the Eco driving mode. Normal: this driving mode shows the basic settings of the vehicle system and offers a balanced calibration, for example for everyday use. Sport: this gives the driver a sporty feel. If the Sport driving mode is selected, vehicles with an automatic transmission switch to S. Individual: you can adapt individual vehicle systems according to your preferences.

Standard behavior of the driving mode and the vehicle systems

The Normal driving mode represents the basic settings for the vehicle systems when the ignition is switched on.

Behavior of the driving mode when switching the ignition off and on

If you switch the ignition off and then on again, the previously selected driving mode remains selected.

If you have previously selected the Snow, Offroad or Offroad Individual driving mode and then switch the ignition off and on again, the previously selected onroad driving mode will be set.

Whenever you switch the ignition in special sports models of the vehicle off and on again, the Sport driving mode is selected.

Behavior of the Drive vehicle system when the ignition is switched off and on

The settings for the Drive vehicle system are reset to the Normal driving mode settings when you switch the ignition off and on again.

The other vehicle systems will retain their settings if you switch the ignition off and on again.

For special sports models of the vehicle, the settings of the Drive vehicle system are reset to the settings of the Sport driving mode as soon as you switch the ignition off then on again.

You can change the Drive vehicle system back to the preferred driving mode:

- Select your desired driving mode again.

  OR: In order to reactivate the settings in the Sport driving mode, move the automatic gearbox selector lever backwards into driving mode **S**.

Troubleshooting

The “S” gear cannot be engaged

The transmission cannot shift into **S** when the Offroad or Snow driving mode is selected. When an Offroad driving mode has been selected, the instrument cluster display tells you that an Offroad driving mode has been selected.

- To be able to shift into **S**, select another driving mode.

The driving mode or the vehicle systems do not behave as expected

- Pay attention to the standard behavior of the driving mode and the vehicle systems ⇒ *Standard behavior of the driving mode and the vehicle systems*.

Offroad display

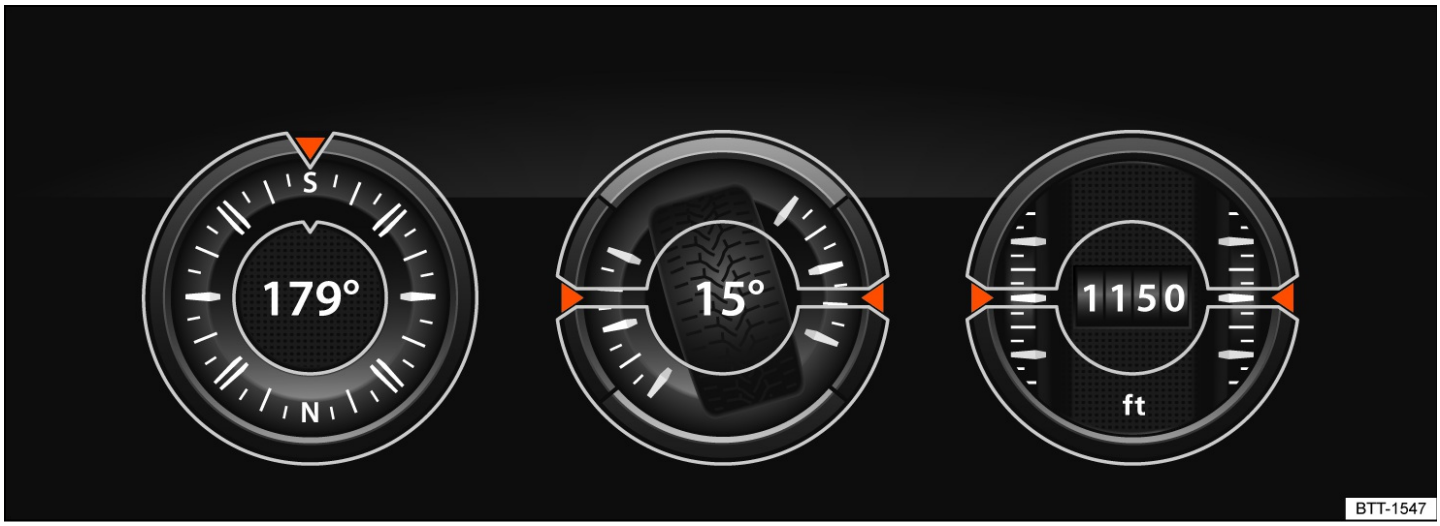


Fig. 120 In the Infotainment system: Offroad display.

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.

Selecting instruments and adjusting units

The infotainment system displays various instruments *fig. 120*.

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

The units on some instruments can be adjusted in the Infotainment system *⇒ Operation and displays in the Infotainment system* .

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.
- **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.

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.
- **Alpine terrain:** Steering angle display, altimeter, compass.

Off-road driving situations

🕮 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”.

With 4MOTION Active Control in a four-wheel drive vehicle, various vehicle tuning adjustment can be selected to the driver's preference *⇒ Selecting the driving mode*.

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.
- ✓ 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.

Safety precautions for driving off-road

Refer to ⇒ ⚠ and ⓘ.

⚠ WARNING

The intelligent vehicle technology cannot overcome the natural laws of physics and it can only operate within the limits of the system. When the condition of the ground is poor, the wheels may lock and cause instability, despite the vehicle having ABS. For example, this could occur during hard braking on loose gravel. Under these conditions, the ESC can only stabilize the vehicle to a limited extent.

⚠ WARNING

Driving off-road can be dangerous and can cause accidents, serious injuries, vehicle damage, and vehicle malfunctions far away from any assistance.

- Never select a dangerous route or undertake a risk that would endanger anyone in the vehicle. If the route is not working, or if there are doubts about the safety of the route, turn around and choose a different route.
- Even if it appears the terrain will be easy to drive on, it may be difficult and dangerous and may create critical driving situations for the driver and passengers. The best option is to explore the terrain on foot before driving across it.
- Drive with extreme caution and anticipation when off-roading. If you are driving too fast or a driving maneuver fails, this can lead to serious injuries and vehicle damage.
- Never drive faster than is appropriate for the predominant terrain, road conditions, traffic, and weather.
- Never drive over embankments, ramps, or hillsides at excessively high speeds. This can cause the vehicle to lift in a way that it can no longer be steered and can result in loss of vehicle control.
- If the vehicle does lift off the ground, always align the front wheels so they face straight ahead. The vehicle can roll over if the wheels are turned inward when coming back into contact with the ground.
- Even sections of terrain that seem safe could be dangerous. 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. Explore the terrain on foot as necessary.

⚠ WARNING

Sporty multi-purpose vehicles have a significantly higher risk of rolling over than conventional road vehicles ⇒ *Explanations of technical terms*.

- 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.
- The vehicle has a higher center of gravity and has a greater risk of rolling over while driving than a “regular” passenger vehicle that is not suited for off-road driving.
- Never drive too fast, especially around curves, or perform any extreme driving maneuvers.
- Always adapt the speed and driving style to the predominant terrain.
- 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.

⚠ WARNING

Sections of terrain that seem safe could be very dangerous. 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 accidents, serious injuries, and vehicle malfunctions.

- Before driving on unknown terrain, explore the route carefully on foot.
- Never choose unsafe routes or undertake a risk that would put you and your passengers in danger. If there are doubts about the safety of the route, turn around and choose a different route.
- Always adapt the speed and driving style to the load, visibility, terrain, and weather conditions.

⚠ WARNING

- Always avoid driving at an angle on a hill ⇒ *Driving at an angle on a hill*.
- 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. 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. If it is necessary, always exit the vehicle carefully using the doors on the side of the vehicle that is facing uphill ⇒ *Driving at an angle on a hill*.

⚠ 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. If you use driver assistance systems off-road, you could lose control of the vehicle and become severely injured.

- Never use driver assistance systems off-road.

⚠ WARNING

Driving off-road with a low fuel level can lead to a vehicle breakdown, accidents, and serious injuries.

- Always refuel your vehicle with enough fuel before driving 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.

ⓘ 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 sunroof closed when driving off-road.

Explanations of technical terms

Refer to ⇒ ⚠ and ⓘ *Safety precautions for driving off-road*.

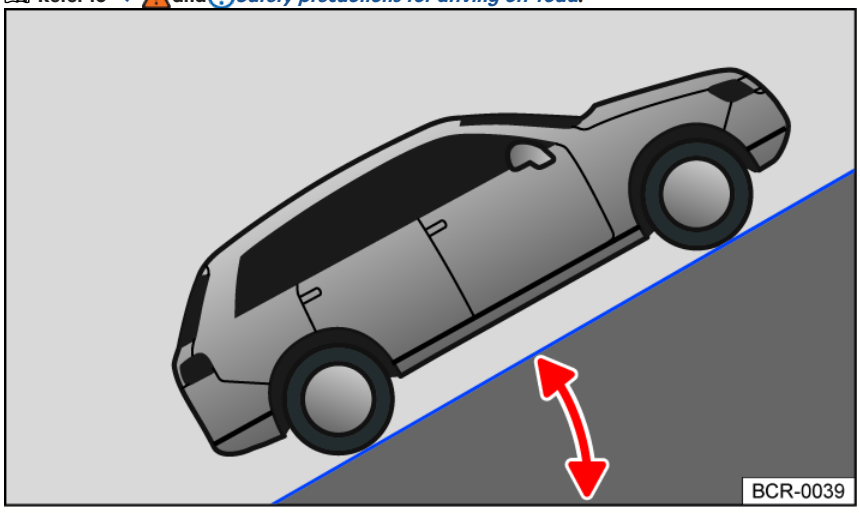


Fig. 121 General example: incline angle

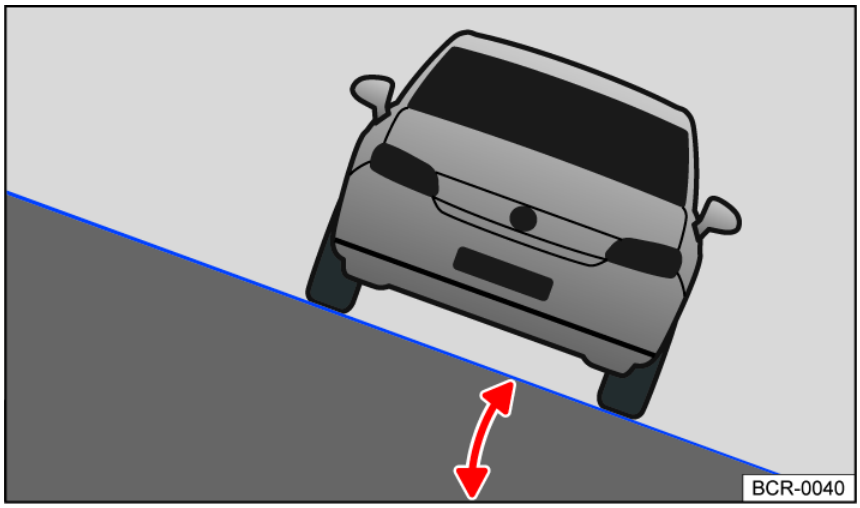


Fig. 122 General example: tilt angle

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 A rising difference in altitude (incline) on a 100 m (300 ft) stretch is given in percentage or degrees *fig. 121*. The maximum angle the vehicle can drive up an incline on its own. 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. 122*.

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.

Checklist “before driving off-road”

Refer to ⇒ and *Safety precautions for 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 o 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.

General rules and driving instructions

Refer to ⇒ and *Safety precautions for driving off-road.*

- 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 sto

in time without also getting stuck.

NOTICE

- Always make sure there is enough ground clearance under the vehicle. 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.

Shifting gears correctly

Refer to ⇒ ⚠ and ⓘ *Safety precautions for driving off-road*.

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: selecting the selector lever position*.
- Use the off-road display ⇒ *Offroad display*.

Driving over brush and rock

Refer to ⇒ ⚠ and ⓘ *Safety precautions for driving off-road*.

1. Select a suitable driving mode ⇒ *Selecting the driving mode* and drive no faster than walking speeds over rocky ground.
2. If you are unable to drive around a stone, drive carefully onto the stone with one of the front wheels and then drive slowly over it ⇒ ⓘ.

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.

NOTICE

Never drive over a very large object such as boulders or tree trunks if it is under the vehicle or on one side. Objects that are higher than the ground clearance will damage vehicle components when driven over and could cause vehicle malfunctions.

Driving through still or flowing water

Refer to ⇒ ⚠ and ⓘ *Safety precautions for driving off-road*.

Driving through flooded terrain or bodies of water could cause vehicle damage.

You can carefully drive through water that comes up to the lower edge of the vehicle body.

1. Note the maximum wading depth of the vehicle.
2. Only drive through water in an area where the ground is solid underneath it remains lower than the maximum permissible wading depth.
3. Note the additional information for driving through water on paved roads ⇒ *Driving through water on roads*.

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 ⇒ *Selecting the driving mode*.

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 fro 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 can generate enormous power and can carry a vehicle away. This can lead to extremely dangerous situations, which could cause accidents and serious or fatal injuries.

- Never let the vehicle stop in water.
- Soft ground, obstacles under the water, shallows, or water in the engine compartment can cause accidents and vehicle malfunctions in the water. This can then lead to critical situations.

NOTICE

If you drive through 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. Immediately clean any vehicle components that have come into contact with salt or salt water using fresh 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

Refer to ⇒ ⚠ **and** ⓘ ***Safety precautions for driving off-road.***

The ESC and ASR must be turned on ⇒ *Braking assistance systems*.

1. Select a suitable driving mode ⇒ *Selecting the driving mode*.
2. Select a suitable gear and stay in that gear until solid ground is reached ⇒ *Shifting gears correctly*.
3. Always drive at a consistent speed through sand or mud, do not shift manually, 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 th front wheels.

⚠ WARNING

Driving through sand and mud can be dangerous. The vehicle can slide uncontrollably, increasing the risk of injury. Always drive forward carefully when you have to drive through sand, mud, or slush.

- Never choose unsafe routes or undertake a risk that would put you and your passengers in danger. If there are doubts about the safety of the route, turn around and choose a different route.

⚠ WARNING

Incorrect tire pressures can cause a serious or fatal accident.

- Incorrect tire pressures cause increased tire wear and impair vehicle handling.
- Incorrect tire pressures can cause overheating, sudden tire damage including tire blow-outs, and stripping of the tread, which can then result in loss of vehicle control.
- If the tire pressure decreases when driving through sand, the tire pressure must always be corrected before continuing to drive. Driving with low tire

pressures can cause the driver to lose control of the vehicle and increases the risk of serious and fatal injuries.

Recommendations if the vehicle is stuck

Refer to ⇒ ⚠ and ⓘ *Safety precautions for driving off-road*.

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 the ASR ⇒ *Braking assistance systems*.
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

No one should ever stand in front of or behind the vehicle, especially when attempting to move a stuck vehicle out of place.

- Spinning wheels can greatly accelerate stones, brushwood, pieces of wood, or other objects under the wheels, which could cause life-threatening injuries.
- If the stuck vehicle moves suddenly, people standing in front of or behind the vehicle could be run over.

Driving on steep terrain

Refer to ⇒ ⚠ and ⓘ *Safety precautions for driving off-road*.

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*.

⚠ WARNING

Never try to drive on an incline or a hill when it is too steep for the vehicle. The vehicle could slide, tip or flip over.

- The incline angle or tilt angle must not be larger than the maximum permissible value for the vehicle.
- Only drive on inclines and hills along the fall line.
- Never turn or turn around on an incline or on a hill. The vehicle could tip over or slide.
- If the engine stops or does not keep moving: stop and press the brake pedal. Restart the engine. Engage the reverse gear, release the brake pedal, and use the engine braking effect to carefully redirect so that you are driving straight along the fall line. Drive slowly and maintain a constant speed while doing this.
- If the engine does not start, press the brake pedal with steady pressure, and let the vehicle roll back in the same path. Drive slowly and maintain a constant speed while doing this.
- Never let the vehicle roll downhill in neutral. You may lose control of the vehicle.

Driving at an angle on a hill

Refer to ⇒ ⚠ and ⓘ *Safety precautions for driving off-road*.

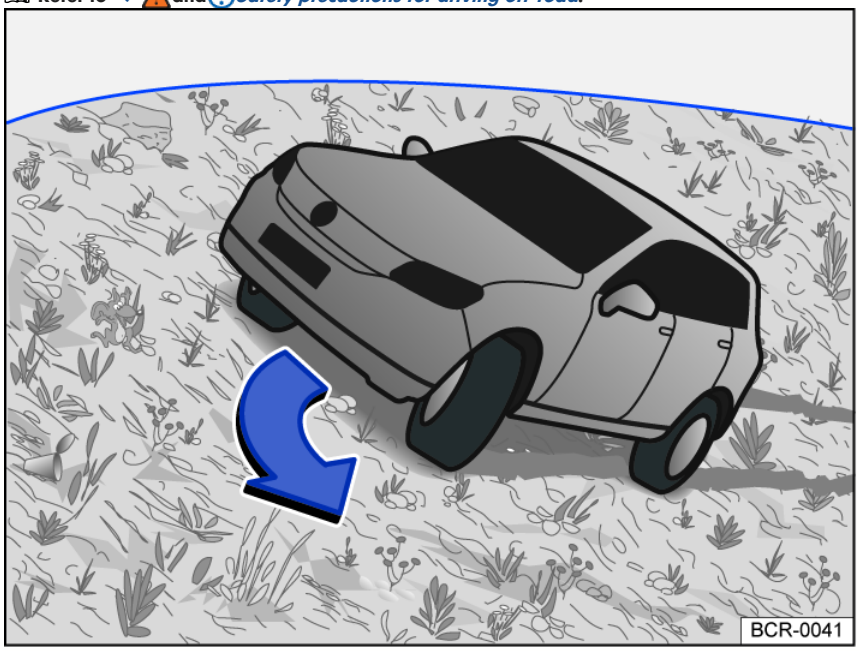


Fig. 123 General example: steering downhill along the fall line.

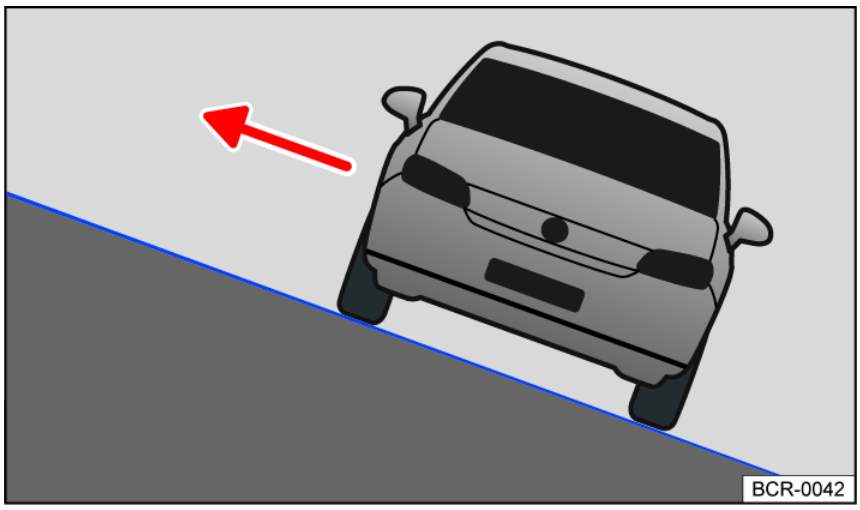


Fig. 124 General example: exit through the side of the vehicle that is facing uphill.

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 nc 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 *fig. 123*. If it is not possible to steer downhill, steer uphill and accelerate lightly.

⚠ WARNING

Never attempt to drive at an angle on a hill, especially if the hill is too steep for the vehicle. A vehicle can skid, tip, or roll over when positioned sideways to a hill. To reduce the risk of accidents and serious injuries, observe the following:

- Never underestimate the risks and dangers of driving at an angle on a hill. Never choose unsafe routes or undertake a risk that would put you and your passengers in danger. If there are doubts about the safety of the route, turn around and choose a different route.
- When driving at an angle on a hill, the vehicle can lose hold, slide to the side, tip, or flip over and roll down the 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, then choose another path. If it seems the vehicle is about to tip, immediately steer toward the downhill direction and accelerate lightly *fig. 123*.
- If the vehicle is on a hill with a steep sideways tendency, avoid abrupt and dramatic movements in the vehicle. This can cause the vehicle to lose hold, slide to the side, tip, or flip over and roll down the hill.
- If the vehicle is stopped at a side angle on a hill, a person must never exit the vehicle through the doors that are facing downhill. This can cause the total center of gravity to shift to the side. The vehicle could tip or flip over and roll down the hill. To reduce the risk of this happening, always exit the vehicle carefully on the side facing uphill *fig. 123*.
- When exiting the vehicle, ensure that the upwards opening door does not shut and cause injury due to its own weight or imbalance.

Driving through ditches

Refer to ⇒ ⚠ and ⓘ *Safety precautions for driving off-road*.

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

Never drive through ditches if the slope and tilt angle is too steep for the vehicle and the ditch is too deep. The vehicle could tip, slide, and roll over.

ⓘ 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. If this happens, it will most likely be impossible to drive out of the ditch, even with all wheel drive.

After off-road driving

Refer to ⇒ ⚠ and ⓘ *Safety precautions for driving off-road*.

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, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- ✓ Inspect the engine compartment for any contamination that may be impairing engine operation ⚠ ⇒ *Safety precautions for working in the engine compartment*.

⚠ WARNING

Any objects stuck under the vehicle underbody present a hazard. The vehicle underbody must always be inspected for stuck objects 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.
- Flammable materials, such as wet leaves, can ignite near hot vehicle components. A fire can increase the risk of serious injury.
- Stuck objects can damage the fuel lines, brake system, seals, and other components on the chassis. This can cause accidents and loss of control of the vehicle.

Driver assistance systems

Cruise control system

Introduction

The cruise control system helps to maintain a set speed.

Speed range

The CCS is available at speeds above approximately 15 mph (approximately 20 km/h) when driving forward.

Driving with cruise control system

You can override the stored speed at any time, for example, to pass another vehicle. Cruise control is paused while the vehicle accelerates and then resumes the stored speed.

Displays

If the CCS is switched on, the instrument cluster display indicates the stored speed and the status of the cruise control system.

One of the following indicator lights may come on, depending on the driving situation and the instrument cluster version:

CRUISE **CCS switched on.** **CCS switched on, regulation active.** **CCS switched on, regulation active.**

If the CCS is not controlling, the indicator lights are small or grey.

If no speed is stored, the instrument cluster display shows --- instead of the speed.

Driving downhill

If you are driving downhill, the stored speed may be exceeded due to the downward slope.

Apply the brakes and downshift if necessary.

⚠ WARNING

If it is not possible to drive safely with enough distance and a constant speed, using the CCS may cause accidents and serious injuries.

- Never use the 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.
- Always adapt your speed and remain a safe distance to vehicles driving ahead according to the visual, weather, road, and traffic conditions.
- To reduce the risk of activating the cruise control system unintentionally, always turn off the cruise control system after using it.
- It is dangerous to resume the stored speed if that speed is too fast for the current road, traffic, or weather conditions.

Operating the cruise control system using the multi-function steering wheel

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



Fig. 125 Left side of the multi-function steering wheel.

Switching on

- Press the button.

The cruise control system is not controlling the vehicle speed because a speed is not stored.

Starting Adaptive Cruise Control

- Press the SET button while driving.

The CCS stores and controls the current speed.

Setting the speed

You can adjust the stored speed while the CCS is regulating the speed:

+ 1 mph (1 km/h): Press the + button.

- 1 mph (1 km/h): Press the − button.

To change the stored speed continuously, press and hold the respective button.

The vehicle adjusts to the current speed by accelerating or decelerating. The vehicle does not brake actively.

Canceling Adaptive Cruise Control

- Press the CNL or button briefly. You can also press the brake pedal.

The vehicle speed remains stored in the system.

Resuming Adaptive Cruise Control

- Press the RES button.

The CCS resumes and maintains the stored speed.

Switching off

- Press and hold the button.

The CCS is switched off and the stored speed is deleted.

Troubleshooting

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

Cruise control system is malfunctioning

- Malfunction. Turn off the cruise control system and contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Cruise control is automatically interrupted

- The vehicle has exceeded the stored speed for an extended period.
- No gear is engaged for driving forward.
- Brake assistance systems, for example ASR or ESC, are active.
- The vehicle has been braked by Front Assist.
- If the problem persists, turn off the CCS and contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Adaptive Cruise Control (ACC)

Introduction

Adaptive Cruise Control (ACC) maintains your selected speed. When the vehicle approaches a vehicle driving ahead, the ACC adjusts the speed automatically and maintains your set distance to the vehicle driving ahead.

Does this vehicle have ACC?

The vehicle has ACC if you can adjust ACC settings in the Assistance systems menu in the Infotainment system.

Speed range

You can set a speed of approx. 20 mph (approx. 30 km/h) and approx. 130 mph (approx. 210 km/h), and in the USA up to around 95 mph (approx. 150 km/h). This speed range may vary depending on the market.

Driving with ACC

You can override the ACC system at any time. Adaptive Cruise Control is canceled when you apply the brakes. When you accelerate, Adaptive Cruise Control is paused while accelerating and then resumed.

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.

Radar sensor

ACC detects driving situations using a radar sensor in the front of the vehicle. The radar sensor has a range of up to approx. 120 m (approx. 400 ft).

⚠ WARNING

The intelligent technology of the ACC cannot overcome the natural laws of physics and can operate only within the limits of the system. Never allow the increased convenience to tempt you into taking risks. Careless or unintended use of the ACC system can cause accidents and serious injuries. The system cannot replace the driver's attention.

- Always adapt your speed and distance to vehicles driving ahead based on the visual, weather, road, and traffic conditions.
- Never use ACC when visibility is poor or when roads are steep, winding, flooded, or slippery, like from snow, ice, moisture, or gravel.
- Never use ACC when driving off-road or on unpaved roads. ACC is only designed for use on paved roads.
- Take over steering immediately if a driver intervention prompt appears in the instrument cluster display or the deceleration by ACC is not sufficient.
- Apply the brakes if the vehicle continues to roll unintentionally, e.g. after a driver intervention prompt.
- Always be ready to resume control of the vehicle speed.

Special driving situations

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

Stop-and-go traffic

ACC can brake vehicles with automatic transmissions to a stop and hold them stationary. ACC remains active, and the instrument cluster display shows ACC is ready for a few seconds.

While the ACC remains active, the vehicle will automatically resume driving once the vehicle ahead starts to move (depending on the vehicle equipment and not available in all countries).

Extend drive-readiness or reactivate:

- Press the RES button.

Driving off when drive-readiness has ended and the vehicle driving ahead has already started moving:

- Press the RES button or press the accelerator pedal briefly.

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 radar sensors 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.

ACC limitations

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

When should I not use ACC?

The ACC system is not suitable in the following situations. Canceling Adaptive Cruise Control ⇒ 🕮 *Introduction*:

- When driving in heavy rain, snow, or spray
- When driving through construction zones, tunnels or toll stations.
- When driving on winding roads, for example, mountain roads
- When driving off-road

- When driving in parking ramps
- When driving on roads with embedded metal objects, such as railroad tracks
- When driving on gravel roads
- Vehicles without right-side passing restriction: When driving on roads with multiple lanes if vehicles are driving slowly in the passing lane

⚠ WARNING

If you use the ACC in the situations mentioned, accidents and serious injuries may result and legal regulations may be violated.

Delayed reaction

If the radar sensor is exposed to environmental conditions that limit its function, the system may have a delayed response to this. Therefore, the display that indicates that functions are restricted may be delayed when you first start driving or while driving ⇒ 🕮 *Introduction*.

Undetected objects

The radar sensor only detects vehicles that are moving in the same direction. The following will not be detected:

- Pedestrians
- Animals
- Stationary vehicles
- Vehicles crossing the street or oncoming vehicles
- Other stationary obstacles

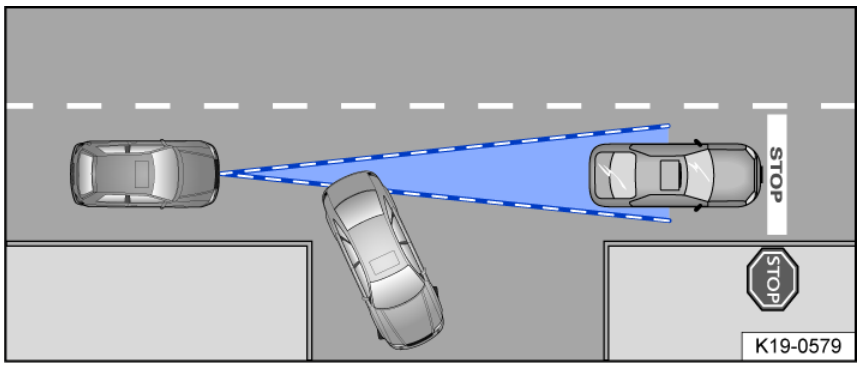


Fig. 126 Turning and stationary vehicles.

If, for example, a vehicle detected by the ACC turns or changes lanes and there is a stationary vehicle in front of this vehicle, the ACC will not react to the stationary vehicle *fig. 126*.

Curves

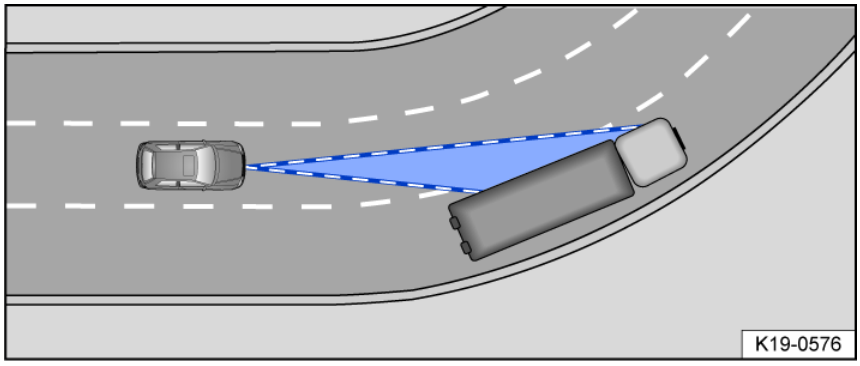


Fig. 127 Driving around curves.

The radar sensor only measures straight ahead. Therefore, on tight curves, vehicles may be detected by mistake or vehicles driving ahead may not be detected *fig. 127*.

Vehicles outside the sensor range

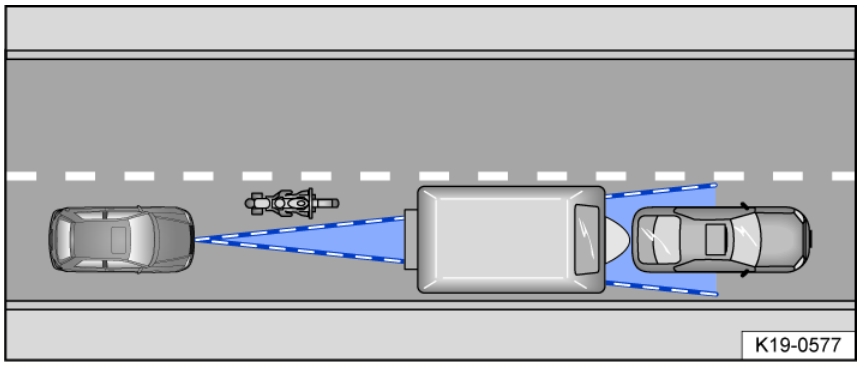


Fig. 128 Narrow vehicle.

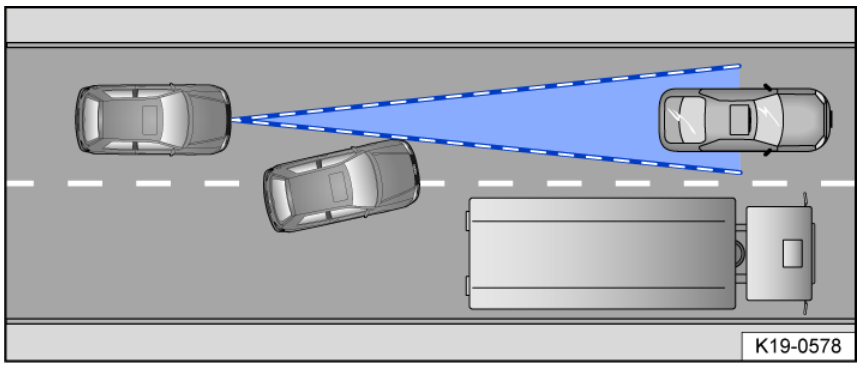


Fig. 129 Changing lanes.

The ACC may not react, may react with a delay, or may react in a way that is not desired in the following situations:

- If there are vehicles that are driving close to your vehicle but outside the sensor range, such as motorcycles *fig. 128*.
- If vehicles change to your lane close in front of your vehicle *fig. 129*.
- If vehicles have objects or accessories projecting out of the vehicle.

Switching ACC on and off

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

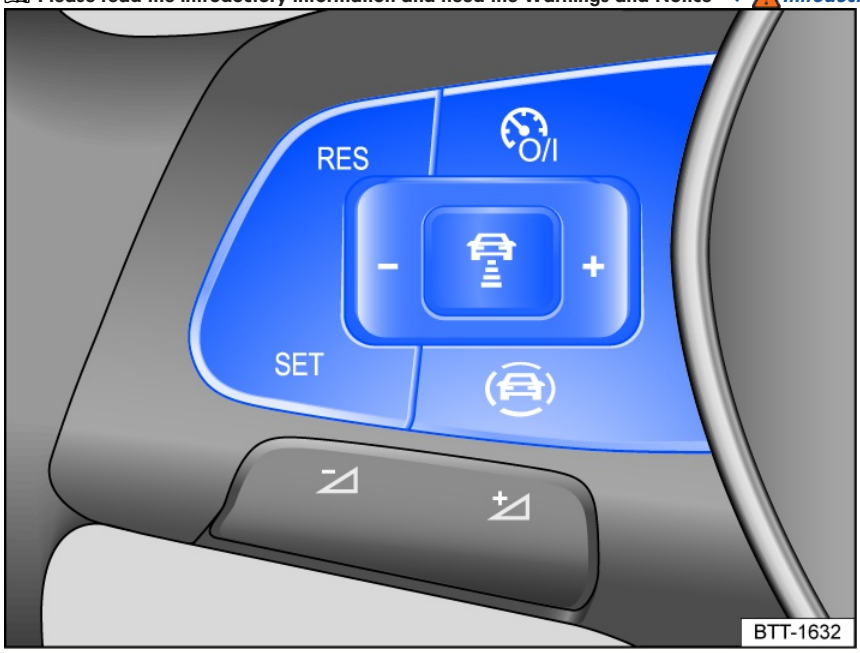


Fig. 130 Left side of the multi-function steering wheel.

Switching on

- Press the O/I button.

ACC is not regulating the speed yet, the relevant indicator light for the driving situation comes on.

Starting Adaptive Cruise Control

- 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.

One of the following indicator lights may come on, depending on the driving situation and the instrument cluster version:

ACC is regulating. ACC is regulating – no vehicle ahead detected. ACC is regulating – no vehicle ahead detected. ACC is regulating – vehicle ahead detected. ACC is regulating – vehicle ahead detected.

If ACC is not regulating the speed, the indicator lights do not come on or are grey.

Canceling Adaptive Cruise Control

- Press the 0/I button briefly or press the brake pedal.

The relevant indicator light for the driving situation comes on and the speed and distance are saved.

If the anti-slip regulation (ASR) is deactivated, then the Adaptive Cruise Control is automatically stopped.

Resuming Adaptive Cruise Control

- 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

- Press and hold the 0/I button.

The set speed is deleted.

Adjusting the ACC settings

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

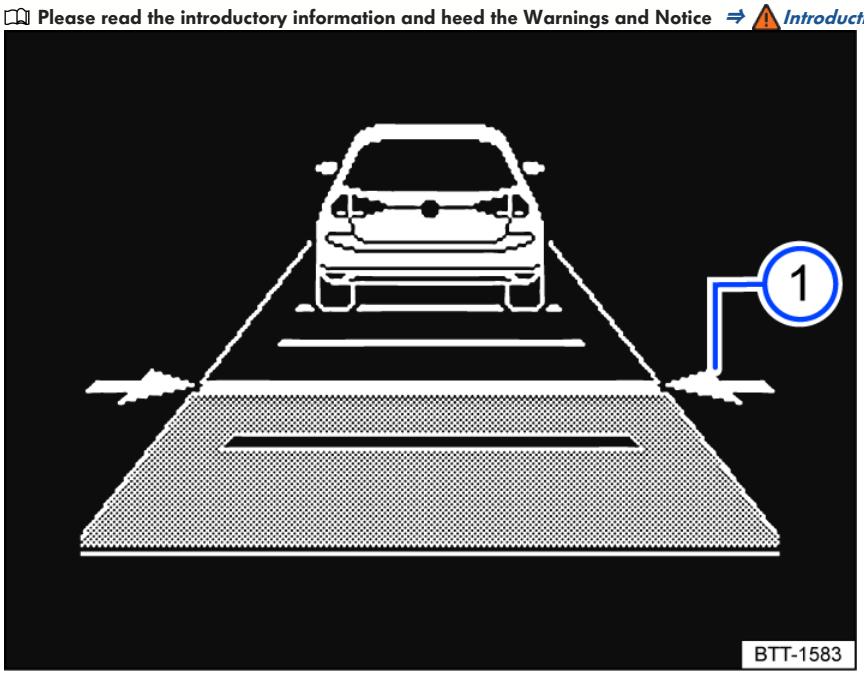


Fig. 131 In the instrument cluster display: set distance (1) (schematic diagram, ACC is regulating).

Setting the distance

You can set the distance at five levels from very short to very long:

1. Press the button and then the + button, or press −.
2. You can also press the button repeatedly until the desired distance is set.

The instrument cluster display shows the selected level *fig. 131* (1). Heed the country-specific regulations for minimum distance.

Depending on the vehicle equipment, you can configure the distance to be set when starting Adaptive Cruise Control in the instrument cluster menus ⇒ *Menus in the instrument cluster*.

If ACC is not regulating, the set distance and the vehicle will not be highlighted on the instrument cluster display.

Setting the speed

You can adjust the stored speed within the specified speed range using the buttons on the multi-function steering wheel as follows:

+ 1 mph (1 km/h): Press the + button.

- 1 mph (1 km/h): Press the − button.

To change the stored speed continuously, press and hold the respective button.

⚠ WARNING

If the vehicle is less than the minimum distance from the vehicle ahead and the difference in speed between the vehicle ahead and your own vehicle is so great that the speed deceleration from the ACC is not sufficient, there is a risk of a rear end collision. The braking distance also increases during rainfall and winter road conditions.

- ACC may not be able to detect all driving situations correctly.
- Always be ready to apply the brakes yourself.
- If you press the accelerator pedal, you will override the speed and distance control. In this case, ACC will not brake automatically.
- Heed the country-specific regulations regarding minimum distance.
- Always set a longer distance when there is rain, snow, or poor visibility.

Adjusting the Adaptive Cruise Control system settings

You can influence how the ACC reacts in a sporty driving style:

- Vehicles with Driving Mode Selection: Select the desired driving mode ⇒ *Driving Mode Selection and 4MOTION Active Control*.
- Vehicles without Driving Mode Selection: Select the desired driving mode in the Assistance systems menu in the Infotainment system.

Deactivating Adaptive Cruise Control

1. Press the button.
2. Select the speed regulation in the instrument cluster display.

Adaptive Cruise Control is deactivated. The vehicle only maintains the set speed.

Troubleshooting

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

ACC is not available

The yellow indicator light turns on.

- The radar sensor is dirty. Clean the radar sensor ⇒ *Vehicle care*.
- The visibility of the radar sensor is limited due to weather conditions, such as snow, or from soap residue or coatings. Clean the radar sensor ⇒ *Vehicle care*
- Radar sensor visibility is limited by attachments, decorative frames on license plate holders, or stickers. Clear the area around the radar sensor.
- The radar sensor is misaligned or damaged, for example as a result of damage to the front of the vehicle. Check if there is noticeable damage ⇒ *Repairs and technical modifications*.
- Malfunction or fault. Stop the engine and restart.
- Painting work was carried out on or structural modifications were made to the front of the vehicle.
- The original Volkswagen emblem is not used.
- If the problem persists, contact 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 system limitations are not adhered to ⇒ *ACC limitations*.
- The brakes are overheated, and the control has been automatically interrupted. Let the brakes cool down and check the function again.
- If the problem persists, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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 trailer are functioning.
- ESC is not regulating.
- The brake pedal is not being pressed.

Unusual noises during automatic braking

- This is normal and not a cause for concern.

Front Assist

Introduction

Front Assist can recognize impending forward collisions and warn the driver. In addition, the system can provide support when braking and initiate an automatic braking maneuver.

The Front Assist system can help to avoid accidents but cannot replace the driver's attention.

Front Assist works solely within the system limitations. Warning times vary depending on the Traffic Situation and the driving behavior.

Range of functions

Autonomous Emergency Braking (Front Assist) includes the following extended functions, depending on the vehicle equipment and the country:

- Pedestrian Monitoring.

The functions named are (if available) automatically active if Front Assist is switched on.

Recognizable objects

Autonomous Emergency Braking (Front Assist) can recognize the following objects, depending on the vehicle equipment and the country:

- Vehicles.
- Bikes.
- Pedestrians.

Driving with Front Assist

You can cancel automatic braking interventions by moving the steering wheel or pressing the accelerator pedal.

Automatic braking

The Front Assist can brake to a stop. The vehicle will not be held at a stop after that. Press the brake pedal.

The brake pedal feels more firm during an automatic braking maneuver.

Detecting the driving situation

Front Assist detects driving situations using radar sensors in the front of the vehicle. The range of the radar sensor is up to approximately 400 ft (120 m).

⚠ WARNING

The intelligent technology of Front Assist cannot overcome the natural laws of physics and it can only operate within the limits of the system. Do not allow the increased convenience provided by the Front Assist system to tempt you into taking risks. The Front Assist system cannot prevent accidents and severe injuries automatically. The driver is always responsible for control of the vehicle.

- Always adapt your speed and remain a safe distance to vehicles driving ahead according to the visual, weather, road, and traffic conditions.
- Please be aware that Autonomous Emergency Braking (Front Assist) cannot detect all objects in the speed range ⇒ *Front Assist limitations*.
- When Front Assist warns you, brake the vehicle immediately or maneuver around the obstacle, depending on the driving situation.
- Autonomous Emergency Braking (Front Assist) may intervene when not desired, e.g. when the function is limited. Therefore, consider interrupting automatic Autonomous Emergency Braking (Front Assist) interventions if necessary.
- If you are unsure which functions the vehicle has included, consult an authorized Volkswagen dealer or authorized Volkswagen Service Facility before starting your journey.

Warning levels and braking support

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

Speed ranges

Autonomous Emergency Braking (Front Assist) provides maximum support within these speed ranges:

- Response to vehicles: Approx. 3 mph (approx. 5 km/h) to approx. 155 mph (approx. 250 km/h).
- Response to bikes: Approx. 3 mph (approx. 5 km/h) to approx. 155 mph (approx. 250 km/h).
- Response to pedestrians: Approx. 3 mph (approx. 5 km/h) to approx. 40 mph (approx. 65 km/h).

The support system can involve an advance warning, an immediate warning, automatic braking or braking support. A distance warning may also be displayed.

Influencing factors

Whether and in which speed range Autonomous Emergency Braking (Front Assist) reacts to the named objects is dependent on the following factors:

- Type of object.
- Movement direction of the object.

- Speed of the object.
- Speed of the vehicle.

The work area can therefore be limited if the vehicle approaches an object very quickly and thus has little time to react.

Furthermore, not all warning levels are passed through in all situations. Depending on the speed, there may not be, for example, an advance warning or immediate warning, but rather an automatic braking maneuver that occurs straight away, so as to best protect the detected object.

Distance warning

 Front Assist detects if there is a safety hazard from following the vehicle ahead too closely. The indicator light turns on. Increase the distance.

Advance warning

 Front Assist detects a possible collision and prepares the vehicle for possible emergency braking.

A warning tone sounds and the warning light turns on. Apply the brakes or maneuver to avoid the collision.

Immediate warning

If you do not respond to the advance warning, the brakes may be applied briefly to indicate the increasing risk of a collision. Apply the brakes or maneuver to avoid the collision.

Automatic braking

Autonomous Emergency Braking (Front Assist) can brake the vehicle automatically in several stages of increasing braking force. Reducing the vehicle speed may help to reduce the damage resulting from a collision.

Braking support

If the system detects that you are not braking enough before an impending collision, Front Assist can increase the braking force and thus help to reduce the risk of collision. The braking support is only active as long as you are firmly pressing the brake pedal.

Front Assist limitations

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

 Autonomous Emergency Braking is not available or availability is limited directly after starting the vehicle or after restarting the system. During this time, the indicator light in the instrument cluster display comes on.

Front Assist has physical and system limitations. Therefore, always pay attention and be ready to intervene as necessary.

Delayed reaction

If the radar sensor is exposed to environmental conditions that limit its function, the system may have a delayed response to this. Therefore, the display that indicates that functions are restricted may be delayed when you first start driving or while driving ⇒ 🕮 *Introduction*.

Unrecognizable objects

Autonomous Emergency Braking (Front Assist) may not react or may react with a delay to the following objects:

- If vehicles are driving close to your vehicle but outside of the sensor range, for example vehicles that are staggered around your vehicle or motorcycles
- If vehicles change to your lane close in front of your vehicle
- If vehicles have objects or accessories projecting out of the vehicle
- If there are oncoming vehicles or vehicles crossing the street
- Stationary or oncoming pedestrians; generally no reaction to people without Pedestrian Monitoring.
- Stationary cyclists, oncoming cyclists or cyclists crossing the street.
- Pedestrians and cyclists who are not detected as such, for example because they are fully or partially hidden.

Functional limitations

Front Assist may not react, may react with a delay, or may react in a way that is not desired in the following situations:

- When driving around tight curves
- When driving in heavy rain, snow, or spray
- When driving in parking garages or tunnels.
- When driving on roads with embedded metal objects, such as railroad tracks
- When driving in reverse
- If ESC is active
- If the **Offroad** driving mode is switched on (depending on the vehicle equipment).
- When ESC Sport (depending on the vehicle's equipment) is switched on ⇒ *Switching ASR, ESC, or ESC Sport off and on* .
- If the radar sensor is dirty or obstructed

- If multiple brake lights on the vehicle are malfunctioning.
- If multiple brake lights are malfunctioning on a trailer that is connected to the vehicle electrical system
- If the vehicle is accelerating very quickly or the accelerator pedal is pressed all the way down
- In complex driving situations, such as around traffic islands
- In unclear traffic situations, for example if vehicles driving ahead are braking quickly or are turning
- If Front Assist is malfunctioning

Switching off Front Assist

Depending on the system, Front Assist may not be suitable in the following situations and must be switched off if they occur ⇒ ⚠:

- If the vehicle is not being driven on public roads, for example during off-road driving or on a racetrack.
- If the vehicle is being towed or transported
- If add-ons such as auxiliary headlights cover the radar sensor.
- If the radar sensor is malfunctioning
- If there is a strong impact against the radar sensor, for example after a rear-end collision
- If there are multiple unwanted activations

⚠ WARNING

If you do not switch off Front Assist in the these situations, accidents and serious injuries could occur.

Using Front Assist

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

When you switch on the ignition, Front Assist and the advance warning (depending on the country) are 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, distance warning, and advance warning switched on. For exceptions to this, see ⇒ *Front Assist limitations*.

Switching on and off

- Switch Front Assist on or off in the Assistance systems menu in the Infotainment system ⇒ *Vehicle settings menu*.

  OR: switch the Front Assist on or off in the instrument cluster menu ⇒ *Menus in the instrument cluster*.

If you switch off Front Assist, the advance warning and distance warning will also be switched off. The yellow indicator light turns on in the instrument cluster display.

Adjusting the distance and advance warning setting

If Front Assist is switched on, you can adjust the distance and advance warning setting as follows:

- Switch the function you require on or off in the Assistance systems menu in the Infotainment system ⇒ *Vehicle settings menu*.

Depending on the equipment, you can also adjust the warning time setting for the advance warning.

Troubleshooting

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

Autonomous Emergency Braking starts

The white indicator light comes on.

- Autonomous Emergency Braking (Front Assist) is temporarily not available or has limited availability. After driving straight for a short distance, Autonomous Emergency Braking is available again and the indicator light goes out. If the vehicle does not drive, the indicator light stays on.

Front Assist is not available, and the radar sensor does not have sufficient visibility

- The radar sensor is dirty. Clean the radar sensor ⇒ *Vehicle care*.
- The visibility of the radar sensor is limited due to weather conditions, such as snow, or from soap residue or coatings. Clean the radar sensor ⇒ *Vehicle care*
- Radar sensor visibility is limited by attachments, decorative frames on license plate holders, or stickers. Clear the area around the radar sensor.
- The radar sensor is misaligned or damaged, for example as a result of damage to the front of the vehicle. Check if there is noticeable damage ⇒ *Repairs and technical modifications*.
- Painting work was carried out on or structural modifications were made to the front of the vehicle.
- The original Volkswagen emblem is not used.
- If the problem persists, turn off the Front Assist and contact 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 is dirty. Clean the radar sensor ⇒ *Vehicle care*.
- The system limitations are not adhered to ⇒ *Front Assist limitations*.
- If the problem persists, turn off the Front Assist and contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Lane Keeping System (Lane Assist)

Introduction

Lane Assist helps the driver to stay in a lane, within the system limitations. This function is not suitable for, and not designed for, autonomously keeping your vehicle in a lane.

Lane Assist detects the lane markers using a camera on the windshield. If the system detects that the vehicle is coming too close to a lane marker, the system warns the driver with corrective steering. The driver can override the corrective steering at any time.

System limitations

Only use Lane Assist on expressways and well-developed roads.

The system is not ready to regulate on both sides under the following conditions (inactive system status):

- The vehicle speed is less than around 55 km/h (around 32 mph).
- Lane Assist has not detected a road lane marking on either side.
- In tight curves.
- Temporarily, when the driving style is very dynamic.
- When the turn signals are switched on before a manual lane change.
- Heavy oversteering by the driver during a system intervention.
- Driving over a lane marking despite system intervention.
- No reaction from the driver to a driver intervention prompt.

⚠ WARNING

The intelligent technology of Lane Assist cannot overcome the natural laws of physics and it can only operate within the limits of the system. Careless or unintended use of Lane Assist can cause accidents and serious injuries. The system cannot replace the driver's attention and steering.

- Always adapt your speed and remain a safe distance to vehicles driving ahead according to the visual, weather, road, and traffic conditions.
- Always keep your hands on the steering wheel so that you are prepared to steer at any time. The driver is always responsible for keeping the vehicle within the lane.
- Lane Assist does not detect all lane markings. Under certain circumstances, Lane Assist may incorrectly detect poor road surfaces, road structures, or objects as lane markings. Override immediately 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.
- In the following situations, the Lane Assist may intervene when not desired or may fail to intervene when it should. Therefore, the driver's attention is especially important in these scenarios and you may have to switch off Lane Assist temporarily.
  - When driving with a very sporty driving style
  - When weather or road conditions are poor
  - In construction zones
  - In front of bumps or dips in the road
- Always pay attention to the area around your vehicle and drive with anticipation.
- If the camera lens is dirty, covered, or damaged, Lane Assist may be limited.

Driving with Lane Assist

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

Switching on and off

You can view the switched on condition of the Lane Assist in the instrument cluster display and in the Infotainment system. You can also switch Lane Assist on and off there.

In the instrument cluster display ⇒ *Driver assistance systems button*:

1. Press the button.
2. Switch Lane Assist on or off.

In the Infotainment system ⇒ *Vehicle settings menu*:

1. Open the Assistance systems menu.
2. Switch Lane Assist on or off in the corresponding submenu.

If there is a system malfunction, Lane Assist can turn off automatically.

Speed range

Lane Assist is ready to take control (active system status) when a lane marking is detected within the system limits above approximately 35 mph (60 km/h).

Displays

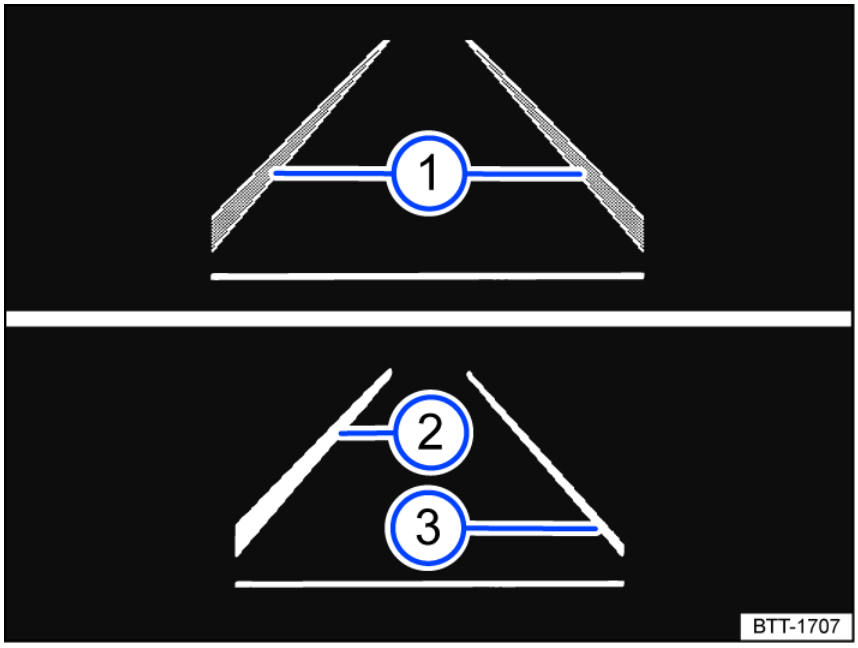


Fig. 132 In the instrument cluster display: Lane Assist indicators.

(1) Lane marking detected. The system is ready to monitor on the indicated side.

(2) Lane marking detected. The system is monitoring on the indicated side.

(3) The system is not ready to monitor on the indicated side.

One of the following indicator lights may come on, depending on the driving situation and the instrument cluster version:

System active and ready to control. **System active and ready to control.** **System in operation (corrective steering intervention).** **System in operation (corrective steering intervention).**
If the indicator light does not light up, the system is not ready for operation on both sides (inactive system status) or is switched off.

Driver intervention request

If there is no steering activity, the system prompts you to drive in the center of your lane with an indicator in the instrument cluster display and warning chimes.

If you do not respond accordingly, the system becomes inactive.

Independently of steering activity, you are also prompted by an indicator on the instrument cluster display and by a warning chime to drive in the middle of the lane the corrective steering intervention takes a long time.

Steering wheel vibration

The following situations may cause the steering wheel to vibrate:

- A lane is no longer detected during a sharp corrective steering intervention by the system.

In addition, you can select the Vibration or Steering wheel vibration option in the Assistance systems menu in the Infotainment system. If you select this option, the steering wheel will vibrate if Lane Assist is active and you drift onto a road lane marking that the system has detected.

Troubleshooting

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

Malfunction message, Lane Assist is not available

An indicator light comes on in the instrument cluster. 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.

- The camera is misaligned or damaged, for example as a result of damage to the windshield. Check if there is noticeable damage ⇒ *Repairs and technical modifications*.
- Malfunction or fault. Stop the engine and restart.
- If the problem persists, contact 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.

The system is functioning differently than expected

- Do not mount any objects on the steering wheel.

Lane Change System (Side Assist)

Introduction

The Lane Change System (Side Assist) helps the driver by detecting traffic behavior behind the vehicle.

Radar sensors monitor the area behind the vehicle. The system measures the distance and difference in speed to other vehicles and informs the driver through visual signals in the outside mirrors.

System limitations

Only use the Lane Change System on secure roads.

The Lane Change System may not interpret the traffic situation correctly in some situations, for example:

- In tight curves.
- When driving in the center of two lanes.
- When lanes have different widths.
- When driving at the top of a hill.
- In poor weather conditions.
- When certain types of equipment are on the side of the road, such as high or offset guard rails.

⚠ WARNING

The intelligent technology of the Lane Change System (Side Assist) cannot overcome the laws of physics and it can only operate within the limits of the system. Do not allow the increased convenience of the Lane Change System (Side Assist) to tempt you into taking risks. Careless or unintended use of the Lane Change System (Side Assist) can cause accidents and serious injuries. The system cannot replace the driver's attention.

- Always adapt your speed and remain a safe distance to vehicles driving ahead according to the visual, weather, road, and traffic conditions.
- Always keep your hands on the steering wheel so that you are prepared to steer at any time.
- Pay attention to the displays in the outside mirror housings and in the instrument cluster display, and act accordingly.
- Always pay attention to the area around your vehicle.
- Never use the Lane Change System (Side Assist) if the radar sensors are dirty, covered up, or damaged. The function of the system may be impaired in such cases.
- Sunlight may reduce the visibility of the visual display in the outside mirror.

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 the lane change system

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

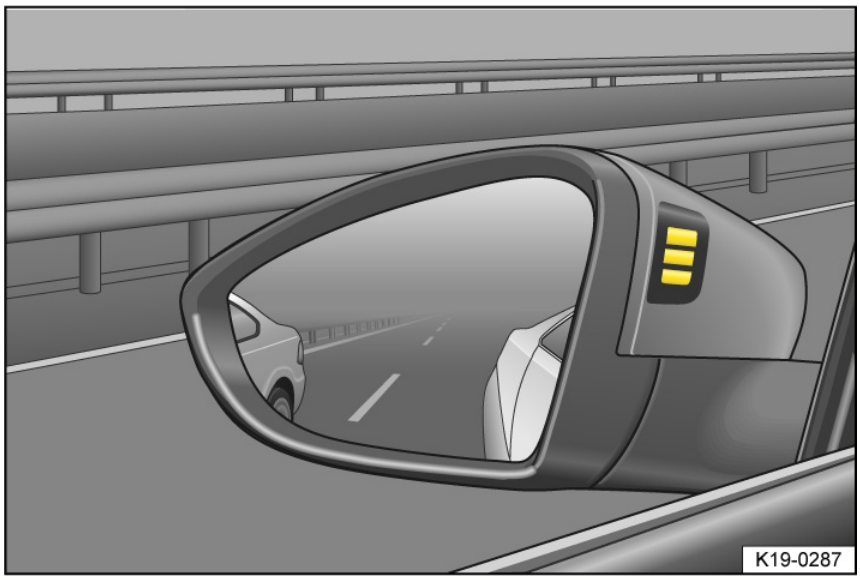


Fig. 133 In the exterior mirror housings: visual lane change system displays.

Switching on and off

- Use the Assist systems menu in the instrument cluster.
- **OR:** Depending on vehicle equipment, use the button for driver assistance systems ⇒ *Operation with the windshield wiper lever* , ⇒ *Operation with the multi-function steering wheel*.
- **OR:** depending on the equipment, go to the Driver assistance menu in the Infotainment system ⇒ *Vehicle settings menu*.

When the lane change system is switched on, the yellow indicator light comes on once briefly in the exterior mirror housing.

The last saved system setting is also kept after the ignition is switched off and back on.

System function

The switched on lane change system is active from approximately 9 mph (approximately 15 km/h). The lane change system deactivates at a speed below 10 km/h (6 mph).

In the following driving situations, the yellow indicator light *fig. 133* in the exterior rearview mirror housing of the relevant outside mirror will light up:

- When your vehicle is passed.
- When passing another vehicle and the difference in speed between the two vehicles is up to approximately 9 mph (approximately 15 km/h). There is no indicator if the passing speed is clearly faster.

When a potentially critical situation is detected while the turn signal is activated in the direction of the detected vehicle, the yellow indicator light flashes.

The faster another vehicle approaches, the sooner the display in the outside mirror will turn on.

Lane change system “Side Assist Plus”

When driving with the Lane Keeping System (Lane Assist), a corrective steering intervention warns drivers when a possibly critical situation is detected when changing lanes (level, warning level), if the Lane Keeping System (Lane Assist) is switched on. Corrective steering also occurs if the turn signal is activated for the respective side. If the corrective steering is overridden by the driver, an additional warning is given with a steering wheel vibration.

Automatic deactivation

The lane change system switches off automatically if the radar sensors are permanently covered. For example, this could be from ice or snow covering the radar sensor.

A message will appear in the instrument cluster display.

If the lane change system sensor is automatically deactivated, the system can be activated only after switching the ignition off and back on.

If the factory installed trailer hitch is electrically connected with a trailer or a similar device, the lane change system switches off automatically. The lane change system switches on automatically after disconnecting the trailer from the vehicle. If the trailer hitch is not installed in the factory, the lane change system must be switched off manually during trailer mode.

Brightness

The brightness of the visual display adapts it self automatically to the ambient brightness.

You can set the default brightness of the display in the Assistance systems menu of the Infotainment system. The lane change system is not active while making th settings.

Troubleshooting

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

Lane change system malfunctioning

The yellow indicator light turns on. In addition, the yellow central warning light ⚠ comes on.

- Get professional assistance.

Malfunctioning sensor view, malfunction message, system switches off automatically

- Clean the radar sensors or remove labels or accessories from the radar sensors ⇒ *Exterior care and cleaning*.
- Check if there is any noticeable damage.

The system is functioning differently than expected

- The radar sensors could be dirty ⇒ *Exterior care and cleaning*. In addition to dirt and snow, the sensor range can also be impaired by soap residue or other coatings.
- The system conditions are not met ⇒ 🕮 *Introduction*.
- The radar sensors could be covered by water.
- The vehicle could be damaged in the radar sensor area, for example from parking barriers.
- The coverage areas of the radar sensors could be blocked by attachments, for example by bicycle carriers.
- The paint may have been changed or other structural modifications may have bee made near the radar sensors, for example to the front of the vehicle or to th suspension.
- The side mirrors may be covered with after-market tinting films.

Parking and maneuvering

Parking

Parking the vehicle

⚠ WARNING

Parking the vehicle incorrectly can result in the vehicle rolling, even on slight downhill slopes. This can cause accidents and serious injuries.

- When parking, always follow the steps in the specified order.
- Before exiting the vehicle, make sure the parking brake is set and the red Ⓟ or PARK indicator light in the instrument cluster display turns on after switching off the ignition.
- Never remove the remote vehicle key from the ignition switch when the vehicle is in motion. Otherwise, the steering lock could engage suddenly. Then you would not be able to steer the vehicle.

1. Press and hold the brake pedal.
2. In vehicles with an automatic transmission, move the selector lever into the **P** position.
3. Set the electronic parking brake ⇒ *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. Stop the engine and switch the ignition off ⇒ *Stopping the engine*. The red indicator light Ⓟ or PARK on the instrument cluster display comes on.
6. Remove your foot from the brake pedal.
7. Turn the steering wheel slightly if necessary to engage the steering lock.
8. Exit the vehicle ⇒ ⚠. Pay attention to other road users.
9. Take all vehicle keys with you and lock the vehicle.

⚠ WARNING

If children, people requiring assistance or animals are left unattended in the vehicle, there is a risk of accidents and serious injuries.

- Never leave children, people requiring assistance or animals unattended in the vehicle. They could touch the selector lever, switching off the electronic parking brake. The vehicle could move.
- Never leave children, people requiring assistance or animals in the vehicle. Depending on the season, the temperature inside the vehicle could become very high or low.
- Always take all vehicle keys with you when leaving the vehicle.

To avoid damage and dangerous situations, always park the vehicle in a suitable parking area ⇒ ⓘ.

ⓘ NOTICE

Any unevenness in the ground, as well as sand and mud may mean that the vehicle cannot be parked safely and may be damaged.

- Always park the vehicle on solid and level ground.

ⓘ NOTICE

Vehicle components that are low to the ground such as the bumpers, spoilers, and parts of the suspension could be damaged when driving over objects protruding up from the ground.

- Drive carefully over driveways, ramps, curbs and fixed barriers, as well as when driving through dips.

Electronic parking brake

Using the electronic parking brake

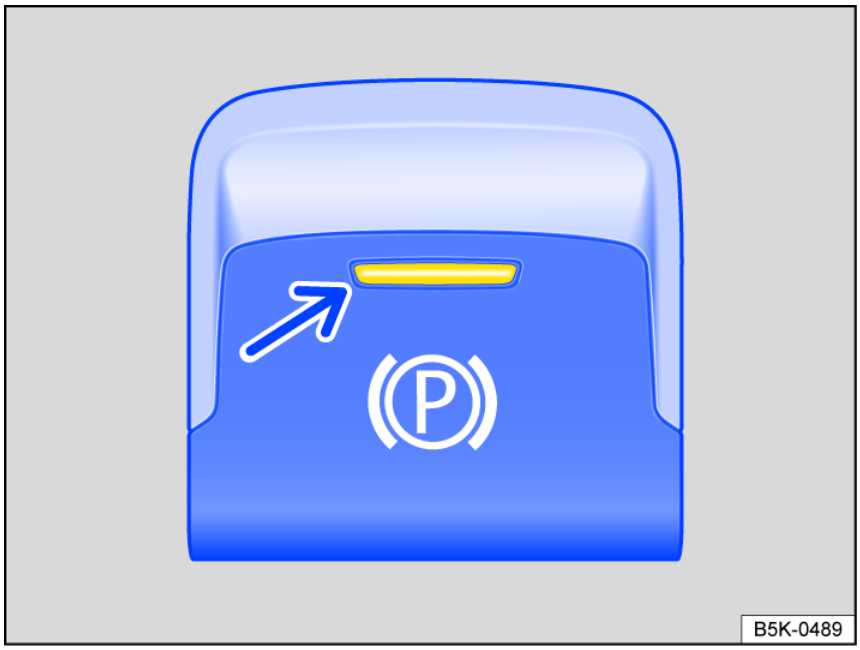


Fig. 134 In the center console: button for the electronic parking brake (general example).

Switching on

- When the engine is off, pull and hold the (P) switch.

(P) or PARK **If the electronic parking brake is switched on, the red indicator light comes on in the instrument cluster.**

The yellow indicator light in the button comes on *fig. 134*.

Switching off

- Switch the ignition on.
- Press the brake pedal and press the (P) switch.
- **OR**: when the engine is running, press the accelerator pedal lightly **without** pressing the brake pedal.
- The indicator light in the *fig. 134* switch and the red (P) or PARK indicator light in the instrument cluster go out.

Automatic release of the electronic parking brake 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 or changed.

Automatic activation of the electronic parking brake if you leave the vehicle improperly

On vehicles with automatic transmission: If the system detects that the vehicle was exited incorrectly, it can switch on the electronic parking brake automatically.

⚠ WARNING

Exiting the vehicle incorrectly can result in the vehicle rolling. This can cause accidents, serious injuries, and property damage.

- Always follow the specified steps in the correct order when parking the vehicle → *page , Parking*.
- Before exiting the vehicle, make sure the parking brake is set and the red PARK or (P) indicator light in the instrument cluster display turns on after switching off the ignition.

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 (P) switch upward and hold it up while starting to drive.

If more engine power is required when starting to drive, the electronic parking brake will release only after the (P) switch is released.

This can make it easier to start driving when towing a heavy load.

Emergency braking function

Only use the emergency braking function in an emergency, if the vehicle cannot be stopped using the brake pedal ⇒ ⚠.

- Pull and hold the (P) switch. The vehicle will brake abruptly. A warning chime will also sound at the same time.

⚠ WARNING

Using the electronic parking brake incorrectly can cause accidents and serious injuries.

- Do not use the electronic parking brake to brake the vehicle unless it is an emergency. The braking distance will be significantly longer because only the

rear wheels will be braked under certain circumstances. Always use the brake pedal.

- 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. The parking break may release and the vehicle could start to move.

Troubleshooting

(P) oder PARK The holding force in the current situation is too low

The red (P) or PARK indicator light flashes.

It is not possible to park the vehicle safely.

- Park the vehicle in another location or on a flat surface.
- Hold the electronic parking brake until you start driving.

Electronic parking brake malfunction

The yellow indicator light turns on.

Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The electronic parking brake does not switch off

The requirements for switching off have not been met.

OR: the 12 V vehicle battery is drained.

- Check if all requirements to switch off the electronic parking brake have been met ⇒ *Using the electronic parking brake* .
- Jump-start the vehicle ⇒ *Jump-starting*.

The electronic parking brake is making noise

- Noises can be heard when you switch the electronic parking brake on and off.
- If the electronic parking brake has not been used for a long time, the system will perform occasional automatic checks when the vehicle is parked which can be audible.

General information about the parking systems

Safety instructions

Sensor and camera boundaries

Various sensors and cameras that detect the vehicle surroundings ultrasonically, by radar waves, and visually are located on and in the vehicle. The various parking systems use different combinations of sensors. All sensors have technical and physical limits ⇒ ⚠:

- In some situations, some objects may not be detected, e.g. trailer draw bars, narrow poles, fences, posts, and trees, extremely low or high obstacles, or trunk lids that are opening or already open ⇒ ⓘ.
- The parking system coverage areas have “blind” spots in their range where they cannot detect people and objects.
- Dirt, ice, or water on the sensors and cameras may be detected as obstacles or prevent the detection of objects in some cases. In addition to dirt and snow, soap residue or other coatings can also impair the sensor range ⇒ *Troubleshooting*.
- External noises and certain surfaces on objects and clothing can affect the sensor signals. In some situations, people and objects may not be detected or may be detected incorrectly.
- Certain objects, such as small posts or grating, cannot be shown or cannot be adequately shown due to the resolution of the screen and if there is insufficient lighting.
- The cameras only show two-dimensional images on the screen. Due to the lack of depth of field, it may be difficult or impossible to identify protruding objects or recesses in the road.

⚠ WARNING

The intelligent technology of the Park Distance Control (PDC) cannot overcome the natural laws of physics and it can only operate within the limits of the system. Do not allow the increased convenience provided by the parking systems to tempt you into taking risks. The parking systems cannot replace the driver's attention.

- Always adapt your speed and driving style to the visibility, weather, road and traffic conditions.
- Always keep an eye on the parking direction and the vehicle surroundings. Pay particular attention to small children, animals and objects.
- Bear in mind that the parking system may not be able to react if the vehicle approaches too quickly and no warning is issued.
- Do not allow the parking system's display to distract you from the traffic around you.

⚠ WARNING

Camera lenses enlarge and distort the field of vision. Using the image to estimate the distance to people or obstacles may not be precise and can cause accidents and serious injuries.

- Do not rely on the camera system image.

NOTICE

In parking spaces without a curb, park at least 20 inches (50 cm) away from walls and buildings to reduce the risk of vehicle damage.

Requirements

General information

To ensure that the sensors and cameras can detect the area surrounding the vehicle as well as possible and display this image on the Infotainment system, the following requirements must be met:

- The doors and trunk lid are closed.
- The outside mirrors must not be folded in.
- The sensors or cameras are not covered by attachments or decorative license plate frames.
- The vehicle must be on level ground.
- The vehicle must not be loaded primarily in the rear or on one side.
- The engine must be running.
- ASR and possibly ESC must be switched on ⇒ *Information about braking assistance systems*.

If you use any other functions in the Infotainment system while you are parking, the parking function and its warning chimes will be deactivated.

Finding a suitable parking space

The following requirements should be met so that a suitable parking space can be shown or detected correctly:

- The length and width of the parking space must be larger than the vehicle measurements and provide enough space to maneuver.
- The distance when driving past the parking space is approx. 1 m (3 feet).
- **Vehicles with Park Assist:** the speed when driving past the parking space must be a maximum of 25 mph (40 km/h) when **parking spaces are parallel to the road** and a maximum of 12 mph (20 km/h) when parking spaces are **perpendicular to the road**.

Displays in the Infotainment system

The settings that can be selected may vary depending on the country, the device, and the vehicle equipment.

When the vehicle approaches an obstacle, the approach is displayed in segments in the Infotainment system and warning chimes sound. The display may vary depending on the situation.

The collision area has been reached when the next to last segment is displayed. **Do not continue driving!**

All options and models are described. Optional equipment or different model versions are not specifically identified as such. Which systems are available depend o the vehicle equipment.

