Thank you for choosing Volkswagen

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

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

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

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

Volkswagen AG

⚠ WARNING

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

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About this owner’s manual

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

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

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

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

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

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

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

Printed owner’s manual

The printed owner’s manual describes the vehicle’s functions as at the publication deadline. A supplement detailing any additions and changes may be enclosed in the owner’s manual.

An alphabetical index and a list of abbreviations, which explains technical abbreviations and terms, help you to familiarise yourself with and understand the owner’s manual.

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

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Explanations

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

Directions and positions

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

Dimensions and speed

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

Illustrations

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

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

Form of address

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

Terms used and their meaning:

Workshop

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

Volkswagen Commercial Vehicles dealership

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

Go to a qualified workshop.

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

Seek expert assistance

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

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Description of symbols

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

The arrow indicates the end of a section.

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

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

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

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

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

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

⚠ DANGER

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

⚠ WARNING

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

⚠ CAUTION

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

NOTICE

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

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

Texts with this symbol contain additional information.

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Front view

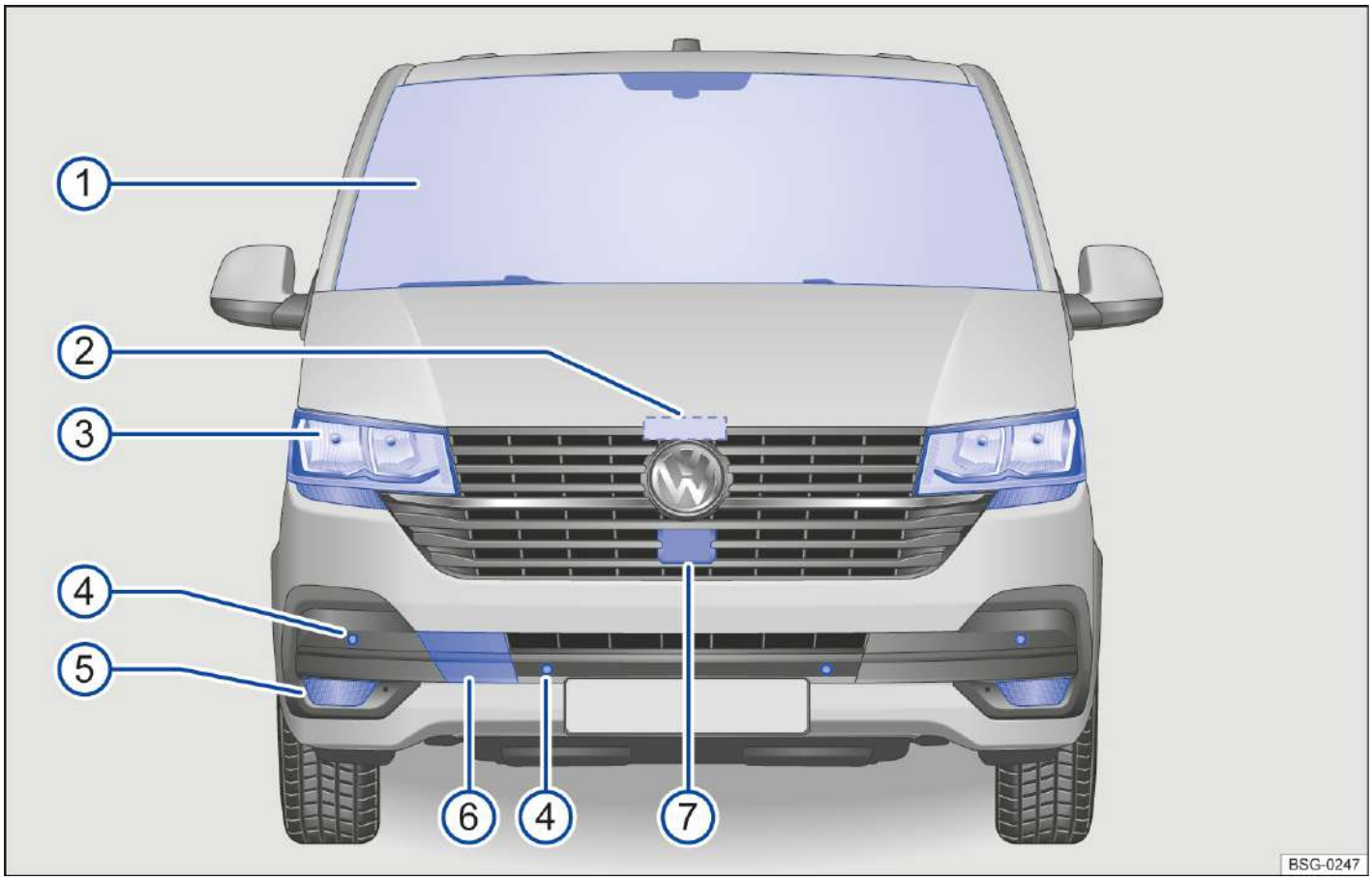


Fig. 1 Overview of the front of the vehicle.

1. Windscreen:
   - with vehicle identification number
   - with windscreen heating (depending on equipment level)
   - with windscreen wiper *(→ Wipers)*
   - with camera window for assist systems positioned near the interior mirror *(→ Vehicle care, exterior)*
   - with rain/light sensor positioned near the interior mirror *(→ Rain and light sensor)*, *(→ Vehicle care, exterior)*
2. Lever for opening the bonnet *(→ In the engine compartment)*
3. Headlights
4. Sensors for assist systems *(→ Vehicle care, exterior)*
5. Lights in the bumper
6. Behind a cover: mount for the towing eye
7. Radar sensor for assist systems *(→ Vehicle care, exterior)*

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Rear view

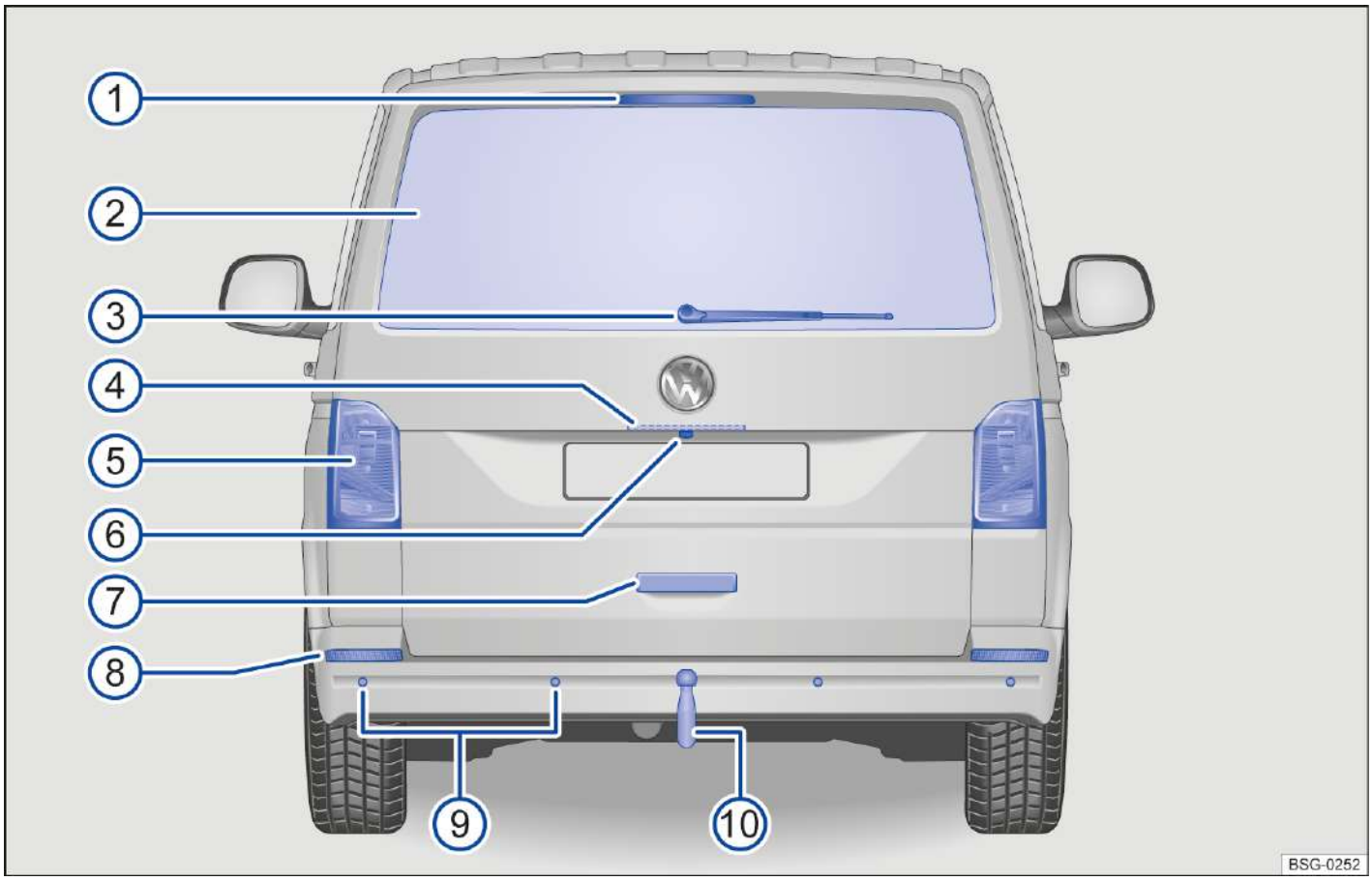


Fig. 1 Overview of the rear of the vehicle.

1. High-level brake light
2. Rear window with rear window heating *(→ Rear window heating)*
3. Rear window wiper *(→ Wipers)*
4. Number plate light
5. Tail light cluster
6. Camera for parking systems , *(→ Vehicle care, exterior)*
7. Handle for opening the boot lid
8. Reflectors or marker lights
9. Sensors for assist systems *(→ Vehicle care, exterior)*
10. Towing bracket

On vehicles without a towing bracket, there is a fixed towing eye under the rear bumper cover on the right side.

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Side view

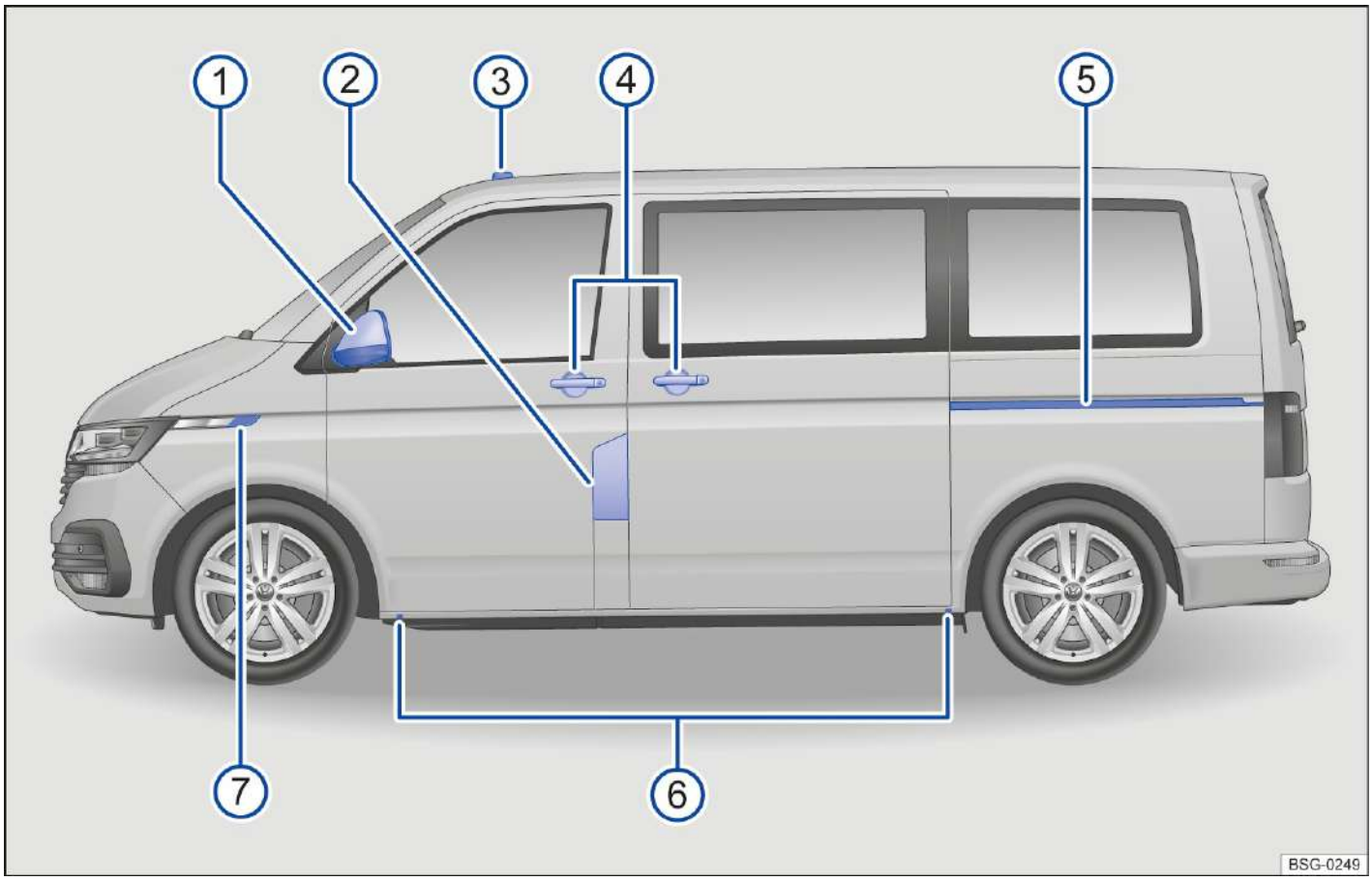


Fig. 1 Overview of left-hand side of vehicle.

1. Exterior mirror : *(→ Exterior mirrors)*
   — lane change system display (Side Assist)
2. Tank flap
3. Roof aerial
4. Door handles
5. Side sliding door rail
6. Jacking points
7. Additional turn signal light

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Driver door

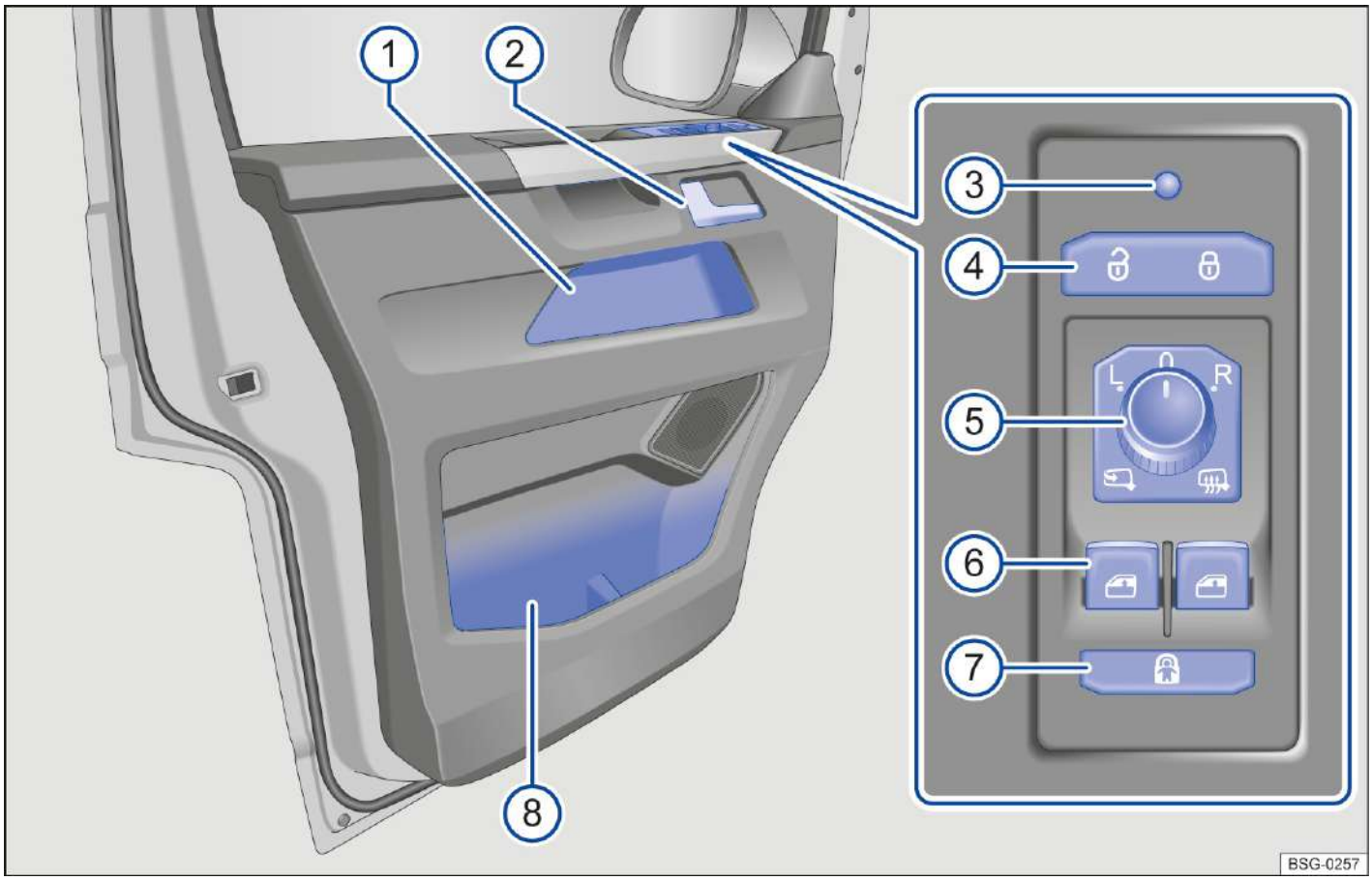


Fig. 1 Overview of controls in the driver door (left-hand drive vehicles).

1. Stowage compartment
2. Door release lever
3. Central locking system indicator lamp *(→ Indicator lamp in the driver door)*
4. Central locking button for locking and unlocking the vehicle *(→ Central locking button)*
5. Switch for exterior mirror adjustment and functions *(→ Exterior mirrors)*
6. Buttons for operating the electric windows
7. Button for electric childproof lock or luggage compartment locking (depending on equipment)
8. Stowage compartment with bottle holder

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Driver side

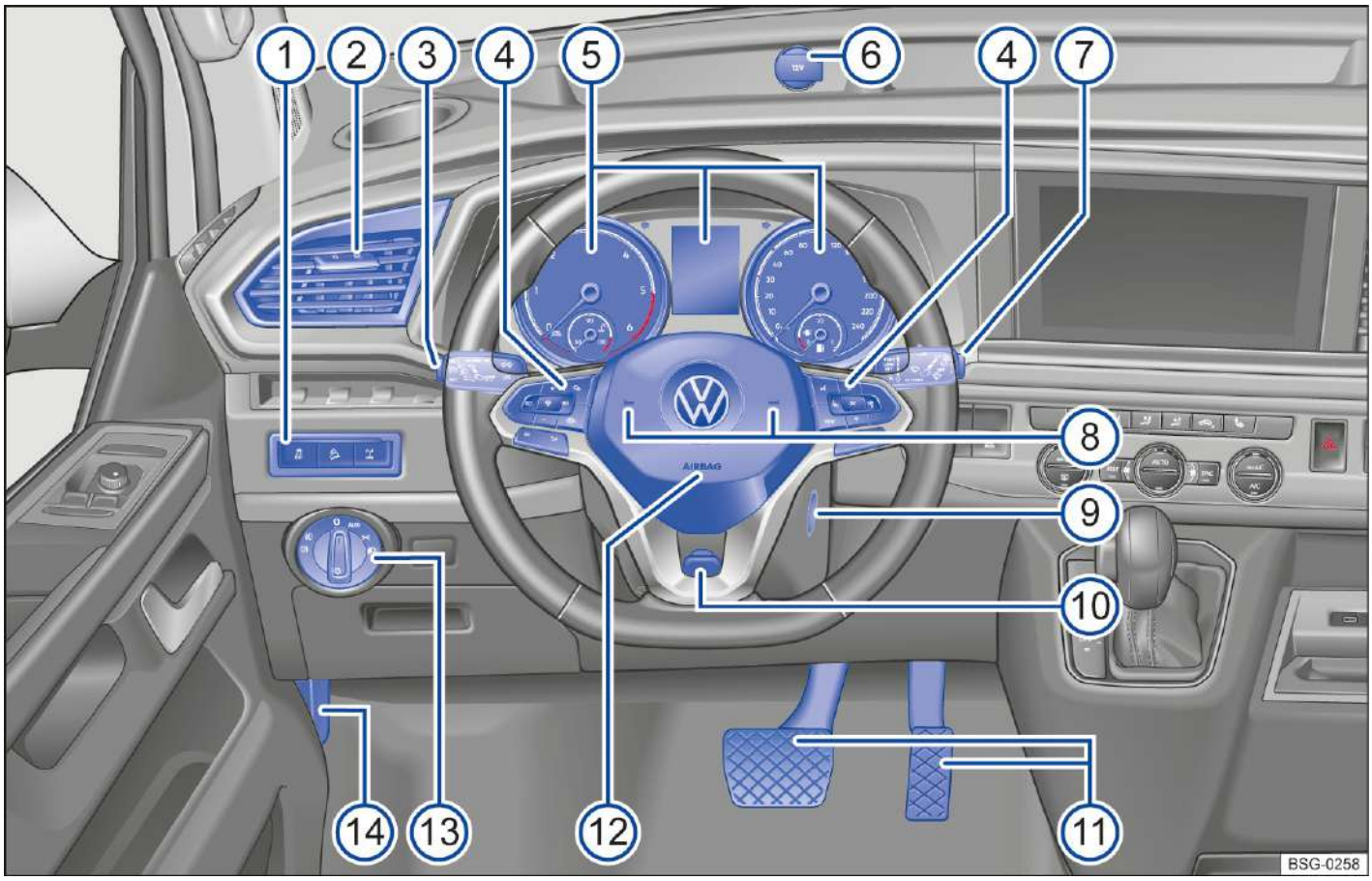


Fig. 1 Overview of driver side in left-hand drive vehicles.

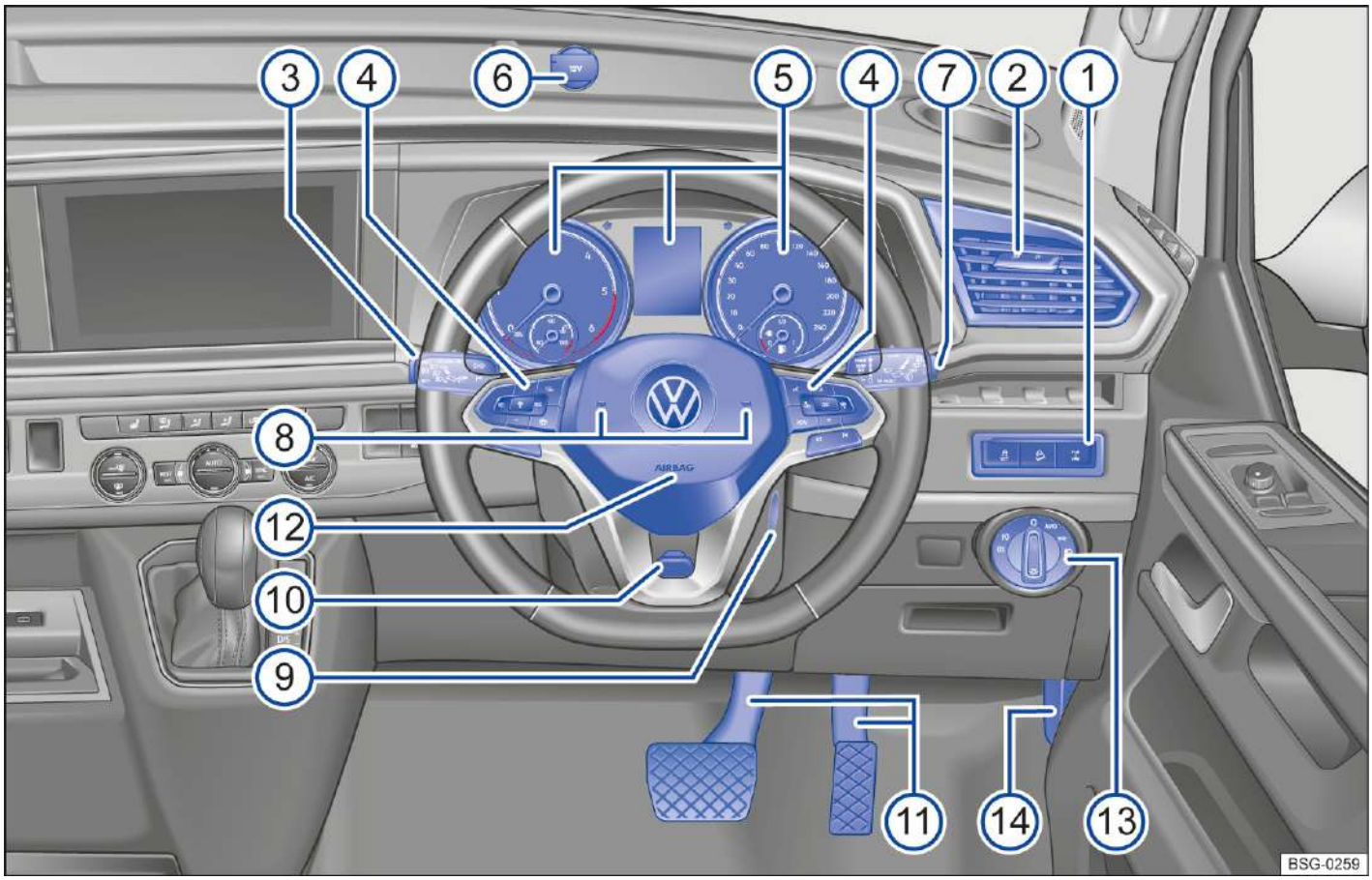


Fig. 2 Overview of driver side in right-hand drive vehicles.

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(1) Buttons:

— for Hill Descent Control *(→ Hill Descent Control)*

— for traction control system (TCS)

— for differential lock *(→ Differential lock)*

(2) Vent *(→ Air distribution of the air conditioning system)*

(3) Turn signal and main beam lever : *(→ Turn signals)*, *(→ Main beam)*

— With switches and buttons for the driver assist systems

(4) Controls on the multifunction steering wheel:

— Operating the driver assist systems

— Menu selection *(→ Vehicle settings menu)*

— Audio, navigation ⏮ ⏭

— Volume setting − +

— Activate voice control (no function in some models)

— *Vehicles with analogue instrument cluster:* Switching between the current and previous menu VIEW.

— *Vehicles with digital instrument cluster:* Switching between the views VIEW.

(5) Instrument cluster :

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

(6) 12-volt socket

(7) Lever for wipers and washers :

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

(8) Horn

(9) Ignition lock *(→ Ignition lock)*

(10) Lever for adjusting the steering column position

(11) Pedals *(→ Pedals)*

(12) Location of the driver front airbag

(13) Light switch

(14) Bonnet release lever *(→ In the engine compartment)*

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Centre console

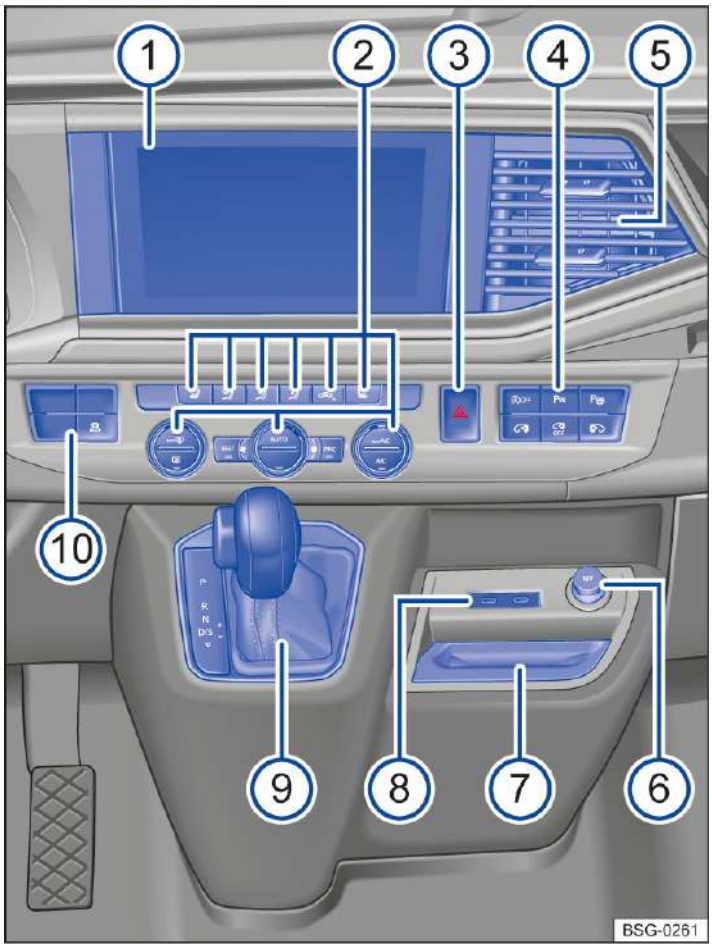


Fig. 1 Overview of the centre console.

1. Infotainment system
2. Controls for air conditioning system
3. Hazard warning lights button ⚠ *(→ In an emergency)*
4. Buttons:
   - for start/stop system
   - for assist systems for parking and manoeuvring
   - for electric sliding doors
5. Vents *(→ Air distribution of the air conditioning system)*
6. Cigarette lighter or 12-volt socket *(→ Ashtray and cigarette lighter)*,
7. Area with:
   - inductive charging base
   - Or: Stowage compartment with drink holder
8. USB sockets
9. Lever:
   - for automatic gearbox
   - for manual gearbox *(→ Manual gearbox)*
10. Buttons for driving profile selection

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Front passenger side

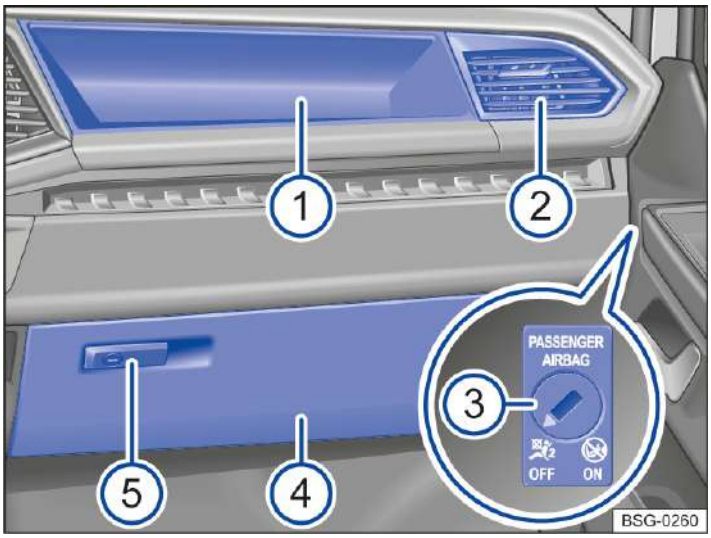
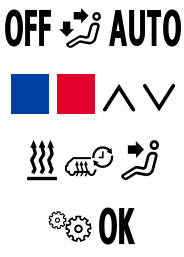
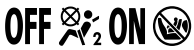


Fig. 1 Passenger side (left-hand drive vehicles): overview of the dash panel (mirrored for right-hand drive vehicles).

1. Stowage compartment
2. Vent *(→ Air distribution of the air conditioning system)*
3. At the sides of the dash panel: Key switch for switching off the front passenger front airbag
4. Glove box
5. Opening lever for stowage compartment on the front passenger side with lock

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Controls in the roof

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

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Symbols in the instrument cluster

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

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

WARNING

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

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

Symbol	Meaning
	STOP Do not continue driving! Central warning lamp → *Priority 1 warning message*, → *Introduction to the instrument cluster*
	Seat belt not fastened → *Buckle-up request*
	Handbrake applied → *Applying the handbrake*
	STOP Do not drive on! Brake system fault → *Brake system fault*, → *Brake system fault*
	STOP Do not drive on! Brake fluid level low → *Brake fluid level*
	Depress the brake pedal! → *Introduction*
	Engine oil level too low → *Engine oil level very low*
	STOP Do not drive on! Engine oil pressure too low → *Engine oil pressure too low*
	STOP Do not drive on! Coolant system fault → *Digital coolant temperature display*, → *Analogue coolant temperature display*
	Fault in the high-voltage circuit → *Coolant*
	STOP Do not drive on! Steering fault → *Steering fault*
	STOP Do not drive on! 12-volt vehicle battery → *12-volt vehicle battery*
	Collision warning → *Warning levels and braking intervention*
	SCR system fault → *Fault in the SCR system*

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	AdBlue® level too low → *AdBlue® level too low*
	SCR system fault → *Fault in the SCR system*
	STOP Do not drive on! Gearbox overheated → *Gearbox overheated*
	Central warning lamp → *Priority 2 warning message*
	Airbag or belt tensioner system switched off with diagnostic tool→ *Indicator lamp*
	Airbag or belt tensioner system fault → *Indicator lamp*
	Emergency call system fault → *eCall emergency call system fault*
	Check the brake pads → *Brake pad wear indicator*
	Lit up: electronic stability control (ESC) switched off by the system→ *ESC fault*
	Flashing: Electronic Stability Control (ESC) or traction control system (TCS) control intervention → *Electronic Stability Control (ESC)*
	Traction control system (TCS) switched off→ *Switching the TCS on and off*
	Anti-lock brake system (ABS) fault → *Anti-lock brake system failure or fault*
	Engine oil system fault → *or Fault in the engine oil system*
	Engine oil level too low → *Engine oil level too low*
	Engine oil level too high → *Engine oil level too high*
	Engine oil system fault → *or Fault in the engine oil system*
	Fuel tank almost empty → *Fuel tank almost empty*
	Water in the diesel → *Water in the diesel*
	Vehicle lighting failure → *Exterior drive lighting not working*
	Rear fog light switched on→ *Switching the rear fog light on and off*
	Rain and light sensor fault → *Fault in rain and light sensor*, → *Fault in rain and light sensor*
	Wiper fault → *Fault in wipers*
	Washer fluid level too low → *Washer fluid level too low*
	Steering fault → *Steering fault*
	STOP Do not drive on! Tyre pressure low → *Low tyre pressure*, → *Low tyre pressure*
	STOP Do not continue driving! Fault in the tyre monitoring system → *Fault in the Tyre Pressure Loss Indicator*, → *Fault in the Tyre Pressure Monitoring System*

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	Autonomous Emergency Braking (Front Assist) deactivated → *Operating Front Assist*
	Fault in the cruise control system → *Cruise control system fault*
	Adaptive Cruise Control (ACC) is not available→ *ACC not available*
	Lane keeping system (Lane Assist) regulating → *Driving with Lane Assist*
	Lane keeping system (Lane Assist) regulating → *Driving with Lane Assist*
	Fault in engine management system → *Engine management system fault*
	Exhaust system fault → *Emissions-relevant fault*
	Diesel engine preheating → *Fault in the engine management system*, → *Particulate filter clogged*
	Particulate filter clogged with soot → *Particulate filter clogged with soot*
	Engine speed limited → *Engine speed limited*
	SCR system fault → *or SCR system fault*
	SCR system fault → *or SCR system fault*
	Gearbox fault → *Clutch slipping*
	Adaptive chassis control fault → *Fault in the adaptive chassis control (DCC)*
	Differential lock → *Differential lock*
	Depress the brake pedal! → *Engine does not start*
	Turn signals → *Turn signal indicator lamp*
	Trailer direction indicator → *Trailer turn signal indicator lamp*
	Speed stored, regulation active → *Introduction*, → *Introduction*, → *Switching ACC on and off*
	Cruise control system switched on, control intervention active → *Introduction*
	Speed limiter switched on, control active → *Introduction*
	Lane keeping system (Lane Assist) is active → *Driving with Lane Assist*
	Lane keeping system (Lane Assist) is active → *Driving with Lane Assist*
	Adaptive Cruise Control (ACC) intervention active, no vehicle detected ahead→ *Switching ACC on and off*
	Adaptive Cruise Control (ACC) intervention active, vehicle detected ahead→ *Switching ACC on and off*
	Main beam or headlight flasher → *Switching main beam on and off*
	Start/stop system active → *Start/stop system*
	Start/stop system not available → *Start/stop system*
	Service due → *Service interval display*

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	Main-beam control active → *Main-beam control (Light Assist)*
	Autonomous Emergency Braking (Front Assist) is starting → *Front Assist is starting*
	Distance warning → *Warning levels and braking intervention*
	Cruise control system switched on → *Introduction*
	Fault in the Cruise Control System (CCS) → *Cruise control system fault*
	Adaptive Cruise Control (ACC) intervention active, no vehicle detected ahead → *Switching ACC on and off*
	Adaptive Cruise Control (ACC) intervention active, vehicle detected ahead → *Switching ACC on and off*
	Speed limiter switched on, control active → *Introduction*
	Maximum speed is limited → *Information displays on the digital instrument cluster*, → *Information displays on the analogue instrument cluster*
	Hill Descent Control → *Hill Descent Control*
	AdBlue® level too low → *or AdBlue® level low*
	AdBlue in the normal operating range → *Warning and prompting system with low fill level*
	Eco driving profile → *Characteristics of driving profiles*
	Comfort mode → *Characteristics of driving profiles*
	Normal driving profile → *Characteristics of driving profiles*
	Individual mode → *Characteristics of driving profiles*
	Sport mode → *Characteristics of driving profiles*
	Mobile phone connected via Bluetooth® → *Information displays on the digital instrument cluster*, → *Information displays on the analogue instrument cluster*
	Mobile phone battery charge level → *Information displays on the digital instrument cluster*, → *Information displays on the analogue instrument cluster*
	Reference to information in the owner's manual → *Reference to information in the owner's manual*

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Warning and information messages

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

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

⚠ Priority 1 warning message

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

⚠ Priority 2 warning message

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

🕮 Reference to information in the owner's manual

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

Information message

Information about various procedures within the vehicle.

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

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

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

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Introduction to the instrument cluster

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

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

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

— Status displays for the driver assist systems.

— Display messages.

— Warning and indicator lamps.

— Information on consumption and range.

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

WARNING

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

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

WARNING

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

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

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

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

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Overview of the digital instrument cluster

The Digital Cockpit is a digital instrument cluster with high-resolution TFT colour display. To complement the classic round instruments such as the rev counter and speedometer, users can choose from various information profiles to display additional data. The term “digital instrument cluster” is used below to refer to the Digital Cockpit.

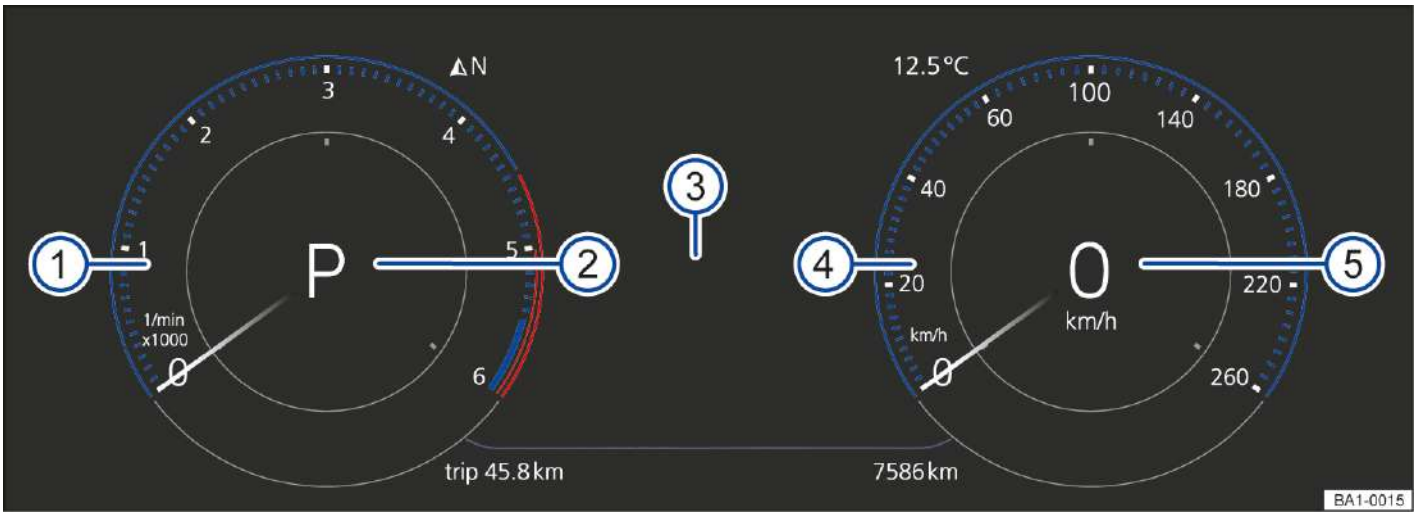


Fig. 1 Digital instrument cluster in the dash panel.