USA and Canada: If the camera image on a parking system has been switched on by engaging the reverse gear, no function keys are displayed for safety reasons. These function keys can be displayed again by tapping the function key MENU.

General displays

Mute the warning chimes. Adjust the brightness, contrast, and color. Show the display. Hide the display.

Close the current view and end the function.

Additional information for vehicles with Park Distance Control

Switching maneuver braking on and off ⇒ *Automatic braking intervention*. Red section of the image: Nearby obstacle. The vehicle is at risk. Apply the brakes. Yellow section of the image: Obstacle in the path of the vehicle. The vehicle is at risk. Steer around the obstacle. White section of the image: Obstacle outside of the path of the vehicle. There is a system malfunction in the area that is detected (depending on vehicle equipment). The colors may vary. Switch to the Rear View Camera system ⇒ *Switching the Rear View Camera system on and off*.

Additional information for vehicles with a Rear View Camera system

Red line: Boundary or safety distance to the vehicle. Green side line: Extension of the vehicle. Switch to the parking system ⇒ *Switching Park Distance Control (PDC) on and off*.

Additional information for vehicles with a Rear View Camera system

Switch to perpendicular parking mode ⇒ *Rear View Camera system with parking modes: Parking*. Switch to parallel parking mode ⇒ *Rear View*

Camera system with parking modes: Parking. **Turn the steering wheel (parallel parking mode).** **Stop the vehicle (parallel parking mode).** **Switch to cross traffic parking mode** ⇒ *Switching the Rear View Camera system on and off*. **Switch to trailer support or off-road support parking mode (depending on the country)** ⇒ *Rear View Camera system with parking modes: Parking*. **Red line: Boundary or safety distance to the vehicle.**

Red frame: Outline of the vehicle (parallel parking).

Yellow lines: the vehicle's path based on the steering angle.

Yellow assisting box: front or rear edge of the parking space (parallel parking)

Green horizontal lines: Boundaries.

Green line on the side: turning point when parking (parallel parking).

Green frame: outline of the vehicle (parallel parking).

Switch to the parking system ⇒ *Switching Park Distance Control (PDC) on and off*.

Additional information for vehicles with Area View

Front perpendicular parking. **Rear perpendicular parking.** **Front cross traffic.** **Rear cross traffic.** **Off-road.** **Display both areas next to the vehicle at the same time.** **Display the driver's side only.** **Display the passenger's side only.** **Switch to trailer or off-road support (depending on the country)** ⇒ *Switching the Rear View Camera system on and off*. **3D views.** **Switch to top view of the vehicle and surrounding area** ⇒ *Switching on an off*. **Top view of the vehicle and surrounding area (3D view) from directly above.** **Top view of the vehicle and surrounding area (3D view) from diagonally above.** **Vehicle and surrounding area from the side (3D view).**

NOTICE

The system will only provide visual and audible warnings for obstacles within the vehicle's path.

The orientation lines superimposed on the camera image are shown by the system regardless of the vehicle's surroundings. There is no automatic obstacle detection by the camera while it is active. The driver must evaluate whether the vehicle will fit in the parking space.

In the area around the rear view camera, all orientation lines are hidden if the trailer hitch installed at the factory is connected to the trailer electrical system.

In the area around the rear view camera, all orientation lines are hidden if a camera is installed in the trunk lid and the trunk lid is open.

Automatic braking intervention

A parking system's automatic braking support helps to avoid collisions, if an obstacle is detected during the parking process.

WARNING

The increased comfort offered by the parking system automatic braking intervention should not cause you to take safety risks. In some situations, function of the automatic braking intervention may be limited or it may not function at all. Collisions with obstacles can lead to injuries and vehicle damage. The system cannot replace the driver's attention.

- Stay attentive and do not rely only on the parking systems.
- Always be ready to take over braking and steering.
- Do not take any risks when it comes to safety.
- React to the warnings and recommendations from the parking systems.

Requirements

✓ When maneuvering, the vehicle is not driving faster than about 6 mph (10 km/h).

✓ A parking system has been switched on.

The automatic braking intervention will not happen if the parking system was activated automatically while driving forward ⇒ *Switching Park Distance Control (PD on and off*.

What happens during an automatic braking intervention?

- If there is an obstacle, the brakes are applied until the vehicle comes to a stop and the vehicle is kept stationary for approximately two seconds. **Press the brake pedal.**
- **OR:** The vehicle is braked if the speed is too high. The parking process can then be resumed.

Switching on

- The automatic braking support is activate when a parking system is activated by the driver.
- Tap the function key in the Infotainment system screen to switch maneuver braking on manually.

Switching off

- The automatic braking support function is deactivated when a parking system is deactivated.
- **OR:** Tap the function key in the Infotainment system screen to switch off maneuver braking for Park Distance Control manually.

Maneuver braking for Park Distance Control

The automatic braking support via the maneuver braking of the Park Distance Control can be canceled by pressing the accelerator pedal ⇒ ⚠.

Special considerations when towing a trailer

If a trailer that is hooked up to the vehicle electrical system is hitched to the factory-installed trailer hitch, the automatic braking intervention function in the rear area of the vehicle will be deactivated when the vehicle is driving in reverse ⇒ 🕮 *Introduction*.

If the trailer hitch was not installed at the factory, the parking system must be manually deactivated when towing a trailer.

Switch the parking system off if automatic braking support happens too frequently, like when driving off-road.

If the vehicle has been braked by maneuver braking for Park Distance Control, the function remains inactive in the same direction of travel for five meters or is operational again after changing a gear.

The parking process is canceled following Park Assist emergency braking due to an obstacle.

Following a Rear Traffic Alert emergency braking intervention, it will take 10 seconds before an automatic braking support can occur again.

Troubleshooting

The parking system is functioning differently than expected

There are several possible causes:

- The system conditions are not met ⇒ *Requirements*.
- The sensors or camera may be dirty or covered with ice ⇒ *Exterior care and cleaning*.
- The camera lens is dirty and the camera image is not clear ⇒ *Exterior care and cleaning*.
- Sources of noise, such as a jackhammer or driving over cobblestones, can interfere with the ultrasonic signal.
- The vehicle may be damaged in the radar sensor area, for example, from parking barriers.
- The areas detected by the sensors or camera may be blocked by accessories such as bicycle racks.
- There may have been changes to the paint or vehicle structure in the area where the sensors or camera are located, for example on the front of the vehicle or the suspension.

Pay attention to the text messages shown in the instrument cluster display and in the Infotainment system.

No sensor or camera view or the parking system has been switched off

If a sensor malfunctions, the sensor area is deactivated. The sensor area affected can be displayed in the Infotainment system by the symbol. The parking syste may be completely switched off.

If Park Distance Control is malfunctioning, a continuous tone will sound for several seconds when you switch it on. Where applicable, a message will appear in the instrument cluster display.

- Check if one of the causes listed is responsible.
- Once the source of the issue has been resolved, you can switch the system on again.
- If the problem persists, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Park Assist is active and the vehicle brakes

In some countries, Park Assist can assist the driver with automatic braking in certain situations ⇒ *Automatic braking intervention*.

Depending on the vehicle equipment and certain conditions, such as the weather, vehicle load, or angle of the vehicle, Park Assist may automatically apply the vehicle brakes if there is an obstacle. The driver must then press the brake pedal.

The parking process will be canceled if automatic braking occurs.

Park Assist is active and the parking process is automatically canceled

Park Assist will end the parking process if one of the following situations occurs:

- The function key is pressed.
- **OR:** The driver takes over steering.
- **OR:** The driver door is opened.
- **OR:** The time limit or number of movements for the parking process is exceeded.
- **OR:** ASR is switched off or it engages.

- **OR:** There is a system malfunction.

Restart the parking process ⇒ *Searching for parking spaces*.

Park Assist is active and supports steering movements when the vehicle is stationary

If Park Assist attempts to turn the steering while the vehicle is stationary, the white symbol appears in the instrument cluster display.

- Press the brake pedal.

After a wheel change, Park Assist drives into and out of parking spaces inaccurately

If, after a wheel change, Park Assist parks inaccurately, e.g. with an increased or reduced distance from the curb, the system may have to take over the wheel sizes again.

- Drive the vehicle over a longer distance, including around bends.

The Park Assist system automatically learns the new wheel sizes.

Park Distance Control (PDC)

Introduction

The Park Distance Control system (PDC) assists the driver when parking and maneuvering.

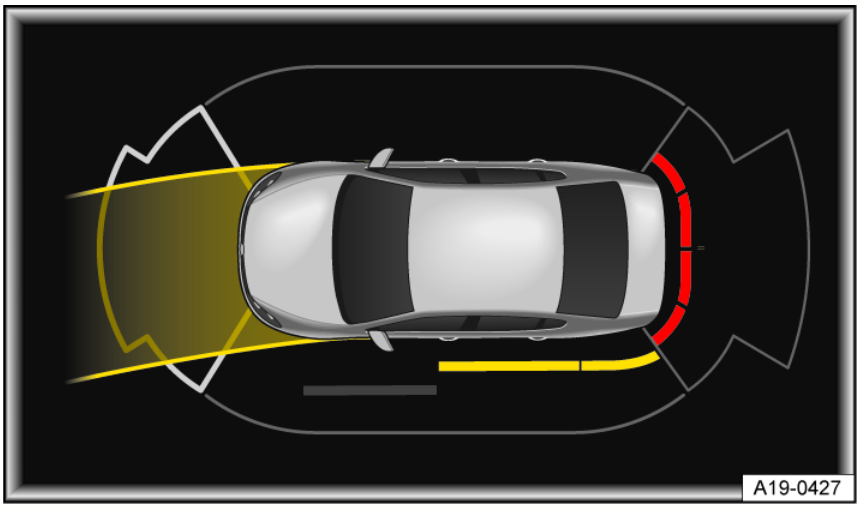


Fig. 135 Infotainment system: Park Distance Control with obstacle detection and steering lock (general example).

System function

The Park Distance Control system (PDC) detects the distance to an obstacle using sensors in the front and rear areas of the vehicle ⇒ *Front view*, ⇒ *Rear view*.

WARNING

The intelligent technology of the Park Distance Control (PDC) cannot overcome the natural laws of physics and it can only operate within the limits of the system. Not paying attention can result in accidents, serious injuries and vehicle damage.

- The PDC cannot replace the driver's attention.

The Park Distance Control warns you of an obstacle via colored segments on the screen of the Infotainment system and via warning chimes *fig. 135*.

NOTICE

Do not continue driving! The collision area has been reached when the next to last segment is displayed.

In addition, please note the symbols and displays in the Infotainment system ⇒ *Displays in the Infotainment system*.

Special considerations when towing a trailer

If a trailer electrical system is connected, the rear sensors of the Park Distance Control are not switched on:

- You are not warned about obstacles.
- The maneuver braking is also deactivated automatically.

Park Distance Control settings

Depending on the vehicle equipment, settings for the Park Distance Control can be adjusted in the vehicle settings in the Infotainment system ⇒ *Vehicle settings menu*.

NOTICE

Depending on the vehicle equipment, distances to obstacles in the side areas are also displayed. In order to fully scan the side areas, you must move the vehicle a few yards forward or back. Any obstacles that enter these areas from the outside are not displayed.

Switching Park Distance Control (PDC) on and off

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

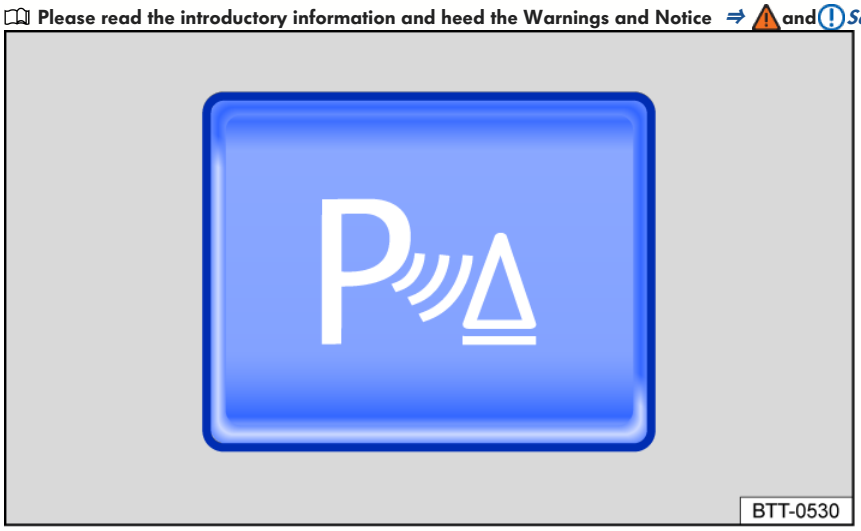


Fig. 136 In the center console: button for switching the PDC on or off (general example).

Switching on

If reverse gear is engaged or the vehicle is rolling in reverse, the PDC will turn on automatically.

- **OR:** Press the button *fig. 136*.
- **OR:** press the button.

Switching off

If the vehicle is driving forward faster than 6-9 mph (10-15 km/h), the PDC will turn off automatically.

- **OR:** Press the button *fig. 136*.
- **OR:** press the button.
- **OR:** engage the **P** selector lever position.

Automatic activation when driving forward (depending on vehicle equipment)

If you drive forward slowly toward an obstacle, Park Distance Control is automatically activated. Automatic activation can be switched on in the vehicle settings in the Infotainment system ⇒ *Vehicle settings menu*.

The system will activate automatically only once. The system can activate automatically again under following conditions:

- Press the *fig. 136* button.
- **OR:** press the button.
- Switch the ignition off and back on again.

Rear View Camera (Rear View)

Introduction

The Rear View Camera system in the rear of the vehicle makes it easier for the driver to see behind the vehicle and assists when parking.

System function

The Rear View Camera system shows the area behind the vehicle on the Infotainment system screen. Orientation lines aid your view to the rear.

WARNING

The intelligent technology of the Park Distance Control (PDC) cannot overcome the natural laws of physics and it can only operate within the limits of the system. Not paying attention can result in accidents, serious injuries and vehicle damage.

- The PDC cannot replace the driver's attention.

Park modes

Depending on the vehicle equipment, the following screen views may be available:

Perpendicular parking:
Guide lines help when parking in reverse perpendicular to the road.

Parallel parking:
Guide lines and boxes help when parking in reverse parallel to the road.

Trailer support or **off-road support** (depending on the country):
Depiction of the area immediately behind the vehicle with a high zoom factor and guide lines.

Cross traffic:
Depiction of the area behind the vehicle and the areas to the side of the vehicle at a wide angle.

Please also note the information on the parking systems' screen displays ⇒ *Displays in the Infotainment system* .

Switching the Rear View Camera system on and off

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

Switching on

Rear View Camera System without parking modes:

- Select the reverse gear.

Rear View Camera system with parking modes:

- Select the reverse gear.
- **OR:** press the P button.

Switching off

Rear View Camera System without parking modes:

- The rear view camera system switches off when the vehicle is taken out of reverse gear.

Rear View Camera system with parking modes:

- The Rear View Camera system turns off when driving forward over 9 mph (15 km/h).
- **OR:** press the P button.

Trailer support

Rear View Camera system with parking modes:

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.

- 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:

Green lines: distance to the trailer hitch. **Orange line: predicted direction of the trailer hitch based on the steering wheel angle.**

Rear view camera system without parking modes: Driving into a parking space

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

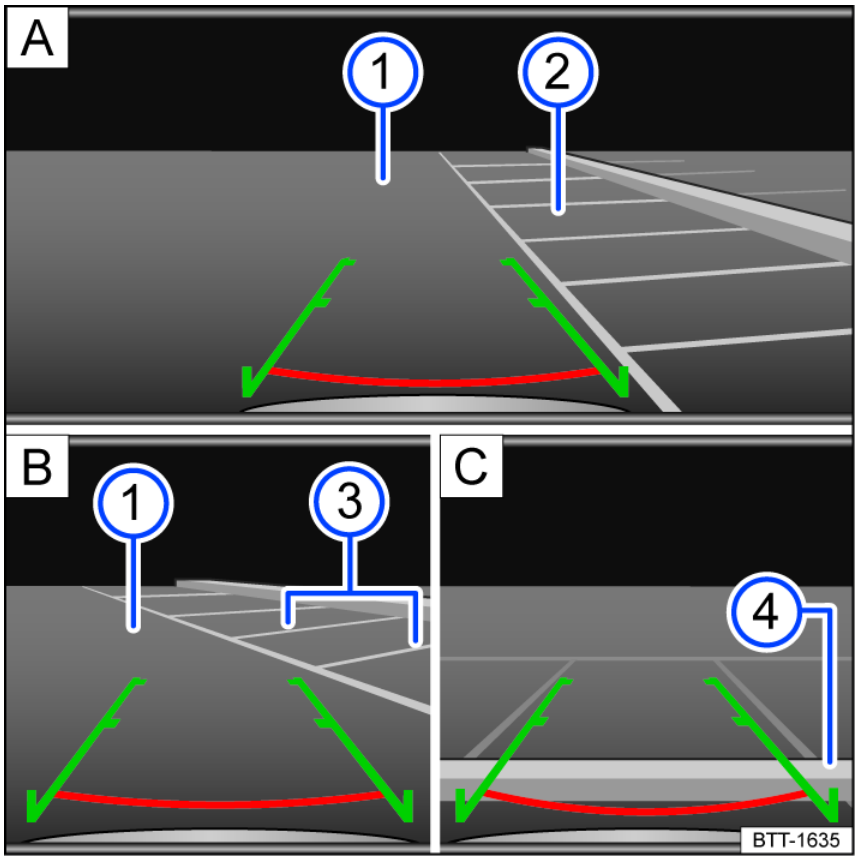


Fig. 137 Infotainment system: Parking with the Rear View Camera system.

A Searching for a parking space.

B Steering toward the selected parking space.

C Aligning the vehicle within the parking space.

(1) Road surface.

(2) Selected parking space.

(3) Side boundaries of the selected parking space.

(4) Rear boundary of the parking space.

Driving into a parking space with the Rear View Camera system

- Position your vehicle in front of the parking space *fig. 137* A (2).
- Select the reverse gear.
- Slowly reverse while steering so that the green side lines line up with the selected parking space. The green lines must line up with the side boundaries of you parking space *fig. 137* B (3).
- Stop when the red horizontal line reaches the rear boundary *fig. 137* C (4).

Rear View Camera system with parking modes: Parking

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

Parking mode: Parking perpendicular to the road

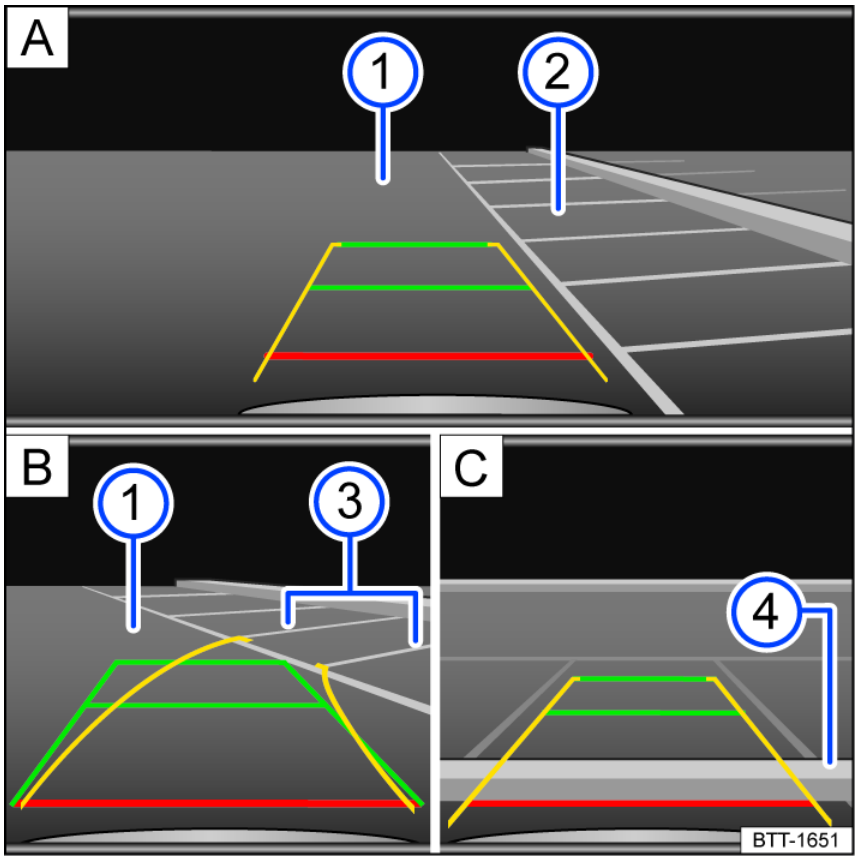


Fig. 138 Infotainment system: Parking perpendicular to the road.

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.

- Press the P button or function key before driving past the parking space.
- Tap the function key in the Infotainment system to select the parking mode.
- Position your vehicle in front of the parking space *fig. 138* A (2).
- Steer so that the yellow lines lead into the parking space. The green and yellow lines must align with the side boundary lines *fig. 138* B (3).
- Stop when the red line reaches the rear boundary *fig. 138* C (4).

Parking mode: Parallel parking

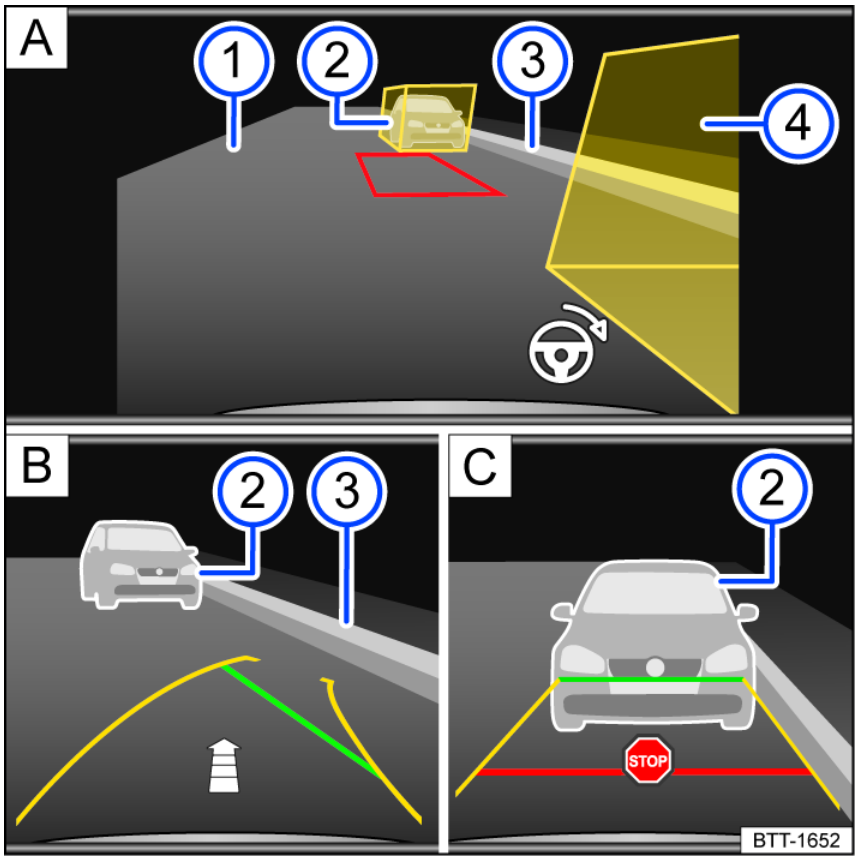


Fig. 139 Infotainment system: Parking parallel to the road.

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) Obstacle or assisting box.

(3) Side boundary of the parking space.

(4) Obstacle or assisting box.

- Press the P button or function key before driving past the parking space.
- Tap the function key in the Infotainment system to select the parking mode.
- Turn on the turn signal for the corresponding side of the road.
- Position the vehicle parallel to the parking row approximately 3.3 ft (1 meter) away. The yellow assisting boxes must cover the obstacles *fig. 139* A (2) or (The area in between must be free of obstacles.
- Select the reverse gear. A red frame represents the target position of your vehicle *fig. 139* A.
- Turn the steering wheel until the red frame moves between the assisting boxes and becomes green *fig. 139* A. Hold the steering wheel in this position whil driving in reverse.
- If the steering wheel angle needs to change, one of the yellow side lines will become red. The steering wheel symbol indicates to the driver when the steering wheel must be turned.
- Drive slowly in reverse until the STOP stop symbol appears or the green line aligns with the side boundary of the parking space *fig. 139* C. An *fig. 139* B ar indicates the remaining distance to be driven based on the number of displayed segments.
- Stop the vehicle. Steer in the opposite direction until the steering angle is reached and a direction arrow is no longer displayed.
- Keep driving in reverse until the STOP stop symbol appears or until the red line reaches the rear boundary.

Parking mode: Trailer support

Rear View Camera system with parking modes:

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.

- Tap the function key to select the parking mode.

Colored guide lines help you with the maneuvering process:

Red lines: position of the trailer hitch. Green lines: distance to the trailer hitch. Orange line: Predicted direction of the trailer hitch based on the steering wheel angle.

Park Assist

Introduction

Park Assist displays a suitable parking space and assists the driver when parking and leaving the parking space.

Park Assist is an extension of the parking system ⇒ *Introduction*.

Park Assist steers the vehicle into a parking space while you operate the accelerator pedal, the gears and the brake ⇒ !

WARNING

The intelligent technology of the Park Distance Control (PDC) cannot overcome the natural laws of physics and it can only operate within the limits of the system. Not paying attention can result in accidents, serious injuries and vehicle damage.

- Pay close attention to the parking process and the traffic. Keep an eye on the parking direction at the same time.
- In a hazardous situation, apply the brakes using the brake pedal.

The following functions are supported:

- Display suitable parking spaces.
- Select parking mode.
- Driving into a suitable parallel parking space or parking bay.
- Driving out of a suitable parallel parking space.

Pay attention to the message in the instrument cluster display.

NOTICE

Park Assist orients itself to parked vehicles, curbs, or other objects. Make sure the vehicle tires and rims are not damaged when parking.

- If necessary, stop the parking process at the correct time.

Aftermarket accessories mounted on the vehicle, such as bicycle racks, can interfere with Park Assist and can cause damage.

Automatic braking support may occur during parking processes if the driver accelerates too much.

Special considerations when towing a trailer

If a trailer that is connected to the electrical system is detected by the vehicle, Park Assist **cannot** be activated ⇒ *Trailer towing*.

Searching for parking spaces

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

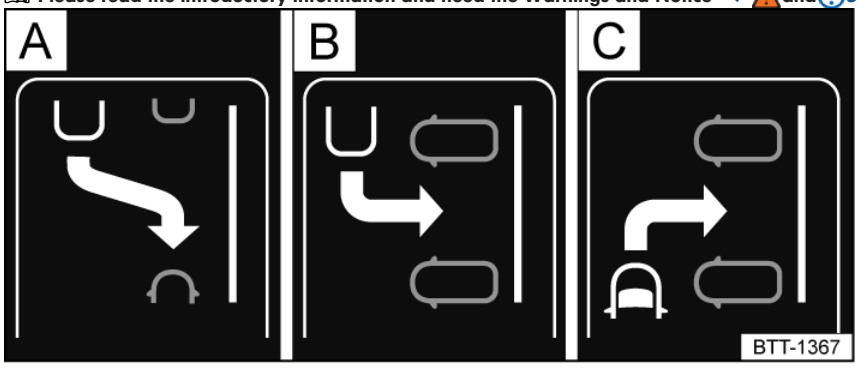


Fig. 140 In the instrument cluster display: park modes for driving into parking spaces.

A Parallel parking in reverse.

B Cross parking in reverse.

C Cross parking driving forward.



Fig. 141 In the center console: Button to manually switch on Park Assist (general example).

- Press the P button. *fig. 141* button. The yellow indicator light turns on and the parking function is active.
- While paying attention to traffic around your vehicle, drive slowly past a row of parked vehicles.
- Park Assist will automatically search for a suitable parking space on the passenger side.

If a parking space is found, a parking mode will be displayed *fig. 140*.

To select multiple parking spaces displayed in a row, press the P *fig. 141* button.

If you would like to drive forward to park in a space perpendicular to the road, select the “Forward perpendicular parking” *fig. 140* C mode by pressing the P button.

If you would like to search for a parking space on the other side of the road, turn on the turn signal for that side.

⚠ WARNING

There is the risk of an accident, if you open and use another function besides the parking function on the Infotainment system while maneuvering with the Park Distance Control or the Park Assist. If this happens, all active parking functions, including the audible warnings, are shut down. You will therefore no longer be warned about a possible collision or receive intervention.

- Do not use any other Infotainment system functions while maneuvering, other than the active parking function.
- Take care that the button or function key is yellow and remains yellow while you are using Park Distance Control or the Park Assist.

Park Assist can be activated afterwards. If you drive past a suitable parking space, this will be indicated.

Driving into parking spaces

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

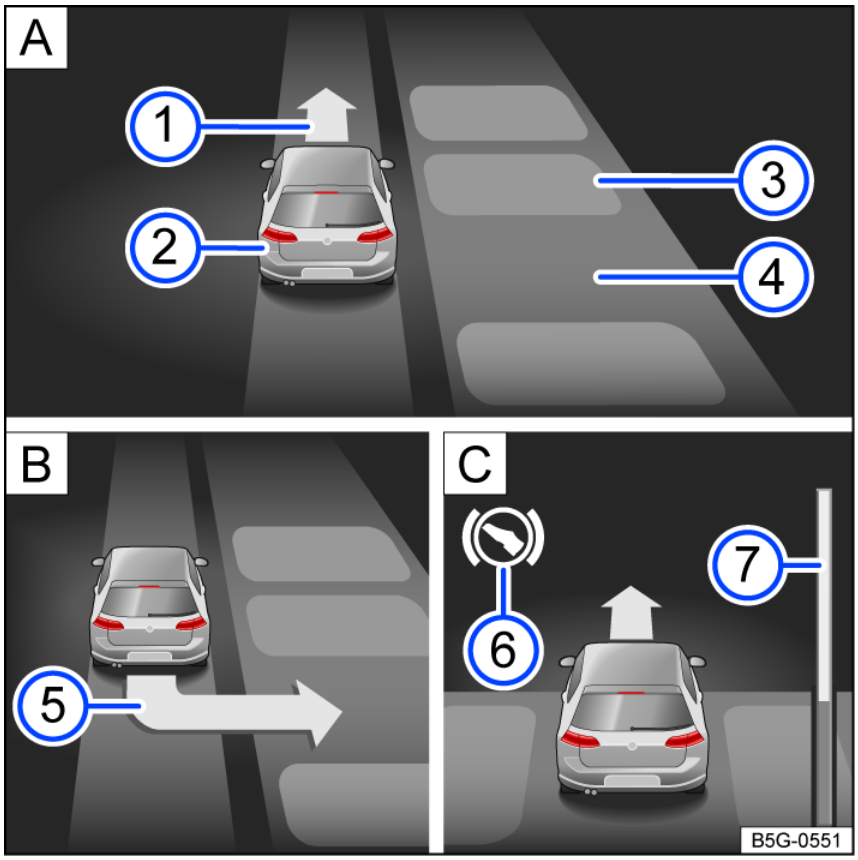


Fig. 142 In the instrument cluster display: parking perpendicular to the road.

A Searching for a parking space.

B Driving into a parking space.

C Maneuvering into a parking space.

(1) Prompt to drive forward.

(2) Your vehicle.

(3) Parking vehicle or obstacle.

(4) Detected parking space.

(5) Request to drive backwards.

(6) Request to brake.

(7) Progress bar (relative distance remaining).

- Stop the vehicle in front of or behind the parking space.
- Pay attention to the prompt for parking in the instrument cluster display *fig. 142* (5).
- Engage reverse gear if a backwards arrow appears in the instrument cluster display.
- Release the steering wheel.
- Note the message Automatic steering active. Check surrounding area! in the instrument cluster display.
- Accelerate carefully.
- Brake if a chime sounds, the indicator turns on, or once a prompt appears in the instrument cluster display.
- Depending on the parking space, it may be necessary to carry out several parking maneuvers. When the process of driving into a parking space is finished, a text message appears in the instrument cluster display.

At the end of a parking maneuver, wait until Park Assist has completed all rotational movements of the steering wheel in order to achieve an optimum parking resul ⇒ ⚠.

Park the vehicle and turn off the engine ⇒ *Parking*.

⚠ WARNING

Turning the steering wheel too quickly can cause serious injuries.

- Never grab the steering wheel during the maneuver until the system prompts you to do so.
- If the vehicle is approaching a dangerous situation, intervene and take over steering.

Exiting a parking space

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

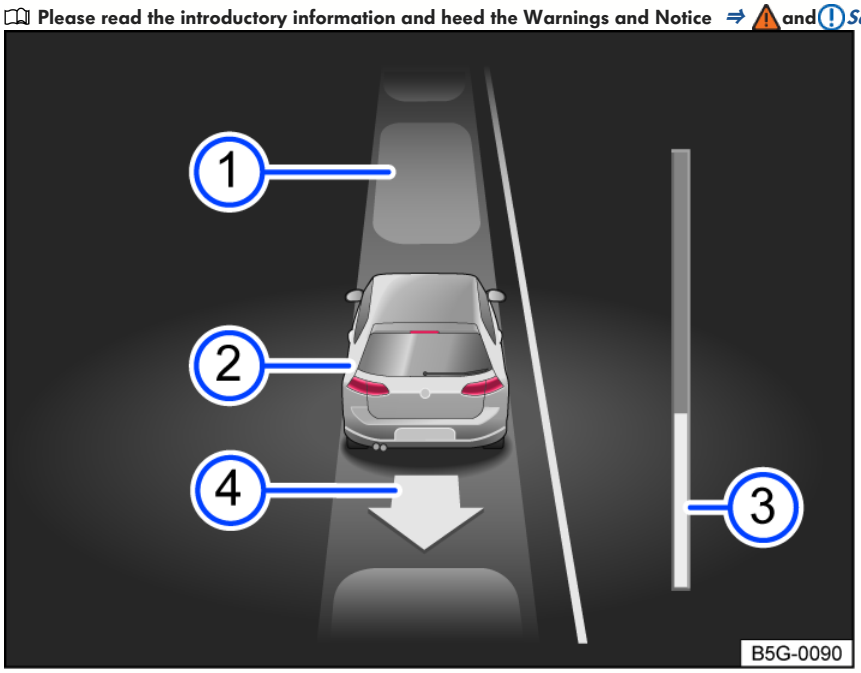


Fig. 143 In the instrument cluster display: reversing out of a parking space parallel to the road.

(1) Vehicle parking.

(2) Your vehicle.

(3) Progress bar (relative distance remaining).

(4) Direction of travel when driving out of a parking space.

Park Assist can exit parallel parking spaces if the requirements are met ⇒ *Requirements*.

- Press the P button.
- Activate the turn signal for the side of the road where the vehicle should drive out of the parking space.
- Select the reverse gear.
- Release the steering wheel when the following message appears: Automatic steering active. Check surrounding area!
- Accelerate carefully.
- Apply the brakes if a chime sounds, the indicator turns on, or once the prompt to drive forward appears in the instrument cluster display.
- Press the brake pedal until the steering movements from Park Assist have stopped or the indicator in the instrument cluster display turns off.
- Perform the procedure for exiting the parking space until a message appears in the instrument cluster display and possibly a tone signaling the end of the parking space exit procedure.
- Take over steering with the steering wheel at the angle set by Park Assist.
- Drive the vehicle out of the parking space when the traffic situation allows it.

WARNING

Only drive the vehicle out of the parking space when the traffic situation allows it.

Area View

Introduction

The Area View shows the entire vehicle environment in real time. This function helps you recognize obstacles in good time in situations where there might be blind spots.

System function

The system uses multiple cameras to create images of the vehicle environment, which are then displayed on the Infotainment system screen ⇒ .

The functions and displays of the Area View may vary depending on the vehicle equipment, e.g. if Park Distance Control is available and is also displayed.

WARNING

The intelligent technology of the Park Distance Control (PDC) cannot overcome the natural laws of physics and it can only operate within the limits of the system. Not paying attention can result in accidents, serious injuries and vehicle damage.

- The PDC cannot replace the driver's attention.

Switching on and off

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

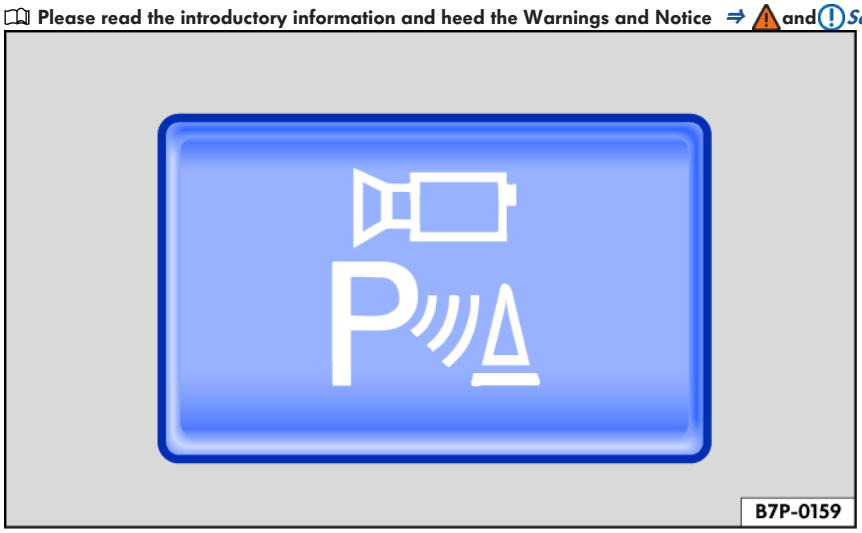


Fig. 144 In the center console: Button for switching the Area View on and off (general example).

Switching on

- Select the reverse gear.
- **OR:** Press the button *fig. 144*.

Switching off

- Drive forward faster than 9 mph (15 km/h).
- **OR:** Press the button *fig. 144*.

Area View screen display

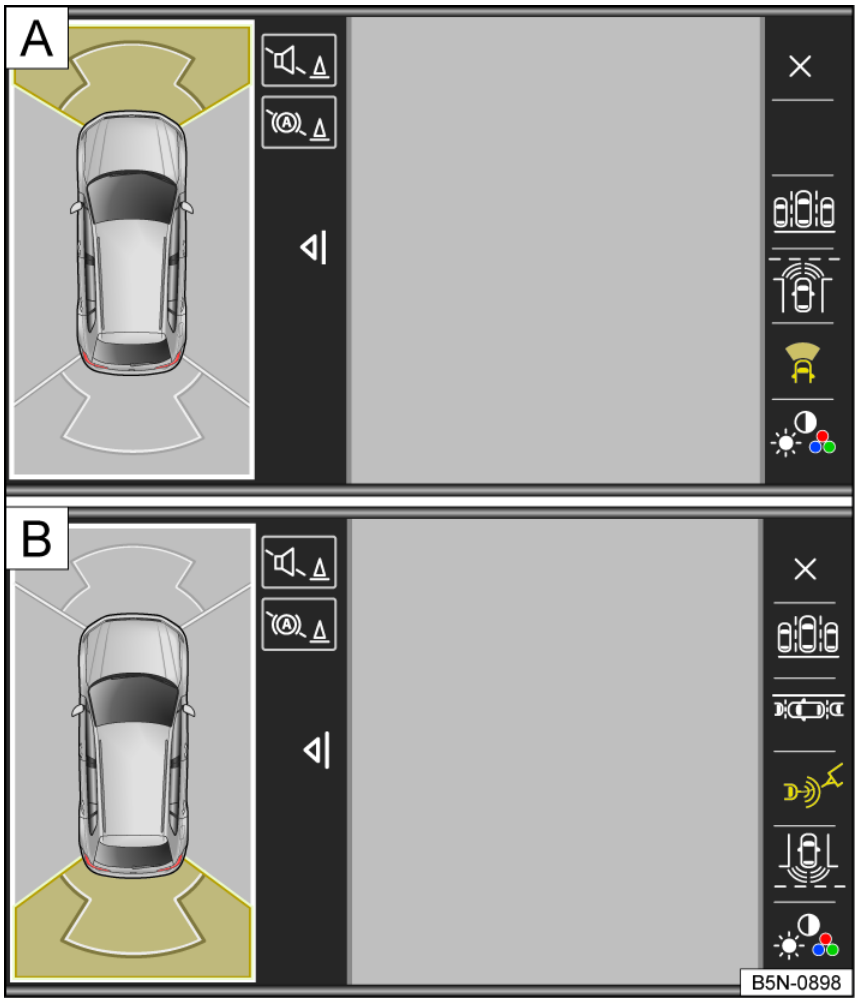


Fig. 145 Screen display for Area View: (A) front camera, (B) rear camera.

Area View is displayed on two sections of the Infotainment system screen *fig. 145*:

- *Left screen*: the vehicle is displayed in the bird's eye view. By tapping on one section, the display changes to the right section of the screen.
- *Right screen*: depending on the section selected on the left screen, separate camera images will be displayed.

Depending on the camera perspective selected, various function keys are available on the image border. Note the information on the screen displays ⇒ *Displays i the Infotainment system*.

- Tap the function key on the image border to select a display.

3D view of the Area View

A 3D view may be available, depending on the vehicle equipment. The angle of the 3D view can be changed by swiping in the direction of the arrows.

Note the information on the screen displays ⇒ *Displays in the Infotainment system* .

Rear Traffic Alert

Rear Traffic Alert monitors the cross traffic when reversing out of a space or maneuvering.

⚠ WARNING

The intelligent technology of the Park Distance Control (PDC) cannot overcome the natural laws of physics and it can only operate within the limits of the system. Not paying attention can result in accidents, serious injuries, and vehicle damage.

- Pay attention to the traffic situation and the vehicle environment.
- The Rear Traffic Alert may potentially not detect all approaching objects, e.g. pedestrians or objects approaching quickly.

Also pay attention to the applicable information and warnings for all parking systems ⇒ *Safety instructions*.

Switching on and off

- Use the Assist systems menu in the instrument cluster ⇒ *Driver assistance systems button* .
- **OR:** Depending on vehicle equipment, use the button for driver assistance systems.

- **OR:** Depending on the vehicle equipment in the vehicle settings of the Infotainment system ⇒ *Vehicle settings menu*.

System function

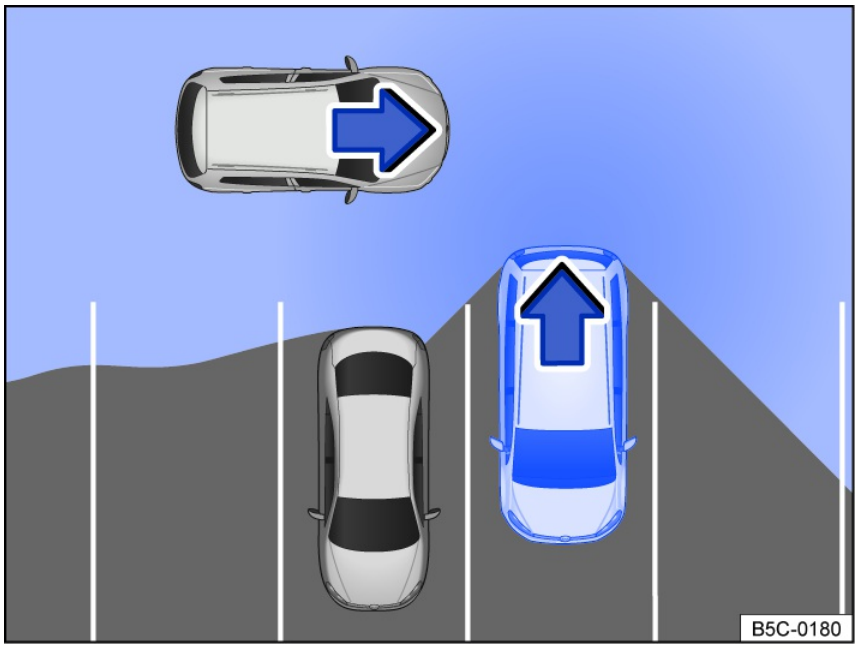


Fig. 146 Rear Traffic Alert, general example: monitored area around the vehicle that is exiting a parking space.

The Rear Traffic Alert functions with radar sensors in the rear bumper.

The system detects approaching or moving objects in the surrounding area to the rear and to the side *fig. 146* and warns the driver if there is an obstacle ⇒ ⚠.

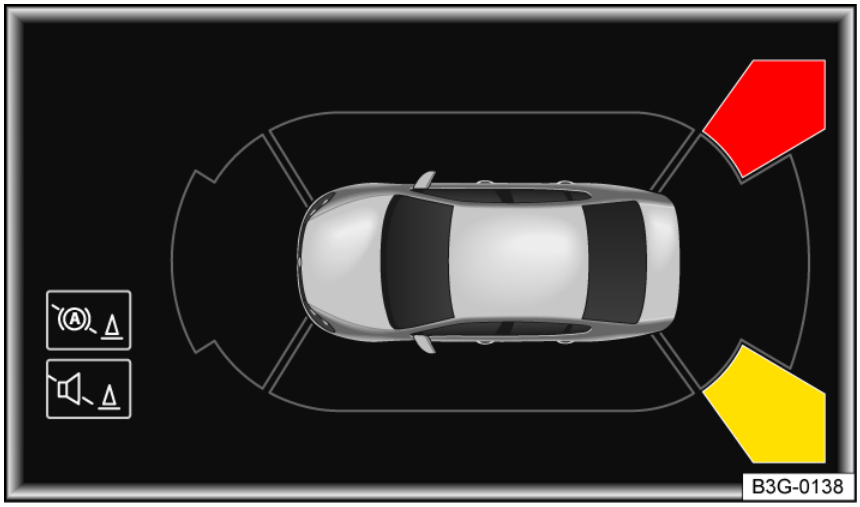


Fig. 147 In the Infotainment system: Rear Traffic Alert display.

If there is an obstacle, a warning signal will sound and there will be a colored display of the area of the obstacle in the Infotainment system *fig. 147*.

If the driver does not respond, automatic braking support may kick in ⇒ *Automatic braking intervention*.

If Park Assist is deactivated, the driver cannot be sent any feedback. Rear Traffic Alert is also temporarily deactivated.

Special considerations when towing a trailer

The Rear Traffic Alert is deactivated when the trailer hitch installed at the factory is connected to the trailer electrical system.

Braking assistance systems

Information about braking assistance systems

Braking assistance systems can assist the driver in critical driving and braking situations. The driver is always responsible for safe driving ⇒ ⚠.

⚠ WARNING

The intelligent technology in the braking assistance systems cannot overcome the natural laws of physics and it can only operate within the limits of the system. Driving fast on icy, slippery, or wet roads can lead to loss of vehicle control and serious injuries to the driver and passengers.

- Always adapt your speed and driving style to the current visual, weather, road, and traffic conditions. Never take risks that could jeopardize your safety.
- Braking assistance systems cannot prevent a collision, for example if you are driving too close to other vehicles.

- Always use suitable tires. Driving stability depends on the tires' ability to grip the road.
- Always keep the footwell beneath the pedals clear so that the brake pedal is unobstructed and can move freely.

When the braking assistance systems are actively regulating, the brake pedal may move or noises may occur. Continue braking with the necessary force and, if necessary, steer the vehicle.

Depending on vehicle equipment, the settings for ESC and ASR can be made in the vehicle settings ⇒ *Switching ASR, ESC, or ESC Sport off and on* .

- ESC, ABS and ASR only function correctly when all four wheels have the tires designed for them.
- ESC, ASR, and EDL will stop working if there is an ABS malfunction.

⚠ WARNING

The effectiveness of the ESC can be reduced considerably if other components and systems that affect driving dynamics are not maintained correctly or are malfunctioning. This applies in particular to changes made to the suspension and any non-approved wheel and tire combinations.

- Vehicle conversions and modifications must only be carried out by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Always use suitable tires. Driving stability depends on the tires' ability to grip the road.

Electronic Stability Control (ESC)

ESC helps to reduce the risk of skidding and can help to improve driving stability in certain situations ⇒ ⚠.

Anti-Slip Regulation (ASR)

ASR reduces drive power at wheels that are spinning and adapts the drive power to the road conditions. ASR makes it easier to start, accelerate, and drive up hills ⇒ ⚠.

Anti-Lock Braking System (ABS)

ABS can prevent the wheels from locking when braking shortly before the vehicle stops and helps the driver to steer the vehicle and maintain control ⇒ ⚠.

Brake Assist System (BAS)

BAS can help to reduce the vehicle braking distance. BAS increases braking power when the driver presses the brake pedal quickly in emergency situations ⇒ ⚠

Electronic Differential Lock (EDL and XDL)

EDS automatically applies the brakes to a wheel that starts spinning and transfers the drive power to the other driving wheels.

XDS improves traction with braking support to help keep the vehicle in its lane.

Multi Collision Brake

The Automatic Post-Collision Braking System automatically brakes the vehicle if the airbag control module has detected a collision in an accident situation.

Requirements for automatic braking:

- The driver does not press the gas pedal.

⚠ WARNING

Driving without the brake booster or when the brake booster’s functionality is limited can increase the braking distance significantly, increasing the risk of accidents and serious injury.

- Never stop the engine or switch the ignition off while the vehicle is moving.
- If braking support is not working or the vehicle is being towed, you will need to press the brake pedal harder because the lack of braking assistance will increase the braking distance.
- Always keep the footwell beneath the pedals clear so that the brake pedal is unobstructed and can move freely.

Switching ASR, ESC, or ESC Sport off and on

Driving situations

The brake systems should not be switched off under normal conditions in order to avoid risks ⇒ ⚠.

⚠ 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 injuries could result.

- Only switch off ESC if you are driving on a closed track and are experienced in sporty driving.

- Never take risks, and note the physical limits of the vehicle.

Switching off a brake system can help in the following driving situations:

- When driving in deep snow, on loose ground or when “rocking” the vehicle out of place because it is stuck. Switch off ASR ⇒ ⚠.
- When driving off-road, in deep snow or on loose ground ⇒ ⚠, ⇒ *Selecting the driving mode*. Switch off ESC ⇒ ⚠.

ESC Sport

The function assists with sporty driving. The ESC intervenes later to stabilize the vehicle, e.g. during fast cornering.

Switching on and off

- Open the vehicle settings of the Infotainment system ⇒ *Vehicle settings menu*.
- Open the settings for the parking systems.
- Switch the function off or on by placing a “check mark” ☑ in the checkbox.

If the driving situation no longer exists, ESC or ASR should be switched on again completely ⇒ ⚠.

Troubleshooting

or ABS ABS failure or malfunction

The yellow indicator light turns on.

- Get professional assistance. The vehicle can be braked without ABS.

or ABS ABS regulates the vehicle in order to prevent the wheels from blocking

The indicator light flashes yellow.

or ESC ESC or ASR in operation

The indicator light flashes yellow.

ESC switched off manually

The yellow indicator light turns on.

ASR switched off manually

The yellow indicator light turns on.

ESC Sport switched on

The yellow indicator light turns on.

or ESC ESC malfunction

The yellow indicator light turns on. ESC has been switched off.

There is a fault or malfunction.

- Switch the ignition off and on.
- If necessary, drive a short distance at speeds between 15-20 mph (9-12 km/h).
- If the indicator light stays on, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Braking assistance systems are making noises

Noises may be heard if the braking assistance systems are regulating.

⚠ WARNING

If the brake warning lamp BRAKE or (!) turns on together with the ABS or (ABS) indicator light, the regulating function of the ABS could be malfunctioning. This could cause the rear wheels to lock relatively quickly when braking. Locked rear wheels can lead to loss of vehicle control.

- If possible, reduce your speed and drive slowly and carefully to the nearest authorized Volkswagen dealer or authorized Volkswagen Service Facility to have the brake system checked.
- Avoid sudden braking or driving maneuvers.
- If the indicator light ABS does not turn off, or turns on during the journey, the ABS is not working correctly. The vehicle can only be stopped with the normal brakes (without ABS). The security provided by the ABS is not available. Go to an authorized Volkswagen dealer or authorized Volkswagen Service Facility as soon as possible.

Practical equipment

Storage compartments

Introduction

WARNING

Loose objects can be thrown around the inside of the vehicleduring sudden driving or braking maneuvers. This can cause serious injuries and loss of vehicle control.

- Store objects in only closed storage compartments.
- Always keep the storage compartments closed while driving.
- Only hang lightweight clothing, up to a maximum of 5.5 lbs (approximately 2.5 kg), from the coat hooks in the vehicle. Never leave heavy, hard or sharp objects in the pockets.

WARNING

An open glove compartment can increase the risk of serious injuries in the event of a collision or during sudden braking or driving maneuvers.

- Always keep the glove compartment closed while driving.

WARNING

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

- Before closing compartments or storage areas, always make sure that there are no cigarette lighters near the sections that will be closing.
- Never place lighters in compartments, in storage areas, or on other surfaces in the vehicle. Lighters may ignite as a result of high surface temperatures, especially in summer.

WARNING

Incorrect usage of the cup holders can cause injuries.

- Do not place hot beverages in the cup holders. Hot beverages in the cup holders could spill and cause burns while driving, during sudden braking maneuvers, or in collisions.
- Take care that only suitably sized drinks are stored in the cup holder. Drinks must always be steady and secure in the cup holder.

WARNING

Closed beverage bottles can explode from heat and burst from frost.

- Never leave closed beverage bottles in an extremely hot or extremely cold vehicle.

NOTICE

- Never leave any objects, groceries, or medications that are sensitive to temperature in the vehicle interior. Hot and cold conditions could damage these objects and make them unusable.
- Objects made out of transparent materials in the vehicle, for example transparent suction cups on the window glass, can concentrate sunlight and cause damage to the vehicle.

Drawers

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

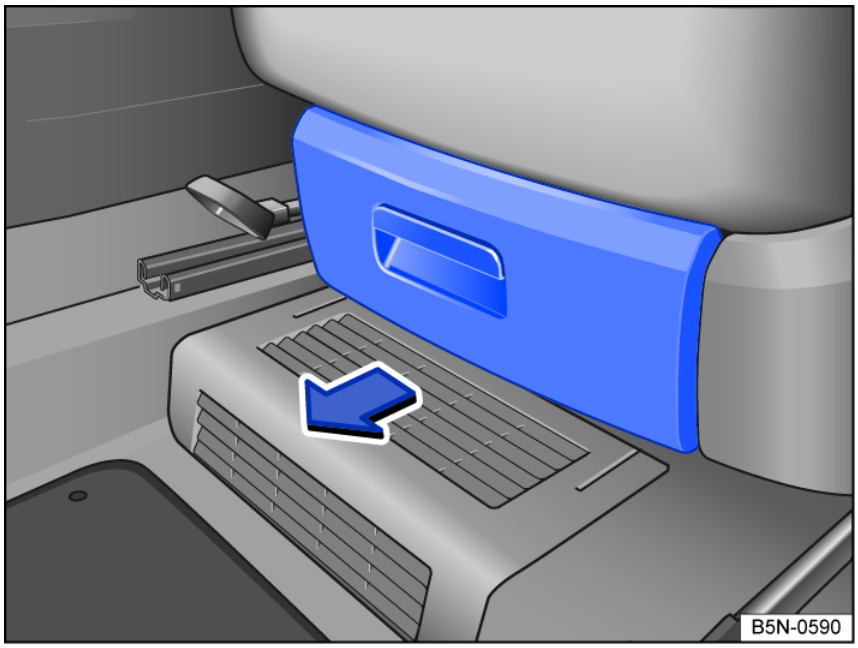


Fig. 148 Under the front seat: Drawer.

- *Opening*: Operate the button on the door handle and pull out the drawer.
- *Closing*: Slide the drawer under the front seat until it engages.

⚠ WARNING

An open drawer can hinder your operation of the pedals. This can cause accidents and serious injuries.

- Always keep the drawers closed while driving. Otherwise the drawers, and items which have fallen out, could end up in the driver footwell and hinder operation of the pedals.

ⓘ NOTICE

The drawer can be loaded with a maximum weight of 1.5 kg (around 3.3 lbs).

Sockets

🕮 Introduction

Electrical devices can be connected to the sockets in the vehicle.

Electrical devices must be in good condition. Do not use any malfunctioning devices.

The 12 V socket only works when the ignition is switched on.

⚠ WARNING

Using sockets and electrical devices incorrectly can cause fires and serious injuries.

- Never leave children unattended in the vehicle. Sockets and the devices connected to them can be used when the ignition is switched on.
- If the electrical devices become too warm, turn off the devices immediately and disconnect them.

ⓘ NOTICE

- To reduce the risk of damage to the electrical system, never attempt to charge the 12 V vehicle battery by connecting electrical devices that provide power to the 12 V sockets, such as solar panels or battery chargers.
- Only use electrical devices that have been tested for compliance with the applicable directives for electromagnetic compatibility.
- To reduce the risk of damage from voltage fluctuations, turn electrical devices off before switching the ignition on or off and before starting the engine.
- Never connect electrical devices that draw more than the specified load of a 12 V socket. The vehicle electrical system can be damaged when the maximum load is exceeded.
- Refer to the operating instructions for the electrical devices.

The 12 V vehicle battery will drain if the ignition and electrical devices are switched on while the engine is stopped.

Unshielded devices can cause malfunctions in the radio, the Infotainment system and in the vehicle electronics, depending on the vehicle equipment.

Sockets in the vehicle

Please read the introductory information and heed the Warnings and Notice ⇒ and *Introduction*.
Do not exceed the maximum power of the sockets. The power draw of devices is listed on their information labels.

12 V socket

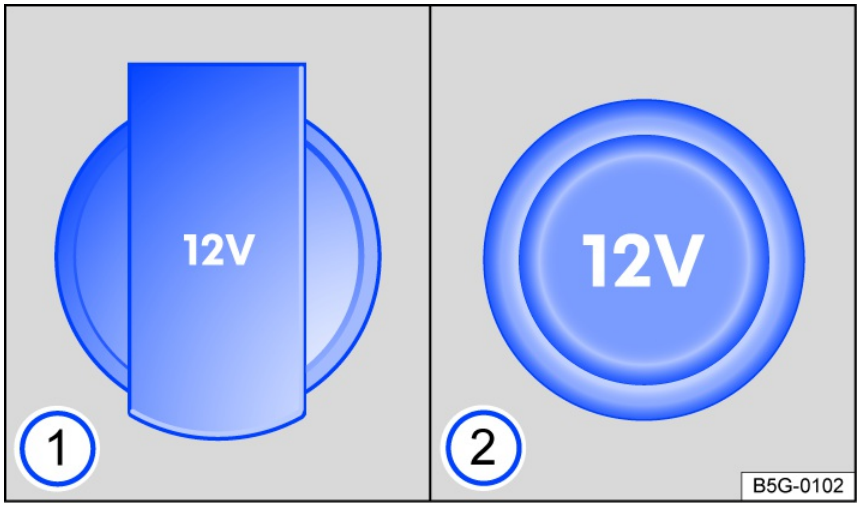


Fig. 149 In the front storage compartment, in the rear center console or in the luggage compartment on the left side: folding 12 V socket (1) or 12 V socket with removable cover (2).

The total continuous output of all 12 V sockets in the vehicle is 120 watts ⇒ *Introduction*.

The maximum power of a 12 V socket in the vehicle **with the engine running** totals 180 watts.

NOTICE

Using 12 V sockets for too long at maximum power can cause the fuse to blow.

- **Never** use 12 V sockets at their maximum power for longer than 10 minutes.
- Only ever use **a single** 12 V socket at maximum power.

230 V socket, 115 V socket, 100 V socket

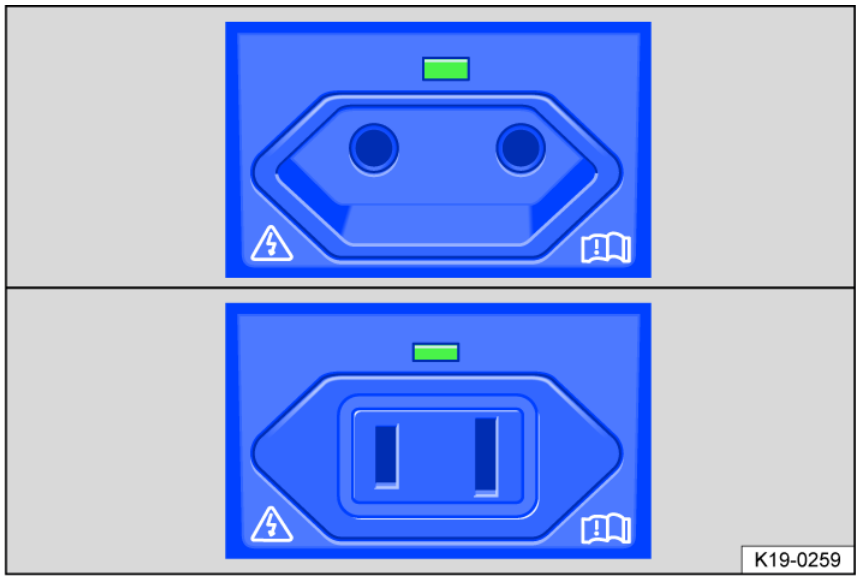


Fig. 150 In the luggage compartment on the left-hand side: 230-volt socket, 115-volt socket, or 100-volt socket.

The maximum power is 150 watts (peak power: 300 watts).

The socket is activated automatically if you plug in a connector while the engine is running. If enough power is available, you may be able to use the socket, even if you have switched off the engine → ⚠.

- *Connecting electronic devices:* Open the cover (if fitted) and push the connector all the way into the socket to unlock the integrated child safety lock. Electricity will not start to flow through the socket until the child safety lock is unlocked.

LED display on the socket *fig. 150*.

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 of the 230 V, 115 V or 100 V socket switches off automatically when a certain temperature is exceeded. The cut-off prevents overheating due to device that are connected drawing excessive power and overheating due to high ambient temperatures. The 230-volt, 115-volt, or 100-volt socket cannot be used again until a cool-down phase has been completed.

To be able to use the 230-volt, 115-volt, or 100-volt socket again after the cool-down phase, you should first unplug the connector of a connected device and then plug it back in again. This prevents electronic devices from inadvertently being switched back on.

DANGER

High voltage in the electrical system.

- Do not spill any liquids on the socket.
- Do not insert any adapters or extension cables into the 230-volt, 115-volt, or 100-volt socket. The integrated child safety lock will otherwise be switched off and the socket will be live.
- Do not insert any conductive objects, such as knitting needles, into the contacts of the 230-volt, 115-volt, or 100-volt socket.

NOTICE

- Do not suspend excessively heavy devices or connectors (e.g. power supply units) directly from the socket.
- Do not connect lamps containing a neon tube.
- Only connect devices to the socket if the voltage of these devices matches the socket voltage.
- The built-in overcurrent cut-off prevents electronic devices with a high inrush current from being switched on. In this case, disconnect the power supply unit from the electronic device, wait approximately 10 seconds and then reconnect it.

On some devices, you may experience functional impairments on the 230-volt, 115-volt, or 100-volt socket due to the lower output (W).

Data transmission

Cyber security

What is cyber security?

Cyber security describes measures that reduce the risk of illegal access to vehicle functions, data and control modules caused by malware or an Internet attack.

What are connectivity components?

Control modules for data transmission, interfaces, media and diagnostic connections are connectivity components, through which information and data can be exchanged between the vehicle and external devices or the Internet. The following connectivity components may not be available in all vehicles:

- Diagnostic connection port
- Control module with installed eSIM card (OCU).
- Mobile phone interface
- App-Connect.
- Wi-Fi hotspot.
- NFC radio technology.
- Bluetooth interface.
- USB port.
- SD card slot.
- SIM card slot.

Connectivity components are the key points for cyber security. Connectivity components are also equipped with security mechanisms that minimize the risk of unauthorized access to vehicle systems.

Security mechanisms

Software and security mechanisms available in the vehicle undergo continuous development. Similar to computers or operating systems on mobile devices, software and security mechanisms in the vehicle may also be updated at various times.

In general, software updates improve the security, stability, and processing speeds of the vehicle systems in vehicles that were already produced.

⚠ WARNING

The risk of illegal access to vehicle functions, data and control modules caused by malware or an Internet attack cannot be eliminated in spite of the security mechanisms installed in the vehicle. Malware implanted in the vehicle can influence, deactivate, or assume control of control modules and vehicle functions and may cause serious accidents and fatal injuries.

- If the vehicle is not working as it normally does or is reacting or handling in an unusual manner, carefully slow down (if possible) and drive immediately to the nearest authorized Volkswagen dealer or Volkswagen Service Facility, or contact a roadside assistance service.
- Malware can also access data and information that are stored in the control modules, in the Infotainment system, on connected data carriers, and in paired mobile devices.

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 mobile devices in the vehicle that do not contain any manipulated data or malware.
- Only have the vehicle repaired and serviced by qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

Computers, data carriers, and mobile devices that are connected to the Internet or are used in public or private networks can be infected by manipulated data and malware.

- Protect computers, data carriers and mobile devices with a suitable antivirus program and by taking generally recognized precautions.
- Regularly update the antivirus program using the provided updates or upgrades provided by the vendor.

VW Car-Net®

🕮 Introduction

VW Car-Net® Ready

Your vehicle is equipped with VW Car-Net hardware, including a three-button module in the roof console. In order to use the Car-Net services, you need to subscribe to them and activate them. Many of the services come at an additional cost. Some services may be offered as a trial subscription for a limited period of time.

VW Car-Net requires a mobile network connection and GPS signal availability.

WARNING

Any distraction to the driver by their use of applications and VW Car-Net functions while driving may result in accidents, collisions and severe injuries!

- Always drive attentively and only use the applications and functions while the vehicle is stationary.

Once you have registered with VW Car-Net, positional information from the vehicle is transmitted every time one of the Car-Net buttons is pressed. This also occurs in the event of an automatic emergency call or periodically in conjunction with using the VW Car-Net functions. Volkswagen has the capability to determine vehicles' exact position at any time, should this be legally required by order or compulsory measure or be necessary in emergencies, provided that the VW Car-Net equipment has not been deactivated. For further information, please contact the VW Car-Net Response Center on 1-833-648-2735. Calls may be monitored or recorded.

Volkswagen collects, processes, shares and transmits information about you and your vehicle in compliance with the VW Car-Net terms and conditions and privacy provisions. For more information, please visit our website at www.vw.com/carnet.

Situations that can affect system functions

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

Even if requirements for the usage of these services have been met, the performance of VW Car-Net® may be impaired or blocked by various factors that are outside of the control of Volkswagen. In particular, this includes:

- Maintenance, repairs, deactivations, software updates, and technical improvements to the telecommunications systems, satellites, servers, and databases
- Switching the mobile network standard to transmit mobile data through the telecommunications provider, for example, from UMTS to EDGE or GPRS.
- If an existing mobile network standard is switched off by the telecommunications provider.
- Malfunction, impairment, or interruption of the mobile network and GPS reception, for example due to high speeds, solar storms, weather conditions, regional circumstances, malfunctioning equipment, and high mobile network usage in the applicable radio cells.
- If you are in a location with no mobile phone and GPS reception, or insufficient reception. These locations may include tunnels, areas between tall buildings, garages, parking ramps, underpasses, mountains, and valleys.
- Limited availability of information or incomplete or incorrect information from third-party providers, such as on map displays.
- In countries, federal states and regions where VW Car-Net® is not offered.

VW Car-Net® Portfolio

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

VW Car-Net is a suite of Connected Vehicle Services that makes driving and owning a Volkswagen vehicle more convenient. In-Vehicle services are available using the 3-button module in your overhead console.

- Emergency Assistance - If you or a passenger needs medical attention or the police, press the SOS Button in your vehicle. You will be connected to a VW Car Net Emergency Specialist, who can send help to your GPS location.
- Roadside Call Assist - In the event that you have a flat tire or get into some other type of non-emergency trouble on the road, push the Wrench Button in your Volkswagen. You will be connected to a VW Roadside Assistance Specialist, who can send help to your GPS location.
- Information Assistance - Press the i-Button and connect to a VW Car-Net Response Center Specialist that can help you enroll and subscribe to a paid service, find directions and send to your in-vehicle navigation system, help you find the nearest VW Service Dealer and more.

NOTICE

Only use the Emergency Assistance button to obtain security and emergency services through VW Car-Net. Do not use the Roadside Call Assist button or the Information Assistance button to obtain security and emergency services. When contacted using the Emergency Assistance button, a VW Car-Net Emergency Specialist will assess the situation and if necessary call the police or other emergency personnel and ask that assistance be dispatched to the GPS location of your vehicle. Volkswagen is not responsible for actual response time of the police or other emergency service providers, or their ability to assist in the situation.

Subscription required

To begin using VW Car-Net services, a subscription and activation are required. Many of the services require a paid subscription; some service may be provided through a trial subscription for a limited time. For more information on all of the VW Car-Net services, visit our website at http://www.vw.com/carnet.

Once enrolled in VW Car-Net services, please advise all who use the vehicle that different kinds of data can be sent and received automatically by the vehicle, including speed, location and more.

The Car-Net features and service and any trial or paid subscriptions may be modified, discontinued, deactivated, reactivated or expanded without further notice. Please see www.vw.com/carnet for subscription details, VW Car-Net Terms of Service and Privacy Statement.

If you have any questions or would like to subscribe, contact the VW Car-Net Response Center at 1-833-648-2735 or visit our website at www.vw.com/carnet.

Volkswagen Media Control

Introduction

Some sub-functions in radio mode, media mode, and navigation mode can be controlled remotely using “Volkswagen Media Control”. Information can be exchanged between a mobile device and the Infotainment system. The individual functions can then be controlled through the mobile device.

The availability and range of functions of the “Volkswagen Media Control” app depend on the country and the mobile device being used.

Requirements for this function:

- A mobile device.
- The “Volkswagen Media Control” app must be available on the mobile device that will be used.
- There must be a Wi-Fi connection between the Infotainment system and the mobile device ⇒ *Wi-FI hotspot*, ⇒ *Setting up a Wi-Fi hotspot*, ⇒ *Setting up a W Fi client*.
- ☑ Mobile device data transmission must be activated ⇒ *Adjusting settings*

Recommended setup:

- Connect the mobile device as a Wi-Fi hotspot to the Infotainment system as a client in its Wi-Fi network.
- Connect the Infotainment system as a Wi-Fi hotspot with a separate media control mobile device as a client in its Wi-Fi network.

These technologies may not be available in all countries and may vary.

Information on technical requirements, compatible mobile devices, registered apps, and availability can be found on the Volkswagen homepage, or at an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Telephone functions are not included in this app.

Data transmission and control functions

The factory-installed Infotainment system can be operated from other seats in the vehicle as follows using Volkswagen Media Control:

- Remote control of the radio and media player.
- Remote control of media playback

The playback of audio and video files on up to two tablets can also be controlled from the Infotainment system through the Media Control main menu.

The following information may be exchanged between the mobile device and the Infotainment system, depending on the country and the device:

- Navigation destinations
- Traffic information
- Content from social media networks
- Audio streaming
- Video streaming
- Vehicle data displays

Media Control main menu

The availability of the Media Control main menu, the range of functions, and the appearance of symbols depend on the country and the Infotainment system being used.

Symbols in Media Control main menu:

Open the media browser.

Open the Volkswagen Media Control settings menu.

Open the playback view.

and Start or pause playback. If two tablets are connected, playback is always started or paused on both tablets.

Transfers the sound to the vehicle speakers

Play the previous track in the playlist.

Play the next track in the playlist.

Lower the playback volume.

Raise the playback volume.

Media playback on up to two connected tablets can be controlled through the Infotainment system using the Media Control main menu.

If two tablets are connected, playback will always start on both tablets. The media file to be played must be stored on one of the two tablets.

Music can also be played through the vehicle speakers.

Opening the Media Control main menu

- Press MENU ▶ Media ▶ Media Control to access the Media Control main menu.

  OR: press MENU ▶ Media Control to access the Media Control main menu.

Tablets connected via Wi-Fi are displayed in the main menu in the basic view.

Starting playback on the connected tablets

- Tap the to open the media browser.
- Select the connected tablet that contains the media file to be played from the list.
- Select a category in the list for sorting the stored media files.
- Select a media file to play.