1. Rev counter (running engine speed in revolutions x 1,000 per minute) *(→ Rev counter)*.
2. Current selector lever position or engaged gear *(→ Manual gearbox)*, *(→ Automatic gearbox)*.
3. Displays *(→ Digital instrument cluster)*.
4. Speedometer.
5. Digital speed display.

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Digital instrument cluster operation

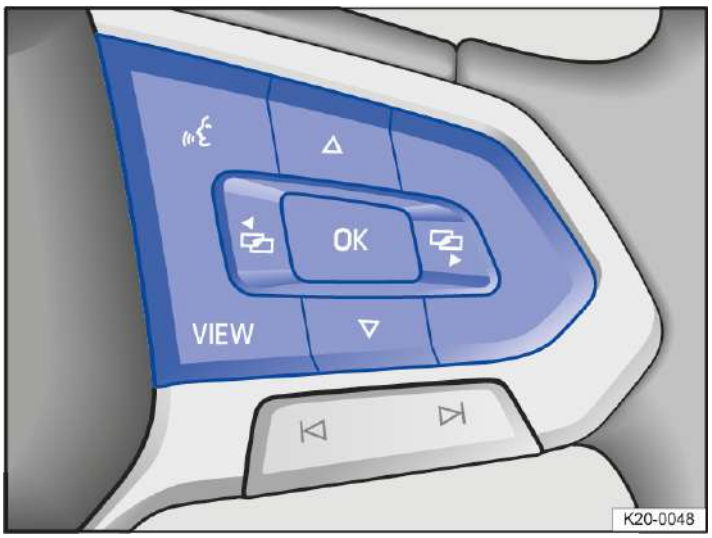


Fig. 1 Right-hand side of the multifunction steering wheel: buttons for operating the menus and information displays in the instrument cluster.

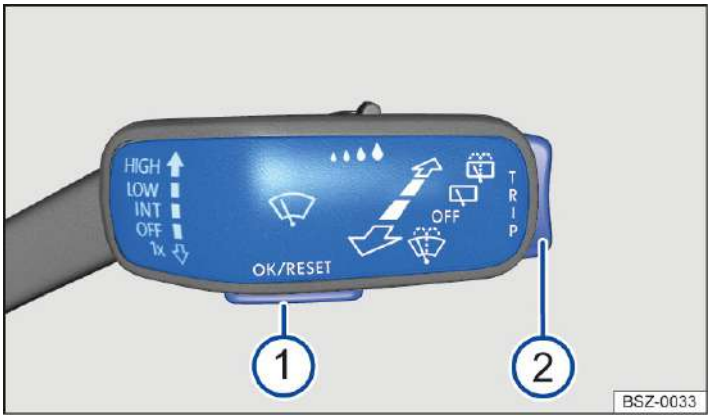


Fig. 2 On the right of the steering column: Buttons on the wiper lever (illustration).

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

Vehicles with multifunction steering wheel: If any priority 1 warnings are displayed, you will be unable to open any menus *(→ Warning and information messages)*. Some warnings can be confirmed and hidden with the OK button *→ Fig. 1*.

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

Selecting a menu or information display

Vehicles with multifunction steering wheel:

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

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Vehicles without multifunction steering wheel:

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

Making settings in menus

Vehicles with multifunction steering wheel:

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

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

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

Vehicles without multifunction steering wheel:

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

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

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

Returning to the selection menu

Vehicles with multifunction steering wheel:

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

Vehicles without multifunction steering wheel:

1. Select the Back menu option.

Button VIEW on the multifunction steering wheel

The button VIEW → *Fig. 1* allows you to change between the classic view of the round instruments, the large view without information profiles and the extended view with highlighted information profiles. The classic view shows the large round instruments on the right and left and the selected information profile in the middle.

1. Press and hold the VIEW → *Fig. 1* button to select from the list of preset information profiles:

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Classic

View without information profiles.

Memory entry 1

Individual selection of information profiles.

Memory entry 2

Individual selection of information profiles.

Memory entry 3

Only in vehicles with navigation system installed as standard.

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

WARNING

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

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

Information displays on the digital instrument cluster

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

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

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

Information profiles

Various topic-specific information profiles can be selected via theDigital cockpit menu option in the vehicle settings of the Infotainment system *(→ Vehicle settings menu)*. Depending on the selected information profile, the digital information cluster shows additional information in the centre of the round instruments, or the round instruments are hidden and the additional information is displayed across the whole width of the display.

The scope of the information profiles depends on the vehicle electronics and the level of vehicle equipment. The following information profiles are available:

Gear indicator

Digital display of the current gear or selected position.

Speed

Digital display of the speed.

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Consumption

Graphic representation of current consumption and digital display of average consumption.

Range

Digital display of the remaining range.

Dynamic Road Sign Display

Display of recognised road signs .

Distance

Digital display of the distance covered.

Time of arrival information

Digital display of the remaining driving time, distance to the destination and estimated time of arrival.

Acceleration

Graphic representation of longitudinal and lateral acceleration.

Assist systems

Graphic representation of various assist systems.

Height

Digital display of the current height above sea level.

Navigation

Graphic representation of arrow navigation.

Compass

Digital compass display.

Audio

Digital display of current audio playback.

Off-road

Digital display of the steering angle and compass display in the speedometer. With active Hill Descent Control: graphic display of the Hill Descent Control with speed display in the speedometer.

Menus in the instrument cluster

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

— Assist systems.

— Navigation.

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— Audio.

— Telephone.

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

— Views *(→ Digital instrument cluster)*.

Possible instrument cluster displays

Depending on the vehicle equipment level, various kinds of information can be displayed on the instrument cluster display:

— Outside temperature.

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

— Driving data display (multifunction display) and menus for various settings *(→ Driving data display (multifunction display))*.

— Driver assist systems.

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

— Open doors, bonnet and boot lid.

— Speed warning function.

— Speed warning for winter tyres

— Maximum speed limit.

— Infotainment system.

— Mileage displays.

— Compass.

— Radiator fan run-on.

— Engine code (EC
).

— Radio and navigation information.

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

— Start/stop system status *(→ Start/stop system)*.

— Telephone information.

— Time *(→ Clock)*.

— Selector lever position for automatic gearbox.

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

Outside temperature display

In the event of outside temperatures below approximately +4°C(around +39°F), the outside temperature is shown on the instrument cluster display, e.g. ❄ Attention: outside temperature -2.0 °C. The ❄ symbol remains lit up until the outside temperature rises above +6°C (+43°F).

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

— When the vehicle is stationary.

— When the auxiliary heater is being used.

— When travelling at very low speeds.

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

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⚠ WARNING

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

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

Gear-change indicator

While the vehicle is in motion, the instrument cluster may show which gear should be selected to reduce fuel consumption *(→ Gear-change indicator)*.

Open doors, bonnet and boot lid

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

Speed warning for winter tyres

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

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

Maximum speed limiter

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

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

⚠ WARNING

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

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

Radiator fan run-on

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

The cause of this can be:

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

— Dissipation of engine heat after a high load, e.g. when towing.

Mileage displays

The odometer records the total distance travelled by the vehicle.

The trip recorder shows the distance travelled since the trip recorder was last reset.

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

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Compass display

If the ignition is switched on, depending on the equipment level, the instrument cluster display shows the current direction of travel in the form of an abbreviation, e.g. NW for north-west.

The graphic compass display is also available when the Infotainment system is switched on and route guidance is not active.

Engine code

1. Select the Range information profile on the instrument cluster *(→ Digital instrument cluster)*.
2. Press and hold the OK button on the multifunction steering wheel for five seconds and then release. The service menu is shown on the instrument cluster display *(→ Service menu)*.
3. Select the Engine code menu option.

Navigation map in the digital instrument cluster

With some vehicle equipment levels, the instrument cluster is able to display a detailed map. To display this map, select the Navigation menu item in the instrument cluster.

The navigation map can be shown in three sizes. With the larger map size, the navigation map is displayed over the entire width of the display.

1. Press the VIEW button on the multifunction steering wheel to switch between map sizes *(→ Digital instrument cluster)*.
2. Press the arrow button △ or ▽ on the multifunction steering wheel to zoom in and out.
3. When zooming manually, press the VIEW button on the multifunction steering wheel to switch to auto zoom.

Depending on the equipment level, navigation is shown on two screens or only one. The navigation map may be displayed in the digital instrument cluster and Infotainment system or only in the Infotainment system. In the latter case, only navigation arrows are displayed in the digital instrument cluster.

Telephone information

The ᛒ symbol is shown in the instrument cluster display if a mobile telephone is connected via Bluetooth®.

The ▮▮▮ symbol also indicates the charge level of the mobile phone battery.

Selector lever position for the automatic gearbox

The gear selected is displayed on the side of the selector lever and on the display in the instrument cluster. The instrument cluster display shows which gear has been selected if the selector lever is in D position or in Tiptronic mode *(→ Automatic gearbox)*.

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

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

Overview of the analogue instrument cluster

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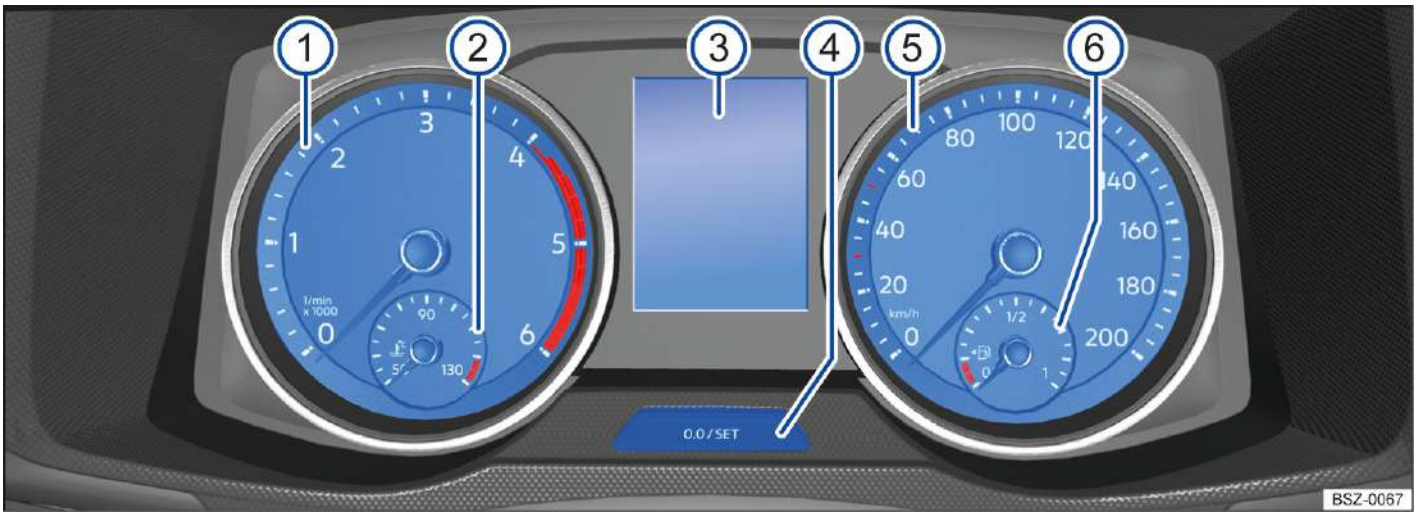


Fig. 1 Analogue instrument cluster in the dash panel.

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

Analogue instrument cluster operation

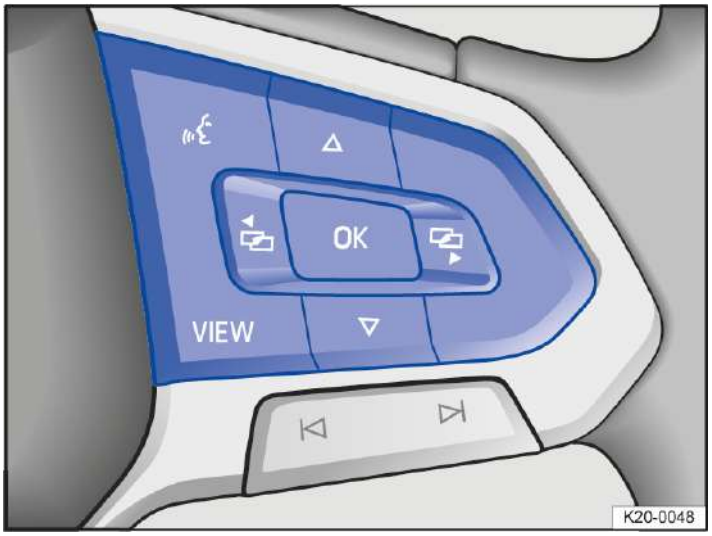


Fig. 1 Right-hand side of the multifunction steering wheel: buttons for operating the menus and information displays in the instrument cluster.

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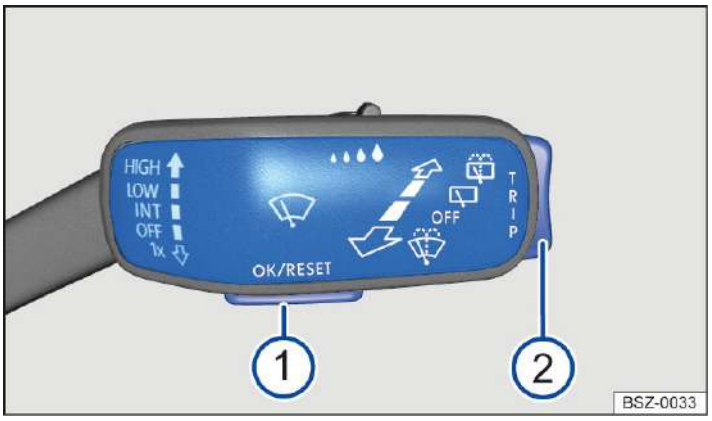


Fig. 2 On the right of the steering column: Buttons on the wiper lever (illustration).

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

Vehicles with multifunction steering wheel: If any priority 1 *(→ Warning and information messages)* warning messages are displayed, you will be unable to open any menus. Some warnings can be confirmed and hidden with the OK button → *Fig. 1*.

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

Selecting a menu or information display

Vehicles with multifunction steering wheel:

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

Vehicles without multifunction steering wheel:

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

Making settings in menus

Vehicles with multifunction steering wheel:

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

   A frame appears around the selected option.

2. Press the OK button → *Fig. 1* to make the required changes.

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

Vehicles without multifunction steering wheel:

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

   A frame appears around the selected option.

2. Press the OK/RESET button → *Fig. 2* (1) to make the required changes.

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

Returning to the selection menu

Vehicles with multifunction steering wheel:

1. Press the ◁ or ▷ button → *Fig. 1*.

Vehicles without multifunction steering wheel:

1. Select the Back menu option.

Button VIEW on the multifunction steering wheel

— Press the VIEW → *Fig. 1* button to switch between the current and previous menus.

— Press and hold the VIEW → *Fig. 1* button to select from the list of preset information profiles:

Classic

View without information profiles.

Memory entry 1

Individual selection of information profiles.

Memory entry 2

Individual selection of information profiles.

Memory entry 3

Only in vehicles with navigation system installed as standard.

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

WARNING

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

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

Information displays on the analogue instrument cluster

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

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

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

Menus in the analogue instrument cluster

— Views *(→ Digital instrument cluster)*.

— Assist systems.

— Audio.

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

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

— Navigation.

— Telephone.

Possible analogue instrument cluster displays

Depending on the vehicle equipment level, various kinds of information can be displayed on the instrument cluster display:

— Outside temperature.

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

— Driving data display (multifunction display) and menus for various settings *(→ Driving data display (multifunction display))*.

— Driver assist systems.

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

— Speed warning function.

— Open doors, bonnet and boot lid.

— Speed warning for winter tyres

— Maximum speed limiter

— Infotainment system.

— Mileage displays.

— Compass.

— Radiator fan run-on.

— Engine code (EC
).

— Radio and navigation information.

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

— Start/stop system status *(→ Start/stop system)*.

— Telephone information.

— Time *(→ Clock)*.

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— Selector lever position for automatic gearbox.

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

Outside temperature

In the event of outside temperatures below approximately +4°C(+39°F), the outside temperature is shown on the instrument cluster display, e.g. ❄ Attention: outside temperature -2.0 °C. The ❄ symbol remains lit up until the outside temperature rises above +6°C (+43°F).

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

— When the vehicle is stationary.

— When the auxiliary heater is being used.

— When travelling at very low speeds.

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

⚠ WARNING

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

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

Gear-change indicator

While the vehicle is in motion, the instrument cluster may show which gear should be selected to reduce fuel consumption *(→ Gear-change indicator)*.

Open doors, bonnet and boot lid

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

Speed warning for winter tyres

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

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

Maximum speed limiter

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

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

⚠ WARNING

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

- Always adapt your speed and way of driving to the set maximum speed.

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● The maximum speed limit cannot be overridden by a kick-down.

Mileage displays

The odometer records the total distance travelled by the vehicle.

The trip recorder shows the distance travelled since the trip recorder was last reset.

1. briefly press the 0.0/SET button in the instrument cluster to reset the trip recorder to 0.

Compass

If the ignition is switched on, depending on the equipment level, the instrument cluster display shows the current direction of travel in the form of an abbreviation (e.g. NW for north-west).

The graphic compass display is also available when the Infotainment system is switched on and route guidance is not active.

Radiator fan run-on

This appears after the vehicle's drive system has been deactivated and the radiator fan continues to run.

The cause of this can be:

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

— Dissipation of engine heat after a high load, e.g. when towing.

Engine code

1. Switch on ignition, but the engine must not run.
2. Press and hold the 0.0/SET button on the instrument cluster for around 15 seconds to display the engine code.

Telephone information

The ᛒ symbol is shown in the instrument cluster display if a mobile telephone is connected via Bluetooth®.

The symbol also indicates the charge level of the mobile phone battery.

Selector lever position for the automatic gearbox

The gear selected is displayed on the side of the selector lever and on the display in the instrument cluster. The instrument cluster display shows which gear has been selected if the selector lever is in D position or in Tiptronic mode *(→ Automatic gearbox)*.

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

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

Rev counter

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

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

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reaches the red zone.

NOTICE

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

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

Digital fuel gauge



Fig. 1 Fuel gauge in the digital instrument cluster.

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

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Analogue fuel gauge



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

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

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Fuel tank almost empty

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

1. Refuel at the next opportunity *(→ Fuel types and refuelling)*.

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

WARNING

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

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

NOTICE

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

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Digital coolant temperature display

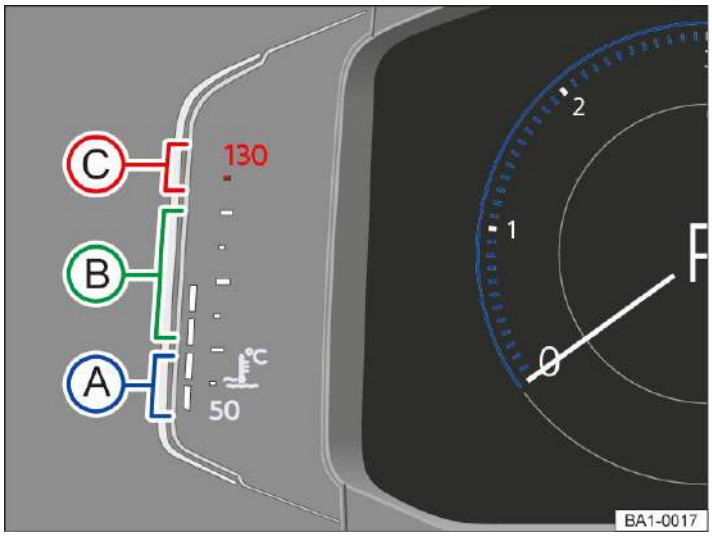


Fig. 1 Coolant temperature display in the digital instrument cluster (schematic diagram).

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

(B) Normal range.

(C) Warning range: The needle may also move into the warning range when the engine is working hard, especially at high ambient temperatures.

If the is flashing, the engine coolant temperature is too high or the coolant level is too low .

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Analogue coolant temperature display

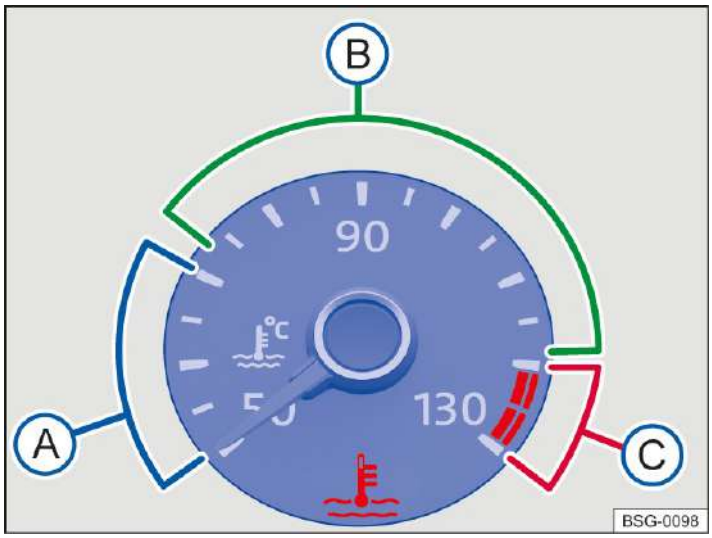


Fig. 1 Coolant temperature display in the analogue instrument cluster (schematic diagram).

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

(B) Normal range.

(C) Warning range: The needle may also move into the warning range when the engine is working hard, especially at high ambient temperatures.

If the flashes, the coolant temperature is too high or the coolant level is too low .

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Driving data display (multifunction display)

The driving data display (multifunction display) shows various travel and fuel consumption data.

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

Switching between displays

1. Vehicles with multifunction steering wheel:

   Press the △ or ▽ button.

1. Vehicles without multifunction steering wheel:

   Press the rocker switch TRIP on the wiper lever.

Switching memory

1. Vehicles with multifunction steering wheel:

   Press the OK button.

1. Vehicles without multifunction steering wheel:

   Press the OK/RESET button on the wiper lever.

Since start **memory**

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

Since refuelling **memory**

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

Long-term **memory**

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

Deleting driving data memories

1. Select the memory that you wish to delete.
2. Vehicles with multifunction steering wheel:

   Press and hold the OK button for approximately 2 seconds.

1. Select the memory that you wish to delete.
2. Vehicles without multifunction steering wheel:

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

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Setting the speed warning

1. Vehicles with multifunction steering wheel:

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

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

   The stored speed will be deleted.

1. Vehicles without multifunction steering wheel:

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

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

   The stored speed will be deleted.

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

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

Selecting the displays

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

∅Average speed **display**

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

∅Consumption **display**

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

Fuel range **display**

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

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

Approximate calculation of the distance in km(miles) that the vehicle can still travel with the current AdBlue® level if the same driving style is maintained. Depending on the equipment, the display only appears when the remaining

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range is around 2000 km (approximately 1243 miles) or 2400 km (around 1491 miles) and cannot be deselected.

Convenience consumers

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

The display shows the guide values of the respective consumer.

Service menu

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

Opening the Service menu

1. Select the Range information profile on the instrument cluster *(→ Digital instrument cluster)*.
2. Press and hold the OK button on the multifunction steering wheel for approximately 4 seconds.
3. Use the buttons on the multifunction steering wheel to navigate through the menu.

Resetting the service interval display

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

Resetting oil change service

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

Resetting driving data

1. To reset the desired value, press and hold the 0.0 button for 2 seconds.

   Or: Select the Reset trip menu.
2. Observe the instructions on the instrument cluster display.

Displaying the engine code

1. Select the Engine code menu.

   The engine code (EC

) is shown on the instrument cluster display.

Setting the time

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

Accessing copyright information

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1. Select the Copyright menu.

Service interval display

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

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

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

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

Service alert

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

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

Service event

For a scheduled oil change or a scheduled inspection, an acoustic warning will sound when the ignition is switched on and the spanner symbol will be displayed for several seconds on the instrument cluster display. One of the following displays will also appear:

— Inspection now!

— Oil service now!

— Oil service and inspection now!

Accessing service schedules

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

Accessing service schedules in the Infotainment system:

1. Depending on the version, press the button or function button MENU and open the Vehicle menu in the Infotainment system.

   Or: Depending on the version, press the button or function button CAR.
2. Depending on the version, open the Settings menu.
3. Select the Service menu option to display the service information.

Accessing service schedules in the analogue instrument cluster:

1. Tap and hold the 0.0 button in the instrument cluster until the word Service appears in the display.
2. Release the 0.0 button.

   The current service appointment will be shown in the display.

Accessing service schedules in the digital instrument cluster:

1. You can retrieve the Service date only via the Service menu *(→ Service menu)*.

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Resetting the service interval display

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

Vehicles with analogue instrument cluster:

1. Switch off the ignition.
2. Tap and hold the 0.0 button in the instrument cluster.
3. Switch on the ignition again.
4. Release the 0.0 button if one of the following words appears on the instrument cluster display:Reset oil change service? or Reset inspection service?.
5. Press the 0.0 button on the instrument cluster as confirmation.

Vehicles with digital instrument cluster: The service interval display can only be reset via the Service menu *(→ Service menu)*.

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

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

The service message disappears after a few seconds when the engine is running or when the message is confirmed in the instrument cluster.

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

Time

Setting the time via the digital instrument cluster

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

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

Setting the time via the analogue instrument cluster

1. Press the button in the instrument cluster to set the time on all clocks in the vehicle.

   The time is shown in the instrument cluster display and the hour setting is marked.
2. Press the 0.0 button repeatedly until the desired number of hours is displayed. Press and hold the 0.0 button to scroll through quickly.
3. Once you have set the hours, press the button again to select the minutes display.
4. Press the 0.0 button repeatedly until the desired number of minutes is displayed. Press and hold the 0.0 button to scroll through quickly.
5. Release the 0.0 button to finish setting the time.

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Setting the time via the Infotainment system

1. Press the MENU button or function button.
2. Tap the Vehicle and ⚙ function buttons.
3. To set the time, select menu option Time and date.

Vehicle settings menu

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

General information on operating the unit

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

Opening the Vehicle settings menu

1. Switch on the ignition.
2. Switch on Infotainment system if necessary.
3. Depending on the version, press the MENU button or function button, select the Vehicle menu and tap ⚙.

   Or: Press the CAR button and tap the ⚙ function button.
4. Tap the corresponding function buttons to open additional submenus in the Vehicle settings menu or to make settings in the menu options.
5. Tap the ⮌ function button to go back to the previous menu.

The respective function is switched on if the checkbox in the function button is ticked ☑.

Systems settings and display of vehicle information

Depending on the version, you can display information or adjust settings by pressing the MENU button then tapping the Vehicle function button, or by pressing the CAR Infotainment system button then tapping the corresponding function buttons:

— Active media.

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

— Auxiliary heater settings .

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

— Driving data.

— Convenience consumers.

— Radio station selection.

— Supplementary heater.

⚠ WARNING

Accidents and injuries can occur if the driver is distracted.

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

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

Introduction



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

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

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

Function conditions

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

WARNING

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

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

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

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

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Limits of the Driver Alert System

Function limitations

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

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

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

— Roads with bends.

— Poor roads.

— Adverse weather conditions.

— Sporty driving style.

— The driver is distracted.

— Unfavourable load levels (distribution of loads).

— Driving with trailers .

The Driver Alert System is reset in the following situations:

— The ignition is switched off.

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

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

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

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Hiding a message

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

1. Vehicles with multifunction steering wheel

   Press the OK button on the multifunction steering wheel.

1. Vehicles without multifunction steering wheel

   Press the OK/RESET button on the wiper lever.

The message can be displayed again on the instrument cluster display using the multifunction display.

Switching on and off

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

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Introduction

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

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

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

Display of traffic signs

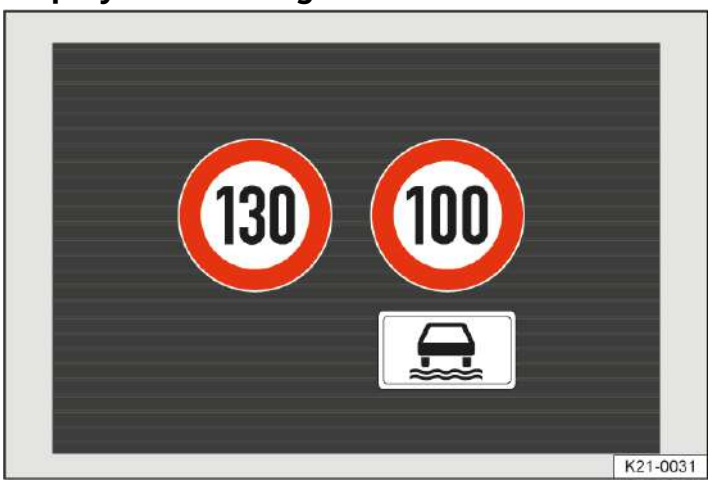


Fig. 1 On the display of the instrument cluster: Displays of the Dynamic Road Sign Display system (illustration).

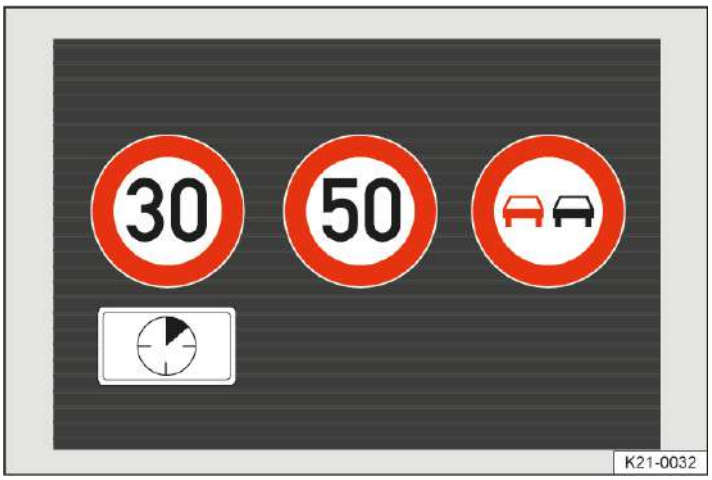


Fig. 2 On the display of the instrument cluster: Displays of the Dynamic Road Sign Display system (illustration).

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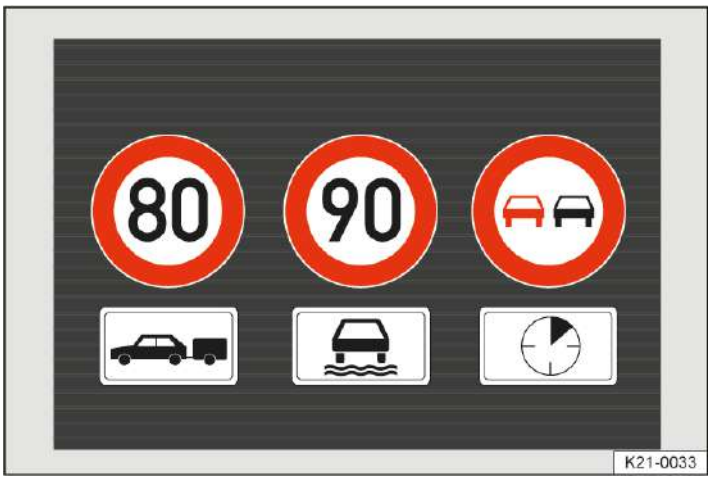


Fig. 3 On the display of the instrument cluster: Displays of the Dynamic Road Sign Display system (illustration).

After validation and evaluation of the information from the camera, the Infotainment system and the current vehicle data, the activated Dynamic Road Sign Display shows up to three valid road signs with the accompanying sub-plates *→ Fig. 1*, *→ Fig. 2*, *→ Fig. 3*:

1st position:

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

2nd position:

Traffic signs that do not always apply (e.g.100 km/h (60 mph) “in wet”) are shown in second place.

Additional signs:

if the windscreen wiper is active while the vehicle is in motion, the applicable road sign with the “when wet” sub-plate will be moved left to the first position, for example.

3rd position:

A further road sign can be displayed in the third position, for example a sign indicating that overtaking is not permitted at certain times.

WARNING

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

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

WARNING

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

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

NOTICE

Availability of the Dynamic Road Sign Display function is limited in waypoint mode (waypoint navigation) of the Infotainment system.

Limits of Dynamic Road Sign Display

Error messages

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

Or:

the camera has not detected any regulatory or warning signs.

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

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

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

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

Or:

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

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

Function limitations

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

— Poor visibility, for example when it snows.

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

— High speeds.

— Covered or dirty camera.

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

— Partially or fully hidden road signs, e.g. by trees, snow, dirt or other vehicles.

— Road signs that do not correspond to the standard design.

— Damaged or bent road signs.

— Variable road signs on gantries (changeable road sign display usingLED s or other light sources).

— Out-of-date map material of the Infotainment system.

— Vehicles have that have road sign stickers, e.g. speed restrictions on trucks.

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Using Dynamic Road Sign Display

Switching on and off

Depending on equipment, continuous display of road signs in the instrument cluster can be switched on and off in the vehicle settings in the Infotainment system.

Speed warning function

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

The speed warning can be set or completely deactivated in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*. The settings can be adjusted in increments of 5 km/h(3 mph) within a range between 0 km/h (mph) and 15 km/h (9 mph) above the permitted maximum speed.

Trailer mode

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

In trailer mode, the speed warning function display can be adjusted to the type of trailer or to legal requirements. The settings can be adjusted in increments of 10 km/h (5 mph) within a range between around 60 km/h (around 40 mph) and around 130 km/h (around 80 mph). If a higher speed is set than is permitted for driving with a trailer in the country in which you are currently travelling, Dynamic Road Sign Display automatically issues a warning at the usual speed limit, e.g. at 80 km/h (50 mph) in Germany.

If the speed warning for the trailer is deactivated, Dynamic Road Sign Display issues warnings as if the vehicle was being driven without a trailer.

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Introduction

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

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

Seat row	Short wheelbase (max. seven seats)	Long wheelbase (max. nine seats)
1	Two individual seats in the direction of travel.	
2	One or two individual seats facing in direction of travel or in opposite direction of travel.	
3	Three-seat bench or two individual seats facing in direction of travel.	One or two individual seats in direction of travel.
4	—	Three-seat bench or two individual seats facing in direction of travel.

Number of seats

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

Each seat is equipped with a seat belt.

Retrofitting seats

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

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

⚠ WARNING

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

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

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Correct sitting position

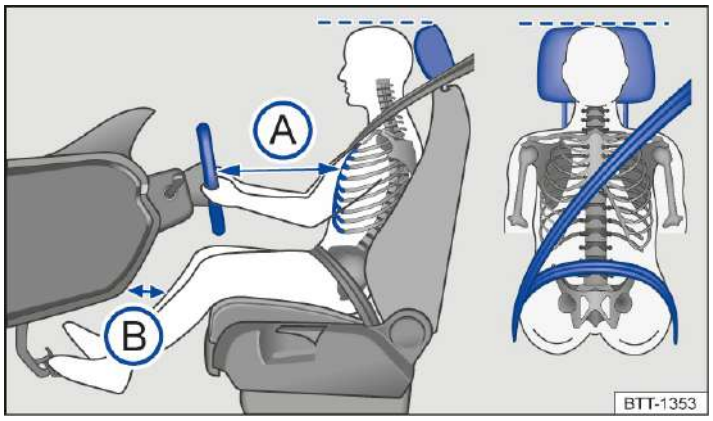


Fig. 1 Illustration: correct distance between the driver and the steering wheel, correct seat belt routing and correct head restraint adjustment.

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

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

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

The following applies to all vehicle occupants:

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

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

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

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

— Adjust and fasten seat belts properly .

Additional points for the driver:

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

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

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

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

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

Additional points for the front passenger:

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

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

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deployed.

Introduction

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

WARNING

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

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

WARNING

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

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

WARNING

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

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

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Buckle-up request



Fig. 1 On the display of the instrument cluster: Warning lamp (depending on the equipment).

An acoustic signal will sound for a few seconds if the seat belt for the driver seat and, depending on the equipment, the front passenger seat are not fastened as the vehicle pulls off and reaches a speed of more than approximately 25 km/h (15 mph), or if the seat belts are unfastened while the vehicle is in motion. The red warning lamp will also flash → *Fig. 1*.

The red warning lamp only goes out when the seat belt is fastened.

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Fastening and unfastening seat belts

Fastening the seat belts

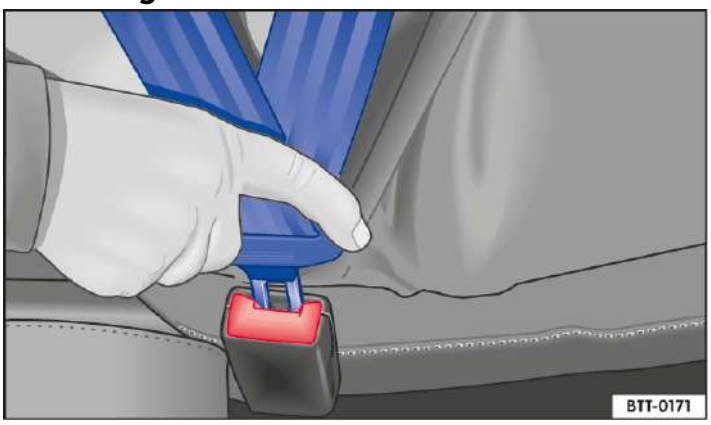


Fig. 1 Inserting the seat belt latch plate into the buckle.

Fasten seat belts before every trip.

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

Unfastening the seat belts

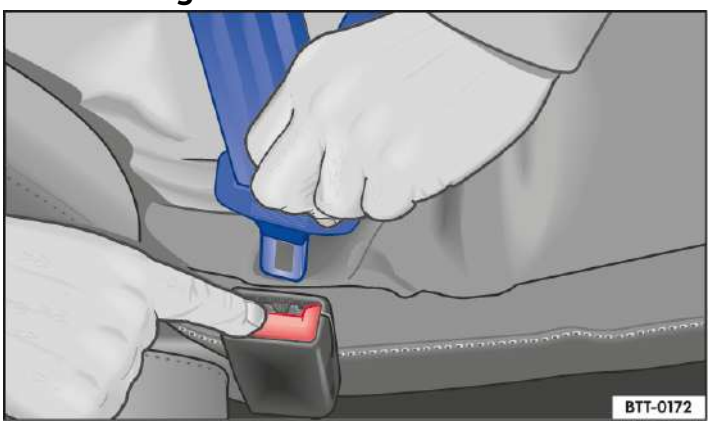


Fig. 2 Removing the latch plate from the buckle

Unfasten seat belts only when the vehicle is stationary.

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

Twisted seat belt

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

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

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

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

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

Seat belt routing

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

Correct seat belt routing

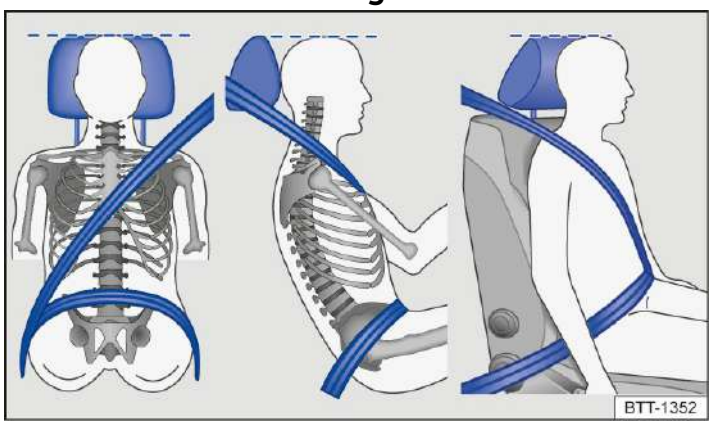


Fig. 1 Correct seat belt routing and head restraint adjustment

— The shoulder part of the seat belt must always lie on the centre of the shoulder, never across the neck, over or under the arm or behind the back.
— The lap part of the seat belt must always lie across the pelvis, never across the stomach.
— The seat belt must always lie flat and snugly on the body. Tighten the belt if necessary.

Correct seat belt routing during pregnancy

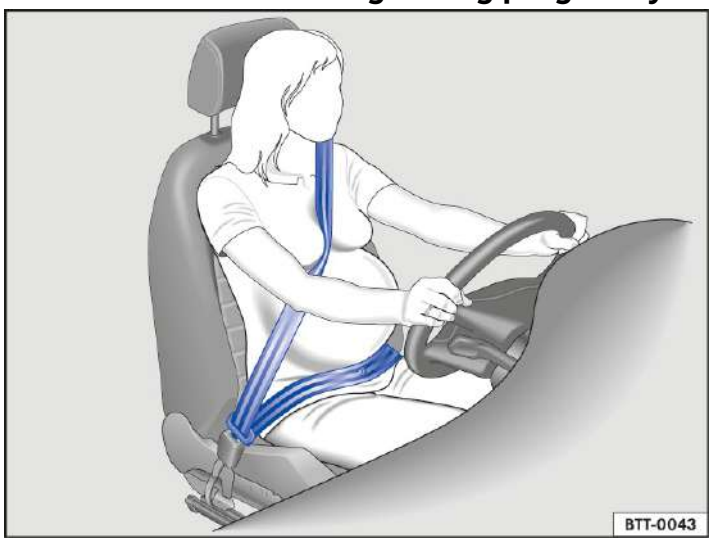


Fig. 2 Correct seat belt routing during pregnancy

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

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Correct seat belt routing according to height

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

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

— Height-adjustable front seats .