The selected media file will play on all connected tablets.

Adjusting settings

Opening the Volkswagen Media Control settings menu
The path to the Media Control main menu depends on the Infotainment system being used.

- Press MENU ▶ Media ▶ Media Control to access the Media Control main menu.

  OR: press MENU ▶ Media Control to access the Media Control main menu.
- Tap Settings.

Function keys in the Volkswagen Media Control settings menu
Wi-Fi: Open the Wi-Fi settings and mobile hotspot menu to establish a Wi-Fi connection to a mobile device.

☑ **Mobile device data transmission:** Mobile device data transmission is activated.

Operation through apps: Open a context menu with the option to select Deactivate (operating the Infotainment system through the tablet is deactivated), Confirm (operating the Infotainment system through the tablet requires confirmation on the Infotainment system) and Allow (operating the Infotainment system through the tablet is activated).

Wi-FI hotspot

Introduction

The Wi-Fi hotspot function is not available in all markets and vehicles.

Some Infotainment systems can be used as a Wi-Fi hotspot for Internet access on up to eight Wi-Fi devices.

Some Infotainment systems can use the Wi-Fi hotspot on an external Wi-Fi device (Wi-Fi client) ⇒ *Setting up a Wi-Fi client*.

A data connection is required for connecting to the Internet and for certain functions, such as using Volkswagen We Connect.

The Wi-Fi connection is encrypted by default with WPA2 encryption for security reasons. Volkswagen recommends always using WPA2 encryption. Observe legal regulations for the country where you are operating the vehicle.

There may be fees for the required data connection. Volkswagen recommends using a mobile phone plan with a flat rate data package due to the possible volume of data. Information on this can be obtained from the mobile network provider.

Depending on your mobile data rate, additional costs (such as roaming fees) may result from downloading and using data packets online, especially in other countries.

Establishing a data connection

Wi-Fi (9.2 inch variant and 8 inch variant)

- Wi-Fi in accordance with IEEE 802.11 b/g/n.
- 2.4 GHz and 5 GHz data transfer.
- Two Wi-Fi modes at once:
  - Tethering (2.4 GHz).
  - 2.4 GHz access point.
- Up to eight Wi-Fi devices can be connected at the same time.
- Internet connection via Wi-Fi:
  - Tethering via customer telephone.
  - Hotspot for clients in the vehicle.
- Apple CarPlay™ via Wi-Fi.

- Android Auto™ via Wi-Fi.
- Simplified coupling process via WPS, NFC or QR code .

eSIM (embedded SIM) [2)]

The vehicle has a OCU with an embedded SIM card (eSIM). In order to use this eSIM, you need to purchase data plans for use via the In-Car Shop.

The following points must be activated in the settings menu:

- Either Network setup ▶ *Allow Internet connection*.
- Or Data connection ▶ *Integrated data connection*.

SIM card in SIM card reader [2)]

Suitable SIM card in the SIM card reader. *Allow Internet connection* must be activated in the Network settings menu. A stable network connection is only possible with a compatible SIM card.

CarStick [2)]

Suitable CarStick in the appropriate USB socket ⇒ *CarStick Connecting to USB*. *Allow Internet connection* must be activated in the Network settings menu.

Bluetooth Profile rSAP [2)]

The Infotainment system is connected to a suitable mobile device via the Bluetooth Profile rSAP . *Allow Internet connection* must be activated in the Network settings menu.

External Wi-Fi device [2)]

Use the Wi-Fi hotspot on an external mobile device ⇒ *Setting up a Wi-Fi client*.

[2)] These data connections are country- and trim-specific and are not available in every vehicle.

Setting up a Wi-Fi hotspot

The Infotainment system can be used as a Wi-Fi hotspot for Internet access on up to four Wi-Fi devices.

A data connection, for example through an internal eSIM card, a CarStick, or external Wi-Fi device, is also required for connecting to the Internet and for certain functions, such as using Volkswagen Car-Net. The possible types of data connections depend on the country and the Infotainment system being used.

Determining network information

Requirements

- Your vehicle has been added to your Volkswagen Car-Net account.
- You have paid for a data plan for your vehicle.

1. Log in to your user account via the Volkswagen Car-Net app or the Car-Net customer portal and select your vehicle.
2. Search for your vehicle's network name (SSID) and network key (password) as follows:
   - In the customer portal, under User ▶ Wi-Fi SSID and password.
   - **OR:** in the app, under User ▶ Wi-Fi ▶ SSID & password.

Connecting to Wi-Fi

1. Press MENU ▶ Settings ▶ WI-FI ▶ Mobile hotspot to access the Hotspot settings (Wi-Fi) menu.
2. Activate the ☑ Mobile hotspot checkbox.
3. Search for available networks and mobile devices.
4. Select from the network names (SSID).
5. Enter and confirm the network key.
6. The Wi-Fi connection will be established. In some cases, you may need to enter additional information on the mobile device in order to finish connecting.
7. Repeat the process to connect additional mobile devices.

CarStick Connecting to USB

A suitable CarStick is connected to the vehicle's USB port and connects the Infotainment system to the Internet via HSDPA/HSUPA, UMTS or EDGE.

Commercially available USB sticks (such as UMTS sticks) are **not** compatible with the Infotainment system. A suitable CarStick is available at an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Depending on the country and vehicle equipment, there may be one or more USB ports in the vehicle.

The location of the USB ports depends on the vehicle.

Connecting to the Internet using a CarStick is not possible with all Infotainment systems.

Connecting

To install the CarStick and connect to the Internet, read and follow the directions in the operating manual for the CarStick.

Additional settings may be necessary.

The availability of a suitable CarStick depends on the country. Information on availability can be found at the Volkswagen website or at an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If the connected CarStick is not recognized, disconnect all connected devices and then reconnect the CarStick.

Quick connection

Quick connection makes it possible to easily and quickly set up a wireless local network with encryption. In several countries, the function can alternatively be executed by scanning in a code.

WPS with the Infotainment system as a Wi-Fi hotspot

- Press MENU ▶ ⚙ ▶ WI-FI ▶ Mobile hotspot (WI-FI), to call up the Hotspot settings menu.
- Tap WPS quick connection (WPS button).
- Activate WPS on the mobile device to be connected.

  The Wi-Fi connection will be established. In some cases, you may need to enter additional information on the Wi-Fi device.
- Repeat the process to connect additional mobile devices.

Only one WPS connection can be established at a time. If multiple connection attempts start at the same time, all connection attempts will fail.

WPS with Infotainment system as client

- Press MENU ▶ Settings ⚙ ▶ WI-FI ▶ WI-FI to access the Hotspot (Wi-Fi) menu.
- Tap WPS quick connection (WPS button).
- Activate WPS on the external Wi-Fi device.
- The Wi-Fi connection will be established. In some cases, you may need to enter additional information on the mobile device in order to finish connecting.

WPS is not supported by all mobile devices or some external Wi-Fi devices. In this case, connect manually:

Setting up a Wi-Fi client

The Infotainment system can also use the Wi-Fi hotspot on an external Wi-Fi device (such as a mobile device) to connect to the Internet and use online services.

Connecting to Wi-Fi

- Activate the Wi-Fi hotspot on the Wi-Fi device. Refer to the manufacturer's instructions.
- Press MENU ▶ Settings ⚙ ▶ WI-FI ▶ WI-FI to access the Hotspot (Wi-Fi) menu.
- Activating Wi-Fi on the Infotainment system. To do this, activate the ☑ Wi-Fi checkbox.
- Tap Search and select the desired Wi-Fi hotspot from the list. The search for available Wi-Fi hotspots may take several seconds.
- If necessary, enter the Wi-Fi hotspot network key on the Infotainment system and confirm with OK.

The Wi-Fi connection will be established. In some cases, you may need to enter additional information on the Wi-Fi device in order to finish connecting.

Manual settings: enter the network settings of an external Wi-Fi device manually.

The Infotainment system cannot be used both as a hotspot and as a client of a Wi-Fi network at the same time. To connect the Infotainment system as client to a Wi-Fi device, the hotspot of the Infotainment system must first be switched off.

Due to the large number of Wi-Fi devices that are available, there is no guarantee that all functions will always be available.

The Wi-Fi function may not be available in all countries.

Adjusting settings

Opening Wi-Fi settings

Tap HOME ▶ SETUP ▶ Wi-Fi.

The following settings are possible:

- Setting up the Infotainment system as a hotspot.
- Connecting to the Infotainment system via a quick connection.
- Connecting with the Wi-Fi.

Make corresponding entries or tap function keys. Changes will be automatically applied when the menu is closed.

App-Connect

Introduction

App-Connect makes it possible to display and control content and functions displayed on the mobile device through the Infotainment system screen.

The mobile device must be connected to the Infotainment system via a USB interface with a data transfer function.

The following technologies may be available:

- Apple CarPlay.
- Android Auto™.
- MirrorLink®.

Which App-Connect technologies are available to you depends on the country and on the mobile device in use.

You can find more information on the Volkswagen homepage.

In the event of border crossings into countries with different permissible radio frequencies than your own country, use of the App-Connect wireless function may be limited due to legal provisions, or may not be possible at all. This can be indicated by a message in the Infotainment system. The wired App-Connect function is not affected by this restriction and can still be used.

Opening the App-Connect main menu
Navigation to the App-Connect main menu depends on the Infotainment system being used.

- MENU ▶ .

  OR: Press the Infotainment system button APP.

WARNING

Using apps while driving can distract from traffic. Driver distraction can cause accidents and injuries.

- Always drive attentively and responsibly.

WARNING

Apps that are not suitable or that are not used correctly can result in vehicle damage, accidents, and serious injuries.

- Protect the mobile device and its apps from misuse.
- Never modify apps.
- Refer to the mobile device operating guide.

NOTICE

Volkswagen is not responsible for vehicle damage that is caused by low-quality or malfunctioning apps, inadequate programming of apps, insufficient network strength, data loss during transmission, or misuse of mobile devices.

Apps

Please read the introductory information and heed the Warnings and Notice ⇒ and *Introduction*.
Content from Volkswagen apps and third party provider apps displayed on mobile devices can be displayed on the Infotainment system screen using Volkswagen App-Connect.

Apps from third-party providers may be incompatible.

The use of apps and the required mobile phone connection may be subject to additional charges.

Apps can be based on many different designs and can also differ depending on the vehicle and country. The content, scope, and providers of the apps may vary. Furthermore, some apps depend on the availability of services from third party providers.

It cannot be guaranteed that the apps that are offered will be able to run on all mobile devices and with all operating systems.

The apps provided by Volkswagen can be changed, canceled, deactivated, reactivated, and enhanced without notice.

To avoid driver distraction, only certified apps can be used while driving.

Symbols and settings for App-Connect

Please read the introductory information and heed the Warnings and Notice ⇒ and *Introduction*.
Symbols in the App-Connect menu

The symbols present depend on the type of Infotainment system and the vehicle model.

	Show further information.
	Open the App-Connect settings menu.
	Open the App-Connect settings menu.

Select Apple CarPlay technology.

Select Android Auto™ technology.

Select Mirror Link® technology.

Setting options in the App-Connect settings menu

The setting options depend on the integrated Infotainment system.

Mobile devices Open the device manager.

Activate data transmission for VW apps: Data transmission for VW apps is activated.

Allow MirrorLink notes to display Messages are displayed when using MirrorLink®.

Apple CarPlay™

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

Apple CarPlay requirements

Checklist

The following requirements must be met in order to use Apple CarPlay:

- ✓ The iPhone **must** support Apple CarPlay.
- ✓ Voice control (Siri) **must** be activated on the iPhone.
- ✓ Apple CarPlay **must** be activated in the iPhone settings without restrictions.
- ✓ The iPhone **must** be connected to the Infotainment system with a USB connection. Only USB ports with data transfer are suitable for use with Apple CarPlay
- ✓ The USB cable being used **must** be an original cable from Apple.

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 homepage or at an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Connecting

When connecting an iPhone for the first time, follow the instructions on the Infotainment system screen and the iPhone display.

The requirements must be met in order to use Apple CarPlay.

Start Apple CarPlay:

- Tap MENU ▶ App-Connect to open the App-Connect main menu.

  OR: press the APP button to open the App-Connect main menu.
- Tap Apple CarPlay to connect to the iPhone.

Disconnecting

- In Apple CarPlay mode, tap the to go to the App-Connect main menu.
- 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:

- Bluetooth connections between the iPhone and the Infotainment system are **not** possible.
- If there is an active Bluetooth connection, it will be automatically ended.
- Phone functions are only possible through Apple CarPlay. The functions described for the Infotainment system are **not** available.
- The connected iPhone **cannot** be used as a media device in the Media main menu.
- It is **not** possible to use the internal navigation and Apple CarPlay navigation at the same time. The route guidance which was started last ends the previous active one.
- Depending on your Infotainment system, you can view information about telephone operation in the instrument cluster display.
- The instrument cluster display will not show upcoming turns.
- You can accept or decline incoming calls or end a call in progress using the buttons on the multi-function steering wheel.

Voice control

- Tap the button **briefly** to start the Infotainment system voice control.

- Tap and **hold** the button longer to start voice operation (Siri) on the connected iPhone.

Android Auto™

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

Android Auto requirements

Checklist

The following requirements must be met in order to use Android Auto:

- ✓ The mobile device – hereafter known as a smartphone – **must** support Android Auto.
- ✓ An Android Auto app **must** be installed on the smartphone.
- ✓ The smartphone **must** be connected to the Infotainment system via a USB connection with a data transfer function.
- ✓ The USB cable used **must** be an original cable from your mobile device manufacturer.

These technologies may not be available in all countries.

Information on technical requirements, compatible mobile devices, certified apps, and availability can be found on the Volkswagen and Android Auto website or at an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Connecting

When connecting a smartphone for the first time, follow the instructions on the Infotainment system screen and the smartphone display.

The requirements must be met in order to use Android Auto.

Start Android Auto:

- Tap MENU ▶ App-Connect to open the App-Connect main menu.

  OR: press the APP button to open the App-Connect main menu.
- Tap Android Auto to establish the connection with the smartphone.

Disconnecting

- In Android Auto mode, tap Return to Volkswagen to return to the App-Connect main menu.
- Tap to end the active connection.

Special conditions

During an active connection with Android Auto, the following conditions apply:

- An active Android Auto device can also be connected with the Infotainment system via Bluetooth (HFP profile) at the same time.
- Phone functions are possible through Android Auto. The Infotainment system phone function can also be used if the Android Auto device is connected to the Infotainment system via Bluetooth at the same time.
- An active Android Auto device **cannot** be used as a media device in the Media main menu.
- It is **not** possible to use the internal navigation and Android Auto navigation at the same time. The route guidance which was started last ends the previous active one.
- You can view information about telephone operation in the instrument cluster display.
- The instrument cluster display will not show upcoming turns or display information about media mode.
- You can accept or decline incoming calls or end a call in progress using the buttons on the multi-function steering wheel.

Voice control

- Tap VOICE or **briefly** to start the Infotainment system voice control.
- Tap and **hold** the button longer to start voice control of the connected smartphone.

MirrorLink®

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

Function keys

Function Keys and What They Do:

APP	Returns to the App-Connect main menu. Here you can end the MirrorLink connection, connect another mobile device, or select another technology.
	Tap to close apps that are open. Then tap the apps to be closed or tap the Close all function to close all open apps.
	Tap to display the mobile device on the Infotainment system screen.
	Open the MirrorLink settings.
	Tap to return to the MirrorLink main menu.

The requirements for MirrorLink

Checklist

The following requirements must be met in order to use MirrorLink:

- ✓ The mobile device **must** support MirrorLink.
- ✓ The mobile device **must** be connected to the Infotainment system via USB with data transmission.
- ✓ The USB cable used **must** be an original cable from your mobile device manufacturer.
- ✓ Depending on the mobile device in use, an appropriate Car Mode application **must** be installed on the device to use MirrorLink.

Connecting

The first time you connect your mobile device, follow the instructions on the screen of your Infotainment system and on you mobile device's display.

The requirements must be met in order to use MirrorLink.

Start MirrorLink:

- Tap MENU ▶ App-Connect to open the App-Connect main menu.

  OR: press the APP button to open the App-Connect main menu.
- Tap MirrorLink to connect to your mobile device.

Disconnecting

- In MirrorLink mode, tap APP to go to the App-Connect main menu.

  OR: tap to go to the MirrorLink main menu.
- Tap ⊗ to end the active connection.

Special conditions

When there is an active connection with MirrorLink, the following conditions apply:

- An active MirrorLink device can also be connected with the Infotainment system at the same time via Bluetooth.
- If the MirrorLink device is connected to the Infotainment system via Bluetooth, you can use the Infotainment system phone function.
- An active MirrorLink device **cannot** be used as a media device in the Media main menu.
- You can view information about telephone operation in the instrument cluster display.
- The instrument cluster display will not show upcoming turns or display information about media mode.
- You can accept or decline incoming calls or end a call in progress using the buttons on the multi-function steering wheel.

Information about technical prerequisites, compatible mobile devices, certified apps and availability can be found via the Volkswagen homepage and MirrorLink or at your Volkswagen dealership.

Wired and wireless connections

Introduction

Some external devices can be connected to the Infotainment system using the wired and wireless connections in the vehicle (if available).

The type and quantity of wired and wireless connections are country- and vehicle-specific. The connections may differ within a model line or in a model with optiona equipment.

In wired connections, only use the original connecting cable that belongs to the device or the connecting cable that was placed in the vehicle at the factory, if available.

If the plug on the connector cable cannot be inserted, check the position and the connections.

NOTICE

Only use a suitable and undamaged connector cable for wired connections.

- Hold the plug on the connector cable in the correct position and insert it into the appropriate socket while pressing lightly. Pressing strongly can damage the device connection and the plug on the connector cable.
- The connector cable must not be pinched or bent sharply.
- Using unsuitable or damaged connector cables can cause malfunctions and damage to the device.

If a connected device is not recognized, disconnect all connected devices and then reconnect the device. Check the function of the connecting cable, if necessary.

If malfunctions occur in a connected device, restart the device. This sometimes fixes the error.

USB port

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

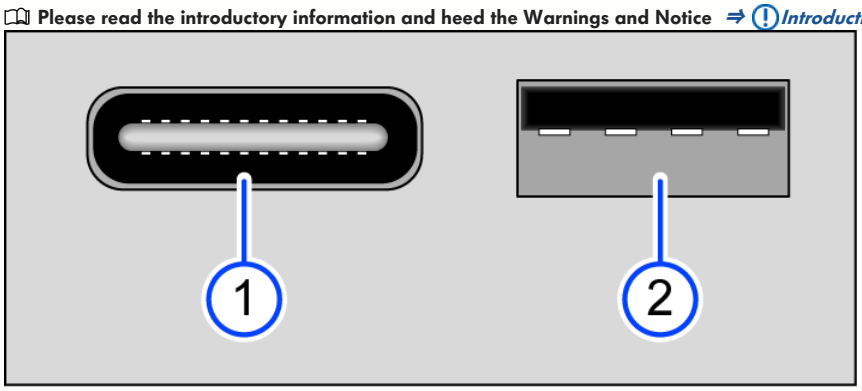


Fig. 151 Possible USB ports in the vehicle.

(1) USB port, type C.

(2) USB port, type A.

USB port types

The vehicle may contain the following USB ports:

- Type A : Suitable for data transfer and charging function.
- Type A : Only suitable for charging function (charging batteries of external devices).
- Type C : Suitable for data transfer and charging function.
- Type C : Only suitable for charging function (charging batteries of external devices).

Every USB port is a wired connection that may only be used with a suitable connector cable.

The USB connection supplies 5 volts, commonly used by USB devices.

The USB type, number, and locations of the USB ports depend on the vehicle and market.

Only supported audio files are shown. Other files will be ignored.

When in “mass storage mode”, the Infotainment system only supports mass storage devices and audio sources. Refer to the instructions for your audio source to learn how to activate this mode.

Audio files on an external data carrier connected to the USB port can be played and controlled through the Infotainment system.

Before connecting an audio source, check which USB connection is installed in your vehicle. Only use suitable USB connector cables that match the relevant USB type.

Possible USB port installation locations

- On the front of the Infotainment system.
- In the front center armrest storage compartment
- In the center console.

Connecting an external data carrier to the USB port .

- Lower the volume on the Infotainment system.
- Connect an external data carrier to the USB port .
- Start playback on the external audio source.
- Tap to open the Media menu.
- Select USB as the media source.

For iPods specifically, list views (Playlists, Artists, Albums, etc.) can be displayed under or LIST.

Instructions and restrictions

The number of USB ports and the compatibility with Apple devices and other media players depend on the vehicle equipment.

Due to the large number of different types of data carriers and different iPod, iPad, and iPhone generations, there is no guarantee that functions will perform as described on all devices.

Depending on the Infotainment system being used, external hard drives with a capacity larger than 32 GB may have to be reformatted to the FAT32 file system. Programs and instructions for this can be found online.

Do not connect or use USB extension cables or USB hubs.

Bluetooth® interface

Please read the introductory information and heed the Warnings and Notice ⇒ *Introduction*.
The Bluetooth interface is a wireless connection.

In Bluetooth audio mode, audio files that are on a Bluetooth audio source that is connected via Bluetooth (such as a mobile device) can be played through the vehicle speakers (Bluetooth playback).

Bluetooth audio mode is only possible in vehicles equipped with a factory-installed mobile phone interface that supports this function.

Bluetooth profiles

The Infotainment system is equipped with a Bluetooth interface at the factory.

A maximum of three Bluetooth devices can be connected at the same time.

The following Bluetooth profiles may be available in the specified version or in another version:

- HFP 1.7.
  - Telephony and handsfree mode.
- A2DP 1.3.
  - Music playback.
- AVRCP 1.6.
  - Display and operation for music playback.
  - Transfer of cover art.
- PBAP 1.2.
  - Access to phone book and call lists.
- MAP 1.4.
  - Access to SMS and e-mail.
- SPP 1.2.
  - Serial data transfer via Bluetooth.

Requirements

- The Bluetooth audio source must support the A2DP Bluetooth profile.
- The ☑ Bluetooth audio (A2DP/AVRCP) function must be activated in the Bluetooth settings menu.

Controlling playback

The extent that the Bluetooth audio source can be controlled by the Infotainment system depends on the type of Bluetooth audio source that is connected.

For media players that support the AVRCP Bluetooth profile, playback from the Bluetooth audio source can be started or stopped automatically when Bluetooth audio mode or another audio source is selected. Depending on the Bluetooth audio source, it may also be possible to display and play the track on the Infotainmen system.

Because of the large number of possible Bluetooth audio sources, it is not possible to guarantee that all functions described can be performed correctly. A list of compatible mobile devices is available on the Volkswagen website.

All warning and operation tones, such as touch tones on a mobile device, should generally be switched off on a connected Bluetooth audio source to prevent interference and malfunctions.

Depending on the device, if an external media player is connected to the Infotainment system via Bluetooth and the USB port at the same time, the Bluetooth audio connection may be automatically disconnected.

Connecting an external audio source via Wi-Fi

Please read the introductory information and heed the Warnings and Notice ⇒ *Introduction*.
The Wi-Fi connection is a wireless connection.

In Wi-Fi audio mode, sources such as mobile devices that are connected via Wi-Fi can be used for audio streaming.

The availability of the Wi-Fi function depends on the country and the Infotainment system being used.

Requirements

- The connected audio source must have a suitable app or must support media sharing using the UPnP standard.
- There must be a Wi-Fi connection to the audio source.

Starting Wi-Fi audio streaming

- Lower the volume on the Infotainment system.
- Press MENU ▶ MEDIA to access the Media main menu.

- Start the UPnP server application or a suitable app for audio streaming on the Wi-Fi audio source.
- Tap and select Wi-Fi.
- Follow the instructions shown on the Infotainment system screen and on the Wi-Fi audio source screen.

The function key to select the audio source ( ) in the Media main menu may vary if another audio source (for example, via USB or AUX-IN) is already connected to the Infotainment system and selected.

Controlling playback

The extent to which the Wi-Fi audio source can be controlled by the Infotainment system depends on the type of Wi-Fi audio source that is connected.

Infotainment system

First steps

Introduction

The functions and settings of the Infotainment system are dependent on the country and the vehicle equipment.

Prior to the first use

Before your first use, observe the following points to be able to fully use the available functions and settings:

- Observe the basic safety instructions ⇒ *Safety instructions*.
- Reset the Infotainment system to factory settings.
- Find your favorite radio stations and save them on the station preset buttons to quickly access them ⇒ *Radio mode*.
- Only use suitable audio sources and data carriers ⇒ *Media mode*.
- Use current map data for the navigation system.
- Connect a mobile device in order to use the mobile phone interface to make calls ⇒ *Mobile phone interface*.

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 mobile device or audio sources.
- Operating instructions for external data carriers and players.
- Instructions for retrofitted or additional Infotainment accessories.

Safety instructions

Refer to ⇒ and .

- Some functions may contain links to websites that are administered by third parties. Volkswagen AG does not assume ownership of third-party sites accessed through links and is not responsible for their content.
- Some functions may contain third-party information that originates from third-party providers. Volkswagen AG is not responsible for the accuracy, currentness, and completeness of this non-proprietary information, and for ensuring that the rights of third parties are not violated.
- The radio stations and owners of the data carriers and audio sources are responsible for the transmitted content.
- Parking ramps, garages, underpasses, tunnels, tall buildings, mountains and valleys or electrical devices such as battery chargers can also interfere with cell phone, GPS and radio signal reception.
- Foil stickers or stickers with a metal layer placed on the antenna and on the windows can impair radio reception.
- Read and follow the applicable manufacturer's guide when using mobile devices, 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. As a result, if the central processor is incorrectly repaired, removed or reinstalled, there is an increased risk of accident and injury.

- Never replace the central processor with a used central processor from an end-of-life vehicle or from recycling.
- Always have the central processor repaired, removed and reinstalled by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

WARNING

The factory installed radio with integrated hardware is networked with the control units installed in the vehicle. Therefore if the radio is improperly repaired or improperly removed and installed, there is an increased risk of accident and injury.

- Never replace the radio with a used radio from an end-of-life vehicle or from recycling.
- Only let the radio be removed and installed or repaired by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

WARNING

Driver distraction can cause accidents and injuries. Reading information on the screen, operating the Infotainment system and connecting, inserting or removing a data carrier or audio source while driving can distract from traffic and cause accidents.

- Always drive attentively and responsibly.

⚠ WARNING

Displays and information on the screen may be difficult to read if the lighting conditions are unfavorable or if the screen is damaged or dirty.

- Never allow displays and information on the screen to cause you to engage in behavior that poses a safety risk. Always drive attentively and responsibly.

⚠ WARNING

Setting the volume too high prevents warning chimes from being heard from outside and can cause hearing damage. This is true even if you are exposed to a loud volume for only a short time.

- Adjust the volume settings so that audible signals from outside the vehicle (such as sirens on emergency services' vehicles) can still be heard.

⚠ WARNING

Sudden volume fluctuations may occur when the audio or media source is changed or connected.

- Reduce the volume level before changing or connecting an audio or media source.

⚠ WARNING

The following conditions may prevent or cause interruptions to emergency calls, phone calls, and data transmission:

- If you are in a location with no or very poor cell phone or GPS reception.
- If you are in a location where there is good cell phone and GPS reception, but the telecommunications provider's mobile communications network is malfunctioning or unavailable.
- If the vehicle components required for emergency calls, phone calls, and data transmission are damaged, not operating, or have insufficient power.
- If the mobile device battery is drained or if the charge level is too low.

⚠ WARNING

Radio stations can broadcast messages about disasters and dangers. It may not be possible to receive or send messages under the following conditions:

- If you are in a location with no radio reception, or insufficient reception.
- If the radio station's frequency bands are malfunctioning or not available.
- If the speakers and vehicle components required for radio reception are damaged, not operating, or have insufficient power.

⚠ WARNING

In some countries and mobile networks, emergency calls can only be made under the following conditions:

- A mobile device with an unlocked SIM card and sufficient calling credit is connected to the vehicle's mobile phone interface.
- Adequate network coverage is available.

⚠ WARNING

Using a mobile device or CB radio inside the vehicle without a separate exterior antenna that is installed correctly may create electromagnetic energy that exceeds permissible limits. This may be dangerous to your health and that of your vehicle occupants. This also applies if the exterior antenna is not installed correctly.

- Keep the mobile device antenna at least approximately 8 inches (20 cm) away from any active medical implants, such as pacemakers, because mobile devices can impair the function of active medical implants.
- Do not place a mobile device that is turned on directly above or in the immediate vicinity of any active medical implants, for example by keeping the phone in a shirt pocket.
- Immediately switch off the mobile device if you suspect there is interference with an active medical implant or other medical device.

⚠ WARNING

Unsecured or incorrect;y mounted mobile devices, external devices, and accessories can be thrown through the passenger compartment and cause injury in the

event of sudden driving or braking maneuvers or a collision.

- Secure mobile devices, external devices and accessories outside of the airbag deployment zone or stow them securely.
- Arrange cables for external devices and audio sources so that they are not in the way of the driver.

⚠ WARNING

Driving recommendations and traffic signs displayed in the navigation system may differ from the actual traffic situation.

- Traffic signs, signal systems, and traffic regulations take priority over the driving recommendations and displays in the navigation system.
- Always adjust your speed and driving style to road, traffic, weather, and visibility conditions.
- Certain events, such as road closures, can considerably increase the original estimated driving time and distance to the destination, or navigation there may be temporarily impossible.

NOTICE

Radiation from mobile devices that are switched on can interfere with sensitive technical and medical devices, potentially causing malfunctions or damage to the devices.

- Always switch off the mobile device in areas with special regulations relating to or prohibiting the use of mobile devices.

NOTICE

Setting the volume too high and excessively loud or distorted playback can damage the speakers.

- Select the volume setting so that the speakers are not damaged.

User information

Refer to ⇛ ⚠ and ! *Safety instructions*.

- The Infotainment system 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 t start depends on the scope of functions in the Infotainment system, and it can take longer to start at low and high temperatures.
- Observe local regulations and legal requirements when using the Infotainment system and corresponding accessories, such as a headset or headphones.
- For the Infotainment system to function correctly, it must be switched on and it must be set to the current date and time in the vehicle if necessary.
- A missing function key in the screen is not the result of a device error, but instead corresponds to the country-specific 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 **P** or **N** position. This is not a malfunction, but rather compliance with legal regulations.
- Some countries may have restrictions regarding the use of Bluetooth® devices. Information can be obtained from the local authorities.
- If the 12 V battery has been disconnected, switch on the ignition before switching on the Infotainment system.
- Displays on the screen may vary due to differences in the settings, and the Infotainment system may function differently than described in this manual.
- The Infotainment system will switch off automatically when the electric motor stops and if the 12 V vehicle battery charge level is low.
- In some vehicles with a parking system, the volume of the current audio source may be automatically lowered when you shift into reverse. The volume reduction level can be adjusted.
- The Infotainment system contains information about the software contained in the system and the licensing terms under: Setup ▸ Copyright.
- If selling or loaning your vehicle, make sure that all saved data, files and settings are deleted, and that the SD card, external audio sources and data carriers are removed, if necessary.

8 inch and 6.5 inch device overview

Refer to ⇛ ⚠ and ! *Safety instructions*.

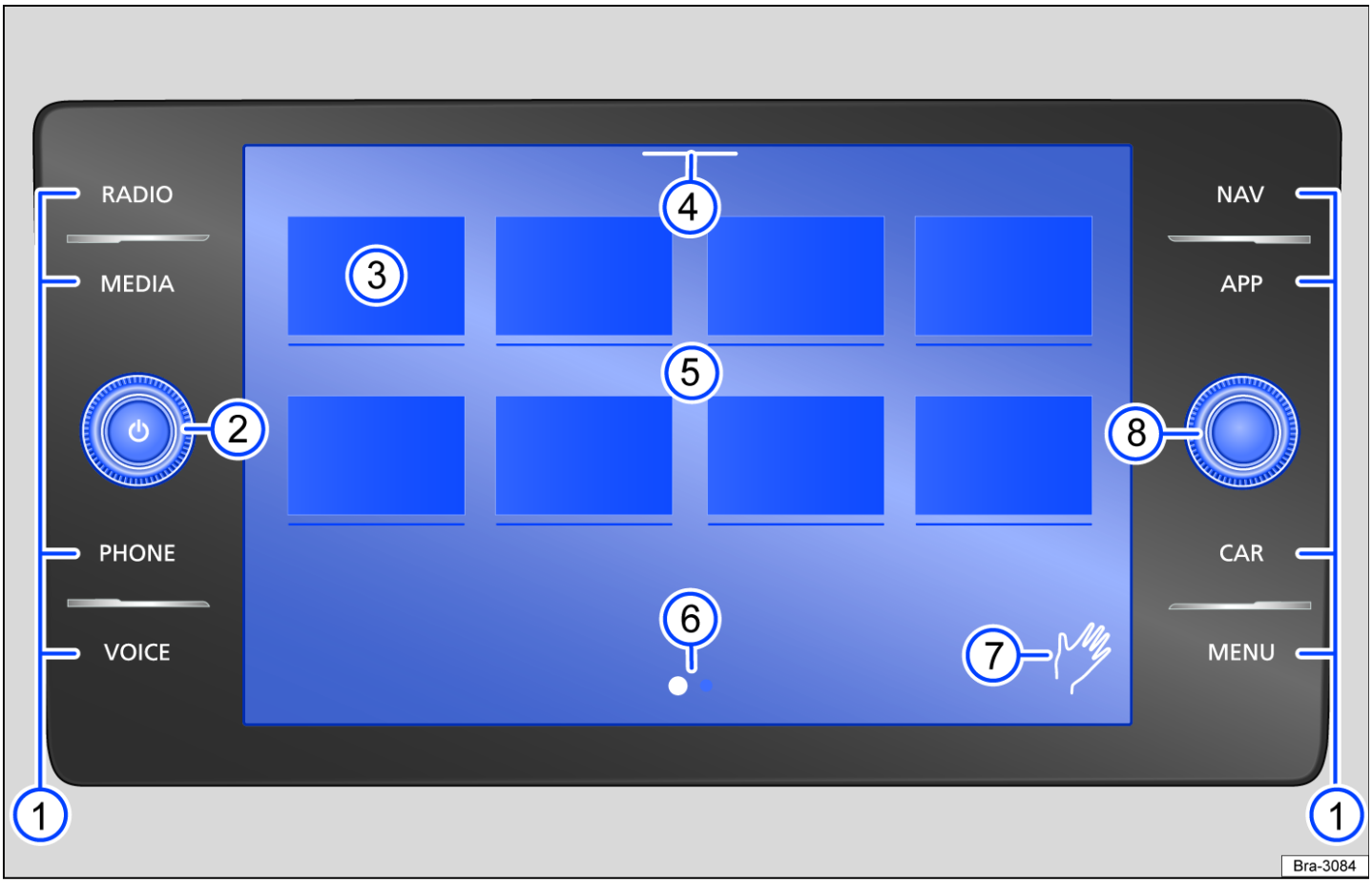


Fig. 152 Overview: Display and control unit, 8 inch variant (8").

(1) Possible sensor areas for opening main menus:

- RADIO ⇒ *Radio mode*.
- MEDIA ⇒ *Media mode*.
- PHONE ⇒ *Mobile phone interface*.
- VOICE ⇒ *Voice control*. The button does not have a function in some countries.
- NAV ⇒ *Navigation*.
- APP ⇒ *App-Connect*. The button does not have a function in some countries.
- SOUND.
- CAR.
- MENU Launches the start page.

(2) Rotary knob.

(3) Function keys for main menus.

(4) Drop-down menu.

(5) Screen (touchscreen).

(6) Views (current view is highlighted).

(7) Gesture control switched on.

(8) Menu knob.

Further information and tips for operating the Infotainment system are available at → *page , Operating the Infotainment system* .

(1) Touch-sensitive fields

- To open a main menu, tap the corresponding sensor area, e.g. PHONE for the phone interface.

(2) Rotary knob

- Press to switch the Infotainment system on or off.
- Turn left to decrease the volume.

- Turn right to increase the volume.

(3) Function keys for main menus

It is **not** possible to configure the position of the function keys.

- To open a main menu, tap the corresponding function key e.g. for the phone interface.

(5) Screen

You can operate the Infotainment system functions via the screen. You will find detailed explanations of the different finger movements in the digital manual.

- Tap MENU ▶ ? ▶ Operation.

(8) Menu knob

- Turn to control the list selection.
- Press to confirm a selection.

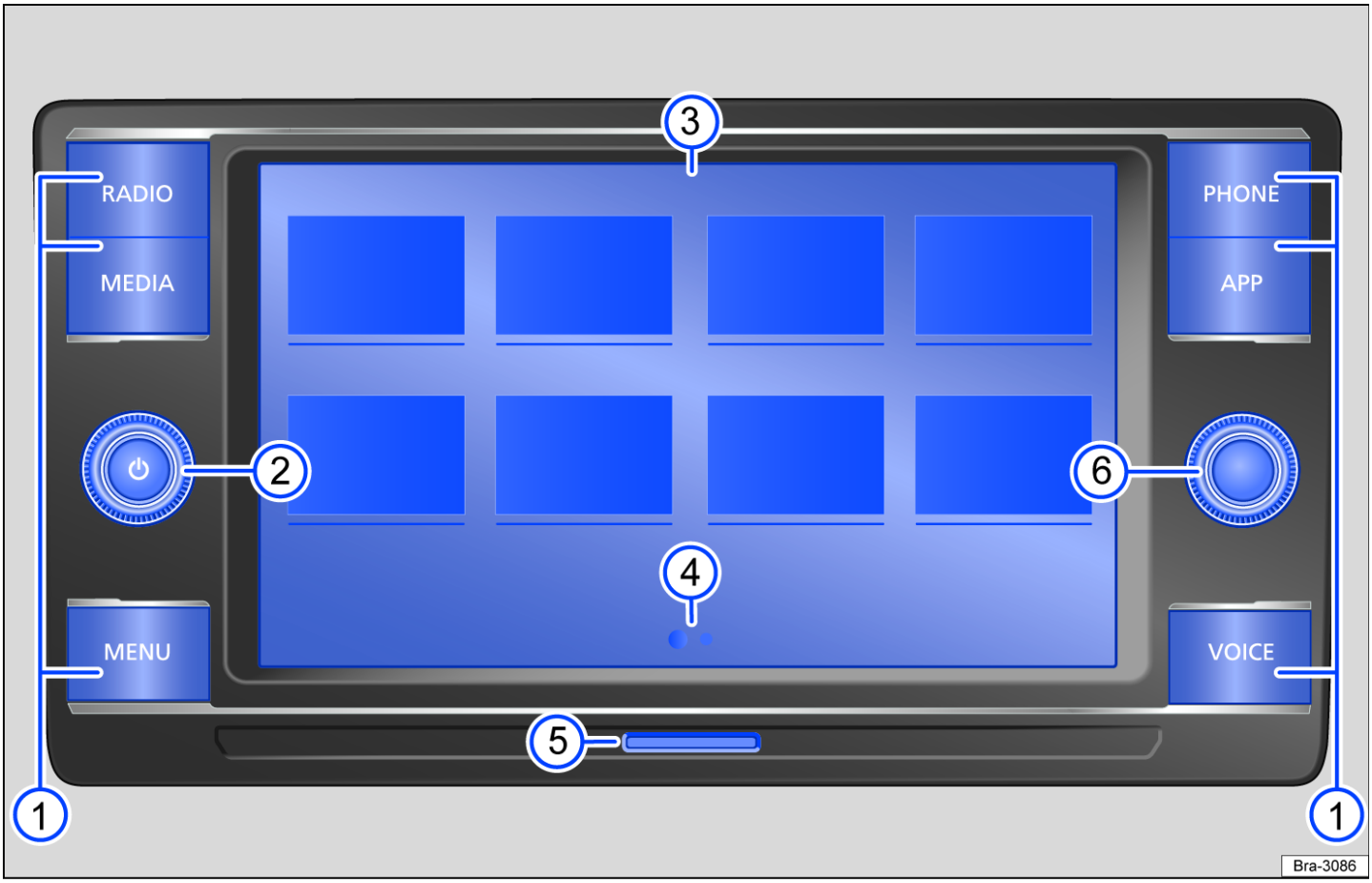


Fig. 153 Overview: Radio in the 6.5 inch variant (6.5").

(1) Function keys for opening main menus:

- RADIO ⇒ *Radio mode*.
- MEDIA ⇒ *Media mode*.
- MENU Launches the start page.
- PHONE ⇒ *Mobile phone interface*.
- APP ⇒ *App-Connect*. The button does not have a function in some countries.
- VOICE ⇒ *Voice control*. The button does not have a function in some countries.

(2) Rotary knob.

(3) Screen (touchscreen).

(4) Views (current view is highlighted).

(5) SD card slot

(6) Menu knob.

(1) Function keys

- To open a main menu, press the corresponding function key, e.g. PHONE for the phone interface.

(2) Rotary knob

- Press to switch the Infotainment system on or off.
- Turn left to decrease the volume.
- Turn right to increase the volume.

(6) Menu knob

- Turn to control the list selection.
- Press to confirm a selection.

Media drives

Refer to ⇒ ⚠ and ⓘ *Safety instructions*.

SD card slot

An SD card slot may be present, depending on the vehicle equipment. This is not available in all Infotainment systems or in all markets.

Insert a compatible SD card into the SD card slot to use saved media such as audio files or media files in the Infotainment system. Supported file formats are displayed in the Infotainment system. Other file formats are ignored.

Dimensions for compatible SD cards:

✓ 32 mm x 24 mm x 2.1 mm (1.26 x 0.94 x 0.083 inches)

✓ 32 mm x 24 mm x 1.4 mm (1.26 x 0.94 x 0.055 inches)

Securely inserting an SD card

- Insert an SD card carefully into the SD card slot with the angled corner inserted first and the contact surfaces facing down until you feel it click into place.

  If the SD card cannot be inserted, check whether the SD card is compatible and ensure you are inserting it in the correct position.

ⓘ NOTICE

Forcing the SD card into the slot, using an SD card with incorrect dimensions or using an SD card adapter can result in damage to the SD card slot, the SD card or both.

Inserting other objects such as SIM cards into the SD card slot can result in damage to the object, the SD card slot or both.

- Do not use force when inserting SD cards.
- Observe dimensions for compatible SD cards.
- Do not use an SD card adapter.

If the Infotainment system cannot read the data on an SD card, a corresponding message will be displayed on the screen.

An SD card with navigation data cannot be used as a storage medium for other files. Any saved files will not be recognized by the Infotainment system.

Operating the Infotainment system

Refer to ⇒ ⚠ and ⓘ *Safety instructions*.

Opening the instructions (if available)

Further information and tips on operation can be found in the Infotainment system instructions.

- Tap HOME ▸ ? ▸ Guide.

Switching the Infotainment system on and off

The Infotainment system starts up when the ignition is switched on, unless it was previously switched off manually.

The Infotainment system starts at the volume that was last set, as long as this does not exceed the preset maximum switch-on volume ⇒ *System and sound settings*.

Vehicles with ignition lock: The Infotainment system switches off automatically if the vehicle key is removed from the ignition lock.

Vehicles with starter button: If the driver door is opened while the ignition is not active, the Infotainment system switches off automatically.

If you open the driver door while the ignition is not active, the Infotainment system switches off automatically.

If you switch on the Infotainment system manually while the ignition is not active, it will switch off automatically after approximately 30 minutes without user input.

Configuring the HOME screen

In the display and control unit, you can configure the arrangement of the function keys, views and displays on the home screen or have them positioned by means

of factory-supplied layout templates.

1. Tap the function key and hold until the function key is highlighted.
2. Move the function key to the preferred position and release it.

The following main menus may be shown as function keys on the home screen:

Ambient lighting. App-Connect ⇒ *App-Connect*. Apps and Services. Auxiliary heater. e-manager. Driver assistance ⇒ *Driver assistance systems*. Vehicle ⇒ *Introduction*. Help: Here you can find additional information about Infotainment system functions and operation. Climate control ⇒ *Heating and A/C system*. Sound ⇒ *System and sound settings*. Media ⇒ *Media mode*. Navigation ⇒ *Navigation*. User, User management. Radio ⇒ *Radio mode*. Legal. Setup ⇒ *System and sound settings*. Telephone ⇒ *Mobile phone interface*. TV tuner.

Scrolling through lists, switching titles

Select your desired function, setting or track via the touchscreen or the control knob.

Moving objects, adjusting volume

To adjust settings, e.g. those using sliders, or move areas of a menu around, move the objects around on the screen.

Personalize function keys and views depending on the vehicle equipment ⇒ *Personalizing the Infotainment system*.

Zooming in and out of pictures and maps shown on the screen

Recommendation: Use thumb and index finger.

- 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

Refer to ⇒ and *Safety instructions*.

Depending on the vehicle equipment, you can personalize the Infotainment system to access your favorite and frequently used functions quicker.

Configuring tiles

Adjust the tiles and displayed tile functions in the Infotainment system views 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 tile.

   OR: To return to View, tap any free area of the screen.

There are always at lease two tiles available. They cannot be removed. Depending on the vehicle equipment, you can add two further tiles. A maximum of four tiles can be displayed.

For some tiles, more functions are available than can be seen initially in the additional window. To see all the functions, swipe up or down in the additional window.

Adapting the drop-down menu

Personalize the Infotainment system drop-down menu to access your favorite and frequently used functions quicker.

1. Tap and hold the function until an additional window appears.
2. Tap the desired function in the additional window and hold until the function is highlighted.
3. Move the function to the preferred position and release it.

   The active function is automatically removed from the drop-down menu and added to the additional window.

For the drop-down menu, 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 the instructions (if available)

Further information and tips on personalization can be found in the Infotainment system instructions.

- Tap HOME ▶ ? ▶ ▶ Adjustment.

System and sound settings

Refer to ⇒ and *Safety instructions*.

Changing settings

The meanings of the following symbols apply to all system and sound settings.

Changes will be automatically applied when the menu is closed.

☑ 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.

System settings

The system settings may include the following functions, information, and setting options:

- Screen.
- Time and date.
- Language.
- Additional keyboard languages.
- Units.
- Voice control.
- Wi-Fi.
- Data connection.
- Manage mobile devices.
- Restore factory settings.
- System information.
- Copyright.
- Configuration assistant.

Opening the system settings

- Tap HOME ▶ Setup.

  OR : Tap MENU ▶ Setup.

Sound settings

The sound settings may include information and setting options for equalizer, position, volume and setup.

Opening the sound settings

- Tap HOME ▶ Sound.

  OR : Tap MENU ▶ Setup.

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 t 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.

Cleaning the screen

Refer to ⇒ ⚠ and ⓘ *Safety instructions*.

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 your Volkswagen dealership.

✓ *For stubborn dirt*:

ⓘ NOTICE

If you clean the screen with incorrect cleaning agents or when dry, you may damage it.

- Only apply gentle pressure.
- Do not use any aggressive cleaners or products which contain solvents. These types of cleaners can damage the device and cause glare on the screen.

Brands, licenses, copyright

Refer to ⇒ ⚠ and ⓘ *Safety instructions*.

Brands and licenses

Certain terms in this manual have the ® or ™ symbols. These indicate emblems or registered trademarks. However, the absence of this symbol does not constitute a waiver of any rights associated with intellectual property.

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- This product is protected by the intellectual property rights of Microsoft Corporation. Use or distribution of such technology outside of this product is prohibited without a license from Microsoft or an authorized Microsoft subsidiary.

Copyright

Audio and video files saved on data carriers and audio sources are generally subject to copyright regulations in compliance with applicable international and nation laws. Observe legal regulations.

Radio mode

Introduction

In radio mode you can receive various available radio stations on different frequencies and save your favorites to the station buttons for quick access.

Available reception modes and frequency bands depend on the vehicle equipment and the country. Frequency bands in individual countries may be discontinued, switched off or no longer offered.

Open RADIO menu

- Tap HOME ▶ ♫ ▶ 📻.

  OR: Tap MENU ▶ 📻.

  OR: Tap RADIO.

Open set-up

- Tap HOME ▶ ♫ ▶ ⚙ ▶ Radio.

  OR: Tap MENU ▶ 📻 ▶ ⚙.

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.

Equipment scope and radio symbols

Refer to ⇒ ⚠ **and** ⓘ *Safety instructions*.

Radio

The range of available functions and possible reception modes and frequency bands depend on the equipment and the country.

- AM tuner.
- FM dual tuner (diversity aerial).

- Summarized station list.
  - Merging of FM and DAB stations in a single list.
- Summarized memory list.
  - Merging of all stations stored on station preset buttons in a list.
  - 36 station preset buttons as storage locations for favorites.
- Station logos.
- Antenna amplifier
- HD Radio™.
- Satellite radio:
  - SiriusXM™.
  - SiriusXM™ online.

General symbols for radio operation

AM **Select a AM reception mode.** **FM** **Select a FM reception mode.** **FM/DAB** **Select a FM/DAB reception mode.** **SXM** **Select the satellite radio reception mode.** **Select the previous station from the station list or station on the previous station preset button.** **Select the next station from the station list or station on the next station preset button.** **Display the station preset buttons.** **Display the selected station with additional information.** **Stations already stored on a station preset button in a station list.**

AF Off Automatic station tracking (AF) is switched off.

Symbols in the AM frequency band

Show the station list of AM stations. **Manually update the station list.** **Display the frequency band for manual selection of the AM frequency.**

Symbols in the FM/DAB frequency band

Show the station list of FM and DAB stations. **Display the frequency band for manual selection of the FM frequency.**

Only possible when the summarized station list is switched off.

Symbols for HD Radio™ operation

Station supports HD Radio™. **Tuning HD Radio™ substations.** **Open the Emergency list of the HD Radio™ Emergency Alerts function.** **HD Radio™ logo.**

Symbols for satellite radio operation

Display the channel list. **Open the window for entering the channel number.**

Adjusting, tuning, and storing stations

Refer to ⇒ **and** *Safety instructions*.

Selecting the frequency band

Before selecting a station, you must first select a frequency band or reception mode. Various stations are available, depending on the selected frequency band or reception mode.

The available frequency bands or reception modes depend on the equipment and country.

1. Tap Source to open the list of frequency bands and reception modes.
2. Select the frequency band or reception mode:
   - AM.
   - FM/DAB.
   - FM (for devices without DAB support).
   - DAB slideshow (for 6.5-inch devices).
   - Internet radio.
   - Satellite radio.

Searching for and selecting a station

There are different ways to select a radio station. The options vary based on the frequency band and reception mode.

Selecting via the frequency band (AM and FM)

1. Display the frequency band.
2. Tap the cursor to press and slide to the frequency band and release at the desired frequency.

   OR: Tap a point on the frequency band. The cursor automatically jumps to the corresponding frequency.

The station at the set frequency will be tuned.

Selecting from a station list (AM and FM/DAB)

The station list displays the stations that currently can be received. Depending on the vehicle equipment, it is possible that the station list must be manually update if you have left the area since the last time the station list was opened. The station list in the FM/DAB frequency band generally updates automatically.

1. Open the station list.
2. Tap the desired station.

The selected station will be tuned. For FM/DAB, the best reception mode is selected automatically depending on station availability.

Searching for and filtering stations (Internet Radio)

In Internet Radio mode, stations can be filtered according to category or searched for using a full-text search.

1. Open the station selection.
2. Select the categories by which to filter the stations.

   OR: To start the full-text search, tap . The input line is displayed.
3. Enter the name of the desired station. The list of the found stations updates automatically during input.
4. Tap the desired station.

The selected station will be tuned.

SCAN Search in SCAN mode (AM and FM/DAB)

In SCAN mode, the stations in the frequency band are set automatically in succession and played for approx. five 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 displayed next to it.
2. To select a station, tap SCAN.

SCAN mode stops and the station is tuned. The SCAN function key is hidden.

Storing stations on the station preset buttons

You can save up to 36 stations from different frequency bands and reception modes as favorites on the station preset buttons.

1. Tune the desired station.
2. Open the station preset buttons.
3. Tap and hold the station preset button until the station is saved.

   OR: Tap and hold the station on the station list. The station preset buttons are displayed.
4. Tap the station preset button.

The station is saved on the selected station preset button.

If a station was already saved on the station preset button, this station will be removed from the station preset button and replaced by the new station.

Special functions in radio mode

Refer to ⇛ ⚠ **and** ⓘ *Safety instructions*.

The special functions in radio mode listed below may not be available for all Infotainment systems, depending on the country and the vehicle equipment.

TP function (traffic program)

The TP function monitors the messages of a set traffic report station and automatically tunes it in the current radio mode or media playback. It must be possible to receive the traffic news station.

Some stations without their own traffic program still support the TP function using a corresponding traffic report station (EON).

While in the AM frequency band or in media mode, a traffic report station will be tuned automatically in the background, as long as it can be received.

If it is not possible to receive a traffic news station, No TP appears on the display. The device automatically searches for a traffic news station that can be received. As soon as a new traffic news station can be received, the status on the display switches back to TP.

Traffic news stations are not available in all countries.

Switching on the TP function

- In radio mode or media mode, tap or and activate ☑ Traffic Program (TP function).

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 Internet connection. Costs for streaming data online may result when using Internet radio.

This function of the Internet radio depends on your vehicle privacy settings.

Station logos

Station logos can be preinstalled for some frequency bands in the Infotainment system.

If the Automatic station logo selection function is activated in the settings, the station logos are automatically assigned to the stations.

In Internet radio mode, the Infotainment system obtains the station logos from an online database and assigns them automatically to the stations.

Assigning station logos manually

Station logos cannot be assigned manually in the AM frequency band.

1. Tap ▶ Station logos.
2. Select the station to which a station logo should be assigned.
3. Select the station logo.
4. This process can be repeated for additional stations.
5. End the assignment of station logos with .

SiriusXM

Refer to ⇒ **and** *Safety instructions*.

SiriusXM is a satellite radio station that can be received in the USA and Canada. Satellite radio services are subject to fees and must be enabled for the Infotainment system by phone or online.

Displaying the SiriusXM ID

Each radio has its own SiriusXM ID with which you can manage your subscription.

1. In satellite radio mode: Tap ▶ Subscription information.

   OR: Tap . The channel selection window will open.
2. Enter channel number 0 and press OK to confirm.

The SiriusXM ID, the services that have already been enabled and the website and phone number for the SiriusXM activation hotline will be displayed on the scree

SiriusXM channels

The channels available depend on the enabled services. All available channels are displayed in the channel list.

The channel list can be sorted either alphabetically, by channel number or by channel category and genre. In the settings menu, individual channels can be filtered out of the channel list.

Each channel is assigned a number. The channels can be called up directly via their channel number under .

1. To search for channels with content related to the content currently being played, tap Related in the station display.

A list with related content will be displayed.

SiriusXM seek function

Current program content can be saved as a favorite using the seek function.

If such program content is sent on an available channel, a message is displayed in the Infotainment system. This message gives you the option to switch directly to the relevant station.

You can save a maximum of 36 favorites.

Save favorites

1. While the program that is to be saved is running, tap ((SXM)) ▶ SiriusXM™ seek. The Save Seek menu is opened.
2. Tap Save next to the desired program content.

   The following program content can be saved as favorites:

   - Title.
   - Artist name.
   - Sports team.

The desired program content will be added to the favorites list.

With the Play Ahead Controls function, you can play forward and backward the content currently being played for both live and on-demand content and jump to previous or future content.

Setting up a listener profile

The personalized listener profile saves recommendations based on the program content currently being listened to and the latest listening history, and is regularly updated.

The listener profile is set up in the user account and can be used with the SiriusXM app.

1. To set up a new listening profile, tap in the station display.

OR: Tap ⚙ ▶ Radio ▶ Set up new listening profile in radio or media mode.

For each listener profile, a list of SiriusXM content recently listened to is displayed. This listening history can be reset at any time.

HD Radio

Refer to ⇒ ⚠ and ⓘ *Safety instructions*.

HD Radio is a digital radio station that can be received in the USA and Canada.

HD Radio™ Technology

Some AM and FM radio stations also transmit their content digitally via HD Radio™ Technology.

When the function is activated in settings in the AM or FM band and the current station supports HD Radio™ Technology, the HD function key appears on the Infotainment system display. The Infotainment system switches automatically between digital and analog reception depending on the reception quality. If the station is currently received in analog mode, the function key is grayed out.

Some stations offer additional substations via HD Radio Technology (multicast programming). If this is the case, HD1 is displayed after the station frequency of the main station. Substations are marked accordingly with HD2, HD3 etc.

Tuning the HD Radio substations

- Tap HD Radio ⏭ to cycle through the available substations.

  OR: select an additional station from the station list.

  OR: To cycle through the additional stations individually, tap ⏮ or ⏭.

The substation that is currently selected is displayed after the main station on the screen (for example ... HD3 for the second substation).

The available substations of the current stations are displayed on the station list.

Additional HD Radio Technology services

- To select your chosen additional service, tap View.

HD Radio Emergency Alerts

The HD Radio Emergency Alerts function can be used to receive reports of unusual, potentially life-threatening events, such as natural disasters. These notifications are played as pop-up notifications while the radio is on. This function is activated in the factory.

If you tap Remind me later when a notification appears, the notification will appear again about ten minutes later. If you tap Close, the notification will be moved to t Alert list. If the HD Radio Emergency Alerts function is deactivated, these notifications are moved directly to the Alert list and indicated by ⚠ and a number in the status bar. The number on the symbol displays the number of notifications.

Activating or deactivating HD Radio Emergency Alerts

- In radio mode, activate or deactivate ⚙ ▶ Radio ▶ Emergency notifications.

Opening the Alert list

Up to five notifications can be displayed in the Alert list.

- Tap ⚠ in radio mode.

Media mode

Introduction

In media mode you can play back media data from data carriers and streaming services in the Infotainment system.

Depending on the vehicle equipment, the following data carriers can be used:

- USB storage medium, e.g. USB flash drive.
- Bluetooth device, e.g. mobile device.
- SD card.

Depending on the vehicle equipment, the following types of media files can be played:

- Audio files, e.g. music.
- Video files.
- Images.

Open MEDIA menu

- Tap MENU ▶ ⏵.

Open set-up

- Tap MENU ▶ ⏵ ▶ ⚙.

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.

Equipment features and media symbols

Refer to ⇒ and *Safety instructions*.

Audio, media, connectivity

The range of available functions and possible media formats depend on the equipment and the country.

The symbols may look different depending on the Infotainment system.

- Media playback and media control via Bluetooth.
- Audio playback in these formats:
  - AAC.
  - ALAC.
  - AVI.
  - FLAC.
  - MP3.
  - MP4.
  - WMA.
- Video playback in these formats:
  - MPEG-1 and MPEG-2 (.mpg, .mpeg).
  - ISO MPEG4; Xvid (.avi).
  - ISO MPEG4 H.264 (.mp4, .m4v, .mov).
  - Windows Media Video 9 (.wmv, .asf).
- Cross-device playlists.
- Cross-source media database:
  - Data from all media sources connected to the Infotainment system are stored in a media database.
- Media streaming (online).
- Media search.

Symbols for media sources

Select My media as a media source. Connected USB devices may be selected under My media. Select a device connected via Bluetooth as a media source. Set up available streaming services.

Streaming services which have already been set up are represented by their own logos in the list of media sources.

General symbols for media operation

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). Close list view. Go back one folder level in the media source. Display favorites list.

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.

Selecting and playing a media source

Refer to ⇒ and *Safety instructions*.

Selecting a media source

1. If you want playback from an external media source, connect the external media source.
2. Select the connected media source to be used for playback.

▷ Playing audio and video files

A media source must be connected before media data can be played back.

There are different ways to search for and play media files from an available media source.

♪≡ Searching the folder structure

All media files from USB devices are filtered by category, e.g. album. This category view is always displayed In My Media. The classic folder structure of the individual USB data carriers can also be found under My Media.

1. Display the folder structure.

   The folder structure of the selected media source is displayed. If My Media is selected, the categories (e.g. music) and connected media sources are displayed

2. Searching the folder structure for a desired track.

   OR: To start the full-text search, tap 🔍. The input line is displayed.

3. Enter the name of the desired track. The list of the found tracks updates automatically during input.
4. Tap the desired track.

   When playback starts, if the selection is located in a folder on a media source, all of the media files located in the folder will be added for playback.

   If a playlist is played back, all available tracks on the playlist will be added for playback.

5. Close the selection with ✕.

☆ Selecting from favorites

You can save individual tracks, genres, artists and albums under favorites for playback.

1. Open favorites.
2. Tap on your favorites.

Depending on the selection, all tracks heard during playback will be added to favorites.

☆ Saving favorites

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 replay.
2. Open favorites.
3. Tap the free favorite position.

   OR: Tap on an already occupied favorite position, and press and hold for approx. three seconds.

4. Select from the selection list:
   - Title.
   - Albums.
   - Artists.
   - Genres.
   - Playlists.

The selection is saved in the selected favorite position as a favorite. If the favorite position was already occupied, the previously saved favorite is overwritten.

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.

Entertainment playback via the Infotainment system

📖 Refer to ⇒ ⚠ and ⓘ *Safety instructions*.

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 from a streaming service ⇒ *Selecting and playing a media source*. The vid sound is played back via the vehicle speakers.

A stable Internet connection is required for playback via a streaming service. There may be costs associated with your mobile network provider for doing so.

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.

Navigation

Introduction

The current vehicle position is determined by a global satellite system. All measured values and possible traffic reports are compared with the available map material to enable optimum navigation to your destination.

You operate the navigation system on the screen.

Audible navigation aids and graphic representations lead you to your destination.Audible navigation aidsAcoustic navigation announcements and graphic displays lead you to your destination.

Depending on the country, it may not be possible to select some Infotainment system functions on the screen when driving above a certain speed. This is not a malfunction, but rather compliance with legal regulations.

⚠ WARNING

Only adjust settings, enter destinations, or change navigation information when the vehicle is stationary.

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 reports are only given in the navigation system if the available VW Car-Net service has been activated.

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 c 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 will be announced. There will be an additional navigation announcement if the route is recalculated due to a traffic incident or a change in driving style ⇒ *Function descriptions*.

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.

Navigation restrictions

If the Infotainment system cannot receive data from GPS satellites, for example in a tunnel or in an underground garage, navigation will still be possible using the vehicle's sensors.

In areas that are not digitized or only partially digitized in the Infotainment system memory, the Infotainment system will still try to provide route guidance.

If navigation data is missing or incomplete, the vehicle position may not be determined accurately. This may result in navigation that is not as accurate as usual.

Routing is subject to ongoing changes, like new streets, construction zones, road closures, or changes to street names or house numbers. Using outdated navigation data can lead to errors or uncertainty when using route guidance.

Control navigation map

To ensure an optimum view, you can also operate the navigation map using enhanced finger movements.

Moving the navigation map

Recommendation: Use index finger.

- Move the navigation map with your finger.

Enlarging the map view

Recommendation: Use index finger.

- To zoom in to a specific position, tap the map twice.

Minimizing the map view

Recommendation: Use index and middle finger.

- To zoom out to a specific position, tap the map with two fingers simultaneously.

Zooming in and out on the map view

Recommendation: Use index finger.

- Tap and hold the map twice in a row.

- To zoom out of the map view, move your finger upwards. To zoom in on the map view, move your finger downwards.

Zooming in and out on the map view

Recommendation: Use thumb and index finger.

- Tap and hold the map with two fingers at the same time.
- 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

Recommendation: Use index and middle finger.

- Tap and hold the map with two fingers at the same time, held horizontally next to each other.
- 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.

- Tap and hold the map with two fingers at the same time.
- Turn your fingers clockwise or counterclockwise to turn the map view.

Saved data

The Infotainment system saves certain data, like frequently driven routes and positioning data, to enable quick destination entry and to optimize route guidance.

Delete saved data

1. Tap ▶ Basic functions ▶ Delete usage pattern.
2. Tap confirm to delete the data.

Equipment and symbols of the navigation system

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

Navigation

The functions of the navigation system may differ depending on the equipment and country.

Equipment

- Entering a destination and route calculation.
- Simultaneous display of two navigation maps (screen and instrument cluster).
- Online map update.
- Personal destinations.
- 3D City Maps.
- Online Traffic Information.

Symbols on the map

The function keys and displays shown depend on the settings and the current driving situation.

Symbols for traffic reports and POIs such as gas stations, railway stations or interesting waypoints are displayed on the map if the data is available to the navigation system.

Display current position. Destination search. Destinations and stopovers along the current route. Personal destination suggestions (home address, work address, favorite POIs nearby). Display the map menu with settings for navigation and navigation announcements. Display route options. Fully automatic map mode (orientation in the direction of travel, position, zoom and inclination). Determine driving direction and map tilt. Map scale. Display destination memory.

Symbols in the dialog box

- To open the additional window, tap on ≡.

Display route overview and alternative routes to the current route guidance. Repeats the last navigation announcement. Volume for navigation instructions. Navigation settings.

Additional symbols

Destination search: Detailed destination input for an address.

Symbols in the route plan

Display current position. Destination for the current route guidance. Ends the current route guidance. Close route plan.

Symbols for POIs

POIs are displayed on the map if the data is available to the navigation system.

To start route guidance, tap the desired POI ⇒ *Inputting destinations and starting route guidance* .

Electric vehicle charging station. **Gas station.** **Car park.** **Tourist information.** **Train station.** **Restaurant.**

Setting preferred POI categories

The system offers different points of interest, e.g. gas stations, using the quick select symbol when entering destinations, in the route plan and on the map. You can prioritize how these symbols are displayed under ▶ Basic function settings ▶ Preferred POI categories. The system also automatically learns your preferred categories.

Traffic reports

Traffic reports are displayed on the map if the data is available to the navigation system.

Tap a traffic report to open a dialog box with additional details → *page , Function descriptions*.

Traffic jam. **Accident.** **Ice.** **Road closed.** **Slip hazard.** **Danger.** **Construction zone.** **Strong wind.**

Navigation data

Please read the introductory information and heed the Warnings and Notice ⇒ and *Safety instructions*.
The Infotainment system is equipped with an internal navigation data 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 online

Navigation data for frequently visited regions is automatically updated in the background when there is an active Internet connection, if permitted by the selected privacy settings.

- Navigation data is automatically updated when the ignition is switched on.

Automatic updating of navigation data is only possible if permitted by the selected privacy settings. Updating will not be carried out in “Maximum privacy” mode.

Updating navigation data manually

Up-to-date navigation data for larger regions, such as Western Europe, can be downloaded online at “www.volkswagen.com” and stored on a suitable USB data carrier, available to buy in stores. If the Infotainment system is switched off during the process, installation will be interrupted and it will continue automatically once the system is turned on again.

1. Download and save the navigation data onto a USB data storage device.
2. Switch the vehicle ignition on.
3. Link the USB data carrier to the Infotainment system when the vehicle is stationary.

   The navigation data for frequently driven regions is automatically updated in the background.

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.

- To display the map data version, tap MENU ▶ ⚙ ▶ System information.

Inputting destinations and starting route guidance

Please read the introductory information and heed the Warnings and Notice ⇒ and *Safety instructions*.
Depending on country and vehicle equipment, different functions are available for the input of destinations.

For further information about symbols on the Infotainment system screen, see ⇒ *Equipment and symbols of the navigation system* .

You can further restrict your search with specific suggestions in the results list, e.g. “nearby”.

The various functions for inputting destinations are located in the navigation system main menu.

Opening the navigation system main menu

- Tap MENU ▶ .

Open set-up

- Tap MENU ▶ ▶ .

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 .
2. Enter the destination address and select your desired destination.

   OR: Tap and enter the address via the input screen.
3. Tap Route.

Quick start

1. Tap .
2. Enter the address of the destination, tap the desired destination and hold for a few seconds.

Enter the destination as accurately as possible. If there is an error in the destination entered, route guidance cannot take place or may lead to the wrong destination.

Destination suggestions

The destination overview uses saved data to recommend possible destinations.

Selecting the destination and starting the navigation system

1. Tap .
2. Tap on the desired destination.

   The route guidance starts automatically.

Last destinations

The navigation system saves up to ten of the most recent destinations to make them available for route guidance. A new destination automatically overwrites the oldest destination.

Selecting the destination and starting the navigation system

1. Tap ▶ .
2. Tap on the desired destination.
3. Tap Route.

Quick start

1. Tap ▶ .
2. Press and hold the preferred destination for a few seconds.

Favorite destinations

You can save up to 50 journey destinations as favorites.

Saving a journey destination as a favorite

1. While entering a destination, tap on ☆ in the additional window.

Selecting the destination and starting the navigation system

1. Tap ▶ .
2. Tap on the desired destination.
3. Tap Route.

Quick start

1. Tap ▶ .
2. Press and hold the preferred destination for a few seconds.

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.

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 ⇒ *Introduction*.
3. Tap the desired destination or any point on the map without positioning data.
4. Tap Route.

Using a contact's address data

Start route guidance via the saved address data for a contact. You cannot use contacts for whom you have not saved any address data for route guidance.

Starting the navigation

1. Tap .
2. Tap on the preferred contact and address data.
3. Tap Route.

NOTICE

If the address data for your contact is out of date, the route guidance will nevertheless direct you to the stored address. Please ensure the address for your contact is up to date.

Function descriptions

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

Route plan

The route plan contains information about relevant events, such as waypoints, destinations and destination suggestions, if the relevant data is available to the navigation system.

Tapping an event will open a dialog box with additional options. The options available depend on the event and the current settings ⇒ *Introduction*.

Opening and closing the route plan

1. Tap the route plan to open.
2. To close the route plan, tap .

Editing route guidance

To edit route guidance, move the stopovers or the destination in the route plan.

1. Tap and hold the desired destination until it is visibly highlighted.
2. Move the destination to the desired position and release it.

   The route will be recalculated.

Avoiding traffic disruptions

The route plan displays messages about current traffic disruptions if the relevant data is available to the Navigation system. Avoid traffic disruptions by modifying the route plan.

1. Tap the traffic report.
2. Tap Avoid.

   The route will be recalculated.

Only one traffic report can be used for each route guidance to avoid traffic disruptions in this manner.

Additional window

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.

Closing the dialog box

- Tap a free area outside of the additional window.

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.

Avoid Avoid traffic disruptions. The route will be recalculated.

Stop route guidance Ends the current route guidance.

Learning usage patterns

While driving, the Navigation system saves routes traveled and destinations reached in order to create automatic destination suggestions. Destinations are learned with reference to the time of day and the day of the week.

The navigation system can suggest pre-learned routes. Tap to show the suggested routes.

Selecting one of the suggested routes will cause route guidance to begin.

The route guidance follows the selected route until you deviate from it. The route will then be recalculated and will lead back to the selected route via the most direc path.

Serious traffic disruptions are taken into consideration in route guidance. If an alternative route and the navigation data are available, serious disruptions will be avoided.

If you are driving a pre-learned route without active route guidance, the destination is added to the route plan. Route guidance does not need to be actively started for a journey to a pre-learned destination. You are warned about traffic disruptions if necessary.

A predicted arrival time is displayed.

You can activate or deactivate this function at any time.

Activating and deactivating “learn usage pattern”

- To open this function's settings, tap ▶ Basic function settings.
- To activate or deactivate the function, tap Learn usage pattern.
- To delete saved data, tap Delete usage pattern.

Mobile phone interface

Introduction

Using the phone interface, you can connect your mobile telephone device to the Infotainment system and control the phone function via the Infotainment system. The sound is played back via the vehicle speakers.

You can connect two mobile devices 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.

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 mobile phone interface may contain an antenna amplifier that improves the reception quality of the mobile device.

You usually only need to pair a device like a mobile device once. You can reestablish the device's connection to the Infotainment system at any time via Bluetooth or Wi-Fi without re-pairing your device.

Opening the mobile phone interface menu

- Tap HOME ▶ .

  OR: Tap MENU ▶ .

  OR: press the PHONE button.

Mobile phone interface equipment and symbols

Refer to ⇒ **and** *Safety instructions*.

The equipment features and symbols listed here are not available in all countries and Infotainment systems.