WARNING

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

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

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

Seat belt height adjuster

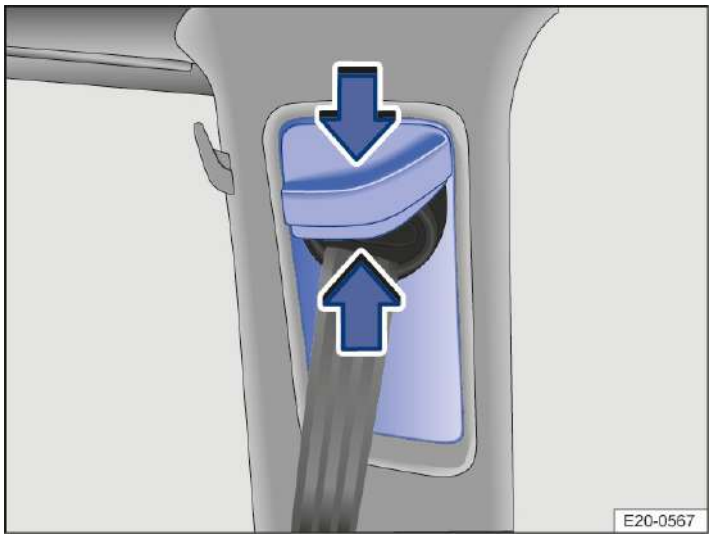


Fig. 1 Next to the front seats: seat belt height adjuster.

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

1. Push and hold the shoulder belt guide in the direction of the arrow→ *Fig. 1*.
2. Push the shoulder belt guide up or down so that the seat belt is routed over the middle of the shoulder .
3. Let go of the shoulder belt guide.
4. Pull sharply on the seat belt to check whether the shoulder belt guide is engaged securely.

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⚠ WARNING

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

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

Belt retractor, belt tensioner, belt tension limiter

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

Automatic belt retractor

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

Belt tensioners

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

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

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

⚠ WARNING

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

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

Belt tension limiter

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

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

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Service and disposal of belt tensioners

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

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

WARNING

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

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

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

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Introduction

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

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

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

Situations in which the airbags are not always triggered:

— If the ignition is switched off during a collision.

— In minor frontal collisions.

— During a minor side collision.

— During rear collisions.

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

— In collisions at low speed.

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

⚠ WARNING

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

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

⚠ WARNING

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

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

⚠ WARNING

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

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

⚠ WARNING

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

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

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Type of front passenger front airbag system

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

Airbag system

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

Characteristics of the airbag system:

— Front passenger front airbag in the dash panel.

— Indicator lamp in the instrument cluster display.

Airbag system with front passenger front airbag deactivation

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

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

— Front passenger front airbag in the dash panel.

— Indicator lamp in the instrument cluster display.

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

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

— Key-operated switch on the front passenger side.

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Indicator lamp

Functional check

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

Fault in airbag or belt tensioner system

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

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

Airbag or belt tensioner system deactivated with diagnostic tool

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

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

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Fitting locations and deployment zones

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

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

⚠ WARNING

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

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

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Front airbags

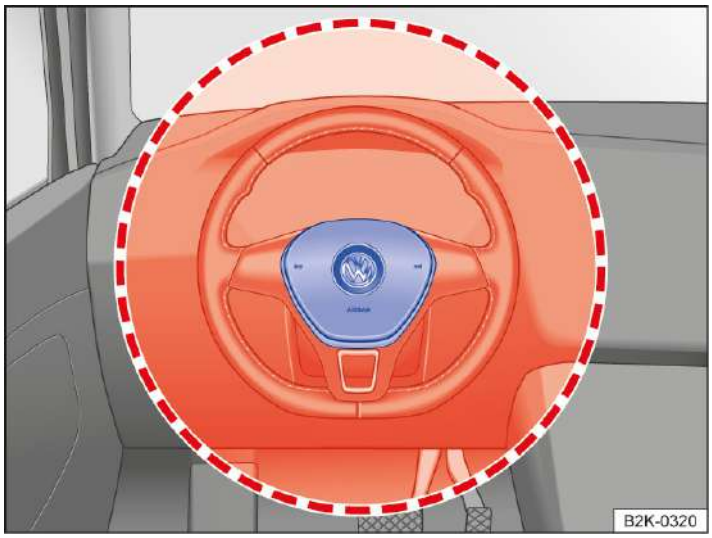


Fig. 1 Fitting location and deployment zone of the driver front airbag (illustration).

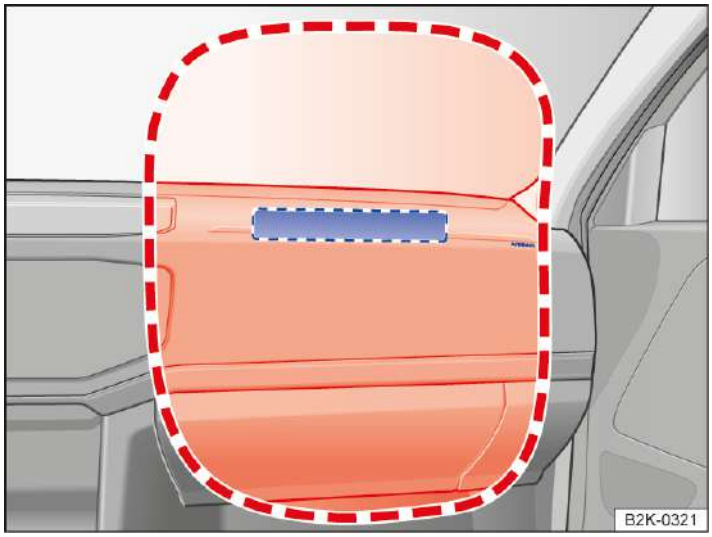


Fig. 2 Fitting location and deployment zone of the front passenger front airbag (illustration).

WARNING

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

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

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Switching the front passenger front airbag on and off



Fig. 1 On the front of the dash panel: key-operated switch for switching the front passenger front airbag on and off.

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

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

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

Front passenger front airbag switched on



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

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

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

Front passenger front airbag deactivated



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

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

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

Enabling the front passenger front airbag

1. Switch off the ignition.
2. Open the door on the front passenger side.
3. Fold the key bit of the vehicle key all the way out.
4. Insert the key bit into the key-operated switch until you feel the second point of resistance→ *Fig. 1*. Around three quarters of the key bit should be inserted in the key switch at this point →ⓘ.
5. Turn the vehicle key, without applying force, to theON position.
6. Remove the vehicle key from the key switch and fold the key bit away.
7. Close the door on the front passenger side.
8. Check that the PASSENGER AIRBAG OFF indicator lamp in the upper section of the centre console does*not* light up when the ignition is switched on *(→ Indicator lamp for standard airbag system)*.

Deactivating the front passenger front airbag

1. Switch off the ignition.
2. Open the door on the front passenger side.
3. Fold the key bit of the vehicle key all the way out.
4. Insert the key bit into the key-operated switch until you feel the second point of resistance→ *Fig. 1*. Around three quarters of the key bit should be inserted in the key switch at this point →ⓘ.
5. Turn the vehicle key, without applying force, to theOFF position.
6. Remove the vehicle key from the key switch and fold the key bit away.
7. Close the front passenger door.

When the ignition is switched on, the indicator lamp PASSENGER AIRBAGOFF will light up continuously in the upper section of the centre console *(→ Indicator lamp for standard airbag system)*.

Recognising a deactivated front passenger front airbag

The only indication that the front passenger front airbag has been deactivated is when the PASSENGER AIR BAG indicator lamp OFF lights up continuously in the upper section of the centre console *(→ Indicator lamp for standard airbag system)*.

If the OFF indicator lamp in the upper part of the centre consoledoes not light up continuouslyor lights up together with the indicator lamp in the instrument cluster display, do not fit a child restraint system on the front passenger seat for safety reasons. The front passenger front airbag may trigger during an accident.

DANGER

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

DANGER

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

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

NOTICE

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

Side airbags

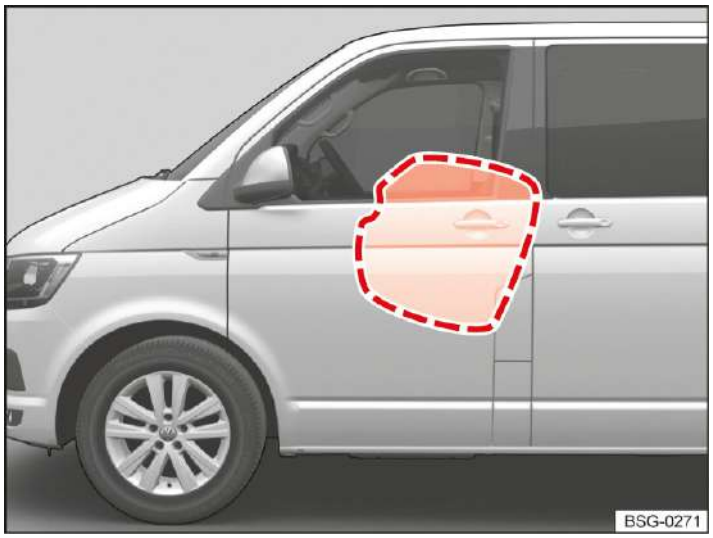


Fig. 1 On left-hand side of vehicle: deployment zone of the side airbag.



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

WARNING

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

- Never remove the front seats from the vehicle or modify any part of them.
- Do not apply excessive force to the seat backrest bolsters.
- Do not fit seat covers or protective covers over the seats unless they have been expressly approved for use in the

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vehicle.

- Have any damage to the original seat covers or around the seams of the side airbag units repaired immediately by a correspondingly qualified workshop.

Curtain airbags

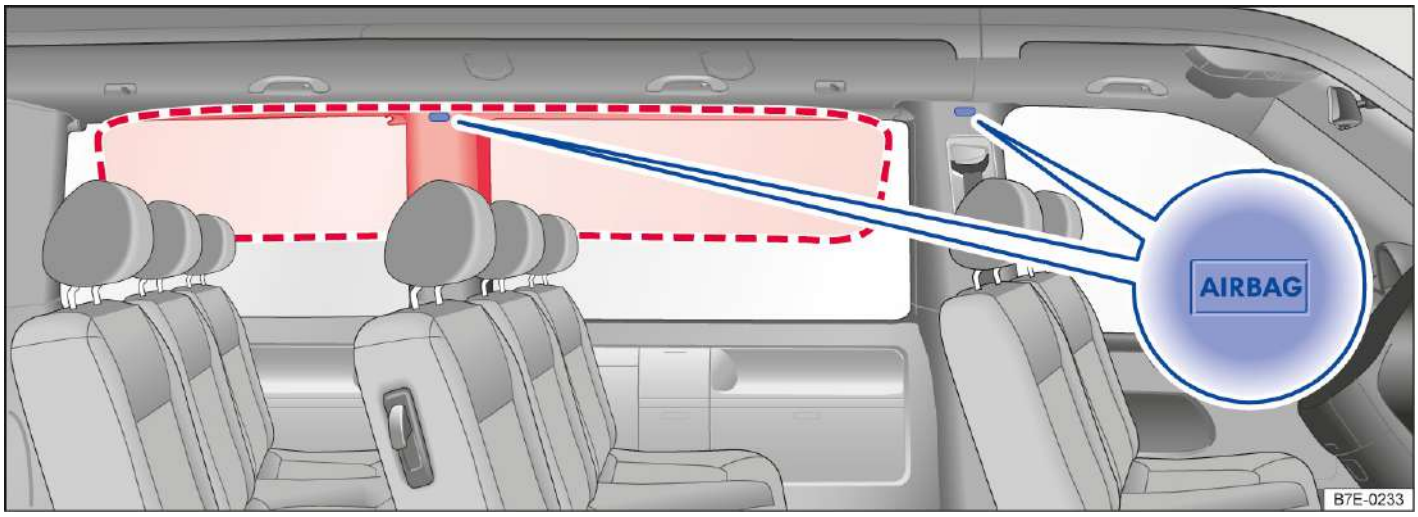


Fig. 1 On the left-hand side of the vehicle: location and deployment zone of the curtain airbag for the rear vehicle occupants on the left side of the vehicle.

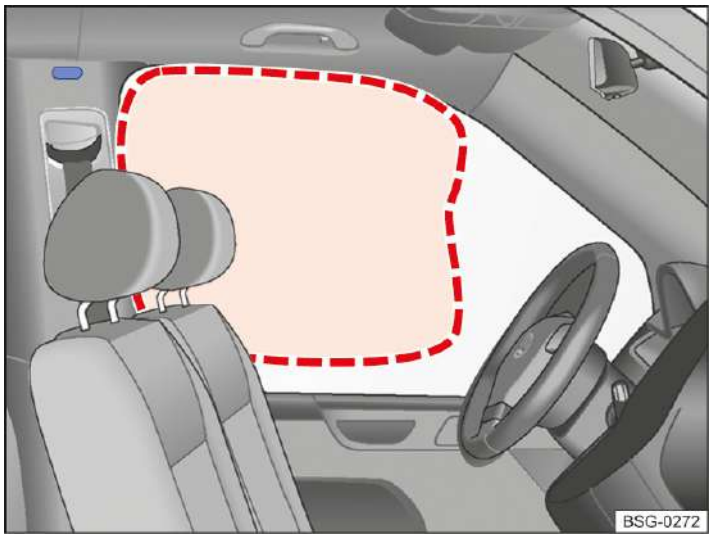


Fig. 2 On left-hand side of vehicle: deployment zone of the curtain airbag.

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

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Introduction

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

Note the following:

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

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

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

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

⚠ WARNING

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

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

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Types of child seat

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

Standards for child seats

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

— Weight class.

— Size class.

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

— Approval number.

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

Child seat weight classes



Fig. 1 Example illustrations of child seats.

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

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

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

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

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

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

Child seat approval categories

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

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

Installing and using child seats

Country-specific regulations

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

Information on fitting a child seat

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

- Read and follow the instructions provided by the child seat manufacturer→ ⚠.
- Whenever possible, fit the child seat on the rear bench seat behind the front passenger seat so that children can exit the vehicle on the kerb side.
- Set the seat belt height so that the seat belt routing follows a natural line and is adjusted to the child seat without turning back on itself. For rear-facing child seats, use the lowest position of the belt height adjuster.
- Deactivate the front passenger front airbag if fitting a rear-facing child seat on the front passenger seat.
- When fitting on the front passenger seat: if possible, push the front passenger seat back fully and adjust the seat to the highest position. Adjust the backrest to an upright position *(→ Sitting position)*.
- Always ensure that there is enough space around the child seat. If necessary, adjust the position of the seat in front. When doing so, ensure that the driver or front passenger can still maintain a correct sitting position *(→ Sitting position)*.
- The backrest of the child seat must lay as flat as possible against the vehicle seat backrest. If required, adjust the seat backrest angle so that the child seat lies flush against the backrest. Once it has been installed, if the child seat is touching the head restraint and therefore cannot be positioned flush against the backrest, push the head restraint all the way up, or remove and stow safely in the vehicle *(→ Sitting position)*.

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Airbag sticker



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



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

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

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

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

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

Risks involved in carrying children on the front passenger seat

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

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

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

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

Using a child seat on the individual seats

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Please refer to the operating instructions for the child seat to find out whether the child seat should be used to carry a child facing in the direction of travel or facing the rear →⚠.

Risks presented by side airbags

If the side airbag is triggered, the airbag could hit the child in the head, causing serious injury→⚠.

⚠ DANGER

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

⚠ DANGER

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

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

⚠ WARNING

Child seats present a risk of injury if incorrectly installed.

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

⚠ WARNING

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

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

⚠ WARNING

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

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

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

Securing systems

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

Overview of securing systems

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

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

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

Additional securing points:

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

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

Recommended child seat securing systems

Child seats should be secured as follows:

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

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

⚠ WARNING

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

⚠ WARNING

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

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

Securing a child seat with ISOFIX

Installation overview with ISOFIX and i-Size

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

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

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	Group 0: up to 10 kg	Group 0+: up to 13 kg			Group 1: 9 to 18 kg					Group 2: 15 to 25 kg	Group 3: 22 to 36 kg	i-Size child restraint system
Size class	E	E	D	C	D	C	B1	B	A	-	-	–
Front passenger seat	X	X			X	X				X	X	X
Multivan: Rear individual seats or 3-seat bench	IL-SU	IL-SU			IL-SU	IUF IL-SU				IL-SU	IL-SU	X
California: Rear individual seats, 2-seat bench or 3-seat bench	IL-SU	IL-SU			IL-SU	IUF IL-SU				IL-SU	IL-SU	X

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

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

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

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

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

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

Installing child seats with ISOFIX

The location of the ISOFIX anchor points is shown by a symbol or by a label marked ISOFIX.

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

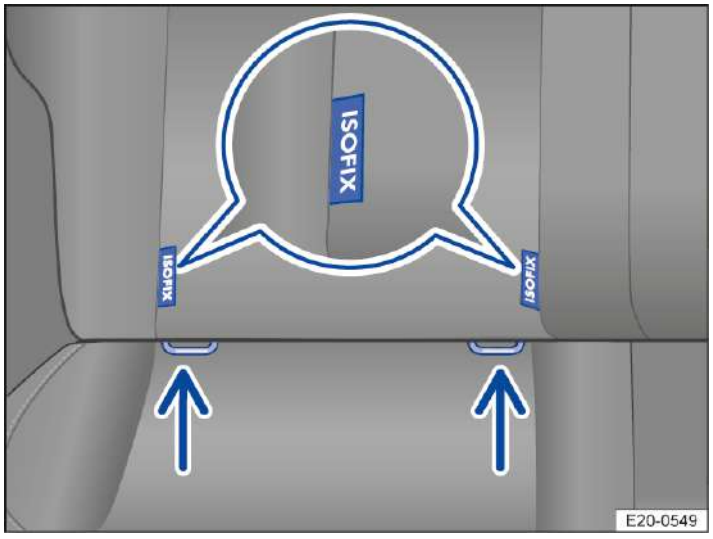


Fig. 1 On the vehicle seat: Marking variant identifying the ISOFIX anchor points for child seats.

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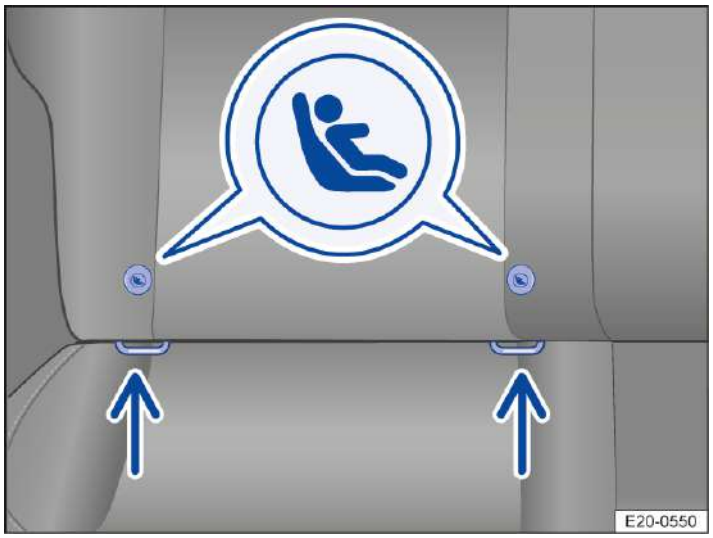


Fig. 2 On the vehicle seat: Marking variant identifying the ISOFIX anchor points for child seats.



Fig. 3 Diagram: Fitting an ISOFIX child seat with attachment arms.

— Observe the instructions *(→ Child seats)*.

— Push the attachment arms on the child seat into the ISOFIX anchor points as shown by the arrows→ *Fig. 3*. The child seat must click and audibly securely into place.

— Pull on both sides of the child seat to check whether the seat has clicked properly into place.

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

Using insert guides

If the child seat anchor points are not directly accessible, insert guides make fitting and removing the child seat easier. First attach the insert guides to the anchor points. Then secure the child seat as per the installation guide.

NOTICE

Avoid damage to the upholstery and seat cushions caused by the insert guides.

- Always pull the insert guides off the anchor points before folding the rear seat forward, or when removing the child seat.

Securing child seats with the top tether

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Fig. 1 Diagram: Identification for top tether attachment point.

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

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

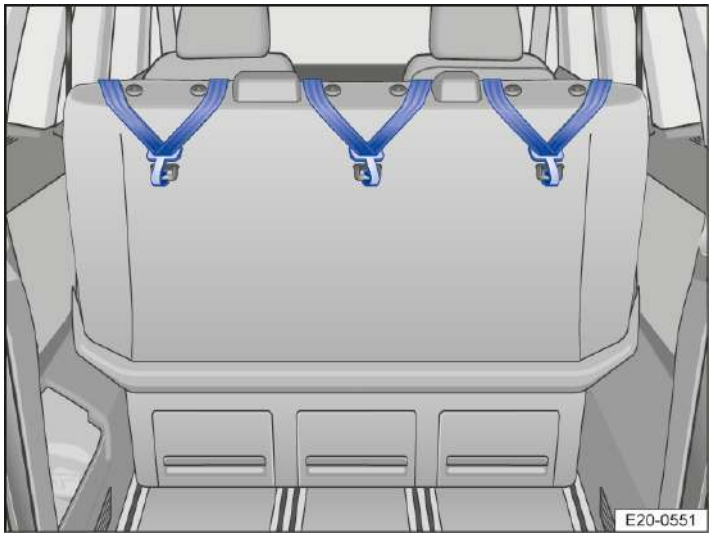


Fig. 2 3-seat bench: top tether secured to the back of a rear backrest.

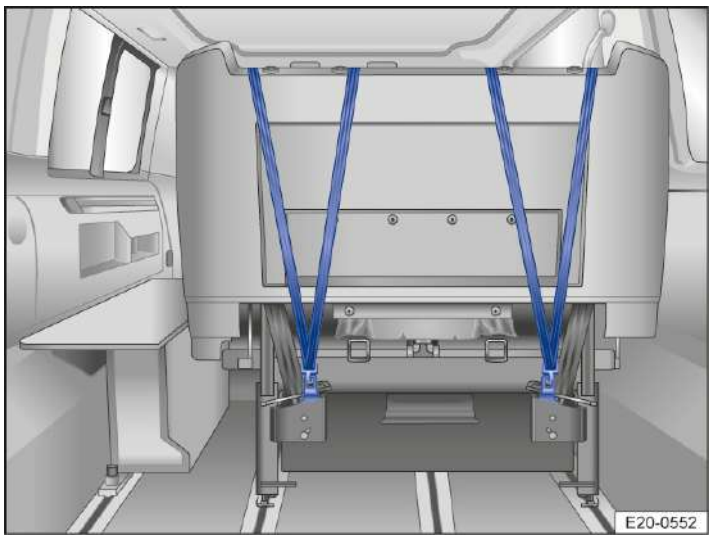


Fig. 3 2-seat bench: top tether secured to the back of a rear backrest.

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Fig. 4 Individual seat: top tether secured to the back of the rear seat backrest.

1. Observe the instructions *(→ Child seats)*.
2. Fold down or remove the head restraint located behind the child seat, and stow it securely in the vehicle.
3. Guide the upper strap (top tether) of the child seat back behind the backrest.
4. Push the attachment arms on the child seat into the ISOFIX anchor points as shown by the arrows *(→ Child seat with ISOFIX)*. The child seat must click and audibly securely into place.
5. Secure the top tether to the corresponding retaining ring → *Fig. 2*, → *Fig. 3* or → *Fig. 4*.
6. Tighten the belt so that the child seat is positioned at the top of the rear seat backrest.
7. After the child seat has been removed, fold up the head restraint or install it.

⚠ WARNING

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

- Always secure only *one* top tether of a child seat to one retaining ring.
- Never fasten the top tether on a child seat to any other fastening rings.

⚠ WARNING

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

- Do not keep any objects in the rear pockets of the seats when using the top tether.

Securing a child seat using the seat belt

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

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

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

Securing a child seat using the seat belt

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

Folding the integrated child seat in and out



Fig. 1 Integrated child seat: Folding out the seat cushion.

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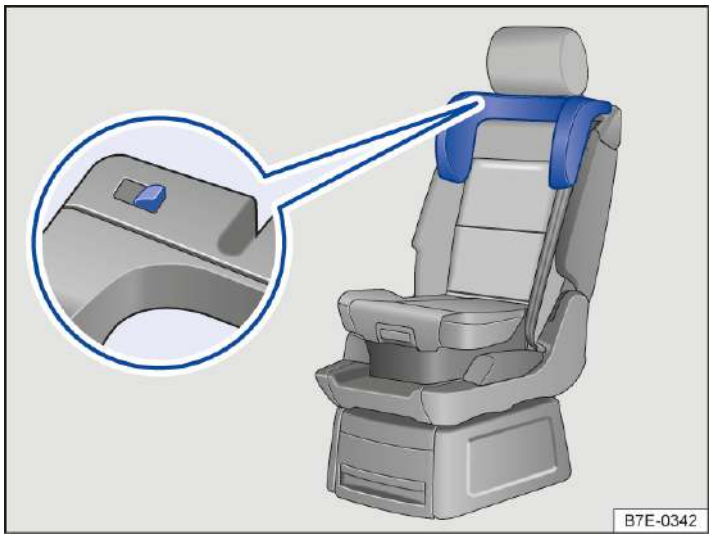


Fig. 2 Integrated child seat: installing side head restraints.

The integrated child seat is suitable only for children belonging to group 2 (15–25 kg) and group 3 (22–36 kg) as specified in the standard ECE-R 44.

Volkswagen Commercial Vehicles recommends that the integrated child seat be used on the individual seat facing against the direction of travel for children in group 2.

For safety reasons, if the integrated child seat is used on the individual seat for children in group 3, it must face the direction of travel.

Folding out the seat cushion

1. Pull the seat padding forwards using the release lever → *Fig. 1* (1).
2. Push the seat padding back in the direction of arrow → *Fig. 1* (A) until it engages.

Fitting the side head restraint

The supplied side head restraint must be used for children in group 2.

The side head restraint must not be used when group 3 children use the integrated child seat.

1. Push the head restraint up.
2. Hold the side head restraint ready with the angled part pointing downwards.
3. Push the lever for the side head restraint from the inner to the outer position → *Fig. 2* (close-up).
4. Push the side head restraint with the slots onto the head restraint rods.

   The side head restraints must click into place. The red marking must no longer be visible and the lever must be in the initial position (inside) again → *Fig. 2*.
5. Push the head restraint as far down as possible *(→ Sitting position)*.

Folding the seat cushion back

1. Use the release lever → *Fig. 1* (1) to pull the seat cushion against the direction of arrow (A).
2. Press the *centre* of the seat cushion down so that it engages securely.

NOTICE

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When folding back the integrated child seat, press only in the middle of the seat cushion. The seat cushion could otherwise become jammed and will not engage securely.

Removing the side head restraint

1. Push the head restraint up.
2. Push the lever for the side head restraint from the inner to the outer position → *Fig. 2* (close-up).
3. Pull out the side head restraint.
4. Lower the head restraint again.

Seat belt routing for an integrated child seat

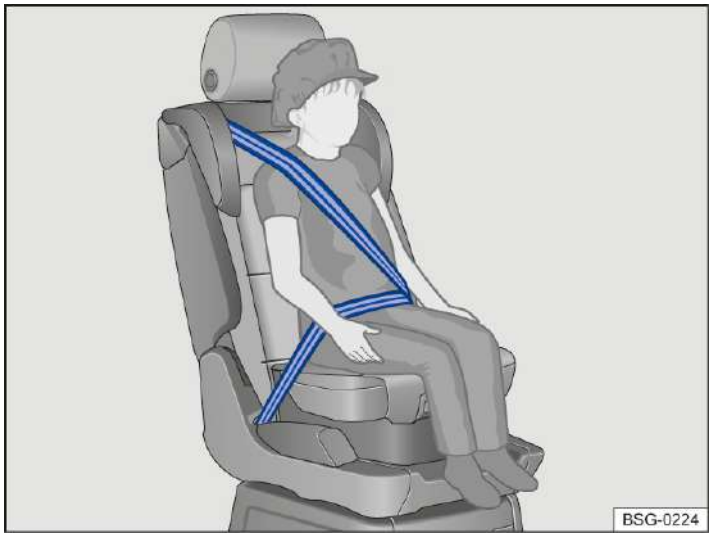


Fig. 1 Seat belt routing on the integrated child seat.

Ensure that the shoulder section of the seat belt lies on the centre of the child's shoulder and that the lap part of the seat belt always lies on or below their pelvic ridge and not across their stomach → *Fig. 1*

Correct seat belt routing

1. Guide the seat belt under the side head restraint.
2. Take hold of the latch plate and pull it slowly across the chest and pelvis.

   The shoulder part of the seat belt must always lie on the centre of the child's shoulder, never across their neck, face, over or under their arm or behind their back.

   The lap part of the seat belt must always lie on or below the child's pelvic ridge, never across their stomach.
3. Insert the latch plate into the buckle for the appropriate seat and push it down until it is securely locked with an audible click.
4. Pull on the seat belt to ensure that the latch plate is securely locked in the buckle.
5. The seat belt must always lie flat and snugly on the body. Tighten the belt if necessary.

⚠ WARNING

The seat belt will offer the optimum level of protection from severe and fatal injuries only when the seat belt routing is correct.

- The seat belt must always lie flat and securely against the child's body.
- The shoulder part of the seat belt must lie approximately on the centre of the child's shoulder and never across their neck or upper arm and must always lie securely against the child's upper body.
- The lap part of the seat belt must always lie on or below the child's pelvic ridge, never across their stomach, and

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must always lie securely against the child's body.

- If necessary, tighten the belt so that it lies securely against the child's body.

Making you and your vehicle safe

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

Checklist

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

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

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

Switch on the hazard warning lights

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

— If the traffic in front slows suddenly.

— You reach the end of a traffic jam.

— There is an emergency situation.

— The vehicle has broken down.

— When tow-starting or towing.

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

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

⚠ WARNING

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

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

⚠ WARNING

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

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

WARNING

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

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

NOTICE

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

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

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

Equipment for an emergency

With some equipment levels, a first-aid kit, a high-visibility waistcoat and warning triangle may be stowed in the driver door.

First-aid kit

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

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

High-visibility waistcoat

The high-visibility waistcoat must comply with legal requirements.

Warning triangle

The warning triangle must comply with legal requirements.

Remove the warning triangle from the stowage compartment: Press the holders upwards and remove the warning triangle.

Fire extinguisher

Depending on the equipment, the vehicle may contain a fire extinguisher.

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

WARNING

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

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

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Information call, breakdown call and Emergency Call Service

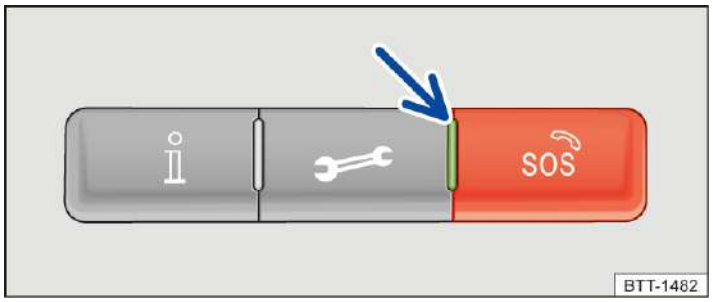


Fig. 1 In the roof console: voice service control.

Information call.

Breakdown Call.

Emergency Call Service.

Depending on the vehicle equipment, a control may be installed in the roof console . The voice services including information call, breakdown call and emergency call service can be activated by pressing the buttons.

The required connection is established by a factory-fitted control unit→ ⚠.

Indicator lamp

The control is equipped with an indicator lamp→ *Fig. 1* (arrow). Depending on the operational status of the Emergency Call System, the indicator lamp will light up in different colours and with different light sequences:

Indicator lamp is not lit up: all voice services are deactivated.

Indicator lamp flashes red for about 20 seconds after the ignition has been switched on: at least one voice service is deactivated.

Indicator lamp lights up red continuously: system fault. Voice service availability is restricted.

The indicator lamp lights up green: voice services available, system ready for operation.

The indicator lamp flashes green: a voice connection is active.

Information Call

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

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

— The call centre communicates in the language registered for the vehicle in We Connect.

Breakdown Call

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

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

— The call centre communicates in the language registered for the vehicle in We Connect.

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Emergency Call Service

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

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

The legal basis for data processing by the eCall Emergency System corresponds to the country-specific legislation, e.g. EU regulation 2015/758. Please also observe the information on data storage and data services.

The following additional systems are installed to guarantee functioning even after a serious accident:

— Emergency call microphone.

— Emergency call loudspeaker.

— Integrated battery that is independent of the vehicle electrical system.

Initiating an emergency call manually

1. Press the emergency call button until the indicator lamp flashes green. The emergency call is now initiated and a voice connection is established to the public emergency call centre.

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

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

Automatic emergency call

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

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

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

Integrated battery

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

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

Data transmission

In the event of an emergency call, the available data are transmitted to the public emergency call centre in order to permit determination of the necessary rescue measures.

The data relating to the emergency call will be deleted automatically by the system 13 hours after the emergency call was initiated.

The transmitted data include the following:

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

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

— Vehicle identification number (VIN).

— Fuel type.

— Vehicle class.

— Type of call (test call or emergency call).

— Type of initiation (automatic or manual).

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

— Time of the collision.

— Reliability of the positioning data.

— Data record version.

— Counter for transmitted data records per call.

— Optional: Estimated number of passengers.

WARNING

The following conditions can make it impossible for a manual or automatic emergency call to be made or restrict the availability of the emergency call function:

- Your current emergency call location is in an area with no or insufficient mobile communications and GPS reception.
- You are in an area with sufficient mobile communications reception but the telecommunications provider's mobile network is not available.
- The emergency call system is not available in some countries.
- The public emergency call centre does not have the technical capability to receive emergency data.
- The components in the vehicle required for the manual or automatic emergency call are damaged or do not have sufficient electrical energy.
- The vehicle ignition is not switched on.

WARNING

Metal objects or objects that emit radiation, e.g. mobile phones, can impair the functionality of the emergency call system.

- Do not place any metal objects or objects that emit radiation in the stowage compartment above the steering wheel.

Troubleshooting

SOS eCall emergency call system fault

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

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

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

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Functions of the vehicle key

Buttons on the vehicle key



Lock the vehicle.



Unlock the vehicle.



Unlock only the boot lid.



Press briefly: Unlock the boot lid. Press and hold: Open the boot lid *(→ Boot lid, mechanical)*.



Press briefly: Unlock the vehicle. Press and hold: Open the boot lid *(→ Boot lid, electric)*.



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



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



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

Single door unlocking

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

Replacement key

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

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

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

⚠ WARNING

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

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

NOTICE

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

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vibration.

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

Changing the button cell

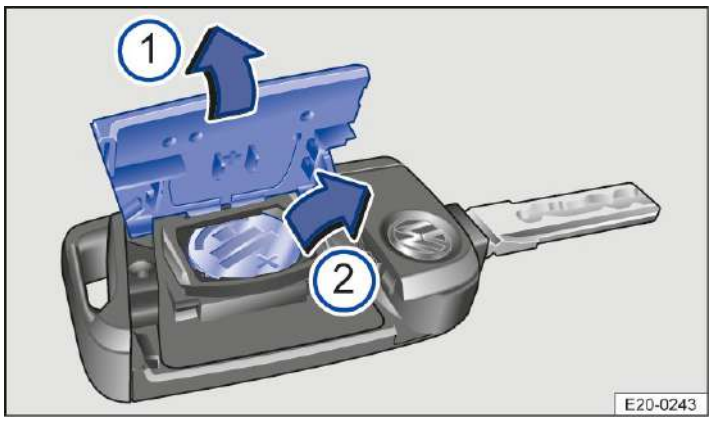


Fig. 1 Vehicle key: Replacing the button cell.

(1) Cover.
(2) Button cell.

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

1. Fold out the key bit on the vehicle key.
2. Lever off the cover → *Fig. 1* (1).
3. Lever the button cell out of the battery compartment → *Fig. 1* (2).
4. Press the new button cell into the battery compartment.
5. Press the cover onto the housing.

DANGER

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

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

NOTICE

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

- Replace a discharged button cell only with a new button cell of the same voltage rating, size and specification.
- Pay attention to the correct polarity when inserting the button cell.
- Do not use the remote control if you cannot close the battery cover.

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

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Synchronising the vehicle key

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

1. Fold out the key bit on the vehicle key.
2. Stand beside the vehicle.
3. Press the button on the vehicle key.
4. Unlock the vehicle using the vehicle key bit.
5. Switch on the ignition.

The synchronisation process is complete.

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Locking or unlocking not possible

The vehicle cannot be locked or unlocked.

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

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

1. Lock or unlock the doors manually .

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

The indicator lamp in the vehicle key is not working

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

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Introduction

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

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

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

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

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

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

⚠ WARNING

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

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

⚠ WARNING

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

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

⚠ WARNING

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

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

⚠ WARNING

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

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

NOTICE

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

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Indicator lamp in the driver door

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

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

A red LED

flashes for approximately 2 seconds in short intervals.

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

Vehicle with SAFELOCK (depending on equipment)

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

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

Vehicle without SAFELOCK

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

The LED flashes at slow intervals after approximately 30 seconds.

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Locking and unlocking doors manually

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

Locking the doors manually

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

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

Unlocking the doors or boot lid manually

1. *From the inside:* Pull the door release lever.
2. *From the outside:* insert the vehicle key bit into the lock cylinder of the doors.
3. Turn the vehicle key anticlockwise.

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

⚠ WARNING

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

- If the vehicle is locked from the outside, the doors and windows cannot be opened from the inside.
- Never leave children or people requiring assistance alone in the vehicle. They could become trapped in the vehicle in an emergency and may not be able to get themselves to safety.
- Temperatures inside a locked vehicle can reach extremes of heat or cold, according to season. This can cause serious injuries and illness or fatalities, especially in the case of small children.

⚠ WARNING

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

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

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Automatic locking and unlocking

Automatic locking (Auto Lock)

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

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

The Auto Lock function can be activated and deactivated in the Infotainment system (depending on vehicle equipment).

Automatic unlocking (Auto Unlock)

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

— The vehicle is at a standstill and the vehicle key has been removed.

Or: The vehicle is stationary and the button has been pressed *(→ Central locking button)*.

Or: the door release lever has been pulled.

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

NOTICE

Automatic unlocking gives emergency responders access to the vehicle.

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

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Central locking button

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

Central locking buttons



Lock the vehicle.



Unlock the vehicle.



Unlock and open the boot lid. All doors remain locked.

The central locking buttons will function only if all doors are closed.

If the vehicle has been locked from outside with the vehicle key, the central locking buttons do not work.

Locking and unlocking the vehicle from inside

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

— An open door will not be locked.

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

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

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

— The anti-theft alarm will not be activated.

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Opening and closing the manual sliding doors

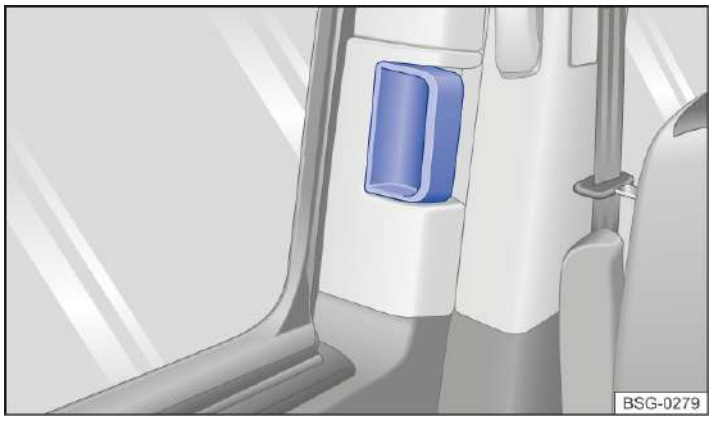


Fig. 1 In the sliding door: Door release lever.

Opening the sliding door from the outside

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

Opening the sliding door from the inside

1. Operate the door opening lever in the direction required to open the door → *Fig. 1* and push the sliding door open until it is held open by the arrester → ⚠.

Closing the sliding door

1. *Vehicles without power closing:* Operate the door handle or door release lever in the direction required to close the door and push the sliding door closed with a little force. Ensure that the sliding door is completely closed → ⚠.
2. Or: *Vehicles with power closing:* Pull the door handle or operate the door release lever in the direction required to close the door and push the sliding door using a little force until power closing closes it automatically → ⚠.

⚠ WARNING

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

- Always open the sliding doors fully.

⚠ WARNING

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

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

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Opening and closing the automatic sliding doors

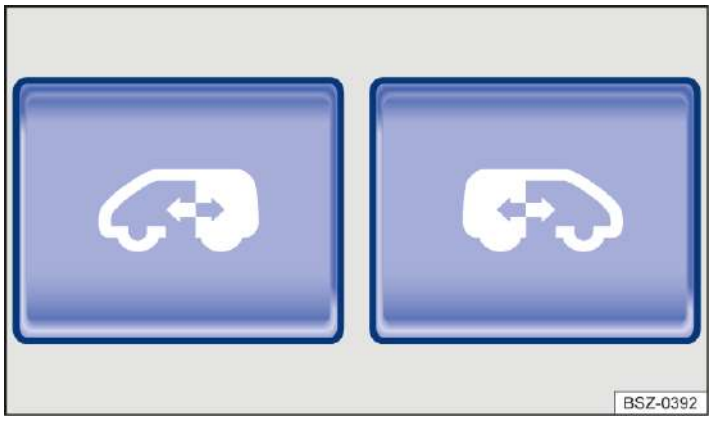


Fig. 1 In the dash panel and in the vehicle key: buttons for the automatic sliding doors.

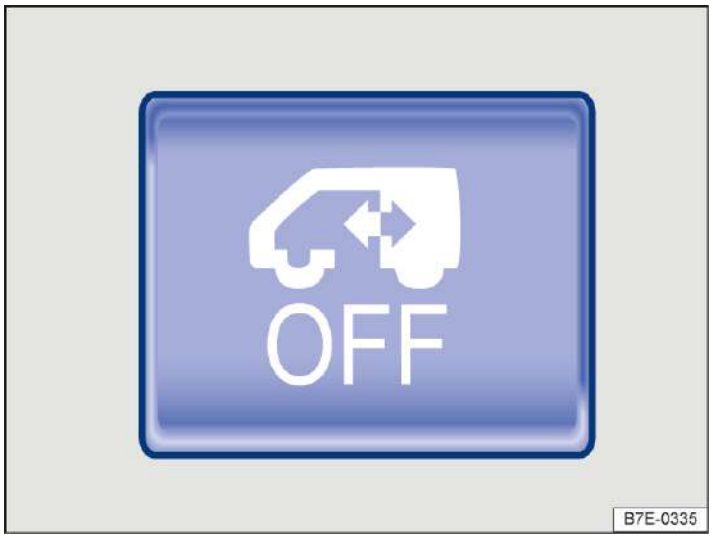


Fig. 2 In the dash panel: button for locking the automatic sliding doors.

Opening and closing the automatic sliding doors

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

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

   Or: Operate the door handle or door release lever.

The sliding door opens or closes automatically and with active roll-back function until the corresponding button is pressed again.

Acoustic warnings are given during closing.

Blocking and releasing the sliding door

1. *Locking:* Press the → *Fig. 2* button.

The yellow indicator lamp in the button lights up. The sliding doors can now only be opened and closed manually.

1. *Unlocking:* Press the → *Fig. 2* button again.

The yellow indicator lamp in the button will go out.

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Roll-back function

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

If it is still stiff or obstructed, the sliding door will immediately open or close again.

⚠ WARNING

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

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

NOTICE

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

Locking the front passenger door and rear doors manually

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

1. Open the door.
2. If necessary, remove the rubber seal from the end face of the door.
3. Insert the key bit into the slot and turn.
4. Secure the rubber seal again if necessary.
5. Ensure that the door is locked.
6. Have the vehicle checked by a correspondingly qualified workshop as soon as possible.
7. A door that has been locked manually will be unlocked again if the vehicle is unlocked or the door in question is opened from the inside.

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

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Electric childproof lock

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

When the childproof lock is switched on, a locked sliding door is unlocked from inside by pulling the door release lever so that it can then be opened from outside. The electric childproof lock remains active, i.e. it is still not possible to open the door from inside.

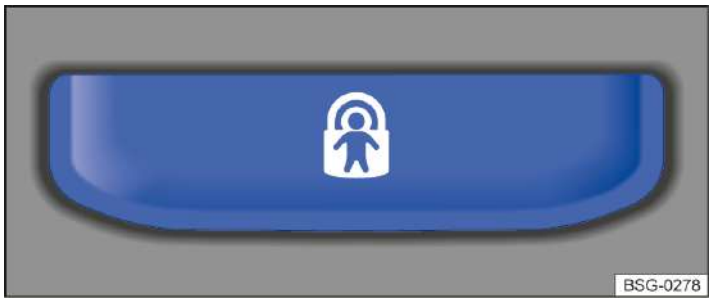


Fig. 1 In the driver door: button for the electric childproof lock.

Switching the childproof lock on or off

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

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

WARNING

The door in question cannot be opened from inside when the electric childproof lock is switched on.

- Never leave children or people requiring assistance alone in the vehicle when the doors are locked. This can lead to people becoming trapped in the vehicle. In an emergency they would not be able to leave the vehicle on their own or help themselves. People locked in the vehicle may be subjected to very high or very low temperatures.
- Temperatures inside a locked vehicle can reach extremes of heat or cold, according to season. This can cause serious injuries and illness or fatalities, especially in the case of small children.

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Opening and closing the automatic sliding doors manually

Opening and closing a sliding door without roll-back function

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

WARNING

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

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

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Electric steps of sliding doors

Extending and retracting electric step

1. Press the buttons for the electric sliding door in the dash panel.

   Or: Briefly pull the interior or exterior door handle.

Obstacle shut-off

If the electric step strikes against an obstacle, it is retracted automatically→⚠.

⚠ CAUTION

Using the step incorrectly can cause accidents.

- Always retract the step before starting a journey.
- Do not bounce or jump on the step.
- Never allow two people to stand on the step at once.
- Never exceed the maximum load of 200 kg.

NOTICE

Using the step incorrectly can cause damage to the vehicle.

- Always retract the step before starting a journey.
- Do not bounce or jump on the step.
- Never allow two people to stand on the step at once.
- Never exceed the maximum load of 200 kg.

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SAFELOCK

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

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

Activating SAFELOCK

1. Press the button on the vehicle key once.

The vehicle is locked. SAFELOCK was activated.

Deactivating SAFELOCK

1. Press the button on the vehicle key twice.

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

The vehicle is locked. SAFELOCK was not activated.

There may be an indication of the activated SAFELOCK in the display of the instrument cluster (Check SAFELOCK! or SAFELOCK).

The following applies when SAFELOCK is deactivated:

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

— The vehicle can be unlocked from the inside using the central locking button.

— The anti-theft alarm is active if the vehicle was locked with the button on the vehicle key.

— The anti-theft alarm is deactivated if the vehicle was locked with the vehicle key in the driver door lock cylinder.

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

⚠ WARNING

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

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

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Load compartment closing

Button in the driver door

The button for the luggage compartment locking function in the driver door locks the luggage compartment.

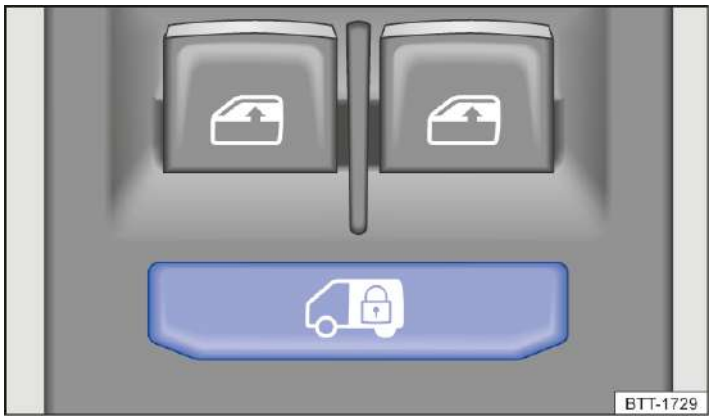


Fig. 1 In the driver door: button for locking the luggage compartment.

You can only unlock the vehicle with the button if the ignition is switched on and if all of the load compartment doors are closed.

The button does not work if the vehicle has been locked manually with the vehicle key.

The following information applies when using the button to lock the load compartment:

— The yellow indicator lamp in the button lights up.

— The unlock button in the driver door is disabled when the ignition is switched off. The unlock button is enabled again as soon as the ignition is switched on.

— The anti-theft alarm is not activated.

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

— The rear doors can be unlocked and opened from the inside by pulling the door release levers.

Button on the vehicle key

The button on the vehicle key → *Fig. 2* locks the passenger compartment while the load compartment is simultaneously unlocked.



Fig. 2 On the vehicle key: button for unlocking the load compartment.

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When the button is used to lock the driver's cab:

— The anti-theft alarm in the driver cab is activated.

— It is not possible to open the driver and passenger doors.

— The driver and passenger doors can be unlocked and opened from the inside by pulling the door release levers.

— You can open the doors and the boot lid from the outside and inside.

Troubleshooting

Indicator lamp lights up continuously

The red LED

for the central locking system in the driver door flashes at short intervals and then lights up continuously.
There is a fault in the locking system.

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

Turn signals do not flash

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

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

Locking the vehicle after airbags have been triggered

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

1. Switch off the ignition.
2. Remove the vehicle key from the ignition lock.
3. Open and close any vehicle door.
4. Lock the vehicle using the vehicle key.

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

Vehicle with seats in the rear area after airbag triggering

In vehicles with seats in the rear area, the sliding doorcannot be locked after airbags have been triggered.

Electric step does not work.

The electric step cannot be extended or is retracted automatically.

1. Remove the obstacle from in front of the step.
2. Press the button again to extend the electric step fully.

Electric sliding door does not work.

The sliding door cannot be opened or closed electrically.

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

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

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

⚠ WARNING

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

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

Anti-theft alarm.

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

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

The anti-theft alarm outputs acoustic and visual warning signals for up to five minutes.

When does the system trigger an alarm?

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

— When the bonnet is opened.

— When the boot lid is opened.

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

— If the 12-volt vehicle battery is disconnected.

Vehicles with interior monitoring and anti-tow alarm

— In the event of movement in the vehicle.

— If the vehicle is raised or towed.

— If the vehicle is transported on a ferry or train.

— If a trailer that is connected to the anti-theft alarm system is removed.

Switching off the alarm

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

   Or: Switch on the ignition using a valid vehicle key. A short alarm lasting around one second may sound.

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

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Interior monitoring system and anti-tow alarm

Depending on the vehicle equipment level, the vehicle may have interior monitoring and an anti-tow alarm.

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

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

Switching on the interior monitoring system and anti-tow alarm

1. Lock the vehicle.

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

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

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

Depending on the equipment level, the interior monitoring system and anti-tow alarm can be switched off temporarily in the Opening and closing submenu in the Infotainment system *(→ Vehicle settings menu)*.

The interior monitoring and anti-towing alarm are deactivated until the next time the vehicle is locked.

We recommend switching off the interior monitoring system and anti-tow alarm in the following situations:

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

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

— If the vehicle is to be transported.

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

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

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

Risk of false alarms for the interior monitoring system

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

A false alarm can be triggered in the following situations:

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

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

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

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

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

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

Depending on equipment, the luggage compartment is also monitored. Retrofitted equipment or loads that are inadequately secured can restrict correct functioning of the system and increase the risk of a false alarm.

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Introduction

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

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

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

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

WARNING

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

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

WARNING

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

- It may not always be apparent that the boot lid is unlocked, for example when a loaded luggage carrier is attached to it. If unlocked, the boot lid may open suddenly while the vehicle is in motion.
- After closing the boot lid, always check that the catch is engaged securely in the lock carrier.

WARNING

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

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

WARNING

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

NOTICE

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

NOTICE

Never use the rear window wiper, the gas struts or the rear spoiler to attach or hold a load. This may result in damage where the components are torn off.

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Manually opening and closing the boot lid

Manually opening the boot lid

Before opening the boot lid, always remove any items of luggage that are on the luggage carrier attached to the boot lid →⚠.

1. Press the button on the vehicle key to unlock the whole vehicle.

   Or: To unlock the boot lid, press the or button on the vehicle key. The doors remain locked.

2. Open the boot lid with the handle until it is held at the stop in a fixed position.

If the boot lid is not opened within the next few minutes after unlocking, it automatically locks again.

Closing the boot lid manually

1. Grab the loop on the boot lid. Carefully lower the boot lid with the loop until the boot lid can be grasped from outside.
2. *Vehicles without power closing:* Press the boot lid down from outside until it engages in the lock→⚠.

   Vehicles with power closing: Press the boot lid down from outside until the power closing function closes it automatically →⚠.
3. Check that the boot lid is engaged securely.

The boot lid is also locked by the central locking system.

⚠ WARNING

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

- It may not always be apparent that the boot lid is unlocked, for example when a loaded luggage carrier is attached to it. If unlocked, the boot lid may open suddenly while the vehicle is in motion.
- When opening the boot lid, make sure the boot lid is moved fully up.
- When closing the boot lid, make sure that no-one has their hands in the direct path of the boot lid as it moves.

At outside temperatures of less than 0°C(+32°F), the gas-filled struts cannot always lift the opened boot lid automatically. If necessary, guide the boot lid up by hand.

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Opening and closing the boot lid electrically

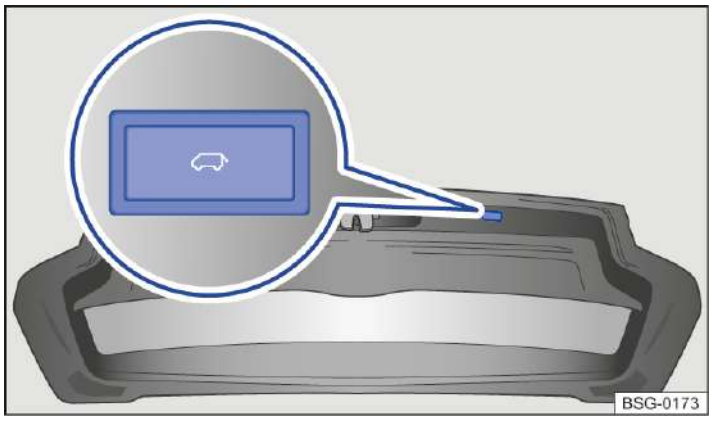


Fig. 1 In the open boot lid: Button for electrically closing the boot lid.

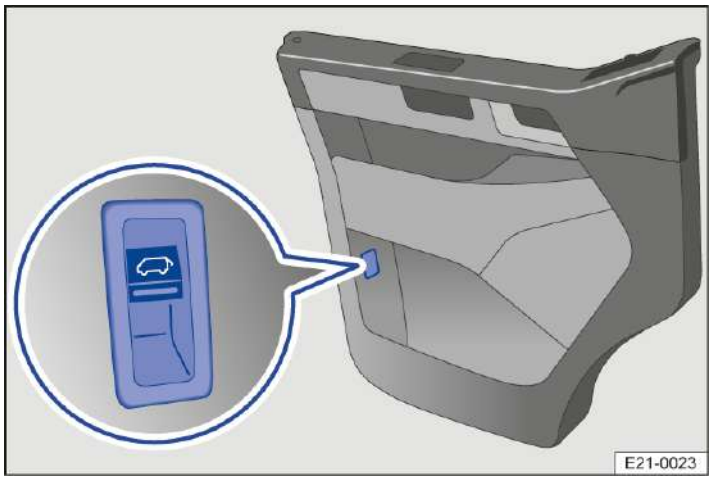


Fig. 2 In the open driver door: button for electrically opening the boot lid.

When the towing bracket is electrically connected with a trailer, the boot lid cannot be electrically opened using the remote control or door button →⚠.

Electrically opening the boot lid

Before opening the boot lid, always remove any items of luggage that are on the luggage carrier attached to the boot lid →⚠.

1. Unlock the vehicle.
2. Pull the boot lid briefly by the handle.

   Or: Press and hold the button in the vehicle key.

   Or: Pull up and hold the button in the driver door.

   Or: Press and hold the button in the vehicle key.

The boot lid opens automatically.

Opening is confirmed by the hazard warning lights flashing when the boot lid is opened with the remote control or button in the driver's door.

If the boot lid is not opened within the next few minutes after unlocking, it automatically locks again.

Electrically closing the boot lid

1. Briefly press the button on the rear boot lid.

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1. Briefly press the button on the open boot lid.

   Or: grab the loop on the boot lid and pull it gently. Acoustic warnings are given during closing.

   Or: Pull the boot lid briefly by the handle.

The boot lid closes automatically.

The boot lid is also locked by the central locking system.

Interrupting the opening or closing procedure

If the boot lid is blocked by an obstacle, the opening and closing procedure will be interrupted immediately→ ⚠.

Opening and closing of the boot lid can be interrupted by pressing one of the buttons during the procedure.

You need to press and hold the button in the vehicle key to stop the procedure.

The boot lid can now be moved by hand. You will need to use increased force to do this.

Pressing the button again moves the boot lid back into the starting position.

Adjusting the opening angle

If the area behind or above the vehicle is smaller than the path of the boot lid, the opening angle can be changed, e.g. in a garage.

The boot lid must be at least half open in order to store a new opening angle.

1. Stop the opening procedure at the desired position.
2. Press the button in the open boot lid for at least three seconds.

The changed opening angle will be stored.

The hazard warning lights flash and an acoustic signal sounds to confirm that the changed opening angle has been stored.

Resetting the opening angle

The opening angle will have to be reset and stored again in order to fully open the boot lid again.

1. Open the boot lid automatically up to the stored height.
2. Press the open boot lid up by hand to the stop. You will need to use increased force to do this.
3. Press the button in the open boot lid for at least three seconds.

The opening angle is reset to the factory setting and stored.

The hazard warning lights flash and an acoustic signal sounds to confirm that the data has been stored.

⚠ WARNING

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

- Never open the boot lid if it is covered by a large amount of snow or a load is attached to it. The boot lid may close under its own weight due to the additional load and cause serious injuries.
- Remove the snow or load before opening the boot lid.
- It may not be apparent that the boot lid is unlocked, for example when a loaded luggage carrier is attached to it. If unlocked, the boot lid may open suddenly while the vehicle is in motion.
- When closing the boot lid, make sure that no-one has their hands in the direct path of the boot lid as it moves.

Opening the boot lid manually

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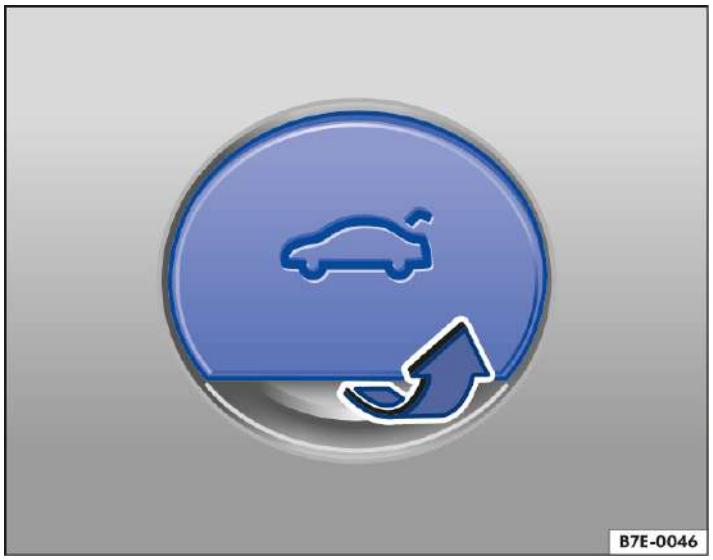


Fig. 1 Inside of the boot lid: Remove the cover.

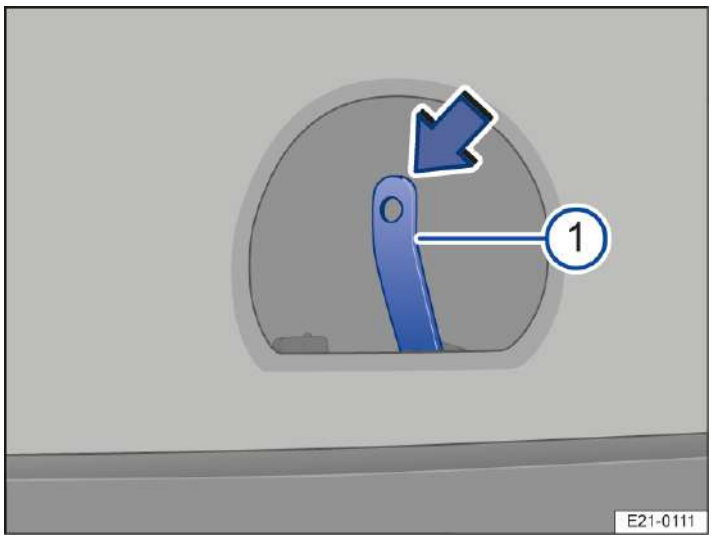


Fig. 2 Inside of the boot lid: release lever.

Opening the boot lid manually from the inside

1. Remove the round cover in the interior trim of the boot lid→ *Fig. 1*.
2. Push the release lever → *Fig. 2* (1) in the direction of the arrow to open the boot lid.

The boot lid opens.

Opening the boot lid manually from the outside

1. Insert the vehicle key bit into the lock cylinder and turn itclockwise as far as it will go.

The boot lid opens.

In some vehicles, there is a rubber stopper instead of the cover. Carefully lever it out with the screwdriver from the vehicle toolkit.

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Boot lid cannot be opened or closed automatically

If the boot lid is blocked by an obstacle, the opening procedure will be interrupted.

The drive switches off automatically in order to prevent overheating if the boot lid is operated too frequently within a short space of time.

The boot lid must be closed by hand if the 12-volt vehicle battery or fuse is disconnected or faulty.

1. Check whether the boot lid is blocked by an obstacle.
2. Manually open or close the boot lid *(→ Boot lid, mechanical)*.

Boot lid is stiff

At outside temperatures around freezing point, the opening mechanism cannot always lift the partially opened boot lid automatically.

1. Guide the boot lid further upwards by hand.

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Opening and closing windows

The buttons for operating the windows are located in the driver door *(→ Driver door)*.



Open window: Press the button. Or: Close window: Pull the button.

One-touch opening and closing

One-touch opening and closing makes it possible to fully open and close the windows. The individual buttons do not have to be held down to do this.

One-touch closing

1. pull the button for the appropriate window briefly up into the second position.

One-touch opening

1. push the button for the appropriate window briefly down into the second position.

Stopping the one-touch function

1. Press or pull the button for the appropriate window again.

Convenience opening and closing

The windows can be opened and closed from outside the vehicle using the vehicle key when the ignition is switched off and the vehicle is locked:

1. Press and hold the locking or unlocking button on the vehicle key.

   Or: hold the vehicle key in the driver door lock cylinder in either the locking or unlocking position until all windows are either opened or closed.

   Or: Press and hold the button in the vehicle key.
2. To interrupt the function: Release the locking or unlocking button on the vehicle key.

   Or: turn the vehicle key in the opposite direction.

The windows in the doors are closed at the same time as part of the convenience closing function.

Set the convenience opening settings in theVehicle settings menu in the Infotainment system.

WARNING

Careless or unsupervised use of the electric windows can cause serious injuries.

- Open or close electric windows only when there is no-one in the operating path of the windows.
- Never leave children or people requiring assistance alone in the vehicle when the vehicle is locked. The windows can no longer be opened in an emergency.
- Always take all vehicle keys with you every time you leave the vehicle. The windows can still be operated using the buttons several minutes after the ignition has been switched off, provided that the driver door and front passenger door are not opened.

NOTICE

During sudden rain showers, water can enter the vehicle interior via open windows and cause damage to the vehicle. Correct operation of the controls also cannot be guaranteed.

One-touch opening and closing and the roll-back function will not work if there is a fault in the electric windows. Go to a qualified workshop.

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To convenience-open the windows using the key in the door lock, you must first unlock the vehicle using the vehicle key.

Electric window roll-back function

The roll-back function of the electric windows can reduce the risk of crush injuries when the windows are closed.

If a window cannot close properly due to stiff movement or an obstacle, the window will open again immediately→ ⚠.

1. Check to see why the window has not closed.
2. Try to close the window again.

If closing of the window is interrupted again, the roll-back function will be deactivated for several seconds.

If the window still cannot be closed, it will stop at the corresponding position→ ⚠.

The window will close without roll-back function if the button is pressed again within a few seconds→ ⚠.

Please go to a suitably qualified workshop if the window still cannot be closed.

⚠ WARNING

Closing the electric windows without the roll-back function can cause serious injuries.

- Always take care when closing the electric windows.
- There must never be anyone in the movement path of the electric windows, particularly if the windows are closed without roll-back function.
- The roll-back function does not prevent fingers or other body parts from being pressed against the window frame and sustaining injury.

The roll-back function is also active for convenience closing of the windows with the vehicle key.

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Opening and closing the sliding window

There are two sliding window variants:

— Press the window handle together from top to bottom (arrows on the handle).

— Pull together window handle while pulling inwards (without arrows on the handle).

Opening the sliding window in the side panel

1. Press together the window handle.

   Or: Press the window handle and pull it towards the inside of the vehicle.
2. Keep the window handle in this position and open the sliding window.
3. Make sure that the sliding window is securely engaged in one of the available positions.
4. Release window handle.

Closing the sliding window in the side panel

1. Press together the window handle.

   Or: Press the window handle and pull it towards the inside of the vehicle.
2. Keep the window handle in this position and close the sliding window.
3. Release window handle.

Opening and closing the sliding window in the partition

1. Pull the window handle and open or close the sliding window.

⚠ WARNING

In the event of a sudden braking manoeuvre or accident, a sliding window that is not securely engaged could move forward and cause injuries.

- Always allow the sliding window to engage securely.

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One-touch opening and closing do not work

If the 12-volt vehicle battery has been disconnected or discharged when the windows were not fully closed, the one-touch opening and closing function does not work and must be reactivated:

1. Switch on the ignition.
2. Close all windows and doors.
3. Pull and hold the button for the respective window for several seconds.
4. Release the button.
5. Pull and hold the button again.

The one-touch opening and closing function is now ready for operation again.

The automatic electric window functions can be reactivated either individually or for several windows at the same time.

Window cannot be closed

1. Check whether there is an obstacle in the movement path.
2. Try to close the window again within a few seconds by pulling and holding the button.

The roll-back function is then deactivated for a small operating range of the closing path. The roll-back function will be activated again if the closing operation takes longer than a few seconds.

The window will then stop if movement is again stiff or if there is an obstacle and opens automatically again.

1. If the fault persists, the system should be checked by a suitably qualified workshop.

Touch panels do not react as expected

Moisture, dirt and grease can impede the functioning of the touch panels.

1. Always keep touch panels clean and dry.

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Adjusting the steering wheel position

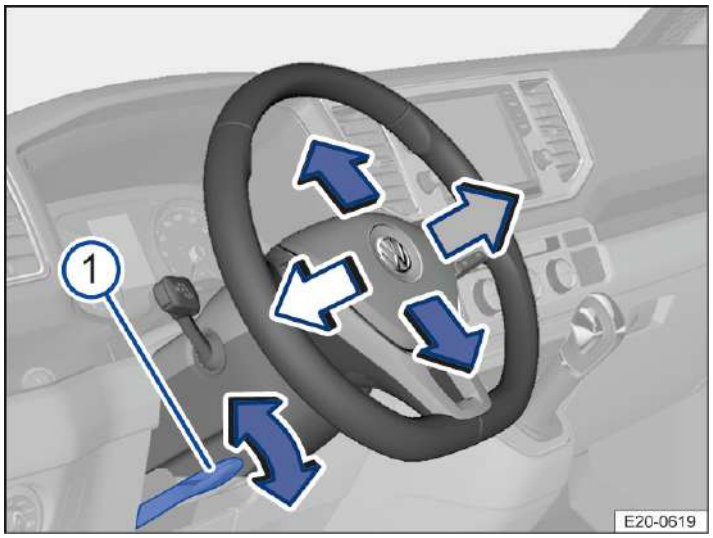


Fig. 1 Below the steering wheel in the steering column trim: lever for mechanical adjustment of the steering wheel position.

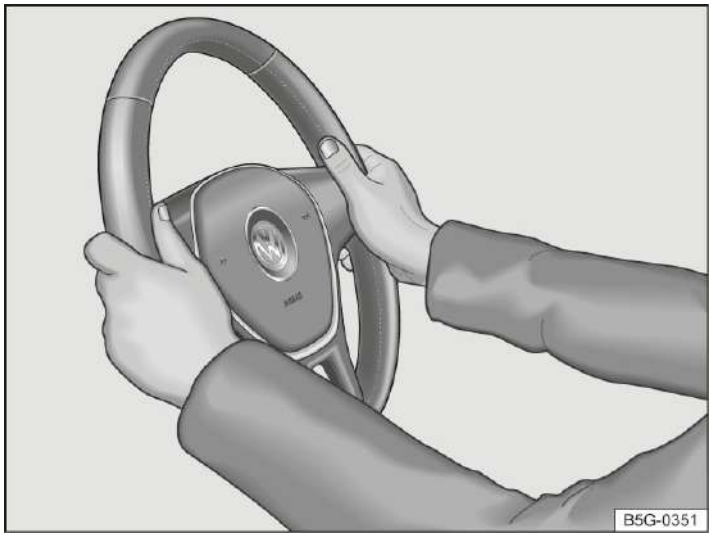


Fig. 2 On the steering wheel: 9 o'clock and 3 o'clock position.

Adjust the steering wheel position before setting off and only when the vehicle is stationary→⚠.

1. Push the lever down →*Fig. 1* (1).
2. Adjust the steering wheel so that you can hold it with both hands at its circumference at the 9 o'clock and 3 o'clock positions with your arms slightly bent →*Fig. 2*.
3. Push the lever →*Fig. 1* (1) up firmly until it is flush with the steering column trim→⚠.

⚠ WARNING

Incorrect use of the steering column position adjustment and incorrect adjustment of the steering wheel can cause serious or fatal injuries.

- After adjusting the steering wheel, always move the lever up firmly. This prevents the steering wheel from moving accidentally while the vehicle is in motion.
- Never adjust the steering wheel when the vehicle is in motion. If you determine that adjustment is necessary when driving, stop the vehicle safely and adjust the steering wheel to the correct position.
- The steering wheel must always point towards the chest and not towards the face. This ensures that the driver front airbag provides maximum protection in the event of an accident.

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- While driving, always keep both hands on the outside of the steering wheel at the *9 o'clock and 3 o'clock positions*. This reduces the risk of injury if the driver front airbag is triggered.
- Never hold the steering wheel at the 12 o'clock position, or in any other manner, e.g. at the hub of the steering wheel. If the driver front airbag is triggered, you could receive severe injuries to the arms, hands and head.

Introduction

The following section describes the options for adjusting the front seats. Always ensure that the correct sitting position is adjusted *(→ Sitting position)*.

WARNING

Driving with an incorrect sitting position due to incorrectly adjusted seats can lead to serious injuries.
- Always adjust the front seats to ensure a correct sitting position before any journey and ensure that all passengers have fastened their seat belts correctly.
- Push the front passenger seat as far back as possible.

WARNING

Incorrect adjustment of the seats can cause accidents and serious injuries.
- Adjust the seats only when the vehicle is stationary. The seats could change position unexpectedly if you attempt to reposition them while the vehicle is in motion so that you lose of control of the vehicle as a result. Furthermore, an incorrect sitting position is adopted while adjusting the seat.
- Adjust the height and angle of the front seats or move them forwards and backwards only when there is no-one in the adjustment range of the seats.
- The adjustment range of the seats must not be restricted by any items.
- Adjust the angle of the rear seats or move the seats forwards and backwards only when there is no-one in the adjustment range of the seats.
- The adjustment and locking areas of the seats must not be soiled.

WARNING

Improper use of seat covers or protective covers may lead to the electrical seat controls being operated accidentally and the front seats moving unexpectedly while the vehicle is moving. You could lose control over the vehicle. This could result in serious injury and accidents. Furthermore, this may result in damage to the electrical components in the front seats.
- Never fit seat or protective covers on the electric controls.
- Do not fit seat covers or protective covers over the seats unless they have been expressly approved for use in the vehicle.

WARNING

Cigarette lighters in the vehicle could be damaged or accidentally lit. This could lead to serious burns and other injuries.
- Before adjusting the seats, always make sure that there is no cigarette lighter on or near the movable parts of the seat.

NOTICE

Sharp edges can damage the seats.
- Do not touch the seats with sharp-edged objects. Sharp objects, such as zips, rivets on clothing or belts, may damage surfaces. Open Velcro fasteners can also cause damage.

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Mechanically adjusting the front seat

The following section contains a description of all controls. The number of controls may vary depending on the version of the seat.

The controls are mirrored for the right-hand front seat.

The seat may have a combination of mechanical and electrical controls.

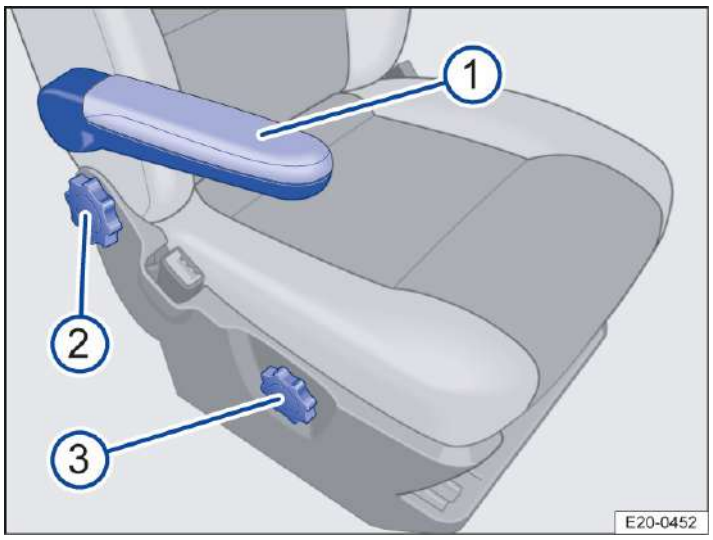


Fig. 1 On the left front seat: controls.

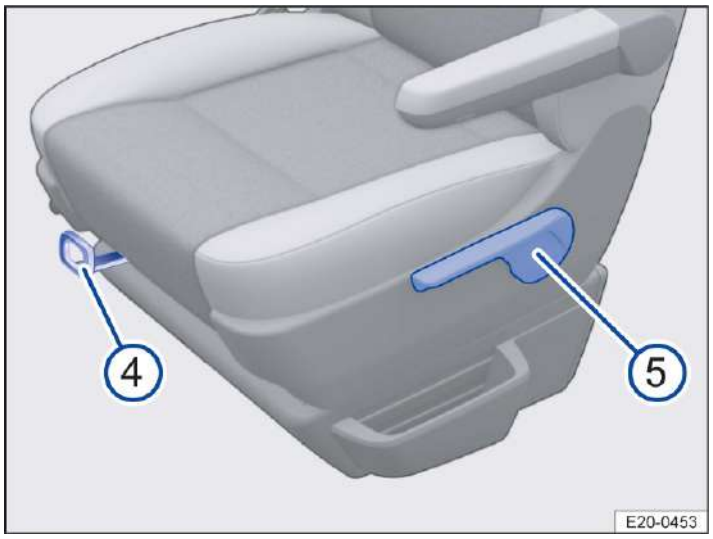


Fig. 2 On the left front seat: controls.

1. Turn the thumb wheel under the armrest to adjust thearmrest.
2. Turn the handwheel to adjust the seat backrest.
3. Turn the handwheel to adjust the lumbar support.
4. Pull the lever to push thefront seat forwards and backwards. The front seat must engage after the lever has been released.
5. If necessary, move the lever up or down several times to adjust theseat height.

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Electrically adjusting the front seat

The controls are mirrored for the right-hand front seat.

The seat may have a combination of mechanical and electrical controls.

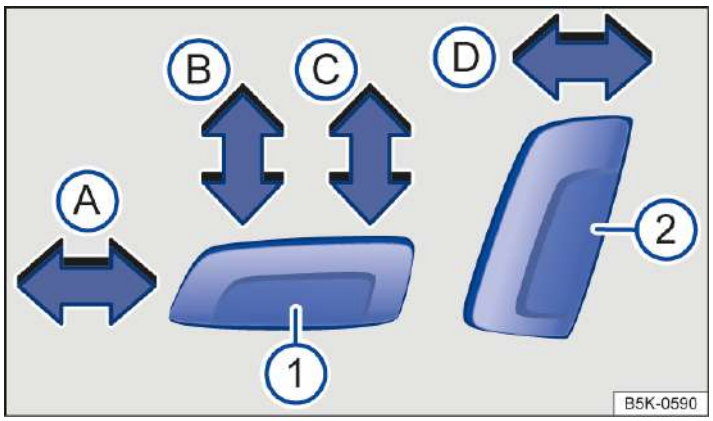


Fig. 1 Switch on left seat: moving the front seat forwards and backwards, adjusting the backrest and the seat cushion for height and tilt.

1

A Slides the seat forwards or backwards.

B Adjusts the angle of the seat cushion.

C Adjusts the height of the seat cushion.

2

D Adjusts the angle of the backrest.

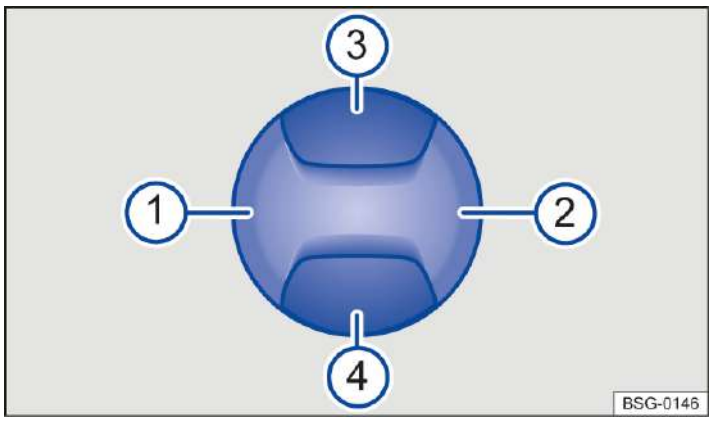


Fig. 2 Switch on left seat: adjusting the lumbar support.

1 Moves the curve of the lumbar support forwards.

2 Moves the curve of the lumbar support back.

3 Moves the curve of the lumbar support up.

4 Moves the curve of the lumbar support down.

WARNING

Careless or unsupervised use of the electric front seats can result in severe injuries.

- The electrical front seat adjustment also works when the ignition is switched off. Never leave children or people

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requiring assistance alone in the vehicle.
- In the event of an emergency, stop electrical adjustment by pressing another switch.

NOTICE

In order to avoid damage to the electrical components in the front seats, never kneel on the front seats or the seat cushion. Do not apply point loads to the backrest in any way.

It may not be possible to adjust the seat electrically if the charge level of the 12-volt vehicle battery is too low.

Starting the engine will interrupt the seat adjustment procedure.

Swivelling front seats

Swivelling the front seats

1. *Additional notes for the driver seat:* engage selector lever position P or a gear to ensure the vehicle cannot roll.
2. *Additional notes for the driver seat:* release the handbrake and adjust the steering wheel so that it is as far up and as far forward as possible.
3. Open driver door or front passenger door.
4. Adjust the backrest to an upright position.
5. Place the outer armrest in the horizontal position.
6. Move the driver seat to the mid point of the fore-and-aft adjustment.
7. Pull the small lever on the front of the seat base and, at the same time, turn the seat inwards.
8. You may need to readjust the seat and armrest for turning.

WARNING

Incorrect handling of the swivel front seats can cause accidents and serious injuries.
- Only ever adjust the front seats when the vehicle is stationary otherwise you could assume an incorrect sitting position.
- Rotating front seats must always be in the direction of travel and securely engaged in this position when the vehicle is in motion.

NOTICE

If the seat is occupied when it is turned, it could be damaged.
- Rotate the front seats only when they are not occupied.

The swivel front seats are not height-adjustable.

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Introduction

The following section shows the options for adjusting, installing and removing the rear seats. Always ensure that your sitting position is correct *(→ Sitting position)*.

WARNING

Incorrect use of the seat functions or removal and fitting of the rear seats can cause accidents and severe injuries.

- Keep hands, fingers, feet and other body parts away from seat's moving parts and adjustment range.
- Never adjust the settings or perform any removal or fitting while driving as the rear seats may move unexpectedly. Furthermore, an incorrect seating position is adopted while adjusting the seat.
- Only adjust the settings when there is nobody in the adjustment area of the rear seats.
- All rear seats must always be fitted in their retainers and must be securely engaged.
- All backrests must be in an upright position and securely locked in place while the vehicle is in motion so that the protective action of the seat belts for the rear seats is guaranteed. If a seat is occupied and the backrest has not clicked securely into place, the seat occupant and backrest may move forwards in the event of a sudden braking or driving manoeuvre or during accidents.
- Ensure that the seat belt is not trapped or damaged when folding back the seat backrest.
- When fitting and removing the rear seats, make sure that the seat feet are not soiled or damaged.
- The floor mats or other objects could get caught in the hinges on the backrest or the rear seat. This can prevent the backrest or the rear seat from locking securely when it is returned to the upright position.
- Adults and children must not use those seats when the backrest or the rear seat is folded forward or is not engaged securely.

WARNING

Cigarette lighters in the vehicle could be damaged or accidentally lit. This could lead to serious burns and other injuries.

- Before adjusting the seats, always make sure that there is no cigarette lighter on or near the movable parts of the seat.

NOTICE

Sharp edges can damage the seats.

- Do not touch the seats with sharp-edged objects. Sharp objects such as zips, studs on clothing, and belts, may damage surfaces. Open Velcro fasteners can also cause damage.

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Adjusting individual seats

Always hold the backrest of the individual seat while you adjust it→⚠.