Equipment features

- Hands-free system.
- Use up to two mobile devices simultaneously.
- Telephone book with a maximum of 5000 contact entries.
- 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.
- Pairing of Bluetooth and Wi-Fi devices via NFC.
- Convenience telephony.
- Connection to cable-free charging option.
- Connection to in-vehicle microphone.

Symbols in the main menu

The symbols may look different depending on the Infotainment system.

 **Contacts.**  **Incoming and outgoing calls lists.**  **Dial telephone number.** **Text messages (SMS and e-mail).**  **Change active device.**  **Mobile phone interface settings.**

Symbols for telephone calls

The symbols may look different depending on the Infotainment system.

 **Start a call or bring it to front.**  **End or decline a call.**  **Mute the hands-free system.**  **Put a call on hold.**  **Continue a call.**  **Add participants to a phone conference or begin a phone conference.** **SOS** **Make an emergency call.**  **Receive breakdown assistance.**  **Voice mail.** **Receive information about Volkswagen and various value added traffic and travel services.**

Call list symbols

- To open the call lists, tap on  .

 **Received incoming call.**  **Outgoing call.**  **Missed call.**  **Frequent calls or favorites from your mobile device (if supported by your mobile device).**  **Telephone number (company).**  **Telephone number (private).**  **Mobile telephone number.**  **Fax device (company).**  **Fax device (private).**

Symbol for messages

The symbols may look different depending on the Infotainment system.

- To open the text messages, tap on  .

 **Template for text messages.**  **Display SMS as chat.**  **Have messages read out.**

Locations with special regulations

Refer to ⇛  **and**  ***Safety instructions*.**

Switch off the mobile device and mobile phone interface at locations where there is a risk of explosions. These locations are not always clearly identified. These include, for example:

- Areas near pipes and tanks containing chemicals
- Lower decks in ships and ferries
- Areas near vehicles powered by liquefied petroleum gas, such as propane and butane.
- Areas with chemicals or particles in the air, such as flour, dust, or metal powder
- All other locations where the engine or the mobile device must be switched off.

WARNING

Switch off the mobile device and mobile phone interface at locations where there is a risk of explosion.

NOTICE

The mobile device must always be switched off in areas with special regulations relating to or prohibiting the use of mobile devices. Radiation from mobile devices that are switched on can interfere with sensitive technical and medical devices, potentially causing malfunctions or damage to the devices.

Types of phone interface

Refer to ⇛  **and**  ***Safety instructions*.**

Depending on the country and vehicle equipment, your vehicle may have the following mobile phone interfaces:

- Phone interface basic configuration.
- Convenience phone interface.

Phone interface basic configuration

The phone interface uses the HFP Bluetooth profile for transmission. This enables the use of phone functions via the Infotainment system and played back via the vehicle speakers.

Convenience phone interface

Just like the basic configuration of the phone interface, the Convenience phone interface uses the HFP Bluetooth profile.

The Convenience phone interface can be equipped with the wireless charging function ⇒ *Wireless charging function*.

In order to use the features of the wireless charging function, you need to place a suitable mobile device correctly in the storage compartment. Depending on the vehicle equipment, this will connect the mobile device to the vehicle antenna. This improves reception and call quality.

Wireless charging function

Refer to ⇒ ⚠ and ⓘ *Safety instructions*.

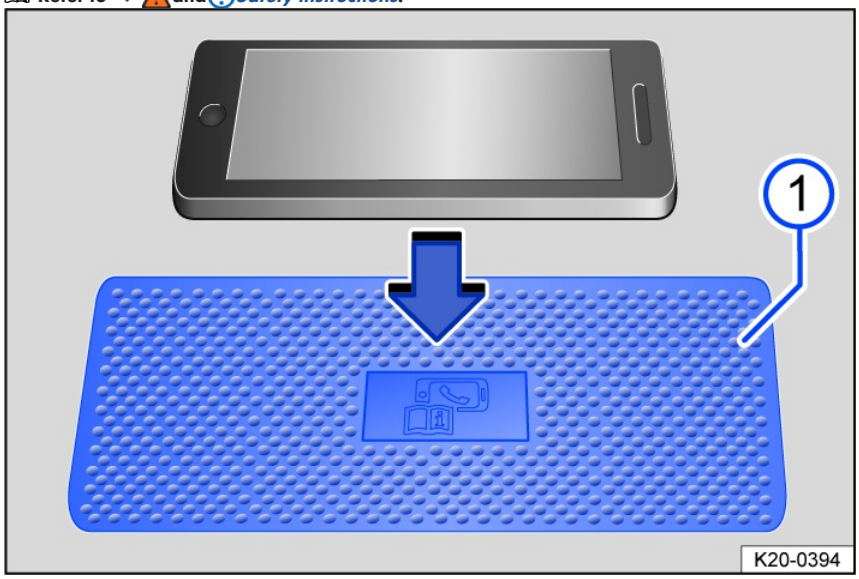


Fig. 154 Diagram: storage compartment with a liner pad for wireless charging. The symbol on the liner mat may look different in some vehicles.

The wireless charging function depends on the vehicle equipment and is not available in all countries.

Depending on the vehicle, the rear shelf with liner mat *fig. 154* for the wireless charging function is located in the center console or between the front seats in a storage compartment.

In some vehicles, the liner mat bears a phone symbol, which indicates the center position for the wireless charging function *fig. 154*.

The wireless charging function uses electromagnetic induction to transfer energy wirelessly over short distances.

The maximum charging power is 5 watts.

The Qi standard allows suitable Qi-capable mobile devices to be charged wirelessly.

To find out whether a mobile device supports the Qi standard, see the mobile device operating instructions. The manufacturer of the mobile device can offer further information regarding compatibility.

Only a single Qi-capable mobile device without a protective case and with maximum dimensions (width x length) of approximately 3.15 in x 5.512 in (80 mm x 140 mm) should ever be placed flat on the wireless charging function shelf.

Qi-capable mobile devices with larger dimensions cannot be charged wirelessly.

Before charging, remove any foreign objects with metal components, such as coins, from the storage compartment and follow the mobile device operating instructions.

To charge a Qi-capable mobile device, place a suitable mobile device, without a protective case and with the display and the entire surface facing up, flat in the center of the shelf. The charging process starts automatically.

The Infotainment system installed at the factory informs you when the charging process is starting and, if necessary, if there are any foreign objects with metal components in the storage compartment. **Remove foreign objects immediately.**

If a mobile device is not placed on the shelf correctly or if it is too large, it may not be detected correctly or detected at all. The Infotainment system may notify you a foreign object in the storage compartment. If a suitable mobile device is used and is positioned correctly, the fault can be rectified.

Storage compartment cover

The storage compartment for the wireless charging function may have a cover for the mobile device display, depending on the vehicle equipment and the country.

Only a mobile device with maximum dimensions (width x length) of 80 mm x 140 mm (3.15 in x 5.512 in), in accordance with the specifications, may be placed in th covered storage compartment.

The cover can prevent you from being distracted by the mobile device, e.g. by incoming notifications.

The cover must always be closed while driving and the display of the mobile device must be completely covered up.

⚠ WARNING

Notifications on the display of the mobile device may distract the driver and increase the risk of a serious accident.

- Place only a single, suitable and Qi-capable (if necessary) mobile device without a protective case and with maximum dimensions (width x length) of 80 mm x 140 mm (3.15 in x 5.512 in), in accordance with the specifications, on the shelf in the storage compartment.
- If necessary, remove items that prevent the cover from closing.
- Always keep the cover closed while driving.

⚠ WARNING

Do not place metal objects or objects with metal components on the wireless charging shelf. Metal objects can become very hot. This may cause burns to the skin or a fire.

ⓘ NOTICE

Do not place any ID cards, credit cards, etc. with magnetic strips or with a chip on the wireless charging shelf. The data stored on the magnetic strips or the chip could become unusable.

Coupling, connecting and managing

🕮 **Refer to** ⇒ ⚠ **and** ⓘ ***Safety instructions*.**

Prerequisites for coupling:

✓ Bluetooth® is activated on the mobile device.

✓ Bluetooth is activated on the Infotainment system.

To use the phone interface functions, pair a mobile telephone device with the Infotainment system. When connecting for the first time, the mobile device is automatically coupled with the Infotainment system. A user profile is then automatically saved in the Infotainment system.

The coupling process may take a few minutes. The available functions depend on the mobile device used and on its operating system.

Coupling your mobile device

1. Open the list of available Bluetooth devices on your mobile device and select the device name for the Infotainment system.
2. Pay attention to messages on the mobile device and in the Infotainment system and confirm these if necessary.

   If the coupling is successful, the data of the mobile device will be saved in the user profile.
3. *Optional:* Confirm the message for the transfer of data to the mobile device.

⚠ 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 mobile devices, a PIN may be displayed on the mobile device screen. Type this PIN into the Infotainment system to finish pairing.

Bluetooth® pairing via NFC

NFC and Bluetooth coupling via NFC are not available in all countries and on all vehicle models. Depending on the vehicle equipment, NFC is not available with a wireless charging function in all vehicles.

Prerequisites for one-off coupling:

✓ NFC technology and a storage compartment with wireless charging function are fitted in the vehicle.

✓ NFC is activated in the mobile device.

1. Tap ▶ ▶ Select cell phone.
2. Unlock mobile device.
3. Place mobile device in correct position on the shelf for wireless charging.
4. Pair Bluetooth using the displays on your mobile device and continue and confirm in the Infotainment system.

The mobile device is paired with the Infotainment system.

While the Infotainment system is in the Known cell phones menu, the wireless charge function is deactivated. The cable-free charging function is reactivated if you leave the menu.

Active and passive connection

In order to use the phone interface functions, at least one mobile device must be **connected** to the Infotainment system. If several mobile devices are connected with the Infotainment system, you can switch between an active and an inactive connection. In order to operate the phone interface with your desired mobile device establish an active connection to the Infotainment system.

Difference between the types of connection

ActiveThe mobile device is coupled and connected. You can carry out mobile phone interface functions using data from this mobile device. PassiveThe mobile device is coupled and connected. You can only take incoming calls via the mobile phone interface. Other functions are not available.
Paired mobile devices are saved in the Infotainment system even if they are not currently connected.

Connecting a mobile device

Prerequisite: A mobile device is coupled with the Infotainment system.

- Activate Bluetooth on the mobile device.

Establishing an active connection

Prerequisite: Several mobile devices are connected with the Infotainment system simultaneously.

1. Tap .

   OR: Tap on the designation for the active mobile device.

2. Select the desired mobile device name. Other mobile devices will be passively connected automatically.

User profiles

An individual user profile is automatically created for each coupled mobile device. Data from this mobile device, e.g. contact data or settings, is stored in the user profile. A maximum of ten user profiles may be saved in the Infotainment system simultaneously.

To delete the stored data completely, reset the Infotainment system to the factory settings.

[3] NFC is not available in all vehicle models and countries. Depending on the vehicle equipment, NFC is not available with a wireless charging function in all vehicles.

Calling and sending messages

Refer to ⇛ and *Safety instructions*.

Open the mobile phone interface

- Tap MENU ▶ .

  OR: press the PHONE button.

Using a phone

Select a telephone number to make a call. Various functions are available for selecting the telephone number.

Using contact data

If a contact has multiple telephone numbers, you must select a telephone number accordingly.

- Tap . Tap the contact on the list to make the call.

  OR: Tap . Tap and enter the name of the contact in the input field to search for the contact. Tap the contact to make the call.

  OR: Tap a favorite in the main menu of the phone interface to make a call.

When searching for a contact, enter the last name and first name separated by a space.

Using a call list

The mobile phone interface displays the call list for the mobile device. Make a call via the call list.

- Tap ▶ All. Tap on a number in the list to make the call.

  OR: Tap and filter entries in the call list, e.g. by missed calls or dialed numbers. Tap a number on the filtered list to make the call.

Manually entering the telephone number

1. Tap and enter the telephone number.
2. Tap to make the call.

While you are entering a telephone number, the contact related to the number is displayed on the Infotainment system screen.

Sending text messages

Depending on the mobile device in use and the Infotainment system, you can send and receive SMS messages and e-mails via the phone interface.

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.

Phone directory, favorites and speed dial keys

Refer to ⇒ ⚠ and ⓘ *Safety instructions*.

Phonebook

This first time a mobile device is paired with the Infotainment system, the phonebook is saved in the Infotainment system. If necessary, confirm the transfer on the mobile device.

The phone directory is updated after each new connection. During the update, the present phone directory can still be 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.

Favorites and speed dial keys

A speed dial key can be assigned with a favorite from the phone directory. If the entry contains an image, it is displayed on the speed dial key.

Speed dial keys must be programmed manually and are assigned to a user profile ⇒ *Bluetooth® interface* .

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. Press 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 favorites

- 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. Favorites can be removed from a speed dial key in the User profile settings menu.

Deleting a favorite from the speed dial key

The symbols may look different depending on the Infotainment system.

1. Tap ▸ ▸ Manage favorites.

   To delete a favorite from a speed dial key, tap the desired speed dial key 🗑.

   OR: Tap ✎ ▸ 🗑.

   OR: To delete all favorites from all speed dial buttons, tap Delete all.

2. Tap confirm to delete the data.

Voice control

Introduction to using voice control

With voice control, you can have certain functions carried out by voice command.

Types of voice control

Depending on the Infotainment system and the language set in it, 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 the VOICE button is available in the Infotainment system or your vehicle understands the activation word, voice control is installed in the vehicle.

Test voice control before a journey to get to know the function.

Differences in the voice controls

Command-based voice control (standard)

Here, 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)

The enhanced voice control enables natural language interaction with the system. For example, the expression “I am cold” leads to an increase in the vehicle's set temperature. Speech commands can be freely worded in common speech. You can find suggestions for voice commands in the Infotainment system.

Enhanced voice control works both online and offline. In online mode, more functions and data are available for better recognition of voice commands. For online mode, you need a VW Car-Net contract valid for the vehicle.

If enhanced voice control is available in a language in addition to command-based voice control, enhanced voice control is always applied when voice control is activated.

Supported languages

The number of languages available in your country depends on the equipment and model.

Language	Standard	Offline	Online
x = Type of voice control possible in this language.			
English (US)	x	x	x
French (Canada)	x	—	—
Spanish (Mexico)	x	—	—

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 airflow from the vents towards the microphone or headliner.

Open suggestions for speech commands

- Tap HOME ▶ ? ▶ .

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:

- *Start speaking*: Say the activation word.
- *Start via multi-function steering wheel*: Press the Talk button .
- *Starting up via the Infotainment system*: Tap on VOICE.

In some cases, you can also start the voice control of the connected mobile device by keeping the Talk button or the VOICE button pressed down.

In black with blue background: Voice control is active and recognizes spoken words.

Ending voice control

- *Finish speaking*: To open suggestions for a voice command to cancel, tap HOME ▶ ? ▶ ▶ General.
- *End via multi-function steering wheel*: Press the Talk button twice in quick succession.
- *End automatically*: 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 ends automatically.

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 activatio word, voice control will begin. The ring memory is automatically overwritten every 15 seconds. The ring memory is inactive when the activation word is switched off There is no transmission of data or words spoken in the vehicle.

Switching activation word on and off

If the activation word is switched off, voice control cannot be activated via the activation word.

- Tap (MENU) ▶ ▶ Voice control ▶ Voice control start/end sound or Activation word.

  OR: Tap (MENU) ▶ ▶ Voice control ▶ Voice control start/end sound or Activation word.

Speaking and recognizing the activation word

Precondition:

✓ The activation word is switched on in the settings.

(CDN) **Bonjour Volkswagen.** (MEX) **Hola Volkswagen.** (USA) **Hello Volkswagen.**

Troubleshooting

Voice control is not responding

- Voice control is not available in your language.
- Set the right language in the Infotainment system.
- Starting voice control.
- System error. Get professional assistance.

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.
- 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.

Transporting

Stowing luggage and cargo

Stowing luggage securely in the vehicle

- Distribute luggage as evenly as possible in the vehicle. Do not cover any vent openings.
- Always stow luggage and heavy objects in the luggage compartment ⇒ ⚠ and place them as far forward in the compartment as possible.
- Adhere to the Gross Axle Weight Rating and Gross Vehicle Weight Rating ⇒ *Technical data*.
- Secure objects in the luggage compartment using suitable cords or straps on the tie downs ⇒ *Luggage compartment equipment*.
- Also store small objects securely.
- If necessary, fold the rear seat backrest down and lock it securely.
- If necessary, adjust the headlight range ⇒ *Headlight range control*. Vehicles with dynamic headlight range control will adjust automatically.
- Adjust the tire pressure based on the load. Follow the tire pressure label ⇒ *Tire pressure*.

⚠ WARNING

Objects or animals that are not secured or are secured incorrectly can cause serious injuries in the event of sudden driving and braking maneuvers or a collision. This is especially true if the airbags deploy and strike objects, causing them to fly through the vehicle interior. To reduce the risk of damage, note the following:

- Store all objects securely in the vehicle. Follow all applicable legal regulations.
- Stow objects in the vehicle interior in such a way that they will not enter the airbag deployment zone while driving.
- Secure animals in the vehicle restraint systems that are appropriate for their weight and size.
- Always keep storage compartments closed while driving.
- Never stow objects in a location that requires you to adjust any seats to an incorrect seating position.
- If stowed objects block a seat, then no one should use this seat.
- Do not leave hard, heavy, or sharp objects loose in the open compartments in the vehicle, on the surface behind the rear seat backrest, or on the instrument panel.
- Remove hard, heavy, or sharp objects from clothing and bags in the vehicle interior and store them securely.

⚠ WARNING

When transporting heavy objects, the vehicle's handling performance may change because of the altered center of gravity and the braking distance may increase. If not stored or secured correctly, heavy objects can cause you to lose control of the vehicle and cause serious injuries.

- Never overload the vehicle. Both the load and the distribution of the load in the vehicle affect driving behavior and braking efficiency.
- When transporting heavy objects, the vehicle handling performance may change due to the shift in the center of gravity.
- Always distribute the load evenly and as low in the vehicle as possible.
- Secure heavy objects in the luggage compartment as far in front of the rear axle as possible.
- Loose objects in the luggage compartment can slide around suddenly and alter the vehicle handling.
- Always adapt your speed and driving style to the current visual, weather, road, and traffic conditions.
- Accelerate with extra care and caution.
- Avoid sudden braking and driving maneuvers.
- Apply the brakes earlier than usual.

NOTICE

Abrasive objects on the rear windows can cause damage, for example to the heating elements for the rear window defroster.

Luggage compartment cover

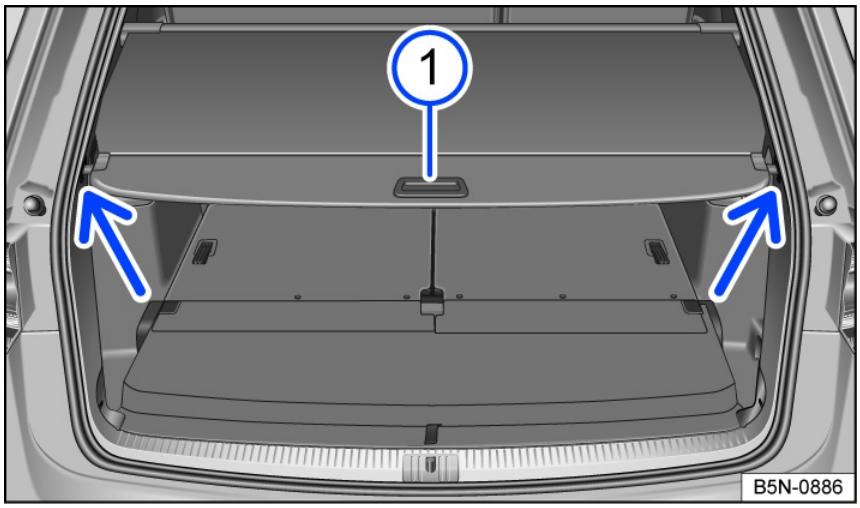


Fig. 155 In the luggage compartment: opening the luggage compartment cover.

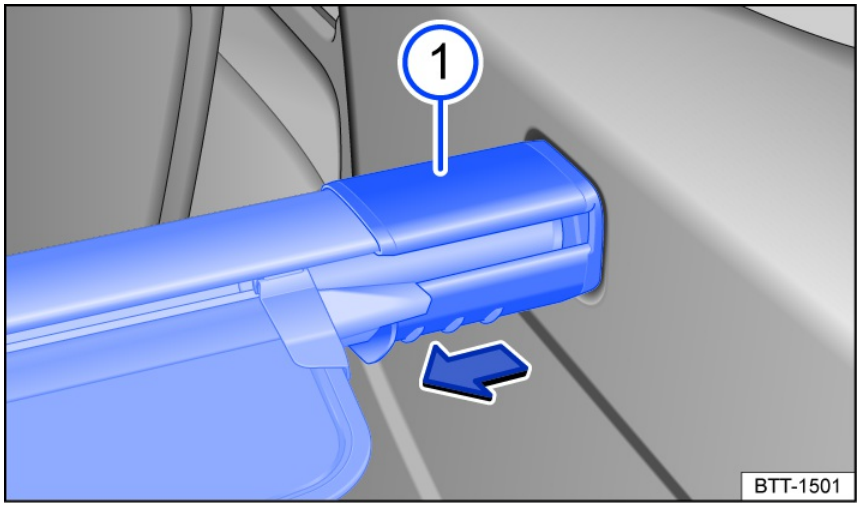


Fig. 156 In the luggage compartment: removing the luggage compartment cover.

Opening the luggage compartment cover

Depending on vehicle equipment, there may be a luggage compartment cover located behind the second row of seats.

- Pull the luggage compartment cover out by the handle *fig. 155* (1) and pull it upward out of the side retainers (arrows).
- Guide the luggage compartment cover forward by hand. The luggage compartment cover will roll up by itself ⇒ (!).

Closing the luggage compartment cover

- Pull the luggage compartment cover back by the handle *fig. 155* (1) and attach it to the anchorage (arrow).

Removing the luggage compartment cover

- Open the luggage compartment cover if necessary.
- Press the retainer on the luggage compartment cover *fig. 156* (1) in the direction of the arrow and hold it in place.
- Remove the luggage compartment cover upward and release the retainer *fig. 156* (1).

Depending on vehicle equipment, it may be possible to store the removed luggage compartment cover under the luggage compartment floor.

Installing the luggage compartment cover

- Insert one side of the luggage compartment cover into the mount on the side trim panel.
- Press on the retainer on the other side of the luggage compartment cover and hold it in place.
- Guide the retainer *fig. 156* (1) into the mount on the side trim panel.
- Release the retainer on the luggage compartment cover.
- Check if the luggage compartment cover has engaged securely.

⚠ WARNING

Unsecured or incorrectly secured objects or animals on the luggage compartment cover can damage the luggage compartment cover and cause serious injuries in the event of sudden driving and braking maneuvers and accidents.

- Never transport objects on the luggage compartment cover.

- Never allow animals to ride on the luggage compartment cover.

⚠ WARNING

The luggage compartment cover can cause serious injuries during braking maneuvers or an accident if the cover is installed in front of a rear seat.

- Never install the luggage compartment cover in front of the third row of seats if anyone is sitting in the third row seats.

⚠ WARNING

Driving with the caps not inserted in the mounts for the luggage compartment cover can cause serious injuries in the case of sudden driving and braking maneuvers.

- For vehicles with seven seats: when the luggage compartment cover is removed, always fit the caps in the mounts.

NOTICE

If the luggage compartment cover is not held, it can spring forward unbraked. This may cause damage in the luggage compartment and to the luggage compartment cover.

- Always guide the luggage compartment cover forward carefully by hand.

Storing the luggage compartment cover

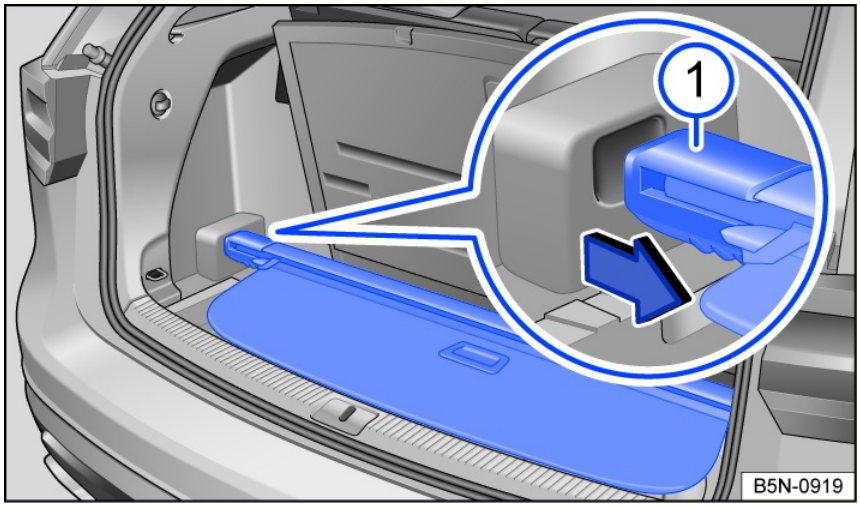


Fig. 157

Depending on vehicle equipment, it may be possible to store the removed luggage compartment cover under the luggage compartment floor.

- Fold the luggage compartment floor upwards.
- Fold back the luggage compartment floor.
- Insert the luggage compartment cover into the bracket designed for it *fig. 157*.

If the 12-volt vehicle battery is located in the luggage compartment, the removed trunk cover must not be stowed under the trunk floor panel ⇒ (!). When using tl third row of seats, store the luggage compartment cover securely at home if necessary.

⚠ WARNING

Sudden braking maneuvers or accidents could cause objects to be thrown through the vehicle interior and result in damage, serious injuries or death.

- Do not simply leave the luggage compartment cover loose in the luggage compartment.

NOTICE

Improperly stowing the luggage compartment cover could result in damage to the electrical system or the vehicle interior.

- Always ensure that the luggage compartment cover does not come into contact with the 12-volt vehicle battery in the luggage compartment when stowed.

Luggage compartment floor panel

Luggage compartment floor (7-seater)

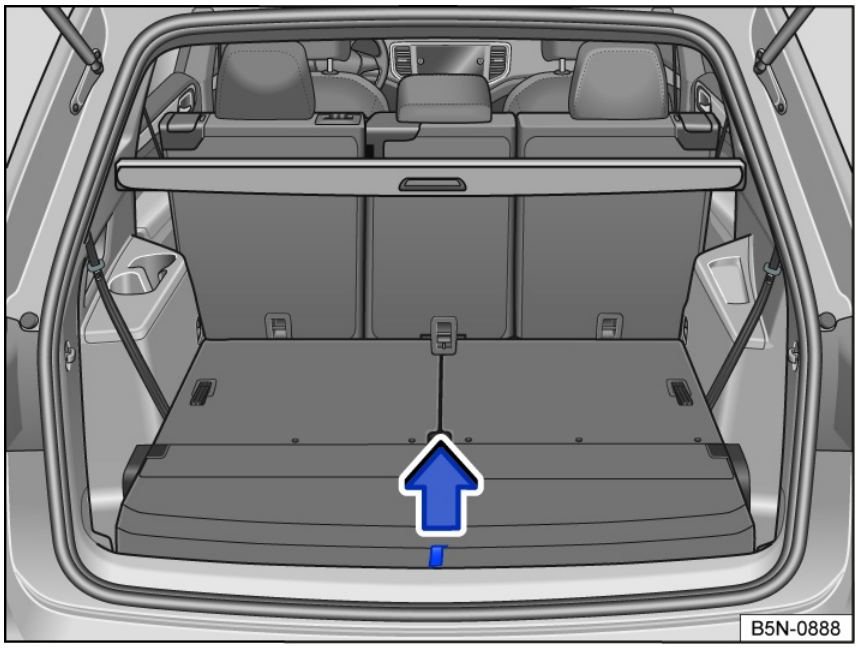


Fig. 158 In the luggage compartment: Lifting up the luggage compartment floor.

Opening the luggage compartment floor

- Pull the luggage compartment floor upwards by the loop *fig. 158* in the direction of the arrow and remove it.

Closing the luggage compartment floor

- Insert the luggage compartment floor into the bracket and carefully move it downwards ⇒ ⓘ.
- Press the luggage compartment floor downwards by the load sill until the luggage compartment floor engages.

The luggage compartment floor can also be installed with the recess downwards to increase the available storage space.

ⓘ NOTICE

Improper use may damage the luggage compartment floor or the luggage compartment trim.

- When closing the luggage compartment floor, always carefully guide it downwards, 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.

Variable luggage compartment floor (5-seater)

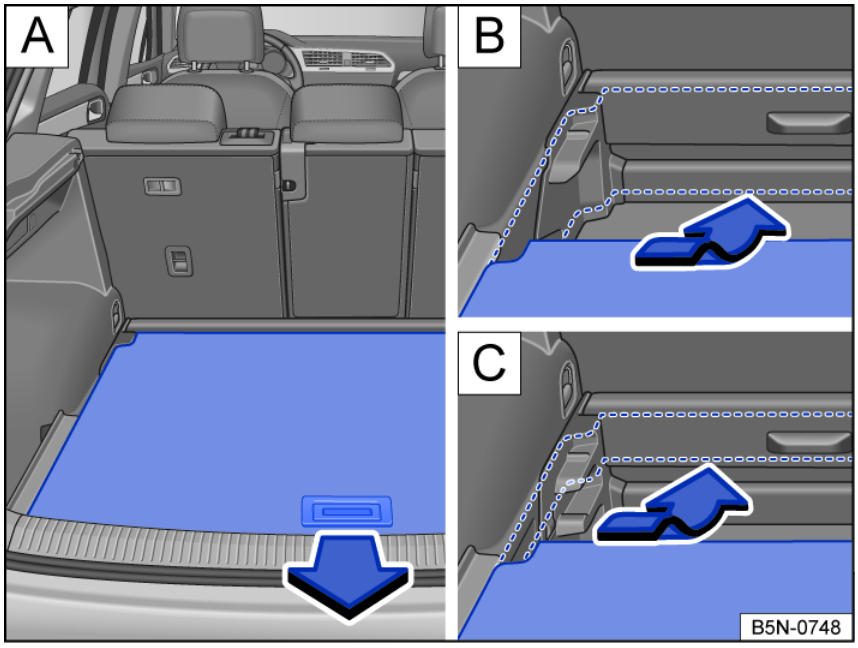


Fig. 159 In the luggage compartment: Adjusting the height of the luggage compartment floor.

Opening the luggage compartment floor

- Grip the handle recess and pull the luggage compartment floor out of the vehicle.

Adjusting the height of the luggage compartment floor

Depending on vehicle equipment, you can adjust the height of the luggage compartment floor.

- If necessary, remove the fixation belts or tensioning straps.
- Lift the luggage compartment floor and pull it backwards out of the guides on the sides of the luggage compartment *fig. 159* (A).
- Insert the luggage compartment floor into the guides at the desired height and push it forwards as far as it will go *fig. 159* (B), (C).

Removing the luggage compartment floor

- Pull the luggage compartment floor backward by the handle *fig. 159* out of the side guides.
- Carefully lift the luggage compartment floor out of the luggage compartment and store it in a clean, dry location.

NOTICE

When opening or closing the luggage compartment floor, do not pull it sharply or drop it. Otherwise, the trim panels or the luggage compartment floor panel could be damaged.

- Always carefully lift up the luggage compartment floor and guide it backwards.

Depending on vehicle equipment, compartments for storing small objects may be provided below the luggage compartment floor.

Volkswagen recommends tying down objects to the tie-downs using fixation belts or tensioning straps.

Net partition

Installing and removing a net partition

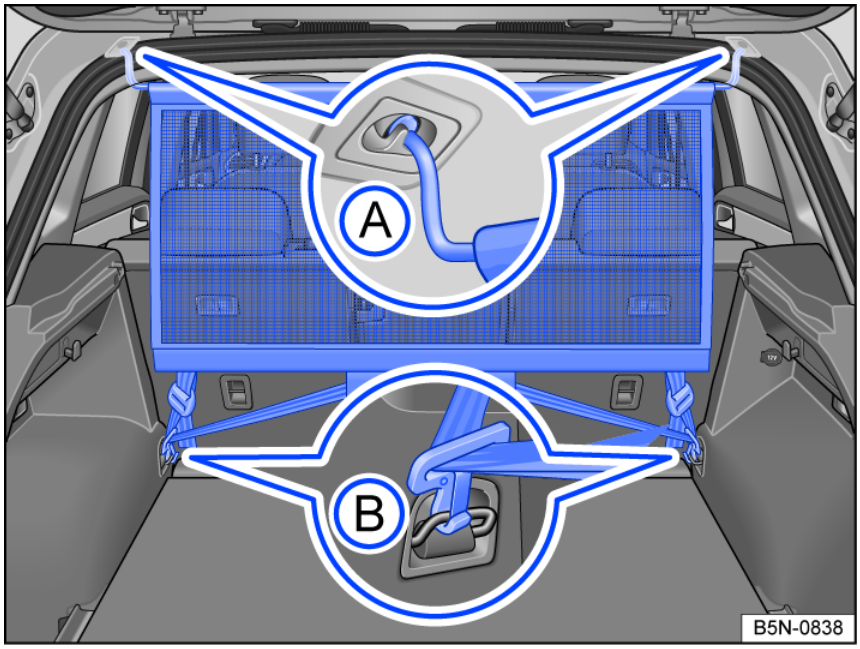


Fig. 160 In the luggage compartment: Install the net partition behind the rear bench seat.

The net partition can help prevent objects from being thrown out of the luggage compartment into the passenger compartment during a braking maneuver, for example.

Installing the net partition

The net partition can be installed behind the rear bench seat or, depending on the equipment with a second seat row folded forward, behind the front seats.

- Remove the luggage compartment cover if necessary ⇒ *Luggage compartment cover*.
- Fold out the net partition ⇒ *Net partition*.
- Attach the net partition to one of the two mounts in the roof *fig. 160* (A). Make sure that the crossbar is pulled down over the top position.
- Attach the net partition to the opposite mount in the roof by pressing together the crossbar *fig. 160* (A).
- Attach both retaining hooks of the net partition to the tie-downs in the luggage compartment and tighten the fastening straps *fig. 160* (B).

Removing the net partition

- Remove the luggage compartment cover if necessary ⇒ *Luggage compartment cover*.
- Loosen the net partition fastening straps.

- Unhook the net partition retaining hooks from the tie-downs *fig. 160* (B).
- Unhook the net partition from a mount in the roof by pressing together the crossbar.
- Unhook the net partition from the other mount in the roof.
- Fold the net partition ⇒ *Net partition*.
- Install the luggage compartment cover if necessary ⇒ *Luggage compartment cover*.

⚠ WARNING

In the case of sudden braking maneuvers or an accident, this could result in objects being thrown through the vehicle interior and causing serious or fatal injuries.

- Check that the crossbars are engaged correctly.
- Secure objects even if the net partition is correctly installed.
- When the vehicle is moving, no one must be located behind the installed net partition.

NOTICE

Securing the net partition to unintended points can cause damage.

Folding the net partition out or in

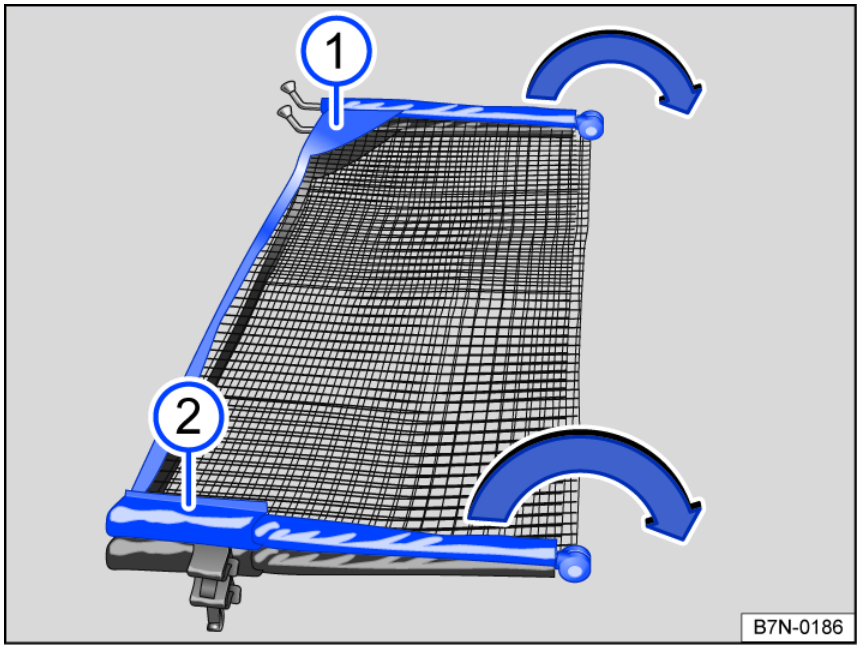


Fig. 161 Folding out the net partition.

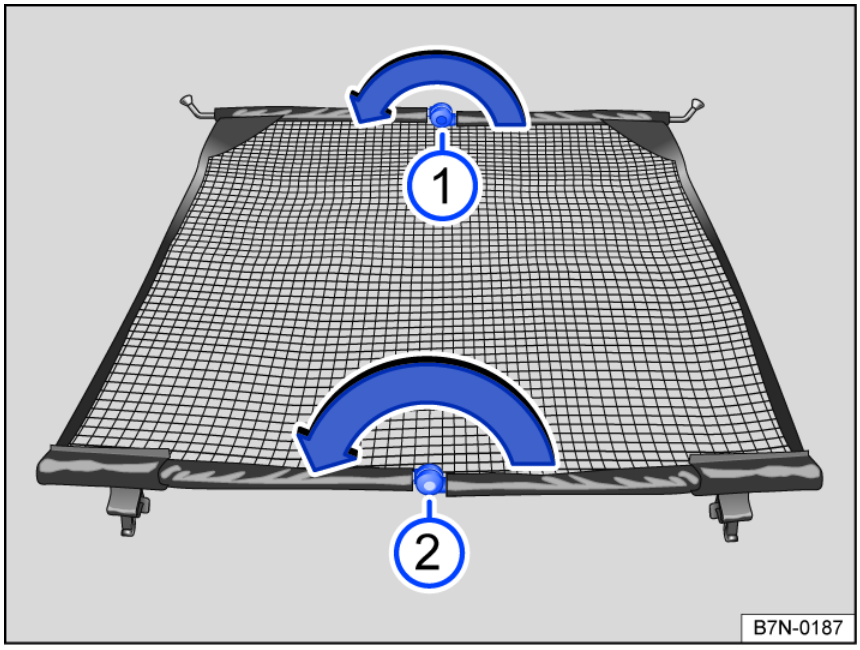


Fig. 162 Folding in the net partition.

Before being fitted in the vehicle, the net partition must be folded out.

Folding out the net partition

Remove the net partition from the storage bag and roll it out.

Fold out the net partition crossbars *fig. 161* (1) and (2) in the direction of the arrows until you hear a “click”.

Folding in the net partition

- Press the release button and, with the release button held down, fold in the crossbar in the direction of the arrow *fig. 162* (1).
- Repeat the process with the other release button *fig. 162* (2).
- Roll up the net partition and stow it in the storage bag.
- Stow the bag securely in the vehicle.

Luggage compartment equipment

Tie-downs

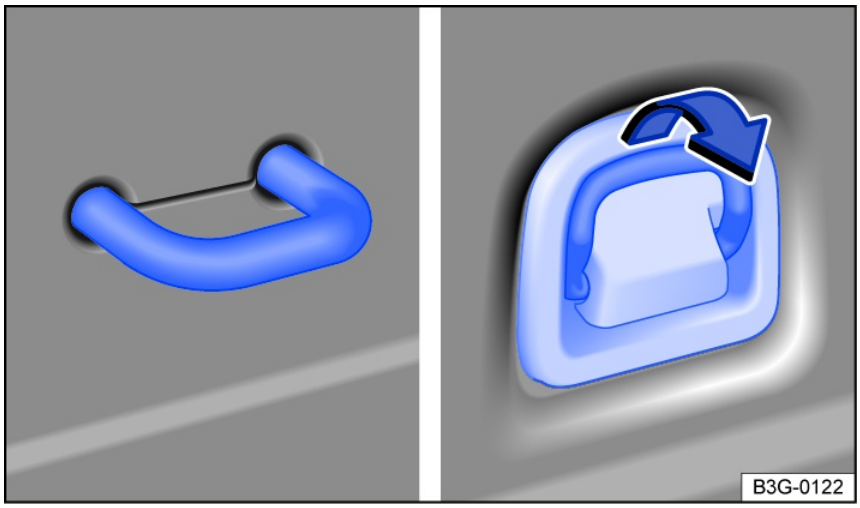


Fig. 163 In the luggage compartment: fixed and folding tie-downs.

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. 163*.

⚠ 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.

- Only use suitable and undamaged tie-downs and 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.
- Make sure that the upper edge of the cargo is above the tie-downs, especially on flat objects.
- Depending on the vehicle equipment, follow any signs about storing cargo in the luggage compartment.
- Never secure a child restraint to the tie-downs.

⚠ WARNING

Elastic tensioning straps must be stretched for securing to the tie-downs. The hooks attached to them can cause serious injuries.

- When securing elastic tensioning straps always protect your eyes and face from injury.
- When securing, always hold elastic tensioning straps securely so that they cannot slip off and rebound.
- Always secure elastic tensioning straps to the tie-downs in the front part of the luggage compartment first, then pull them to the load sill and secure them to the tie-downs there. If the tensioning straps slip they will spring away from your body.

Suitable straps and cargo securing systems can be provided by qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Shopping bag hooks

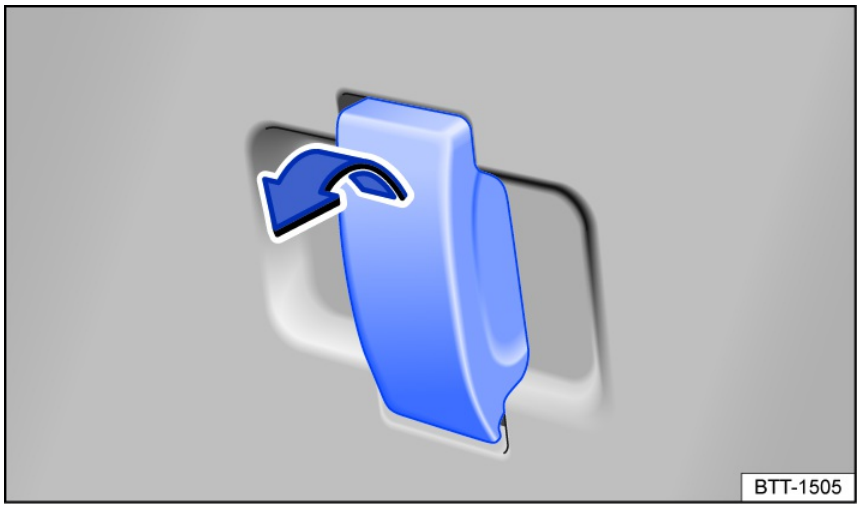


Fig. 164 In the luggage compartment: fold-out shopping bag hooks.

You may have shopping bag hooks in your luggage compartment for hanging light shopping bags.

⚠ WARNING

Never use the shopping bag hooks to tie down pieces of luggage or objects. The shopping bag hooks could break during sudden braking maneuvers or in the event of an accident.

NOTICE

Each shopping bag hook can hold a maximum of 5 lbs (2.5 kg).

Load-through hatch

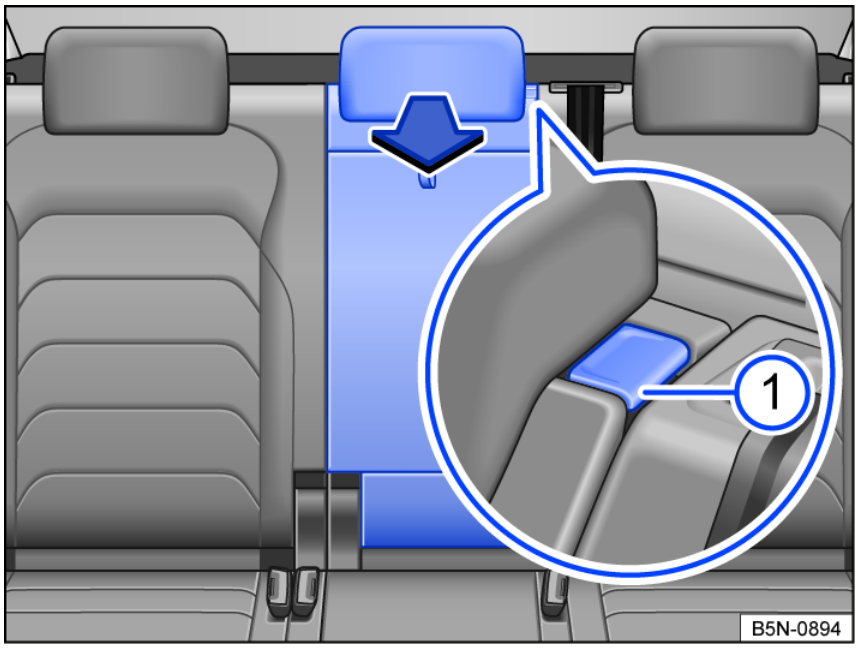


Fig. 165 In the rear seat backrest: Open load-through hatch.

Depending on the vehicle equipment, there may be a load-through hatch in the center armrest in the rear seat backrest for transporting long objects, such as skis, inside the vehicle.

- Press the release button *fig. 165* (1) and fold the luggage compartment pass-through forwards ⇒ ⚠.
- Open the trunk lid.
- Insert long objects from the luggage compartment side and slide them forward through the load-through hatch.
- Secure objects with the safety belt.
- Close the trunk lid.
- Fold the luggage compartment pass-through backwards and press it firmly into the catch until it securely engages ⇒ ⚠. The red marking on the release button *fig. 165* (1) must not be visible.

WARNING

Folding and unfolding the load-through hatch in an uncontrolled or careless manner may cause severe injury.

- Never fold the load-through hatch down or up while driving.
- Take care when folding the load-through hatch up, that the seat belt does not become trapped or damaged.
- Keep hands, fingers, feet and other body parts away from the load-through hatch when folding up and down.
- If the load-through hatch is folded down or not properly engaged, no passengers, especially children, are to be transported in this seat.

Removable luggage compartment light

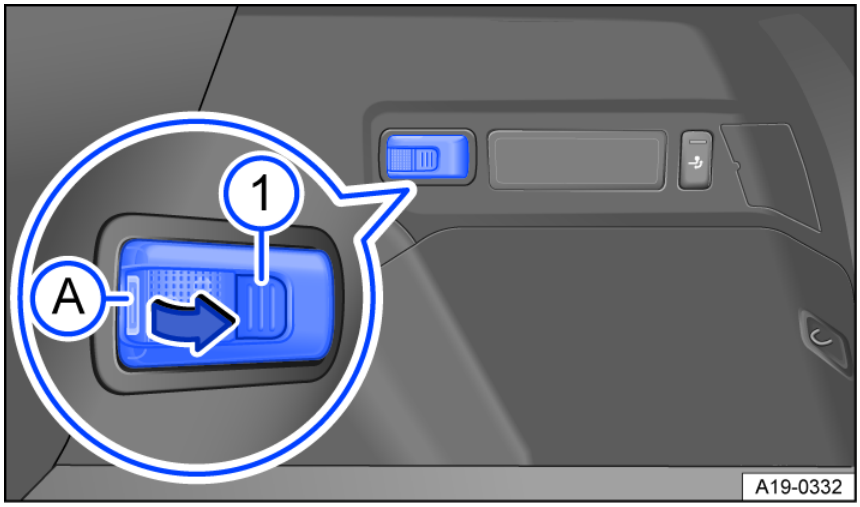


Fig. 166 In the luggage compartment (right-side): Removable luggage compartment light.

Depending on the vehicle equipment, there is a removable light in a bracket in the luggage compartment *fig. 166*.

When fitted, the removable luggage compartment light acts as a luggage compartment light.

Removing the removable luggage compartment light from the bracket

- Take hold of the removable luggage compartment light in the *fig. 166* (A) area.
- Pull the removable luggage compartment light out of the bracket in the direction of the arrow.

Using the removable luggage compartment light

The removable luggage compartment light is equipped with magnets. After it is removed from the bracket, the light can be attached to surfaces such as the vehicle body → (!).

Depending on the design, the brightness can be set to two levels:

- Press the *fig. 166* (1) button to switch on the light. The light will switch on at full brightness.
- Depending on the design, press the *fig. 166* (1) button again to set the brightness to 50%.
- Press the *fig. 166* (1) button again to switch off the removable luggage compartment light.

Stowing the removable luggage compartment light in the luggage compartment

Switch off the removable luggage compartment light and push it into the bracket in the opposite direction to the arrow *fig. 166*.

Replacing the batteries

The batteries of the light are recharged when the removable luggage compartment light is fitted in the bracket and the engine is running.

If you notice that the removable luggage compartment light is no longer providing the desired level of brightness, the batteries should be replaced.

- Remove the removable luggage compartment light from the bracket.
- Remove the battery cover with a thin object below the *fig. 166* (A) area.
- Replace the batteries with batteries of the same voltage, size and specifications, ensuring that you follow the installation position for the batteries.
- Push the battery cover onto the removable luggage compartment light until the cover audibly engages.

NOTICE

To prevent damage, securely stow the removable luggage compartment light in the bracket in the luggage compartment before beginning driving.

NOTICE

Using conventional batteries or unsuitable batteries could result in damage to the removable luggage compartment light and the vehicle electronics.

- Only use batteries with the same specifications as the original batteries.

Roof rack

Introduction

Depending on the model, the vehicle may be designed to have a roof rack system installed.

Bulky objects can be transported on the vehicle roof using the roof rack system.

If you are not sure if your vehicle is designed to have a roof rack system installed, check with a qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Only use roof rack systems that Volkswagen has approved for use with your vehicle.

Do *not* use or retrofit a roof rack system if this is *not* approved for your vehicle.

WARNING

When transporting heavy or large objects on the roof rack, your vehicle's driving characteristics could change because of the different center of gravity or increased wind resistance.

- Always secure cargo correctly with suitable and undamaged cords or tensioning straps.
- Large, heavy, long, or flat objects can have a negative effect on the vehicle's aerodynamics, center of gravity, and handling.
- Avoid abrupt and sudden driving and braking maneuvers.
- Always adapt your speed and driving style to the current visual, weather, road, and traffic conditions.

WARNING

If a roof rack that is *not* approved for the vehicle is installed or a roof rack is installed on a vehicle that is *not* designed for using a roof rack, accidents and serious injuries can occur.

- Only use roof rack systems that are approved by Volkswagen for your vehicle.
- Never install a roof rack on a vehicle that is not approved for using a roof rack.
- If a roof rack is not approved but is installed anyway, the rack could come loose while driving and fall off the roof.

NOTICE

Installing any type of roof rack on a vehicle where this is *not* approved can cause serious vehicle damage.

Securing a roof rack system

Please read the introductory information and heed the Warnings and Notice ⇒ and *Introduction*.
For safety reasons, special roof carrier systems are needed to transport luggage, bicycles, surfboards, skis, and boats safely →. An authorized Volkswagen dealer can provide you with suitable accessories.

Securing the roof rack bars and base

Mount the bars on the roof rails according to the installation instructions that are provided.

After mounting the bars, the rack base can be secured on the bars.

WARNING

Securing the bars and base incorrectly or using them incorrectly can cause the entire roof rack system to come loose from the vehicle roof, which can cause accidents and injuries.

- Only use the roof rack bars and base if they are undamaged and secured correctly.
- Always mount the roof rack bars and base correctly. Follow the manufacturer's installation instructions that are provided with the roof rack.
- Secure the bars only at the locations intended for this.
- Always mount special roof rack systems for bicycles, skis, surfboards, etc. correctly. Follow the manufacturer's installation instructions that are provided with the roof rack.
- Check the fasteners on the roof rack system before you start driving and again after driving 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 bars or base.

Loading a roof rack system

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

Maximum permissible roof weight

The maximum permissible roof load is **75 kg (165 lbs)**.

The roof load consists of the weight of the roof rack system and the items carried on the roof rack → ⚠.

Check the weight of the roof rack system 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 weight. 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

Accidents and serious injuries can result if the maximum permissible roof weight is exceeded.

- Never exceed the specified roof load, the Gross Axle Weight Rating, and the Gross Vehicle Weight Rating.
- Do not exceed the load limit of the roof rack system, even if the roof load is below the limit.

⚠ WARNING

Items that are secured loosely or incorrectly could fall off the roof rack system and cause accidents and injuries.

- Only use suitable and undamaged tie-downs and straps.

ⓘ NOTICE

Make sure the trunk lid does not run into the roof load when opening the lid.

Usage instructions

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

Remove the roof rack system in the following scenarios

- If the roof rack system 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 system is installed and when there is cargo secured on it. Compare the height of the vehicle with height clearances, for example for underpasses and garage doors.
- The roof antenna, the power sunroof, and the trunk lid must not be impaired by the roof rack system and the cargo.

A fitted roof rack increases air resistance and therefore may reduce the vehicle's range.

Trailer towing

Introduction

If equipped correctly, the vehicle can be used to tow a trailer. The increased weight from towing affects vehicle wear, fuel consumption, and vehicle performance and may shorten the service intervals.

Driving a trailer not only increases the vehicle load, but requires more concentration from the driver.

Vehicles with a start/stop system

Before trailer towing using towing brackets which have not been retrofitted by Volkswagen, the start/stop system must be manually deactivated and remain deactivated during the entire trailer towing process ⇒ *Start-stop system*.

⚠ DANGER

Transporting persons in a trailer can cause life-threatening injuries and may be against the law.

⚠ WARNING

Using the trailer hitch incorrectly can result in loss of control of the vehicle, accidents, and serious injuries.

- Only use the trailer hitch if it is undamaged and secured correctly.
- Do not modify or repair the trailer hitch.
- To reduce the risk or injury during a rear collision and to pedestrians and bicyclers near parked vehicles, always pivot in or remove the ball hitch when you are not towing a trailer.
- Never install “weight distributing” or “load equalizing” trailer hitches. The vehicle was not designed for these types of trailer hitches. The trailer hitch could malfunction and the trailer could disconnect from the vehicle.

⚠ WARNING

Driving with a trailer and transporting heavy or large objects can change the vehicle handling performance, increase the braking distance, and cause accidents.

- Always secure cargo correctly with suitable and undamaged cords or tensioning straps.
- Always adapt your speed and driving style to the current visual, weather, road, and traffic conditions. Reduce the vehicle speed, especially when driving downhill.
- Trailers with a high center of gravity may tip sooner than trailers with a low center of gravity.
- 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.
- Be very careful when passing. Reduce vehicle speed as soon as you detect the slightest swaying movement in the trailer.
- Do not drive faster than 50 mph (80 km/h), or 60 mph (100 km/h) if absolutely necessary, when towing a trailer. 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.
- Never try to “straighten out” a swaying trailer by accelerating.
- Never install a “weight distributor” or “load equalizer” as a trailer hitch.

⚠ WARNING

When towing with towing brackets which have not been retrofitted by Volkswagen the start/stop system must always be manually deactivated. Otherwise this can lead to a failure in the brake system and can cause accidents and severe injury.

Interrupting the connection to a trailer which is linked to the anti-theft alarm system could trigger this alarm ⇒ *Anti-theft alarm system*

Do not tow a trailer during the first 1000 km (600 m) driven with a new engine ⇒ *Breaking in the engine*.

Some retrofitted trailer hitches cover the mount for the towing eye. If this is the case, it will not be possible to use the towing eye to tow other vehicles. Because of this, you should always keep the hitch ball from a retrofitted trailer hitch inside the vehicle when it is removed.

Technical requirements

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

Only use trailer hitches that have been approved for the total weight of the trailer that you wish to tow. The trailer hitch must be designed for your vehicle and the trailer and firmly attached to the chassis of the vehicle. Only use trailer hitches with removable ball couplings. Always follow the manufacturer instructions for the trailer hitch. Never install “weight-distributing” or “load-distributing” trailer hitches, as your vehicle has not been designed for such trailer hitches ⇒ ⚠.

Never use trailer hitches that are attached to the bumper.

Never attach trailer hitches to the bumper or to bumper attachments. The trailer hitches must not interfere with the function of the shock-absorbing bumper. Do not make any modifications to the exhaust system or brake system. Regularly check all trailer hitch mounting points. Always remove any removable parts of the trailer hitch if you are not towing a trailer.

Engine cooling system

Driving with a trailer results in a higher load on the engine and the engine cooling system The engine cooling system must contain enough coolant and be designed for the additional load that results from towing a trailer.

Trailer brakes

If the trailer has its own brake system, follow the legal regulations.

Exterior mirrors

If the area behind the trailer cannot be seen from the towing vehicle using the standard exterior mirrors, it may be necessary to install additional exterior mirrors, depending on the local regulations. The exterior mirrors must be adjusted before driving to provide enough visibility of the area behind the vehicle.

Safety chains

Always use safety chains between your vehicle and the trailer ⇒ *Trailer towing information*.

Retrofitting a trailer hitch

Only use a trailer hitch that is approved by Volkswagen. Always check and follow the specifications from the trailer hitch manufacturer.

Trailer taillights

The trailer taillights must function correctly and conform to legal regulations. Make sure the maximum power draw of the trailer taillights is not exceeded.

Trailer mode in hot and cold countries

In some countries, trailer mode is not permissible for all engine-transmission combinations due to climatic conditions. If you want to retrofit a trailer hitch, first contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility to ask if the vehicle is suitable for it.

⚠ WARNING

A trailer hitch that is installed incorrectly or that is not suitable for the vehicle can lead to the trailer separating from the vehicle that is towing it. This can cause accidents and fatal injuries.

- Never mount a trailer hitch on the bumper or its mounts. The trailer hitch must not interfere with the function of the bumper.
- Do not make any modifications to the exhaust system and the brake system.

NOTICE

- If the power consumption of the trailer is higher than permitted, the vehicle electrical system could be damaged.
- Never connect the electrical system on a trailer directly with the electrical connectors for the taillights or other power sources. Only use suitable connectors to supply power to the trailer.

Due to the higher load on the vehicle when towing a trailer frequently, Volkswagen recommends performing vehicle maintenance between the inspection intervals.

Hitch ball holder

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

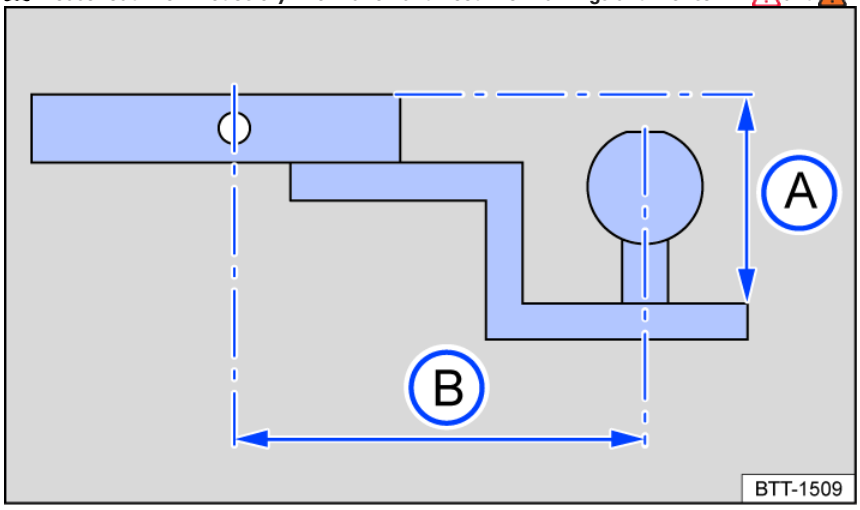


Fig. 167 Dimensions of the hitch ball holder and mount.

In order to tow a trailer, the necessary wiring, as well as a socket and the corresponding trailer hitch, must be installed. As the towing of a trailer puts a considerable load on the towing vehicle, the connections of the trailer to the towing vehicle as well as the correct dimensions of the mount and the hitch ball holder are extremely important to ensure that the towing vehicle is able to bear the applied loads.

The mount requires that the hitch ball holder and ball head have a special shape and size. This also concerns the drop height of the ball head *fig. 167* (A), as w as the distance of the locking pin to the ball head *fig. 167* (B).

These dimensions determine the distribution of the load on the mount and the connections to the vehicle while towing. Always make sure when purchasing a hitch ball holder and a ball head that they fulfill these requirements.

Dimensions of the hitch ball holder

- The drop height *fig. 167* (A) from the upper edge of the ball head to the upper edge of the neck may be minimum 25.4 mm (1 inch) and maximum 73 mm (2 7/8 inches).

  The distance of the locking pin to the ball head *fig. 167* (B) from the center of the ball head to the center of the pin eye may not exceed 178 mm (7 inches).

  The diameter of the ball head may not exceed 51 mm (2 inches).

Ball heads and holders that do not comply with these specifications can damage your vehicle or cause it to breakdown completely. ⇒ ⚠

⚠ WARNING

An incorrectly assembled or inappropriate trailer hitch can cause the trailer from releasing from the towing vehicle while driving, causing serious accidents and injuries.

- Only permit an authorized Volkswagen dealer or authorized Volkswagen Service Facility to perform work on the trailer hitch to retrofit a trailer hitch.

⚠ CAUTION

Always remove the hitch ball holder when it is not necessary to reduce the risk of injuries in the case of a rear-end collision.

NOTICE

- Your vehicle was not designed to tow trailers that require ball heads larger than what is specified. Never use ball heads with a diameter that exceeds 50.8 mm (2 inches).
- Never use an adapter to be able to use a larger ball head.
- If required you can use an adapter that permits mounting a bicycle carrier or similar device. Always observe the weight specifications. Their use may not cover the tail lights.

Trailer towing information

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

Safety chains

Always make sure that the safety chains are correctly secured on the vehicle. Safety chains require sufficient clearance so they are not tensioned when turning. Safety chains may not touch the ground after they have been secured.

⚠ WARNING

Improperly or incorrectly connected electrical wires can electrify the trailer and lead to malfunctions in the entire vehicle electrical system as well as accidents and serious injuries.

- Have all work on the electrical system performed only by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Never connect the electrical system on a trailer with the electrical connectors for the taillights or other power sources on the towing vehicle.

NOTICE

A trailer that is resting on a supporting wheel or on the trailer support should not remain hitched to the vehicle. The vehicle could raise or lower if the load changes or a tire is damaged. This would put great stress on the trailer hitch and the trailer, which could lead to damage to the vehicle and trailer.

If there are malfunctions in the vehicle or trailer electrical system or in the anti-theft alarm system, have the vehicle inspected by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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.

Loading a trailer

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

Trailer load and tongue weight

The trailer load is the weight that the vehicle can tow.

The tongue weight is the load that presses down vertically from above onto the hitch ball of the trailer hitch.

The trailer load and tongue weight specifications 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 legal vehicle documents always take precedence.

In the interest of driving safety, Volkswagen recommends always using the full maximum permissible tongue weight. Tongue weight that is too low affects the trailer handling.

The tongue weight increases the weight on the rear axle and reduces the possible load in the vehicle.

Maximum permissible trailer tongue weight rating

The *maximum* permissible **drawbar load** on the drawbar attached on the ball mount, may not exceed **100 kg (220 lbs)**.

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.

Loading a trailer

The load should be balanced. Use the maximum permissible tongue weight and do not load the trailer unevenly by putting more weight at either the front or the bac

- Distribute the load on the trailer so that heavy objects are as close to the axle as possible.
- Secure the load on the trailer correctly.

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

If the Gross Axle Weight Rating, tongue weight, Gross Vehicle Weight Rating, or towing weight of the vehicle and the trailer are exceeded, accidents and serious injuries can result.

- Never exceed the specified values.
- Never exceed the Gross Axle Weight Rating on the front or rear axle. Never exceed the Gross Vehicle Weight Rating for the front and rear weight of the vehicle.

⚠ WARNING

Sliding loads can considerably impair driving stability and trailer safety and increase the risk of accidents and serious injuries.

- Always load trailers correctly.
- Always secure cargo with suitable and undamaged cords or tensioning straps.

Driving with a trailer

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

Headlight adjustment

When a trailer is attached, the front part of the vehicle may be lifted, and the dipped beam headlights may dazzle other road users. Lower the beam correspondingl using the headlight range control. Vehicles with dynamic headlight range control adjust automatically and do not need to be manually adjusted.

Characteristics when driving with a trailer

- When driving with a trailer with an **overrun brake** *first brake gently* then rapidly. This avoids braking jolts due to the trailer wheels locking.
- The braking distance increases due to the gross combination weight (of the trailer and vehicle).
- Use the engine as an additional brake on slopes. Otherwise the brake system may overheat and possibly fail.
  - 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:

- Press and hold the brake pedal.
- Press the (P) button once to switch off the electronic parking brake ⇒ *Electronic parking brake*.
- Engage 1st gear or the selector lever position **D**.
- Pull and hold the (P) button to hold the vehicle and trailer with the electronic parking brake.
- Release the brake pedal.
- Start driving slowly.
- Only release the (P) 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.

- Driving with a trailer and transporting heavy or large objects can change the vehicle handling performance and increase the braking distance.
- Always drive carefully and try to anticipate what may be ahead. Brake earlier than usual.
- Always adapt your speed and driving style to the current visual, weather, road, and traffic conditions. Reduce the vehicle speed, especially when driving downhill.
- Accelerate with extra care and caution. Avoid abrupt and sudden driving and braking maneuvers.
- Be very careful when passing. Reduce vehicle speed as soon as you detect the slightest swaying movement in the trailer.
- Never try to “straighten out” a swaying vehicle and trailer by accelerating.
- Adhere to the applicable maximum speed limit, which may be lower for vehicles towing a trailer than it is for vehicles that are not towing a trailer.

Retrofitting a trailer hitch

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ and ⚠ *Introduction*.
Volkswagen recommends having a trailer hitch retrofitted by a qualified professional ⇒ ⚠. For example, modifications to the cooling system or installation of heat shields may be necessary. 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 electrical system as well as accidents and serious injuries.

- Never connect the electrical system on a trailer directly with the electrical connectors for the taillights or other unsuitable power sources. Only use suitable connectors to connect the trailer.
- If retrofitting the vehicle with a trailer hitch, have the work performed by a qualified facility.

⚠ WARNING

A trailer hitch that is installed incorrectly or that is not suitable for the vehicle can lead to the trailer separating from the vehicle that is towing it. This can cause accidents and fatal injuries.

Only use trailer hitches that Volkswagen has approved for your vehicle type.

Fuel and emissions control system

Safety precautions for handling fuel

⚠ WARNING

Handling fuel incorrectly can cause explosions, fires, severe burns, and other injuries.

- Before refueling, shut down the engine and switch off the ignition and the mobile phone, as well as other radio equipment.
- To reduce the risk of discharging static electricity, do not enter the vehicle while refueling.
- Make sure that the fuel tank cap is sealed correctly and no fuel is leaking out.
- Note the applicable safety precautions and local regulations for handling fuel.

⚠ WARNING

Refueling incorrectly can cause fires, serious injuries, and vehicle damage.

- Only use fuel that is approved for your vehicle.
- Do not use any fuels containing metal and only use service additives approved by Volkswagen in the respective proportion.
- Immediately remove any fuel that has spilled on vehicle components.

⚠ CAUTION

Fuel may leak out of reserve canisters. This can cause fires and injuries.

- Do transport any reserve canisters in the vehicle.

Fuels can contaminate the environment. Collect any leaking operating fluids and dispose of them according to legal regulations.

The fuel filler flap does not have an emergency release. If necessary, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

Fuel types and refueling

Introduction

The fuel filler flap is located on the right rear side of the vehicle.

Designation of fuels and fuel standards

Refer to ⇒ ⚠ and ⚠ *Safety precautions for handling fuel*.



Fig. 168 On the inside of the fuel filler flap: fuel label (general example)

Fuel label

The type of fuel to use depends on the vehicle engine. When your vehicle leaves the factory there is a fuel information sticker inside the tank flap with notes about the minimum required fuel type for your vehicle *fig. 168*.

The name and limits specify which fuels are suitable for the vehicle. This is a minimum requirement. The vehicle must not be refueled with other fuels ⇒ ⓘ.

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 an authorized Volkswagen dealer or authorized Volkswagen Service Facility for information about which fuels are suitable for the vehicle.

Gasoline

Gasoline and methanol mixture

- AKI 87 or higher
- Maximum 3% methanol
- Maximum 2% solvent

Gasoline and ethanol mixture

- AKI 87 or higher
- Maximum 15% ethanol

Gasoline and MTBE mixture

- AKI 87 or higher
- Maximum 15% MTBE

(!) NOTICE

Refueling with non-standard and non-approved fuels can cause reduced performance and considerable damage to the engine and the fuel system.

- Before refueling, check if the fuel specification at the fuel pump meets the vehicle specifications.
- Only refuel using fuels that conform to the specified standards and name to reduce the risk of damage to the fuel system and engine malfunctions.

Gasoline

Refer to ⇒ and *Safety precautions for handling fuel*.

Gasoline types

The gasoline types differ in terms of their AKI (Anti-Knock Index) – also listed as (R+M)/2 – or Research Octane Number (RON) specification. The gasoline with a higher AKI/RON than is required by the engine can be used with the vehicle. However, this will not improve fuel consumption or engine power.

The fuel label may include multiple types of gasoline, e.g. **91**/96 AKI. The highlighted gasoline types, 91 in this example, are the preferred gasoline types for the vehicle. Another fuel type that is listed can be used only if the preferred types are not available. If this is the case, the gasoline type with the higher AKI should be used, for example 96 instead of 91 AKI.

The most frequently purchased gasoline types in the USA and Canada have the following octane values, which are normally listed on the gasoline pump:

- Regular: 87 to 90 AKI ((R+M)/2)/91 RON
- Premium: 91 to 96 AKI ((R+M)/2)/95 RON

Volkswagen recommends the use of “TOP TIER Detergent Gasoline”. For more information regarding “TOP TIER Detergent Gasoline”, visit the official website at http://www.toptiergas.com.

(!) NOTICE

Using gasoline that does not meet the minimum octane number requirements may reduce engine performance, while the use of poor-quality gasoline or gasoline with an octane number below 87 could also result in engine damage.

Refueling

Refer to ⇒ and *Safety precautions for handling fuel*.



Fig. 169 Behind the fuel filler flap: fuel tank cap (general example)

Refueling procedure

1. Unlock the fuel filler flap with the vehicle key or the button in the driver door.
2. Open the fuel filler flap.
3. Unscrew the fuel tank cap and insert the pump nozzle into the opening provided in the fuel filler flap *fig. 169*.
4. Hold the fuel pump nozzle handle down to ensure optimum refueling.
5. The fuel tank is full once the fuel pump nozzle turns off for the first time ⇒ ⚠.
6. Screw the fuel tank cap onto the fuel filler neck.
7. Close the fuel filler flap.

⚠ WARNING

Fuel may spray out and overflow if the fuel tank is overfilled. This can cause explosions, fires, and serious injuries.

- Do not continue filling after the pump nozzle switches off for the first time.

NOTICE

Every six months, if possible, run the fuel tank empty until the indicator light comes on and refuel it. This is required to maintain the system functions and fuel quality necessary for gasoline-powered engines.

Fuels can contaminate the environment. Collect any leaking operating fluids and dispose of them according to legal regulations.

Exhaust system

Introduction

The exhaust-relevant components reduce exhaust emissions:

- Catalytic converter ⇒ *Catalytic converter*
- Particulate filter (depending on vehicle equipment) ⇒ *Particulate filter*

⚠ WARNING

Engine exhaust contains carbon monoxide, which can cause loss of consciousness and death.

- Do not allow the engine to run in confined spaces.
- Never start the engine in confined spaces.
- Do not leave your vehicle unattended while the engine is running.

⚠ WARNING

Exhaust system components will become very hot. This can cause fires.

- Park the vehicle in such a way so that no exhaust system components come into contact with flammable materials under the vehicle such as brush, leaves, dry grass, etc.

- Never use additional underbody protection or corrosion protection on exhaust pipes, catalytic converters, or heat shields.