Never adjust the individual seat if the vehicle is moving or on a steep incline.

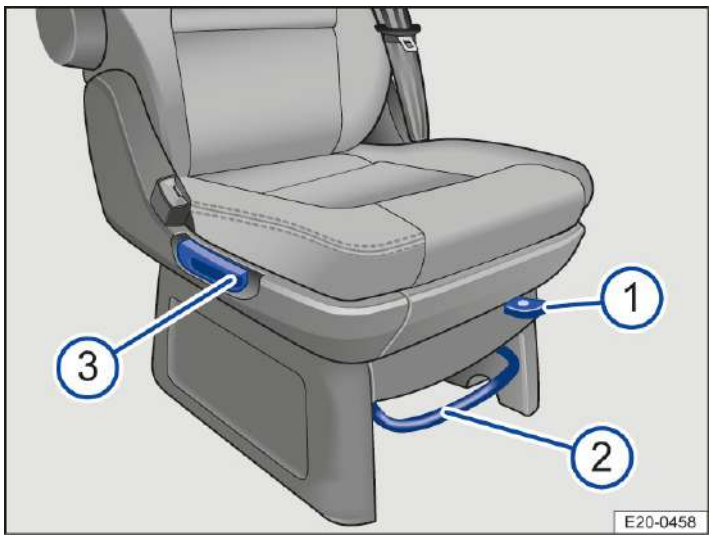


Fig. 1 In passenger compartment: controls on individual seat.

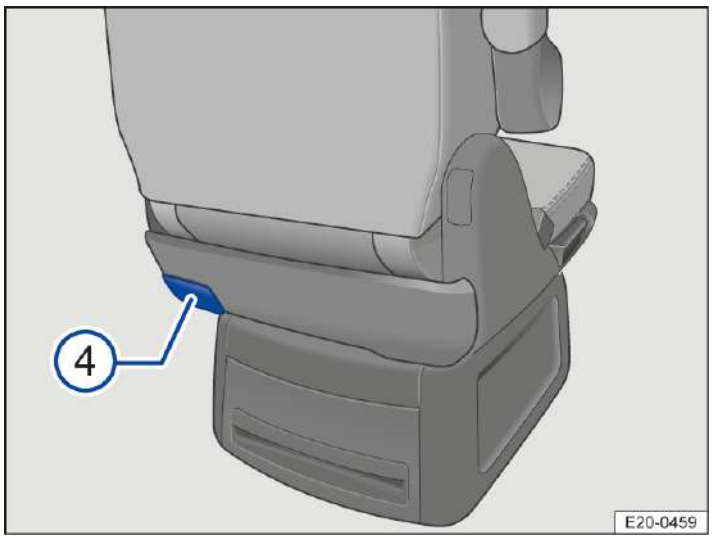


Fig. 2 In passenger compartment: controls on individual seat.

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(1) Turn the individual seat.

(2) Push individual seat back and forth.

(3) Adjust the backrest from the front.

(4) Adjust the backrest from the rear.

Adjusting the backrest

1. Hold the individual seat backrest →⚠.
2. Pull lever → *Fig. 1* (3) or → *Fig. 2* (4) upwards and adjust the backrest.
3. Let go of the lever and hold the backrest until it engages.

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Turning the individual seat

1. Stow away the centre table and fold the folding table into the side panel.
2. Set the backrest upright →⚠.
3. Push lever → *Fig. 1* (1) to the side.
4. Turn the seat slightly in the desired direction.
5. Let go of the lever and turn the seat until it engages.

Moving the individual seat

1. Stow away the centre table and fold the folding table into the side panel.
2. Set the backrest upright →⚠.
3. Pull lever → *Fig. 1* (2) up.
4. Push the seat slightly to the front or the rear.
5. Let go of the lever and move the seat until it engages.

Folding out the table

The backrest can be used as a table.

1. Push the belt holder and latch plate all the way up.
2. Fold the armrests up as far as they will go.
3. Hold the individual seat backrest →⚠.
4. Pull lever → *Fig. 1* (3) or → *Fig. 2* (4) upwards and hold it.
5. Fold the backrest on the individual seat as far forward as possible and release the lever.
6. Try pulling on the individual seat backrest to ensure that it is engaged.

⚠ CAUTION

The backrest will be pushed forward by springs. Incorrect use of the backrest adjustments can cause injuries.

- Always hold the backrest while the angle is being adjusted.

Removing and fitting the individual seats

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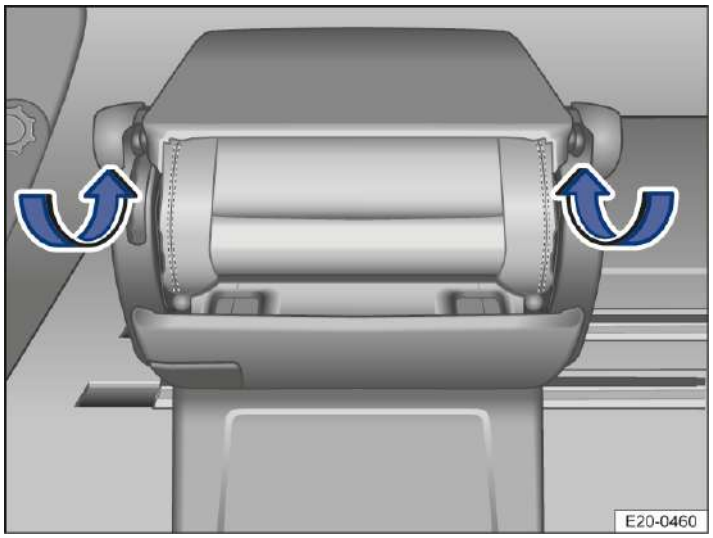


Fig. 1 On the rotating individual seat: holding points.

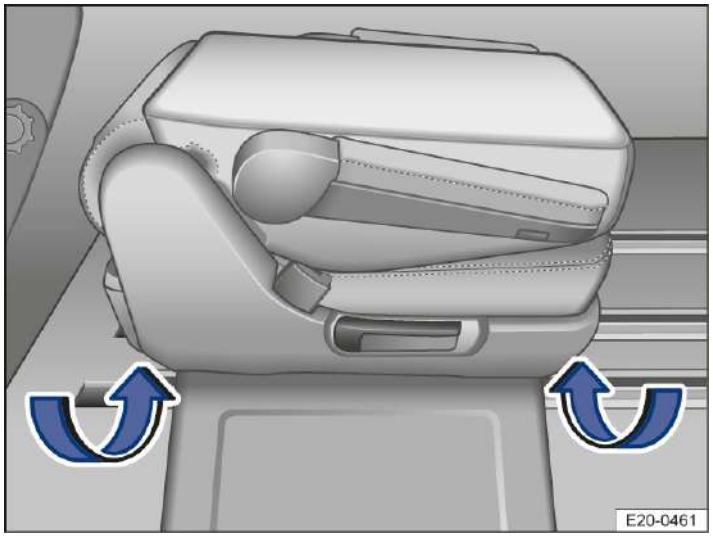


Fig. 2 On the non-rotating individual seat: holding points.

Preparing installation and removal

1. Fold the centre table away and push it to the rear.
2. Stow the folding table in the side panel.
3. Remove all protective covers from the seat rails *(→ Rail system)*.
4. Push the front seats forwards and set the backrests to an upright position *(→ Single seat)*,
5. Remove the head restraint from the individual seat that you are removing or installing *(→ Head restraints)*.
6. Convert the individual seat that you are removing or installing to a table *(→ Single seat)*.

Removing an individual seat

It is easier to remove the rotating individual seats if the backrest points in the direction of the open sliding door. The seat must be turned by 90° for this purpose.

1. Push the individual seat forwards.
2. Lift the individual seat in the area of the holding points→ *Fig. 1* or → *Fig. 2* (arrows).
3. Lift the seat feet out of the slots in the seat rails.
4. Place the removed covers on the open slots in the seat rails.

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Fitting an individual seat

1. Lift the individual seat in the area of the holding points→ *Fig. 1* or → *Fig. 2* (arrows).
2. Place the feet of the individual seat into the slots and push to the rear..
3. Fit the head restraint.
4. Rotate the *rotating individual seat* 90° in the direction of travel, if necessary.
5. Place the removed covers on the open slots in the seat rails.

⚠ WARNING

Incorrect removal and installation of the rear seats can cause accidents and severe injuries.

- Never fit individual seats behind the 3-seat bench.

Adjusting the 3-seat bench

The 3-seat bench can be adjusted from the front or from the rear.

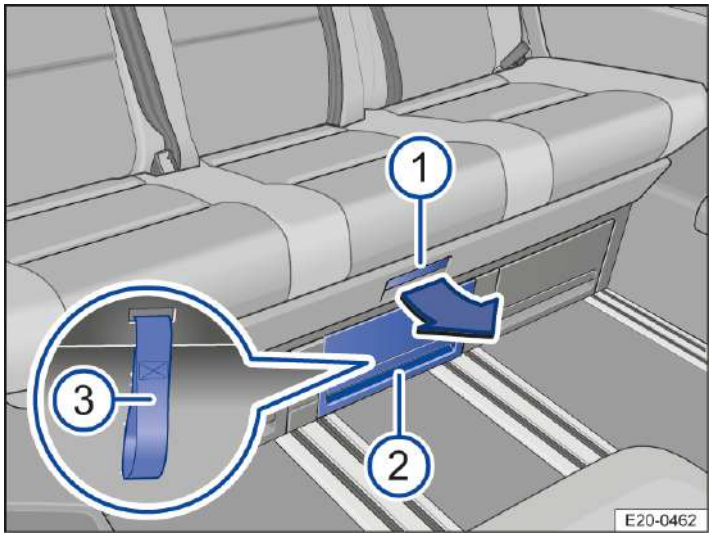


Fig. 1 In passenger compartment: controls on the front 3-seat bench.

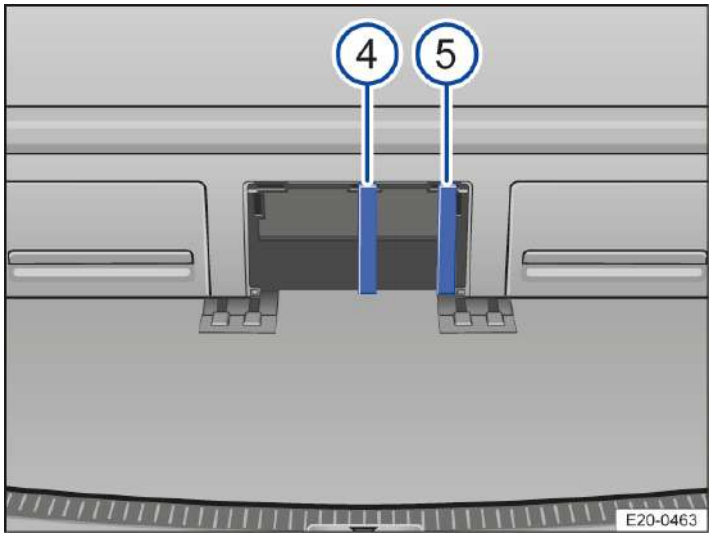


Fig. 2 In passenger compartment: controls on the rear 3-seat bench.

(1) Lever for folding the backrest.

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(2) Front centre cover.

(3) Under the front centre cover: Loop for moving the 3-seat bench.

(4) Under the rear centre cover: Loop for adjusting the seat backrest.

(5) Under the rear centre cover: Loop for moving the 3-seat bench.

Moving 3-seat bench

1. Push the individual seats forwards.
2. Push the centre table forwards and fold the folding table into the side panel.
3. Unhook the luggage compartment cover and roll it up manually → (!).
4. *From the front:* Fold front centre cover upwards and pull out loop → *Fig. 1* (3).
5. *From behind:* Remove front centre cover at the rear and pull out loop → *Fig. 2* (5).
6. Move the 3-seat bench slightly and let go of the loop.
7. Move the 3-seat bench until it clicks into place.
8. Close the centre cover.

Folding out the table

1. Fold back the centre armrest in the backrest.
2. Remove the luggage compartment cover.
3. Remove the centre head restraint.
4. *From the front:* Pull out lever → *Fig. 1* (1) until the red marking is visible.
5. *From behind:* Open centre cover at the rear and pull out loop → *Fig. 2* (4).
6. Fold the backrest on the 3-seat bench as far forward as possible and release the lever.
7. *From the front:* Make sure that the lever has returned to its original position. The red marking should no longer be visible.
8. Try pulling on the backrest of the 3-seat bench to ensure that it has clicked into place.

Setting up the lying surface

1. Remove the luggage compartment cover.
2. Move the 3-seat bench so that the head restraints on the folded backrest do not touch the boot lid.
3. Push each belt holder and latch plate all the way up.
4. Remove the centre cover from the bench seat.
5. *From the front:* Pull lever → *Fig. 1* (1) out completely, until the red marking is visible.
6. *From behind:* Pull out the loop → *Fig. 2* (4).
7. Fold the backrest fully to the rear and let go of the lever.
8. *From the front:* Make sure that the lever has returned to its original position. The red marking should no longer be visible.
9. Try pulling on the backrest of the 3-seat bench to ensure that it has clicked into place.

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10. Fit the elasticised cover to the bed.
11. To make the bed longer: convert the individual seats into tables and push them up to the 3-seat bench *(→ Single seat)*.

    Or: use the bed extension(multi-flex board) .

NOTICE

If you move or remove the 3-seat bench with the extended luggage compartment cover, the luggage compartment cover and its holders could be damaged.

Additional force may have to be applied to move the 3-seat bench if it has not been moved for a long time.

Removing and installing the 3-seat bench

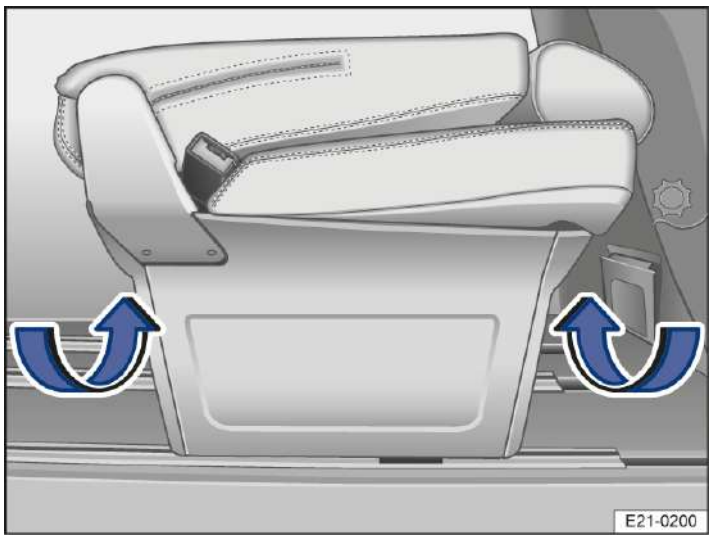


Fig. 1 On the 3-seat bench: holding points.

Preparing for removal and fitting

Removal and installation of the 3-seat bench should be carried out by two people→ ⚠.

1. Prevent the vehicle from rolling: Apply the handbrake, move the selector lever to position P or engage a gear.
2. Remove all protective covers from the seat rails *(→ Rail system)*.

Removing the 3-seat bench

1. Remove individual seats and centre table, fold the folding table into the side panel.
2. Remove the luggage compartment cover.
3. Remove the centre head restraint *(→ Head restraints)*.
4. Fold the backrest on the 3-seat bench forwards *(→ Rear bench seat)*.
5. Slide the 3-seat bench forwards.
6. Lift the 3-seat bench at the holding points→ *Fig. 1* (arrows).
7. Lift the seat feet out of the slots in the seat rails.
8. Insert the removed covers in the open slots in the seat rails.

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Fitting the 3-seat bench

1. Lift the 3-seat bench at the holding points→ *Fig. 1* (arrows).
2. Place the feet of the 3-seat bench into the slots so that the backrest is facing the rear of the vehicle.
3. Adjust the backrest on the 3-seat bench to an upright position *(→ Rear bench seat)*.
4. Try pulling on the backrest of the 3-seat bench to ensure that it has clicked into place.
5. Insert the individual seats and the centre table into the seat rails and push them back.
6. Lock the individual seats and the centre table securely in the seat rails.
7. Insert the removed covers in the open slots in the seat rails.
8. Fit the luggage compartment cover.
9. Fit the centre head restraint on the 3-seat bench.

WARNING

Incorrect removal and installation of the rear seats can cause accidents and severe injuries.
- Never fit two 3-seat benches in the vehicle.

WARNING

The 3-seat bench weighs approximately 90 kg and could cause serious injuries due to its weight.
- Before removing and fitting it, please consider whether you can actually lift the bench.

NOTICE

If you move or remove the 3-seat bench with the extended luggage compartment cover, the luggage compartment cover and its holders could be damaged.

Additional force may have to be applied to move the 3-seat bench if it has not been moved for a long time.

Introduction

The following section shows the options for adjusting and removing the head restraints. Always ensure that the correct sitting position is adjusted *(→ Sitting position)*.

Every seat is fitted with a head restraint. The head restraints on the front seats have been developed specifically for the front seats. The rear head restraints are developed for the respective seats or seat rows depending on the equipment. Therefore you should not install the head restraints in any other positions.

There are notches in the rods of the head restraints which enable them to engage in different positions. Only correctly mounted head restraints can engage in the notches in the adjustment area. To prevent accidental removal of the head restraints after installation, stops are fitted at the top and bottom of the adjustment area.

Correct head restraint setting

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

Head restraint setting for shorter people

Push the head restraint all the way down, even if the head is then underneath the top edge of the head restraint. There may be a small gap between the head restraint and backrest in the lowest position.

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Head restraint setting for taller people

Push the head restraint up as far as it will go.

WARNING

Driving without head restraints or with incorrectly adjusted head restraints increases the risk of severe or fatal injuries in the event of an accident or sudden driving or braking manoeuvre.

- If a seat is occupied, the head restraint for that seat must always be fitted and adjusted correctly.
- Each vehicle occupant must adjust the head restraint to suit their body size in order to help reduce the risk of neck injuries in an accident. As far as possible, the upper edge of the head restraint must be level with the top of the head, but not lower than eye level. Position the back of your head in the middle and as close to the head restraint as possible.
- Never adjust the head restraint when the vehicle is in motion.

NOTICE

When removing or fitting head restraints, make sure that they do not hit the roof, the front seat backrest or other parts of the vehicle. This will prevent damage from occurring.

Adjusting and removing the head restraints

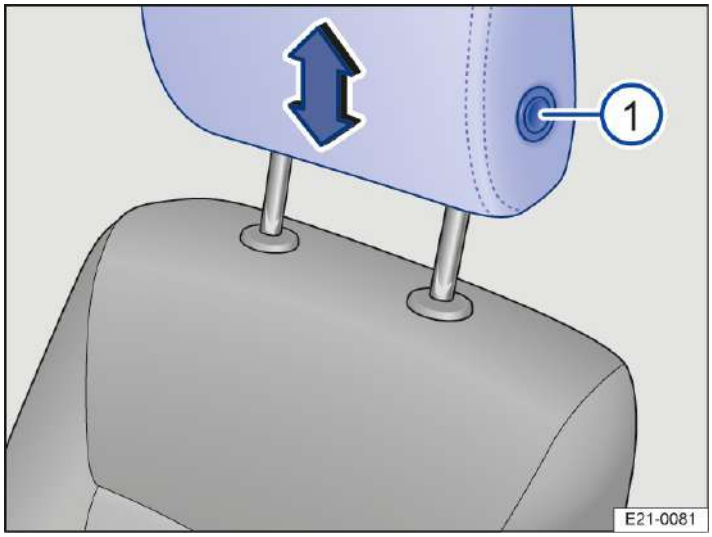


Fig. 1 On the seats: adjusting and removing the head restraint (variant 1).

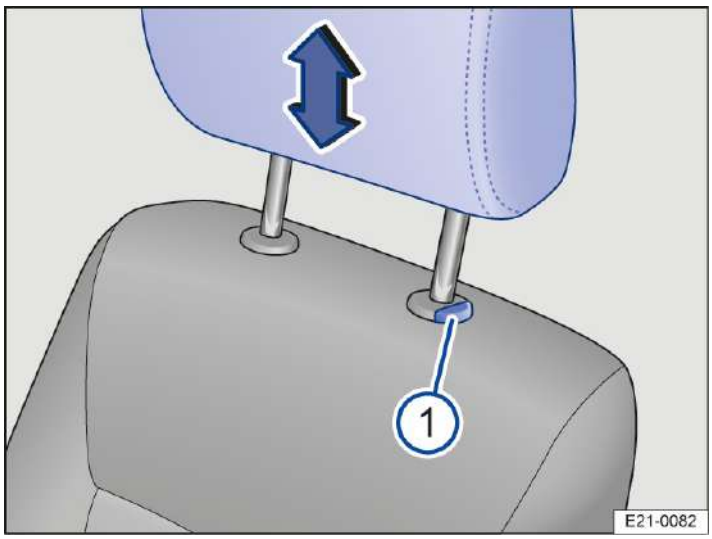


Fig. 2 On the seats: adjusting and removing the head restraint (variant 2).

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Adjusting the head restraints

1. Push the head restraint up or down in the direction of the arrow while pressing button → *Fig. 1* (1) or → *Fig. 2* (1), depending on model.

   The head restraint must click securely into position.

Removing the head restraint

1. Push the head restraint all the way up.
2. Pull the head restraint out fully while pressing the button → *Fig. 1* (1) or → *Fig. 2* (1).

Fitting the head restraint

— Insert the head restraint into the guides on the corresponding backrest.

— Press and hold the button → *Fig. 1* (1) or → *Fig. 2* (1) and push down the head restraint.

— Adjust the head restraint so that a correct sitting position can be assumed *(→ Sitting position)*.

Centre armrest



Fig. 1 In the 3-seat bench: Centre armrest.

1. To *fold the centre armrest down* pull the loop up until it engages → *Fig. 1*.
2. To *fold back*, press in the centre against the front edge of the folding centre armrest.
3. Fold the centre armrest up as far as it will go. The surrounding upholstery must be flush with the centre armrest.

⚠ WARNING

Transporting a person or a child on the centre armrest can lead to accidents and severe or fatal injury.

- Never transport an adult or child on the centre armrest.

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Memory function

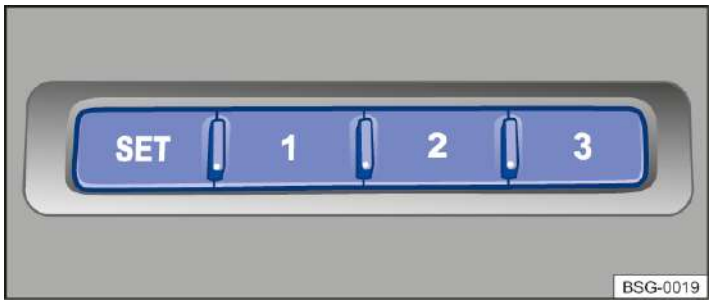


Fig. 1 On the driver seat: Memory buttons.

The memory buttons can be used to store and recall settings for the driver seat.

Individual settings for the driver seat can be assigned to each of the three memory buttons.

Storing the driver seat settings

1. Apply the handbrake firmly.
2. Put the gearbox into neutral.
3. Switch on the ignition.
4. Adjust the driver seat.
5. Press the SET button for longer than one second.
6. Within approximately 10 seconds press the memory button you wish to use. An acoustic signal confirms that the settings have been stored.

Retrieving the driver seat settings

1. Within ten minutes after the vehicle has been unlocked, briefly press the respective memory button while the driver door is opened and the ignition is switched off.

   Or: with the driver door closed or ignition switched on, press and hold the corresponding memory button until the stored position has been attained.

Memory function of the vehicle key

Each time the vehicle is locked, the current position of the driver seat is stored and assigned to the used vehicle key. When the driver door is opened, the driver seat is moved automatically to the position which has been stored for the respective vehicle key. If one vehicle is used by two people, we recommend that each person always uses their "own" vehicle key.

The memory function of the vehicle key uses its own memory and has no effect on any settings which are assigned to a memory button.

Activating the vehicle key memory function

1. Unlock the driver door.
2. Press the desired memory button 1, 2 or 3 and keep it pressed until the end of the activation process.
3. If required, keep the memory button pressed until the saved seat position is reached.
4. Keeping the memory button pressed, simultaneously press the button on the vehicle key within ten seconds.

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An acoustic signal will sound to confirm activation.

Deactivating the memory function in the vehicle key

1. Press the SET button and then keep it pressed till the end of the deactivation process.
2. Keeping the memory button pressed, simultaneously press the button on the vehicle key within ten seconds. An acoustic signal will sound to confirm deactivation.

WARNING

Incorrect use of the seat functions can cause serious injuries.

- Always assume the correct sitting position before the start of the journey and maintain this position during the journey. This also applies to all passengers.
- Adjust the memory function only when the vehicle is stationary.
- Keep hands, fingers, feet and other body parts away from seat's moving parts and adjustment range.
- Never leave a child unsupervised in a vehicle.
- If someone becomes trapped, interrupt seat adjustment immediately and move the seat back to its initial position.

NOTICE

If the seat is adjusted to a stored seat position, the seat can collide with other components. This can damage the seat or other components.

- Adjust the backrest to an upright position before using the memory buttons.
- Make sure that there are no components or objects in the seat adjustment range.

If you open the driver door later than approximately 10 minutes after unlocking the vehicle, the driver seat is not automatically adjusted.

Switching direction indicators on and off

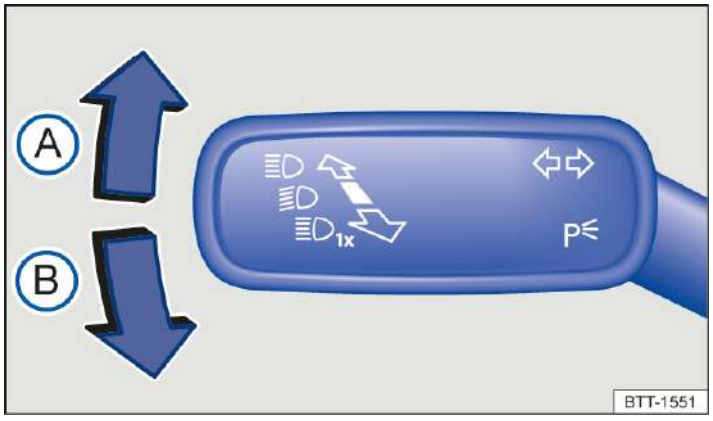


Fig. 1 On the left-hand side of the steering column: direction indicator and high beam lever.

(A) Activate right direction indicator ➡.

(B) Activate left direction indicator ⬅.

Switching direction indicators on and off

1. Switch on the ignition.

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2. Move the lever from the centre position to the desired position→ *Fig. 1*.
3. To switch off the direction indicator, move the lever to the basic position.

Go to a correspondingly qualified workshop and have the vehicle checked if the acoustic signal does not sound when a direction indicator is switched on.

Convenience turn signal

1. Push the lever up or down to the point where you incur resistance and then release.

   The direction indicator flashes three times.

To cancel the convenience turn signal, immediately move the lever in the opposite direction up to the pressure point and then release it.

You can activate and deactivate the convenience turn signal in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

WARNING

Incorrect use of direction indicators, failure to use direction indicators, or forgetting to switch off a direction indicator can confuse other road users. This can lead to accidents and serious injuries.

- Always activate the direction indicator in good time when changing lanes and performing overtaking or turning manoeuvres.
- Always switch off the direction indicator once the lane change or overtaking or turning manoeuvre has been completed.

The hazard warning lights also work when the ignition is switched off.

Some settings can be stored in the personalised user accounts and therefore change when the user account changes.

Switching lights on and off



Fig. 1 Beside the steering wheel: light switch(one variant).

Switching lights on

1. Switch on the ignition.
2. Turn the light switch to the corresponding position→ *Fig. 1*:

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AUTO

Automatic lighting control: the lighting is switched on or off depending on the brightness level and the weather conditions → ⚠, *(→ Automatic lighting control)*.

The side lights and daytime running lights are switched on. The symbol in the light switch lights up green.

The dipped beam headlights are switched on.

Switching off the lights

1. Switch off the ignition.
2. Turn the light switch to the corresponding position:

0

The lights are switched off.

AUTO

The Leaving Home function(orientation lighting) may be switched on *(→ Orientation light)*.

Side lights or continuous parking light on both sides of the vehicle switched on. The symbol in the light switch lights up green.

Dipped beam switched off – the side lights remain on while the vehicle key is in the ignition lock.

Daytime running lights

The daytime running lights(dependent on equipment level) can increase the visibility of your vehicle in traffic during the day.

The daytime running lights are switched on every time the ignition is switched on when the light switch is in position 0, or AUTO (if brightness is detected).

The daytime running lights cannot be switched on or off manually.

⚠ WARNING

Accidents and serious injuries can occur if roads are not sufficiently illuminated and other road users have difficulty seeing the vehicle, or cannot see it at all.

- The light assist systems only provide support; the driver is responsible for making sure the vehicle lights are switched on correctly.
- Always switch on the dipped beam when driving in the dark, in rainy conditions and in poor visibility.
- Regularly check that all lights and turn signals are working properly.

⚠ WARNING

The side lights or daytime running lights are not bright enough to illuminate the road ahead and to ensure that other road users are able to see you.

- Always switch on the dipped beam when driving in the dark, in rainy conditions and in poor visibility.
- The rear lights will not be switched on with the daytime running lights. If the rear lights are not switched on, the vehicle may not be visible to other road users if it is dark, raining, or if visibility is poor.

⚠ WARNING

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The automatic headlight control (AUTO) switches the dipped beam headlights on and off only when there is a change in the level of brightness.

- Switch the dipped beam on manually if required by the weather conditions, e.g. in the event of fog.

When reverse gear is engaged, the cornering light on both sides of the vehicle switches on to provide better illumination of the surrounding area when manoeuvring.

Switching main beam on and off

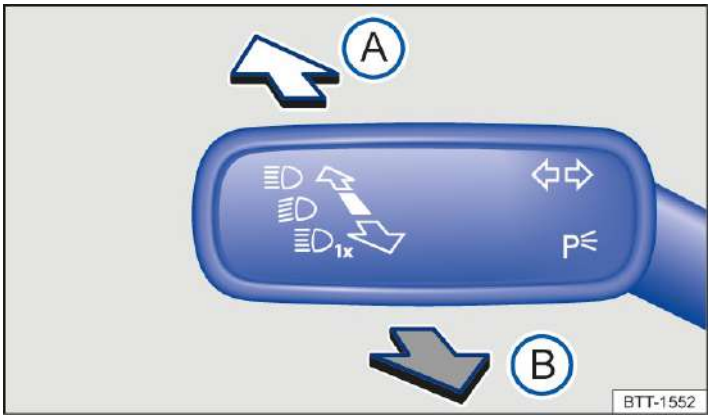


Fig. 1 On the left-hand side of the steering column: Turn signal and main beam lever

(A) Switch on the main beam ≡D.

(B) Operate the headlight flasher or switch off main beam.

The blue indicator lamp ≡D lights up in the instrument cluster when the main beam or headlight flasher is switched on.

Switching on main beam

1. Switch on the ignition and dipped beam.
2. Push the lever forwards from the centre position→ *Fig. 1*.

Switching off main beam

1. Pull the lever to the rear from the centre position→ *Fig. 1*.

Switching the headlight flasher on and off

1. Pull the lever to the rear from the centre position and hold in this position→ *Fig. 1*.

   Release the lever to switch off.

Main-beam control

Depending on the vehicle equipment level, advanced main-beam control may also be available *(→ Main-beam control (static))*.

WARNING

Incorrect use of the main beam headlights can lead to accidents and serious injuries as the main beam headlights

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can distract and dazzle other road users.

Main-beam control (Light Assist)

Main-beam control (Light Assist) automatically dips the headlights when oncoming vehicles and vehicles driving in front are detected. Light Assist normally also recognises illuminated areas such as towns and deactivates the main beam while driving through them.

Within the limits of the system, the main beam is automatically switched on or off depending on ambient and traffic conditions and on the driving speed →⚠.

Depending on the vehicle equipment level, Light Assist can be activated and deactivated in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

Switching on Light Assist

1. Switch on the ignition.
2. Switch on automatic headlights AUTO.
3. Push the turn signal and main beam lever forwards from its basic position.

When the Light Assist is switched on, the indicator lamp lights up in the instrument cluster display. The blue indicator lamp for high beam also lights up in the instrument cluster when Light Assist is active.

Switching off Light Assist

1. Switch off automatic headlights AUTO.

   Or: if Light Assist is switched on and active, pull back the turn signal and main beam lever.

   Or: if Light Assist is switched on and not active, tap the turn signal and main beam lever forward.

   The manual main beam is now switched on. To switch off the manual main beam as required, pull the turn signal and main beam lever backwards.

   Or: Switch off the ignition.

System limits

The main beam has to be manually switched off under the following conditions, as it is not switched off by Light Assist in time or at all:

— In poorly lit streets where there are highly-reflective signs.

— When encountering other road users with insufficient lighting, e.g. pedestrians or cyclists.

— In the case of crossing traffic at right-angled junctions.

— In tight bends, brows of hills or depressions in the land or half-hidden oncoming traffic.

— With oncoming traffic on streets with a central barrier where the driver can see clearly over the central barrier e.g. truck drivers.

— In fog, snow or heavy rain.

— In dusty or sandy areas.

— Damage to the windscreen in the camera's vision field.

— If the viewing field of the camera is misted up, dirty, covered by a sticker, snow or ice.

— If the camera is broken or the power supply is interrupted.

⚠ WARNING

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Light Assist may not be able to recognise all driving situations correctly and may not work properly in certain situations. Light Assist only provides support; the driver is responsible for making sure the vehicle lights are switched on correctly. Switching on the main beam without due care can distract and dazzle other road users. This can cause accidents and serious or fatal injuries.

- Always check the lighting yourself and adjust it to suit the light, visibility and traffic conditions.
- Switch off the main beam manually if it is likely to dazzle to other road users.

WARNING

If the camera's field of view is dirty, covered or damaged, the function of Light Assist may be impaired. This also applies if changes are made to the vehicle's lighting system, for example if additional headlights are fitted. This can cause accidents and serious or fatal injuries.

- Clean the camera's field of view at regular intervals, and keep it clean and free from snow and ice.
- Do not cover the camera's field of view.
- Check the area of the windscreen which is in the camera's field of view for damage at regular intervals.

Troubleshooting

Turn signal indicator lamp

The indicator lamp flashes green.

If a turn signal on the vehicle has failed, the indicator lamp will start flashing twice as fast.

1. Check the lighting and change the appropriate bulb as required .
2. If the fault persists, go to a correspondingly qualified workshop.

Trailer turn signal indicator lamp

The indicator lamp flashes green.

The indicator lamp goes out if a trailer turn signal or all trailer lights stop working.

1. Check the lighting and change the appropriate bulb as required .
2. If the fault persists, go to a correspondingly qualified workshop.

Exterior drive lighting not working

The indicator lamp lights up yellow.

Exterior lighting not working partially or completely.

1. Check the lighting and change the appropriate bulb as required .
2. If the fault persists, go to a correspondingly qualified workshop.

Fault in rain and light sensor

The indicator lamp lights up yellow.

In light switch position AUTO, the vehicle lighting is not switched on or off automatically.

1. Switch the ignition on and off.
2. If the fault persists, go to a correspondingly qualified workshop.

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In cold or damp weather, condensation may build up briefly on the interior of the headlights, tail light and turn signals. This is normal and does not affect the service life of the lighting system of your vehicle.

Switching on and off the fog lights

The front fog lights can be switched on by turning the light switch to the side lights and dipped beam positions.

If the front fog lights are switched on while automatic headlight control is running AUTO, the dipped beam headlights will also be switched on irrespective of the current light conditions outside.

Switching on the front fog lights

1. Switch on the ignition.
2. Pull the light switch out to the first position *(→ Dipped beam)*. The indicator lamp in the light switch lights up green.

Switching off the front fog lights

1. Press in the light switch or turn it to the0 position.

In vehicles with a factory-fitted towing bracket: the vehicle's rear fog light is not switched on if a trailer with rear fog light is electrically connected to the vehicle.

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Switching the rear fog light on and off

The rear fog light can be switched on by turning the light switch to the positions for the side lights and dipped beam headlights .

Switching on the rear fog light

1. Switch on the ignition.
2. Pull out the light switch fully. The indicator lamp in the instrument cluster lights up yellow.

Switching off the rear fog light

1. Press in the light switch or turn it to the0 position.

If the rear fog light is switched on while the automatic headlight control is runningAUTO, the dipped beam headlights will also be switched on irrespective of the current light conditions outside.

In vehicles with a factory-fitted towing bracket: the vehicle's rear fog light is not switched on if a trailer with rear fog light is electrically connected to the vehicle.

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Switching the side lights on and off

Side lights

If the side lights are switched on, both headlights light up with side lights together with parts of the tail light clusters, the number plate lighting and the buttons in the centre console and the dash panel. The daytime running lights also switch on when the ignition is switched on.

If the vehicle is not locked from outside when the ignition is switched off, the continuous parking light on both sides of the vehicle switches on automatically after 10 minutes to reduce vehicle battery discharge *(→ Parking light)*.

WARNING

Accidents and serious or even fatal injuries can occur if the vehicle is parked without sufficient illumination, as other road users might have difficulty seeing the vehicle, or may not see it at all.

- Always park the vehicle safely and with sufficient lighting.
- Observe any applicable country-specific legal requirements.

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Switching parking lights on and off

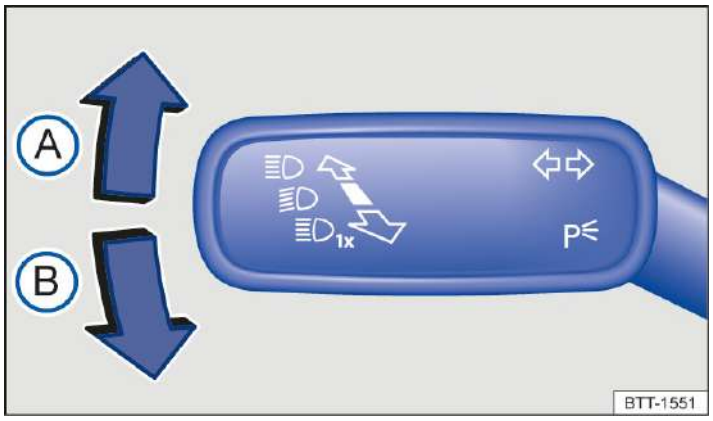


Fig. 1 On the left-hand side of the steering column: direction indicator and high beam lever.

(A) Right-hand parking light is switched on.

(B) Left-hand parking light is switched on.

Switching on parking light on one side of the vehicle

When the parking lights are switched on, the headlamp with parking lamp and parts of the tail light cluster on the corresponding side of the vehicle light up. The activation duration of the one-sided parking light is generally double that of the continuous parking light on both sides:

1. Switch off the ignition.
2. Move the direction indicator and high beam lever from the centre position to the required position → *Fig. 1*.

Switching on continuous parking light on both sides of the vehicle

Both headlamps with parking lamps and parts of the rear light cluster light up if the continuous parking light on both sides of the vehicle is switched on.

1. Switch on the parking lamps.
2. Switch off the ignition.
3. Lock the vehicle from outside.

Automatic switch-off of parking lamps

The vehicle will detect a weak 12-volt vehicle battery and switch off the parking lamps so that the engine can still be started – but after 2 hours at the earliest.

If the battery capacity is not sufficient for the parking lamps to remain switched on for 2 hours, the 12-volt vehicle battery can be discharged to such an extent that it is no longer possible to start the engine →.

WARNING

Accidents and serious or fatal injuries can occur if the vehicle is parked without sufficient illumination, as other road users might have difficulty seeing the vehicle, or may not see it at all.

- Always park the vehicle safely and with sufficient lighting.
- Observe any applicable country-specific legal requirements.
- If the vehicle lighting is required for several hours, switch on the right or left parking light if possible.

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NOTICE

If the parking lamps are used, the vehicle battery will discharge itself. To make it possible for the engine to be restarted, the parking lamps are switched off automatically to preserve the charge state of the vehicle battery.

- If you cannot start the engine, seek assistance to help you jump-start the vehicle if necessary and have the vehicle battery checked by a correspondingly qualified workshop.

Coming Home and Leaving Home function (orientation lighting)

The “Coming home” and “Leaving home” function lights up the area immediately surrounding the vehicle when you get in or out of the vehicle in darkness.

The Coming Home function is switched on manually. In contrast, the Leaving Home function is controlled automatically by a rain/light sensor.

The switch-off delay can be set and the function activated or deactivated in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

Activating the “Coming Home” function

1. Switch off the ignition.
2. Operate the headlight flasher for approximately 1 second.

The Coming home lighting is switched on when the driver door is opened. The switch-off delay starts when the last vehicle door or the boot lid has been closed.

Deactivating the “Coming Home” function

— Automatically after the set switch-off delay has elapsed.

— Or: Automatically if a door or the tailgate is opened approximately 30 seconds after switching on.

— Or: Turn the light switch to position0.

— Or: Switch on the ignition.

Activating the Leaving Home function

— Unlock the vehicle when the automatic headlight control AUTO is switched on and the rain/light sensor detects that it is dark.

Deactivating the Leaving Home function

— Automatically after the switch-off delay.

— Or: Lock the vehicle.

— Or: Turn the light switch to position0.

— Or: Switch on the ignition.

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Static cornering light

When the low beam head lamps are switched on, a cornering light is switched on when turning slowly or driving around very tight bends.

When reverse gear is engaged, the cornering light on both sides of the vehicle switches on to provide better illumination of the surrounding area when manoeuvring.

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Automatic lighting control

When automatic lighting control AUTO is switched on, the vehicle lighting and the instrument and switch lighting will switch on under the following conditions.

— The light sensor has detected darkness.

— The windscreen wipers have been switched on for an extended period.

When the lights are switched on, the AUTO indicator lamp lights up yellow *(→ Dipped beam)*.

The automatic lighting control function is merely an aid and will not always be able to detect all driving situations.

In vehicles with a corresponding equipment level, the switch-on time of the automatic lighting control function can be set in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

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Headlight range control



Fig. 1 Beside the steering wheel: slider for headlight range control.

Headlight range control can be used to adjust the dipped beam light cone to the vehicle load level. This gives the driver the best visibility possible and means that oncoming traffic will not be dazzled →⚠.

Depending on equipment, the headlight range can be adjusted with the slider→ *Fig. 1*.

Manual headlight range control

1. Turn the control → *Fig. 1* to the required position(typical vehicle load level):

Setting with the control	Passenger vehicle: Multivan, California Beach, California with tilting panoramic sunroof
–	Driver seat occupied and luggage compartment empty.
–	Driver and outer front passenger seats occupied, load compartment empty.
– _ 1	Driver and outer front passenger seats occupied, last rear seat row occupied, load compartment empty.
– _ 1	All seats occupied, luggage compartment empty.
1	All seats occupied and luggage compartment fully laden.
1 _ 2	Driver seat occupied and luggage compartment fully laden.

Setting with the control	Passenger vehicle: California with normal roof
–	Driver seat occupied and luggage compartment empty.
–	Driver and outer front passenger seats occupied, load compartment empty.
– _ 1	Driver and outer front passenger seats occupied, last rear seat row occupied, load compartment empty.
– _ 1	All seats occupied, luggage compartment empty.
2 _ 3	All seats occupied and luggage compartment fully laden.
2 _ 3	Driver seat occupied and luggage compartment fully laden.

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Dynamic headlight range control

The headlight range cannot be adjusted manually if the vehicle has dynamic headlight range control. The headlight range is automatically adapted to suit the vehicle load level as soon as the headlights are switched on →⚠.

⚠ WARNING

Heavy objects in the vehicle can cause the headlights to dazzle and distract other road users. This can lead to accidents and serious injuries.

- Always adapt the light cone to the load level of the vehicle to avoid dazzling other road users.

⚠ WARNING

Failure or malfunction in the dynamic headlight range control can cause the headlights to dazzle or distract other road users. This can lead to accidents and serious injuries.

- Have the headlight range control checked by a correspondingly qualified workshop as soon as possible.

Acoustic warnings if lights are not switched off

When the ignition has been switched off and the driver door is opened, acoustic warnings will sound under the following conditions:

— If the parking light is switched on.

— If the parking lamps are switched on.

— If the rear fog lamp is switched on.

No acoustic warning will be given as a reminder that a light is still switched on when leaving the vehicle when the orientation lighting is switched on *(→ Orientation light)*.

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Instrument and switch lighting

The brightness of the instrument and switch lighting can be adjusted in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

The brightness setting is automatically adjusted to the changing light conditions in the vehicle.

When automatic lighting control AUTO is switched on, a sensor will switch the dipped beam and the lighting in the instruments and switches on and off automatically depending on the ambient brightness.

When the lights are switched off and the ignition switched on, the instrument and switch lighting (needles and scales) is switched on. As the ambient light decreases, the lighting of these scales is automatically reduced and may be switched off entirely. This function is intended to remind the driver to switch on the dipped beam in good time, i.e. when driving through tunnels.

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Interior lights and reading lights

Switching the front interior lights and reading lights on and off

Press the relevant button:

Switches the reading lights on or off.

Switches the interior lights on and off.

REAR

Switches the rear interior lights on or off.

The interior lights are switched on automatically when the vehicle is unlocked, a door is opened or the vehicle key is removed from the ignition lock.

Switching the interior lighting in the rear of the vehicle on and off

Press the relevant button:

Switches on the interior light.

The interior lights are switched on automatically when the vehicle is unlocked or a door is opened.

0

Switches off the interior light.

Stowage compartment and luggage compartment light

A light will be switched on and off when the glove box or the boot lid is opened or closed.

Footwell lighting

Depending on the vehicle equipment, the footwell lighting ensures the indirect illumination of the front footwells. The brightness of the footwell lighting can be adjusted in the vehicle settings in the Infotainment system.

The lights go out when the vehicle is locked or after a delay of a few minutes when the vehicle key is removed from the ignition lock. This prevents the 12-volt battery from discharging.

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Operating the wiper lever

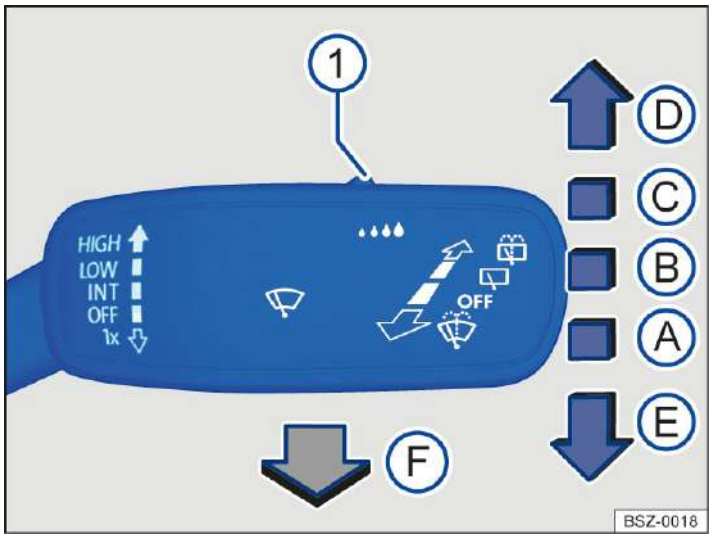


Fig. 1 On the right-hand side of the steering column: operating the windscreen wipers.

(A) **OFF** Wipers switched off.

(B) **INT** Interval wipe for the windscreen, or rain sensor mode. The interval wipe for the windscreen depends on the speed of the vehicle. The wipers will wipe more frequently as the vehicle moves faster.

(C) **LOW** Slow wipe.

(D) **HIGH** Fast wipe.

(E) **1x** Flick wipe – wipes briefly. Push and hold the lever down for longer to wipe more quickly.

(F) Wash and wipe system for cleaning the windscreen with the lever pulled. The Electronic Automatic Temperature Control system will switch to air recirculation mode for approximately 30 seconds to prevent the smell of the washer fluid from entering the vehicle interior.

(1) Switch for wipe intervals(vehicles without rain and light sensor)or adjusting the sensitivity of the rain and light sensor.

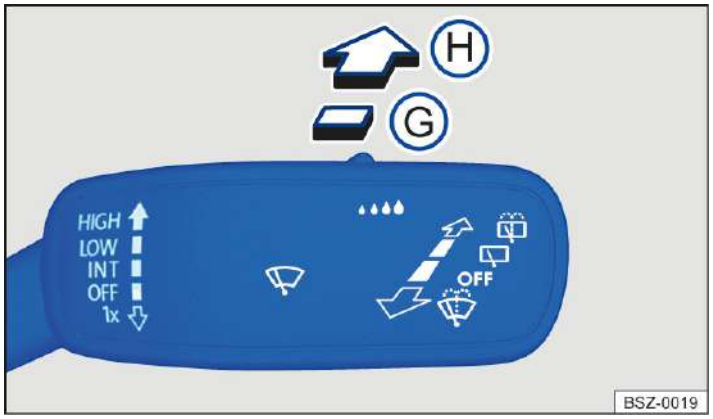


Fig. 2 On the right of the steering column: operating the rear window wiper.

(G) Interval wipe for the rear window. The wiper will wipe the window approximately every 6 seconds.

(H) Wash and wipe system for cleaning the rear window with the lever pushed.

The wipers function only when the ignition is switched on and the bonnet or boot lid are closed.

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WARNING

Without adequate anti-freeze, the washer fluid may freeze onto the windscreen and obscure your view.

- In winter temperatures, the windscreen washer system should only be used when adequate frost protection has been added.
- In winter temperatures, never use the windscreen washer system before the windscreen has been heated by the ventilation system or the windscreen heating. This could lead to the anti-freeze mixture freezing on the windscreen and restrict the driver's vision.

WARNING

Worn or dirty wiper blades reduce visibility and increase the risk of accidents and severe injuries.

- Always change wiper blades if they are damaged or worn and no longer clean the windscreen properly *(→ Wiper blades)*.

NOTICE

Incorrect handling of the wipers can lead to damage to the windscreen and wiper blades and also to the wiper motor.

- Before starting your journey and switching on the ignition, check to make sure that the wiper lever is in its basic position.
- Remove snow and ice from the wipers and windows.
- Always carefully loosen wiper blades that have become frozen onto the window.
- Do not switch on the wipers when the window is dry.

When switched on, the wipers will temporarily be switched to the next setting down when the vehicle is stationary.

If the vehicle is parked during cold weather, the service position of the windscreen wipers may be helpful in order to be able to release the wiper blades better from the windscreen *(→ Wiper blades)*.

Wiper function

Automatic activation of the rear window wiper

The rear window wiper is switched on automatically if the windscreen wipers are switched on and reverse gear is engaged. Automatic activation when reverse gear is engaged can be activated and deactivated in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

Heated washer jets

The heating defrosts frozen washer jets. The heating output is automatically regulated when the ignition is switched on, depending on the ambient temperature. Only the washer jets are heated and not the hoses carrying washer fluid.

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Rain/light sensor

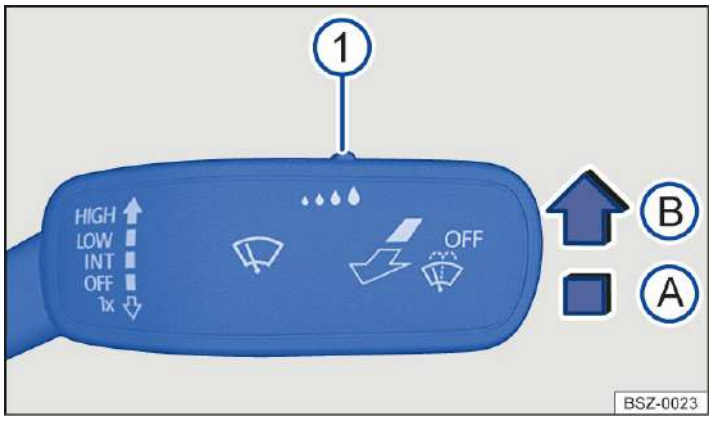


Fig. 1 On the right of the steering column: wiper lever.

(1) Switch for setting the sensitivity of the rain and light sensor.

(A) The rain/light sensor is deactivated.

(B) The rain/light sensor is active, automatic wipe when necessary.

When the rain/light sensor is activated, it automatically controls the frequency of the wiper intervals, depending on the intensity of the rain.

Activating and deactivating the rain/light sensor

1. Push the lever to the desired position → *Fig. 1*.

The automatic wipe function can be activated and deactivated in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

If the automatic wipe function is deactivated in the Infotainment system, the intervals are set at fixed levels.

Adjusting the sensitivity of the rain/light sensor

The sensitivity of the rain and light sensor can be adjusted manually using the switch in the wiper lever → *Fig. 1* (1) → ⚠.

1. For high sensitivity, adjust the switch to the right.

   For low sensitivity, adjust the switch to the left.

⚠ WARNING

The rain/light sensor cannot always detect every rain shower and activate the wipers.

- If necessary, switch on the wipers manually if the water on the windscreen restricts the field of vision.

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Washer fluid level too low

The indicator lamp lights up yellow.

Fill up the washer fluid reservoir as soon as possible *(→ Washer fluid)*.

Fault in wipers

The indicator lamp lights up yellow.

The wipers do not wipe.

1. Switch the ignition on and off.
2. If the fault persists, go to a correspondingly qualified workshop.

Fault in rain and light sensor

The indicator lamp lights up yellow.

The wipers are not switched on automatically if it rains during rain/light sensor operation.

1. Switch the ignition on and off.
2. If the fault persists, go to a correspondingly qualified workshop.

Changes in the response of the rain and light sensor

Possible causes for faults and misinterpretations *relating to the sensitive surface* of the rain and light sensor *(→ Front view)* include:

— Damaged wiper blades: a film of water or smears caused by damaged wiper blades can increase the time the wipers are switched on, can shorten the length of the intervals between wipes or cause the wipers to run continuously.

— Insects: insects hitting the windscreen surface can cause the wipers to be activated.

— Salt deposits: in winter, salt deposits can cause the wipers to continue to wipe the windscreen when it is almost dry.

— Dirt: dry dust, wax, windscreen coatings (lotus effect), or detergent deposits (from an automatic car wash) can cause the rain/light sensor to become less sensitive and react later or too slowly, or prevent it from reacting at all. Clean the sensitive surface of the rain and light sensor at regular intervals and inspect the wiper blades for damage *(→ Vehicle care, exterior)*.

— Crack in the windscreen: a wash cycle will be triggered if the rain/light sensor is on when the windscreen is impacted by a stone. The rain/light sensor will then register the reduction in sensitivity of the surfaces and adjust accordingly. Depending on the size of the stone impact, the response of the rain/light sensor may change.

We recommend that you use an alcohol-based glass cleaner to remove wax and polish.

The wipers will try to wipe away any obstacles that are on the window. The wipers will stop moving if the obstacle blocks their path. Remove the obstacle and switch the wipers back on again.

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Introduction

You can use the exterior mirrors and the interior mirror to observe traffic behind you and adjust driving style accordingly.

For safety reasons, it is important that the driver positions the exterior and interior mirrors correctly before starting a journey →⚠.

Looking in the exterior mirrors and the interior mirror does not allow the driver to see the entire area around the side and rear of the vehicle. The area that cannot be seen is known as the blind spot. Objects and other road users may also be located in the blind spot.

⚠ WARNING

Adjusting the exterior and interior mirrors while driving may cause the driver to become distracted. This can lead to accidents and serious injuries.

- Adjust the exterior mirror and interior mirror only when the vehicle is stationary.
- When parking, changing lane, or performing an overtaking or turning manoeuvre, always pay careful attention to the area around the vehicle as objects and other road users may be located in the blind spot.
- Always ensure that the mirrors are positioned correctly and that the rear view is not restricted by ice, snow, condensation or any other objects.

⚠ WARNING

If you estimate the distance from traffic behind you incorrectly, you can cause accidents and serious injuries.

- Curved mirrors (convex or aspheric) enlarge the field of vision and can make objects in the mirror seem smaller and further away than they actually are.
- Using convex mirrors to estimate the distance from other vehicles behind you when changing lanes can provide inaccurate results and can lead to accidents and severe injuries.
- Whenever possible, use the interior mirror to check the exact distance between your vehicle and following traffic or other objects.
- Make sure that you have a good view to the rear of the vehicle.

⚠ WARNING

Automatic anti-dazzle mirrors contain an electrolyte fluid which could leak if the mirror is broken.

- The leaking electrolyte fluid can cause irritation to the skin, eyes and respiratory organs, especially in people who suffer from asthma or similar illnesses. Immediately ensure that there is a sufficient supply of fresh air and get out of the vehicle. If this is not possible, open all of the windows and doors.
- If your eyes or skin come into contact with the electrolyte fluid, wash the affected area immediately with plenty of water for at least 15 minutes and seek medical attention.
- If your shoes or clothes come into contact with the electrolyte liquid, wash them immediately with plenty of water for at least 15 minutes. Clean shoes and clothes thoroughly before wearing them again.
- If you have swallowed electrolyte fluid, rinse your mouth immediately with plenty of water for at least 15 minutes. Do not induce vomiting unless instructed to do so by a doctor. Seek medical assistance immediately.

NOTICE

If the glass of an automatic anti-dazzle mirror is broken, electrolyte fluid can leak from the mirror. This fluid corrodes plastic surfaces.

- Remove leaked liquid as quickly as possible, e.g. with a wet sponge.

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Interior mirror



Fig. 1 On the windscreen: automatic anti-dazzle interior mirror.

1 Sensor for incident light from the rear.

2 Sensor for incident light from the front.

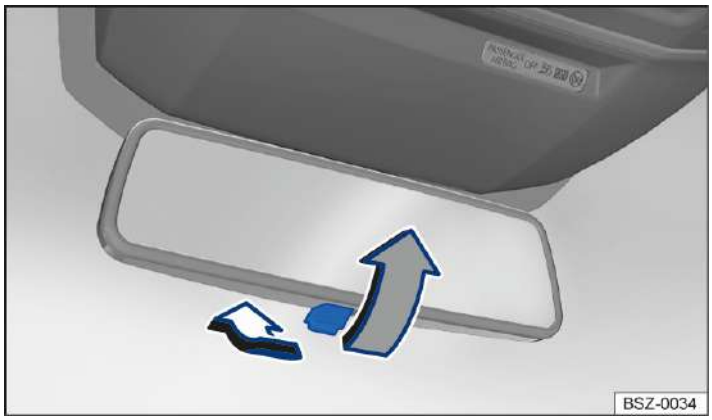


Fig. 2 On the windscreen: manual anti-dazzle interior mirror.

Automatic anti-dazzle interior mirror

When the ignition is switched on, the sensors measure the incident light from the rear → *Fig. 1* (1) and from the front (2).

Depending on the values measured, the interior mirror dims automatically.

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If the incident light on the sensors is hindered or interrupted, e.g. by a sun blind or other hanging objects, the automatic anti-dazzle interior mirror will not function or will not function correctly. Mobile navigation devices attached to the windscreen or near the interior automatic anti-dazzle interior mirror can also influence the sensors → ⚠.

The automatic anti-dazzle function will be deactivated in some situations, e.g. when reverse gear is engaged.

Manual anti-dazzle interior mirror

— Basic position: the lever on the lower part of the mirror is pointing towards the windscreen.

— Pull the lever back to select the anti-dazzle function→ *Fig. 2*.

⚠ WARNING

The illuminated display from a mobile navigation device can lead to the malfunction of the interior automatic anti-dazzle mirror and cause accidents or serious injuries.

- You may not be able to precisely determine the distance from vehicles travelling behind you or from other objects if the automatic anti-dazzle function is impaired.

Exterior mirrors

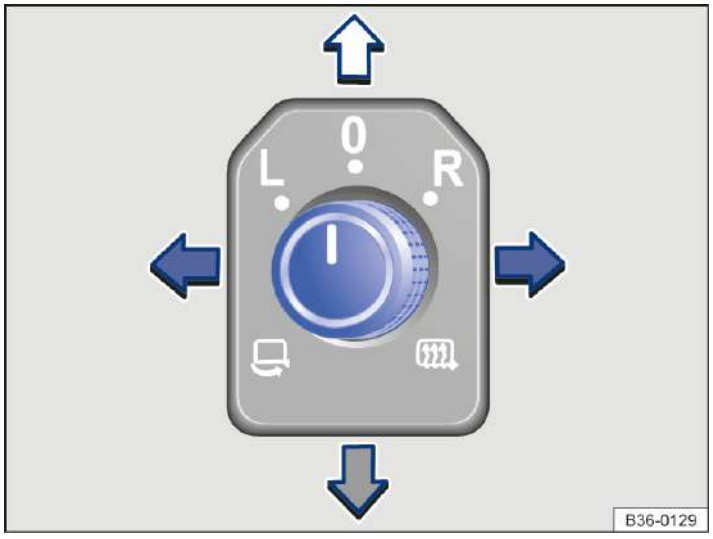


Fig. 1 In the driver door: Rotary knob for adjusting the exterior mirror.

The exterior mirror functions for left-hand drive vehicles are described below. Position L corresponds to the exterior mirror on the driver's side and position R to the exterior mirror on the front passenger side. These instructions are mirrored for right-hand drive vehicles.

Electrically adjustable exterior mirrors

1. Switch on the ignition.
2. Turn the rotary knob in the driver door to the desired symbol→ *Fig. 1*.
3. Turn the rotary knob to the front, rear, right or left in the direction of the arrow to adjust the exterior mirror.

Fold exterior mirrors into the body electrically → ⚠. The exterior mirrors can be folded in up to a speed of around 50 km/h (around 30 mph).

Switch on the exterior mirror heating.

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L

Adjust the exterior mirror on the driver side.

R

Adjusts the right exterior mirror.

0

Neutral position. The exterior mirror cannot be adjusted and all functions are switched off.

Depending on the model, electrical controls can be combined with mechanically adjustable exterior mirrors.

Activating the exterior mirror functions

The following exterior mirror functions must be activated once in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

Synchronised mirror adjustment

Synchronous mirror adjustment means that the right-hand exterior mirror is also adjusted at the same time when you adjust the left-hand exterior mirror.

1. Turn the rotary knob to position **L**.
2. Adjust the exterior mirror on the driver side. The right-hand exterior mirror will be adjusted at the same time (synchronised).
3. Correct the settings of the right exterior mirror if necessary: turn the rotary knob to position **R** and adjust the right-hand exterior mirror.

Folding in the exterior mirrors while parking

— *Folding in:* press the button on the vehicle key for approximately 2 seconds when you lock the vehicle.

— *Folding out:* Switch on the ignition.

The rotary knob must be in position, **L**, **R** or **0**.

The exterior mirrors remain folded in if the rotary knob for the electrically adjustable exterior mirrors is in the position .

Mechanical exterior mirrors

— To *adjust*, press the edge of the mirror it until it reaches the desired position.

— To *fold in*, pull the mirror housing back until it engages.

— To *fold back*, carefully fold the mirror housing back.

⚠ WARNING

Injuries can be sustained if you do not take care when folding the exterior mirrors in and out.

- Fold the exterior mirrors in or out only when no-one is in the path of the mirrors.
- Always ensure that no fingers are trapped between the exterior mirror and the mirror base when the exterior mirrors are moved.

⚠ WARNING

If you estimate the distance from traffic behind you incorrectly, you can cause accidents and serious injuries.

- Curved mirrors (convex or aspheric) enlarge the field of vision and can make objects in the mirror seem smaller and further away than they actually are.

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- Using convex mirrors to estimate the distance from other vehicles behind you when changing lanes can be inaccurate and lead to accidents and serious injuries.
- Whenever possible, use the interior mirror to check the exact distance between your vehicle and following traffic or other objects.
- Make sure that you have a good view to the rear of the vehicle.

NOTICE

- Always fold in the exterior mirrors when driving through an automatic car wash.
- Do not fold electrically folding exterior mirrors in or out manually as this can damage the electric motor.

You should switch off the exterior mirror heating when it is no longer needed. Fuel is otherwise wasted.

In the event of a fault, the electric exterior mirrors can be adjusted by hand by pressing on the outer edge of the mirror.

The vehicle aerials are located in the exterior mirrors. If any metallic chrome-plated trim, such as chrome-plated design caps, is retrofitted to the exterior mirrors, you may experience problems with the radio, mobile telephone and navigation services or they may lose the ability to transmit and receive signals completely.

Some settings can be stored in the personalised user accounts and therefore change when the user account changes.

Sun visors

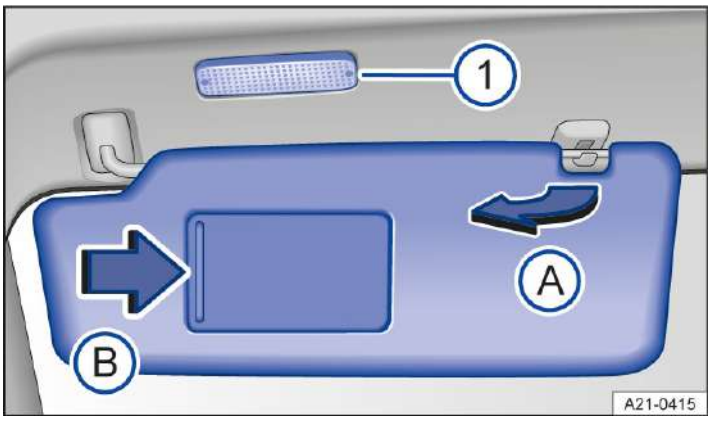


Fig. 1 In the front headliner: sun visor.

(1) Light.
(A) Pull out of holder.
(B) Slide the cover open.

Adjustment positions for the driver and front passenger sun visors:

1. Folded down over the windscreen.
2. Pull out of the bracket and swing over towards the door→ *Fig. 1* (A).

Illuminated vanity mirror

With the sun visor folded down, there may be a vanity mirror behind a cover.

1. Slide the cover open in the direction of the arrow→ *Fig. 1* (B).

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The light → *Fig. 1* (1) will go out when the vanity mirror cover is pushed back or the sun visor is folded back up.

⚠ WARNING

Driving with the sun visors folded down and the sun blinds pulled out can reduce your view of the road.

- Sun visors should always be folded away and sun blinds should always be retracted if they are not being used.

Sun blind for the rear side windows

The sun blinds for the rear side windows are fitted in the side trim of the windows.

1. Use the handle to pull up the sun blind.
2. Hook both ends of the bar into the brackets. Make sure that the sun blind is secured firmly in both brackets.

To close the sun blind, unhook it at the top and guide it down by hand→ⓘ.

NOTICE

To prevent damage to the sun blind and interior trim, do not let the sun blind snap down quickly.

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Automatic air conditioning system

The Climatronic is an automatic air conditioning system that heats, cools and dehumidifies the air. Automatic mode enables the Climatronic to control the air temperature, air distribution and air volume automatically.

The air conditioning system will function most effectively if the windows are kept closed. Opening the windows and glass roof to allow air to enter the vehicle may accelerate cooling if high temperatures have developed in the vehicle interior.

Some air conditioning system functions depend on the vehicle equipment.

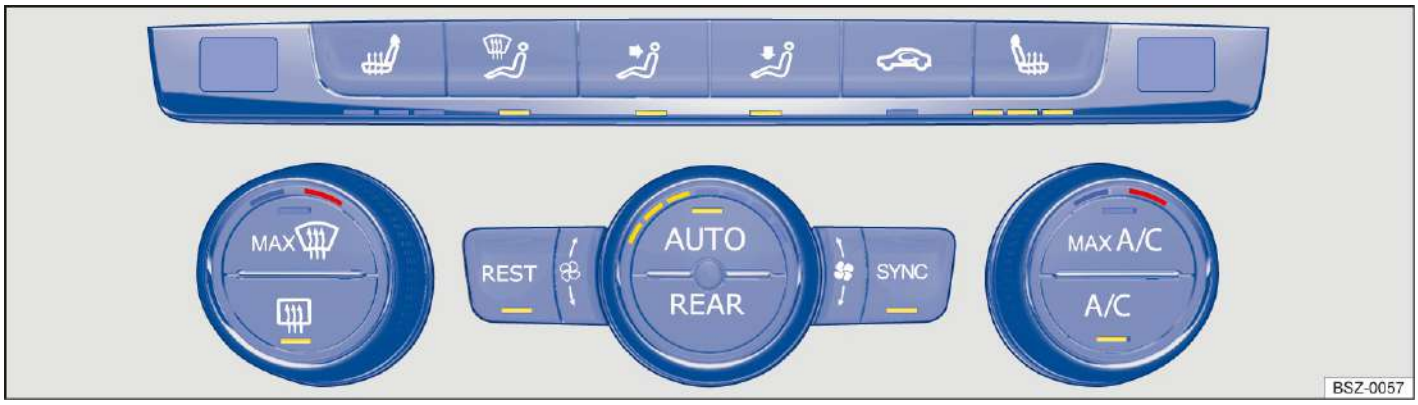


Fig. 1 In the upper part of the centre console: Climatronic air conditioning block.

Display of active functions

Lit up LED

s in the air conditioning block indicate that the function is switched on.

WARNING

Poor visibility through the door windows, windscreen and rear window increases the risk of collisions and accidents which can cause serious injuries.

- Keep all windows free from ice, snow and condensation.
- Adjust the heating, air conditioning system and rear window heating to prevent the windows from misting up *(→ Heating and air conditioning system)*.
- Only set off once all windows are clear.
- Use air recirculation mode for a short period only. Condensation could otherwise form on the windows very quickly so that visibility is greatly reduced.
- Switch off the air recirculation mode when it is no longer required.

Some settings can be stored in the user accounts of the personalisation function and therefore change when the user account changes .

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Switching Climatronic on and off

Fresh air intake

Before switching the air conditioner on, always make sure that there is no snow in the fresh air intake duct *(→ Fresh air intake)*.

On the air conditioning block

OFF Switching off the Climatronic.

Adjust the blower speed.

In vehicles with the residual heat function, the air conditioning block may contain the REST button instead of the OFF button, depending on the equipment.

1. To switch on the Climatronic, turn the centre rotary knob clockwise.
2. To switch off the Climatronic, turn the centre rotary control anticlockwise as far as it will go.

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Climatronic automatic mode

On the air conditioning block

AUTO The set air temperature is kept constant. The volume of air and air distribution are controlled automatically. Automatic mode switches itself off when the blower speed is adjusted manually.

When the Climatronic automatic mode is switched on, no blower speed is displayed on the air conditioning block.

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Overview of manual air conditioning system

The manual air conditioning system heats, cools and dehumidifies the air.

The air conditioning system will work most effectively if the vehicle interior is kept closed. Opening the windows and glass roof to allow air to enter the vehicle may accelerate cooling if high temperatures have developed in the vehicle interior.

Some air conditioning system functions depend on the vehicle equipment.

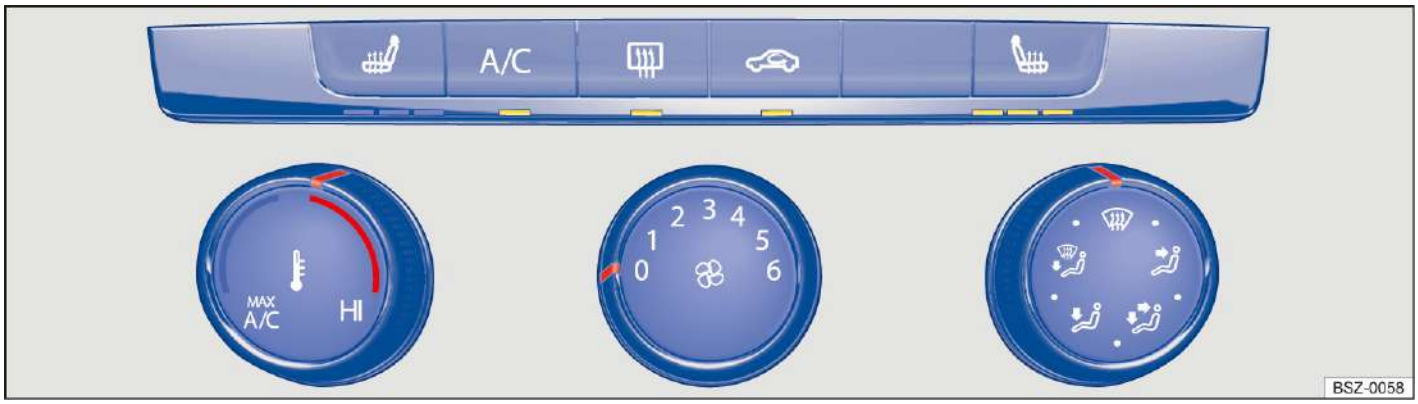


Fig. 1 In the upper part of the centre console: air conditioning block of the manual air conditioning system or the heating and fresh air system.

Display of active functions

Lit up LED

s in the air conditioning block indicate that the function is switched on.

⚠ WARNING

Poor visibility through the door windows, windscreen and rear window increases the risk of collisions and accidents which can cause serious injuries.

- Keep all windows free from ice, snow and condensation.
- Adjust the heating, air conditioning system and rear window heating to prevent the windows from misting up *(→ Heating and air conditioning system)*.
- Only set off once all windows are clear.
- Use air recirculation mode for a short period only. Condensation could otherwise form on the windows very quickly so that visibility is greatly reduced.
- Switch off the air recirculation mode when it is no longer required.

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Switching the manual air conditioning system on and off

Fresh air intake

Before switching the air conditioner on, always make sure that there is no snow in the fresh air intake duct *(→ Fresh air intake)*.

On the air conditioning block

OFF Switch off the air conditioning system.

Adjust the blower speed.

1. To switch on the manual air conditioning system, turn the centre rotary knob clockwise.
2. To switch off the manual air conditioning system, turn the centre rotary knob anticlockwise as far as it will go.

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Overview of the heating and fresh air system

The heating and fresh air system warms up and supplies fresh air to the vehicle interior. The heating and fresh air system does not cool down the vehicle interior.

Display of active functions

Lit up LED

s in the buttons indicate that the function is switched on.

⚠ WARNING

Poor visibility through the door windows, windscreen and rear window increases the risk of collisions and accidents which can cause serious injuries.

- Keep all windows free from ice, snow and condensation.
- Adjust the heating, air conditioning system and rear window heating to prevent the windows from misting up *(→ Heating and air conditioning system)*.
- Only set off once all windows are clear.
- Use air recirculation mode for a short period only. Condensation could otherwise form on the windows very quickly so that visibility is greatly reduced.
- Switch off the air recirculation mode when it is no longer required.

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Switching the heating and fresh air system on and off

On the heating and fresh air system

Adjust the blower speed.

1. To switch on the heating and fresh air system, turn the centre rotary knob clockwise.
2. To switch off the heating and fresh air system, turn the centre rotary knob anticlockwise as far as it will go.

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Temperature control

On the air conditioning block

Select temperature.

A/C The air is cooled and dehumidified in cooling mode.

SYNC Adopt temperature settings of driver side for all seats.

REST Depending on the vehicle engine and equipment, the vehicle interior can be ventilated by the blower when the ignition is switched off or the residual heat of the engine used to keep the vehicle interior warm. The function is switched off after 30 minutes and if the 12-volt vehicle battery has a low charge level.

MAX A/C Switch maximum cooling output on and off.

Air recirculation mode is automatically switched on and the Climatronic automatically directs air to the upper body.

Setting the temperature on the Climatronic air conditioning block

1. Turn the left or right rotary knob to or .

   Climatronic shows the temperature settings.

Setting the temperature on the air conditioning block of the manual air conditioning system

1. Turn the left rotary knob to or .

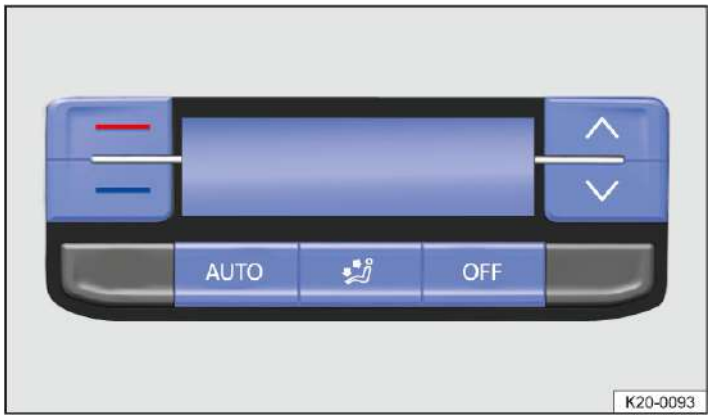
Maximum cooling and heating output

1. Turn the left rotary control left as far as it will go to or .

   Or: To switch on the maximum cooling output of the Climatronic, press MAX A/C on the air conditioning block.

Setting the temperature for the rear passenger compartment with Climatronic

REAR Set the temperature for the rear passenger compartment on the air conditioning block in the centre console.



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Fig. 3 In the rear headliner: Climatronic air conditioning block.

1. Switch on the ignition.
2. Switch on the air conditioning block blowers in the centre console.
3. To set the temperature for the rear passenger compartment, press button■ or ■ → *Fig. 3*.

   Or: Switch on the Climatronic automatic mode.

Setting the temperature for the rear passenger compartment with the manual air conditioning system

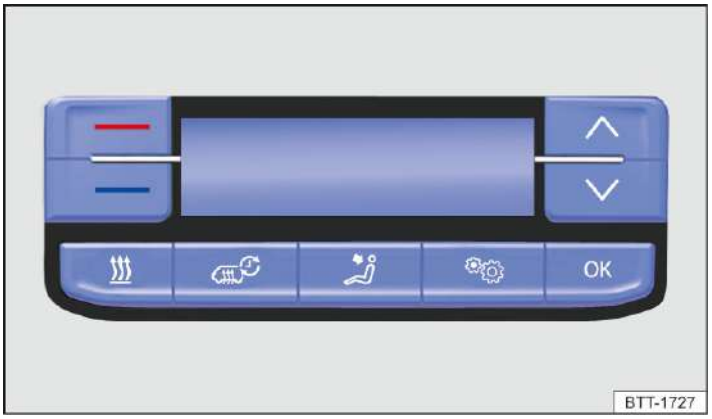


Fig. 4 In the roof at the front: Air conditioning block for the rear passenger compartment with manual air conditioning system or heating and fresh air system.

1. Switch on the ignition.
2. Switch on the blower and cooling mode A/C on the air conditioning block in the centre console.
3. To set the temperature for the rear passenger compartment, press button■ or ■ → *Fig. 3*.

Air distribution and blower speed

Vents

The vents are located in the following positions in the vehicle:

— Driver side.

— Front passenger side.

— Front centre console.

— Rear passenger compartment.

NOTICE

Heat-sensitive food, medicine and other items could be either damaged or rendered useless.

- Never leave food, medicines or other temperature-sensitive objects in front of the vents.

NOTICE

Do not insert any objects in the vent slots. This could cause damage to the air outlets.

The air from the vents flows through the entire vehicle interior and out of the vehicle through the ventilation openings below the wing doors or boot lid. The ventilation openings must not be covered by items of clothing or other objects.

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Air distribution functions on the air conditioning block

WARNING

Stale air can quickly make the driver tired and affect their concentration, which in turn can cause collisions, accidents and serious injuries.

- Never switch off the blower or switch on the air recirculation mode for an extended period as this prevents fresh air from entering the vehicle interior.

Adjust the blower speed.

Direct air towards upper body.

Direct air into the footwell.

Direct air to the upper body and footwell.

Climatronic: Direct air onto the windscreen.

Guide air to the windscreen and the footwell.

Setting the blower speed for the rear passenger compartment with Climatronic

REAR Set the blower speed for the rear passenger compartment on the Climatronic.

Setting the blower speed for the rear passenger compartment with the manual air conditioning system

1. Switch on the ignition.
2. Switch on the air conditioning block blowers in the centre console.
3. To set the blower speed, press the ⌃ or ⌄ buttons on the air conditioning block in the roof console.
4. To switch the system off, press the ⌄ button until only a dash is visible on the display. Wait for around 3 seconds and press the ⌄ button again.

Defrost function

On the air conditioning block

MAX The defrost function of Climatronic clears the windscreen of ice and condensation.

The air is dehumidified and the blower is set to a high speed.

The defrost function of the manual air conditioning system clears the windscreen of ice and condensation.

The air must be dehumidified when the defrost function is switched on. For this reason, you cannot switch on air recirculation mode or switch off cooling mode when the defrost function is switched on.

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Air recirculation mode

When air recirculation mode is switched on, no fresh air enters the vehicle interior.

Switch air recirculation mode on and off at the air conditioning block.

1. Press  on the air conditioning block.

When does air recirculation mode switch off?

Air recirculation mode is deactivated in the following situations→⚠:

— When the defrost function is switched on.

— If a sensor detects that condensation might form on the vehicle's windows.

⚠ WARNING

Stale air can quickly make the driver tired and negatively affect their concentration which may cause collisions, accidents and serious injuries.

- Never use the air recirculation mode for an extended period as no fresh air will enter the vehicle interior.
- Use air recirculation mode for a short period only. Condensation could otherwise form on the windows very quickly so that visibility is greatly reduced.
- Switch off the air recirculation mode when it is no longer required.

NOTICE

In vehicles with an air conditioning system, do not smoke when the air recirculation mode is switched on. Smoke can leave a residue on the cooling system evaporator and on the active combi filter, producing a lasting unpleasant odour.

Climatronic: When reversing the vehicle or when the wash and wipe system is being used, the air recirculation mode will switch on to prevent odours from entering the vehicle interior.

Manual air conditioning system: If the outside temperature is very high, brief activation of air recirculation mode helps to cool the vehicle interior more quickly.

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Roof ventilator

The roof ventilator can be used to ventilate the luggage compartment. The mechanical roof ventilator or the electrical roof ventilator is available depending on equipment level.