Catalytic converter

Please read the introductory information and heed the Warnings and Notice ⇒ and *Safety precautions for handling fuel*.

To ensure that the exhaust system and the gasoline engine catalytic converter can function correctly for a long time:

- Only refuel with unleaded gasoline.
- Never drive until the fuel tank is completely empty ⇒ *Refueling*.
- Never add too much engine oil ⇒ *Checking the engine oil level and adding oil* .
- Do not tow-start the vehicle; use jump-start assistance instead ⇒ *Jump-starting*.

If there are engine misfires, loss of power, or poor engine operation while driving, reduce the speed immediately and have the vehicle inspected by an authorized Volkswagen dealer or authorized Volkswagen Service Facility ⇒ *Troubleshooting*. Otherwise, uncombusted fuel could be present in the exhaust system and then enter the atmosphere. The catalytic converter may also be damaged from overheating.

The exhaust may smell like sulfur when the emissions control system is running correctly.

Particulate filter

Please read the introductory information and heed the Warnings and Notice ⇒ and *Safety precautions for handling fuel*.

Function

The particulate filter (depends on how your vehicle is equipped) filters out soot from the exhaust gas.

Regeneration

With normal vehicle usage, the filter cleans itself. If the filter is unable to clean itself (e.g. if you only make short trips for an extended period of time), the filter can become blocked with soot. The particulate filter needs to be cleaned (regenerated).

Noises, light odors, and increased engine speeds may occur during the regeneration. The radiator fan may continue to run while driving and after turning off the engine.

To assist in particulate filter regeneration, Volkswagen recommends avoiding driving short distances too frequently.

The soot in the particulate filter is burned periodically at high temperatures. The yellow indicator light does not turn on during a periodic regeneration.

Troubleshooting

Please read the introductory information and heed the Warnings and Notice ⇒ and *Safety precautions for handling fuel*.

If the engine does not run smoothly and malfunctions

If the engine does not run smoothly or malfunctions while driving, it can indicate poor fuel quality.

- Reduce your speed immediately.
- Drive with a moderate engine speed and low engine load to the nearest authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- If these symptoms occur directly after refueling, stop the engine immediately to prevent subsequent damage.
- Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

Particulate filter clogged with soot

The yellow indicator light turns on.

The particulate filter is clogged with soot and a regeneration is necessary.

Prerequisite for the regeneration drive: The engine is at operating temperature.

For gasoline engines

- Drive at a speed of at least 50 mph (80 km/h).
- Take your foot completely off the accelerator pedal for a few seconds to let the vehicle roll with a gear engaged.
- Repeat this process (acceleration and letting the vehicle roll) until the indicator light goes out.
- This process results in an autonomous cleaning process for the particulate filter and can take some time. If the indicator light does **not** go out, immediately consult an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

Exhaust-related malfunction

The yellow indicator light turns **on**.

An exhaust-related component is malfunctioning, which could damage the vehicle.

- Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the engine and the exhaust system checked.

Misfire

The yellow indicator light **flashes**.

There is misfire which could damage the vehicle.

- Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the engine and the exhaust system checked.

WARNING

If you perform driving maneuvers that other road users cannot anticipate, you may cause an accident.

- Always adjust your speed and driving style to road, traffic, weather, and visibility conditions.
- Follow the road traffic laws and regulations that apply in the country you are driving in.

If the indicator lights are on or flashing, it is likely that there is an engine malfunction and that fuel consumption will increase.

Do it yourself

Vehicle tool kit

Introduction

When securing the vehicle in the event of a vehicle breakdown, follow the legal regulations applicable in the respective country.

WARNING

A vehicle tool kit, tire mobility set, spare tire, or compact spare tire that is loose or not secured correctly can be thrown around the vehicle interior during sudden driving or braking maneuvers or in a collision and cause serious injuries.

- Always make sure the vehicle tool kit, tire mobility set, and spare wheel or compact spare wheel are secured in the luggage compartment.

WARNING

An unsuitable or damaged vehicle tool kit can cause accidents and injuries.

- Never work with an unsuitable or damaged vehicle tool kit.

Placement

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

Depending on vehicle equipment, the vehicle tool kit may be located in various places in the luggage compartment.

- In a pocket in one of the storage compartments on the left or right side of the luggage compartment ⇒ *Luggage compartment equipment*.
- In a foam piece under the luggage compartment floor ⇒ *Luggage compartment floor panel*.

Depending on the model versions, the vehicle may contain a loose box with the vehicle tool kit in the luggage compartment. This supplemental vehicle tool kit is designed for a possible winter tire change and does not need to be carried in the vehicle at all times.

NOTICE

Do not let the luggage compartment floor fall into place when closing, always guide it down. Otherwise, the trim panels or the luggage compartment floor panel could be damaged.

If used, crank the vehicle jack back down so that it can be securely stowed in the vehicle.

Vehicle tool kit components

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

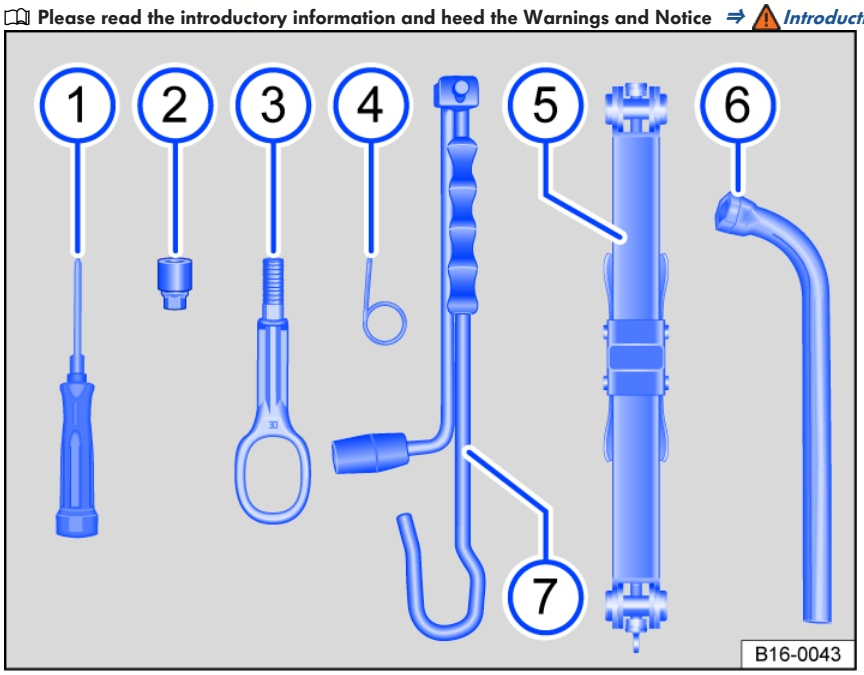


Fig. 170 Vehicle tool kit components (general example).

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:

(1) Screwdriver with hex socket in the handle for removing or installing loose wheel bolts. The screwdriver blade is reversible. The screwdriver may be located under the lug wrench.

(2) Adapter for the anti-theft wheel bolt. Volkswagen recommends always keeping the adapter for the wheel bolts in the vehicle with the vehicle tool kit. The **code number** for the wheel bolt lock is stamped on the front of the adapter. A replacement adapter can be ordered based on this number if the adapter is lost. Note the wheel bolt lock code number and keep it separate from the vehicle.

(3) Towing eye that can be screwed in.

(4) Extraction hook for removing the center wheel covers, wheel hub covers, or wheel bolt covers.

(5) Vehicle jack. Before putting the vehicle jack away, crank the vehicle jack claw all the way down.

(6) Lug wrench.

(7) Crank.

In some countries, there may also be a tire pressure gage in the vehicle.

Vehicle jack: maintenance

Generally, the vehicle jack does not need any maintenance. If necessary, apply universal lubricant to the vehicle jack.

Wiper blades

Service position

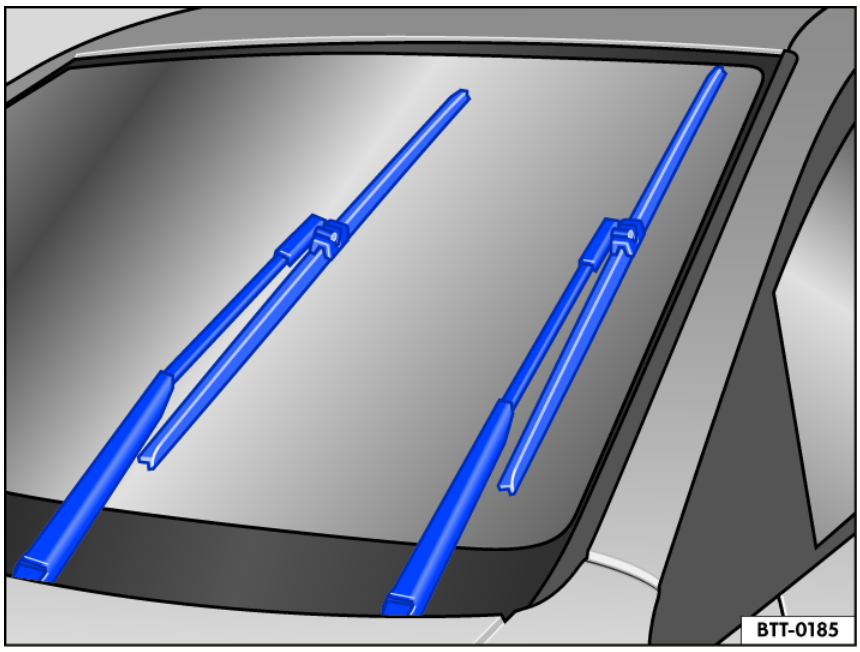


Fig. 171 Wipers in service position.

In the service position, the wiper arms can be lifted off of the windshield.

Activating the service position

- The hood must be closed ⇒ *Opening and closing the hood*.
- Switch the ignition off and on again.
- Press the windshield wiper lever briefly downward.

Lifting the windshield wiper arms

- Move the windshield wiper arms into the service position before lifting ⇒ (!).
- To lift a windshield wiper arm, hold it **only** in the area where it attaches to the wiper blade.

Place the wiper arms back onto the windshield before driving. When the ignition is switched on, press the windshield wiper lever briefly downward to bring the windshield wiper arms back into the original position.

(!) NOTICE

- To reduce the risk of damage to the hood and the windshield wiper arms, only lift the wiper arms off the windshield when they are in the service position.
- The windshield wiper arms must always be on the windshield before driving.

Cleaning and changing wiper blades

Wiper blades with a graphite coating are installed at the factory. The graphite coating allows the wiper blade to glide easily over the window. A damaged graphite coating creates an increased noise level when wiping the window.

Check the condition of the wiper blades regularly. If **wiper blades are rubbing**, replace them if they are damaged or clean them if they are dirty ⇒ ⚠.

Damaged wiper blades should be replaced immediately. Wiper blades can be obtained at an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Cleaning the wiper blades

Note for the windshield wipers: move the windshield wiper arms into the service position before lifting ⇒ *Service position*.

- To lift a windshield wiper arm, hold it **only** in the area where it attaches to the wiper blade.
- Clean the wiper blades carefully with a damp sponge ⇒ ⓘ.
- Place the wiper arms carefully on the windshield.

Changing the windshield wiper blades

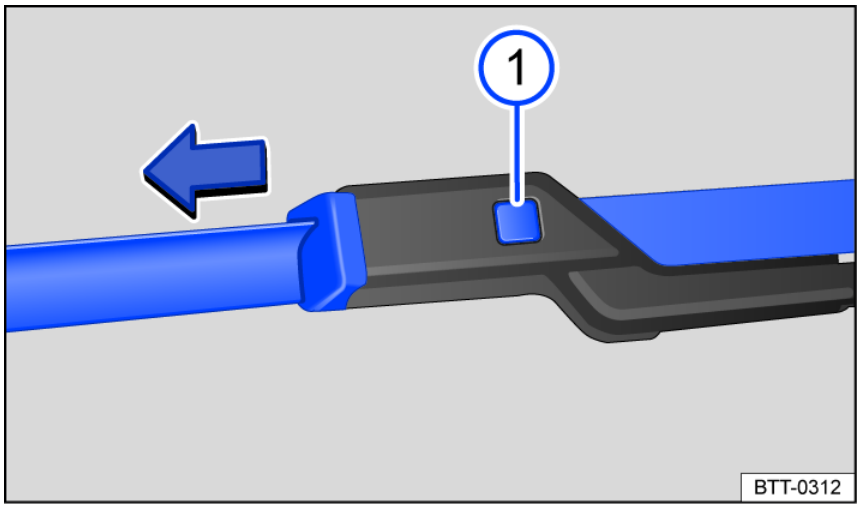


Fig. 172 Changing the windshield wiper blades.

- Move the windshield wiper arms into the service position before lifting ⇒ *Service position*.
- To lift a windshield wiper arm, hold it **only** in the area where it attaches to the wiper blade.
- Press and hold the release button and remove the wiper blade at the same time in the direction of the arrow *fig. 172* (1).
- Insert a new wiper blade of the **same length and type** on the wiper arm until it engages.
- Place the wiper arms carefully on the windshield.

Changing the rear window wiper blade

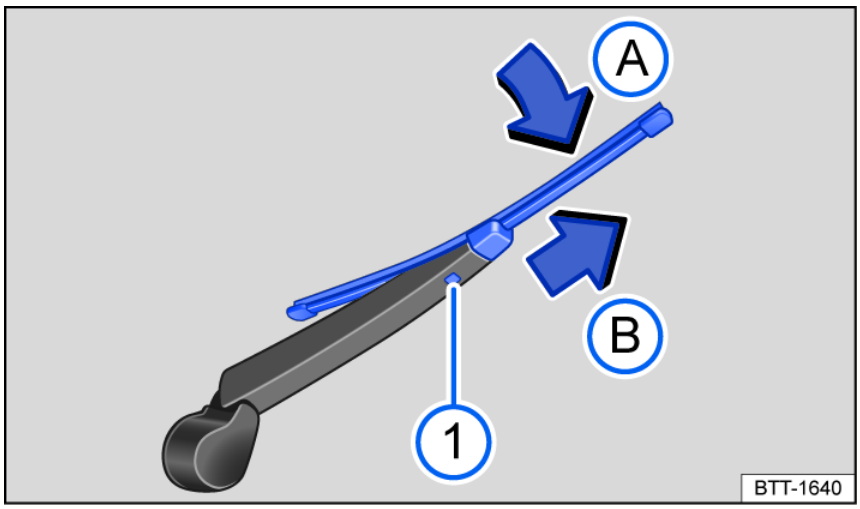


Fig. 173 Changing the rear window wiper blade.

- To lift a windshield wiper arm, hold it **only** in the area where it attaches to the wiper blade.
- Lift the wiper arm and fold it out.
- Press and hold the release button *fig. 173* (1).
- Tilt the wiper blade toward the wiper arm *fig. 173* (arrow (A)) while removing it in the direction of the arrow (B). You may need to use more force to do this.
- Insert a new wiper blade of the **same length and type** on the wiper arm in the opposite direction of the arrow until it engages *fig. 173* (arrow (B)). The wiper blade must be folded out when doing this *fig. 173* (arrow (A)).
- 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 replace wiper blades if they are damaged or worn and are no longer cleaning the windshield sufficiently.

ⓘ NOTICE

Damaged or dirty wiper blades can scratch the window glass.

- Do not use any cleaning materials containing solvents, hard sponges, and other sharp-edged objects because they can damage the graphite coating on the wiper blades.
- Do not clean the windshield and windows with fuel, nail polish remover, paint thinner, or other similar fluids.

If there is wax residue on the windshield and rear window from car wash systems and other products, this can cause wipers to rub. Remove any wax residue with a special cleaner or cleaning towels.

Exterior lighting

🕮 Introduction

Before changing a light bulb, check if it is an incandescent bulb or an LED light. Generally, light bulbs can be replaced by yourself. If the exterior lighting on your vehicle is equipped with LED technology, it is not possible to change LED lights or individual LEDs by yourself. The malfunction of individual LEDs may be an indication that more LEDs will malfunction. If this is the case, have LEDs checked and/or replaced by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Driving with exterior lighting that is inoperative may be against the law.

Additional bulb specifications

Some bulbs in the headlights or in the taillights may have certain manufacturer specifications that differ from conventional light bulbs. The respective name will be on the bulb socket or glass bulb.

⚠ WARNING

Accidents can occur if the road is not well lit and the vehicle cannot be seen by others on the road, or is very difficult to see by others.

⚠ WARNING

Changing the bulbs incorrectly can cause accidents and serious injuries.

- Always read and observe the warnings before performing any work in the engine compartment ⇒ *Safety precautions for working in the engine compartment*. The engine compartment in any motor vehicle is a potentially dangerous area that can cause serious personal injury.
- Halogen bulbs are under pressure and can break during a bulb change.
- Only change bulbs when they have cooled down completely.
- Never change a light bulb if you are not familiar with the required procedures. If you are not sure what to do, have the work performed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Do not touch the glass bulb with bare fingers. Fingerprints on the bulb will vaporize from the heat when the light is switched on and will cause the reflector to “darken”.
- Components with sharp edges are located on the headlight housing and on the taillight housing. Protect your hands when changing a light bulb.

ⓘ NOTICE

If the rubber cover or plastic covers on the headlight housing were not installed correctly after a bulb change, this could cause damage to the electrical system, especially if water enters.

“Bulb replacement information” checklist

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

Checklist

Always perform the following steps for changing a bulb in the specified sequence ⇒ ⚠:

1. Park the vehicle a safe distance away from moving traffic on level and solid ground as soon as possible.
2. Set the electronic parking brake ⇒ *Using the electronic parking brake* .

3. Switch the lights off ⇒ *Switching the lights on and off*.
4. Turn off the turn signal if it is activated ⇒ *Switching the turn signals on and off*.
5. Automatic transmission: move the selector lever into the **P** position ⇒ *Automatic transmission: selecting the selector lever position*.
6. Stop the engine and remove the vehicle key from the ignition lock ⇒ *Stopping the engine*.
7. Allow the orientation lighting to turn off ⇒ *"Exit lighting" and "Entry lighting" function (orientation lighting)* .
8. Allow the affected light bulbs to cool down.
9. Check if you can see that a fuse is burnt out ⇒ 🕮 *Introduction*.
10. Change the affected light bulb according to the instructions ⇒ ⓘ. A light bulb may only be replaced with the same type of light bulb. The respective name will be on the bulb socket or glass bulb.
11. Never touch a glass light bulb with bare hands. The fingerprints left behind would vaporize from the heat when the bulb is switched on and condense on the reflector, which would then reduce the headlight brightness.
12. Check the bulb function after a bulb is changed. If the bulb does not function, the bulb may not have been inserted correctly, may have fallen out, or the connec may not have been plugged in correctly.
13. Every time a bulb is changed in the front of the vehicle, have the headlight setting checked by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

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

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

ⓘ NOTICE

Always remove and insert lights carefully to reduce the risk of damaging the vehicle paint or other vehicle components.

Replacing the bulbs in the front bumper

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

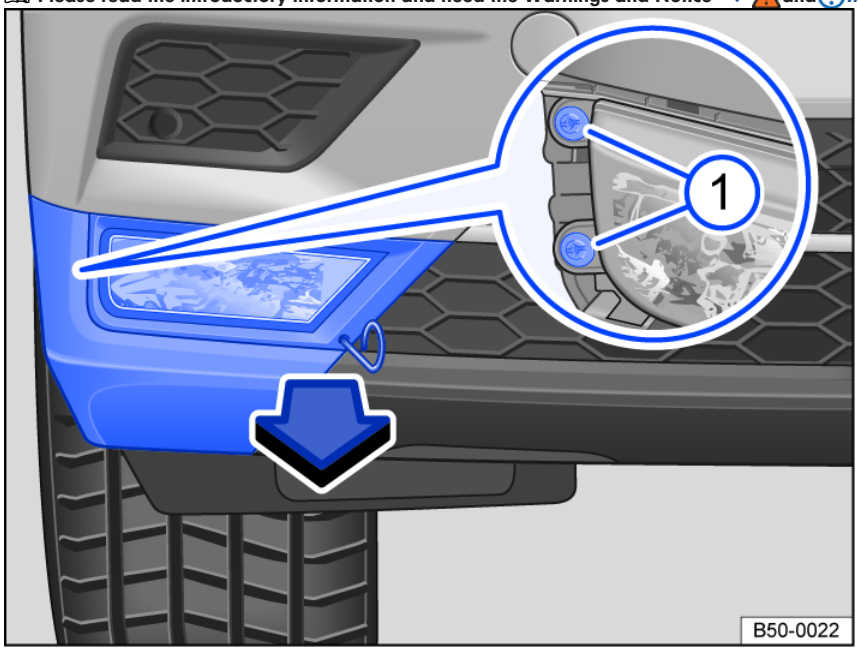


Fig. 174 In the right side of the front bumper: removing the fog lights.

A suitable screwdriver is required for the bulb replacement ⇒ *Vehicle tool kit components*.

Only perform these steps in the specified order:

1. Follow the checklist and perform the steps ⇒ *"Bulb replacement information" checklist*.
2. Remove the extraction hook from the vehicle tool kit and secure it in the opening in the cover *fig. 174*. Pull the cover forward in the direction of the arrow.
3. Remove the screws *fig. 174* (1) using the screwdriver.
4. Pull the headlight out of the bumper toward the outer side of the vehicle.
5. Release the connector and disconnect it.
6. Turn the bulb holder counterclockwise until it stops and remove it toward the rear with the bulb.

7. Replace the burned out bulb with the same type of new bulb.
8. Plug in the connector to the bulb holder. The connector must audibly engage ⇒ (!).
9. Insert the bulb holder in the headlight and turn it clockwise until it stops.
10. Slide the headlight into the openings from the outside and insert it into the bumper.
11. Tighten the screws *fig. 174* (1) using the screwdriver.
12. Insert the cover in the bumper *fig. 174*.
13. Stow the extraction hook and screwdriver (if necessary) in the vehicle tool kit.

(!) NOTICE

- Make sure the connector on the headlight housing is positioned correctly to reduce the risk of damaging the electrical system from water entering the system.
- When removing and inserting the headlight, be careful not to damage the paint.

Replacing the bulbs in the front bumper (R-Line)

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

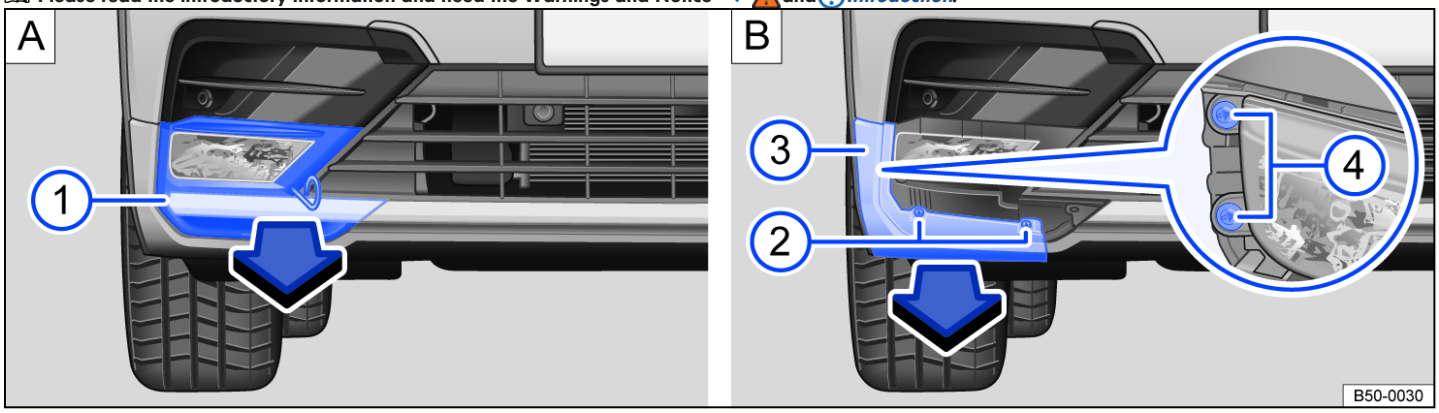


Fig. 175 In the right side of the R-Line front bumper: removing the fog lights.

A suitable screwdriver is required for the bulb replacement ⇒ *Vehicle tool kit components*.

Only perform these steps in the specified order:

1. Follow the checklist and perform the steps ⇒ *"Bulb replacement information" checklist*.
2. Remove the extraction hook from the vehicle tool kit in the luggage compartment ⇒ *Placement*.
3. Attach the extraction hook in the opening on the cover below the fog lights *fig. 175* A. Pull the cover forward in the direction of the arrow *fig. 175* (1) A.
4. Remove the screws (2) B in the trim panel (3) B using the screwdriver.
5. Unclip the trim panel (3) B and remove in the direction of the arrow.
6. Remove the screws in the fog lights (4) B (magnifying glass) using the screwdriver.
7. Pull the headlight out of the bumper toward the outer side of the vehicle.
8. Release the connector and disconnect it.
9. Turn the bulb holder counterclockwise up to the stop and remove it toward the rear with the bulb.
10. Replace the burned out bulb with a new bulb that is identical to the one being replaced.
11. Insert the bulb holder in the headlight and turn it clockwise until it stops.
12. Plug in the connector to the bulb holder. The connector must audibly engage ⇒ (!).
13. Slide the headlight into the openings from the outside and insert it into the bumper.
14. Tighten the screws in the fog lights (4) B (magnifying glass) using the screwdriver.
15. Insert the trim panel (3) B in the bumper in the opposite direction of the arrow. The trim panel must engage securely in place.
16. Tighten the screws (2) B in the trim panel (3) B using the screwdriver.
17. Insert the cover (1) A in the bumper in the opposite direction of the arrow. The cover must engage securely in place.
18. Stow the extraction hook and screwdriver (if necessary) in the vehicle tool kit.

(!) NOTICE

- Make sure the connector on the headlight housing is positioned correctly to reduce the risk of damaging the electrical system from water entering the

system.

- When removing and inserting the headlight, be careful not to damage the paint.

The figures show the right headlight. The left headlight is a mirror image of the right.

Replacing bulbs in the headlights (halogen bulbs)

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

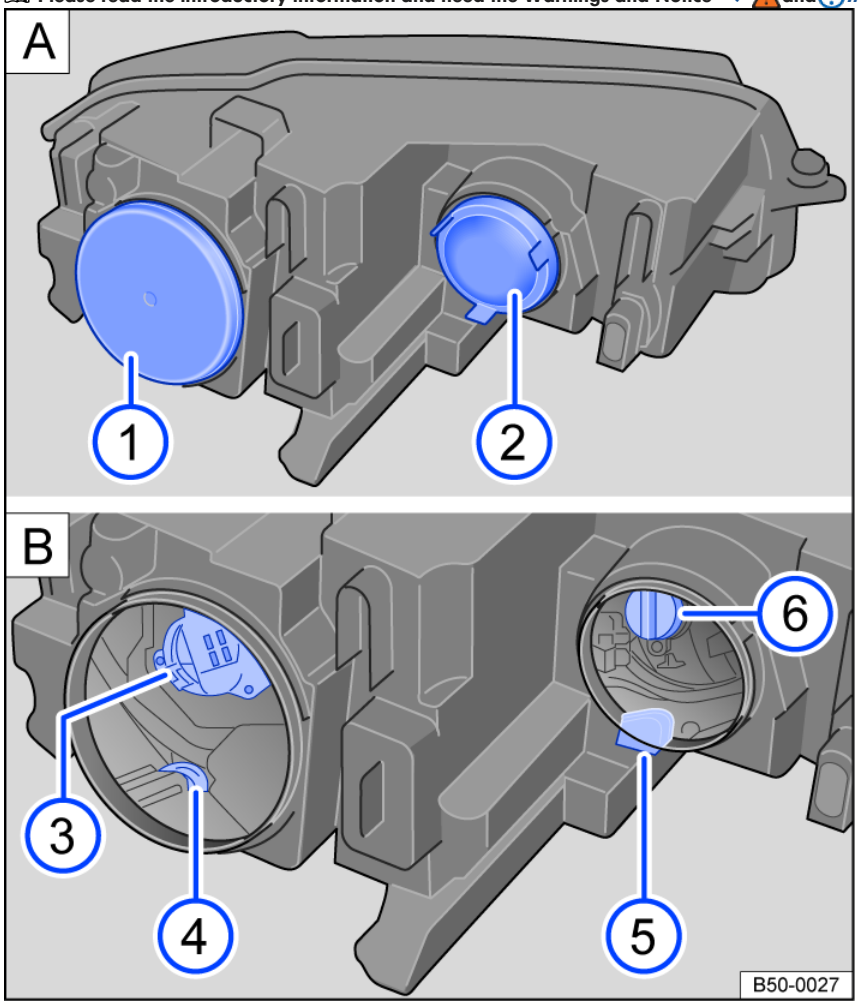


Fig. 176 In the engine compartment: A covers and B bulbs in the left headlight.

The headlight does not need to be removed to replace the bulb.

Only perform these steps in the specified order:

1. Follow the checklist and perform the steps ⇒ *"Bulb replacement information" checklist*.
2. Open the hood ⚠ ⇒ *Safety precautions for working in the engine compartment*.
3. Remove the rubber cover on the rear side of the headlight *fig. 176* (1) and (2) A.
4. **Low beam headlight** (3) **parking light and daytime running light** (4), **turn signal** (5), **high beam headlight** (6) B: Turn the bulb holder counterclockwise up to the stop and remove it toward the rear with the bulb.
5. If necessary, push the catch on the bulb holder and pull the bulb straight out of the bulb holder.

   Replace the burned out bulb with a new bulb that is identical to the one being replaced.
6. **Low beam headlight** (3) **parking light and daytime running light** (4), **turn signal** (5), **high beam headlight** (6) B: Insert the bulb holder in the headligh and turn clockwise up to the stop.
7. Attach the rubber cover on the rear side of the headlight *fig. 176* (1) and (2) A.
8. Close the hood ⇒ *Safety precautions for working in the engine compartment*.

The illustrations show the left headlight from behind. The layout on the right headlight is a mirror image of the left.

There are different versions of the headlights so the location and version of the covers, bulb holders, and bulbs may differ from the images.

It is not possible for you to replace the LEDs in LED daytime running lights. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Replacing the bulbs for the taillights in the body

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

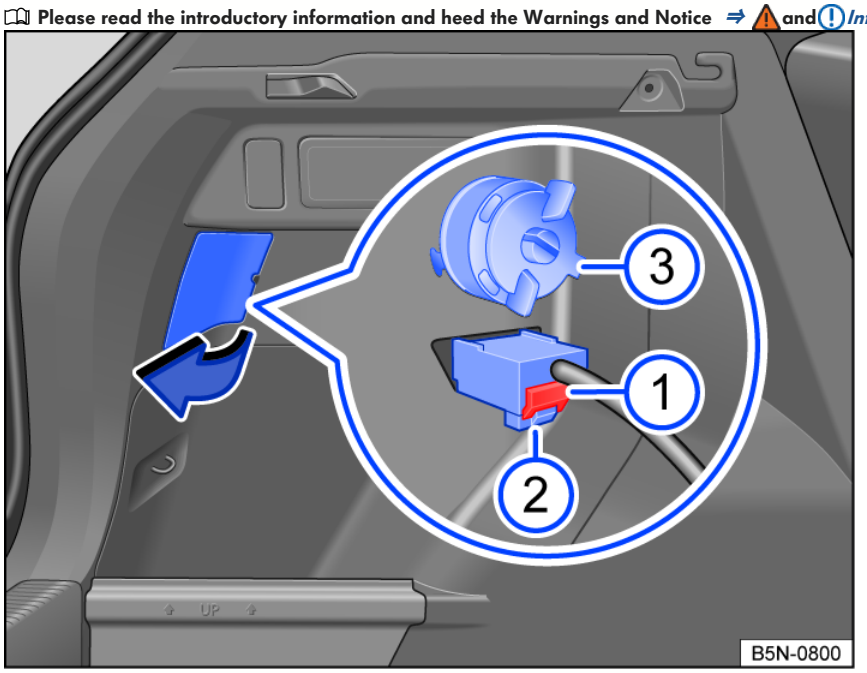


Fig. 177 Side of the luggage compartment: removing the taillight.

Removing the taillight

Only perform these steps in the specified order:

1. Follow the checklist and perform the steps ⇒ *"Bulb replacement information" checklist*.
2. Open the trunk lid.
3. Open the section of the side trim panel in the luggage compartment near the taillight in the direction of the arrow *fig. 177*.
4. Remove the red locking mechanism *fig. 177* (1) on the connector and remove the connector (2). If necessary, use a suitable tool to help loosen the red locking mechanism.
5. Remove the screw counterclockwise *fig. 177* (3).
6. Carefully pull the taillight toward the rear and out of the body.
7. Remove the taillight and place it on a clean, flat surface.

Replacing a bulb

Only perform these steps in the specified order:

1. Turn the bulb holder counterclockwise until the stop and then remove it carefully from the taillight with the bulb.
2. Replace the burned out bulb with a new bulb that is identical to the one being replaced.
3. Insert the bulb holder carefully in the taillight and turn clockwise until the bulb holder locks into place.

Installing the taillight

Only perform these steps in the specified order:

1. Insert the taillight carefully into the opening on the body.
2. Hold the taillight in the installation position with one hand and tighten the screw with the other hand *fig. 177* (3).
3. Make sure the taillight is installed correctly and is secure.
4. Connect the connector to the bulb holder and press in.
5. Close the section of the side trim panel in the luggage compartment near the taillight in the opposite direction of the arrow.
6. Close the trunk lid.

The illustration shows the left taillight. The right taillight housing is a mirror image of the left.

There are different versions of the taillights. The locations and versions of the bulb holders and bulbs may vary from the images.

In LED taillights, some lighting elements may be equipped with "standard" bulbs. These bulbs can be replaced.

Replacing fuses

Introduction

Due to the constant development of the vehicle, equipment-dependent fuse allocations, and the combined protection of multiple electrical equipment items using one fuse, a complete overview of the fuse layout is not available at the time of print. Detailed information about fuse allocations can be obtained at an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Generally, multiple electrical equipment items can be protected together through by fuse. On the other hand, some equipment items may use multiple fuses.

Only replace fuses if the cause for the malfunction has been fixed. If a new fuse burns out again after a short time, the electrical system must be checked by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

High voltage in the electrical system can cause electric shocks, serious burns, and fatal injuries.

- Never touch the electrical wires in the ignition system.
- Avoid short circuits in the electrical system.

⚠ WARNING

Using unsuitable fuses, repairing fuses, and bridging a power circuit without fuses can causes fires and serious injuries.

- Never install fuses that have a higher amp rating. Only replace fuses with ones that have the same rating (same color and label) and the same size.
- Never repair fuses.
- Never replace fuses with metal strips, paper clips, or similar objects.

ⓘ NOTICE

- To reduce the risk of damaging the electrical system in the vehicle, the ignition, the lights, and all electrical equipment must be switched off and the vehicle key must be removed from the ignition lock before a fuse can be replaced.
- If a fuse is replaced by another fuse with a higher amp rating, this could also damage the electrical system in another location.
- Open fuse boxes must be protected from dirt and moisture. Dirt and moisture in the fuse boxes can damage the electrical system.
- Remove the fuse box covers carefully and reinstall correctly to reduce the risk of vehicle damage.

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.

Fuses in the engine compartment

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

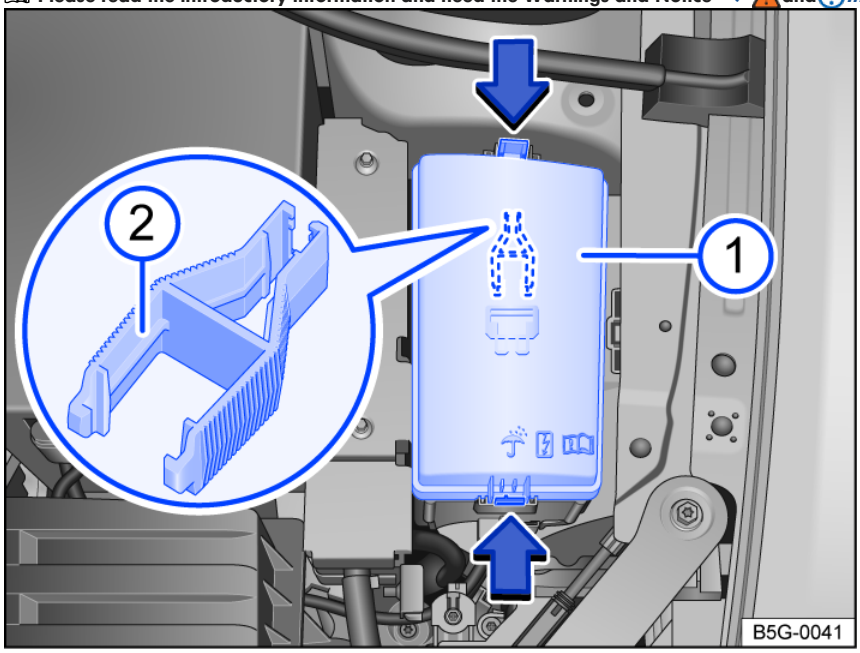


Fig. 178 In the engine/motor compartment: fuse box cover (1) with plastic pliers (2).

Opening the fuse box in the engine/motor compartment

- Open the hood ⚠ ⇒ *Safety precautions for working in the engine compartment*.
- Press the catches in the direction of the arrow *fig. 178* to release the fuse box cover *fig. 178* (1).

- Remove the cover upward.
- To *install*: Place the cover on the fuse box and press down until the cover latches into place on both sides.

There are plastic pliers for removing fuses on the inside of the fuse box cover In the engine/motor compartment *fig. 178* (2).

Fuse table for fuses in the engine compartment

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

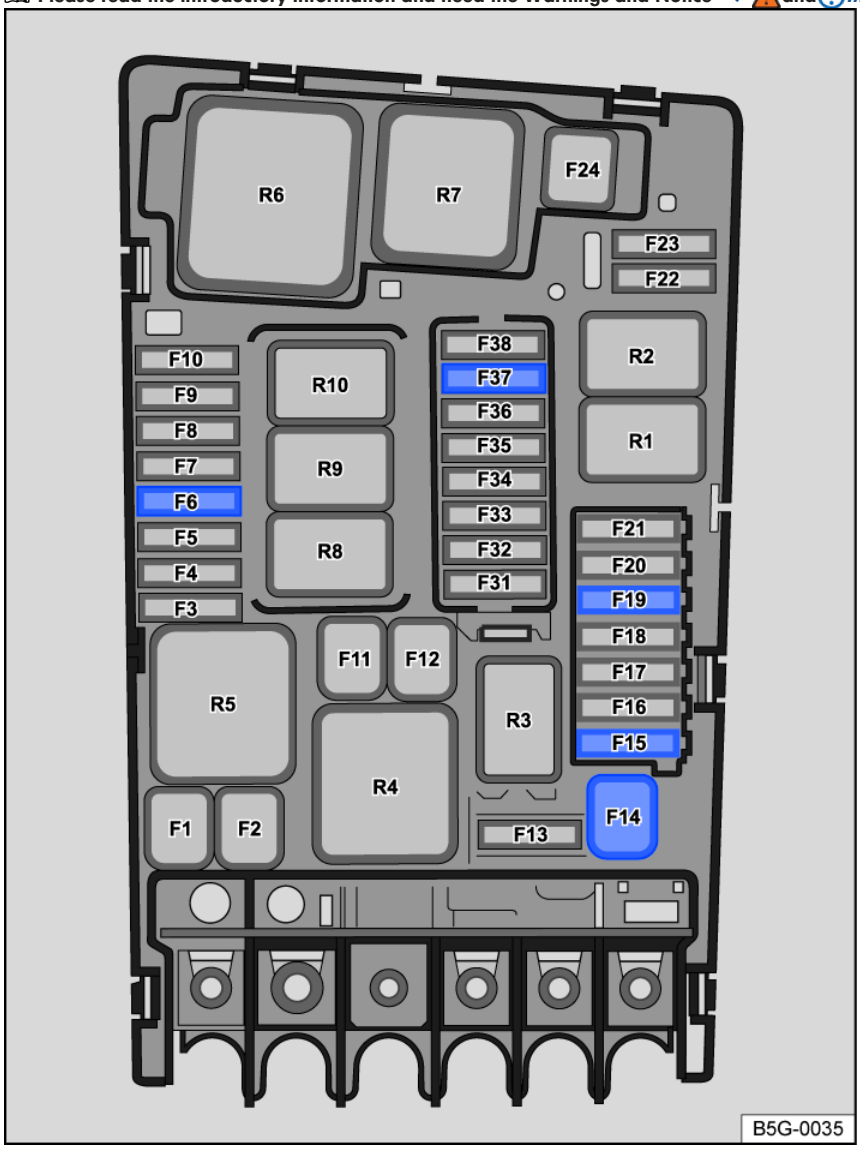


Fig. 179 Fuse locations in the engine compartment.

The table shows the fuse locations for the equipment relevant to the driver. The first column of the table contains the fuse slot; the other columns include the fuse version, current rating, and the protected equipment.

Depending on the market and the vehicle equipment, there may be differences from the fuse numbers and fuse slots listed in the table. If necessary, ask for the exact fuse assignment at an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Fuse slot *fig. 179*:

F6 **7.5 Amp, ATO®**, brake light sensor.

F14 **40 A, JCASE®**, windshield defroster.

F15 **15 A, ATO®**, horn.

F19 **30 Amp, ATO®**, windshield wipers.

Fuses in the instrument panel

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

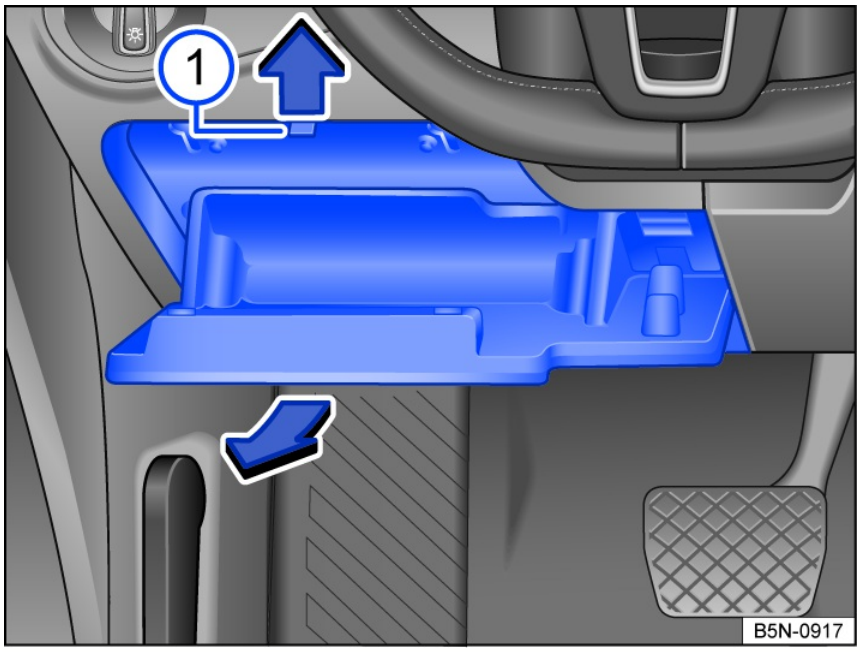


Fig. 180 To the left of the steering wheel: Fuse box cover in the instrument panel (left-hand drive vehicles).

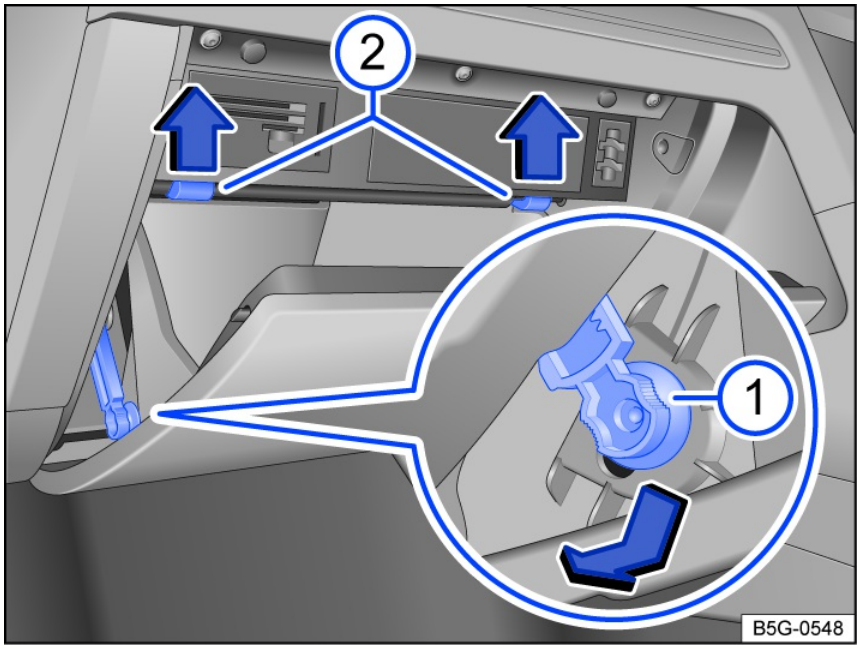


Fig. 181 On the passenger's side: Fuse box cover in the instrument panel (right-hand drive vehicles).

Left-hand drive vehicle: Opening and closing the fuse box in the instrument panel

- Open the storage compartment on the driver side and empty it, if necessary *fig. 180*.
- Push the limit stop up, open the driver side storage compartment further in the direction of the arrow, and pull it out *fig. 180* (1).
- To *install*: Press the storage compartment into the mounts in the instrument panel until you hear the catch engage on both sides.
- Close the driver side storage compartment a little way, pushing up the limit stop if necessary *fig. 180* (1).

Right-hand drive vehicle: Opening and closing the fuse box in the instrument panel

- Open the glove compartment and empty it if necessary.
- Push the damper element in the direction of the arrow and into the opening in the bracket, before pulling it out sideways *fig. 181* (1).
- Push the catches up in the direction of the arrow while at the same time opening the storage compartment further *fig. 181* (2).
- To *install* : move the storage compartment into position. Fit the damper element into the opening in the bracket and push it in the opposite direction to the arrow *fig. 181* (1) until you hear it click into place. Push the storage compartment carefully forwards past the resistance of the stop pin *fig. 181* (2).

Fuse table for fuses in the instrument panel

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

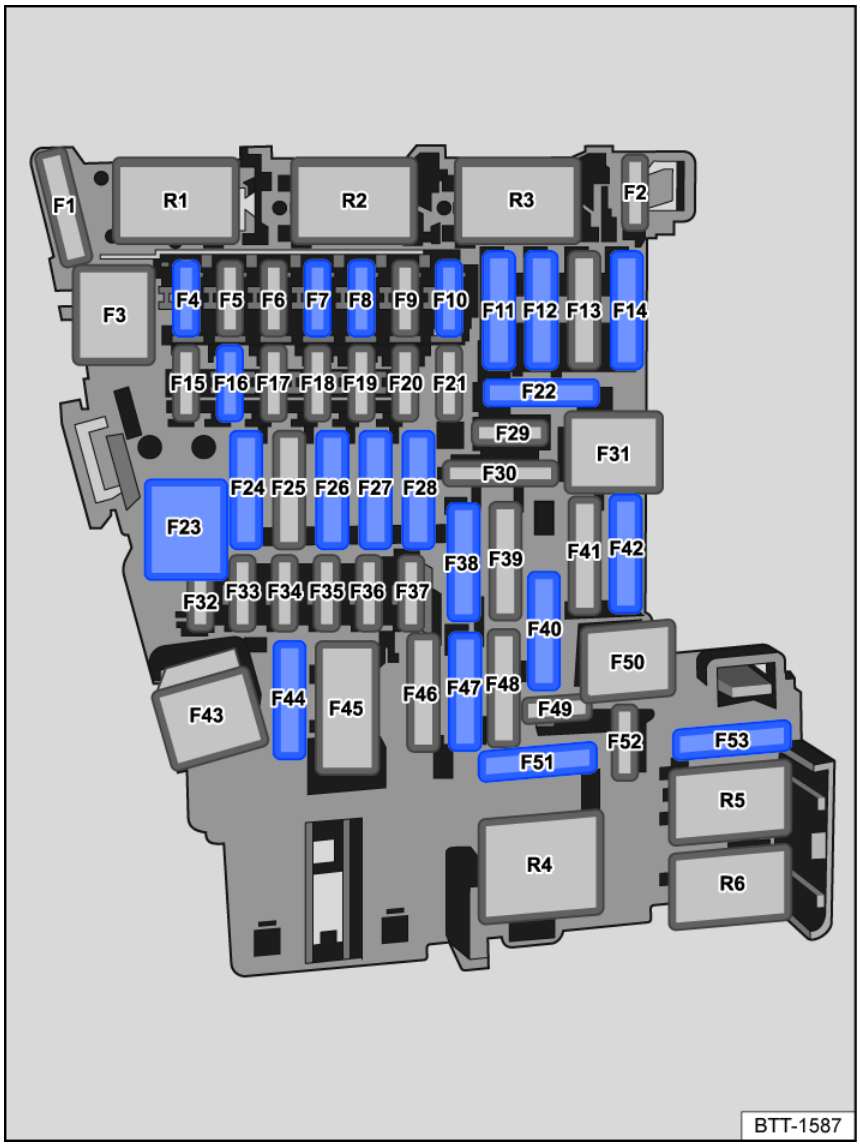


Fig. 182 Fuse assignment in the instrument panel.

The table shows the fuse locations for the equipment relevant to the driver. The first column of the table contains the fuse slot; the other columns include the fuse version, current rating, and the protected equipment.

Depending on the market and the vehicle equipment, there may be differences from the fuse numbers and fuse slots listed in the table. If necessary, ask for the exact fuse assignment at an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Fuse slot *fig. 182*:

F4 **7.5 Amp, MINI®**, anti-theft alarm system.

F7 **10 Amp, MINI®**, control for the air conditioner or heating and fresh air system, rear window defroster relay.

F8 **7.5 Amp, MINI®**, light switch (low beam), rain/light sensor, electronic parking brake.

F10 **7.5 Amp, MINI®**, Display, Infotainment system control panel.

F11 **40 Amp, ATO®**, exterior lighting on the left side.

F12 **20 Amp, ATO®**, Infotainment system.

F14 **40 Amp, ATO®**, blower regulator.

F16 **7.5 Amp, MINI®**, telephone.

F23 **20 Amp, JCASE®**, power sunroof.

F24 **40 Amp, ATO®**, exterior lighting on the right side.

F26 **30 Amp, ATO®**, seat heating.

F27 **30 Amp, ATO®**, interior lighting.

F40 **20 Amp, ATO®** [4], cigarette lighter, sockets.

F42 **40 Amp, ATO®**, central locking system.

F47 **15 Amp, ATO®**, rear window wiper.

F51 **25 Amp, ATO®**, rear seat heating.

F53 **30 Amp, ATO®**, rear window defroster.

Sockets in vehicles with trailer hitch installed in the factory *fig. 182*:

F22 **40 Amp, ATO®**, trailer charging cable.

F28 **25 Amp, ATO®**, left trailer control module.

F38 **25 Amp, ATO®**, right trailer control module.

F44 **15 Amp, ATO®**, trailer control module.

Power windows and seats can be protected by circuit breakers, which switch back on automatically several seconds after correcting the overload, for example when power windows are frozen shut.

[4] Note the installation position. Factory fuse location is represented in the image.

Replacing blown fuses

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

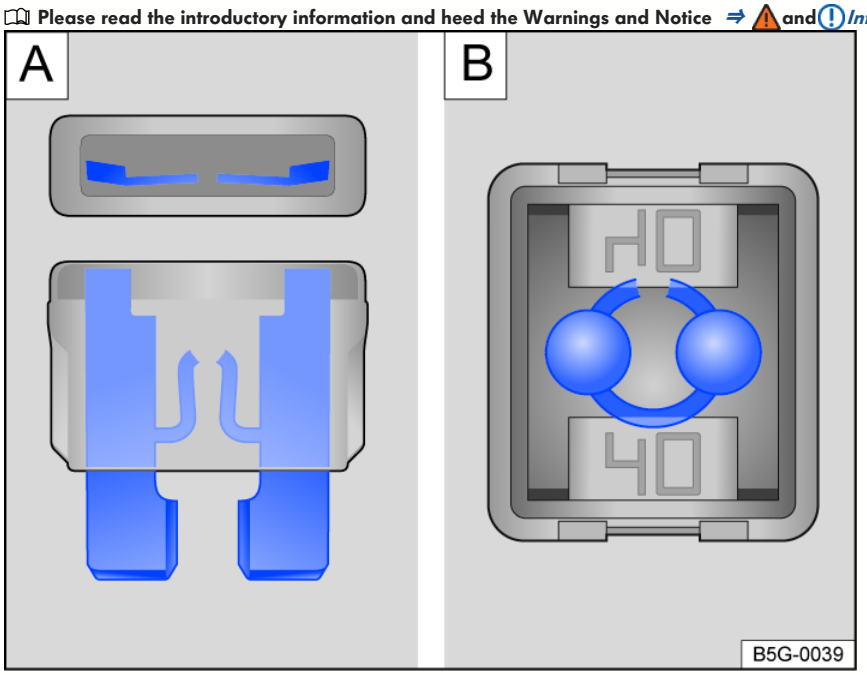


Fig. 183 Blown fuse (general example).

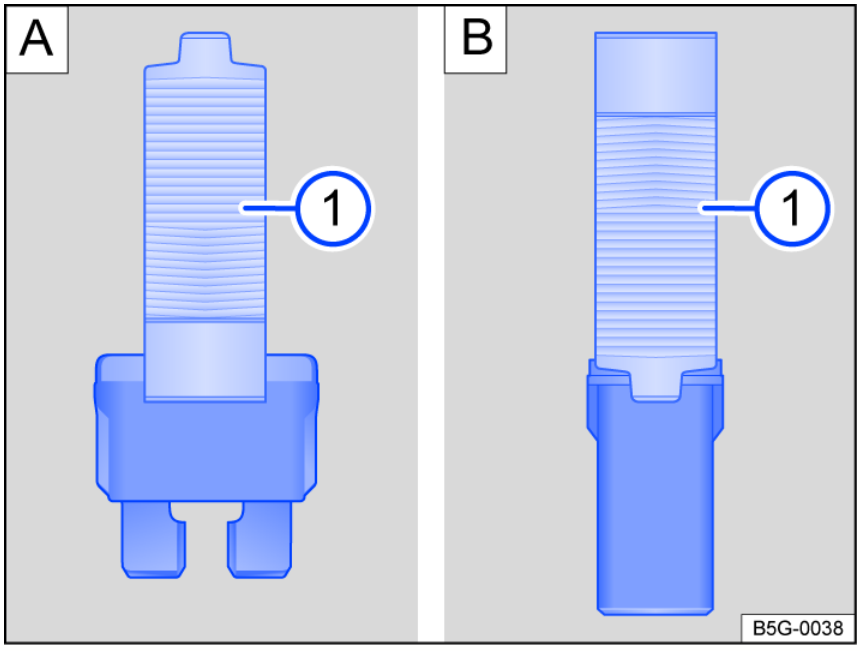


Fig. 184 Remove or install a fuse with the plastic pliers (general example).

Fuse versions

- Standard flat connector fuse (ATO®).

- Small flat connector fuse (MINI®).
- Block fuse (JCASE®).

Fuse color codes

Fuses (ATO - MINI - MAXI)

Color	*Current rating*
Black	1 A
Purple	3 A
Orange	5 A
Brown	7.5 A
Red	10 A
Blue	15 A
Yellow	20 A
White or clear	25 A
Green	30 A
Light green	40 A

Fuses (JCASE)

Blue	20 A
Pink	30 A
Green	40 A
Red	50 A
Yellow	60 A

Preparations

- Switch off the ignition, lights, and all other electrical equipment.
- Open the applicable fuse boxes ⇒ 🕮 *Introduction*.

Detecting blown fuses

- Shine a flashlight on the fuse. This will help you to see the blown fuse more easily.
- A blown *flat connector fuse (ATO®, MINI®)* has metal strips that have burned through, which you can see through the transparent housing from above and fror the side *fig. 183* A.
- A blown *block fuse (JCASE®)* has metal strips that have burned through, which you can see through the transparent housing from above *fig. 183* B.

Replacing fuses

- Remove the plastic pliers from the fuse box cover, if necessary.
- Depending on the fuse version, push the fitting clamp on the plastic pliers on the side of the fuse *fig. 184* A 1 or *fig. 184* B 1.
- Remove the fuse.
- If a fuse is blown, replace with a fuse with the *same* rating (same color and same label) and the *same* size ⇒ ⓘ.
- After inserting the new fuse, place the plastic pliers back in the cover.
- Reinstall the cover or close the fuse box cover.

ⓘ NOTICE

If a fuse is replaced by a fuse with a higher current rating, this could damage the electrical system in another location.

Jump-starting

🕮 Introduction

For technical reasons the vehicle must not be tow-started ⇒ ⓘ.

If the engine cannot start because the 12-volt vehicle battery has drained, the 12-volt vehicle battery on another vehicle can be used to start your vehicle.

A suitable jump-start cable is required for jump-starting.

The wire diameter for the jump-start cable.

- For vehicles with gasoline engine: at least 25 mm ^{2}.

For a vehicle with a 12-volt vehicle battery in the luggage compartment, the jump lead may only be connected to the jump start points in the engine compartment.

WARNING

Using jumper cables and performing a jump-start incorrectly can cause the 12 V vehicle battery to explode, which can cause serious injuries. To reduce the risk of the 12 V vehicle battery exploding, heed the following:

- Performing work on the 12 V vehicle battery and the electrical system can cause serious injuries, fires, or electric shocks. Always read and heed the warnings and safety precautions before working on the 12 V vehicle battery ⇒ 🕮 *Introduction*.
- The vehicle battery supplying the power must have the same voltage (12 V) and approximately the same capacity (see the label on the vehicle battery) as the drained 12 V vehicle battery.
- Never charge a frozen or thawed 12 V vehicle battery. A drained 12 V battery can freeze at temperatures around 32 °F (0 °C).
- A frozen or thawed 12 V vehicle battery must be replaced.
- During a jump-start, a highly explosive gas mixture builds up at the 12 V vehicle battery. Always keep fires, sparks, open flames, and lit cigarettes far away from the 12 V vehicle battery. Never use a mobile phone while connecting and disconnecting the jump-start cable.
- Position the jumper cable so that it will never contact rotating components in the engine compartment.
- Never switch the positive terminal with the negative terminal or connect the jump-start cable incorrectly.
- Pay attention to the operating instructions provided by the manufacturer of the jump-start cables.

NOTICE

To avoid the risk of considerable damage to the vehicle electrical system, heed the following:

- Jump-start cables that are connected incorrectly can cause a short circuit.
- Only use a jumper cable with fully insulated terminal clamps.
- There must be no contact between the vehicles. Otherwise, current could already be flowing when the positive terminals are connected.

NOTICE

Tow-starting can cause damages.

Jump-start point (positive terminal)

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

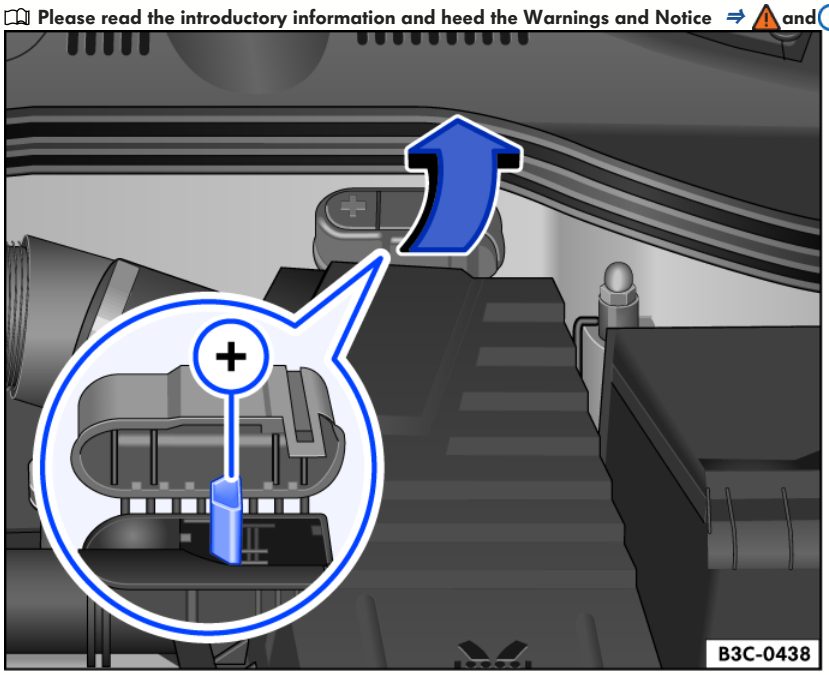


Fig. 185 Under a cover in the motor compartment: Jump-start point (positive terminal).

⊕ In vehicles with a 12 V vehicle battery in the luggage compartment, the jump-start point (positive battery terminal) for connecting the *red* jumper cable is located under a cover in the engine compartment.
The vehicle is only able to give and receive a jump-start using this jump-start point.

Jump-start point (negative connection)

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

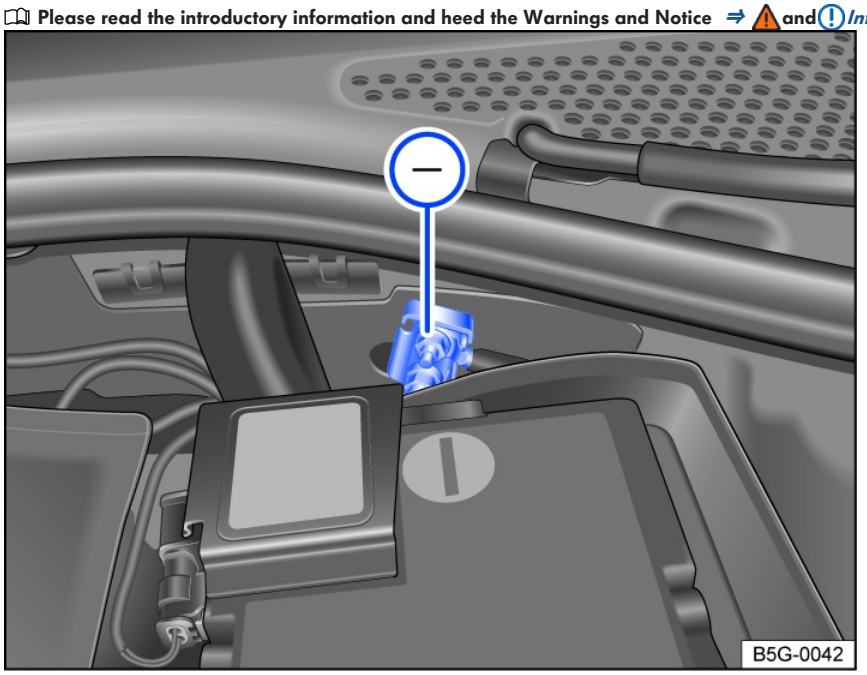


Fig. 186 In the engine compartment: jump-start point (negative connection).

The jump-start point (negative terminal) is for connecting the *black* jumper cable *fig. 186*.

Only perform jump-starting using this jump-start point (negative connection).

Jump-starting

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

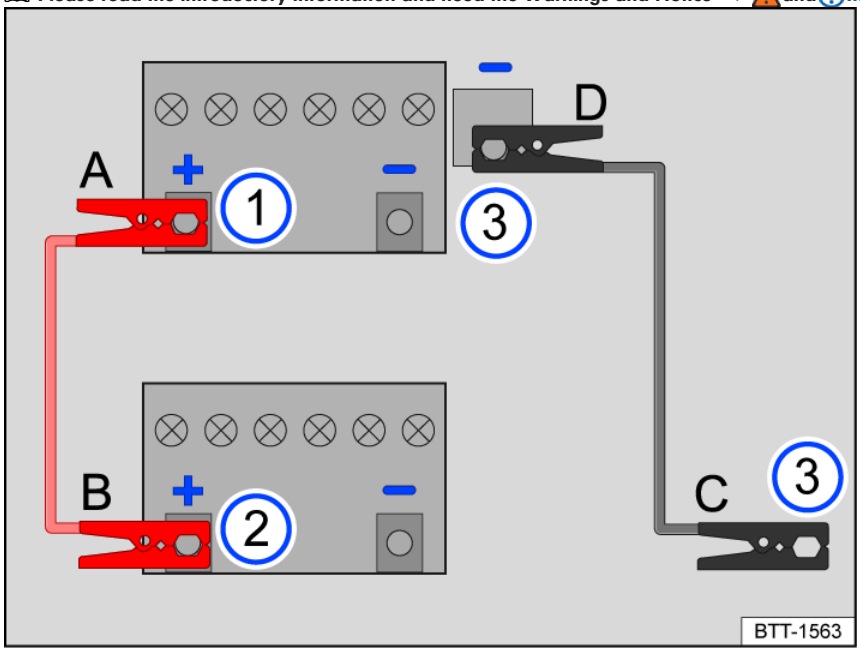


Fig. 187 Diagram for connecting the jumper cable (12-volt vehicle battery in the engine compartment).

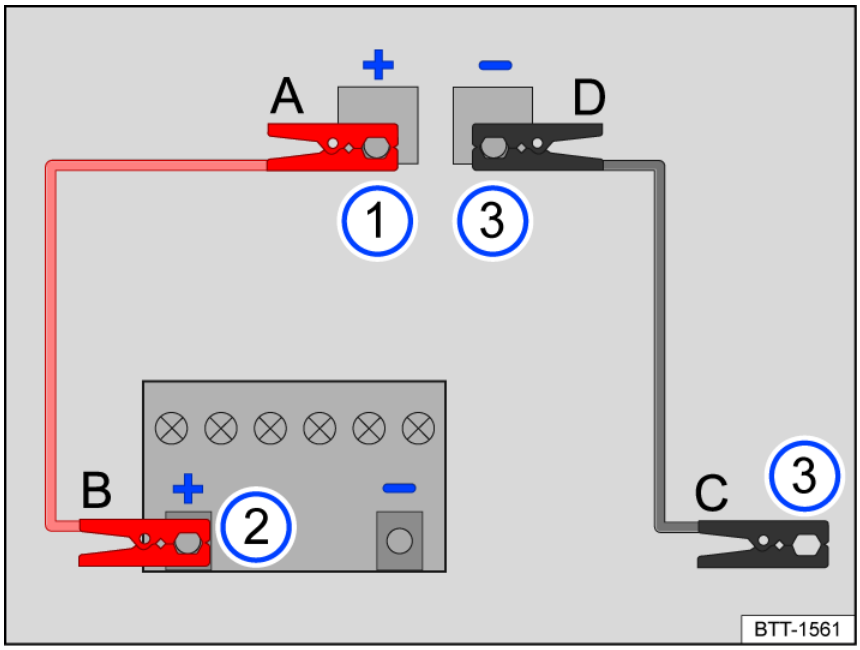


Fig. 188 Diagram for connecting the jumper cable (12 V vehicle battery in the luggage compartment).

(1) Vehicle with the drained 12 V vehicle battery that is receiving the jump-start.

(2) Vehicle with the 12 V vehicle battery providing power that is providing the jump-start.

(3) Suitable negative connection: preferably a jump-start point (negative connection), a large metal part that is bolted securely to the engine block, or the engine block itself.

The drained 12 V vehicle battery must be connected correctly to the vehicle electrical system.

The vehicles must not touch each other. Otherwise, current could begin flowing when the positive terminal is connected.

Make sure the terminal clamps have sufficient contact with metal.

If the engine does not start, stop the starting process after ten seconds, and try again after approximately one minute.

If the engine still will not start, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Connect the jumper cable (vehicles with 12-volt vehicle battery in the engine compartment)

Only connect the jumper cables in the sequence **A – B – C – D** *fig. 187*.

Never connect the *black* jumper cable to the negative terminal **–** on the 12 V vehicle battery. Connecting to the negative terminal can lead to an incorrect evaluatio of the status of the 12 V vehicle battery by the vehicle electronics.

- Switch the ignition off on both vehicles ⇒ *Starting and stopping the engine*.
- If necessary, open the cover on the 12 V vehicle battery in the engine compartment ⇒ 🕮 *Introduction*.
- Connect one end of the *red* jumper cable **A** to the positive battery terminal **+** of the vehicle battery with the discharged 12-volt vehicle battery *fig. 187* (1) ⇒ ⚠.
- Connect the other end of the *red* jumper cable **B** to the positive battery terminal **+** of the vehicle supplying the power *fig. 187* (2).
- Connect one end of the *black* jumper cable **C** preferably to a jump-start point (negative connection), otherwise to a large metal part that is bolted securely to the cylinder block or to the cylinder block itself of the vehicle supplying the power *fig. 187* (3).
- Connect the other end of the *black* jumper cable **D** for the vehicle with the discharged 12-volt vehicle battery preferably to the jump-start point (negative connection), otherwise to a large metal part that is bolted securely to the cylinder block or to the cylinder block itself *fig. 187* (3) ⇒ ⚠.
- Route the jumper cables so that they cannot become caught in moving parts in the engine compartment.

Connect the jumper cable (vehicles with 12-volt vehicle battery in the luggage compartment)

Only connect the jumper cables in the sequence **A – B – C – D** *fig. 188*.

- Switch the ignition off on both vehicles ⇒ *Starting and stopping the engine*.
- In the engine compartment, open the cover on the jump-start point ⇒ *Jump-start point (positive terminal)*, ⇒ *Jump-start point (negative connection)*.
- Connect one end of the *red* jumper cable **A** to the jump-start point positive battery terminal (**+**) on the vehicle with the discharged 12-volt vehicle battery *fig. 188* (1) ⇒ ⚠.
- Connect the other end of the *red* jumper cable **B** to the positive battery terminal **+** of the vehicle supplying the power *fig. 188* (2).
- Connect one end of the *black* jumper cable **C** preferably to a jump-start point (ground connection) on the vehicle providing the power from its 12-volt battery, otherwise to a large metal part bolted to the engine block or to the engine block itself *fig. 188* (3).
- Connect the other end of the *black* jumper cable **D** preferably to the jump-start point ground connection on the vehicle with the discharged 12-volt vehicle

battery **(–)**, otherwise to a large metal part bolted to the engine block or to the engine block itself *fig. 188* ③ ⇒ ⚠.

- Route the jumper cables so that they cannot become caught in moving parts in the engine compartment.

Vehicles with a 12 V vehicle battery in the luggage compartment can jump-start another vehicle via the jump-start point (positive terminal) and the jump-start point (negative terminal).

Starting the engine

- Start the engine in the vehicle that is providing current and allow it to run at idle.
- Start the engine in the vehicle with the drained 12 V vehicle battery and wait two to three minutes until the motor is running “evenly”.

Removing the jumper cables

- Before disconnecting the jumper cable, switch off the low beam headlights if they are switched on.
- In the vehicle with the drained 12 V vehicle battery, switch on the blower in the climate control system or the heating and fresh air system and the rear window defroster. This will reduce any voltage surges that may occur when disconnected.
- With the engines running, always disconnect the jumper cables in the sequence **D – C – B – A** *fig. 187* or *fig. 188*.
- If necessary, close the battery cover or fold back the cover of the jumper point ⇒ *Jump-start point (positive terminal)*, ⇒ *Jump-start point (negative connection)*.
- Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the 12 V vehicle battery inspected.

⚠ WARNING

Performing a jump-start incorrectly can cause the 12 V vehicle battery to explode, which can cause serious injuries. To reduce the risk of the 12 V vehicle battery exploding, note the following:

- Performing work on the 12 V vehicle battery and the electrical system can cause serious injuries, fires, or electric shocks. Always read and heed the warnings and safety precautions before working on the 12 V vehicle battery ⇒ 🕮 *Introduction*.
- Always wear suitable protective eyewear and protective gloves, and never bend over the 12 V vehicle battery.
- Connect the cables in the correct sequence: first the positive cable, and then the negative cable.
- Never connect the negative terminal to parts of the fuel system or to the brake lines.
- The parts of the terminal clamps that do not have an insulation must not touch each other. The cable that is connected to the positive terminal on the 12 V vehicle battery must also not come into contact with any vehicle components that conduct electricity.
- Vehicles with battery in the engine compartment: Check the inspection window on the 12 V vehicle battery using a flashlight, if necessary. If it is light yellow or has no color, do not perform a jump-start and see an authorized Volkswagen Service Facility for assistance.
- Avoid discharging static electricity near the 12 V vehicle battery. Sparks could form and ignite the flammable gas that is released by the 12 V vehicle battery.
- Never jump-start a vehicle if the 12 V vehicle battery is damaged, frozen, or thawed.

NOTICE

After successfully jump-starting the engine, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have them inspect the 12 V vehicle battery.

Towing

🕮 Introduction

Towing requires practice, particularly if a towing cable is used. Both drivers should be familiar with the special considerations when towing. Inexperienced drivers should not tow.

Always make sure the towing force does not exceed the permitted level and there are no shock loading conditions. There is always the risk of the coupling becomir overloaded when driving off-road.

Follow all applicable laws when towing.

Towing

Towing refers to using a vehicle to pull another vehicle that cannot be driven.

The vehicle can be towed using a tow bar or towing cable. When the engine is stopped, the transmission will not be sufficiently lubricated if traveling at high speeds and long distances:

- The maximum permissible speed is 30 mph (50 km/h).
- The maximum permissible distance is 50 km (30 miles).

Towing cable, tow bar

The easiest and safest way to tow is using a tow bar. You should use a towing cable only if a tow bar is not available.

The towing cable should be elastic to protect both vehicles. Use a cable made of synthetic rubber or a similar elastic material.

Towing with a tow truck

If your vehicle will be raised by one axle when towing, only the axle listed below may be raised, depending on the transmission and engine combination:

Front wheel drive:

Manual transmission Front or rear axle

Automatic transmission Front axle

All wheel drive (4Motion):

Manual transmission Front axle

Automatic transmission Front axle

R models: The vehicle must not be towed with a raised axle and, in case of damage, must be transported away with all four wheels on a recovery vehicle ⇒ ⓘ.

⚠ WARNING

The vehicle handling and braking efficiency will change considerably when it is towed.

⚠ WARNING

Never tow a vehicle that has no electrical power.

- Never remove the vehicle key from the ignition lock or turn the ignition off with the starter button when towing a vehicle. The mechanical steering column lock or the electronic steering column lock could engage suddenly. The vehicle cannot be steered if this happens. This can result in crashes, serious injuries, and a loss of control of the vehicle.
- If the vehicle loses power while it is being towed, stop towing the vehicle immediately and see an authorized Volkswagen dealer or qualified repair facility for assistance.

ⓘ NOTICE

Towing with a towing cable or tow bar can cause damage to the vehicle.

- Tow the vehicle carefully when using a towing cable or tow bar.
- If possible, never tow the immobilized vehicle with a tow truck.

ⓘ NOTICE

Towing vehicles with all-wheel drive (4Motion) and sport differential with the axle raised can cause damage to the vehicle.

- Have the immobilized vehicle towed with all four wheels on a recovery vehicle.

ⓘ NOTICE

When pushing the vehicle by hand, the taillights, side spoiler on the rear window, and large sections of sheet metal could be damaged and the rear spoiler could detach.

- When pushing the vehicle by hand, do not press on the taillights, side spoiler on the rear window, large sections of sheet metal, or the rear spoiler.

ⓘ NOTICE

Removing and installing the towing eye and the cover can cause vehicle damage, such as paint damage.

- Remove and install the towing eye and cover carefully to reduce the risk of vehicle damage.

ⓘ NOTICE

Using a towing eye that is not suitable for the vehicle can damage the vehicle.

- When towing, always use the towing eye enclosed with your own vehicle in the vehicle tool kit, or another towing eye suitable for the vehicle.

Instructions for towing

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

A vehicle being towed can still signal a turn using the turn signals even if the emergency flashers are switched on. To do this when the ignition is switched on, activate the turn signal for the desired direction. The emergency flashers will stop while the turn signal is active. The emergency flashers will activate again once th turn signal lever returns to the neutral position.

When may this vehicle not be towed?

The vehicle must not be towed in the following situations:

- If the vehicle transmission is damaged or contains no lubricant.
- If the 12 V vehicle battery is drained. In vehicles with Keyless Access with push-button start, the steering remains locked and if the electronic parking brake wa switched on previously, this and the steering column lock cannot be released.
- If the towing distance is greater than 50 km (30 m).
- If the wheel clearance or the steering function can no longer be secured after an accident.

If the vehicle cannot be towed on its own wheels due to one of the conditions listed, contact professional roadside assistance and have the vehicle transported by a rescue vehicle, if necessary.

Towing

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

Preparations

- Only secure the towing cable or tow bar at the designated attachment points ⇒ *Introduction*.
- Make sure the towing cable 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.
- Follow the instructions for towing given in the Owner's Manual for the other vehicle.

Towing vehicle (front)

- Only start to drive when the towing cable is taut.
- Be especially careful when accelerating.
- Avoid sudden braking or driving maneuvers.

Vehicle being towed (rear)

- Make sure the ignition is switched on so that the steering wheel is not locked and so that you can use the turn signals and the windshield wipers if needed.
- The braking support and power steering only work when the engine is running. If the braking support and power steering are not functioning, you must press the brake pedal much harder and use more force to steer.
- Release the electronic parking brake.
- Make sure the towing cable is always taut.
- Shift into neutral or select the “N” selector lever position.

NOTICE

The vehicle can only be towed if the battery charge level of the 12 V vehicle battery is sufficient and the parking brake and steering column lock can be released. If there is a loss of power or the electrical system is malfunctioning, the engine may need to be jump-started in order to release the parking brake and the steering column lock.

Installing the rear towing eye

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

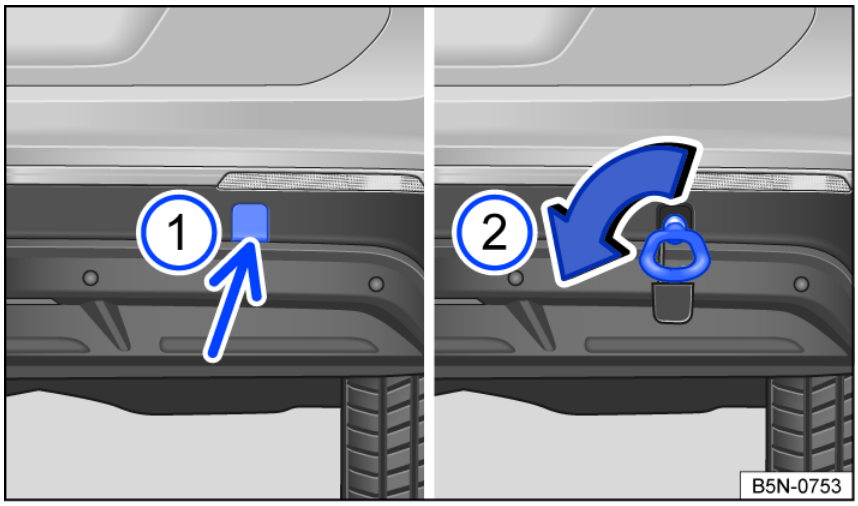


Fig. 189 In the right rear bumper: threaded towing eye.

NOTICE

Depending on the country and vehicle equipment, the mount for the towing eye is situated behind the cover. Before towing, check whether a mount with screw thread is present for the towing eye. Otherwise, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the vehicle taken away by a recovery vehicle if necessary.

The towing eye must always be kept in the vehicle.

On *vehicles with a factory-fitted towing bracket, or the space for a towing bracket* there are **no** mounts for screw-in towing eyes behind the cover. To tow, swivel th ball hitch out or mount and use it ⇒ *Trailer towing*.

Read and heed the information about towing ⇒ *Instructions for towing*.

Installing the rear towing eye

- Remove the towing eye from the vehicle tool kit in the luggage compartment ⇒ *Placement*.
- Press on the lower section of the cover (arrow) to release the lock on the cover *fig. 189* (1).
- Remove the cover and let it hang from the vehicle.
- Rotate the towing eye **counterclockwise** as far as possible to install it in the mount *fig. 189* (2) ⇒ (!). Use a suitable object to tighten the towing eye completely and securely in the mount.
- After the vehicle is towed, unscrew the towing eye **clockwise**.
- Insert the cap into the respective opening and press in until it engages.
- If necessary, clean the towing eye and return it to the vehicle tool kit in the luggage compartment.

NOTICE

- The towing eye must always be installed completely and securely in the mount. Otherwise, the towing eye could pull out of the mount when towing the vehicle.
- Vehicles with a factory-installed trailer hitch may **only** be towed with a towing bar that is designed specially for mounting on a ball hitch. Using an unsuitable towing bar could damage the ball hitch and the vehicle. If the correct towing bar is not available, use a towing cable instead.

Installing the front towing eye (R-Line)

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

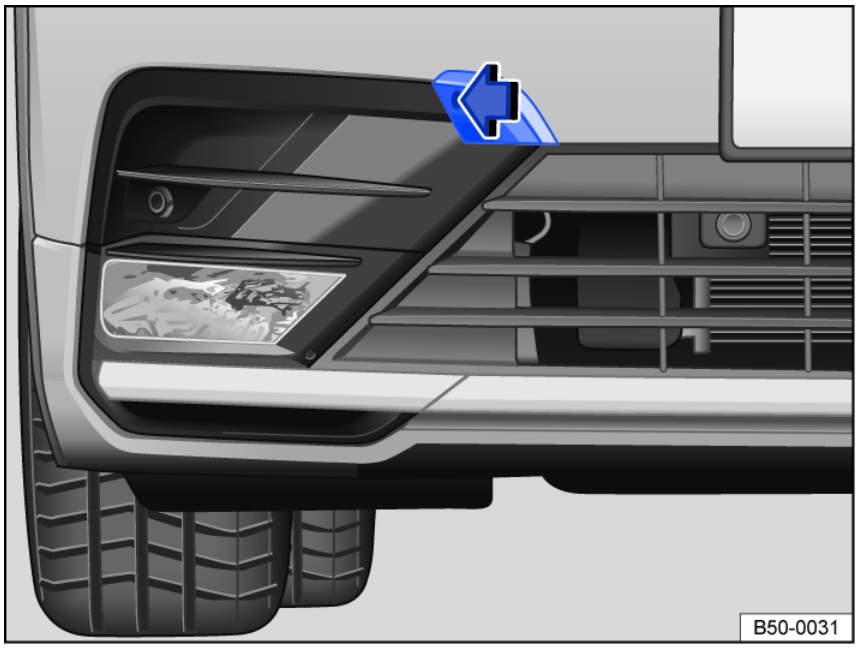


Fig. 190 In the front right bumper: Cap for the towing eye mounts.

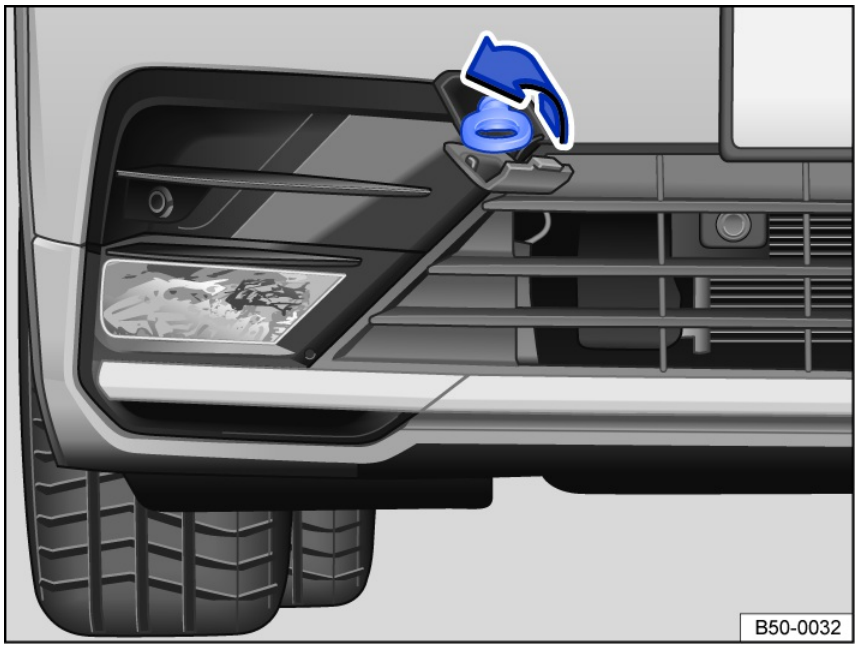


Fig. 191 In the right front bumper: Screw in towing eye.

NOTICE

Depending on the country and vehicle equipment, the mount for the towing eye is situated behind the cover. Before towing, check whether a mount with screw thread is present for the towing eye. Otherwise, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the vehicle taken away by a recovery vehicle if necessary.

The towing eye must always be kept in the vehicle.

Read and heed the information about towing ⇒ *Instructions for towing*.

Installing the front towing eye

- Remove the towing eye from the vehicle tool kit in the luggage compartment ⇒ *Placement*.
- Press on the side of the cover (arrow) to release the lock on the cover *fig. 190*.
- Remove the cover and let it hang from the vehicle.
- Rotate the towing eye **counterclockwise** and tighten as far as it will go to install it in the opening *fig. 191*, ⇒ (!). Use a suitable object to tighten the towing eye completely and securely in the mount.
- After the vehicle is towed, unscrew the towing eye **clockwise**.
- Insert the lug on the cover into the opening in the bumper which faces the side of the vehicle and press on the opposite section of the cover until the lug locks into the bumper.
- If necessary, clean the towing eye and return it to the vehicle tool kit in the luggage compartment.

NOTICE

The towing eye must always be installed completely and securely in the mount. Otherwise, the towing eye could pull out of the mount when towing the vehicle.

Installing the front towing eye

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

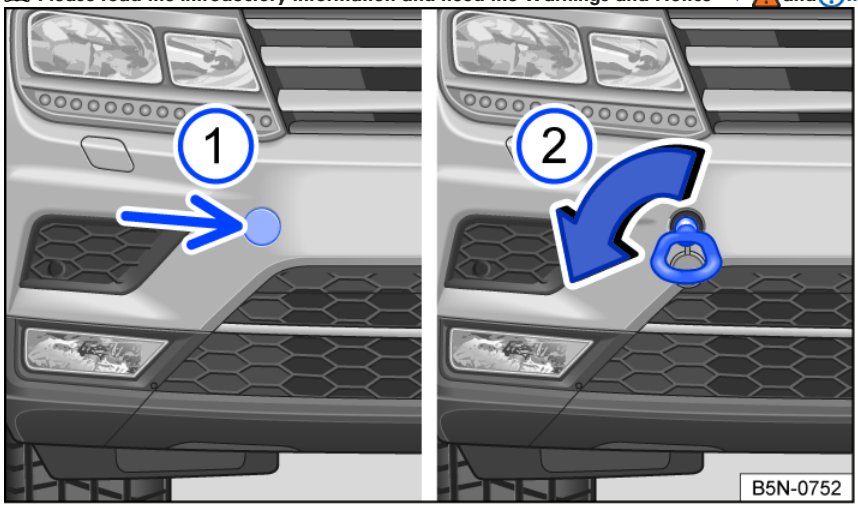


Fig. 192 In the right front bumper: towing eye.

NOTICE

Depending on the country and vehicle equipment, the mount for the towing eye is situated behind the cover. Before towing, check whether a mount with screw thread is present for the towing eye. Otherwise, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the vehicle taken away by a recovery vehicle if necessary.

The towing eye must always be kept in the vehicle.

Read and heed the information about towing ⇒ *Instructions for towing*.

Installing the front towing eye

- Remove the towing eye from the vehicle tool kit in the luggage compartment ⇒ *Placement*.
- Press on the corresponding part of the cover (arrow) to release the lock on the cover *fig. 192* (1).
- Remove the cover toward the front and let it hang from the vehicle.
- Rotate the towing eye **counterclockwise** and tighten as far as it will go to install it in the opening *fig. 192* (2) ⇒ . Use a suitable object to tighten the towir eye completely and securely in the mount.
- After the vehicle is towed, unscrew the towing eye **clockwise**.
- Insert the outer tab on the cover into the opening in the bumper and press on the opposite section of the cover until the tab locks into the bumper.
- If necessary, clean the towing eye and return it to the vehicle tool kit in the luggage compartment.

NOTICE

The towing eye must always be installed completely and securely in the mount. Otherwise, the towing eye could pull out of the mount when towing the vehicle.

Checking and filling

In the engine compartment

Safety precautions for working in the engine compartment

The engine compartment is a potentially dangerous area in the vehicle. Only perform work in the engine compartment if you are familiar with the necessary procedures and the general safety precautions, and if the correct equipment, fluids, and suitable tools are available. Work performed incorrectly can result in serious injuries ⇒ ⚠. If necessary, have all work performed by qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Always make sure the vehicle is parked on a solid and level surface before performing any work in the engine compartment.

⚠ WARNING

Unintentional vehicle movement while working on the vehicle can cause serious injuries.

- Never work underneath the vehicle when it is not secured to prevent it from rolling. If working underneath the vehicle while the wheels are in contact with the ground, the vehicle must be parked on a level surface, the wheels must be blocked, and the vehicle key must be removed from the ignition lock if necessary.
- If you must work underneath the vehicle, the vehicle must also be supported securely with suitable stands. The vehicle jack is not sufficient for this because it could collapse, resulting in serious injuries.
- The start-stop system must be manually deactivated.

⚠ WARNING

The engine compartment in any motor vehicle is a potentially dangerous area that can cause serious personal injury.

- Always be as cautious and careful as possible and follow the general safety precautions when working on the vehicle. Never put yourself at risk.
- Never perform work in the engine compartment if you are not familiar with the required procedures. If you are not sure what to do, have the work performed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Serious injuries can result if work is not performed correctly.
- Never open or close the hood if steam or engine coolant is escaping. Steam or hot engine coolant can cause serious burns. Always wait until you can no longer see or hear steam or engine coolant escaping from the engine compartment.
- Always allow the engine to cool down before opening the hood.
- Hot engine or exhaust system components can cause burns if touched.
- Once the engine has cooled, note the following before opening the hood:
  - Switch on the electronic parking brake and place the selector lever in the **P** position or the shift lever in the neutral position.
  - Switch the ignition off, remove the vehicle key from the ignition, and keep it stored safely far enough from the vehicle (especially in vehicles with Keyless Access) so the ignition cannot be inadvertently switched on and the engine started.
  - Always keep children away from the engine compartment and never leave them unattended.
- The engine cooling system is under pressure when the engine is hot. Never open the cap on the coolant expansion tank when the engine is hot. Engine coolant could spray out and cause serious burns or other injuries.
  - Slowly and very carefully turn the cap on the engine coolant expansion tank counter-clockwise while pressing down lightly on the cap.
  - Always protect your face, hands, and arms from hot engine coolant or steam with a large, thick cloth.
- Do not spill any fluids on engine components or the exhaust system when adding fluids. Spilled fluids could cause a fire.

⚠ WARNING

The high voltage in the electrical system can cause electric shocks, burns, serious injuries, and death.

- Never short-circuit the electrical system. The 12 V vehicle battery could explode.
- To reduce the risk of an electric shock and serious injuries, never touch the electrical wires or the ignition system while the engine is running or being started.
- Never touch the electrical wires and connections in the HID headlights.

⚠ WARNING

The engine compartment contains moving components that can cause serious injuries.

- Never reach into the radiator fan or into the area near the radiator fan. Touching the fan blades could cause serious injuries. The fan is controlled by temperature and can switch on by itself, even when the ignition is switched off and the key is removed from the ignition.
- If work must be performed while starting the vehicle or when the engine is running, moving components such as the ribbed belt, alterator, and radiator fan, or the high-voltage system could cause potentially fatal injuries. Always be extremely careful.
  - Always make sure that no parts of the body, jewelry, ties, loose clothing, and long hair can be caught in moving engine components. To reduce the risk of anything becoming caught in engine components, always remove any jewelry and/or ties, tie back long hair, and avoid wearing loose-fitting clothing when performing work.
  - Always be extremely careful and never press the accelerator pedal inadvertently. The vehicle could begin moving, even if the electronic parking brake is set.
- Do not leave any items, such as cleaning cloths or tools, in the engine compartment. Objects left behind can cause malfunctions, engine damage, and fires.

⚠ WARNING

Additional insulation, such as covers in the engine compartment, can cause engine malfunctions or fires and result in serious injuries.

- Never cover the engine with covers or other insulating materials.

⚠ WARNING

Fluids and some materials in the engine compartment are very flammable and can cause fires and serious injuries.

- Never smoke near the engine compartment.
- Never work near open flames or sparks.
- Never pour or spill fluids on the engine. Fluids could ignite on hot engine components and cause injuries.
- If work must be performed on the fuel system or electrical system, note the following:
  - Always disconnect the 12 V vehicle battery. Make sure that the vehicle is unlocked when the 12 V vehicle battery is disconnected. Otherwise, the anti-theft alarm will be activated.
  - Never perform work near sources of heat, boilers, or other open flames.
- Always have a fully-functioning, inspected fire extinguisher nearby.

NOTICE

When filling or changing fluids, make sure the correct fluids are added to the correct reservoirs. Using incorrect fluids can result in malfunctions and engine damage.

Fluids leaking from the vehicle can cause environmental damage. Always check the ground under the vehicle for leaking fluids. If you see spots of fluid on the ground under the vehicle, have the vehicle inspected by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Dispose of leaking fluids correctly.

Preparing the vehicle for work in the engine compartment

Checklist

Always perform the following preparations in the specified sequence before all work in the engine compartment :

1. Park the vehicle safely on level and stable ground.
2. Press and hold the brake pedal until you have ended drive-ready mode.
3. Set the electronic parking brake ⇒ *Electronic parking brake*.
4. Move the selector lever into the **P** position ⇒ *Automatic transmission: selecting the selector lever position*.
5. End drive-readiness.
6. If necessary, remove the vehicle key from the vehicle and store it outside of the vehicle so that the vehicle does not start accidentally.
7. Let the engine cool down sufficiently.
8. Always keep other people away from the engine compartment.
9. Secure the vehicle against rolling away

⚠ WARNING

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

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

Opening and closing the hood

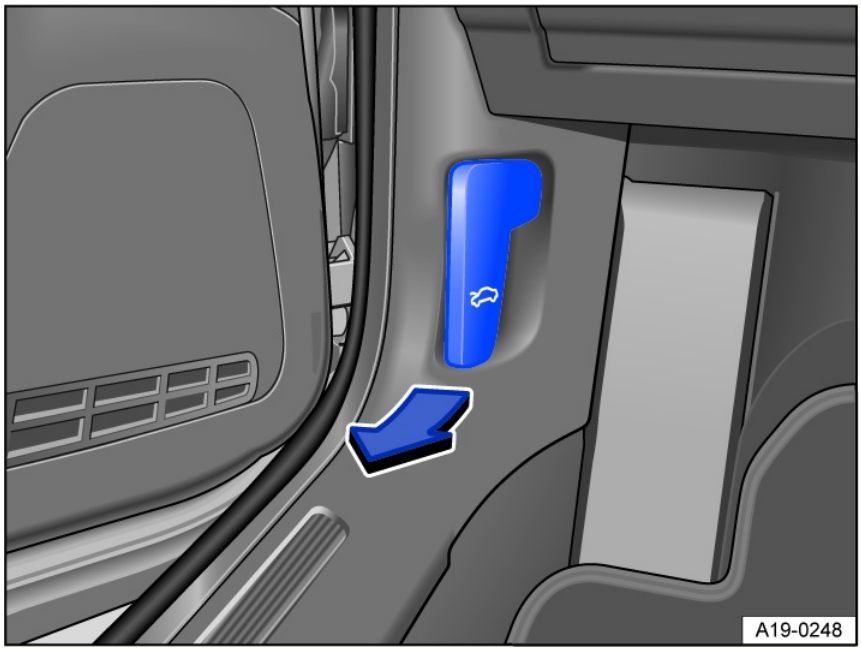


Fig. 193 In the driver's side footwell: Release lever for the hood (general example).

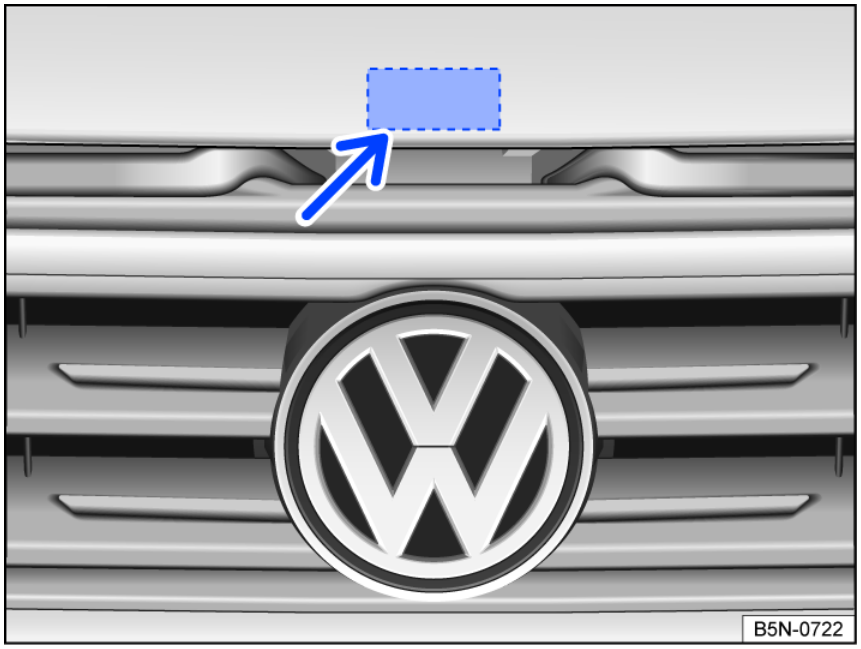


Fig. 194 Above the radiator grille: Opening lever for the hood.

Opening the hood

- Open the driver's door and pull the release lever in the direction of the arrow *fig. 193*. The hood will pop open from the locking mechanism in the lock carrier ⓘ.
- Lift the hood, press the opening lever, and open the hood all the way *fig. 194*. The hood is held open by the gas-pressure strut.

Closing the hood

- Push the hood down until you override the force of the gas-pressure strut ⇒ ⚠.
- Let the hood fall into the lock carrier catch from a height of approximately 8 inches (20 cm); do *not* press it down.

If the hood does not close correctly, lift the hood up and try to close it again.

When the hood is closed correctly, it will be flush with the surrounding sections of the vehicle body. The hood will no longer be highlighted in the instrument cluster display or the indicator light will turn off ⇒ *Display*.

WARNING

If the hood is not closed correctly, it could open suddenly while driving and block the view through the windshield. This can cause accidents and serious injuries.

- After closing the hood, check that the catch is engaged correctly in the lock carrier.
- If you realize while driving that the hood is not closed correctly, switch on the emergency flashers, carefully apply the brakes, stop immediately and close the hood.
- Do not open or close the hood if any persons are in the closing range of the hood.

NOTICE

- To reduce the risk of damaging the hood and the windshield wiper arms, only open the hood when wiper mode is switched off and the wiper arms are in the base position.

Display



Fig. 195 In the instrument cluster display: the hood is open or not closed correctly (general example).

An image in the instrument cluster display indicates if the hood is open or has not closed correctly *fig. 195*.

Do not continue driving! If necessary, lift the hood and close it again.

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

WARNING

Disregarding warning notifications could lead to breakdowns while driving, accidents, and serious injuries.

- Never ignore warning notifications.
- Stop the vehicle as soon as it is safe to do so.

The image may vary depending on the version of the instrument cluster.

Operating fluids and operating equipment

All operating fluids and operating equipment, such as engine coolant, and vehicle batteries, are continuously being developed. For internal combustion engines also engine oils. Therefore, have operating fluids and operating equipment replaced by an authorized Volkswagen dealer or authorized Volkswagen Service Facility An authorized Volkswagen dealer or authorized Volkswagen Service Facility can provide up-to-date information about changes.

WARNING

Unsuitable operating fluids and operating equipment as well as the incorrect use of them can cause accidents, serious injuries, burns, and poisoning.

- Only store operating fluids sealed in the original container.
- Never use empty food cans, bottles, or other containers to store operating fluids, because someone could drink the operating fluids by mistake.

- Keep children away from all operating fluids and operating equipment.
- Always read and heed the information and warnings on the packaging for the operating fluids.
- When using products that emit harmful vapors, always work outdoors or in a well-ventilated area.

NOTICE

- Only add suitable operating fluids. Never interchange operating fluids. Otherwise, severe malfunctions and engine damage could occur.

Leaking operating fluids can pollute the environment. Collect any leaking operating fluids in suitable containers and dispose of them correctly according to environmental regulations.

Washer fluid

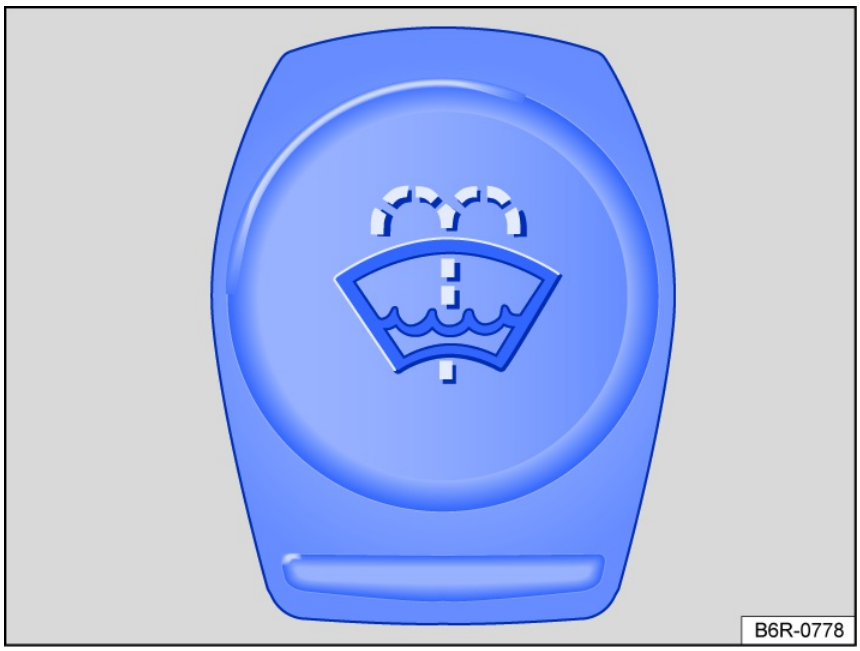


Fig. 196 In the engine compartment: cap on the washer fluid reservoir.

Check the washer fluid level regularly and fill if necessary.

There is a screen in the filler tube in the windshield washer fluid reservoir. The screen keeps large particles of contaminants from entering the washer nozzles wher you refill the washer fluid. Take the screen out only to clean it. If the screen is damaged or missing, dirt particles could enter the system when adding fluid, which could block the windshield washer nozzles.

- Open the hood ⇒ *Opening and closing the hood*.
- The washer fluid reservoir is identified with the symbol on the cap *fig. 196*.
- Check that there is enough windshield washer fluid in the reservoir.
- To add fluid, mix clean water (not distilled water) with a suitable window cleaner ⇒. Follow the mixing instructions on the packaging.
- When the outside temperatures are cold, an anti-freeze agent should be added to the water so that it does not freeze ⇒.

Depending on the vehicle and vehicle equipment, the washer fluid reservoir capacity is approx. 3.1–7.9 quarts (3.0–7.5 liters).

WARNING

Never mix coolant additive are similar unsuitable additives into the washer fluid. Otherwise, an oily film can build up on the windshield, which would impair visibility considerably.

NOTICE

- Never mix suitable cleaning agents with other cleaning agents. Otherwise, the components could coagulate and create a blockage in the washer nozzles.

Engine oil

Introduction

The engine oils are determined based on the requirements of the engines, emissions control systems, and the fuel quality. On all combustion engines, the engine o comes into contact with combustion residue and fuel, which affects the aging of the engine oil. Using the correct engine oil is essential for the function and service life of the engine. The vehicle is filled at the factory with a special multi-purpose, low-viscosity oil that can generally be used year-round.

Volkswagen recommends having engine oil changes performed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Information about warning and indicator lights can be found in the troubleshooting section at the end of the chapter ⇒ *Troubleshooting*.

⚠ WARNING

Handling engine oil incorrectly can cause severe burns and other injuries.

- Always wear protective eyewear when handling engine oil.
- Engine oil is poisonous and must be kept out of reach of children.
- Only store engine oil in the sealed original container. This also applies to used oil until it is disposed.
- Regular contact with engine oil could damage the skin. If engine oil has come into contact with the skin, always wash thoroughly with soap and water.
- Engine oil becomes very hot when the engine is running and can severely burn the skin. Always allow the engine to cool down.

Engine oil that has dripped and spilled can pollute the environment. Catch any leaking operating fluids and dispose of them correctly according to environmental regulations.

Engine oil standards

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ and ⓘ *Safety precautions for working in the engine compartment*.

Utilized engine oil

There is a label on the lock carrier that shows which engine oil should be added. Please follow the note and if possible only add the indicated engine oil ⇒ ⓘ.

If this is not possible, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility to find out which engine oil is suitable for your vehicle. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If the engine oil recommended by the authorized Volkswagen dealer or authorized Volkswagen Service Facility is not available, a different engine oil can be used in an emergency. To reduce the risk of damaging the engine, a maximum of 0.5 liters of the following engine oils may be added until the next oil change:

- Gasoline engine: Standard ACEA A3/B4 or API SN (API SM) and viscosity grade SAE 0W-30.

Volkswagen recommends Genuine oil.

ⓘ NOTICE

- Do not mix any additional lubricants with the engine oil. Damage caused by such additives is not covered by the warranty.
- Volkswagen recommends using the approved engine oils in accordance with the respective VW standard. The use of engine oils that do not comply with these quality requirements can cause engine damage.

ⓘ NOTICE

Only add engine oil of the same standard that was used in the vehicle. Otherwise the engine can be damaged.

Changing the engine oil

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ and ⓘ *Safety precautions for working in the engine compartment*.

The engine oil must be changed in accordance with the instructions in the service schedule. Your service schedule is supplied with your Manual. Service schedule.

The engine oil must be changed regularly. Observe which service interval applies for your vehicle ⇒ *Information regarding the service schedule*.

Engine oil and filter changes require special tools, technical knowledge and the correct disposal of the used oil. Therefore always have the engine oil and filters changed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

You can find more information about the service intervals in the Service chapter ⇒ *Information regarding the service schedule*.

Additives in the engine oil can make new engine oil appear dark after a brief engine run time. This is normal and is no reason to change the engine oil more frequently.

⚠ WARNING

If you need to change the engine oil in the vehicle yourself in exceptional situations, the following instructions must be followed:

- Always wear protective eyewear.

- Always allow the engine to cool down to reduce the risk of burns.
- Keep your arms horizontal when using your fingers to remove the oil drain plug, so that the draining oil does not drip down your arm.
- Use a container suitable for collecting used oil that can hold at least the entire quantity of oil in the engine.
- Never use empty food cans, bottles or other containers to store engine oil, because individuals may not recognize that they contain oil.
- Engine oil is poisonous and must be kept out of reach of children.

Before changing the engine oil, find a place that will dispose of used oil correctly.

Dispose of used oil in a way that is responsible for the environment. Never dispose of used oil in gardens, forested areas, through the sewer systems, on street and paths, in rivers, or in bodies of water, for example.

Engine oil consumption

Please read the introductory information and heed the Warnings and Notice ⇒ and ***Safety precautions for working in the engine compartment*.**

The engine oil consumption can vary from engine to engine and can change throughout the service life of the engine.

Depending on the driving style and the usage conditions, the engine oil consumption can be up to 1 l (1 quart) 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. It is best to check each time you refuel your vehicle and before long drives.

For high engine loads, for example when driving long distances on highways in the summer or when driving through high mountains, the engine oil level should be the upper section of the permitted area ⇒ *Checking the engine oil level and adding oil* .

Checking the engine oil level and adding oil

Please read the introductory information and heed the Warnings and Notice ⇒ and ***Safety precautions for working in the engine compartment*.**

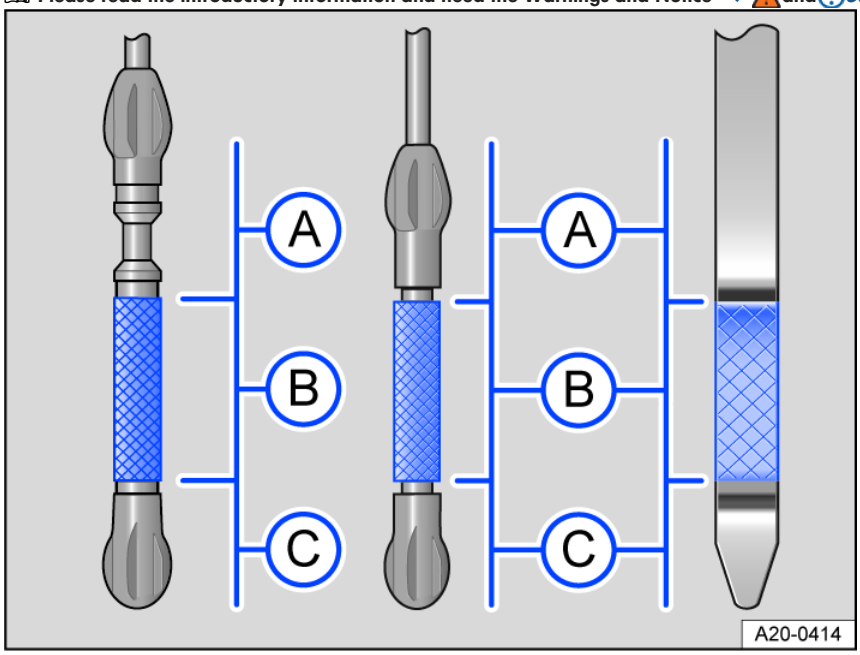


Fig. 197 Engine oil level markings on the oil dipstick (versions).

(A) Engine oil level too high – if necessary follow the messages in the instrument cluster display or contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

(B) The engine oil is at the correct level.

(C) Engine oil level too low – if necessary follow the messages in the instrument cluster display or top up the engine oil.

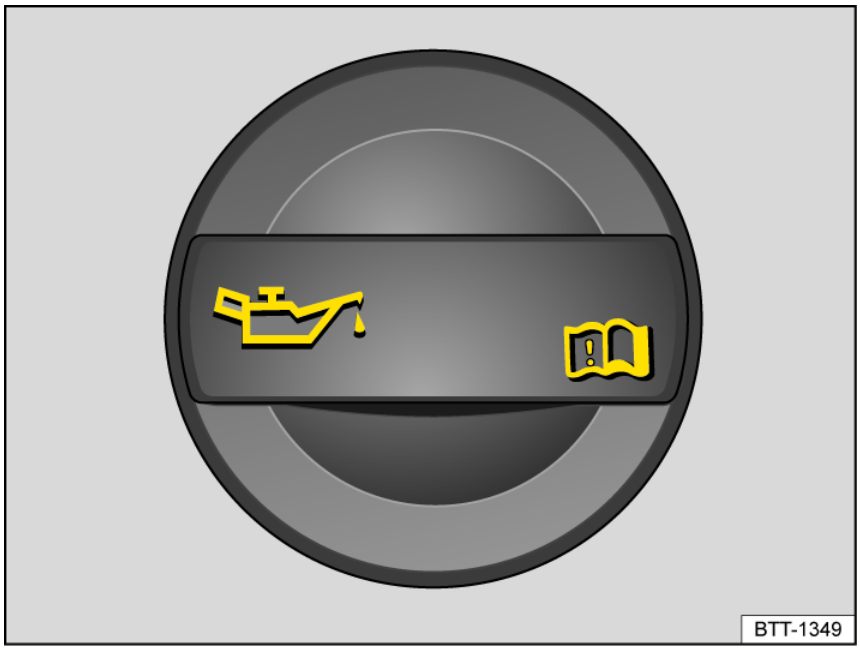


Fig. 198 In the engine compartment: engine oil filler cap (general example).

Checklist

Perform the steps in the order listed ⇒ ⚠:

1. With the engine at **operating temperature**, park the vehicle on a level surface to avoid an incorrect oil level reading.
2. Turn off the engine and wait at least five minutes for the engine oil to flow back into the oil pan.
3. Open the hood ⚠ ⇒ *Opening and closing the hood*.
4. Find the engine oil filler and the dipstick. You can identify these by the symbol on the engine oil filler cap *fig. 198* and the colored handle on the dipstick *fig. 197*. If you are not sure where the cap and the dipstick are located, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.
5. Remove the dipstick from the guide tube and wipe the dipstick off using a clean cloth.
6. Reinsert the dipstick into the guide tube and push it all the way in. If there is an alignment tab on the top of the engine oil dipstick, make sure it lines up with the notch in the guide tube, and that the dipstick goes all the way in.
7. Remove the dipstick again and read the oil level on the dipstick as described below *fig. 197*:

   (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 for assistance** ⇒ ⚠.

   (B) The engine oil is at the correct level. Engine oil can be added up to the **upper edge of this area**, for example if there is heavy engine load. Continue with step 8 or step 16 ⇒ ⚠.

   (C) The engine oil level is too low. **Add engine oil immediately.** Continue with step 8.
8. After reading the oil level, reinsert the dipstick back into the guide tube and push it all the way in.
9. Remove the cap on the engine oil filler *fig. 198*.
10. Top up the engine oil gradually in small quantities (not more than 0.5 l / 0.5 quart) or observe the recommendation in the instrument cluster. Volkswagen recommends using the approved engine oils in accordance with the respective VW standard.
11. To avoid overfilling, you must wait at least one minute each time you add engine oil so that the engine oil can flow into the oil pan up to the marking on the oil dipstick.
12. Read the oil level on the dipstick again before adding a little more. Never add too much oil ⇒ ⓘ.
13. When you are done adding oil, the oil level should be in the center of area *fig. 197* (B). The engine oil level must not be in the area *fig. 197* (A).
14. If you accidentally add too much oil and the oil level is in area *fig. 197* (A), **do not start the engine**. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.
15. Close the cap on the engine oil filler when you are done adding engine oil.
16. Insert the oil dipstick all the way into the guide tube. If there is an alignment tab on the top of the engine oil dipstick, make sure it lines up with the notch in the guide tube, and that the dipstick goes all the way in.
17. Close the hood ⚠ ⇒ *Opening and closing the hood*.

⚠ WARNING

Engine oil can ignite if it comes into contact with hot engine components. This can cause burns and serious injuries.

- If engine oil spills on cold engine components, it could heat up and ignite when the engine is running.

- Always make sure that the cap is installed securely on the engine filler opening after adding oil and that the oil dipstick is inserted correctly in the guide tube. This can prevent engine oil from leaking and coming into contact with hot engine components when the engine is running.

NOTICE

- If you accidentally add too much oil and the oil level is in area *fig. 197* (A), do not start the engine. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance if necessary. Otherwise, the catalytic converter and the engine could be damaged.
- When filling fluids, make sure the correct fluids are added to the correct reservoirs. Using incorrect fluids can result in malfunctions and engine damage.

Troubleshooting

Please read the introductory information and heed the Warnings and Notice ⇒ and *Safety precautions for working in the engine compartment*.

Engine oil pressure too low

The red warning light blinks. A message is shown in the instrument cluster display.

Do not continue driving! Engine damage could result.

- Stop the vehicle as soon as it is safe to do so.
- Stop the engine.
- Check the engine oil level ⇒ *Checking the engine oil level and adding oil* .

If the warning light flashes, do *not* continue driving or let the engine run, even if the oil is at the correct level.

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

Engine oil level very low

The red warning light blinks. A message is shown in the instrument cluster display.

Do not continue driving! Engine damage could result.

- Stop the vehicle as soon as it is safe to do so.
- Stop the engine.
- Check the engine oil level ⇒ *Checking the engine oil level and adding oil* .
- Top up the engine oil gradually in small quantities (not more than 0.5 l in total).

Engine oil level too low

The yellow indicator light turns on. A message is shown in the instrument cluster display.

- Stop the vehicle as soon as it is safe to do so.
- Stop the engine.
- Check the engine oil level ⇒ *Checking the engine oil level and adding oil* .
- If necessary, top up the engine oil gradually in small quantities (not more than 0.5 l in total) or observe the top-up recommendation in the instrument cluster.

Engine oil level too high

The yellow indicator light turns on. A message is shown in the instrument cluster display.

- Stop the vehicle as soon as it is safe to do so.
- Stop the engine.
- Check the engine oil level ⇒ *Checking the engine oil level and adding oil* .
- After checking, see an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

or Engine oil system malfunction

The indicator light flashes yellow. A message is shown in the instrument cluster display.

- Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Engine coolant

Introduction

Only perform work on the engine cooling system if you are familiar with the necessary procedures and the general safety precautions, and if the correct equipment,

fluids, and suitable tools are available. Work performed incorrectly can result in serious injuries ⇒ ⚠. If necessary, have all work performed by qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

Engine coolant is poisonous!

- Only store engine coolant in the sealed original container and in a safe and secure place.
- Never use empty food cans, bottles, or other containers to store engine coolant, because someone could drink the engine coolant by mistake.
- Store engine coolant out of the reach of children.
- Make sure that the correct proportion of engine coolant additive based on the lowest outside temperature that is expected is used in the vehicle.
- In extremely low temperatures, the coolant can freeze and the vehicle could break down. Because the heater will also no longer function in that situation, vehicle occupants could die of exposure if they do not have sufficient warm clothing.

Coolant and coolant additives can pollute the environment. Catch any leaking operating fluids and dispose of them correctly according to environmental regulations.

Engine coolant specifications

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ and ⓘ *Safety precautions for working in the engine compartment*.

The cooling system is filled at the factory with a mixture of specially prepared water and at least 40% coolant additive.

Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility to find out which engine coolant is suitable for your vehicle. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

To protect the engine cooling system, there must *always* be at least a 40% proportion of coolant additive. If greater freeze protection is needed due to the climate, the proportion of coolant additive can be increased. However, the proportion of coolant additive must not exceed 55 %, because otherwise the freeze protection will be reduced and the cooling effect will be decreased.

The engine coolant additive can be recognized by its purple color. The mixture of water and coolant additive provides freeze protection down to -13 °F (-25 °C), protects the aluminum alloy parts of the cooling system from corrosion, prevents limescale deposits, and increases the boiling point of the coolant.

If the engine coolant is being topped up, a blend of **distilled water** and at least 40% of an appropriate engine coolant additive must be used to ensure optimum corrosion protection .

⚠ WARNING

Insufficient freeze protection in the engine cooling system can cause engine malfunctions, which can result in serious injuries.

- Make sure that the correct proportion of engine coolant additive based on the lowest outside temperature that is expected is used in the vehicle.
- In extremely low temperatures, the coolant can freeze and the vehicle could break down. Because the heater will also no longer function in that situation, vehicle occupants could die of exposure if they do not have sufficient warm clothing.

ⓘ NOTICE

Never mix Genuine Volkswagen coolant additives with coolants that are not approved by Volkswagen.

- If the fluid in the coolant expansion tank is not pink-colored (the color comes from the mixture of the purple coolant additive with distilled water) but is, for example, brown instead, the suitable engine coolant was mixed with another engine coolant that is not suitable. In this case, have the engine coolant changed immediately. Otherwise, serious malfunctions or damage to the engine and cooling system could occur.

Engine coolant and coolant additives can harm the environment. Catch any leaking operating fluids and dispose of them correctly according to environmental regulations.

Checking and filling engine coolant

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ and ⓘ *Safety precautions for working in the engine compartment*.

Preparations

1. Parking the vehicle on a level, secure surface.
2. Allow the engine to cool ⇒ ⚠.
3. Open the hood ⚠ ⇒ *Opening and closing the hood*.
4. The coolant expansion tank is identified with the red symbol on the cap *fig. 199*.

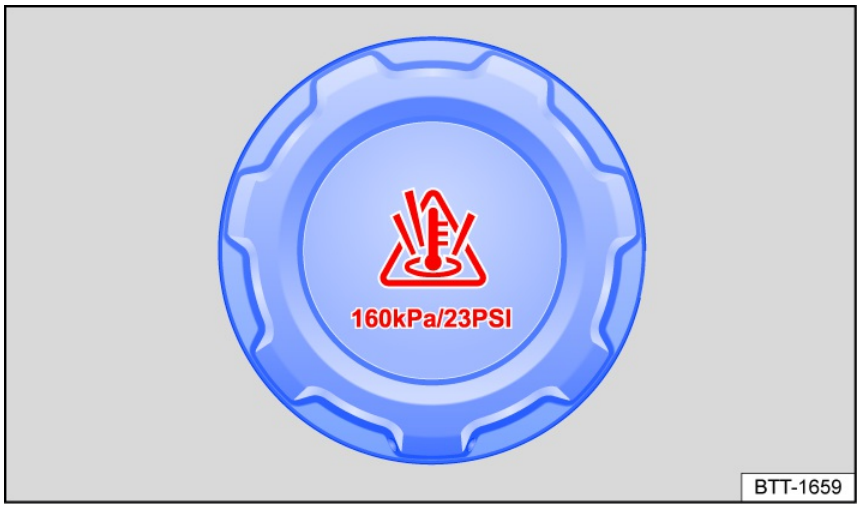


Fig. 199 In the engine compartment: cap on the engine coolant expansion tank.

⚠ WARNING

Hot steam and hot engine coolant can cause serious burns.

- Never open the engine hood if you can see or hear steam or coolant escaping from the engine compartment. Wait until you can no longer see or hear steam or coolant escaping. Hot components can cause burns if touched.
- The engine cooling system is under pressure when the engine is hot. Never open the cap on the coolant expansion tank when the engine is hot. Engine coolant could spray out and cause serious burns or other injuries.
  - Slowly and very carefully turn the cap counterclockwise while pressing down lightly on the cap.
  - Always protect your face, hands, and arms from hot coolant or steam by placing a large, thick cloth on the coolant expansion tank cap.

Warning light

The engine coolant warning light will turn on if the engine coolant level is too low.

Do not continue driving! Stop the vehicle as soon as it is safe to do so. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility immediately for assistance.

If the coolant level is too low and there are no authorized Volkswagen dealers or authorized Volkswagen Service Facilities in the immediate area, check the coolant level and add coolant.

Checking the coolant level

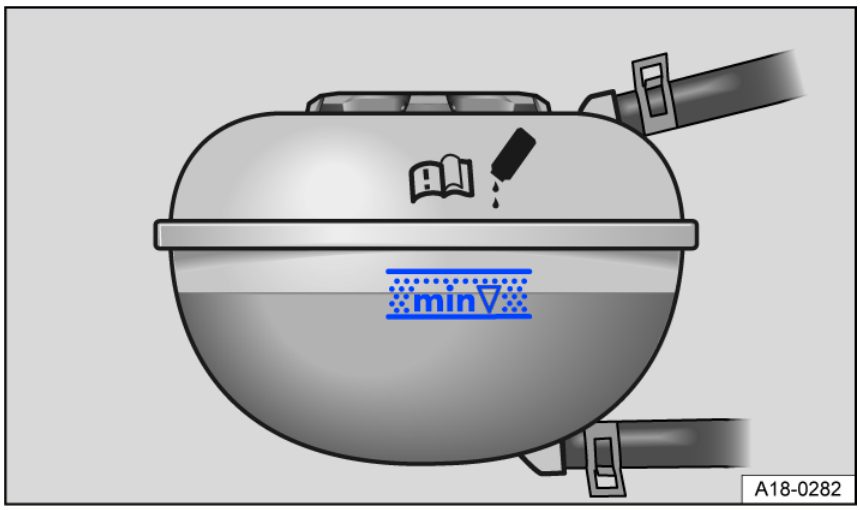


Fig. 200 In the engine compartment: markings on the engine coolant expansion tank.

When **new vehicles** are delivered, the coolant level may be above the marked area. This is normal. The engine coolant does not need to be extracted.

- When the engine is cold, check the coolant level using the markings on the side of the engine coolant expansion tank *fig. 200*. The coolant level must be between the markings.
- If the fluid level in the coolant expansion tank is below the minimum mark (“min”), add coolant. When the engine is warm, the engine coolant level may be slightly above the upper marking.
- If no coolant is visible in the coolant expansion tank, **do not** add coolant ⇒ ⓘ.

Filling the coolant

- Carefully unscrew the cap ⇒ ⚠.
- Only add **new** coolant that conforms to the Volkswagen specification ⇒ *Engine coolant specifications*.
- Top up the engine coolant to the upper fill level marker.
- After topping up the coolant, the coolant level must be between the markings on the coolant expansion tank *fig. 200*.
- Install the cap securely.
- Check the coolant level after one day. If the level drops below the “min” minimum marking **again**, contact an authorized specialist workshop and have the cooling system checked.
- If there is no coolant available that conforms to the specification, do not use any other coolant in an emergency ⇒ ⓘ.

NOTICE

- **Do not add engine coolant above the upper edge of the marked area.** If there is too much coolant, the engine cooling system will become pressurized when the coolant warms up, which can result in damage.
- If there is no coolant available that conforms to the required specification, initially only top up with **distilled water**. Then have the correct mixture ratio using the specified coolant additive restored as soon as possible by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Only add distilled water. The chemical components contained in all other types of water can cause considerable corrosion damage in the engine. This can cause engine malfunctions. If water that is not distilled is added, have the fluid in the engine cooling system changed immediately by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Do not add any engine coolant if there is no engine coolant left in the coolant expansion tank. Doing so could cause air to enter the cooling system. Stop driving and contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance. Otherwise, the engine could be damaged.
- When filling fluids, make sure the correct fluids are added to the correct reservoirs. Using incorrect fluids can result in malfunctions and engine damage.

Brake fluid



Fig. 201 In the engine compartment: cap on the brake fluid reservoir (version 1).

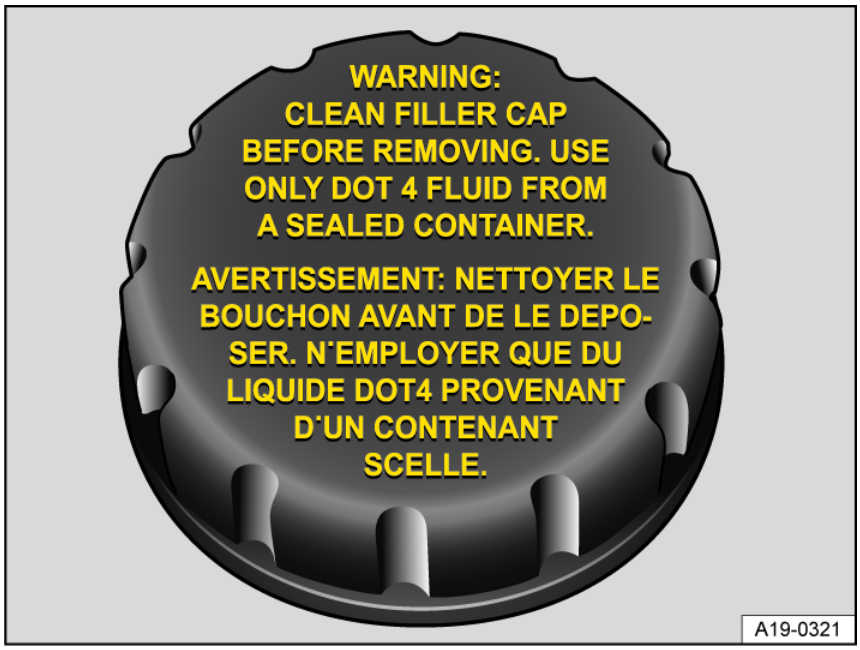


Fig. 202 In the engine compartment: cap on the brake fluid reservoir (version 2).

Brake fluid absorbs moisture from the air over the course of time. Too much water in the brake fluid causes damage to the brake system. Water lowers the boiling point of the brake fluid. If the water content in the brake fluid is too high, vapor lock may form in the brake system during heavy braking and full braking. Vapor lock reduces the braking efficiency, increases the braking distance considerably, and can lead to a total failure of the brake system. Your own safety and the safety of others on the road depends on your brake system functioning correctly at all times ⇒ ⚠.

Brake fluid specifications

Volkswagen has developed a special brake fluid that is optimized for the vehicle's brake system. For optimum performance of the brake system, Volkswagen recommends only using brake fluid that complies with the **VW standard 501 14**.

Before using brake fluid, check that the brake fluid specification on the bottle matches the vehicle requirements.

Brake fluid that complies with the VW standard 501 14 can be obtained from an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If brake fluid that meets this specification is not available and another high-quality brake fluid must therefore be used, brake fluid that complies with the specificatior DIN ISO 4925 or the US Standard FMVSS 116 DOT 4 CLASS 6 can be used.

Not all brake fluids that comply with the requirements of DIN ISO 4925 or US Standard FMVSS 116 DOT 4 CLASS 6 have the same chemical composition. Some of these brake fluids can contain chemicals that can destroy or damage components of the vehicle brake system over time.

To help ensure that the brake system functions correctly over the long term, Volkswagen recommends using a brake fluid that expressly conforms to the **VW standard 501 14**.

Brake fluid that complies with the VW standard 501 14 meets the requirements of DIN ISO 4925 or the US Standard FMVSS 116 DOT 4 CLASS 6.

BRAKE Brake fluid level

The red warning light turns on.

Brake fluid level is too low.

- **Do not continue driving!**
- Check the brake fluid level.

If the brake fluid level is too low:

- See an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Have the brake system checked.

Changing brake fluid

Have the brake fluid changed by qualified personnel. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Only use new brake fluid that meets the required specifications.

⚠ WARNING

Low brake fluid, brake fluid that is too old, or using an incorrect type of brake fluid can cause brake malfunctions or reduced braking efficiency.

- Have the brake system and brake fluid level checked regularly.
- Have the brake fluid changed regularly.
- Hard braking when the brake fluid is old can cause vapor lock to form in the fluid. Vapor lock reduces the braking efficiency, increases the braking

distance considerably, and can lead to a total failure of the brake system.

- Be sure to use the correct brake fluid. Only use brake fluid that expressly complies with the VW standard 501 14.
- Any other brake fluid or brake fluid that is not high-quality can impair the braking function and reduce the braking efficiency.
- If a brake fluid that complies with the VW standard 501 14 is not available and it is absolutely necessary to use a different brake fluid, a high-quality brake fluid that complies with the requirements of DIN ISO 4925 or the US specification FMVSS 116 DOT 4 CLASS 6 can be used.
- Any brake fluid that is added must be new.

WARNING

Brake fluid is poisonous.

- To reduce the risk of poisoning, never store brake fluid in beverage containers or other containers. A person could mistakenly drink from the container, even if the container is marked.
- Always store brake fluid in the closed original container and keep it out of the reach of children.

NOTICE

Spilled or leaking brake fluid damages vehicle paint and tires. Immediately wipe up any spilled or leaking brake fluid that comes into contact with vehicle components.

Brake fluid can pollute the environment. Collect spilled brake fluid and dispose of it correctly.

12-V vehicle battery

Introduction

The 12-volt vehicle battery is a component of the electrical system and serves to supply energy to the vehicle.

You may only perform procedures on the electrical system yourself if you are familiar with the necessary procedures and the general safety precautions, and if the correct equipment and operating fluids and suitable tools are available. Work performed incorrectly can result in serious injuries ⇒ ⚠. Have all work performed by qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Information about warning and indicator lights can be found in the troubleshooting section at the end of the chapter ⇒ *Troubleshooting*.

12 V vehicle battery location

The 12-volt vehicle battery may be located in the electric motor compartment or behind a cover in the luggage compartment, depending on vehicle equipment.

Detailed warnings for the 12 V vehicle battery

Always wear eye protection. Battery acid is highly corrosive. Always wear protective gloves and eye protection. Fire, sparks, open flame, and smoking are forbidden. A highly explosive mixture of gases forms when charging the 12 V vehicle battery. Always keep children away from battery acid and the 12 V vehicle battery. Always heed the Owner's Manual.

WARNING

Performing work on the 12 V vehicle battery and the electrical system can cause serious injuries, fires, or electric shocks. Always read and heed the following warnings and safety precautions before performing any procedures:

- Before performing any work on the 12 V vehicle battery, switch off the ignition and all electrical equipment and disconnect the 12 V battery negative cable.
- Always keep children away from battery acid and the 12 V vehicle battery.
- Always wear eye protection and safety gloves.
- Battery acid is highly corrosive. It can burn skin and cause blindness. When handling 12 V vehicle batteries, always protect the hands, arms, and face from spraying battery acid.
- Do not smoke while working and never work near open flames or sparks.
- Avoid creating sparks when working with wires and electrical equipment or when discharging static electricity.
- Never short circuit the battery terminals.
- Never use a damaged 12 V vehicle battery. It could explode. Always replace the 12 V vehicle battery if it is damaged.
- Never use a frozen 12 V vehicle battery. A drained 12 V vehicle battery can freeze at temperatures around 32 °F (0 °C). Always replace the 12 V vehicle battery if it is frozen.
- In the case of vehicles where the 12-volt vehicle battery is located in the luggage compartment, ensure that the degasification hose is correctly attached to the 12-volt vehicle battery.

WARNING

California Proposition 65 Warning

- Battery posts, terminals, and related accessories contain lead and lead components, chemicals known to the State of California to cause cancer and reproductive harm. Wash your hands after handling.

NOTICE

Never expose the 12 V vehicle battery to direct sunlight for a long period of time.

- The UV rays can damage the battery housing.

NOTICE

Protect the 12 V vehicle battery against freezing temperatures if the vehicle is parked for long periods of time.

- The 12 V vehicle battery could “freeze” and be destroyed.

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

Checking the 12 V vehicle battery acid level

Please read the introductory information and heed the Warnings and Notice ⇒ and *Safety precautions for working in the engine compartment*.

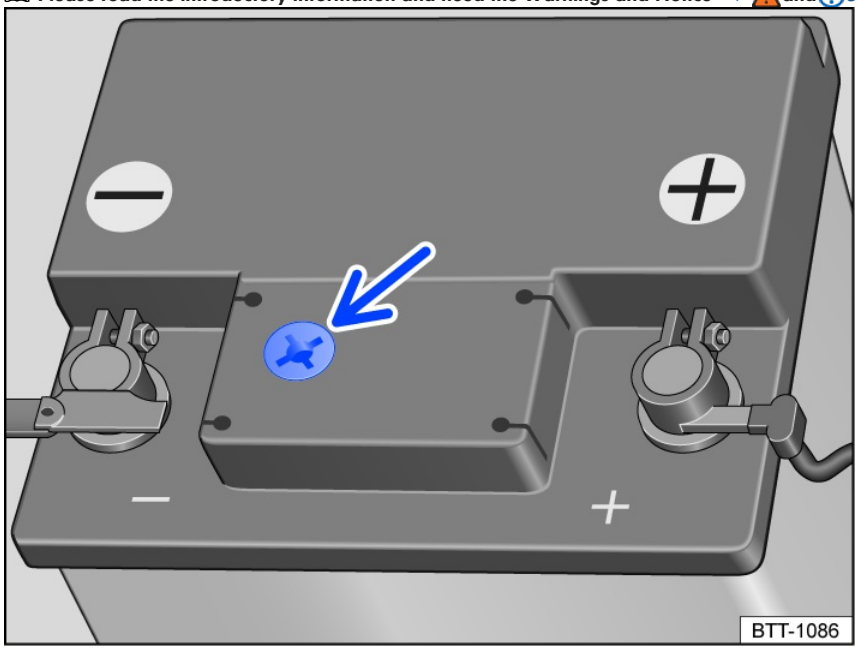


Fig. 203 Window on the top of the 12 V vehicle battery (general example).

Check the acid level of the 12 V vehicle battery regularly if mileage is high, in countries with warm climates, or if the 12 V vehicle battery is old. Otherwise, the 12 V vehicle battery is maintenance-free.

The acid level of 12 V vehicle batteries labeled **A G M** cannot be checked for technical reasons. To have the 12-volt vehicle battery checked, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Preparations

- Prepare the vehicle for work in the engine compartment ⇒ *In the engine compartment*.
- Open the hood ⇒ *Opening and closing the hood*.

Checking the battery acid level (12 V vehicle batteries with window)

- Make sure there is enough light to clearly see the color indicator in the circular window on the top of the 12 V vehicle battery (arrow) *fig. 203*. Never use ope flames or smoldering objects to provide light.
- The color indicator in the circular window changes depending on the acid level in the 12 V vehicle battery.

Light yellow* or *colorless The 12 V vehicle battery acid level is too low. Have the 12 V vehicle battery checked and/or replaced by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Black The 12 V vehicle battery acid level is OK.

⚠ WARNING

Performing work on the 12 V vehicle battery can cause serious injuries, explosions, or electric shocks.

- Always wear eye protection and safety gloves.
- Battery acid is highly corrosive. It can burn skin and cause blindness. When handling 12 V vehicle batteries, always protect the hands, arms, and face from spraying battery acid.
- Never tilt the 12 V vehicle battery. Acid can leak out of the vent openings and can cause chemical burns.
- Never open a 12 V vehicle battery.
- If battery acid comes into contact with the skin or eyes, flush the affected area immediately with cold water for several minutes. Then consult a doctor immediately.
- Consult a doctor immediately if battery acid is swallowed.

Charging, replacing, disconnecting, or connecting the 12 V vehicle battery

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ and ⓘ *Safety precautions for working in the engine compartment*.
If you suspect that the 12 V vehicle battery is damaged or faulty, see an authorized Volkswagen dealer or authorized Volkswagen Service Facility to have the batter inspected.

Charging the 12 V vehicle battery

The 12 V vehicle battery should be charged by qualified professionals because the 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 must be replaced, check with an authorized Volkswagen dealer or authorized Volkswagen Service Facility to find out the electromagnetic compatibility, the size, the maintenance, performance, and security requirements for the new 12 V vehicle battery. The vent opening on the 12 V vehicle battery must always be located on the negative terminal. The vent opening on the positive terminal side must be sealed.

Only use a maintenance-free 12 V vehicle battery that conforms to the TL 825 06 and VW 7 50 73 standards. These standards must be from October 2014 or later.

Always have the 12 V vehicle battery replaced by a qualified professional because the vehicle electrical system must be adapted as part of the replacement. Only qualified professionals have the necessary equipment to perform the adaptation correctly. Volkswagen recommends having the 12 V vehicle battery replaced by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Disconnecting the 12 V vehicle battery

If the 12 V vehicle battery must be disconnected from the vehicle electrical system, note the following:

- Switch off all electrical equipment and the ignition.
- Unlock the vehicle before disconnecting the battery. Otherwise, the anti-theft alarm system will be triggered.
- Disconnect the negative cable first, and then the positive cable ⇒ ⚠.

Connecting the 12 V vehicle battery

- Switch off all electrical equipment and the ignition before reconnecting the 12 V vehicle battery.
- 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. 10–12 mph (approx. 15–20 km/h). If the indicator lights do not turn off, see an authorized Volkswagen dealer or authorized Volkswagen Service Facility t have the vehicle checked.

If the 12 V vehicle battery was disconnected for a long period of time, the next scheduled maintenance may not display correctly or it may not be calculated correctl ⇒ *Instrument cluster*. Follow the maximum permissible maintenance interval ⇒ *Maintenance*.

Vehicles with Keyless Access ⇒ *Keyless Access*: if the ignition cannot be switched on after connecting the 12 V vehicle battery, lock and unlock the vehicle from the outside. Then try to switch the ignition on again. If the ignition will not switch on, see an authorized Volkswagen dealer or authorized Volkswagen Service Facility fo assistance.

Automatic equipment deactivation

If the 12 V vehicle battery is under a heavy load, the intelligent power management will automatically begin certain measures to prevent the 12 V vehicle battery from draining:

- The idle speed will be increased so that the alternator delivers more power.
- If necessary, equipment that uses a lot of power will have its performance limited or will be switched off.
- The power supply to the 12 V socket and the cigarette lighter will be interrupted temporarily when the engine is started.

The power management cannot always prevent the 12 V vehicle battery from being drained. For example, the battery could be drained if the ignition is left on for long periods of time when the engine is stopped or if the vehicle is parked for long periods of time with the parking lights on.

12 V vehicle battery draining

- If the vehicle is parked for long periods of time without running the engine, especially if the ignition is on.
- If electrical equipment is used when the engine is stopped.

⚠ WARNING

Securing the vehicle battery incorrectly or using the wrong 12 V vehicle battery can cause short circuits, fires, and serious injuries.

- Always use maintenance-free and leak-proof 12 V vehicle batteries that have the same characteristics, specifications, and dimensions as the 12 V vehicle battery that was installed at the factory.

⚠ WARNING

A highly explosive mixture of hydrogen gas can form when charging the 12 V vehicle battery.

- Only charge 12 V vehicle batteries in well-ventilated areas.
- Never charge a frozen or thawed 12 V vehicle battery. A drained 12 V vehicle battery can freeze at temperatures around 32 °F (0 °C).
- Always replace the 12 V vehicle battery if it freezes.
- Cables that are connected incorrectly can cause a short circuit. Connect the positive cable first and then the negative cable.

NOTICE

- Never connect or disconnect the 12 V vehicle batteries when the ignition is on or the engine is running. Also, never use a 12 V vehicle battery that does not conform to the vehicle specifications. The electrical system or electrical components could be damaged and electrical malfunctions could result.
- Never connect accessories that provide power, such as solar panels or battery chargers, to the 12 V socket or the cigarette lighter in order to charge the 12 V vehicle battery. The vehicle electrical system could be damaged.

12 V vehicle batteries can contain toxic substances such as sulfuric acid and lead. Dispose of 12 V vehicle batteries correctly.

Battery acid can pollute the environment. Collect spilled battery acid and dispose of it correctly.

Troubleshooting

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ and ⓘ *Safety precautions for working in the engine compartment*.

12 V vehicle battery

The red warning light turns on. The following message is displayed:

- 12V battery is not charging. Safely stop the vehicle!

Do not continue driving! Stop the vehicle as soon as it is safe to do so.

The 12-volt vehicle battery is not being charged while driving.

- Turn off electrical equipment that is not needed.
- See an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Have the electrical system inspected.

The start-stop system cannot start the engine ⇒ *Start/Stop system*.

12 V vehicle battery

The red warning light turns on. The following message is displayed:

- Error: 12V electrical system. Safely stop the vehicle. Please see Owner's Manual.

Do not continue driving! Stop the vehicle as soon as it is safe to do so.

There is a fault in the 12-volt vehicle electrical system.

- See an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Have the electrical system inspected.

12 V vehicle battery

The yellow indicator light turns on. The following message is displayed:

- Error: 12 V vehicle electrical system. Please contact workshop.

There is a fault in the 12-volt vehicle electrical system.

- Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Have the electrical system inspected.

12 V vehicle battery

The yellow indicator light turns on. The following message is displayed:

- Error: 12V battery. Restart not possible. Service vehicle.

The connection between the vehicle electrical system and the 12-volt vehicle battery is malfunctioning.

If the vehicle's drive system is deactivated in this situation, it cannot be reactivated. Jump start the vehicle ⇒ *Jump-starting* or contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

- Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Have the electrical system inspected.

12 V vehicle battery

The yellow indicator light turns on. The following message is displayed:

- Fault: 12-volt battery diagnosis. Please contact workshop.

The system for monitoring the 12-volt vehicle battery is malfunctioning.

- Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Have the electrical system inspected.

12 V vehicle battery

The yellow indicator light turns on. The following message is displayed:

- Please replace the 12V battery. Service vehicle.

The 12-volt vehicle battery has almost reached the end of its service life.

- Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Check the 12-volt vehicle battery and have it replaced if necessary ⇒ *Charging, replacing, disconnecting, or connecting the 12 V vehicle battery* .

12 V vehicle battery

The yellow indicator light turns on. The following message is displayed:

- Please have 12V battery checked. Service vehicle.