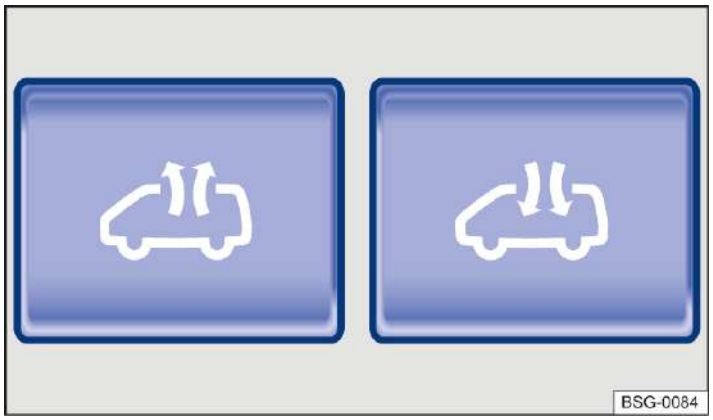


Fig. 1 In the dash panel: buttons for air extraction(left) and ventilation (right).

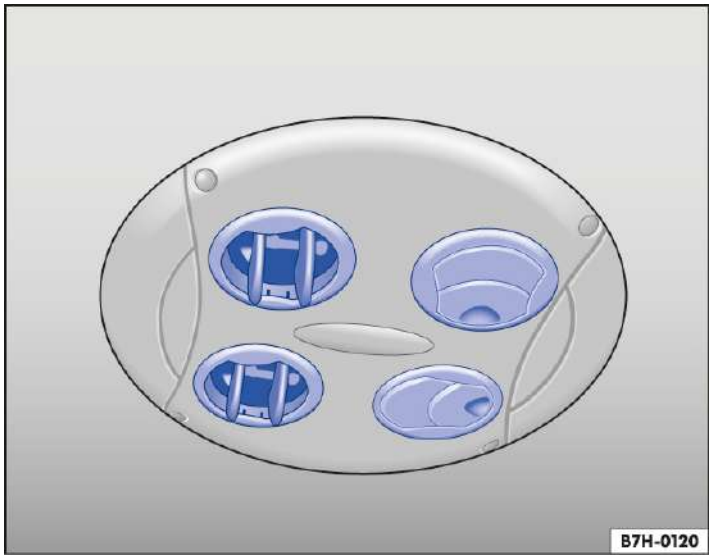


Fig. 2 In the headliner: vents for the roof ventilator.

Mechanical roof ventilator

The mechanical roof ventilator can be opened and closed with the rotary knob.

Switching electric air extraction on and off

Electric air extraction.

Electric ventilation must be switched off.

1. Open the vents of the roof ventilator → *Roof ventilator*.
2. Press the button to switch on electric air extraction → *Roof ventilator*.
3. Press the button again to switch off electric air extraction.

Switching electric ventilation on and off

Electric ventilation.

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Electric air extraction must be switched off.

1. Open the vents of the roof ventilator → *Roof ventilator*.
2. Press the button to switch on electric ventilation → *Roof ventilator*.
3. Press the button again to switch off electric ventilation.

NOTICE

Open at least one vent if air extraction or ventilation is switched on. The blower could otherwise be damaged.

NOTICE

The 12-volt vehicle battery will discharge if the engine is not running when the roof ventilator is switched on.

Fresh air intake

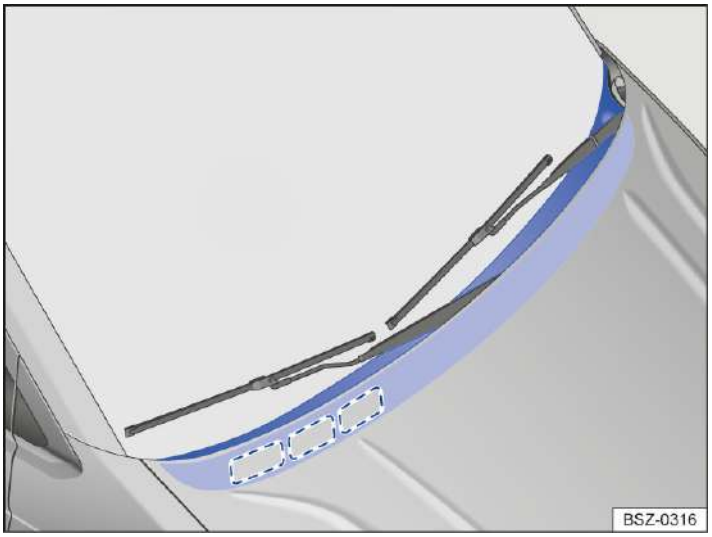


Fig. 1 Illustration: area for fresh air intake in front of the windscreen in left-hand drive vehicles (mirrored for right-hand drive vehicles).

The vehicle has a fresh air intake duct in front of the windscreen → *Fig. 1*.

NOTICE

If snow is drawn in, it can cause damage to the vehicle.

- Before starting a journey, make sure there is no snow in the area of the fresh air intake.
- Remove any snow as required.

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Overview of seat heating

When the engine is running, the front seats can be electrically heated in three settings.

Switch the seat heating on and off at the air conditioning block.

Heating levels of the seat heating

The seat heating operating conditions are highlighted in colour. All three LED s light up at the highest temperature setting.

When should the seat heating be switched off?

Switch off the seat heating if one of the following conditions applies:

— A person with reduced sensitivity to pain or temperature is sitting on the seat → ⚠.

— The seat is not occupied.

— A child seat is installed on the seat.

— Objects are covering the seat cushion, e.g. protective covers, jackets, blankets or bags.

— The seat cushion is damp or wet.

— The temperature in the vehicle interior or the outside temperature is above +25°C (+77°F).

⚠ WARNING

Magnetic fields are produced during operation of the seat heating. These magnetic fields can affect active medical implants (e.g. pacemakers) in isolated cases.

- Wearers of an active medical implant should consult their doctor or the implant manufacturer before operating the seat heating.
- Also make the other vehicle occupants aware of this if necessary.

⚠ WARNING

Anyone experiencing reduced sensitivity to pain or temperature due to medication, paralysis or chronic illness (e.g. diabetes) could sustain burns on the back, buttocks and legs when using the seat heating. These burns may take a long time to heal or may never heal fully. Please consult a doctor to determine your own level of health.

- Anyone experiencing reduced sensitivity to pain or temperature should never use the seat heating.

⚠ WARNING

Wet seat covers can cause a malfunctions in the seat heating and increase the risk of burns.

- Ensure that the seat cushion is dry before using the seat heating.
- Do not sit on the seat in damp or wet clothing.
- Do not place any damp or wet objects or items of clothing on the seat.
- Do not spill any liquids on the seat.

NOTICE

- To avoid damaging the heating elements, do not kneel on the seats and do not apply sharp pressure at a single point to the seat cushion and backrest.
- Liquids, sharp objects and insulating materials, such as a protective cover or child seat, may damage the seat heating.
- If odours develop, switch off the seat heating immediately and have it checked by a suitably qualified workshop.
- If the original seat covers are replaced with another material, the seat heating can overheat or the seat heating function may be restricted.

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Operating the seat heating function

1. To switch on the seat heating at the highest temperature setting, press or on the air conditioning block.
2. Press or repeatedly to adjust the temperature setting.
3. To switch off the seat heating, press or repeatedly until no LED is lit.

Seat heating switches on automatically

If you start the engine again within approximately 10 minutes, the most recent driver seat temperature setting is switched on automatically.

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Windscreen heating

The windscreen heating works when the engine is running.

Switch the windscreen heating on and off in the centre console.

The windscreen heating switches itself off depending on the outside temperature or after around 8 minutes at the latest.

Windscreen heating using the defrost function

The windscreen heating will be switched on automatically when the defrost function is switched on and a sensor detects that condensation may form on the windscreen.

Windscreen heating switches off automatically

The windscreen heating switches itself off automatically if one of the following conditions is met:

— The power consumption is too high.

— There is a fault in the air conditioning system.

— The specified time has elapsed.

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Rear window heating

The rear window heating works when the engine is running.

Switch the rear window heating on and off at the air conditioning block.

The rear window heating switches off automatically after around 10 minutes at the latest.

NOTICE

To prevent damage to the rear window heating system, do not put stickers over the heating elements on the inside of the window.

To save fuel, switch off the rear window heating as soon as possible.

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Introduction

The auxiliary heater and ventilation system can be used to heat the vehicle interior in the winter and ventilate it in the summer. It is able to clear ice, condensation and a thin layer of snow from the windscreen. The auxiliary heater is supplied with fuel from the vehicle fuel tank and can be operated when the vehicle is stationary with the ignition switched off. The auxiliary ventilation system is powered by the 12-volt vehicle battery.

Possible auxiliary heaters

Depending on the equipment in the vehicle, it may have an auxiliary coolant heater, auxiliary air heater or a combination of both.

— The auxiliary coolant heater primarily heats the front end of the vehicle.

— The auxiliary air heater primarily heats the vehicle interior.

If your vehicle has a auxiliary coolant heater with remote control, the auxiliary heater can also be programmed via an app on your mobile telephone . Information about the app, the requirements for use and availability, and about compatible end devices is available on the internet .

Operating mode of the auxiliary heater

You will be able to select different modes depending on the type of auxiliary heater installed in the vehicle. If you are unable to select a particular mode, the vehicle is not equipped with the relevant auxiliary heater.

— Vehicle interior and windscreen (auxiliary coolant heater).

— Vehicle interior (interior using auxiliary air heater).

— Ventilate (ventilate the vehicle interior). The vehicle interior is not cooled in ventilation mode.

Depending on the equipment in the vehicle, you can select the temperature and the areas to be heated in some modes.

Auxiliary heater exhaust system

The emissions generated by the auxiliary heater are removed via an exhaust pipe fitted underneath the vehicle. The exhaust pipe must not be blocked by snow, mud or any objects.

DANGER

Among the emissions from the auxiliary heater is carbon monoxide, which is an odourless and colourless poisonous gas. Carbon monoxide can cause people to lose consciousness. It can also cause death.

- Never switch on the auxiliary heater or leave the auxiliary heater running if the vehicle is located in enclosed or unventilated spaces.
- Never program the auxiliary heater to switch on and run in unventilated or enclosed spaces.

WARNING

Parts of the auxiliary heater exhaust system become very hot. This can cause fires.

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

NOTICE

Heat-sensitive food, medicine and other items could be either damaged or rendered useless.

- Never leave food, medicines or other temperature-sensitive objects in front of the vents.

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Switching the auxiliary heater and auxiliary ventilation on and off

The auxiliary heater and ventilation can be operated when the ignition is switched on or off.

Switching on the auxiliary heater

1. Press the immediate heat button in the air conditioning block in the roof console.

   Or: Press the button on the remote control .

   Or: Program a departure time *(→ Auxiliary heater and auxiliary ventilation)*.

The auxiliary heater will not switch on if the 12-volt vehicle battery has a low charge level or the fuel tank is empty.

Switching off the auxiliary heater

1. Press the immediate heat button in the air conditioning block in the roof console.

   Or: Press the OFF button on the remote control .

Auxiliary heater switches off automatically

The auxiliary heater switches itself off automatically if one of the following conditions is met:

— The programmed departure time is reached or the set running time has elapsed *(→ Auxiliary heater and auxiliary ventilation)*.

— The yellow indicator lamp (fuel gauge) lights up .

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

The auxiliary heater runs on for a short time after it is switched off manually or automatically so that the remaining fuel in the system can be burnt off.

Operating noises can be heard when the auxiliary heater is switched on.

If you park on a downhill slope with very little fuel in the tank (just above the reserve level), the fuel gauge may be inaccurate and lead to functional restrictions of the auxiliary heater.

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Programming the auxiliary heater

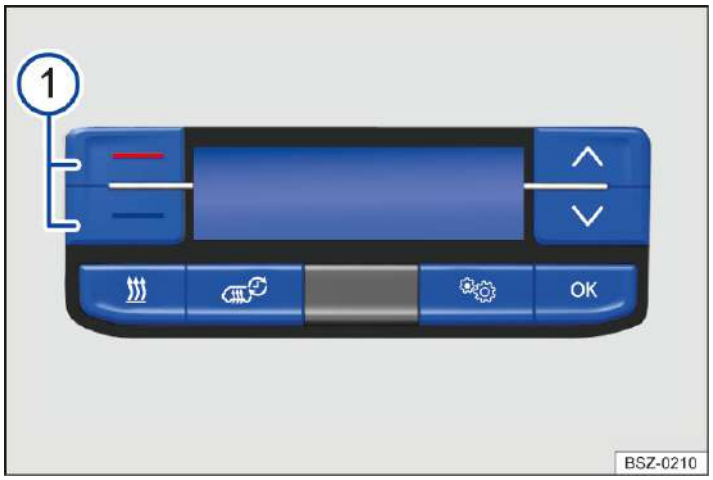


Fig. 1 In the front roof console: Operating the auxiliary heater.

1 Select temperature.

Switch the immediate heat function on and off.

Continuous mode (only for auxiliary air heaters).

Open the menu.

OK Confirm settings.

Adjust settings.

Adjust settings.

Opening the auxiliary heater menu

1. Switch on the ignition.
2. Press and hold the button in the air conditioning block in the roof console.
3. Using the and buttons, select the Auxiliary heater menu.

Setting the running time of the auxiliary heater

The running time of the auxiliary heater can be set on the air conditioning block in the roof console.

1. Open the Auxiliary heater menu.
2. Under Running time, set the time for which the auxiliary heating is to be switched on in 10-minute increments.

   You can set a maximum running time of 120 minutes for the auxiliary heater.

When the vehicle is at a standstill, the auxiliary heater can be activated up to three times in succession with a running time of 60 minutes, for example. A complete heating operation with the maximum possible running time of 120 minutes can be performed only once in full when the vehicle is stationary. The auxiliary heater then prematurely switches itself off automatically or can no longer be switched on. In order to switch on the auxiliary heater again, you must first move the vehicle by a distance of around 30 m at a speed of at least walking pace.

Auxiliary heater in continuous mode

Continuous mode of the auxiliary heater depends on the vehicle equipment and is available only with the auxiliary air

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heater.

Continuous mode can be switched on only using the button.

Continuous mode functions only when the vehicle is stationary. If the vehicle is moved when continuous mode is switched on, a message may be shown on the control panel display. Continuous mode is deactivated automatically while the vehicle is in motion and the message text and display in the roof console display go out.

A message will be displayed on the control panel for a short time if the button is pressed while the vehicle is moving. However, it is not possible to switch on continuous mode.

1. Press the button.
2. Use the and buttons to select Yes.
3. Press the OK button to switch on continuous mode.
4. Press the or button to switch off continuous mode.

Programming departure time

Activation is always for one heating period only. The departure time must be activated for every start. When a departure time is activated, a message appears in the display of the air conditioning block in the roof console when you switch off the ignition.

Manual air conditioning system: The programmed departure time determines the time at which the auxiliary heater should switch off. The point at which the auxiliary heater begins the heating process depends on the programmed operating period.

Climatronic: The programmed departure time determines when the set temperature should almost be reached in the vehicle. The point at which the auxiliary heater begins the heating process is determined automatically based on the exterior and interior temperatures.

1. Before programming, check that the date and time set in the vehicle are correct *(→ Clock)*.
2. Open the Auxiliary heater menu.
3. In the Departure time menu, select a memory location for the departure time.
4. Adjust the departure time with Change.

   Select UM if you wish to start the auxiliary heater at a specific time. Select day of the week if you want to switch the auxiliary heater on for a certain day of the week.
5. Under Running time, set the time for which the auxiliary heating is to be switched on in 10-minute increments.

   The maximum running time is 120 minutes.
6. Press Activate to save the settings.

   The auxiliary heater starts before the selected time using the selected runtime and mode. You can only change a departure time when the heater is deactivated.

Auxiliary heater vents

The temperature of the air emitted from the vents may be very hot→ ⚠.

The design of the vents in vehicles with an auxiliary air heater can vary.

— Vehicles with partition: The air outlets are located on the B-pillar on the front passenger side. There is one air outlet in front of the partition and one behind.

— Vehicles without partition: The air outlets are located on the B-pillar on the front passenger side. Depending on the selected settings, the air from the vents can flow towards the front or the rear.

⚠ WARNING

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People who are lightly or not at all sensitive to pain or extreme temperatures as a result of medication, disabilities or chronic illnesses, e.g. diabetes, may suffer from burns if they get too close to the vents. These burns may take a very long time to heal or may not fully heal at all. Please consult a doctor to determine your own level of health.

- People with a low sensitivity to pain or extreme temperatures should not sit in the areas around the vents.

NOTICE

Heat-sensitive food, medicine and other items could be either damaged or rendered useless.

- Never leave food, medicines or other temperature-sensitive objects in front of the vents.

NOTICE

Do not insert any objects in the vent slots. This could cause damage to the air outlets.

Remote control of the auxiliary heater and auxiliary ventilation

With the remote control, the fuel-operated auxiliary heater or auxiliary ventilation can be switched on and off from outside the vehicle.

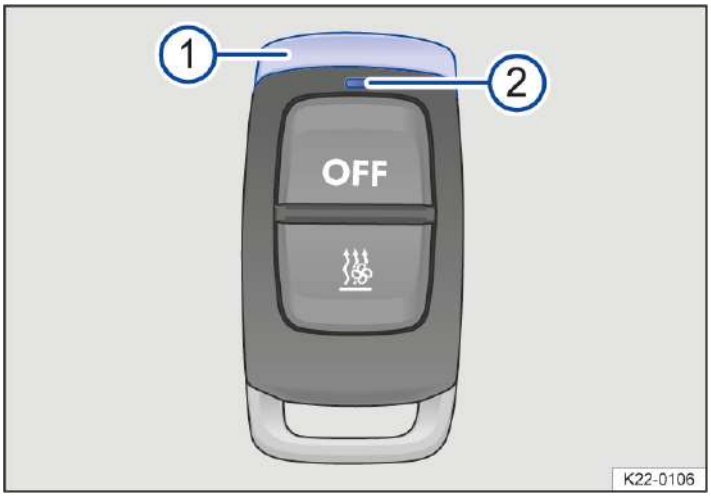


Fig. 1 Remote control for the auxiliary heater.

Switching the auxiliary heater on and off using the remote control

1. Switching on: Press the button for around 1 second → *Fig. 1*.
2. Switching off: Press the OFF button for around 1 second → *Fig. 1*.

LED in the remote control

The LED

indicates various operating states after you press a button → *Fig. 1* (2).

- Lit up green: Auxiliary heater and auxiliary ventilation are switched on.
- Flashes green evenly: Switch-on signal has not been received. Move closer to the vehicle.
- Flashes green irregularly: Auxiliary heater and auxiliary ventilation are locked.

If one of the following conditions is met, the auxiliary heater and auxiliary ventilation are locked:

— The fuel tank is almost empty.

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

— There is a system fault.

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1. Fill the vehicle with fuel.
2. Drive the vehicle for an appropriate length of time in order to recharge the 12-volt vehicle battery.
3. If the fault persists, consult a suitably qualified workshop.

Lit up red: The auxiliary heater is switched off.

Flashes red evenly: Switch-off signal has not been received. Move closer to the vehicle.

Flashes or lights up orange: The button cell in the remote control is weak. Replacing the button cell.

Range

The remote control has a range of several hundred metres when the button cell is fully charged and under ideal conditions.

— Keep a distance of at least 2 m(7 ft) between the remote control and the vehicle.

— Avoid obstacles between the remote control and vehicle.

— Hold the remote control with the aerial → *Fig. 1* (1) pointing vertically upwards.

— Do not cover the aerial.

Poor weather conditions, nearby buildings or a weak button cell will significantly reduce the range.

NOTICE

The remote control contains electronic components which can be damaged by moisture, strong vibrations and direct sunlight.

- Protect the remote control from moisture, excessive vibration and direct sunlight.

Replacing the button cell in the remote control

Replace the button cell in the remote control if the LED stops lighting up.



Fig. 1 Remote control: Battery compartment cover.

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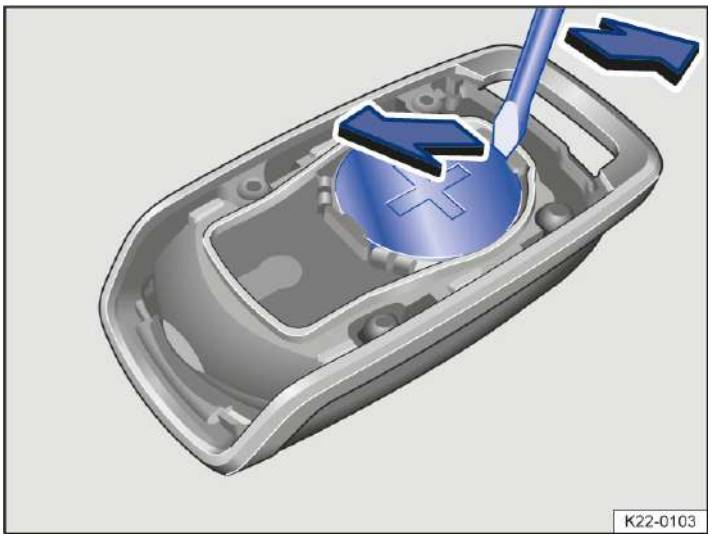


Fig. 2 Remote control: Replacing the button cell.

Replacing the button cell

1. Insert a suitable tool, e.g. a screwdriver, in the recess on the housing of the remote control in the direction of the arrow → *Fig. 1*.
2. Use the tool to lever off the battery compartment cover in an upward direction until the housing catches are released.
3. Carefully push the battery compartment cover in the direction of the arrow→ *Fig. 1* and remove the battery compartment cover.
4. To remove the button cell, carefully insert a screwdriver, for example, in the recess on the button cell.
5. Carefully lever up the button cell with the screwdriver until the button cell is released from the holder and remove the button cell.
6. Insert a new button cell of the same type so that it engages in the battery compartment. Observe the information on the polarity and the battery cell type on the inside of the battery compartment cover.
7. Carefully push the battery compartment cover onto the housing of the remote control in the opposite direction to the arrow and press gently until the battery compartment cover engages.

⚠ DANGER

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

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

NOTICE

Using unsuitable button cells can damage the remote control.

- Replace a discharged button cell only with a new button cell of the same voltage rating, size and specification.
- Make sure that the button cell is inserted properly so that the polarity is consistent.

Dispose of discharged button cells in an environmentally-friendly way.

The button cell in the remote control may contain perchlorate. Observe the legal requirements for disposal.

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Cooling mode A/C or heating cannot be switched on or its function is restricted

Cooling mode A/C works only when the engine is running and at ambient temperatures above +3°C (+38°F).

Cooling mode A/C is switched off when the engine is very hot.

The heating and defrost function are more effective when the engine is warm.

— Switch on the blower.

— Check the fuse of the air conditioning system .

— Replace the enhanced air filter with activated carbon .

— If the fault persists, consult a suitably qualified workshop.

NOTICE

If the air conditioning system is not working, switch it off immediately to prevent consequential damage. Have the air conditioning system checked by a correspondingly qualified workshop.

Condensation on the windows

Condensation forms on the windows if they are colder than the ambient temperature and the air is very humid. Cold air can absorb less moisture than warm air, which is why condensation frequently forms on windows in cold weather.

1. Keep the air intake in front of the windscreen free from ice, snow and leaves to improve the heating or cooling output *(→ Vehicle care)*.
2. To allow air to flow from the front to the rear of the vehicle, leave air vents in the rear of the luggage compartment clear.
3. Switch on the defrost function *(→ Defrost function)*.

The wrong unit of temperature has been set

1. Change the unit of temperature for all temperature displays in the vehicle using the Infotainment system.

Water or water vapour under the vehicle

If the humidity and temperature outside the vehicle are high, condensation can drip off the evaporator in the cooling system and form a pool underneath the vehicle. This is normal and does not indicate a leak.

If the outside humidity is high and the outside temperature low, condensation may evaporate when the auxiliary heater is running. If this is the case, steam may appear underneath the vehicle. The vehicle is not damaged.

Auxiliary heater cannot be switched on

When the vehicle is at a standstill, the auxiliary heater can be switched on up to three times in succession for the maximum operating duration.

If you park on a downhill slope with very little fuel in the tank (just above the reserve level), the fuel gauge may be inaccurate and lead to functional restrictions of the auxiliary heater.

The 12-volt vehicle battery will be discharged if the auxiliary heater runs several times for an extended period.

1. Drive the vehicle for an appropriate distance in order to recharge the 12-volt vehicle battery.

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The interior temperature is slightly higher than expected

The temperature at which the auxiliary heater heats the vehicle interior could be slightly higher if the temperature selector for the heating and fresh air system or manual air conditioning system was set to the highest setting before the auxiliary heater was switched on. This also depends on the ambient temperature.

Noises when the auxiliary heater is switched on

It is normal for the auxiliary heater to make noises when switched on. The noise does not indicate a malfunction.

Information on steering

The steering should be locked every time you leave the vehicle to make it more difficult for the vehicle to be stolen.

The steering

The power steering provided by the electromechanical steering system automatically adjusts to the vehicle speed, steering wheel torque and steering wheel angle. The electromechanical steering only functions when the engine is running. If the start/stop system is activated and the engine is switched off, the steering also works.

You will need considerably more strength than normal to steer the vehicle if the power steering is reduced or has failed completely.

Mechanical steering column lock

The steering column is locked mechanically in vehicles with an ignition lock:

1. Stop the vehicle.
2. With some equipment levels: Move the selector lever to positionP.
3. Remove the vehicle key.
4. Turn the steering wheel slightly until the steering lock clicks into place.

Unlocking the steering column:

1. Turn the steering wheel slightly to relieve the load on the steering lock.
2. Insert the vehicle key into the ignition lock.
3. Hold the steering wheel in this position and turn the ignition on.

Electronic steering lock in vehicles with a starter button

The steering column is locked electronically on vehicles with starter button:

1. Stop the vehicle and engage the parking lockP if necessary.
2. Switch off the ignition and then open the driver door. The steering column is locked.

If you do not want the steering column to be locked, first open the driver door and then switch off the ignition. The steering column will remain unlocked as long as the vehicle is not locked.

Counter steering assistance

Counter steering assistance provides the driver with power steering in critical driving situations. In combination with ESC

, additional steering power helps the driver when counter steering→⚠.

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WARNING

Depending on the vehicle's equipment level, the power steering only functions when the engine is running. If the power steering does not work, a stiff steering wheel will greatly reduce steering ability. This can lead to loss of vehicle control, accidents, serious injuries and death.

- Never allow the vehicle to roll if the engine is switched off.

WARNING

It is no longer possible to steer the vehicle if the steering lock engages. This can lead to loss of vehicle control, accidents, serious injuries and death.

- Never remove the vehicle key from the ignition if the vehicle is in motion.

WARNING

The counter steering assistance is not a replacement for the driver's attention and works exclusively within the system limits. In critical driving situations, uncontrolled vehicle movements may occur despite counter steering assistance. If you are inattentive, there is a risk of accidents and serious injury or even death.

- Always remain alert and do not rely solely on the system. The driver is always responsible for all driving tasks.
- Note that the vehicle is not steered by the counter steering assistance.
- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions.

NOTICE

When the ignition is switched off during towing, some vehicle functions are not available, e.g. the turn signals, the horn, the windscreen wipers and the windscreen washer system.

- Switch on the ignition when the vehicle is being towed.

Troubleshooting

Steering fault

The warning lamp lights up or flashes red.

The electronic steering lock is faulty.

1. Do not drive on! Seek expert assistance.

   If the warning light lights up red, the steering my be difficult to operate because of a fault in the electromechanical power steering.

   If the warning lamp flashes red, the steering column cannot be unlocked.

Steering fault

The indicator lamp lights up or flashes yellow.

If the indicator lamp lights up continuously, restart the engine and drive a short distance slowly. If the indicator lamp continues to light up, go to a correspondingly qualified workshop.

The indicator lamp flashes:

1. Move the steering wheel slightly back and forth.
2. Switch the ignition off and then back on again.
3. Observe the messages on the instrument cluster display.
4. If the indicator lamp still flashes after restarting the vehicle, do not continue to drive. Seek expert assistance.

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Pedals

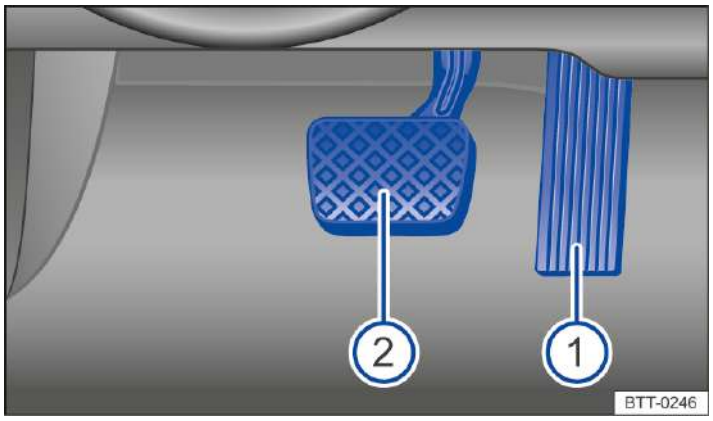


Fig. 1 In the footwell: Pedals in vehicles with an automatic gearbox.

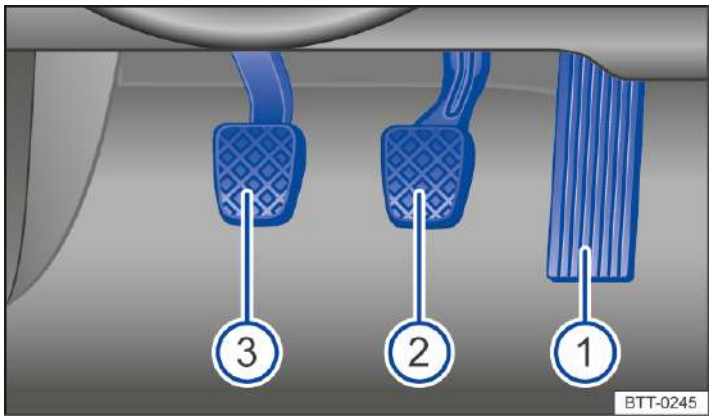


Fig. 2 In the footwell: Pedals in vehicles with a manual gearbox.

(1) Accelerator.

(2) Brake pedal.

(3) *Vehicles with a manual gearbox:* Clutch pedal

WARNING

Objects in the driver footwell can hinder pedal operation. This can lead to loss of control of the vehicle and increase the risk of serious injury.

- Make sure that all pedals can always be operated without any hindrance.
- The floor mats must always be properly secured in the footwell.
- No additional floor mats or other floor coverings should be placed over the fitted floor mat.
- Make sure that no objects can enter the driver footwell while the vehicle is in motion.
- If there are any objects in the footwell, remove them when the vehicle is parked.
- Wear shoes that provide good grip for your feet when using the pedals.

WARNING

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

- Take regular breaks on long journeys – at least every two hours.

WARNING

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

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

NOTICE

The pedals must be freely operable at all times. For example, a larger brake pedal travel will be necessary in order to stop the vehicle if a brake circuit fails. The brake pedal will have to be depressed further and harder than normal.

Information on the brakes

Running in brake pads

New brake pads cannot generate the full braking effect during around the first 200 to 300 km (around 100 bis 200 miles) and must first be "run in" → ⚠. However, you can compensate for the slightly reduced braking force by applying more pressure to the brake pedal. During the run-in period, the braking distance is longer when the brakes are depressed fully or during emergency braking than with those that have been fully run in. In the run-in period, the brakes should not be depressed fully and situations should be avoided that create a heavy load on the brakes, e.g. when driving up close to the vehicle ahead.

Brake pad wear

The rate of wear of the brake pads depends to a great extent on the conditions under which the vehicle is operated and the way in which the vehicle is driven. If the vehicle is used for regular urban trips or short journeys and is driven with a sporty driving style, have the brake pads checked regularly by a suitably qualified workshop.

External influences on the brake

When driving with wet brakes, for example after driving through water, after heavy rainfall or after washing the vehicle, the braking effect may be delayed as the brake discs will be wet, or possibly iced up (in winter). The brakes must be "dried" as quickly as possible by careful braking at higher speed. Make sure that no following vehicle and no other road user is put at risk as a result of this action → ⚠.

Any salt layer accumulating on the discs and pads will delay the braking effect and increase the braking distance. If the brakes on the vehicle have not been applied for a long time on roads that have been gritted with salt, the layer of salt must be reduced through careful braking → ⚠.

Corrosion on the brake discs and dirt in the brake pads is facilitated through long periods of inactivity, low mileage and low load levels. If the brake pads have been hardly used, or if they are at all corroded, we recommend that the brake discs and brake pads be cleaned by braking strongly several times from high speed. Please ensure that no other vehicles and no road users are put at risk as a result of this action → ⚠.

⚠ WARNING

Driving with worn brake pads or with a faulty brake system can lead to loss of vehicle control, accidents and serious or fatal injuries.

- If you have reason to believe that the brakes are worn down or the brake system is faulty, go to a qualified workshop immediately and have the brake system checked and have any worn brake pads replaced.

⚠ WARNING

New brake pads cannot generate the full braking effect during around the first 300 km (around 200 mi) and must first be "run in". Insufficient braking effect can increase the risk of accidents. This can cause severe or fatal injuries.

- Increase the pressure on the brake pedal if you notice that the braking effect is reduced.
- Drive with particular care when driving with new brake pads in order to reduce the risk of accidents, serious injuries and loss of control of the vehicle.
- Never drive too close to other vehicles when running in new brake pads, and never create a driving situation that

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will place a heavy load on the brakes.

WARNING

Constant braking will cause the brakes to overheat. This can considerably reduce the brake effect, increase the braking distance and, in certain circumstances, cause the brake system to fail completely. This can cause you to lose control of the vehicle, which can lead to accidents and serious or fatal injuries.

- Never “ride” the brake pedal. Do not overuse the brake pedal.

WARNING

When driving downhill the brakes are placed under particular strain and become hot very quickly. Overheated brakes reduce the braking effect and considerably increase the braking distance. This can cause you to lose control of the vehicle, which can lead to accidents and serious or fatal injuries.

- Before driving down a long, steep gradient, reduce speed by selecting a lower gear of the manual gearbox or in Tiptronic mode of the automatic gearbox.
- Use the engine braking effect to reduce the load on the brakes.
- Before driving off, make sure that the air supply to the brakes is not obstructed, e.g. by non-standard or damaged front spoilers.

WARNING

Wet brakes or brakes coated with ice or road salt react more slowly and require longer braking distances. This can cause you to lose control of the vehicle, which can lead to accidents and serious or fatal injuries.

- Test the brake carefully.
- Dry brakes and clean off any coating of ice and salt with a few cautious applications of the brake when visibility, weather, road and traffic conditions permit.

If the front brake pads are tested, the rear brake pads should be tested at the same time. Regularly check the thickness of the brake pads through the openings in the rims or from the underside of the vehicle. If necessary, remove the wheels to carry out a comprehensive check. Consult a suitably qualified workshop for additional information.

Troubleshooting

Brake system fault

The warning lamp lights up red.

A text message may also be displayed.

STOP Do not drive on!

1. Seek expert assistance immediately and have the brake system checked.

Brake pad wear indicator

The indicator lamp lights up yellow.

The front or rear brake pads are worn.

1. Go to a correspondingly qualified workshop immediately.
2. All brake pads should be checked and renewed as necessary.

Unusual noises when braking

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If you hear scratching or squeaking noises each time you brake, this is an indication that your brake pads on the front and rear axle are worn.

1. Immediately consult a suitably qualified workshop and have the system checked.
2. All brake pads should be checked and renewed as necessary.

If the braking performance of the vehicle changes

If the brake pads are worn or if you establish that the vehicle is no longer braking in the usual way (e.g. sudden lengthening of the stopping distance), proceed as follows:

1. Immediately consult a suitably qualified workshop and have the system checked.
2. All brake pads should be checked and renewed as necessary.

Ignition lock

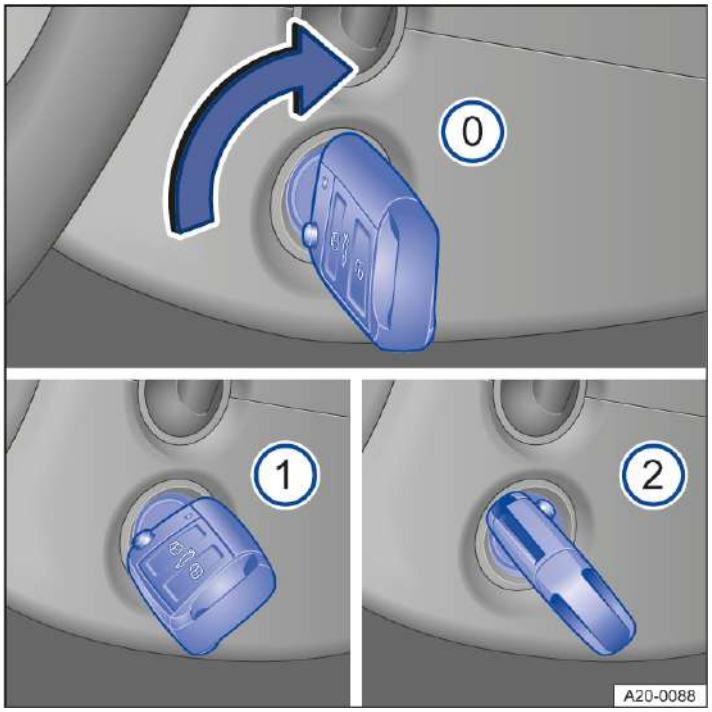


Fig. 1 Next to the steering wheel on the right: Positions of the vehicle key in the ignition lock

Vehicle key positions → *Fig. 1*

(0) Ignition switched off. The vehicle key can be removed.

(1) Ignition switched on. The steering lock can be released.

(2) Vehicles with an automatic gearbox: Press the brake pedal when the indicator lamp lights up green. Start the engine. Release the vehicle key as soon as the engine starts. Once released, the vehicle key moves back to position (1).

When there is no vehicle key in the ignition lock, the steering column lock may be activated.

Ignition switched on warning

A warning message may appear in the instrument cluster display if the driver door is opened while the ignition is switched on. An acoustic warning may also be given.

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The warning is a reminder that the ignition must be switched off before leaving the vehicle.

WARNING

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

- Always take all vehicle keys with you every time you leave the vehicle. The engine can be started and electrical equipment such as the window controls can be operated. This can cause serious injury.
- Never leave children or people requiring assistance alone in the vehicle when the vehicle is locked. They could become trapped in the vehicle in an emergency and may not be able to get themselves to safety. For example, locked vehicles may be subjected to very high or very low temperatures depending on the season. This can cause serious injuries and illness or fatalities, especially among small children.
- Never remove the vehicle key from the ignition lock if the vehicle is in motion. The steering column lock may be activated and you will no longer be able to steer the vehicle.
- The key bit of the vehicle key must be completely folded out and locked in position.
- Attach only light objects of up to 100 g to the vehicle key.

The vehicle key can only be removed from the ignition lock when the selector lever is in position P. If necessary, press the lock button in the selector lever and then release it.

Electronic immobiliser

The immobiliser helps to prevent the engine from being started and driven with an unauthorised vehicle key.

There is a chip in the vehicle key. This deactivates the immobiliser automatically when a valid vehicle key is in the ignition lock.

The engine can only be started using a genuine Volkswagen vehicle key with the correct code. Coded vehicle keys are available from a Volkswagen Commercial Vehicles dealership.

The vehicle cannot be operated properly if you do not have a genuine Volkswagen key.

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Starting the engine

1. Switch on the ignition *(→ Ignition lock)*.
2. Vehicles with a diesel engine: When the diesel engine is pre-heated, the indicator lamp lights up in the instrument cluster.
3. Depress and hold the brake pedal until the handbrake is released.
4. Vehicles with a manual gearbox: Fully depress the clutch pedal until the engine has been started. Shift the gear stick to a neutral position.
5. Vehicles with DSG dual clutch gearbox: Move the selector lever to position N or select parking lock P.
6. turn the vehicle key further in the ignition lock – do not depress the accelerator.
7. Release the vehicle key once the engine has started.
8. Release the handbrake if you wish to pull away *(→ Handbrake)*.

WARNING

The risk of serious injury can be reduced with the engine running or when starting the engine.

- Never start or allow the engine to run in unventilated or closed spaces. The exhaust fumes contain carbon monoxide, an odourless and colourless toxic gas. Carbon monoxide can cause people to lose consciousness. It can also cause death.
- Never start or allow the engine to run if oil, fuel or any other highly flammable fluids are under or near the vehicle, or are leaking out of the vehicle, e.g. as the result of damage.
- Never leave the vehicle unattended with the engine running, particularly if a gear or position has been selected. The vehicle could move suddenly or something unexpected may happen that may cause damage, fire and serious injuries.
- Never use a start booster. Start boosters may explode and cause the engine to suddenly run at high revs.

NOTICE

The starter and the engine can be damaged if you attempt to start the engine while the vehicle is in motion or if the engine is started again immediately after it has been switched off.

NOTICE

When the engine is cold, avoid high engine speeds, driving at full throttle and overloading the engine.

NOTICE

Do not push or tow the vehicle to start it. Unburnt fuel can damage the catalytic converter.

NOTICE

If the engine does not start, never use the starter with a gear selected for driving or tow-starting, e.g. when the fuel tank is empty. This could cause damage to the starter.

- Refill fuel if necessary or obtain jump starting assistance *(→ Jump starting)*.
- If the engine still does not start, seek qualified expert assistance.