The connection between the vehicle electrical system and the 12-volt vehicle battery is malfunctioning.

- Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Have the electrical system inspected.

12 V vehicle battery

The yellow indicator light turns on. The following message is displayed:

- The 12V battery is low. Have it recharged by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Poor charge acceptance of the 12-volt vehicle battery, caused, for example, by low temperatures.

- Drive a short distance so that the 12-volt vehicle battery can be recharged.

Wheels and tires

Tire Pressure Monitoring Systems

Introduction

The Tire Pressure Monitoring System (TPMS) warns the driver if tire pressures are too low.

The following Tire Pressure Monitoring Systems (TPMS) are available for this vehicle:

Tire Pressure Monitoring System

- Monitors various parameters (including rolling circumference) of all four tires using ABS sensors (indirect measurements) while the vehicle is in motion.

The reference pressure for the Tire Pressure Monitoring System is the recommended tire pressure for the tires installed at the factory when the tires are cold at maximum load. The reference pressure corresponds to the details on the tire pressure label ⇒ *Tire pressure*.

If the tire pressure has been correctly adjusted on all four tires, the Tire Pressure Monitoring System must be re-calibrated ⇒ *Tire Pressure Monitoring System*. Tl adapts the reference pressure to the current tire pressure.

The Tire Pressure Monitoring System may not react at first or may not react at all when you are driving in a sporty manner, or on snow-covered or unpaved roads, when you are driving with snow chains, or in certain other situations. A change in the tread circumference of a tire is signaled by the Tire Pressure Monitorin System indicator in the instrument cluster (telltale).

The tire pressure recommended for the tires originally installed on the vehicle is on a sticker on the driver door jamb.

Each tire, including the spare (if provided), should be checked monthly when cold and inflated to the inflation pressure recommended by the vehicle manufacturer on the vehicle placard or tire inflation pressure label. (If your vehicle has tires of a different size than the size indicated on the vehicle placard or tire inflation pressu label, you should determine the proper tire inflation pressure for those tires).

As an added safety feature, your vehicle has been equipped with a tire pressure monitoring system (TPMS) that illuminates a low tire pressure telltale when one or more of your tires is significantly under-inflated. Accordingly, when the low tire pressure telltale illuminates, you should stop and check your tires as soon as possible, and inflate them to the proper pressure. Driving on a significantly under-inflated tire causes the tire to overheat and can lead to tire failure. Under-inflation also reduces fuel efficiency and tire tread life, and may affect the vehicle's handling and stopping ability.

Please note that the TPMS is not a substitute for proper tire maintenance, and it is the driver's responsibility to maintain correct tire pressure, even if under-inflation has not reached the level to trigger illumination of the TPMS low tire pressure telltale.

Your vehicle has also been equipped with a TPMS malfunction indicator to indicate when the system is not operating properly. The TPMS malfunction indicator is combined with the low tire pressure telltale. When the system detects a malfunction, the telltale will flash for approximately one minute and then remain continuous illuminated. This sequence will continue upon subsequent vehicle start-ups as long as the malfunction exists.

When the malfunction indicator is illuminated, the system may not be able to detect or signal low tire pressure as intended. TPMS malfunctions may occur for a variety of reasons, including the installation of replacement or alternate tires or wheels on the vehicle that prevent the TPMS from functioning properly. Always check the TPMS malfunction telltale after replacing one or more tires or wheels on your vehicle to ensure that the replacement or alternate tires and wheels allow tl TPMS to continue to function properly.

⚠ WARNING

The intelligent technology of the Tire Pressure Monitoring System (TPMS) cannot overcome the natural laws of physics and it can only operate within the limits of the system. Handling wheels and tires incorrectly can result in a sudden loss of tire pressure, tread separation, and ruptured tires.

- Check the tire pressure regularly and maintain the specified values ⇒ *Tire pressure*. If the tire pressure is too low, the tire can heat up so much that the tread separates or the tire ruptures.
- Always inflate the tires to the correct tire pressure when the tires are cold according to the tire pressure label ⇒ *Tire pressure*.
- Check the tire pressure regularly when the tires are cold. If necessary, adjust the tire pressure when the tires are cold so that it is suitable for the tires installed on your vehicle ⇒ *Tire pressure*.
- Check tires regularly for signs of wear or damage.
- Never exceed the maximum permissible speed and tire load that are specified for the tires mounted on your vehicle.

Low tire pressure increases fuel consumption and tire wear.

New tires may expand slightly the first time they are driven at high speeds, which can trigger a tire pressure warning.

Only replace old tires with tires that have been approved by Volkswagen for the vehicle model.

Do not rely on the Tire Pressure Monitoring System (TPMS) 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, cuts, cracks, blisters, etc. Remove any objects stuck in the tread as long as they have not punctured the inside of the tire.

Tire Pressure Monitoring System

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

Function description

Using the ABS sensors, the Tire Pressure Monitoring System compares the RPM and thus the rolling circumference of the individual tires.

The Tire Pressure Monitoring System will not work if the ESC or ABS is malfunctioning ⇒ *Troubleshooting*.

The rolling circumference can change if:

- The tire pressure has changed
- The tire pressure is too low
- The tire has structural damage
- One side of the vehicle has a heavier load than the other
- Snow chains are installed on the tires
- A compact spare wheel has been installed
- Only one wheel was replaced on each axle

The Tire Pressure Monitoring System (!) may be delayed or not be displayed at all when driving with a sporty style, on winter or unpaved roads, or when driving with snow chains.

The Tire Pressure Monitoring System shows a change in the rolling circumference of the tires via the (!) warning light in the instrument cluster.

The recommended tire pressure for the tires installed at the factory is specified on the tire pressure sticker on the driver door pillar ⇒ *Tire pressure*.

The tire pressure of all tires, including the spare wheel or temporary spare wheel, must be checked once a month when the tires are cold and must correspond to th vehicle manufacturer's specifications on the tire pressure sticker. If the size of the tires installed at the factory differs from the details on the identification label or on the tire pressure label, the correct tire pressure must be determined.

The Tire Pressure Monitoring System is not intended to replace regular inspection and maintenance of the tires. The driver is responsible for ensuring that the correct tire pressure is used at all times, even if the Tire Pressure Monitoring System is not showing a warning that the tire pressure is too low.

The Tire Pressure Monitoring System also has a malfunction display that is accompanied by the (!) warning light. In the event of a malfunction in the Tire Pressure Monitoring System, after switching on the ignition, the (!) warning light blinks for around one minute and then lights up continuously.

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 (!) warning light displays a system malfunction to make sure that the Tire Pressure Monitoring System is working properly ⇒ *Troubleshooting the Tire Pressure Monitoring System*.

Calibrating the Tire Pressure Monitoring System

The Tire Pressure Monitoring System must be recalibrated under the following conditions:

- If the tire pressures were adjusted.
- If one or more wheels were changed.
- If one or more wheels were repaired.
- If the wheels were rotated, for example from front to rear.

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. Depending on the vehicle equipment, press the MENU button or function key ⇒ *Introduction* and open the Vehicle menu in the Infotainment system.
3. **OR:** Depending on the vehicle equipment, press the CAR button or function key.
4. Depending on how your vehicle is equipped, tap the Setup function key.
5. Tap the Tires function key.
6. Tap the SET function key.
7. If all four tires meet the required tire pressure values, tap the Confirm function key.
8. **OR:** Tap the Cancel function key to cancel the process. The current tire pressure is not saved and the system is not reprogrammed.

After longer trips (at least 20 minutes) and different vehicle speeds, the system adapts to the new values and monitors them.

Troubleshooting the Tire Pressure Monitoring System

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

Tire pressure low

The yellow indicator light turns on.

The tire pressure of one or more tires has decreased or the tire is structurally damaged.

- **Do not continue driving!**
- Check and correct all tire pressures ⇒ *Tire pressure*.
- Replace damaged tires.
- Recalibrate the Tire Pressure Monitoring System ⇒ *Tire Pressure Monitoring System*.
- If the malfunction continues, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Tire Pressure Monitoring System malfunction

The indicator light flashes for approximately one minute and then stays yellow.

There is a system malfunction.

- **Do not continue driving!**
- Switch the ignition off and back on again.
- Recalibrate the Tire Pressure Monitoring System ⇒ *Tire Pressure Monitoring System*.
- If the malfunction continues, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

WARNING

Different tire pressures or low tire pressure can cause tire damage, tire failure, loss of vehicle control, crashes, serious injuries, and death.

- If the (!) indicator light turns on, stop the vehicle immediately and check all of the tires ⇒ *Tire pressure*.
- Different tire pressures or low tire pressure can increase tire wear, decrease vehicle stability, and increase braking distance.
- Different tire pressures or low tire pressure can cause sudden tire failure and lead to ruptured tires and loss of vehicle control.
- The driver is responsible for maintaining the correct tire pressure in all tires on the vehicle. The recommended tire pressure can be found on a label ⇒ *Tire pressure*.
- The Tire Pressure Monitoring System (TPMS) can only function correctly when all tires are inflated to the correct pressure when they are cold.
- All tires must always be inflated to the correct pressure based on the load ⇒ *Tire pressure*.
- Inflate all tires to the correct tire pressure before every drive ⇒ *Tire pressure*.
- When the tire pressure is too low, the tire must flex more when driving. This could cause the tire to become so hot that the tread could separate, the tire could rupture, and you could lose control of the vehicle.
- Driving at high speeds and excessive vehicle load can cause a tire to become so hot that the tire could rupture and you could lose control of the vehicle.
- Tire pressure that is too high or too low shortens the service life of the tire and affects driving behavior.
- If the tire is not “flat” and the tire does not need to be replaced immediately, drive slowly to the nearest authorized Volkswagen dealer or authorized Volkswagen Service Facility to have the tire pressure checked and corrected ⇒ *Tire pressure*.
- The Tire Pressure Monitoring System must always be correctly calibrated.

Driving on unpaved roads for a long period of time or sporty driving can deactivate the Tire Pressure Monitoring System temporarily. If there is a malfunction, the indicator light flashes for approximately one minute and then stays on. However, the indicator light will turn off if the road conditions or driving style changes.

Information about wheels and tires

Introduction

Tires are the part of the vehicle that are under the most demand yet are the most underestimated. Tires are extremely important, because the small running surface on the tires is the only point of contact that the vehicle has with the road.

The service life of the tire depends on the tire pressure, the driving style, the way the tires are handled, and correct mounting of the tire.

WARNING

New tires or tires that are old, worn, or damaged cannot provide the maximum vehicle control and braking effect.

- Handling wheels and tires incorrectly can reduce driving safety and cause accidents and serious injuries.
- Only use radial tires with the same design and as close to the same construction, size (rolling circumference), and tread pattern as possible on all four wheels.

- New tires must be broken in because they have reduced traction and braking efficiency when they are new. To reduce the risk of accidents and serious injuries, drive carefully during the first 370 miles (600 km).
- Regularly check the tire pressure when the tires are cold and always maintain the specified pressures. If the tire pressure is too low, the tire can heat up so much while driving that the tread separates or the tire ruptures.
- Check the tires regularly for damage and wear.
- Never drive with tires that are damaged (punctured, cut, cracked, or bulging) or worn. Driving with tires in this condition can cause tire blowouts, accidents, and serious injuries. Replace worn or damaged tires immediately.
- Never exceed the maximum permissible speed and tire load that are specified for the tires mounted on your vehicle.
- The effectiveness of the driver assistance systems and the braking assistance systems depends on tire traction.
- If unwanted vibrations occur while driving or the vehicle pulls to one side, stop immediately and check the wheels and tires for damage.
- To reduce the risk of loss of vehicle control, accidents, and serious injuries, never loosen the bolts on rims with a bolted rim ring.
- Do not use any wheels or tires if you do not know how they have been used in the past. Used wheels and tires may be damaged, even if this damage is not visible, and could lead to tire damage, tire failure or loss of vehicle control.
- Old tires can lose pressure suddenly at high speeds or fail and cause accidents and serious injuries. This is true even if the tires have not been used yet. Only use tires that are more than six years old when absolutely necessary and drive with extreme caution if doing so.

⚠ WARNING

If the wheel bolts are not tightened correctly or are missing, the wheels could become loose and lead to loss of vehicle control, accidents, and serious injuries.

- Never drive with missing or loose wheel bolts.
- Always use wheel bolts that are correct for the rim and the vehicle model.
- Always tighten the wheel bolts to the correct tightening torque. If you do not have a torque wrench, tighten the wheel bolts with the lug wrench and then have the tightening torque checked as soon as possible by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Handling wheels and tires

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

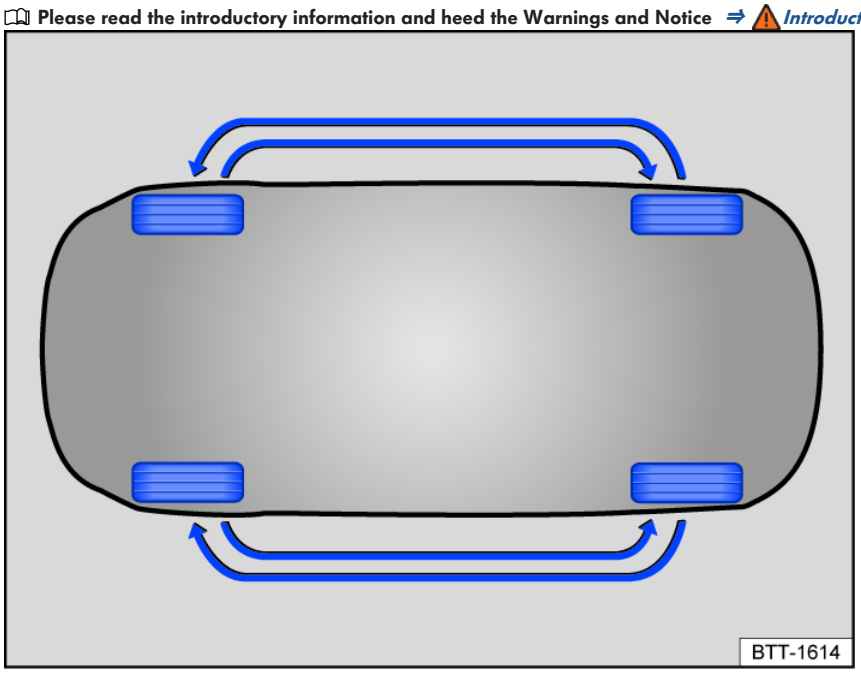


Fig. 204 General example: Diagram for rotating the wheels.

The tire and rim combinations approved by Volkswagen are specifically designed for each other.

Replacing tires

To ensure that the tires wear evenly, rotating the tires regularly according to the diagram is recommended *fig. 204*. This will allow the tires to have approximately t same length of service life.

Volkswagen recommends having the tires rotated by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Preventing damage to the rims and tires

- Always drive over curbs and other low obstacles slowly and at a right-angle so that both front wheels come into contact with the obstacle at the same time.
- Check the tire pressure regularly.

- Check the tires regularly for damage, e.g. holes, cuts, punctures or blisters.
- Never exceed the load index and maximum speed of the tire ⇒ *Tire labeling and terminology, glossary, handling new tires, UTQG classification* .
- Have damaged or worn rims replaced immediately ⇒ *Tire damage*.
- Protect tires from coming into contact with corrosive materials such as grease, oil, gasoline, and brake fluid → ⚠.
- Replace missing dust caps on the valves immediately.
- Remove any objects provided they have not punctured the inside of the tire ⇒ *Tire damage*.
- Pay attention to all warnings issued by the Tire Pressure Monitoring System ⇒ *Troubleshooting the Tire Pressure Monitoring System* .

Tires that are more than six years old

Tires age due to physical and chemical processes that affect their function. Tires that have been stored and unused for long periods of time age more quickly than tires that are used continuously.

Volkswagen recommends replacing tires that are more than six years old with new tires. This even applies to tires that may appear to be usable and whose tread depth is still greater than the minimum requirement → ⚠.

Winter and all season tires lose their characteristics to a large extent due to aging, regardless of the remaining tread depth.

The age of the tire can be determined based on the production date ⇒ *Tire pressure*.

Storing tires

- Only store tires in a cool, dry location that is as dark as possible. Do not stand tires that are mounted on rims up vertically.
- Protect tires that are not mounted on rims from dirt with suitable covers and store them standing on the tread surface.

New tires

- Drive particularly carefully during the first 370 miles (600 km) with new tires because they must be broken in. Tires that have not been broken in yet have reduced gripping abilities → ⚠ and braking efficiency → ⚠.
- Only use tires with the same design and as close to the same construction, size, and tread pattern as possible on all four wheels.

Replacing tires

- At a minimum, replace both tires on a single axle → ⚠.
- Only replace old tires with tires that have been approved by Volkswagen for your vehicle model.
- Never use tires whose size exceeds the measurement of tires that are approved by Volkswagen.

Recalibrating the Tire Pressure Monitoring System

The Tire Pressure Monitoring System must be recalibrated each time one or more wheels is replaced. This also applies if the tires are rotated, for example from fro to back ⇒ *Tire Pressure Monitoring System*.

⚠ WARNING

Corrosive fluids and materials can cause visible and invisible damage to the tires, which can cause the tires to fail.

- Always keep chemicals, oils, grease, fuel, brake fluid, and other corrosive materials away from the tires.

⚠ WARNING

Old tires can lose pressure suddenly at high speeds or fail and cause accidents and serious injuries. This is true even if the tires have not been used yet.

- Only use tires that are more than six years old when absolutely necessary and drive with extreme caution if doing so.

⚠ WARNING

New tires must be broken in because they have reduced traction and braking efficiency when they are new.

- To reduce the risk of accidents and serious injuries, drive carefully during the first 370 miles (600 km).

⚠ WARNING

Tires must have enough clearance from vehicle components. If there is not enough clearance, tires could rub against components of the suspension, the body, and the brake lines, which can cause the brake system to fail, the tread to separate, and the tire to fail.

- The actual dimensions of the tires must not exceed the dimensions of the tire manufacturers approved by Volkswagen, and the tires must not rub against other components of the vehicle.

NOTICE

Avoid strong impacts. Drive around obstacles if needed. The risk of tire damage is especially great if driving over potholes and curbs. Damage to the tires and rims can result.

NOTICE

Do not damage the valves when replacing tires. Never drive without caps on the valves. The valves could be damaged.

Always dispose of old tires correctly and according to regulations.

If the spare wheel is different from the regular vehicle wheels, e.g. in the case of winter tires or a temporary spare wheel, only use the spare wheel temporarily and in the event of a breakdown, and drive especially carefully. It should be replaced with a regular wheel as soon as possible.

Using tires approved by Volkswagen ensures that the dimensions will fit correctly on your vehicle. If other tires are used, the seller must provide a certificate from the tire manufacturer stating that the tires are suitable for the vehicle. Keep the certificate stored safely in the vehicle.

Rims and wheel bolts

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

Rims, tires, and wheel bolts are determined based on the vehicle model. Whenever another rim is installed, the wheel bolts to be used must have the correct 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.

The wheel bolt tightening torque must be checked regularly with a functional torque wrench ⇒ *Wheel bolts*.

Wheel bolts

The correct wheel bolts must always be used for each vehicle model, and these bolts must always be tightened to the correct torque ⇒ *Wheel bolts*.

Rim identification

In some countries, new rims must include information about certain properties. The following information may be on the rim:

- Seal of conformity
- Rim size
- Manufacturer or brand name
- Production date (month/year)
- Country of origin
- Serial number
- Raw material batch number
- Commodity code

WARNING

Using unsuitable or damaged rims can impair driving safety and cause accidents and serious injuries.

- Only use rims permitted for the vehicle.
- Check the rims regularly for damage and replace if necessary.

WARNING

Loosening and tightening bolts incorrectly on rims with bolted rim rings can cause accidents and serious injuries.

- Never loosen the bolts on rims with a bolted rim ring.
- Have all procedures on rims with bolted rim rings performed by qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Tire pressure

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

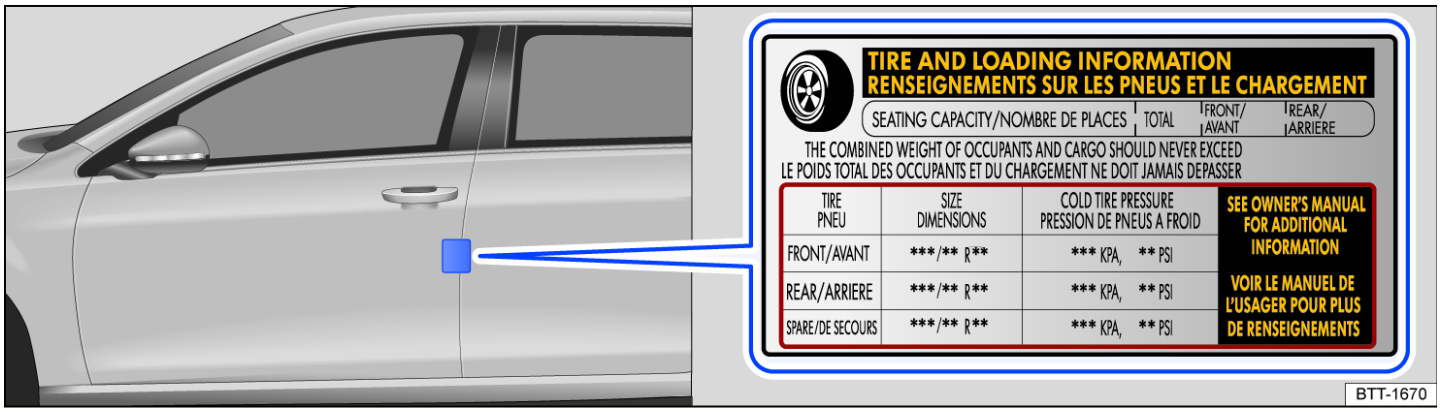


Fig. 205 On the driver door pillar: tire pressure sticker

The correct tire pressure for the tires fitted at the factory can be found on a label on the B-pillar of the driver door *fig. 205*. The factory-installed tires can b winter, summer or all-season tires.

An incorrect tire pressure can cause increased tire wear, negatively affect driving behavior and damage tires. Compliance with the correct tire pressure is very important, particularly when driving at high speeds.

The specified tire pressure is given for a cold tire. For warm tires, the pressure is higher.

Never reduce the pressure of a warm tire in order to reach the specified value. This will cause the actual pressure when the tire is cold to be too low.

Checking the tire pressure

- Check the tire pressure at least once a month.
- Check the tire pressure only when tires are cold. The specified tire pressure only applies to a cold tire. The tire pressure on warm tires is higher than on cold tires. Therefore, never release air from a warm tire to adjust the tire pressure.
- Always adjust the tire pressures to the vehicle load *fig. 205*.
- After adjusting tire pressures, always screw the caps on the valves and note the information about the Tire Pressure Monitoring System (TPMS).
- Always use the tire pressures specified on the label. Never exceed the maximum tire pressure specified on the side of the tire.

⚠ WARNING

Incorrect tire pressures can cause tires to suddenly lose air or go flat while driving. This can cause accidents and fatal injuries.

- If the tire pressure is too low, the tire can heat up so much while driving that the tread separates or the tire ruptures.
- Excessive speeds and vehicle load can cause overheating, sudden tire damage including tire blow-outs, and stripping of the tread, which can then result in loss of vehicle control.
- An incorrect tire pressure shortens the service life of the tire and negatively affects driving behavior.
- Check the tire pressures regularly, at least once a month and also before driving long distances.
- All tires must have the correct tire pressure for the vehicle load.
- Never reduce the tire pressure when tires are warm.

NOTICE

- When positioning the tire pressure gauge, make sure it is not tilted at the valve stem. If it is, it could damage the tire valve.
- Always make sure all valve caps are fully tightened when driving.

Tire pressures that are too low increase fuel consumption.

Tire inflation pressure for cold tires

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

Model	Size designation	Tire pressure		
		psi	kPA	bar
	215/65 R17 99H	38	260	2.6
	235/55 R18 100H	36	250	2.5

Model Tiguan FWD	Size designation	Tire pressure		
		psi	kPA	bar
	235/50 R19 99H	38	260	2.6
	235/45 R20 96/100H	42	290	2.9
	255/45 R19 100H	36	250	2.5
	255/40 R20 101H	42	290	2.9
Tiguan all-wheel drive (4MOTION)	215/65 R17 99H	41	280	2.8
	235/55 R18 100H	38	260	2.6
	235/50 R19 99H	41	280	2.8
	235/45 R20 96/100H	45	310	3.1
	255/45 R19 100H	39	270	2.7
	255/40 R20 101H	44	300	3.0
Spare wheel	T145/85 R18	60	420	4.2

Details of the correct tire pressure are located on the tire pressure label on the driver's door pillar. If the details on the tire pressure label differ from the details in the Manual, the details on the tire pressure label apply.

Tread depth and wear indicator

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

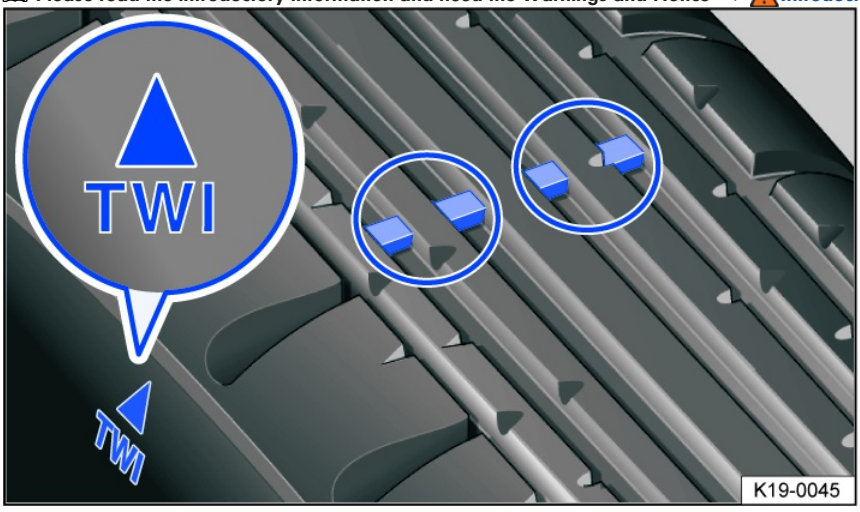


Fig. 206 Tire tread: tread wear indicator.

Tread depth

Most driving situations require a tire tread that is as deep as possible. All tires, or at least tires on the same axle, must have an even tread depth. This applies in particular to wet or wintry road conditions.

In most countries, the legal minimum tread depth is 1.6 mm (1/16 in). This is measured in the tread grooves in addition to the tread wear indicators (note the legal requirements applicable in the country of operation). All tires, or at least tires on the same axle, must have an even tread depth → ⚠.

Note the legal requirements in the applicable country for minimum tread depths on winter and all-season tires.

Tread wear indicator in tires

The tread wear indicator indicates if a tire is worn out. At the latest, the tire must be replaced if the tread depth is worn down to the tread wear indicator.

The tread wear indicator is 1.6 mm (1/16 in) above the base of the tread *fig. 206*. Markings on the sides of the tire indicate the location of the tread wear indicator *fig. 206*.

⚠ WARNING

Worn tires are a safety risk and can cause the driver to lose control of the vehicle and lead to serious injuries.

- At the latest, tires must be replaced by new tires if the tires are worn down to the tread wear indicator.
- Worn tires have significantly less grip, especially on wet roads, and the vehicle is more likely to “hydroplane”.
- Worn tires reduce the driver’s ability to control the vehicle well in normal and difficult driving situations, and they increase the braking distance as well as

the risk of skidding.

Tire damage

Please read the introductory information and heed the Warnings and Notice ⇒ *Introduction*.
Damage to tires and rims can often occur where it is not visible →.

- If you suspect that a wheel is damaged, slow down and stop as soon as traffic allows and it is safe to do so.
- Check the tires and rims for damage.
- Do not continue driving if there is tire damage.
- Replace the damaged wheel ⇒ *Introduction*. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for 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.

Objects embedded in tires

- 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.
- Replace the damaged wheel ⇒ *Introduction*. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.
- Check and adjust the tire pressure.
- Get professional assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- *On vehicles with run-flat tires (mobility tires):* leave the object in the tire and contact 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.

Tire wear

Tire wear depends on various factors:

- Driving style.
- Wheel balancing.
- Running gear alignment.

Driving quickly around curves, rapid acceleration, and heavy braking increase tire wear.

An imbalance can occur while driving, which can be noticed by uneven steering. Tire imbalances also affect tire wear. In these situations, have the wheels balanced again.

Incorrect wheel alignment impairs driving safety and increases tire wear. If there is high degree of tire wear, have the wheel alignment checked by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

Unusual vibrations or the vehicle pulling to one side while driving may indicate tire damage.

- Reduce your speed immediately and stop when traffic permits.
- Check the tires and rims for damage.
- Never continue driving with damaged tires or rims. Contact and authorized Volkswagen dealer or authorized Volkswagen Service Facility for 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.

New tires and replacement tires

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

New tires

- Drive particularly carefully during the first 370 miles (600 km) with new tires because they must be broken in. Tires that have not been broken in yet have reduced grip and braking efficiency ⇒ *Handling wheels and tires*.
- Only use tires with the same design and as close to the same construction, size, and tread pattern as possible on all four wheels.
- The tread depth of new tires may vary between tire models and manufacturers due to different design features and tread designs.

Replacing tires

- At a minimum, replace both tires on a single axle ⇒ *Handling wheels and tires*.
- Only replace old tires with tires that have been approved by Volkswagen for your vehicle model.
- Only replace old tires with tires that have the same specifications – including width, diameter, bearing capacity and maximum speed – such as the tires approved for your vehicle and model by Volkswagen.

- Never use tires whose size exceeds the measurement of tires that are approved by Volkswagen.

Recalibrating the Tire Pressure Monitoring System

The Tire Pressure Monitoring System must be recalibrated each time one or more wheels is replaced. This also applies if the tires are rotated, for example from fro to back ⇒ *Tire Pressure Monitoring System*.

⚠ WARNING

New tires must be broken in because they have reduced traction and braking efficiency when they are new.

- To reduce the risk of accidents and serious injuries, drive carefully during the first 370 miles (600 km).

⚠ WARNING

Tires must have enough clearance from vehicle components. If there is not enough clearance, tires could rub against components of the suspension, the body, and the brake lines, which can cause the brake system to fail, the tread to separate, and the tire to fail.

- The actual dimensions of the tires must not exceed the dimensions of the tire manufacturers approved by Volkswagen, and the tires must not rub against other components of the vehicle.

⚠ WARNING

Corrosive fluids and materials can cause visible and invisible damage to the tires, which can cause the tires to fail.

- Always keep chemicals, oils, grease, fuel, brake fluid, and other corrosive materials away from the tires.

NOTICE

Do not damage the valves when replacing tires. Never drive without caps on the valves. The valves could be damaged.

Always dispose of old tires correctly and according to regulations.

If the spare wheel is different from the regular vehicle wheels, e.g. in the case of winter tires or a temporary spare wheel, only use the spare wheel temporarily and in the event of a breakdown, and drive especially carefully. It should be replaced with a regular wheel as soon as possible.

The size specifications for new tires may vary significantly from the actual tire dimensions for different tire brands.

Tire labeling and terminology, glossary, handling new tires, UTQG classification

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

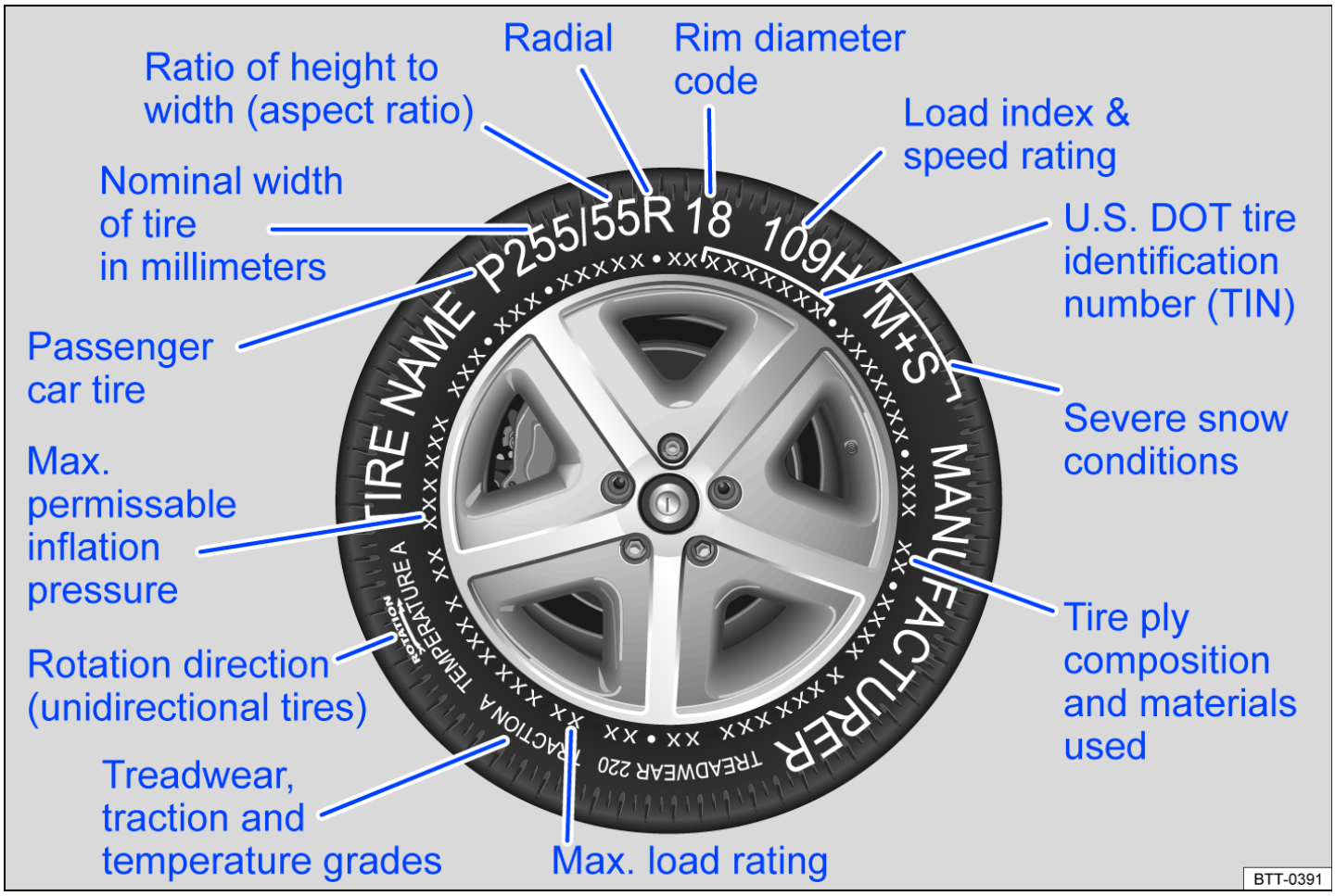


Fig. 207 International tire labeling.

Knowing about tire specifications makes it easier to choose the correct replacement tires. Radial tires have specifications marked on the sidewall.

Tire labeling (example)	Meaning	
Brand, Logo	*Manufacturer*	
Tire name	Individual tire designation of the manufacturer.	
P255 / 55 R 18	Dimensions:	
	P	Tire application: Passenger car
	255	Nominal sidewall-to-sidewall width of tire in millimeters.
	55	Ratio of height to width (aspect ratio)
	R	Tire belt design letter code for radial.
	18	Rim diameter (in inches)
109 H	Load rating code and speed rating code.	
XL	Indicates “reinforced” tire (heavy-duty)	
M+S *or* M/S	Indicates Mud and Snow capability (also M/S).	

<table>
<tr><th>Tire labeling (example)</th><th colspan="2">Meaning</th></tr>
<tr><td>RADIAL TUBELESS</td><td colspan="2">Tubeless radial tire.</td></tr>
<tr><td>E4 ...</td><td colspan="2">Labeling according to international regulations (E) including number of the approving country. The multi-digit approval number is listed next.</td></tr>
<tr><td rowspan="5">DOT BT RA TY5 1709</td><td colspan="2">Tire identification number (TIN) – In some cases the manufacturing date is only on one side of the tire:</td></tr>
<tr><td>DOT</td><td>The tire complies with the requirements of the United States Department of Transportation, responsible for issuing safety standards.</td></tr>
<tr><td>BT</td><td>Identification letter of the manufacturing site.</td></tr>
<tr><td>RA</td><td>Manufacturer information regarding tire dimensions.</td></tr>
<tr><td>TY5</td><td>Tire characteristics provided by the manufacturer.</td></tr>
<tr><td></td><td>1709</td><td>Manufacturing date: 17th week in 2009.</td></tr>
<tr><td>TWI</td><td colspan="2">Marks the position of the treadwear indicator.</td></tr>
<tr><td>Made in Germany</td><td colspan="2">Country of manufacture.</td></tr>
<tr><td>MAX LOAD 615 KG (1356 LBS)</td><td colspan="2">United States maximum load rating per wheel.</td></tr>
<tr><td>MAX INFLATION 350 KPA (51 PSI)</td><td colspan="2">United States maximum permissible inflation pressure.</td></tr>
<tr><td>ROTATION</td><td colspan="2">Rotation direction (unidirectional tires)</td></tr>
<tr><td>SIDEWALL 1 PLY RAYON</td><td colspan="2">Tire ply composition and materials used:
1 layer of rayon.</td></tr>
<tr><td>TREAD 4 PLIES
1 RAYON + 2 STEEL + 1 NYLON</td><td colspan="2">Tire tread composition and materials used:
In this example there are 4 layers under the tread: 1 layer of rayon, 2 layers of steel belt and 1 layer of nylon.</td></tr>
<tr><td colspan="3">Consumer information regarding comparison to specified base tires (standardized test procedure) :</td></tr>
<tr><td>TREADWEAR 220</td><td colspan="2">Relative service life expectancy of the tire referenced to a U.S.-specific standard test.</td></tr>
<tr><td>TRACTION A</td><td colspan="2">Traction rating under wet conditions (AA, A, B or C).</td></tr>
<tr><td>TEMPERATURE A</td><td colspan="2">Temperature stability of the tire at increased test bench speeds (A, B or C).</td></tr>
<tr><td colspan="3">Additional numbers found on the tire could either be tire manufacturer internal labels or country-specific labels (such as for Brazil and China).</td></tr>
</table>

Unidirectional tires

Unidirectional tires are designed to rotate only in one direction. Unidirectional tires have arrows on the sidewalls that show the direction of rotation. Make sure you mount the tire so that it rotates in the proper direction. The tire's performance with regard to hydroplaning, traction, noise, and wear is worse if it is not mounted in tl proper direction of rotation.

If you have to mount a tire opposite to its proper direction of rotation, you must drive more carefully, since the tire is no longer being used as designed. This is particularly important on wet roads. You must replace or remount the tire as soon as possible in order to restore the correct direction of rotation.

Load rating code

The load index indicates the maximum permissible load per individual tire in pounds (kilograms).

91	1356 lbs (615 kg)
92	1388 lbs (630 kg)
93	1433 lbs (650 kg)
95	1521 lbs (690 kg)
97	1609 lbs (730 kg)
98	1653 lbs (750 kg)
99	1709 lbs (775 kg)
100	1763 lbs (800 kg)
101	1819 lbs (825 kg)
102	1874 lbs (850 kg)
103	1929 lbs (875 kg)
104	1984 lbs (900 kg)
110	2337 lbs (1060 kg)

Speed rating code letter

The speed rating code letter indicates the maximum permissible road speed of the tires.

P	up to 93 mph (150 km/h)
Q	up to 99 mph (160 km/h)
R	up to 106 mph (170 km/h)
S	up to 112 mph (180 km/h)
T	up to 118 mph (190 km/h)
U	up to 124 mph (200 km/h)
H	up to 130 mph (210 km/h)
V	up to 149 mph (240 km/h)
W	up to 168 mph (270 km/h)
Y	up to 186 mph (300 km/h)
Z	over 149 mph (240 km/h)

Some tire manufacturers label tires with a maximum permissible road speed above 149 mph (240 km/h) with the letter combination “ZR.”

⚠ WARNING

Using incorrect or unmatched tires and/or wheels or improper tire and wheel combinations can lead to loss of control, collision and serious personal injury.

- Always use tires, wheels and wheel bolts that meet the specifications of the original factory-installed tires or other combinations that have been specifically approved by the vehicle manufacturer.
- All 4 wheels must be fitted with radial tires of the same type, the same size (tread circumference), and the same tread pattern. Driving with different tires reduces vehicle handling and can lead to a loss of control.
- Never drive faster than the maximum speed for which the tires installed on your vehicle are rated because tires that are driven faster than their rated speed can fail suddenly.
- Overloading tires can cause heat build-up, sudden tire failure, including a blowout and sudden deflation and loss of control.
- Temperature grades apply to tires that are properly inflated and not over- or underinflated.

Glossary of tire and loading terminology

Accessory weight: The combined weight (in excess of those standard items which may be replaced) of automatic transmission, electro-mechanical power steering power brakes, power windows, power seats, radio, and heater, to the extent that these items are available as factory-installed equipment (whether installed or not).

Aspect ratio: The ratio of sidewall height to tire width, expressed as a percentage. A number of 50 (0.5:1 or 50%) means that the cross-sectional height is 50% of the tread width. A shorter sidewall can improve steering response and provide better overall handling, for example, on dry pavement.

Bead: The part of a tire made of steel wires, wrapped or reinforced by ply cords, with the shape and structure to ensure proper fit to the wheel rim.

Bead separation:A breakdown of the bond between components in the bead.

Carcass: The tire structure, except tread and sidewall rubber which, when inflated, bears the load.

Chunking:he breaking away of pieces of the tread or sidewall.

Cord: The strands of material forming the plies in the tire.

Cord separation: The parting of cords from adjacent rubber compounds.

Cracking: Any parting within the tread, sidewall, or inner liner of the tire extending to cord material.

Cold tire inflation pressure: The tire pressure recommended by the vehicle manufacturer for a tire of a specified size that has not been driven for more than a couple of miles (kilometers) at low speeds in the 3 hour period before the tire pressure is measured or adjusted.

Curb weight: The weight of a motor vehicle with standard equipment including the maximum capacity of fuel, oil, and coolant, air conditioner, and additional weight of optional equipment.

Extra load tire: A tire designed to operate at higher loads and at higher inflation pressures than the corresponding standard tire.

Gross Axle Weight Rating (GAWR): The load-carrying capacity of a single axle system, measured where the tire contacts the ground.

Gross Vehicle Weight Rating (GVWR): The maximum loaded weight of the vehicle.

Groove: The space between 2 adjacent tread ribs.

Load rating code: The maximum load that a tire is rated to carry for a given inflation pressure. You may not find this information on all tires because it is not required by law.

Maximum loaded vehicle weight: The total of:

- Curb weight.
- Accessory weight.
- Vehicle capacity weight.
- Production options weight.

Maximum (permissible) inflation pressure: The maximum cold inflation pressure to which a tire may be inflated. Also called “maximum inflation pressure.”

Normal occupant weight: Means 150 lbs (68 kilograms) times the number of occupants seated in the vehicle up to the total seating capacity of your vehicle.

Occupant distribution: The placement of passengers in a vehicle.

Outer diameter: The diameter of a new, properly inflated tire.

Overall width: Total width measured at the exterior sidewalls of an inflated tire, including the additional width of labeling, decorations, or protective bands or ribs.

Passenger car tire: A tire intended for use on passenger cars, multipurpose passenger vehicles, and trucks, that have a gross vehicle weight rating (GVWR) of 10,000 pounds or less.

Ply: A layer of rubber-coated parallel cords.

Ply separation: A parting of rubber compound between adjacent plies.

Pneumatic tire:A mechanical device made of rubber, chemicals, fabric, and steel or other materials, that, when mounted on an automotive wheel, provides the traction and contains the gas or fluid that sustains the load.

Production options weight: The combined weight of installed regular production options weighing over 5 lbs (2.3 kg) more than the standard items they replace, and not previously considered as curb weight or accessory weight. These include, for example, heavy-duty brakes, ride levelers, roof rack, heavy-duty battery, and special trim.

Radial ply tires: A pneumatic tire in which the ply cords that extend to the beads are laid at substantially 90 degrees to the centerline of the tread.

Recommended inflation pressure: The tire pressure recommended by the vehicle manufacturer for a tire of a specified size that has not been driven for more tha a couple of miles (kilometers) at low speeds in the 3 hour period before the tire pressure is measured or adjusted.

Reinforced tire: A tire designed to operate at higher loads and at higher inflation pressures than the corresponding standard tire.

Rim: The outer edge of a wheel upon which the tire beads are seated.

Rim diameter: The nominal diameter of the wheel's tire bead seating surface. If you change your wheel size, to wheels of a different diameter, you will have to purchase new tires to match the new wheels.

Rim size: Designation means rim diameter and width.

Rim type designation: The industry or manufacturer's designation for a rim by style or code.

Rim width: The nominal distance between wheel rim flanges.

Section width: The linear distance between the exteriors of the sidewalls of an inflated tire, excluding elevations due to labeling decoration, or protective bands.

Sidewall: The portion of a tire between the bead and the tread.

Sidewall separation: The parting of the rubber compound from the cord material in the sidewall.

Speed rating (letter code): A standardized letter code indicating the maximum speed at which a tire is designed to be driven for extended periods of time. The ratings range from 93 mph (150 km/h) “P” to 186 mph (300 km/h) “Y”. The speed rating letter code, where applicable, is molded on the tire sidewall. You may not find this information on all tires because it is not required by law.

Tire Pressure Monitoring System: A system that detects when at least one of a vehicle's tires is underinflated and illuminates a low tire-pressure warning light.

Tread: The portion of a tire that normally touches the road.

Tread rib: A tread section running circumferentially around a tire.

Tread separation: Tire failure caused by the tread pulling away from the tire carcass.

Tread wear indicators (TWI): Raised areas within the main tread grooves that show, visually, when tires are worn and near the end of their useful life.

Uniform Tire Quality Grading (UTQG): A tire information system developed by the U.S. National Highway Traffic Safety Administration (NHTSA) that is designed to help buyers compare tires. UTQG is not a safety rating, nor is it a guarantee that a tire will last for a certain number of miles or perform a certain way. It gives tire buyers more information to compare with factors such as price, brand loyalty and dealer recommendations. Under UTQG, tires are graded by the tire manufacturer in 3 areas: tread wear, traction and temperature resistance. UTQG information is molded into the tire sidewalls.

U.S. DOT Tire Identification Number (TIN): A tire's serial number. It begins with the letters “DOT” (“Department of Transportation”) and indicates that the tire meets all federal standards. The next 2 numbers or letters indicate the plant where the tire was manufactured. The last 4 numbers represent the week and year of manufacture. For example, the numbers 1709 mean that the tire was produced in the 17th week of 2009. Any other numbers are marketing codes used by the tire manufacturer. This information is used to help identify affected consumers if a tire defect requires a recall.

Vehicle capacity weight: The total rated cargo, luggage and passenger load. Passenger load is 150 lbs (68 kilograms) times the vehicle's total seating capacity (a listed on the label inside the driver door).

Vehicle maximum load on the tire: The load on an individual tire that is determined by taking each axle's share of the maximum loaded vehicle weight (GAWR) and dividing by 2.

Vehicle normal load on the tire: The load on an individual tire that is determined by taking each axle's share of the curb weight, accessory weight, and normal occupant weight (distributed according to the table below) and dividing by 2.

Wheel size designation: Wheel rim diameter and width.

Occupant loading and distribution for vehicle normal load for various designated seating capacities:

Designated seating capacity, number of occupants	Vehicle normal load, number of occupants	Occupant distribution in a normally loaded vehicle
2, 3, or 4	2	2 in front
5, 6, or 7	3	2 in front, 1 in back

New tires

- Drive a vehicle with new tires especially carefully for the first 350 miles (560 km) because the tires must first be *broken in*. Tires that are not broken in have reduced traction and braking performance.
- Install only radial tires of the same make, the same dimensions (tread circumference), and similar tread profile on all 4 wheels.
- The tread depth of new tires can differ between tire models and manufacturers because of different design features and tread design.

Replacing tires

- Tires should be replaced in pairs and not individually (both front tires or both rear tires at the same time).
- Replace tires only with tires that have the same specifications, including width and diameter, load and top speed rating as the tires approved by Volkswagen fo your vehicle and model.
- Never use tires that are larger or wider than the dimensions of the tires approved by Volkswagen for your vehicle and model. Larger tires could scrape and rub on the vehicle body or other parts of the vehicle.

Tire Pressure Monitoring System (TPMS) considerations: The Tire Pressure Monitoring System (TPMS) must be recalibrated whenever you remove and remount or change any wheel or tire on the vehicle, even if the reinstalled or replacement wheels and tires are identical to those that were removed and even if the tire pressure does not change

⚠ WARNING

New tires tend to be slippery and must be broken in.

- Always drive with special care for the first 350 miles (560 km) to help reduce the risk of losing control, a collision, and serious personal injuries.

⚠ WARNING

Tires must have the required clearance. Tires that do not have enough clearance can rub against parts of the vehicle body, suspension, and brake system, causing brake system failure, tread delamination, and sudden blowouts.

- Always make sure that new tires are not larger than the tires approved for your vehicle and that the new tires do not rub against parts of the vehicle.

NOTICE

- When switching to different tires, make certain the valves are not damaged.
- Never drive without valve stem caps. The valves could be damaged.
- If the sensor on the Tire Pressure Monitoring System (TPMS) must be replaced, the valve must be replaced at the same time.

Always dispose of old tires in accordance with legal requirements.

If the replacement wheel is different from the tires that you have mounted on your vehicle — for example, winter tires, wider, low-profile tires, or a compact spare — only use the replacement wheel for a short time and drive cautiously.

Although tire size specifications can be the same, the actual dimensions may differ from those nominal values for different tire makes, or the tire contours may be significantly different.

UTQG classification

Uniform Tire Quality Grading (UTQG): Quality grades can be found where applicable on the tire sidewall between the tread shoulder and maximum section width. Example:

- Treadwear (number)
- Traction: AA, A, B or C
- Temperature: A, B or C

For example: Treadwear 200, Traction AA, Temperature A.

All passenger car tires must conform to Federal Safety Requirements in addition to these grades.

Treadwear

The treadwear grade is a comparative rating based on the wear rate of the tire when tested under controlled conditions on a specified government test course.

For example, a tire graded 150 (Treadwear-value 150) would wear one-and-one-half (1 1/2) times as well on the government course as a tire graded 100.

The relative performance of tires depends upon the actual conditions of their use, however, and may depart significantly from the norm due to variations in driving habits, service practices and differences in road characteristics and climate.

Traction

The traction grades, from highest to lowest, are AA, A, B, and C. Those grades represent the tire's ability to stop on wet pavement as measured under controlled conditions on specified government test surfaces of asphalt and concrete. A tire marked C may have poor traction performance.

Temperature

The temperature grades are A (the highest), B, and C representing the tire's resistance to the generation of heat, and its ability to dissipate heat when tested under controlled conditions on a specified indoor laboratory test wheel.

Sustained high temperature can cause the material of the tire to degenerate and reduce tire life, and excessive temperature can lead to sudden tire failure.

The grade C corresponds to a level of performance which all passenger car tires must meet under the Federal Motor Vehicle Safety Standard No. 109. Grades B and A represent higher levels of performance on the laboratory test wheel than the minimum required by law.

⚠ WARNING

The traction grade assigned to this tire is based on straight-ahead braking traction tests, and does not include acceleration, cornering, hydroplaning or peak traction characteristics.

⚠ WARNING

The temperature grade for this tire is established for a tire that is properly inflated and not overloaded. Excessive speed, underinflation or excessive loading, either separately or in combination, can cause heat buildup and possible tire failure.

[5] TIN represents the serial number of the tire.

Tire load and vehicle load, determining the correct load

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

Vehicles and tires have a limited load capacity. An overloaded vehicle is difficult to steer and brakes less effectively. Overloading your vehicle can also cause damage to the vehicle and tires, such as tire blowouts and sudden pressure losses.

To ensure your safety and the safety of your passengers, never exceed the maximum vehicle weight. This is specified as the **Gross Vehicle Weight Rating (GVWR)**.

The GVWR includes the weight of your vehicle including all additional equipment, a full fuel tank, all fluids and its maximum load. The maximum load includes the number of people that can travel in the vehicle (number of seats) with an average weight of 150 lbs (68 kg) per person, and also luggage. In trailer mode, the weigh of the trailer and the trailer tongue weight rating must be included in calculations.

The **Gross Axle Weight Rating (GAWR)** is the maximum axle load per axle. The GVWR and GAWR are listed on the safety certificate on the B-pillar on the driver's side.

Your vehicle has either 4 (2 front, 2 rear), 5 (2 front, 3 rear), 6 (2 front, 2 center, 2 rear) or 7 (2 front, 3 center, 2 rear) seats, depending on the type of vehicle. Each seat has a safety belt. As there is an upper limit to the GVWR, the maximum load also has an upper limit. Traveling with a full vehicle or with passengers heavier than 150 lbs (68 kg) per person will reduce the remaining possible load.

The tire inflation pressure label for your vehicle also specifies the maximum weight.

Determining the correct tire load

Never overload tires. The following example illustrates how to determine the combined weight of all vehicle occupants and luggage or other vehicle payloads. Neve overload the vehicle!

Steps for Determining Correct Load Limit:	
1.	Locate the statement “The combined weight of occupants and cargo should never exceed XXX kg or XXX lbs.” on your vehicle's placard.
2.	Determine the combined weight of the driver and passengers that will be riding in your vehicle.
3.	Subtract the combined weight of the driver and passengers from XXX kg or XXX lbs.
4.	The resulting figure equals the available amount of cargo and luggage load capacity. For example, if the “XXX” amount equals 1400 lbs. and there will be five 150 lb passengers in your vehicle, the amount of available cargo and luggage load capacity is 650 lbs. (1400–750 (5 × 150) = 650 lbs.)
5.	Determine the combined weight of luggage and cargo being loaded on the vehicle. That weight may not safely exceed the available cargo and luggage load capacity calculated in Step 4.
6.	If your vehicle will be towing a trailer, load from your trailer will be transferred to your vehicle. Consult this manual to determine how this reduces the available cargo and luggage load capacity of your vehicle.
	Check the tire sidewall to determine the load index specified for the tire.

⚠ WARNING

Exceeding the maximum vehicle weight can cause you to lose control of the vehicle and cause accidents resulting in severe and/or fatal injuries.

- Never exceed the maximum load or the maximum vehicle weight as per the GVWR.

Winter tires

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

Summer tires offer very little holding force on icy or snowy roads. Winter or all-season tires improve vehicle handling and braking performance in winter road conditions. Volkswagen recommends using winter tires on the vehicle at temperatures below +45 °F (+7 °C) or in winter road conditions.

The effectiveness of winter or all-season tires is greatly reduced when the tire tread is worn down to a depth of 3/16 in (4 mm).

The following applies when using winter tires:

- Follow all applicable laws in the country of operation.
- Use winter tires on all four wheels at the same time.
- Only use in winter road conditions.
- Only use the tire sizes permitted for the vehicle.
- Only use winter tires that have the same belt construction, size, and tread pattern.
- Follow the speed restriction based on the speed rating .

Speed restriction

Winter tires have a speed restriction based on their speed rating ⇒ *Tire labeling and terminology, glossary, handling new tires, UTQG classification* .

A speed warning can be set in the Vehicle settings menu in the Infotainment System under the Tires menu.

On V winter tires, the speed restriction and required tire pressure depend on the engine. Always ask an authorized Volkswagen dealer or authorized Volkswagen Service Facility about the permitted speed and required tire pressure.

All wheel drive (4MOTION)

With all wheel drive, the vehicle has good forward motion with standard tires in winter conditions. However, Volkswagen recommends using winter or all season tire on *all* four wheels in the winter, because this will also improve the *braking performance*.

Note the information about snow chains ⇒ *Snow chains*.

⚠ WARNING

Do not be tempted into taking safety risks due to the improved vehicle handling that the winter tires provide in winter conditions.

Exceeding the speed limit for the winter tires may lead to sudden tire failure and loss of vehicle control.

- Never ignore the speed limit for the winter tires fitted to your vehicle, even if the permissible maximum speed for the vehicle is higher.
- Never exceed the maximum load for the winter tires fitted to your vehicle.
- Adapt your speed and driving style to the visibility, weather, road and traffic conditions.

When temperatures are above +45 °F (+7 °C), summer tires provide better vehicle handling. There is less road noise, the tires wear more slowly, and economy is better.

For vehicles with a tire pressure monitoring indicator, the system must be reprogrammed after wheel(s) are changed ⇒ *Tire Pressure Monitoring System*.

You can contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for permitted winter tire sizes.

Snow chains

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ *Introduction*.
Note the legal requirements and the permitted maximum speed when driving with snow chains.

Snow chains improve driving and braking handling when on roads covered with ice or snow.

Snow chains may **only be mounted on the front wheels** and **only on the following tire/rim combinations** :

Tiguan		
Tire size	Rim	Type of snow chains to be used
215/65 R 17	7 J x 17 ET 40	Only use thin snow chains which are not larger than around **9 mm**.

Tiguan R		
Tire size	Rim	Type of snow chains to be used
235/50 R 19	7 J x 19 ET 43	Only use thin snow chains which are not larger than around **7 mm**.

Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility for more information about wheel, tire, and snow chain sizes.

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.

Using snow chains on the compact spare tire or collapsible spare tire

Using snow chains on the compact spare tire or collapsible spare tire is not permitted for technical reasons ⇒ *Spare wheel or compact spare wheel*.

- If a front tire is flat, mount the compact spare tire or collapsible spare tire on the rear axle.
- Replace the damaged front wheel with the removed rear wheel. Pay attention to the running direction when doing this.

Volkswagen recommends attaching the snow chains before mounting the wheel.

⚠ WARNING

Using unsuitable snow chains or installing snow chains incorrectly can cause accidents and serious injuries.

- Always use the correct snow chains.
- Follow the installation instructions provided by the snow chain manufacturer.
- Never drive faster than permitted when snow chains are mounted.

NOTICE

- Remove snow chains when driving on roads without snow. Otherwise, snow chains can impair handling and damage the tires, and the chains will quickly be destroyed.
- Snow chains that come into contact with the rim directly can scratch or damage the rim. Volkswagen recommends using snow chains with integrated rim protection.

On vehicles with a tire pressure monitoring indicator, the system must be reprogrammed after snow chains are mounted ⇒ *Tire Pressure Monitoring System*.

[6] Not for vehicles with adaptive chassis control (DCC) ⇒ *Introduction*.

Wheel covers

Hubcap

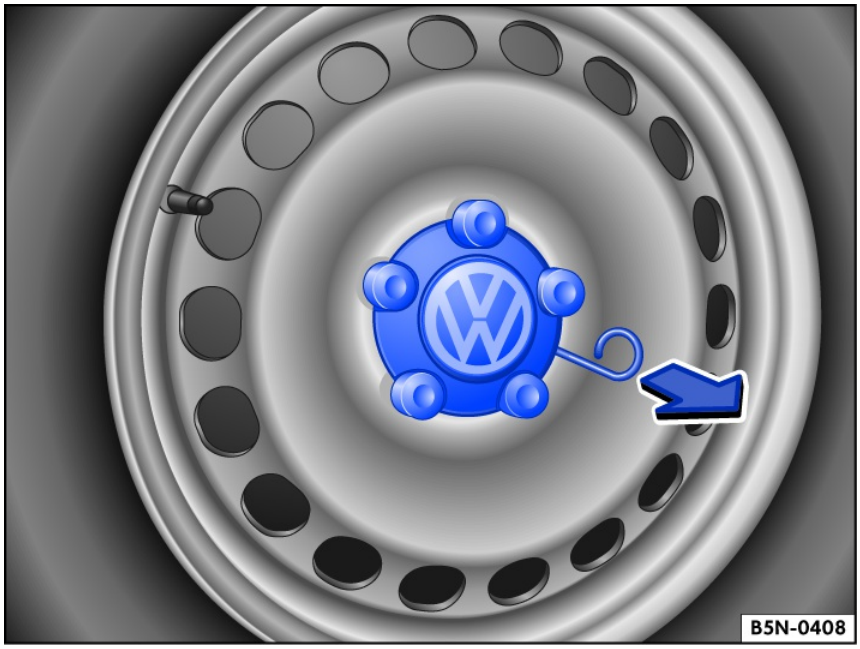


Fig. 208 Remove the wheel center trim.

Vehicles with removable wheel center trim

The wheel center trim is for protecting the wheel bolts and must be reattached after a wheel change.

- *Removing:* Take the extraction hook out of the vehicle toolkit ⇒ *Vehicle tool kit components* and insert in a hole (alloy wheel) or hook it to the edge (steel wheel) of the hubcap *fig. 208*.
- Remove the trim in the direction of the arrow.
- *Installing:* press the wheel center trim against the rim until it locks into place.

WARNING

Unsuitable wheel covers and assembling wheel covers incorrectly can cause accidents and serious injuries.

Wheel covers that are installed incorrectly can loosen while driving and endanger other road users.

- Do not use damaged wheel covers.
- Always make sure that the air supply to cool the brakes is not blocked or reduced. This also applies when wheel covers are retrofitted. An insufficient air supply can cause the braking distance to increase significantly.

Wheel covers

Removing the full wheel cover

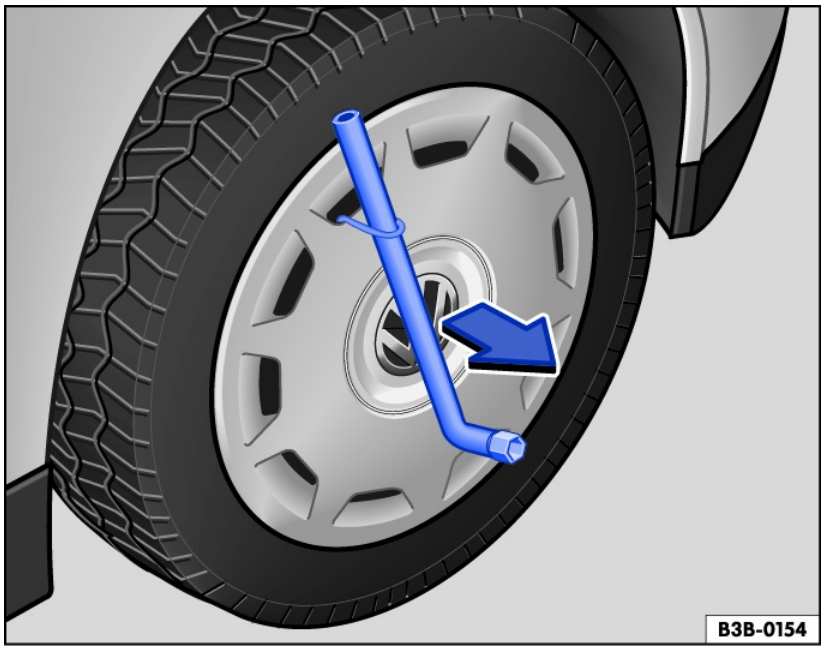


Fig. 209 Remove the full wheel cover.

The full wheel covers protect the wheel bolts and must be reattached after a wheel change.

- Take the extraction hook out of the vehicle tool kit ⇒ *Vehicle tool kit components*.
- Engage the extraction hook in one of the openings on the wheel hub cover.
- Remove the wheel hub cover with extraction hook in the direction of the arrow. If necessary, use a lug wrench for removal *fig. 209*.

Installing the full wheel cover

- Press the full wheel cover onto the rim so that the opening for the valve aligns with the tire valve. Make sure that the entire outer edge of the cover is secured.

⚠ WARNING

Unsuitable wheel covers and assembling wheel covers incorrectly can cause accidents and serious injuries.

Wheel covers that are installed incorrectly can loosen while driving and endanger other road users.

- Do not use damaged hubcaps.
- Always make sure that the air supply to cool the brakes is not blocked or reduced. This also applies when wheel covers are retrofitted. An insufficient air supply can cause the braking distance to increase significantly.

NOTICE

The wheel cover may be screwed tightly and must not be removed with force.

Wheel bolt caps



Fig. 210 Remove the caps from the wheel bolts.

The caps are for protecting the wheel bolts and must be completely reattached after a wheel change.

Removing and attaching caps

- *Removing:* Take the extraction hook out of the vehicle tool kit ⇒ *Vehicle tool kit components*.
- Insert the extraction hook through the opening in the cap *fig. 210* and pull in the direction of the arrow.
- *Attaching:* push the cap all the way on the wheel bolts.

Wheel change

Introduction

Only change the wheel yourself if the vehicle is parked securely, you are familiar with the safety precautions and the necessary procedures and you have the necessary tools. Some vehicles are delivered from the factory without a vehicle jack and lug wrench. In such cases, have the wheel changed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The vehicle jack supplied by the factory is only designed for changing one wheel that has a damaged tire and must be replaced. If both tires on one side of the vehicle, both tires on one axle, or all tires are damaged, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

⚠ WARNING

Changing a wheel can be dangerous, especially when done on the side of the road. To reduce the risk of serious injuries, observe the following:

- Stop the vehicle as soon as it is safe to do so. Park the vehicle a safe distance away from moving traffic to change the wheel.
- All passengers, especially children, must keep a safe distance and be outside of the work area when changing a wheel.
- Switch on the emergency flashers to warn other road users.
- Make sure the vehicle is on level and solid ground. If necessary, place a large, stable surface under the vehicle jack.
- Only change the wheel yourself if you are familiar with the necessary steps. Otherwise, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.
- Only use suitable and undamaged tools for wheel changes.
- Always switch off the engine and move the selector lever to position **P** to reduce the risk of the vehicle moving unintentionally.
- Set the electronic parking brake.
- After changing a wheel, immediately check the tightening torque of the wheel bolts with an undamaged torque wrench that is functioning correctly.
- In vehicles with a Tire Pressure Monitoring System, the system must be recalibrated immediately after a wheel is changed ⇒ *Tire Pressure Monitoring System*.

Preparations for changing a wheel

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

Checklist

Always perform the following steps in the specified order to prepare for a wheel change ⇒ ⚠:

1. If the vehicle has a flat tire, park the vehicle a safe distance away from moving traffic on level and solid ground as soon as possible.
2. Set the electronic parking brake.
3. Automatic transmission: move the selector lever into the **P** position.
4. Stop the engine and remove the vehicle key from the ignition lock.
5. Have all vehicle occupants exit the vehicle on the side facing away from traffic and move to a safe area.
6. Turn on the emergency flashers and set up the warning triangle ⇒ *Securing yourself and the vehicle*. Follow any applicable laws.
7. Block the tire that is diagonal from the one you will be changing with a stone, chocks, or another suitable object.
8. If you are towing a trailer: disconnect the trailer from the vehicle and park it ⇒ 🕮 *Introduction*.
9. If the luggage compartment is full: remove the contents from the luggage compartment.
10. Remove the spare tire or compact spare tire and vehicle tool kit from the luggage compartment.
11. Remove the wheel covers ⇒ *Wheel covers*.

⚠ WARNING

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

- Always follow the instructions in the checklist as well as the general safety precautions.

Wheel bolts

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

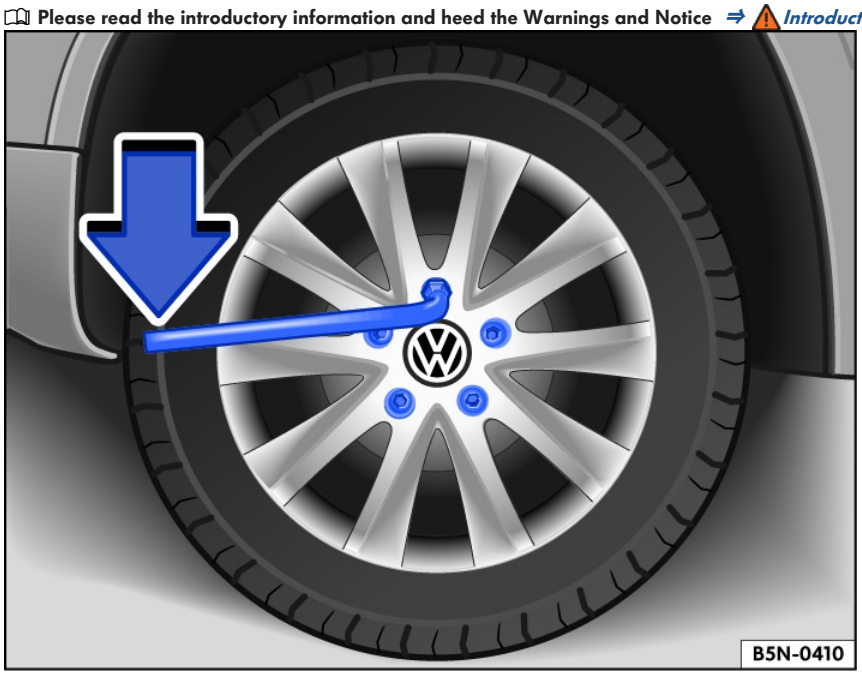


Fig. 211 Changing a tire: loosening the wheel bolts.

Use a suitable lug wrench to loosen the wheel bolts.

Only loosen the wheel bolts a few turns while the vehicle is not raised with the vehicle jack.

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 wheel bolts

- Slide the lug wrench all the way onto the wheel bolt *fig. 211*.
- Hold the end of the lug wrench and turn the wheel bolt about one turn counter-clockwise ⇒ ⚠.

Wheel bolt tightening specification

Tightening specification for wheel bolts in steel and aluminum alloy rims:

- **103 ft-lbs (140 Nm)**.

Wheel bolts that are corroded and difficult to turn must be replaced and the threads in the wheel hub must be cleaned before checking the tightening torque.

Never grease or oil the wheel bolts and the threads in the wheel hub.

Check the tightening torque using a functioning torque wrench immediately after changing a wheel.

⚠ WARNING

Wheel bolts that are tightened incorrectly can loosen while driving and cause accidents, serious injuries, and loss of vehicle control.

- The wheel bolts and threads in the wheel hub must be clean, easy to move, and free of oil and grease.
- Only use the lug wrench that was placed in the vehicle at the factory to loosen and tighten the wheel bolts.
- Only loosen the wheel bolts a few turns while the vehicle is not raised with the vehicle jack.
- Never grease or oil the wheel bolts and the threads in the wheel hub. Even when tightened to the specification, they could become loose while driving.
- Never loosen the bolts on rims with a bolted rim ring.
- If the wheel bolts are not tightened enough to meet the specification, the wheel bolts and rims could come loose while driving. Exceeding the tightening specification could damage the wheel bolts and threads. Check the tightening torque regularly using a torque wrench.

⚠ WARNING

Incorrect wheel bolts can loosen while driving and cause accidents, serious injuries, and loss of vehicle control.

- Only use wheel bolts that are intended to be used with the rim.
- Never use different wheel bolts.
- In vehicles with two-piece wheel bolts: only use two-piece wheel bolts.

Subwoofer

Please read the introductory information and heed the Warnings and Notice ⇒ *Introduction*.
The subwoofer must be removed before the spare wheel can be removed.

Removing and fitting the subwoofer (variant 1)

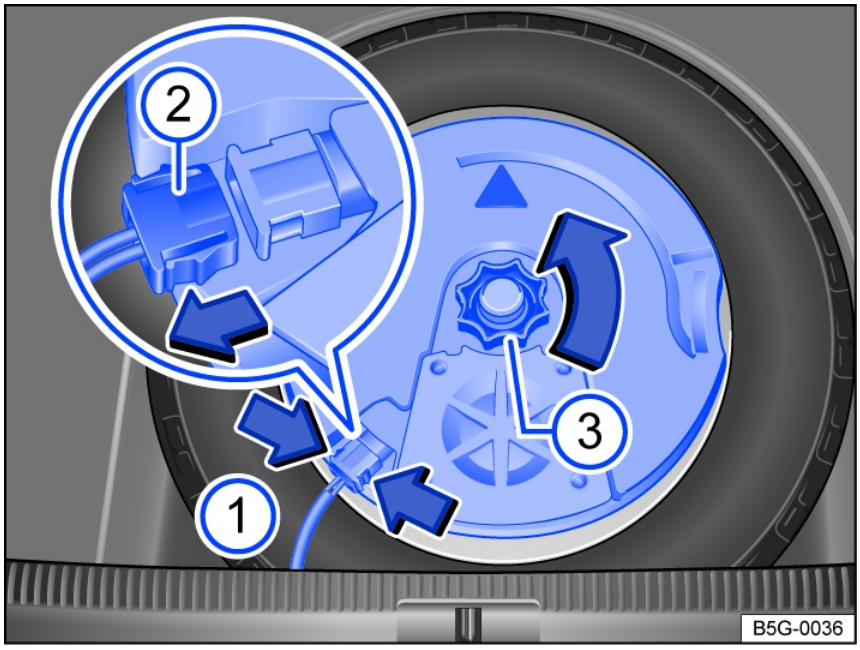


Fig. 212 In the luggage compartment: removing the subwoofer (version 1).

Removing the subwoofer:

- For the seven-seater: Adjust the third row seat forward or backwards and fold the rear seat backrest forward ⇒ *Folding the third row seat into the cargo floor position*.
- Open the trunk lid.
- Take the luggage compartment floor out of the luggage compartment ⇒ *Luggage compartment floor panel*.
- If necessary, lift up and remove the carpet.
- For the seven-seater: To lift up the third row seat, lift the third row seat with the loops on the seat frame in the luggage compartment until the third row seat clicks into place.
- To release the connector, press the *fig. 212* (2) retaining tabs together *fig. 212* (arrows (1)).
- Remove the connector *fig. 212* (2) in the direction of the arrow and set the removed electrical wire to the side.
- Remove the handwheel *fig. 212* (3) in the direction of the arrow.
- Lift the subwoofer out carefully.

Installing the subwoofer:

- Place the subwoofer carefully in the rim well. The point of the “FRONT” arrow symbol on the subwoofer must face forward.
- Insert the connector *fig. 212* (2) until it locks into place.
- Turn the handwheel *fig. 212* (3) on the threaded pin in the opposite direction to the arrow until the subwoofer is securely fastened.
- If necessary, place the carpet in the luggage compartment.
- Reinsert the luggage compartment floor ⇒ *Luggage compartment floor panel*.
- For the seven-seater: Lower the third row seat and fold the rear seat backrest to the rear.
- Close the trunk lid.

Removing and fitting the subwoofer (variant 2)

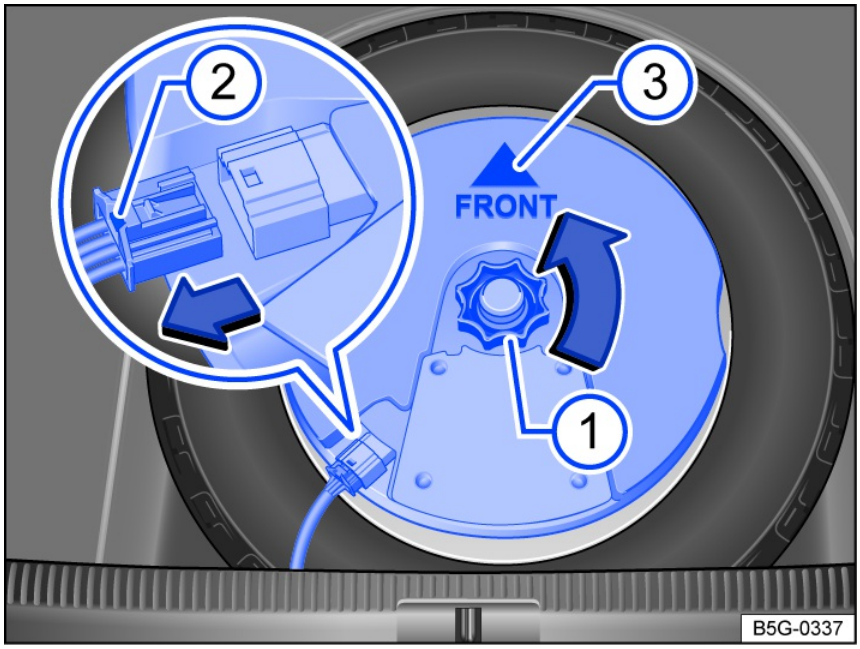


Fig. 213 In the luggage compartment: removing the subwoofer (version 2).

Removing the subwoofer:

- Open the trunk lid.
- Lift the variable luggage compartment floor until it can be held by the side retainers.
- Remove the handwheel *fig. 213* (1) in the direction of the arrow.
- To release the connector, press the locking mechanism on the end of the connector *fig. 213* (2).
- Remove the connector in the direction of the arrow and set the removed wire to the side.
- Lift the subwoofer out carefully.

Installing the subwoofer:

- Place the subwoofer carefully in the rim well. The point of the “FRONT” *fig. 213* (3) arrow symbol on the subwoofer must face forward.
- Insert the connector until you hear the locking mechanism *fig. 213* (2) lock into place.
- Turn the handwheel *fig. 213* (1) on the threaded pin in the opposite direction to the arrow until the subwoofer is securely fastened.
- Place the variable luggage compartment floor on the floor cover.
- Close the trunk lid.

Spare wheel or compact spare wheel

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

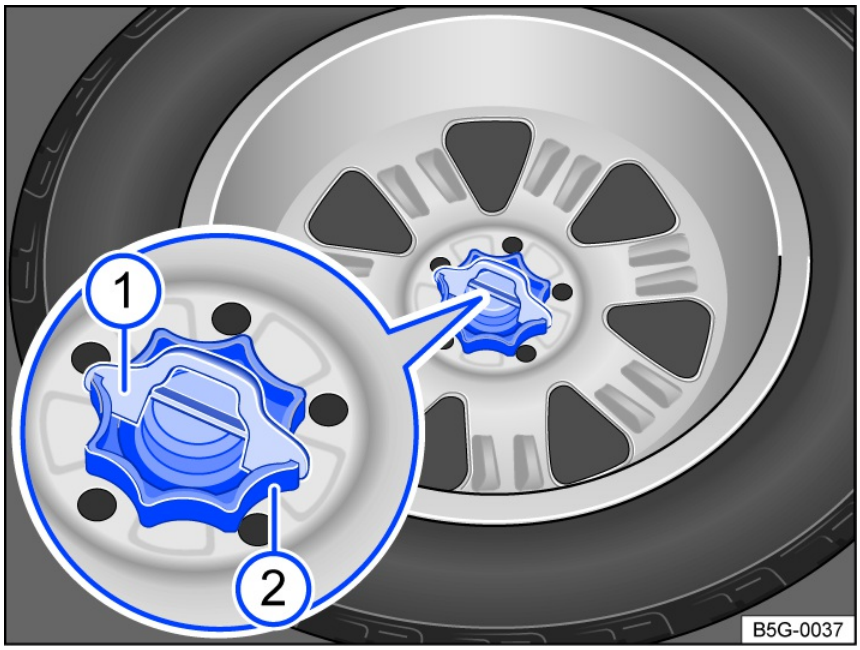


Fig. 214 In the luggage compartment: handle to secure the compact spare wheel.

Removing the spare wheel, collapsible spare wheel or compact spare wheel

- For the seven-seater: Adjust the third row seat forward or backwards and fold the rear seat backrest forward ⇒ *Folding the third row seat into the cargo floor position*.
- Open the trunk lid.
- Take the luggage compartment floor out of the luggage compartment ⇒ *Luggage compartment floor panel*.
- If necessary, lift up and remove the carpet.
- For the seven-seater: To lift up the third row seat, lift the third row seat with the loops on the seat frame in the luggage compartment until the third row seat clicks into place.
- Remove the vehicle tool kit with the container.
- If necessary, remove the subwoofer ⇒ *Subwoofer*.
- Remove the locking wedge *fig. 214* upward.
- Unscrew the handwheel in the center of the spare wheel *fig. 214* all the way counterclockwise.
- Remove the spare wheel, collapsible spare wheel, or compact spare wheel.

Stowing the removed tire

- For the seven-seater: Adjust the third row seat forward or backwards and fold the rear seat backrest forward ⇒ *Folding the third row seat into the cargo floor position*.
- Open the trunk lid.
- Take the luggage compartment floor out of the luggage compartment ⇒ *Luggage compartment floor panel*.
- If necessary, lift up and remove the carpet.
- For the seven-seater: To lift up the third row seat, lift the third row seat with the loops on the seat frame in the luggage compartment until the third row seat clicks into place.
- If the removed wheel fits in the spare wheel well: place the removed wheel with rim down into the spare wheel well so that the center hole on the rim is directly above the hole or the threaded pin.
- Turn the handwheel clockwise on the threaded pin until the removed wheel is securely fastened.
- Position the locking wedge *fig. 214* in the slot on the threaded pin so that the handle will not be able to turn.
- Place the vehicle tool kit back in the container and stow it in the luggage compartment.
- If necessary, place the carpet in the luggage compartment.
- Reinsert the luggage compartment floor ⇒ *Luggage compartment floor panel*.
- For the seven-seater: Lower the third row seat and fold the rear seat backrest to the rear.
- Close the trunk lid.

If the removed wheel does not fit in the spare wheel well, the wheel must be securely stowed in the luggage compartment on the luggage compartment floor.

If the spare wheel is different from the regular tires

If the spare wheel is different from the regular wheels, then the spare wheel must only be used in the event of a vehicle breakdown and only for a short period of

time → ⚠.

Note the driver information:

- Do not drive faster than 50 mph (80 km/h).
- Avoid hard acceleration, heavy braking, and fast cornering.
- Do not use snow chains on the compact spare wheel ⇒ *Snow chains*.
- After installing the spare wheel or compact spare wheel, check the tire pressure as soon as possible ⇒ *Tire pressure*.

The tire pressure of the spare wheel, compact temporary spare wheel or temporary spare wheel must be checked every time the tire pressure of the regular wheels is taken, or at least once a month. The tire pressure of the spare wheel, compact temporary spare wheel or temporary spare wheel when the tires are cold must correspond to the details on the tire pressure label ⇒ *Tire pressure*

⚠ WARNING

Incorrect handling of the spare wheel or compact spare wheel can result in loss of vehicle control, collisions, or other accidents, and serious injuries.

- Never use the spare wheel or compact spare wheel if it is damaged or if it is worn down to the tread wear indicator.
- Some vehicles may be equipped with a compact spare wheel instead of a spare wheel. The compact spare wheel can be identified by a label stating “80 km/h” or “50 mph”. This label indicates the permitted maximum speed at which the tire may be driven. The sticker must not be covered while the tire is in use.
- Never drive faster than 50 mph (80 km/h). Avoid hard acceleration, hard braking, and driving fast around curves.
- Never drive more than 125 miles (200 km) with a compact spare wheel if it is mounted on the drive axle.
- Replace the compact spare wheel as soon as possible with a regular tire. The spare wheel is only intended for short-term use.
- The compact spare wheel must always be secured with the wheel bolts supplied by the factory.
- Never drive with more than one spare wheel that differs from the regular tires.
- After mounting the compact spare wheel, the tire pressure must be checked as soon as possible ⇒ *Tire pressure*.
- Snow chains must not be used on the compact spare wheel.
- Never mount a compact spare wheel on the rear axle when towing a trailer ⇒ *Trailer towing*.

Raising the vehicle with the vehicle jack

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

Lift points

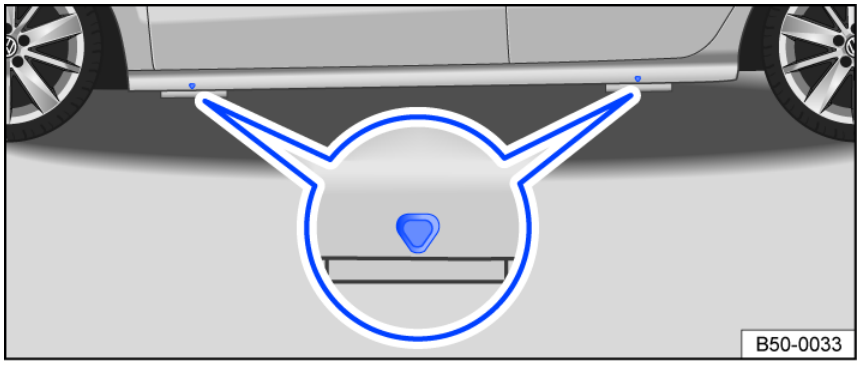


Fig. 215 Mounting points for the vehicle jack.

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. 215*. The lift point that is nearest the affected tire should be used ⇒ ⚠.

Positioning the vehicle jack

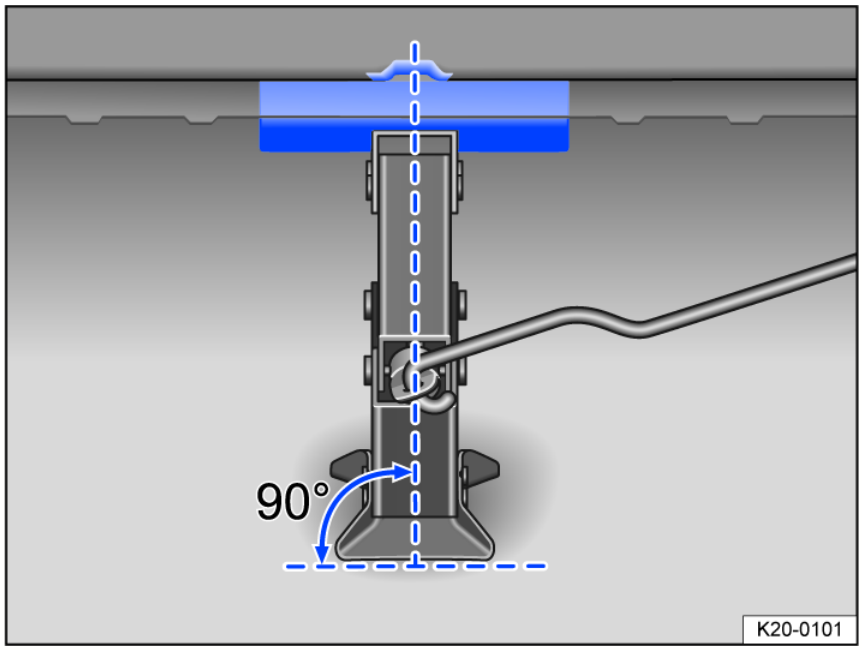


Fig. 216 Correct jack setup.

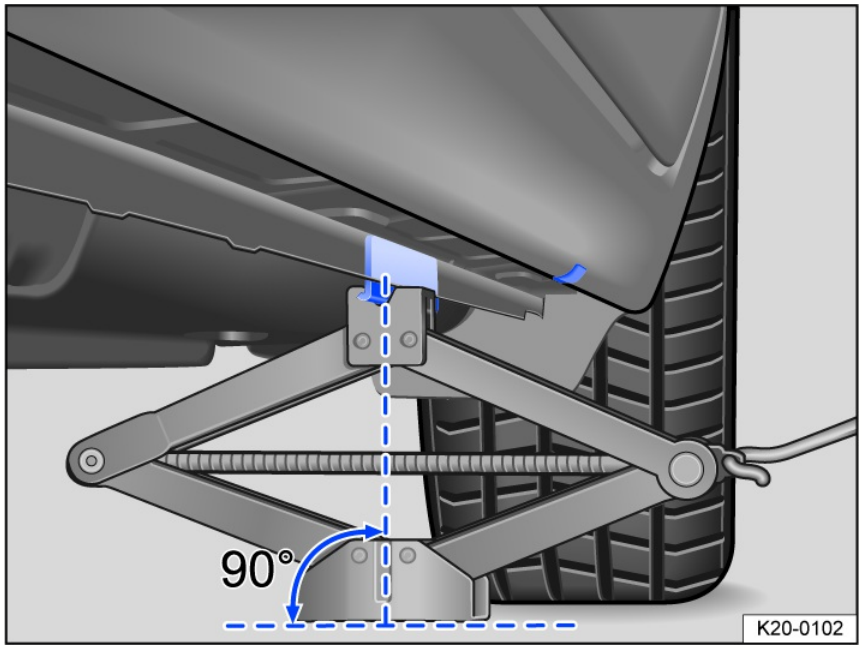


Fig. 217 Scissor lift vehicle jack positioned on the left rear side of the vehicle.

Checklist

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

1. Select an area where the ground is level and firm for raising the vehicle.
2. Adjust the steering wheel so that the wheels are not pointing straight forward.
3. Stop the engine. In vehicles with an automatic transmission, move the selector lever into the **P** position and switch on the electronic parking brake.
4. Use folding chocks or other suitable objects to block both wheels on the opposite side of the vehicle.
5. If you are towing a trailer ⇒ 🕮 *Introduction*: disconnect trailer from the vehicle and park it.
6. Loosen the wheel bolts ⇒ *Wheel bolts*.
7. Find the vehicle lift point *fig. 215* under the vehicle that is closest to the wheel you will be changing.
8. Position the hand crank in the mount on the vehicle jack (depending on vehicle equipment).
9. Crank the jack upward so that it is still positioned under the vehicle lift point.
10. 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. 216* and *fig. 217*.
11. 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. 217*.
12. Continue raising the vehicle jack until the wheel is lifted off the ground.

⚠ WARNING

Using the vehicle jack incorrectly can result in the vehicle slipping from the jack and causing serious injuries. To reduce the risk of injuries, observe the following:

- Only use vehicle jacks that are approved by Volkswagen. Other vehicle jacks, including those approved for other Volkswagen models, could slip.
- The ground must be level and firm. Sloped or soft ground can cause the vehicle to slip off the jack. If necessary, place a large, stable surface under the vehicle 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 place the vehicle jack at the locations described. The bracket on the vehicle jack must firmly grip the sill *fig. 217*.
- Never place any part of your body such as your arm or leg under the vehicle when it is supported by the vehicle jack.
- If you must work underneath the vehicle, the vehicle must also be supported securely with suitable stands.
- Never raise the vehicle while the engine is running or while the vehicle is on ground that is tilted to the side or sloping.
- Never start the engine while the vehicle is raised. Engine vibrations could cause the vehicle to fall off the jack.

⚠ WARNING

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

- Always follow the instructions in the checklist as well as the general safety precautions.

Changing a wheel

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

Removing a wheel



Fig. 218 Wheel change: removing wheel bolts with the lug wrench.

- Follow the checklist ⇒ *Preparations for changing a wheel* .
- Loosen the wheel bolts ⇒ *Wheel bolts*.
- Raise the vehicle ⇒ *Raising the vehicle with the vehicle jack* .
- Remove loose wheel bolts completely using the lug wrench *fig. 218* and place the bolts on a clean surface.
- Remove the wheel.

Installing a spare wheel or compact spare wheel

- Note the running direction of the tire ⇒ *Tire labeling and terminology, glossary, handling new tires, UTQG classification* .
- Position the wheel.
- Install all other bolts clockwise and *lightly* tighten.
- Lower the vehicle with the vehicle jack.
- 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.
- Mount the caps, center wheel covers, or full wheel covers ⇒ *Wheel covers*.

After a wheel change

- Clean the vehicle tool kit and place it back in the foam piece in the luggage compartment.
- Stow the old wheel securely in the luggage compartment.
- Always check the wheel bolt tightening torque ⇒ *Wheel bolts*.
- Always have the damaged wheel replaced as soon as possible.

⚠ WARNING

An incorrect tightening torque or incorrectly treated wheel bolts can cause the driver to lose control of the vehicle and cause accidents and serious injuries.

- Always keep all wheel bolts and threads in the wheel hubs clean and free of oil and grease. The wheel bolts must be easy to move and tightened to the tightening specification.

The Tire Pressure Monitoring System (TPMS) indicator light may indicate a system malfunction after a wheel is changed ⇒ *Troubleshooting the Tire Pressure Monitoring System*.

Maintenance

Service

Information regarding the service schedule

Information regarding maintenance of your vehicle and the type and scope of service work can be found in your service schedule. The service schedule is included with your manual Service schedule.

Vehicle care

Vehicle care information

Regular, proper care helps to maintain your vehicle.

The longer dirt remains on the surfaces of vehicle components, the more difficult it may be to clean and care for them. Long-term exposure can make it impossible for dirt to be removed.

Volkswagen recommends using Volkswagen Genuine Care Products that are approved for your vehicle. Your authorized Volkswagen dealer can provide you with suitable accessories. Read and follow the usage instructions on the packaging. For questions or for vehicle components that are not listed, consult an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

Improper care and cleaning of vehicle components could impair vehicle safety equipment and cause serious injuries.

- Clean and maintain vehicle components only according to the manufacturer's instructions.
- Always use approved or recommended cleaning solution.
- Never use cleaning solutions that contain solvents. Solvents can cause permanent damage to the airbag module.
- Protect your hands and arms against components with sharp edges, for example when cleaning the inside of the wheel housings.

⚠ WARNING

Dirty, foggy, or icy windows reduce visibility and increase the risk of accidents and serious injuries. The vehicle safety equipment could become impaired.

- Only drive when there is clear visibility through all windows.
- Do not use water-repellent window solutions on the windshield. This can cause intense glare under poor visual conditions.

⚠ WARNING

Care products can be poisonous and dangerous. Unsuitable care products and incorrect application of care products can cause accidents, serious injuries, burns, and poisoning.

- Only store care products in their sealed original containers.
- Read and follow the package leaflet.
- Keep children away from all care products.
- Only use care products outside or in well-ventilated areas so that no harmful vapors are inhaled.
- Never use turpentine, engine oil, nail polish remover, or other fluids with vapors that dissipate easily for vehicle care. They are poisonous and highly flammable.

NOTICE

Cleaning dirt with aggressive and solvent-based products can cause permanent damage to vehicle equipment, even if only exposed to the vehicle component for a brief period, for example on seat cushions or decorative parts.

- Do not allow dirt to dry.
- Have stubborn spots removed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Washing the vehicle

To ensure that your vehicle is washed correctly and appropriately, note the following information ⇒ ⓘ , ⇒ ⚠.

Automatic car washes

✓ The windows are closed and the outside mirrors are folded in.

✓ Vehicles with steering column lock: If the vehicle is mechanically towed in the car wash, the steering column must not be locked ⇒ *Steering information*.

✓ The windshield wiper ⇒ *Window wipers* and the rain/light sensor ⇒ *Rain/light sensor* are switched off.

Additional information:

- Observe the information provided by the car wash operator, particularly with regard to attachments on the vehicle, e.g. spoilers ⇒ (!).
- Choose textile car washes without brushes.
- For decorative and protective decals, never use a wash package with hot wax.
- Also ensure that the underside of the vehicle is washed regularly and thoroughly to remove any residue.

(!) NOTICE

Car washes which mechanically scan contours may damage the vehicle, e.g. spoiler.

Pressure washers

- Observe the manufacturer's instructions and do not use rotating nozzles under any circumstances ⇒ (!).
- Only use water up to maximum +140 °F (+60 °C).
- Do not clean icy or snow-covered windows with a pressure washer.
- Move the water jet evenly with a distance of at least 50 cm (20 inches) between the spray nozzle and the 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 at rubber seals and other sensitive vehicle components, e.g. the side windows, glossy trims, tires, sensors, camera lenses, decorative and protective decals.

Hand washing

- Clean the vehicle with a soft cloth, 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.

Protecting

A good preservation treatment protects the vehicle paint. When water no longer clearly beads up on *clean* vehicle paint, the vehicle should be treated with a good wax protectant if not earlier than this.

Even if a wax protectant is applied regularly in an automatic car wash, Volkswagen recommends protecting the vehicle paint at least twice a year using Volkswager Genuine hard wax (000 096 317).

Polishing

Polishing is only needed if the appearance of the vehicle paint is poor and a shiny finish can no longer be achieved using protectants.

Surfaces with matte paint must not be polished. The surface will be permanently damaged by the paint shining.

Washing matte-finish vehicles

Clean vehicles with matte surfaces by hand or in a textile washer system **without** a wax treatment ⇒ (!). During a hand wash, first remove large amounts of dirt with plenty of water, then wash the surface with a mild soap solution of maximum two tablespoons of neutral soap in a liter of water.

Treat smaller dirty spots, such as specks of grease or insect residue, with a special cleaner for matte paint.

(!) NOTICE

Matte objects and surfaces, unpainted plastic parts, headlight lenses, and taillights can become damaged by incorrect washing.

- Never use hard or abrasive brushes.

⚠ WARNING

After a car wash, the braking efficiency may be delayed due to damp or icy brake rotors and brake pads in the winter, and this can increase the braking distance.

- Perform careful braking maneuvers to “dry and remove ice” from the brakes. Do not endanger other road users while doing this.

(!) NOTICE

Improper car washes can increase the risk of severe vehicle damage.

- Always follow the manufacturer's instructions.
- Do not wash the vehicle in direct sunlight.
- In cold weather, never direct a jet of water at locks, doors, or the trunk lid. Vehicle components could freeze.

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 ⇒ ⓘ.

Door windows, glass surfaces

Remove wax residue, for example from care products, using the Volkswagen Genuine cleaning towel (000 096 166 A) or using a suitable glass cleaner.

Use a hand brush for snow and ice. Always slide a plastic scraper in one direction only. For ice, use Volkswagen Genuine deicer (000 096 322).

Wiper blades: ⇒ *Wiper blades*.

Paint

Always treat surfaces with extreme care to prevent paint damage. Treat light contaminants, for example deposits, insects, and cosmetics, immediately with a clean soft towel and a mild soap solution of maximum two tablespoons of neutral soap in a liter of water, or with a cleaning clay bar.

Repair small sections of paint damage with a paint pen. Use the paint number from the vehicle data label ⇒ *Technical data*. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for damage to matte paint surfaces.

Additional information:

- Spilled fuel or service fluids: clean immediately.
- Rust spots: dampen spots with soap solution. Then remove with a cleaning clay bar.
- Corrosion: have removed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Plenum chamber, engine compartment

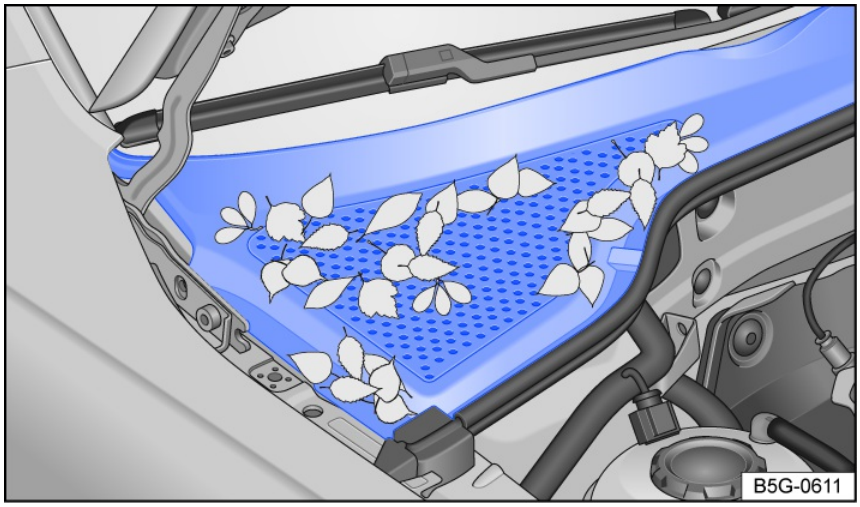


Fig. 219 Between the engine compartment and windshield: plenum chamber (general example).

Remove leaves or other loose objects with a vacuum or by hand *fig. 219* , ⇒ ⓘ. The engine compartment should always be cleaned by an authorized Volkswagen dealer or authorized Volkswagen Service Facility ⇒ ⚠.

Water introduced manually into the plenum chamber, for example with a pressure washer, can cause considerable vehicle damage.

Sensors, camera lenses



Fig. 220 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 using a damp cloth and solvent-free cleaning solution.

Clean sensitive surfaces of the rain/light sensor and the camera window on the windshield as you would **windows and glass surfaces** (depending on the equipment).

Remove snow with a hand brush. Do not use warm or hot water. For ice, use Volkswagen Genuine deicer (000 096 322).

Decorative and protective decals

Remove contaminants as described for **paint**. For matte decorative decals, use Volkswagen Genuine plastic remover (000 096 314).

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. **not use hot wax**, even in a car wash.

Additional information:

- Hard contaminants: remove gently with ethyl alcohol and then wash with warm water.

Trims made out of chrome-plated plastic, aluminum or stainless steel and tailpipes

Clean surfaces with Volkswagen Genuine chrome and aluminum products (000 096 319 D).

Chrome-plated trims can be protected with Volkswagen Genuine hard wax (000 096 317).

Headlights, taillights

Use a soft sponge saturated with a mild soap solution of maximum two tablespoons of neutral soap in a liter of water. Do not use cleaning solutions containing alcohol and/or solvents.

Additional information:

- Tough contaminants: remove with Volkswagen Genuine chrome and aluminum chrome products (000 096 319 D).

Wheels

Remove contaminants and road salt with plenty of water.

For alloy wheels: treat dirty aluminum alloy rims with Volkswagen Genuine rim cleaner (000 096 304). Volkswagen recommends applying Volkswagen Genuine har wax (000 096 317) to the rims every three months.

Additional information:

- Damaged protective paint layer: Repair immediately with a paint pen. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility, if necessary.
- Brake dust: use Volkswagen Genuine rim cleaner (000 096 304).

Door lock cylinder

Volkswagen recommends using Volkswagen Genuine deicer (000 096 322) for deicing. Do not use any door lock deicers with degreasing substances.

⚠ WARNING

The engine compartment is a dangerous area in any vehicle. There is a risk of injury, scalding, accidents, and burns when performing any work in the engine compartment.

- Always note the necessary handling guidelines and the safety precautions every time before working in the engine compartment ⇒ *Safety precautions for working in the engine compartment*.
- Volkswagen recommends having these procedures done by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

NOTICE

Incorrect cleaning and care can cause vehicle damage.

- Always follow the manufacturer's instructions.
- Never use cleaning objects that are too hard or abrasive.

NOTICE

The plenum chamber drain can be blocked by leaves and dirt. Water that cannot drain may leak into the interior.

- Have the area under the perforated cover regularly cleaned by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The durability and coloring on decorative and protective decals can be affected by environment conditions, such as sunlight, moisture, air pollution, stone chips, etc. Decorative decals may show signs of wear and aging after approximately one to three years, and protective decals after approximately two to three years. In very hot climates, the decorative decals may fade slightly within one year and the protective decals within two years.

Interior care and cleaning

The following overview gives recommendations for cleaning and caring for individual vehicle components ⇒ .

Door windows

Clean with a glass cleaner, then wipe dry with a clean chamois or a lint-free cloth.

Textiles, microfiber, leatherette

Remove contaminants with Volkswagen Genuine interior cleaner (000 096 301). Do not treat materials with leather cleaners, solvents, floor polish, shoe polish, pai remover, or other similar substances.

Additional information:

- Never use pressure washers, steam cleaners or cooling sprays.
- Dirt particles that adhere to surfaces: clean regularly with a vacuum so that the material is not damaged by frequent scrubbing.
- For grease-based contaminants such as oil, use Volkswagen Genuine interior cleaner (000 096 301). Blot away the dissolved grease or dye with an absorbent towel and treat afterward with water, if necessary.
- For some stains such as pen or nail polish, use Volkswagen Genuine interior cleaner (000 096 301). If necessary, treat afterward with a mild soap solution of maximum two tablespoons of neutral soap in a liter of water.

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.

Treat dried spots with Volkswagen Original leather cleaner (000 096 323).

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.

Additional information:

- Remove any fresh spots of grease such as oil with an absorbent cloth.
- Treat special stains, such as pen, nail polish, and dried stains, with Volkswagen Genuine leather cleaner (000 096 323).

Plastic parts

Use a soft, damp towel.

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 such as Volkswagen Genuine plastic cleaner (000 096 314), if necessary.

Trims, decorative trims made out of chrome, aluminum or stainless steel

Clean using a clean, soft towel and mild soap solution of maximum two tablespoons of neutral soap in a liter of water, in a dust-free area.

Treat anodized surfaces with Volkswagen Genuine chrome and aluminum chrome products (000 096 319 D).

Controls

Use a soft brush to remove large dirt deposits as well as any dirt that is difficult to reach. Then 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

Use a Volkswagen Genuine cleaning cloth (000 096 166 A) with some water, suitable glass cleaner, or an LCD cleaner. Do not clean the instrument cluster display and the Infotainment system screen when they are dry. Turn off the Infotainment system temporarily to clean it.

Rubber seals

Clean with a soft, lint-free cloth and plenty of water. Treat regularly with Volkswagen Genuine rubber care product (000 096 310).

Safety belts

Unreel the safety belt completely and leave the belt unreeled ⇒ ⚠. Remove large spots of dirt with a soft brush. Clean the safety belt with a mild soap solution of maximum two tablespoons of neutral soap in a liter of water. Let the belt webbing dry completely, then allow the belt to retract.

Wood trims

Clean with a soft cloth and fairly mild soap solution of maximum two tablespoons of neutral soap in a liter of water.

Cleaning the seat covers

If dye from clothing such as denim stains the seat cushion, this is not considered a defect in the vehicle upholstery. Airbag system components and connectors may be installed in the seat cushions. Damage, incorrect cleaning and handling, or moisture can also cause an airbag system malfunction as well as damage to the vehicle electrical system ⇒ ⚠.

Depending on the equipment, electrical components and connectors may be installed in the seat surface with seat heating, which can be damaged by incorrect cleaning or handling. This can also result in damage to other areas of the vehicle electrical system.

- Never use pressure washers, steam cleaners or cooling sprays.
- Do not turn on the seat heating to dry the seats.
- Do not use detergent pastes or mild detergent solutions.
- Never wet the surface completely.
- When uncertain, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

Improper cleaning can cause damage to the safety belts, anchors, and the automatic safety belt retractors.

- Never attempt to modify or remove the safety belts to clean them.
- Never use chemical products to clean the safety belts and their components.
- Do no use any corrosive fluids, solvents, or sharp objects.
- Do not allow fluids and objects to enter the safety belt buckle.
- Let the safety belt dry after cleaning before allowing it to retract completely.

⚠ WARNING

Improper care and cleaning of vehicle components could impair vehicle safety equipment and cause serious injuries.

- Clean and maintain vehicle components only according to the manufacturer’s instructions.

NOTICE

Incorrect cleaning and care can cause vehicle damage.

- Never use steam cleaners, brushes, hard sponges, etc.
- Have tough spots removed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Needless to say, it is easier to see signs of wear and dirt caused by normal usage on bright materials in the vehicle interior. These signs of use are unavoidable and also indicate the unavoidable deterioration caused by normal usage. Please follow the corresponding care instructions.

Accessories, replacement parts, repairs, and modifications

Accessories and replacement parts

Volkswagen recommends consulting an authorized Volkswagen dealer or authorized Volkswagen Service Facility before purchasing accessories, replacement parts, or equipment, for example if you would like to retrofit the vehicle with 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 accessories, replacement parts, and equipment.

Volkswagen recommends using only approved **Volkswagen Accessories** and **Volkswagen Original Parts®**. Volkswagen has verified their reliability, safety, and suitability. An authorized Volkswagen dealer or authorized Volkswagen Service Facility is also qualified to perform installations correctly.

Products that are **not approved by Volkswagen** may not have been evaluated by Volkswagen regarding the reliability, safety, and suitability for the vehicle, despit ongoing market observation. Therefore, Volkswagen can also not be responsible in individual cases if approval is given by an officially-recognized technical inspection and control authority or clearance is given by a government agency.

Retrofitted devices that have a direct effect on vehicle control, must have an **e** symbol (the approval symbol for the European Union) and be approved by Volkswagen for the vehicle. Such devices could include a cruise control system or an electronically-controlled damping system.

Additional electrical devices that do not have a direct effect on vehicle control must have a symbol (manufacturer's Declaration of Compliance for the European Union). Such devices could include refrigerators, computers, or ventilators.

⚠ WARNING

Repairs and modifications performed incorrectly on the vehicle can impair airbag effectiveness and cause malfunctions, accidents, and fatal injuries.

- Never secure or position objects such as phone holders within the deployment zone of the airbags, since these items could cause serious or fatal injuries if the airbags deploy.

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.

Volkswagen recommends having all repairs and technical modifications performed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility using **Volkswagen Genuine Parts®**.

Volkswagen repair information

Volkswagen service information and official Volkswagen repair information can be purchased.

Customers in Europe, Asia, Australia, Africa, Central and South America:

Please contact a Volkswagen dealership or authorized Volkswagen Service Facility or register for the **erWin** (electronic repair and workshop information) web portal:

https://erwin.volkswagen.de
Customers in North America and Canada:

If you wish to order the printed service information, please contact:

Volkswagen Technical Literature Ordering Centerliterature.vw.com
You can also register for the **erWin** web portal:

https://erwin.vw.com

Vehicles with special modifications and mountings

The attachment and mounting manufacturer should make sure that the applicable environmental laws and regulations are met for the attachments and mountings, especially the EU directive 2000/53/EG about old vehicle and EU directive 2003/11/EG about market introduction restrictions and the use of certain hazardous materials and compounds.

The installation instructions for any retrofitted equipment should be saved by the vehicle owner and provided to the removal facility if the vehicle is scrapped. This ensures that even vehicles with retrofitted equipment will be disposed of in a way that will not harm the environment.

Windshield repairs

To perform functions, some equipment requires an electric or electronic component that is secured to the inside of the windshield near the interior rearview mirror, for example. If the windshield is damaged within the area covered by the electrical or electronic component's visual field, for example with a stone chip, then the windshield must be replaced. Stone chip repairs can cause malfunctions in the equipment.

After a windshield is replaced, the camera and sensors must be adjusted and calibrated by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Impairment or damage to sensors and cameras

The sensors or cameras could shift or become damaged as a result of incorrect repairs, structural changes to the vehicle (such as “lowering”), installation of after-market equipment, or changes to the trim panels. This can also be caused by collisions when parking and by minor damage, such as a stone hitting the windshield.

The area in front of and around the sensors and cameras must not be covered by stickers, auxiliary headlights, decorative license plate frames, or similar objects. Note the position of sensors and cameras on your vehicle ⇒ *Vehicle overviews*.

If ignored, important vehicle functions of driver assistance systems could be impaired and vehicle damage could result.

Have repairs or structural changes performed by qualified professionals.

Additional information:

- Painting near the sensors can impair the function of the system that uses those sensors.
- The Volkswagen emblem can impede the view of the radar sensors to the front on some vehicle versions. Therefore only operate the vehicle with the original Volkswagen emblem or an emblem approved by Volkswagen.

Engine/motor protection

Engine/motor protection can reduce the risk of damage to the vehicle underbody and the oil pan, for example if driving over curbs, entering driveways, or on unpaved roads.

Volkswagen recommends having an authorized Volkswagen dealer or authorized Volkswagen Service Facility perform any retrofit installations.

Engine/motor protection may not be available in all countries.

⚠ WARNING

Repairs and modifications that are performed incorrectly can cause vehicle damage and malfunctions as well as impair the effectiveness of the driver assistance systems. This can cause accidents and serious injuries.

- Only have an authorized Volkswagen dealer or authorized Volkswagen Service Facility make repairs or modifications to a vehicle.

⚠ WARNING

Unsuitable replacement parts and accessories and procedures, modifications, and repairs that are performed incorrectly can cause vehicle damage, accidents, and serious injuries.

- Volkswagen recommends using only approved Volkswagen Accessories and Volkswagen Genuine Parts ®. Volkswagen has verified their reliability, safety, and suitability.
- Only have an authorized Volkswagen dealer or authorized Volkswagen Service Facility make vehicle repairs or modifications. Authorized Volkswagen dealers and authorized Volkswagen Service Facilities have the required tools, diagnostic devices, repair information, and qualified personnel.
- Only install parts on the vehicle whose design and function are identical to the parts installed at the factory.
- Never secure or position objects such as phone holders within the deployment zone of the airbags, since these items could cause serious or fatal injuries if the airbags deploy.
- Only use rim/tire combinations that are approved by Volkswagen for your vehicle model.

Airbag system repairs and situations that can affect the system function

Volkswagen guidelines must be followed when performing repairs and technical modifications ⇒ ⚠.

Only have modifications and repairs on the front bumper, doors, front seats, headliner, or body performed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Airbag system components and sensors may be located on these vehicle components.

Airbag system components can be damaged during all procedures on the airbag system and when removing and installing system components while performing other repair procedures. This may prevent the airbags from deploying or cause them to deploy incorrectly in the event of an accident.

The instructions must be followed so that the effectiveness of the airbags is not impaired and removed components do not cause injuries and environmental pollution. An authorized Volkswagen dealer or authorized Volkswagen Service Facility is familiar with these instructions.

A modification to the vehicle suspension can impair the functionality of the airbag system during a collision. For example, using a rim/tire combination that is not approved by Volkswagen, lowering the vehicle, or changing the suspension stiffness including the springs, suspensions struts, shock absorbers, etc., can change the force that is measured by the airbag sensors and transmitted to the electronic control module. For example, some changes to the suspension can increase the force measured by the systems and trigger the airbag system in accidents where the airbags would normally not be deployed if the modifications had not been made. Other modifications can reduce the force measured by the sensors and prevent the airbag from deploying when it should have deployed.

⚠ WARNING

Repairs and modifications that were done incorrectly can cause damage and malfunctions to the vehicle as well as impair the effectiveness of the airbag system. This can cause accidents and serious or fatal injuries.

- Only have an authorized Volkswagen dealer or authorized Volkswagen Service Facility make vehicle repairs or modifications.
- The airbag module cannot be repaired; it must be replaced.

- Never install airbag components removed from old vehicles or from recycling.

⚠ WARNING

A modification to the vehicle suspension including using a rim/tire combination that is not permitted can change the functionality of the airbag and increase the risk of severe or fatal injuries in an accident.

- Never install suspension components that do not have the same properties as the original parts installed in the vehicle.
- Never use rim/tire combinations that are not approved by Volkswagen.

Mobile phone usage in the vehicle

Electromagnetic waves

When using a mobile phone or radio equipment without connecting to the exterior antenna, the electromagnetic waves will not be deflected outward in an optimum way. Increased waves in the vehicle interior can occur, especially when reception is poor, for example in rural areas. This could be a potential health risk ⇒ ⚠.

Depending on the equipment, it may be possible to use a suitable telephone interface to connect the mobile phone to the exterior antenna. This will improve the connection quality and increase the range.

Using a phone

In many countries, using a phone in the vehicle is only permitted if there is a hands-free connection, for example using a Bluetooth ® connection. Before using the phone, secure it in a suitable holder ⇒ ⚠ or store it in a storage compartment, such as in the center console, to prevent it from sliding around.

Radio

If operating radio devices, follow the legal regulations and the user guide from the manufacturer. The aftermarket installation of radio devices is subject to approval.

Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for more information about installing radio equipment.

⚠ WARNING

Mobile devices that are loose or not secured correctly can be thrown through the vehicle interior during sudden driving or braking maneuvers or in the event of a collision and cause injuries.

- Secure or store the mobile phone and accessories safely outside the deployment range of the airbags.

⚠ WARNING

Using a mobile device or radio equipment inside the vehicle without a connection to an exterior antenna may create electromagnetic energy that exceeds permissible limits. This may be dangerous to your health and that of your passengers. This also applies if the exterior antenna is not installed correctly.

- Maintain a distance of at least 8 inches (20 cm) between the device aerials and any active medical implants, such as pacemakers.
- Do not carry a mobile device that is turned on directly above or in the immediate vicinity of any active medical implants, for example by keeping a phone in a shirt pocket.
- Switch off the mobile device immediately if you suspect there is interference with an active medical implant or other medical device.

Customer information

Warranty

Warranty and guarantee information

You can find information on your warranty and guarantee rights in your service schedule. Your service schedule is supplied with your Manual. Service schedule.

Event data recorder (crash data recorder)

This vehicle is equipped with an event data recorder (EDR). The main purpose of an EDR is to record, in certain crash or near crash-like situations, such as an air bag deployment or hitting a road obstacle, data that will assist in understanding how a vehicle's systems performed. The EDR is designed to record data related to vehicle dynamics and safety systems for a short period of time, typically 30 seconds or less. The EDR in this vehicle is designed to record such data as:

- How various systems in your vehicle were operating;
- Whether or not the driver and passenger safety belts were buckled/fastened;
- How far (if at all) the driver was depressing the accelerator and/or brake pedal; and,
- How fast the vehicle was traveling.

These data can help provide a better understanding of the circumstances in which crashes and injuries occur.

In addition, data from the driver assistance systems is also collected. In addition to information about whether these systems were switched on or off, had limited availability, or were inactive, it can also be understood if these functions steered, accelerated, or braked the vehicle in the situations listed above. Depending on the vehicle equipment, systems may include:

- Adaptive Cruise Control (ACC)
- Lane Assist
- Park Assist
- Parking systems
- Autonomous Emergency Braking Function (Front Assist)

NOTE: EDR data are recorded by your vehicle only if a non-trivial crash situation occurs; no data are recorded by the EDR under normal driving conditions and no personal data (e.g., name, gender, age, and crash location) are recorded. However, other parties, such as law enforcement, could combine the EDR data with the type of personally identifying data routinely acquired during a crash investigation.

To read data recorded by an EDR, special equipment is required, and access to the vehicle or the EDR is needed. In addition to the vehicle manufacturer, other parties, such as law enforcement, that have the special equipment, can read the information if they have access to the vehicle or the EDR.

Volkswagen will not access, read, or process the event data recorder data unless the vehicle owner (or lessee if leasing the vehicle) gives permission. This exclude contractual or legal regulations.

Due to the legal obligation to monitor products, Volkswagen is allowed to use data for field observation as well as for research purposes and quality improvement o vehicle safety systems. For research purposes, Volkswagen provides the data to third parties in an anonymous format. This means the data does not reference the individual vehicle, the vehicle owner, or the lessee.

Labels and signs

Factory labels and plates with important information regarding vehicle operation are located in the engine compartment and on several vehicle components.

- Never remove these labels and signs or make them illegible.
- If vehicle components equipped with labels and signs are replaced, identical labels and signs must be placed correctly in the same locations on the new components.

Safety certificate

A safety certificate on the driver's door jamb specifies all necessary safety standards and guidelines of the traffic safety authorities in the applicable country at the time of manufacture. The month and year of production as well as the VIN may also be listed. Read the information in the Owner's Manual.

⚠ WARNING

Incorrect vehicle handling increases the risk of accidents and injuries.

- Follow the legal regulations.
- Follow the Owner's Manual instructions.

NOTICE

Incorrect vehicle handling can cause vehicle damage.

- Follow the legal regulations.
- Perform service according to the specifications.

Fluids in the air conditioning system

Refrigerant in the air conditioning system

The label in the engine compartment provides information about the type and amount of refrigerant used in the vehicle air conditioning system. The label is in the front section of the engine compartment near the refrigerant filler tube.

Warning: the air conditioning system must only be serviced by qualified technicians. Refrigerant type. Type of refrigerant oil. See service information (only available for authorized Volkswagen dealers and authorized Volkswagen Service Facilities). The air conditioning system must only be serviced by qualified technicians. Flammable refrigerant. Make sure all components are disposed of correctly and never install components removed from old vehicles or from recycling in the vehicle.

Refrigerant oil in the air conditioner

The air conditioner is filled with refrigerant oil. The label on the air conditioner compressor provides information on the type and quantity of refrigerant oil used ⇒ *Repairs and technical modifications*.

WARNING

To ensure safe operation, only have the air conditioning system serviced by qualified technicians.

NOTICE

- Never repair the air conditioning system evaporator with replacement parts from old vehicles or from the recycling, or replace it with such replacement parts.
- USA and Canada: A replacement part for the air conditioning system evaporator must be certified and marked in accordance with SAE standards J2842 HFO-1234y and R744.

Infotainment system and aerials

The antennas for the Infotainment system are fitted in various places in the vehicle:

- On the inside of the rear window.
- On the inside of the rear side windows
- On the inside of the windshield
- On the roof of the vehicle

Antennas on the inside of the window glass can be detected as thin wires.

NOTICE

Antennas that are located on the inside of the window glass can be damaged by abrasive objects or by corrosive and acidic materials.

- Never apply stickers over metal wires, for example on the rear window.
- Never clean the antennas with corrosive or acidic materials.

NOTICE

A retrofitted Infotainment system must be compatible with the antenna amplifier installed in the vehicle by the manufacturer. Otherwise, the antenna amplifier could become damaged.

Component protection

Some electronic components and control modules, such as the Infotainment system, are equipped with component protection at the factory.

The component protection allows an authorized Volkswagen dealer or authorized Volkswagen Service Facility to legitimately install or replace components and control modules.

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

Disposal of old batteries and electronic devices

Old batteries

As with electronic devices, old batteries must be collected and recycled separately by the end user. These batteries are indicated by the crossed-out wheeled garbage can symbol . You, as the end user, are legally obliged to return old batteries.

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.

- In EU member states and other states, old batteries can be handed in to an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- You can obtain more information on return and recycling from your authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Old electrical or electronic devices

Your vehicle contains electrical/electronic devices, such as the navigation system SD card or remote controls. You can recognize these from the symbol of the crossed-out wheeled garbage can .

Old devices with this marking must be collected separately from normal household garbage and disposed of in accordance with legal requirements. You can hand these in at local disposal facilities or nationally commissioned return systems if applicable. Batteries within devices that are not permanently installed must be removed beforehand and disposed of separately as batteries.

- It is your responsibility to erase any personal data saved on old devices.
- You can obtain more information on return and recycling from your authorized Volkswagen dealer or authorized Volkswagen Service Facility.

USA and Canada: Batteries for the vehicle key and remote controls may contain perchlorate. For information on how to handle these materials correctly, see th following website www.dtsc.ca.gov/hazardouswaste/perchlorate. Follow all the legal specifications for dealing with and disposing of these batteries. Volkswagen recommends having these batteries replaced and disposed of by a Volkswagen dealership or authorized Volkswagen Service Facility.

Declaration of conformity (Declaration of Compliance, Telecommunications and Electronic Systems)

Radio Frequency Devices and Radiocommunication Equipment User Manual Notice.

Radio equipment

- Provision for mobile telephone.
- Electronic immobilizer
- Remote start relay function
- Vehicle key
- Keyless locking and starting system Keyless Access.
- USA: VW Car-Net®.
- Adaptive Cruise Control (ACC)
- Autonomous Emergency Braking (Front Assist).
- Rear Traffic Alert.

These devices comply with:

FCC Part 15.19

These devices comply with **Part 15 of the FCC Rules**. Operation is subject to the following 2 conditions:

(1) This device may not cause harmful interference, and

(2) this device must accept any interference received, including interference that may cause undesired operation

FCC Part 15.21

CAUTION:

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

These devices comply with **RSS-210 of Industry Canada**.

Operation is subject to the following 2 conditions:

(1) This device may not cause interference, and

(2) this device must accept any interference, including interference that may cause undesired operation of the device.

The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment.

Third Party Copyright Information

http://www.volkswagen.com/softwareinfo

Some products installed in this vehicle contain software components that are covered under Open Source licenses.

A list of the Open Source software components being used, including copyright information, the relevant Open Source license conditions, and those applicable license texts, are available at the website given above. The source code of specific Open Source software components can be requested from the vehicle manufacturer. The manufacturer will provide the source code in accordance with the relevant license conditions, whereby you will only be charged for the provision costs (for example, the costs for the data carrier and delivery). The required information can be obtained at the website given above.

Old vehicle return and scrap disposal

Old vehicle return

At the end of its life cycle, your vehicle should be recycled/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 an authorized treatment 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 (the vehicle is complete, free from waste, etc.), this process is free of charge within the EU.

Find out more information about recycling centers from your authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Scrap disposal

If scrapping the vehicle or its individual parts such as the airbag system and the safety belt pretensioners, the applicable safety regulations must always be followe An authorized Volkswagen dealer or authorized Volkswagen Service Facility is familiar with these instructions.

Reporting Safety Defects

If you believe that your vehicle has a defect which could cause a crash or could cause injury or death, you should immediately inform the National Highway Traffic Safety Administration (NHTSA) in addition to notifying Volkswagen of America, Inc. 3800 Hamlin Road, Auburn Hills, MI 48326.

If NHTSA receives similar complaints, it may open an investigation, and if it finds that a safety defect exists in a group of vehicles, it may order a recall and remedy campaign. However, NHTSA cannot become involved in individual problems between you, your dealer, or Volkswagen of America, Inc.

To contact NHTSA, you may call the Vehicle Safety Hotline toll-free at:

Tel.: 1-888-327-4236 (TTY: 1-800-424-9153)
go to:

http://www.nhtsa.gov
or write to:

Administrator, NHTSA, 1200 New Jersey Avenue, SE. Washington, D.C. 20590
You can also obtain other information about motor vehicle safety from

http://www.safercar.gov

Declaration of conformity for radio equipment for the USA

With this document, the manufacturer declares that the radio equipment listed in the following is in compliance with the basic requirements and other relevant regulations and laws at the time of production:

The following radio equipment is not available in every market or every vehicle.

- Connection to the exterior antenna
- Antenna
- Antenna amplifier
- Bluetooth®.
- Remote control key (vehicle)
- Garage door opener
- ID. Cockpit.
- Infotainment system
- Keyless Access
- Instrument cluster, electronic immobilizer
- Radar sensors for assistance systems
- Tire pressure sensors
- Mobile phone interface
- Volkswagen Car-Net control module

- Wi-Fi hotspot.
- Central control module

Approval numbers

FCC ID:

2AOUZ17101001, 2AOUZ17101002, 2AOUZ17101010,
2AOUZ17101022, 2AOUZ17101023, 2AOUZ17101031,
2AOUZ17101032, 2AOUZ17101033, 2AOUZ17101034,
2AOUZ17101041, 2AOUZ17101042, 2AOUZ17101043,
2AOUZ17101051, 2AOUZ17101052, 2AOUZ17101053,
2AOUZ17101054, 2AOUZ17101055, 2AOUZ17101056,
2AOUZ17101057, 2AOUZ17101071, 2AOUZ17101072,
2AOUZ18020531, 2AOUZ18020532, 2AOUZ18020533,
2AOUZ18020534, 2AOUZ18100931

2AA98, 2AA98A, 2AA98-COLOUR5C, 2AA98-MEDIUM5C, BEJLCW05-VWE5, IYZVK2, KR5-BCMEVOC, LTQR3TR, NBG01RS4, NBG-BCMEVO, NBGFS19, NBGFS191, NBGMQBBB, NBGMQBBH, NBGRSB19, NBG013854, NF3-FR5CPEC, NF3-MRR1PLUS, NF3MRREVO14F, NF3-LRR3SCU, NF3-LRR4, OAYARS4B, OAYARS5B, RX2BNFHL, RX2BNFLL, RK7MBC-NAR.

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.
Any changes or modifications to this device not explicitly approved by manufacturer could void your authority to operate this equipment.

This equipment complies with FCC RF Radiation exposure limits set forth for an uncontrolled environment. This device and its antenna must not be co-located or operating in conjunction with any other antenna or transmitter. This equipment should be installed and operated with a minimum distance of 20 cm between the radiator and your body.

This equipment (FCC ID: BEJLCW05-VWE5) has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.
WARNING: Changes or modifications not expressly approved by the manufacturer (or party responsible) for compliance could void the user's authority to operate the equipment.

FCC ID:

NT8-FPK8IMMO5D, RK7185-00, QZ9-KA3

CAUTION TO USERS: Changes or modifications not expressly approved by the party responsible for compliance may void the FCC authorization to operate the equipment.
This device complies with Part 15 and Part 18 of the FCC Rules. Operation is subject to the following two conditions:
(1) This device may not cause harmful interference, and
(2) This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 and to Part 18 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Radiation Exposure: This device has been tested for human exposure limits and found compliant at a minimum distance of 5 cm during operation. Thus during the operation of device a distance of 5 cm must be respected in every direction.

Technical data

Information on technical data

General information about specifications

As long as nothing else is specified or listed, the technical data applies to the base model. Different values may result due to optional equipment, different model versions, special equipment, and market-specific equipment. The specifications in the legal vehicle documents always take precedence.

The drive and power of the vehicle are listed on the vehicle data label or in the official vehicle registration.

Weight

The values for the curb weight in the following tables apply to a vehicle ready for operation. This includes a driver weighing 75 kg (165 lbs), fluids (including a fuel tank that is 90% full) and, if necessary, tools and a replacement tire. Optional equipment and retrofitted equipment will increase the specified curb weight and reduce the possible load.

The load consists of the following weight:

- Passengers
- All luggage
- Attachments
- Roof load
- Trailer tongue weight if towing a trailer

The permitted total vehicle weight and the gross axle weight rating must never be exceeded. The permissible values are indicated on the safety compliance label o the B-pillar on the driver's side ⇒ *Safety certificate*.

Performance

The performance was determined without equipment that limits performance, such as add-on parts.

Due to technical or legal reasons, the performance specifications and mileage may vary.

On some engines with heavy duty suspension, the speed maximum speed may be limited and lower.

Towing weight

The indicated combination weights apply only for altitudes up to 1000 m (3000 ft) above sea level. For every additional 1000 m (3000 ft), the gross combination weight rating must be reduced approximately 10%.

Incline angle

The incline angle is the specification up to which the vehicle is able to drive uphill on an angle with its own power. This can depend on the road conditions, the weather conditions, and the engine power, among other things. The values apply to a vehicle that is in motion and not to a vehicle that starts to drive form a stationary position.

A rising difference in altitude (incline) on a 100 m (300 ft) stretch is given in percentage or degrees (100% = 45 degrees).

Vehicle Identification Number (VIN)

Structure of the vehicle identification number (VIN)

The vehicle identification number (VIN, VIN) consists of 17 characters. These characters can be sorted into seven groups.

For instance, the basic structure of the vehicle identification number WVWZZZCBZLE400953 is explained as follows. This is just an example.

Group	①			②			③		④	⑤	⑥	⑦					
Position	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
Example	W	V	W	Z	Z	Z	C	B	Z	L	E	4	0	0	9	5	3

① Vehicle manufacturer identification:

WVW Volkswagen Passenger Vehicles

WVG VW Touareg/Auto 5000 AMPV

1VW Volkswagen Group of America Inc., Volkswagen de México, S.A. de C.V

3VW Volkswagen de México, S.A. de C.V

XW8 LLC Volkswagen Group Rus (Volkswagen/Skoda Kaluga)

MFB Garuda Matraman Motor (Indonesia)

(2) Filler characters: The filler characters may vary depending on manufacturer, or contain information on the body shape and transmission type.

(3) Vehicle class, depending on model:

3H	Arteon
5T	Touran
6R	Polo
AC	T-Roc convertible
BV	Golf
CB	Passat
CA	Atlas

Depending on the manufacturer, digits 7 to 9 can also contain information on the fuel type (7) and vehicle class (8 and 9).

(4) Filler characters or check characters: The filler characters may vary depending on manufacturer.

(5) VIN index, depending on model year:

K	2019
L	2020
M	2021
N	2022

(6) Production location, plant where the vehicle was manufactured:

C	Volkswagen plant in Chattanooga
D	Volkswagen plant in Bratislava
E	Volkswagen plant in Emden
G, K	Volkswagen plant in Kaluga
M	Volkswagen plant in Puebla
P	Volkswagen plant in Zwickau
T	Volkswagen plant in Pune
V, U	Volkswagen plant in Palmela
W	Volkswagen plant in Wolfsburg
Y	Volkswagen plant in Pamplona

(7) Sequential production number for each model year.

Position of the vehicle identification number



Fig. 221 In the windshield: vehicle identification number (VIN)

The VIN can be read from the outside through the viewing window in the windshield. The viewing window is at the side of the lower section of the windshield.

In some models, it may be possible to display the VIN in the Service menu or in the vehicle settings, depending on the Infotainment system. The vehicle identification number may also be located on the identification label.

The VIN may also be stamped in the following locations, depending on the model, market, and engine:

- In the right water drain channel in the engine/motor compartment
- On the right suspension strut tower in the engine/motor compartment

- In the engine compartment near the hinge for the hood on the right side of the vehicle.
- Under the carpet behind the right front seat

Identification label

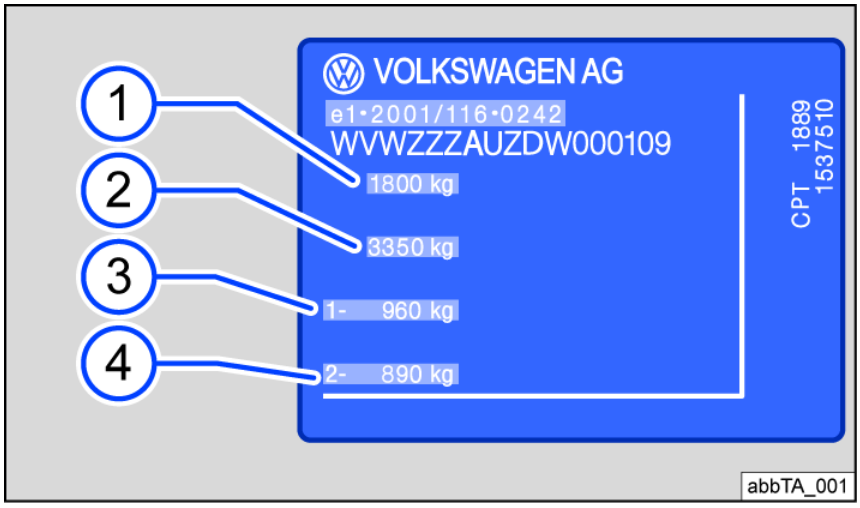


Fig. 222 Model plate (general example).

Depending on the country, the type approval number, such as the EU operating license, may be specified.

(1) Gross Vehicle Weight Rating.

(2) Gross combination weight rating (towing vehicle and trailer).

(3) Front Gross Axle Weight Rating.

(4) Rear Gross Axle Weight Rating.

Depending on the country and model, the model plate may be visible in the lower section of the door pillar when the driver's for front passenger door is open. Vehicles exported to some countries do not have a model plate.

Safety certificate

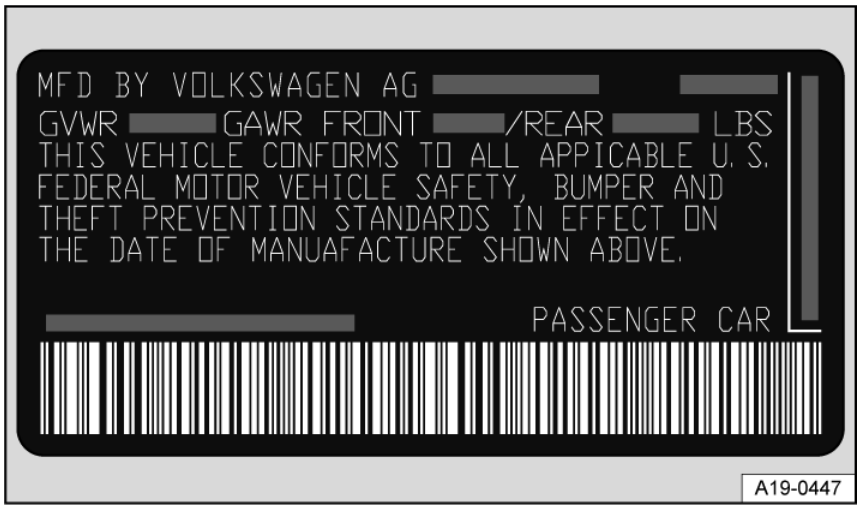


Fig. 223 Safety certificate (general example).



Fig. 224 Safety certificate (general example).

A safety certificate on the driver door pillar displays the following information:

- Manufacturer
- Country of manufacture
- Date of manufacture
- Gross Vehicle Weight Rating
- Gross Axle Weight Rating
- Tire size
- Rim size
- Tire pressure
- Vehicle identification number
- Type designation

Vehicle data label

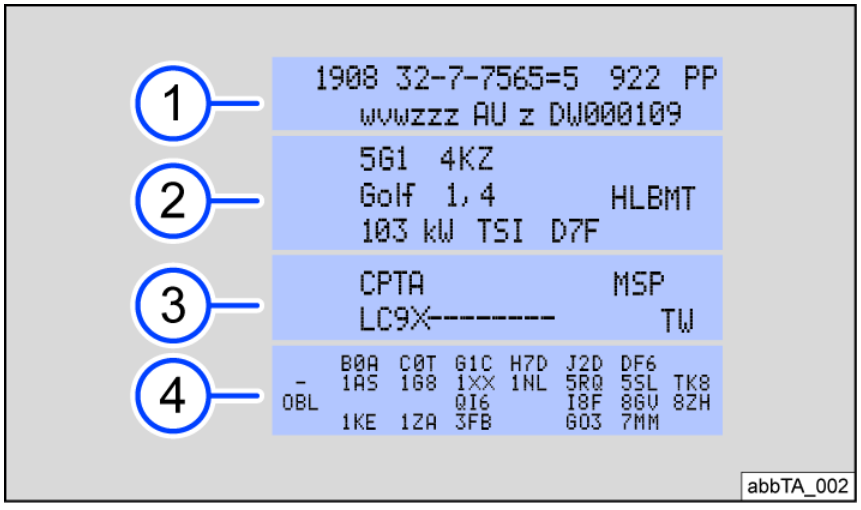


Fig. 225 General example: vehicle data label.

(1) Vehicle identification number (chassis number).

(2) Vehicle model, engine output, transmission.

(3) Engine and transmission codes, paint number, interior equipment In the example, the engine code is **CPTA**.

(4) Optional equipment, PR numbers.

The vehicle data label is on the inside of the Owner's Manual wallet and in the luggage compartment. Depending on vehicle equipment, the vehicle data label may be located under the trim on the wall of the luggage compartment or the luggage compartment floor, in the spare wheel well, or in the back panel.

Depending on vehicle equipment, the engine code may be displayed in the instrument cluster ⇒ *Displays*.

Dimensions

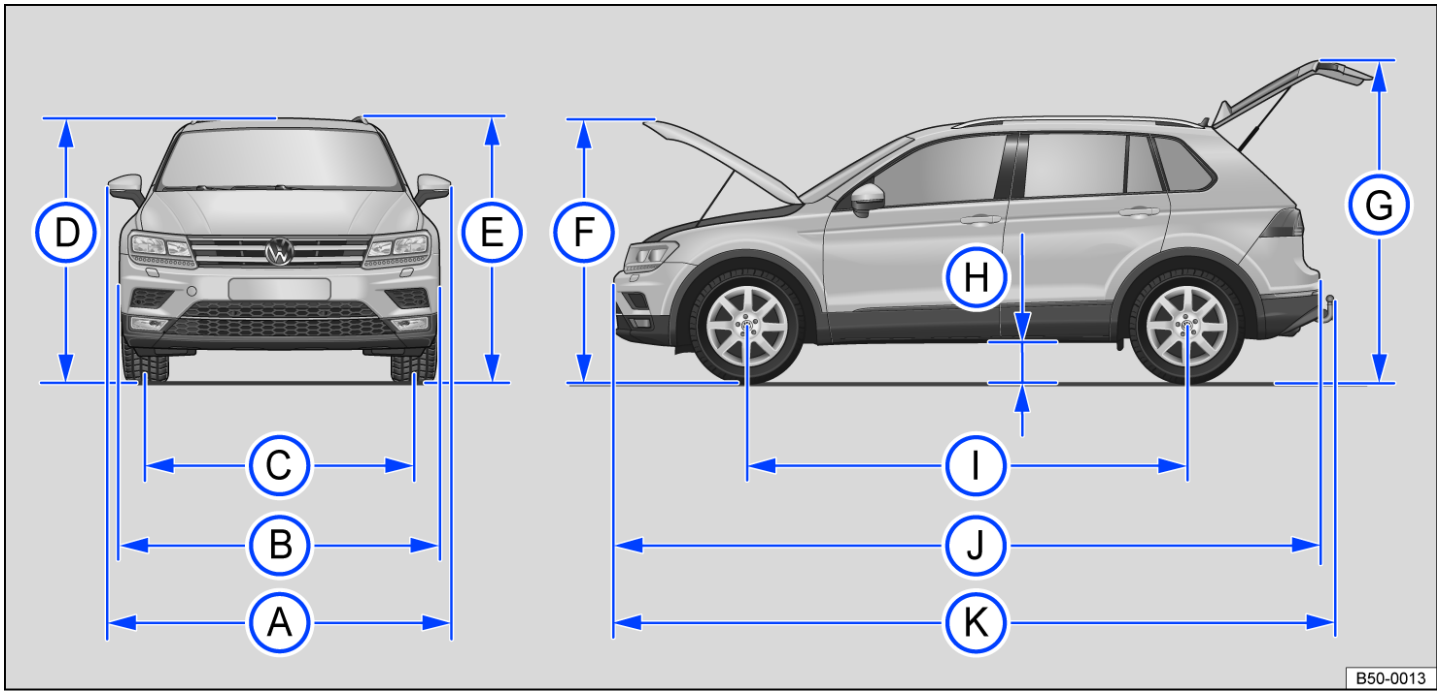


Fig. 226 Vehicle dimensions.

The information in the table applies for the standard model with standard equipment.

For other wheel rims, tire sizes, options, differing model designs and retrofitted accessories, as well as special vehicles and vehicles in other countries, these value can differ.

Key for *fig. 226*:		
A	Width (from folded in outside mirror to outside mirror)	1907 mm (75.1 in)
B	Width	1839 mm (72.4 in)
C	Front track	1575 – 1581 mm (62.0 – 62.2 in)
	Rear track	1564 – 1570 mm (61.6 – 61.8 in)
D	Height with curb weight [8] to top of the roof	1684 – 1690 mm (66.3 – 66.5 in)
E	Maximum height for curb weight [8] with navigation antenna	– [13]
F	Height with open hood and curb weight [8]	– [13]
G	Height with open trunk lid and curb weight [8]	– [13]
H	Ground clearance at maximum Gross Vehicle Weight Rating between the axles	201 mm (7.9 in)
I	Wheelbase	2790 mm (109.8 in)
J	Length (bumper to bumper)	4702 mm (185.1 in)
K	Length with installed trailer hitch (if supplied by the manufacturer)	– [13]
	Minimum turning circle diameter	11.5 m (37.7 ft)

[7] Without removed rod aerial.

[8] Curb weight without driver, without payload.

[9] Curb weight with driver (75 kg) and fluids.

[10] Curb weight with driver (75 kg, 165 lbs) and fluids.

[11] In vehicles with an off-road running gear, the value is around approximately 15 mm bigger than that in the table.

[12] For vehicles with off-road running gear, value plus 15 mm, for vehicles with sports running gear, value minus 5 mm.

[13] This data was not available at the time of printing.

Tank capacities

The fuel tank has the following volume:

- **15.8 gallons (approximately 60 l)**
- **16.6 gallons (approximately 63 l)** for all-wheel drive vehicles

The capacity of the fuel tank includes an indeterminate reserve quantity that remains in the fuel tank when the fuel gauge shows that the fuel tank is empty. The reserve quantity is variable and cannot reliably serve to increase the remaining range.

Gasoline engines

2.0 l, 4-cylinder TSI®, 137 kW (184 hp)

All-wheel drive	
Output	137 kW (184 hp) at 4360–6000 rpm
Engine code	**DGUA**, **DTEA**
Maximum torque	300 Nm (221 lb-ft) at 1600–4360 rpm
Transmission	**AG8 4 MOTION**
Braked towing weight, grades up to 12%	680 kg (1500 lbs)
Unbraked towing weight	680 kg (1500 lbs)
Maximum gross combination weight rating	2739 kg (6040 lbs)

Front-wheel drive	
Output	137 kW (184 hp) at 4360–6000 rpm
Engine code	**DGUA**, **DTEA**
Maximum torque	300 Nm (221 lb-ft) at 1600–4360 rpm
Transmission	**AG8**
Braked towing weight, grades up to 12%	680 kg (1500 lbs)
Unbraked towing weight	680 kg (1500 lbs)
Maximum gross combination weight rating	2662 kg (5870 lbs)

This data was not available at the time of printing.

Abbreviations used

Abbreviation	Meaning