Do not warm up the engine by running it while the vehicle is stationary. Instead, pull off as soon as there is good visibility through the windows. This helps the engine reach operating temperature faster and reduces emissions.

Components with a high power consumption are switched off temporarily when the engine is started.

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When starting from cold, the engine may be a little noisy for the first few seconds. This is quite normal, and no cause for concern.

At outside temperatures of less than +5°C(+41°F), fumes may be detected under a vehicle with a diesel engine if the fuel-powered supplementary heater is switched on.

Troubleshooting

EPC Engine management system fault

The indicator lamp lights up yellow.

Fault in engine management system.

1. Observe the text on the instrument cluster, if necessary.
2. Have the engine checked by a suitably qualified workshop as soon as possible.

EPC Fault in the engine management system

The indicator lamp lights up yellow.

The vehicle's drive power is limited.

The drive power has been limited to prevent the engine management system components from overheating.

— A corresponding display can appear in the instrument cluster.

— You can drive on with reduced drive power.

The drive power limitation will be lifted in the following cases:

— The engine management system components are no longer in a critical temperature range.

Engine speed limited

The indicator lamp lights up yellow.

The engine speed was limited to prevent the engine from overheating.

The engine speed limitation will be cancelled again in the following cases:

— Engine is no longer in a critical temperature range.

— Foot is taken off the accelerator.

together with EPC engine speed limitation due to fault in the engine management system

The indicator lamps light up yellow.

Engine speed limitation is activated due to a fault in the engine management system.

1. Make sure that the displayed engine speed is not exceeded.
2. Have the engine checked by a suitably qualified workshop as soon as possible.

Fault in the engine management system

The indicator lamp in the analogue instrument cluster flashes.

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The indicator lamp flashes yellow.

The vehicle's drive power is limited

The drive power has been limited to prevent the engine management system components from overheating.

— You can drive on with reduced drive power.

The drive power limitation will be lifted in the following cases:

— The engine management system components are no longer in a critical temperature range.

Glow plug system

Vehicles with a diesel engine:

The indicator lamp lights up yellow.

When the diesel engine is being pre-heated, the indicator lamp lights up in the instrument cluster for a few seconds.

The indicator lamp flashes yellow.

There is a fault in the engine management system.

1. Have the engine checked by a suitably qualified workshop as soon as possible.

Vehicle key cannot be removed from the ignition lock

An unauthorised vehicle key has been inserted in the ignition lock.

Remove the vehicle key as follows:

Vehicles with DSG gearbox

1. Press the lock button in the selector lever and release.
2. Pull the vehicle key out of the ignition lock.

Vehicles with a manual gearbox

1. Pull the vehicle key out of the ignition lock.

Engine cannot be started

A corresponding message will be displayed in the instrument cluster if an unauthorised vehicle key is used or there is a system fault.

1. Use an authorised vehicle key.
2. If the malfunction persists, seek the services of a qualified technician.

Switching off the engine

1. Bring the vehicle to a standstill →⚠.
2. Park the vehicle *(→ Parking)*.
3. Switch off the ignition.
4. Follow the instructions in the instrument cluster .

Warning when leaving the vehicle

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In order to indicate that the vehicle is capable of rolling when leaving the vehicle, an acoustic warning signal sounds when the driver door is opened and corresponding warning messages appear on the display of the instrument cluster.

Vehicles with DSG dual clutch gearbox: If the selector lever is in the neutral positionN, an acoustic warning signal will sound when the driver door is opened and the warning message Vehicle not secured against rolling away! will appear on the instrument cluster display. In this way, a warning is given that the vehicle could potentially roll away.

WARNING

Never switch the engine off while the vehicle is in motion. This can lead to a loss of vehicle control, accidents and serious injuries.

- The airbags and belt tensioners will not work if the ignition is switched off.
- The brake servo will not work when the ignition is switched off. More force is required on the brake pedal to stop the vehicle.
- The power assisted steering will not work when the engine is not running. More manual power will be needed to steer the vehicle.
- If the vehicle key is removed from the ignition, the steering lock can activate and you will no longer be able to steer the vehicle.

WARNING

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

- Never park the vehicle where parts of the exhaust system can come into contact with inflammable material underneath the vehicle, e.g. undergrowth, leaves, dry grass, spilt fuel.
- Never apply additional underseal or anti-corrosion coatings to the exhaust pipes, catalytic converters, heat shields or particulate filter.

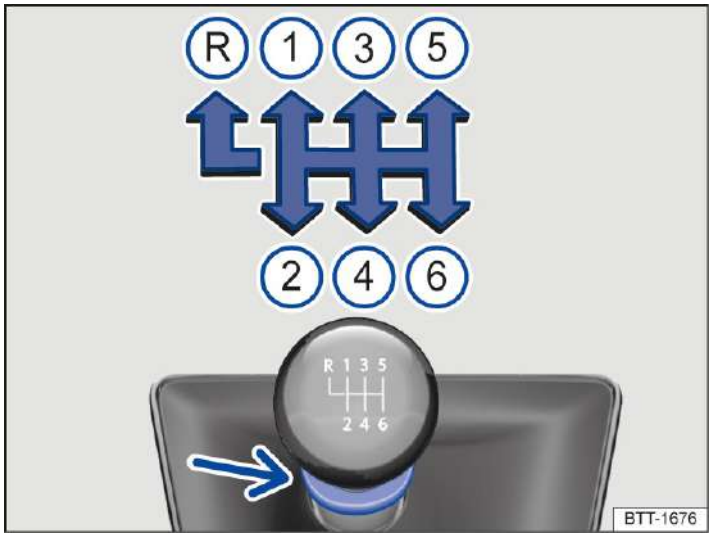
NOTICE

If the vehicle has been driven at high load for a long period, the engine can overheat when it is switched off. In order to avoid damage to the engine, allow the engine to run in neutral for approximately 2 minutes before switching it off.

In vehicles with DSG® dual clutch gearbox, the vehicle key can be removed from the ignition lock only when the parking lock P is engaged.

After the engine is switched off, the radiator fan in the engine compartment may run on for some minutes, even if the ignition is switched off or the vehicle key has been removed. The radiator fan will switch itself off automatically.

Manual gearbox: Selecting a gear



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Fig. 1 Gear shift pattern of a 6-speed manual gearbox(5-speed manual gearbox depends on equipment).

Selecting a forward gear

The positions of the individual gears are shown on the gear lever→ *Fig. 1*.

1. Fully depress and hold the clutch pedal.
2. Move the gear lever to the required position→⚠.
3. Release the clutch to engage.

In some countries, the clutch pedal will have to be depressed fully in order to start the engine.

Selecting reverse gear

1. Reverse gear should only be selected when the vehicle is stationary.
2. Fully depress and hold the clutch pedal→⚠.
3. Pull the ring on the gear lever upwards and push the gear lever fully to the left and then forwards into the reverse gear position → *Fig. 1* Ⓡ.
4. Release the clutch to engage.

Shifting down

You should always select the next immediate gear when shifting down a gear whilst the vehicle is in motion. The engine revs should not be too high when doing this →⚠. Damage to the clutch and the gearbox could occur if at high speeds or high engine revs one or more gears are skipped when shifting down gear, even if the clutch is not released when doing this →ⓘ.

⚠ WARNING

When the engine is running, the vehicle will start to move as soon as a gear is engaged and the clutch released. This also applies when the handbrake is on.

- Never engage reverse gear while the vehicle is in motion.

⚠ WARNING

Rapid acceleration can cause loss of traction and skidding, particularly on slippery roads. This can cause you to lose control of the vehicle, which can lead to accidents and serious injuries.

- Only accelerate rapidly if visibility, weather, road and traffic conditions permit, and other road users are not put at risk by the acceleration and driving style.
- Always adapt your driving style to suit the traffic flow.
- When TCS

  is switched off, the drive wheels may spin, especially if the road surface is wet, slippery or dirty. This may result in you no longer being able to steer or control the vehicle.
  ●

⚠ WARNING

Shifting gears incorrectly to a lower gear can lead to a loss of control of the vehicle, which can cause accidents and serious injuries.

ⓘ *NOTICE*

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Serious damage to the clutch and gearbox can occur if the gear stick on the manual gearbox is shifted to too low a gear when travelling at high speeds or at high revs. This also applies if the clutch remains depressed and the gears do not engage.

NOTICE

Please note the following to help avoid damage and premature wear:

- Do not rest your hand on the gear lever when driving. The pressure from your hand is passed onto the selector forks in the gearbox.
- Ensure that the vehicle has come to a complete standstill before engaging reverse gear.
- Always depress the clutch pedal fully when changing gear.
- Do not hold the vehicle by "riding" the clutch on a hill with the engine running.

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

Troubleshooting

Clutch slipping

The indicator lamp lights up yellow.

Clutch does not transmit the entire engine torque.

1. If necessary, remove foot from clutch pedal.

Clutch overheated

The indicator lamp lights up yellow.

An acoustic warning may also be given *(→ Manual gearbox)*.

The clutch can overheat, for example if the vehicle pulls off regularly, travels at a "crawl" for long periods, or in stop and go traffic.

Overheating is indicated by the warning lamp and in some cases by additional warning lamps and a text message in the instrument cluster display.

— Driving can be continued.

Clutch fault

The indicator lamp lights up yellow.

The clutch is faulty.

1. Drive on carefully!
2. Go to a correspondingly qualified workshop. Failure to do so could result in considerable damage to the clutch.

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Automatic gearbox: Selecting a position

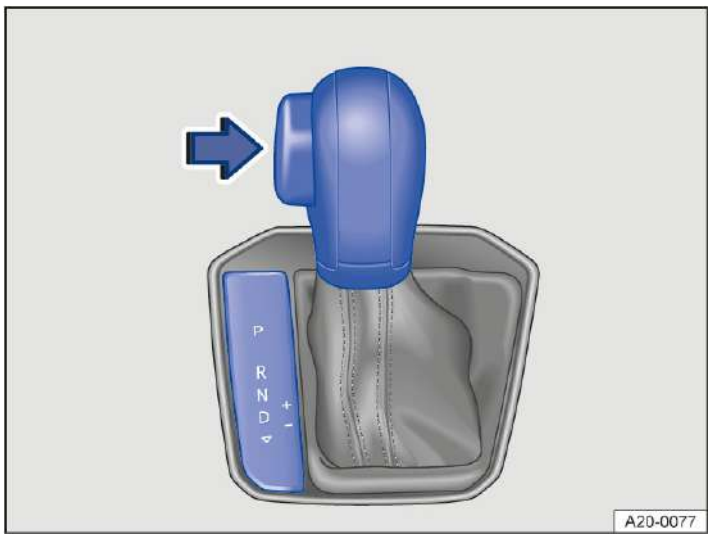


Fig. 1 Selector lever for automatic gearbox with lock button (arrow) in left-hand drive vehicles. The controls are mirrored for right-hand drive vehicles.

The selected selector lever position will be shown in the instrument cluster display when the ignition is switched on.

P – Parking lock

The drive wheels are blocked. May only be selected when the vehicle is *stationary*.

To disengage this selector lever position while the ignition is switched on, depress the brake pedal and press the lock button in the selector lever.

R – Reverse gear

Reverse gear is selected. May only be selected when the vehicle is *stationary*.

N – Neutral

The gearbox is in the neutral position. No force is transmitted to the wheels and the braking effect of the engine is not available.

D – Standard forward driving position (Normal programme)

All forward gears are shifted up and down automatically. The timing of the gear shift is determined by the engine load, your individual driving style and the speed of the vehicle.

Selector lever lock

The selector lever lock prevents a position from being engaged inadvertently, which would cause the vehicle to move unintentionally.

To release the selector lever lock, switch on the ignition and press the brake pedal. Then push the lock button in the selector lever handle in the direction of the arrow → *Fig. 1*.

The selector lever lock is not engaged if the selector lever skips position N, e.g. when shifting from reverse to D. This makes it possible, for instance, to "rock" the vehicle backwards and forwards if it is stuck in snow or mud. The selector lever lock engages automatically if the brake pedal is not depressed and the lever is in position N for more than approximately 1 second and the vehicle is travelling no faster than approximately 5 km/h (3 mph).

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WARNING

Selecting the wrong position can cause you to lose control of the vehicle, which can lead to accidents and serious injuries.

- Never press the accelerator when engaging a gear selector position.
- When the engine is running, the vehicle starts moving as soon as a selector lever position is engaged and the brake pedal is released.
- Never select reverse gear R or engage the parking lock P while the vehicle is in motion.

WARNING

Unintentional vehicle movements can cause serious injury.

- The driver must never leave the driver seat when the vehicle's engine is running and a gear position has been selected. If you have to leave the vehicle while the engine is running, always switch on the parking lock P and apply the handbrake.
- If the engine is running and positionD or R is selected, hold the vehicle with the foot brake. The vehicle will creep forward even when the engine is idling, as power transmission is even then not fully interrupted.
- Never select reverse gear R or engage the parking lock P when the vehicle is in motion.
- Never leave the vehicle when it is in the neutral positionN. The vehicle can roll downhill, whether or not the engine is running.

If you accidentally shift to N while driving, immediately take your foot off the accelerator. Wait for the engine to reach idling speed in the neutral position. Only engage a position once this has occurred.

If the selector lever is not left in the parking lock positionP for long periods when the engine is switched off, the 12-volt vehicle battery will discharge.

Changing gear with Tiptronic

Using Tiptronic, the gears can be shifted up and down manually in an automatic gearbox.

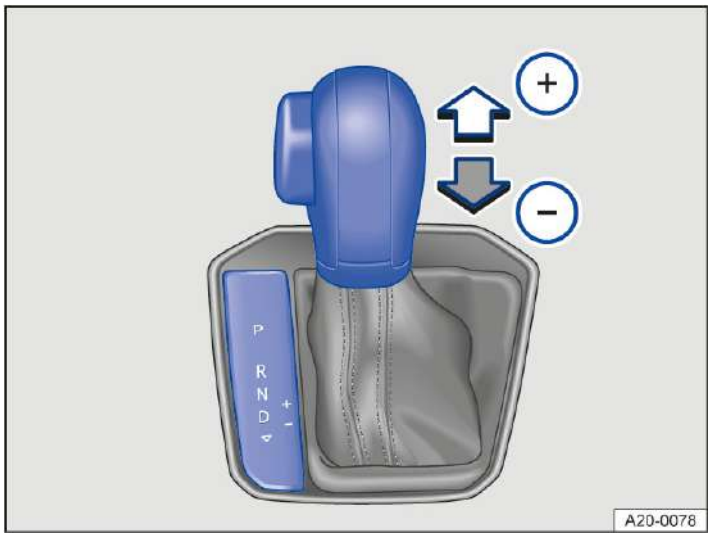


Fig. 1 Selector lever in Tiptronic position(left-hand drive).
The controls are mirrored for right-hand drive vehicles.

The gear that is currently selected will be maintained when the Tiptronic programme is selected. This remains the case as long as the system does not automatically carry out a change of gear due to the current driving situation.

Operating Tiptronic with the selector lever

1. Push the selector lever from positionD to the right into the Tiptronic gate.

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2. Tap the selector lever forwards (+) or back (–) to shift gear up or down → *Fig. 1*.

When tapping the selector lever in the Tiptronic gate, it is not necessary to press the lock button on the selector lever.

NOTICE

- When accelerating, the gearbox automatically shifts up to the next gear shortly before the maximum permitted engine speed is reached.
- When shifting down a gear manually, the gearbox will not change gear until the engine can no longer be overrevved.

Driving with DSG® dual clutch gearbox

The gearbox changes the forward gears up and down automatically.

Driving down hills

The steeper the downhill gradient, the lower the gear that must be selected. Lower gears increase the braking effect of the engine. Never allow the vehicle to roll down mountains or hills in the neutral position N.

1. Reduce your speed.
2. Push the selector lever from positionD to the right into the Tiptronic gate *(→ Tiptronic)*.
3. Gently push the selector lever to the rear to change down gear.

   Or: Shift down using the paddles on the steering wheel *(→ Tiptronic)*.

Stopping and pulling away on uphill gradients

The steeper the incline, the lower the gear that is required.

If you stop the vehicle on an incline with a position selected, you must always prevent the vehicle from rolling backwards or forwards by depressing the brake pedal or by applying the handbrake. The brake pedal or the handbrake should not be released until you start to pull away.

Coasting with DSG® dual clutch gearbox (depending on equipment)

In coasting mode, the momentum of the vehicle can be used to save fuel in conjunction with a foresighted driving style. The engine is declutched and no longer brakes the vehicle – the vehicle can roll out over a longer distance.

Switch-on condition: the selector lever must be in positionD.

Switching on coasting mode:

1. Remove your foot from accelerator pedal. The engine is disengaged and runs in coasting mode. The vehicle rolls without the braking effect of the engine.

Switching off coasting mode:

1. Briefly depress the brake pedal.

Kickdown function

The kickdown function enables maximum acceleration in the selector lever positionD or in the Tiptronic position.

If the accelerator pedal is depressed fully, the gearbox will automatically shift to a lower gear, depending on the speed and engine revs. This will make use of the full vehicle acceleration.

The gearbox does not shift up to the next gear until the engine reaches the maximum engine speed for the gear.

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WARNING

Rapid acceleration can cause loss of traction and skidding, particularly on slippery roads. This can cause you to lose control of the vehicle, which can lead to accidents and serious injuries.

- Always adapt your driving style to the traffic flow.
- Only use kickdown or fast acceleration if visibility, weather, road and traffic conditions permit and other road users are not put at risk due to the acceleration and the driving style.
- Please note that the driven wheels could start to spin and the vehicle could skid if the TCS is switched off, especially if the road is slippery.
- Switch the TCS back on after the acceleration.
- Only use the Launch Control Program if the road and traffic conditions allow for it.

WARNING

Never “ride” the brake pedal. Do not overuse the brake pedal. Constant braking will cause the brakes to overheat. This can considerably reduce the brake effect, increase the braking distance and, in certain circumstances, cause the brake system to fail completely.

NOTICE

- If you stop the vehicle on an incline, do not attempt to stop it from rolling back by depressing the accelerator while a position is still selected. The dual clutch gearbox DSG® could overheat and be damaged.
- Never allow the vehicle to roll in neutral positionN, particularly if the engine is switched off. The DSG® dual clutch gearbox will not be lubricated and could be damaged.

NOTICE

Never let the brakes “rub” by applying light pressure to the brake when it is not necessary to brake. This will increase levels of wear.

Troubleshooting

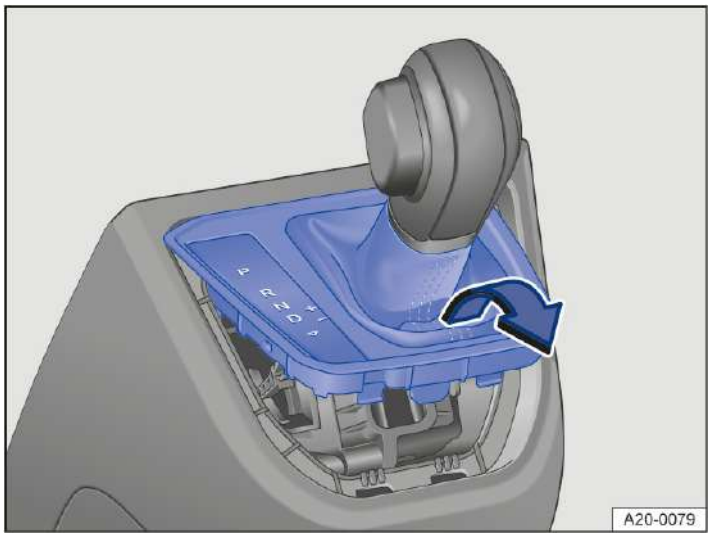


Fig. 1 Removing the selector mechanism cover.

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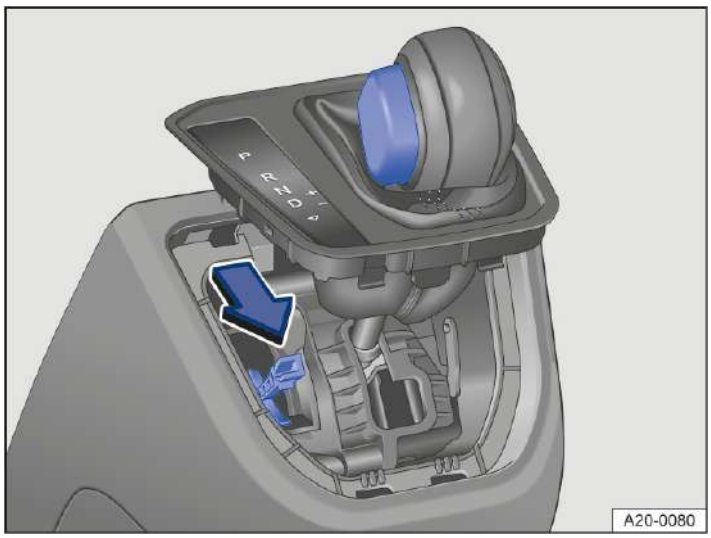


Fig. 2 Releasing the selector lever lock manually.

Engine does not start

The indicator lamp lights up green.

Brake pedal was not depressed, e.g. when trying to engage another position with the selector lever.

1. To select a position, press the brake pedal.

Lock button stops vehicle driving off

The indicator lamp flashes green.

The lock button in the selector lever is not engaged.

1. Engage the selector lever lock.

Selector lever lock stops vehicle driving off

The indicator lamp flashes green. An information text is additionally displayed.

In rare cases, the selector lever lock may not engage in vehicles with a DSG® dual clutch gearbox.

The drive is then deactivated to prevent the vehicle from accidentally pulling away.

1. Shift the selector lever to positionP or N.
2. Depress the foot brake and then release it again.

Gearbox overheated

The warning lamp lights up red.

An acoustic warning may also be given. A text notification may also be shown on the instrument cluster display.

The DSG® dual clutch gearbox can become too hot, for example, if the vehicle regularly pulls off from the starting position, during long periods at “crawling” speed, or in stop-and-go traffic.

1. Do not drive on!
2. Allow the gearbox to cool down in selector lever positionP.
3. Do not drive on if the warning lamp does not go out.

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4. Seek expert assistance. Failure to do so could result in considerable damage to the gearbox.

Indicator lamp is flashing alternately with the selector lever display

The indicator lamp and the symbol showing the position engaged flash alternately, e.g.D.

Fault in the automatic gearbox.

1. Drive to the nearest correspondingly qualified workshop immediately to have the system checked.

Releasing the selector lever lock manually

If the power fails in the vehicle(for example if the 12-volt battery is flat)and the vehicle has to be towed, the selector lever lock must be released manually. Seek expert assistance.

The manual release mechanism is located under the cover of the gearshift gate.

Removing the cover of the gearshift gate:

1. Apply the handbrake firmly. If the handbrake cannot be applied firmly the vehicle will have to be prevented from rolling off using other means.
2. Switch off the ignition.
3. Carefully pull the cover upwards in the area around the selector lever gaiter with connected electrical wiring *→ Fig. 1*.
4. Pull the cover up and over the selector lever.

Releasing the selector lever lock manually:

1. Press the release lever in the direction of the arrow and hold it there*→ Fig. 2*.
2. Press the lock button on the selector lever handle and move the selector lever into the neutral positionN.
3. After manual release, carefully press the cover into the centre console while ensuring that the electrical wires are positioned correctly.

Emergency program

There is a fault in the system if all the displays on the instrument cluster for the selector lever positions have a light background. The DSG® dual clutch gearbox is running in an emergency programme. The vehicle can still be driven in the emergency programme, but only at reduced speed and not in all gears.

In vehicles with a DSG® dual clutch gearbox, you may no longer be able to select reverse gear.

1. In all cases the automatic gearbox should be checked by a correspondingly qualified workshop immediately.

Vehicle does not move even though position is engaged

If the vehicle will not move in the required direction, the system may have selected the position incorrectly.

1. Depress the brake pedal and reselect the position.
2. If the vehicle still does not move in the required direction, there is a system fault. Seek expert assistance and have the system checked.

WARNING

Never move the selector lever out of positionP if the handbrake is not applied. Otherwise the vehicle could move

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unexpectedly if it is stopped on an incline, which could lead to accidents and serious injuries.

NOTICE

If the vehicle rolls for an extended period or at high speed with the engine switched off and the selector lever in the neutral position N, the DSG® dual clutch gearbox will be damaged, e.g. during towing.

NOTICE

- If the display indicates that the gearbox is overheating for the first time, make sure that the vehicle is parked safely or drive faster than 20 km/h (12 mph).
- Safely park the vehicle immediately and switch off the engine if the text message and acoustic signal are repeated approximately every 10 seconds. Allow the gearbox to cool down.
- Continue driving only when the acoustic warning no longer sounds in order to avoid damage to the gearbox. You should avoid pulling away or driving the vehicle at very low speeds while the gearbox is overheated.

Start/stop system

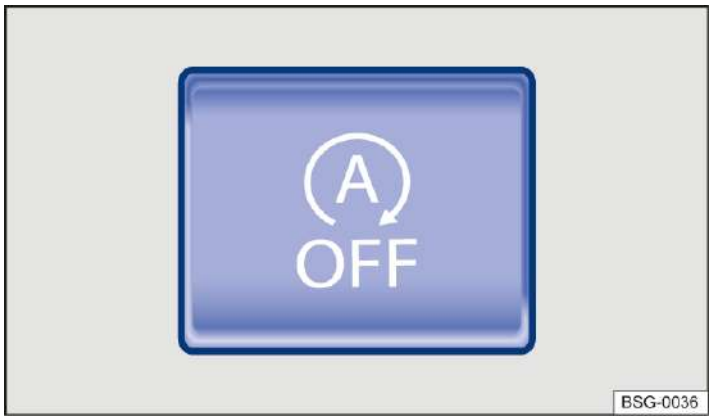


Fig. 1 In the lower part of the centre console: button for the start/stop system.

The start/stop system automatically switches the engine off when the vehicle is coming to a stop and when stationary. When required, the engine restarts automatically.

Indicator lamps

If the indicator lamp Ⓐ lights up, the start/stop system is available and automatic engine stop is active.

If the indicator lamp Ⓐ lights up, the start/stop system is not available or the start/stop system has started the engine automatically →⚠.

Switching on the start/stop system

The function is automatically activated every time the ignition is switched on. The instrument cluster display will show information about the current status.

Vehicles with a manual gearbox:

1. Disengage the gear and release the clutch pedal when the vehicle is coming to a stop, or when it is stationary. The engine is stopped.
2. Depress the clutch pedal to restart the engine.

Vehicles with DSG® dual clutch gearbox:

1. To stop, press and hold the brake pedal. The engine switches off shortly before the vehicle reaches a complete standstill or when the vehicle is stationary.

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2. Take your foot off the brake pedal or depress the accelerator to restart the engine.

Important preconditions for automatic engine switch-off

— The driver is wearing their seat belt.

— The door is closed.

— The bonnet is closed.

— Engine minimum temperature has been reached.

— Vehicles with Climatronic: The temperature of the vehicle interior is within the preset temperature range, and the humidity level is not too high.

— The defrost function of the air conditioning system is not switched on.

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

— The temperature of the 12-volt vehicle battery is not too low or too high.

— The vehicle is not on a steep incline.

— Vehicles with DSG dual clutch gearbox: The steering wheel is not turned too sharply.

— The windscreen heating (depending on equipment level) is not switched on.

— Reverse gear is not engaged.

When the conditions for automatic engine switch-off are fulfilled only while the vehicle is stationary, the engine can also switch off subsequently, e.g. after switching off the defrost function.

Conditions for an automatic restart

The engine can start automatically under the following conditions:

— If the temperature inside the vehicle substantially increases or decreases.

— If the vehicle rolls on.

— If the electric voltage of the 12-volt vehicle battery drops.

— If the steering wheel is moved.

The following applies in general here: the engine always starts again automatically when required by the detected situation and the vehicle.

Conditions that require a manual engine start

The engine must be started manually in the following conditions:

— If it is detected that the driver is not present.

— If the bonnet is opened.

Activating and deactivating the start/stop system manually

1. Press the A OFF button in the centre console to deactivate the system manually.

   If the start/stop system has been deactivated, the indicator lamp in the → *Fig. 1* button lights up.

2. Press the A OFF button in the centre console again to activate the system manually once more → *Fig. 1*.

The instrument cluster shows the status of the start/stop system every time the A OFF button is pressed.

If the start/stop system has switched the engine off, it will start again as soon as the system has been deactivated manually with the A OFF button.

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Always deactivate the start/stop system manually when driving through water.

Start/stop mode when Adaptive Cruise Control (ACC) is active

The engine will be switched off after the Adaptive Cruise Control(ACC) has brought the vehicle to a standstill via an active braking intervention .

Depending on equipment, for vehicles with DSG dual clutch gearbox:When Adaptive Cruise Control(ACC) is active, the DSG® dual clutch gearbox can shift into coasting mode.

In the following instances, the engine will restart when the Adaptive Cruise Control(ACC) is active:

— If the accelerator is depressed.

— When the Adaptive Cruise Control(ACC) has resumed speed and distance control.

— If the vehicle ahead has moved on.

— If the Adaptive Cruise Control(ACC) is deactivated and the vehicle driving in front moved away.

WARNING

Never switch off the ignition while the vehicle is in motion. This can lead to a loss of vehicle control, accidents and serious injuries.

- The airbags and belt tensioners do not function.
- The brake servo does not work. More force is required on the brake pedal to stop the vehicle.
- The power steering does not work. More manual power will be needed to steer the vehicle.
- When the ignition is switched off, the steering lock may activate and you will no longer be able to steer the vehicle.
- Deactivate the start/stop system when working in the engine compartment.

NOTICE

If the start/stop system is used in very high outside temperatures over a long period, the 12-volt vehicle battery can be damaged.

The start/stop system may be deactivated automatically if the temperature is above around 38°C (100°F).

In some cases, it may be necessary to restart the engine manually. Follow any corresponding messages on the instrument cluster display.

Always deactivate the start/stop system manually when driving through water.

Troubleshooting

Engine no longer starts automatically

If the engine no longer starts automatically, a corresponding warning may be displayed on the instrument cluster display.

1. Start the motor manually *(→ Starting the engine)*.
2. Deactivate the start/stop system manually.
3. Go to a suitably qualified workshop immediately.

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Think ahead when driving

The fuel consumption will increase if you do not adopt a steady driving style. Keeping a close eye on the traffic can help to avoid frequent acceleration and braking. Keeping a sufficient distance from the vehicle in front will help you to think ahead when driving.

Avoid driving at full throttle

The rolling and air resistance increase at excessively high speeds. This in turn increases the force needed to move the vehicle. Never make use of the vehicle's top speed.

Observe the tyre pressures

Low tyre pressures does not just mean greater wear, but also increases the rolling resistance of the tyres and thus the fuel consumption. Use optimised rolling resistance tyres.

Adjust the tyre pressure according to the vehicle load:

— Observe the information on the tyre pressure sticker .

— Tyre Pressure Loss Indicator *(→ Tyre Pressure Loss Indicator)*.

— Tyre Pressure Monitoring System *(→ Tyre Pressure Monitoring System)*.

Use low viscosity engine oils

Fully synthetic engine oils with low viscosity reduce frictional resistance in the engine and spread better and more quickly, especially for cold starts.

⚠ WARNING

The engine power may be reduced by lower air density at increasing altitude. Reduced engine power can lead to accidents, e.g. when overtaking. This can result in serious or fatal injuries.

- Always adapt your speed and driving style to the current visibility, weather and road or traffic conditions.

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Running in a new engine

A new engine has to be run in during the first 1,500 kilometres(around 1,000 miles). All moving parts should be given the time to get used to running together. During the first few operating hours, the engine has higher internal friction than it does later.

Up to 1,000 km (around 600 miles):

— Do not depress the accelerator fully.

— Do not load the combustion engine with more than 2/3 of the maximum engine speed.

— Do not drive with a trailer attached.

Between 1,000 and 1,500 km (around 600 to 1,000 miles):

1. Gradually increase speed and engine speed.

The style of driving during the first 1,500 km(around 1,000 miles) also affects the engine quality. Even after this time – and especially with a cold engine – drive the vehicle at moderate speeds in order to reduce engine wear and to increase the mileage that the engine can cover.

Do not drive at engine speeds that are too low. Always shift down gear if the engine is not running “smoothly”.

New tyres and brake pads *(→ Information on the brakes)* must be run in carefully.

If the new combustion engine is run in gently, its service life will be increased and its engine oil consumption reduced.

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Gear-change indicator

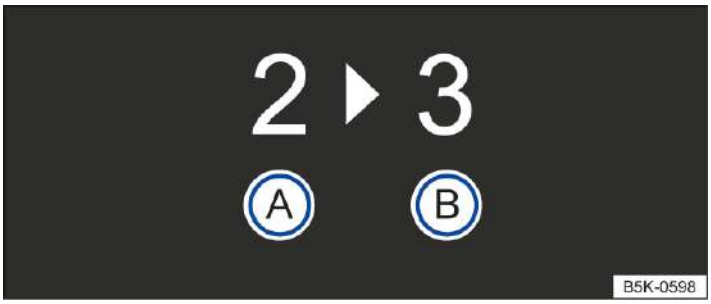


Fig. 1 On the display of the instrument cluster: Gear-change indicator.

Ⓐ Currently selected gear.

Ⓑ Recommended gear.

Depending on the vehicle equipment, the instrument cluster display may indicate which gear should be selected in order to reduce fuel consumption while the vehicle is in motion → *Fig. 1*.

On vehicles with DSG® dual clutch gearbox, the selector lever must be in the Tiptronic position *(→ Tiptronic)*.

No recommended gear is indicated if the most suitable gear is already selected. The currently selected gear is displayed.

Gear-change indicator variant 2

The recommended gear is displayed as a number. An arrow provides a recommendation for shifting up↑ or shifting down↓ to the displayed gear.

An optimum selected gear is indicated by the display●.

Vehicles with DSG dual clutch gearbox: The selector lever must also be in the Tiptronic position *(→ Tiptronic)*. The current gear is displayed as a number. An arrow indicates a recommended upshift↑ or downshift↓.

Information on “cleaning” the particulate filter

The engine management system recognises when the particulate filter is becoming saturated and supports regeneration of the particulate filter by recommending the most suitable gear when driving. Compared with normal driving, this may mean driving with an increased engine speed *(→ Particulate filter)*.

⚠ CAUTION

The gear-change indicator is only designed to assist the driver and cannot replace the driver's own judgement.

- The driver has full responsibility for selecting the correct gear in all situations(e.g. when overtaking, driving up and down hills and when towing a trailer).

Driving in the correct gear can help to reduce fuel consumption.

Gear-change indicator display goes out when the clutch is depressed in vehicles with a manual gearbox or when Tiptronic position is deselected in vehicles with a DSG® dual clutch gearbox.

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Economic driving style

Fuel consumption, environmental impact and wear of the engine, brakes and tyres can be reduced by adopting the correct driving style. A few tips are provided below which will help you protect the environment and also save money.

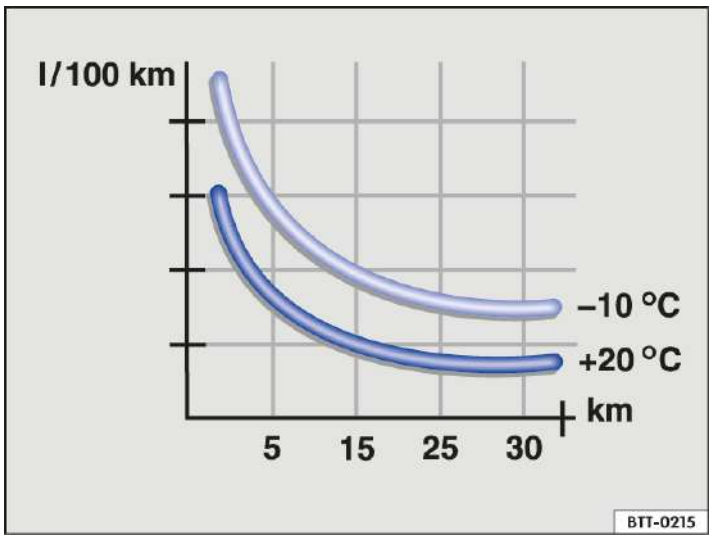


Fig. 1 Fuel consumption in litres per 100 km at two different outside temperatures.

Use coasting mode

Vehicles with an automatic gearbox: If neither the accelerator nor brake pedal are pressed in selector lever position D, the vehicle will roll (“coast”) almost without any energy consumption.

Changing gear to save energy

Changing up a gear early at engine speeds of 2,000 rpm saves energy. Do not drive gears to the limit and avoid high revs.

— Vehicles with a manual gearbox: change from first to second gear immediately after moving off.

— Vehicles with an automatic gearbox: Accelerate slowly and avoid using the kickdown function.

— Observe the gear-change indicator *(→ Gear-change indicator)*.

— Use driving profile ECO where possible.

Reduce idling

Pull away immediately with low engine speeds. If you are stopped for a long period, do not allow the engine to idle but switch it off, e.g. when in a traffic jam or at a railway crossing.

In vehicles with an activated start/stop system, the engine can switch off automatically when the vehicle is stopping and when the vehicle is stationary.

Refuel moderately

A full fuel tank increases the weight of the vehicle. A fuel tank that is half to three quarters full is sufficient for urban journeys in particular.

Avoid short journeys

A cold engine has very high fuel consumption. They do not reach optimum operating temperature until the vehicle

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has travelled a few kilometres (miles). The fuel consumption is above average at very low ambient temperatures, e.g. in winter → *Fig. 1*. Plan journeys economically and combine short journeys.

Carry out regular maintenance

Regular maintenance is an essential prerequisite for economical driving and increases the service life of the vehicle.

Do not drive with unnecessary loads in the vehicle

You can reduce fuel consumption by clearing out the luggage compartment before setting off, for example by removing empty drink crates or unused child seats.

To keep the air resistance of your vehicle as low as possible, remove any add-on parts and equipment once you have finished using them.

Save energy

The alternator is driven by the engine and generates electrical power for convenience consumers such as the air conditioning system, windscreen heating and ventilation. Saving electrical power is easy, e.g.:

— Open the windows and doors before driving at high outside temperatures and drive for a short distance with a window open. Only then switch the air conditioning system on.

— Switch the convenience consumers off as soon as they have served their purpose.

WARNING

Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.

NOTICE

Never allow the vehicle to roll down mountains or hills in the neutral positionN. The gearbox will not be lubricated and could be damaged.

For more information on proper maintenance and replacement parts that are particularly energy-efficient, e.g. new tyres, contact a qualified workshop.

In vehicles equipped with active cylinder management (ACT®), engine cylinders can be automatically deactivated in driving situations with low power requirements. When a cylinder is deactivated, no fuel is injected into that cylinder, which leads to an overall reduction in fuel consumption.

Driving a loaded vehicle

For good vehicle handling when driving a loaded vehicle, please observe the following:

— Stow all items of luggage securely .

— Accelerate particularly cautiously and carefully.

— Avoid sudden braking and driving manoeuvres.

— Brake earlier than in normal driving.

— If necessary, refer to information about the roof load carrier .

— If applicable, observe the information about driving with a trailer .

— If applicable, observe the information about driving with a bicycle carrier *(→ Bicycle carrier)*.

WARNING

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Shifting loads can severely impair the vehicle's stability and driving safety, lengthen the braking distance in the event of braking hard, and cause accidents and serious injuries.

- Secure objects properly to prevent them from sliding.
- Use suitable straps when securing heavy objects.
- Securely engage the rear seat backrests and, if applicable, the reclining rear seats.

Driving with an open boot lid

Driving with an open boot lid is particularly dangerous. Ensure that the open boot lid and any objects are secured properly, and take appropriate measures to reduce the amount of toxic exhaust fumes entering the vehicle.

Make sure you observe any legal requirements when driving with an open boot lid.

WARNING

Driving with an unlocked or open boot lid can cause serious injuries.

- Always drive with the boot lid closed.
- Make sure that all objects in the load compartment are stowed securely. Loose objects can fall out of the load compartment and injure road users who are driving behind.
- Always drive carefully and ensure that you think ahead.
- Avoid any abrupt or sudden driving and braking manoeuvres as this can cause the open boot lid to move unpredictably.
- Any objects protruding from the load compartment must be marked to ensure that they are visible to other road users. Comply with legal requirements.
- Any objects protruding from the load compartment must never be held or clamped in position by the boot lid.
- If it is necessary to drive with the boot lid open, any luggage carrier fitted and its load must always be removed from the boot lid.

WARNING

Poisonous exhaust fumes can enter the vehicle interior when the boot lid is open. This can result in loss of consciousness, carbon monoxide poisoning, serious injury and accidents.

- You should always drive with the boot lid closed in order to prevent toxic gases from entering the vehicle.
- If exceptional circumstances require you to drive with an open boot lid, you must do the following to reduce the quantity of toxic exhaust fumes that could enter the vehicle:
  - Close all the windows.
  - Switch off the air recirculation mode of the heating and fresh air system or air conditioning system.
  - Open all vents in the dash panel.
  - Switch the blower for the heating and fresh air system or air conditioning system to the highest setting.

NOTICE

The vehicle length and height are different when the boot lid is open.

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Driving through water on roads

Please follow these rules to help prevent damage to your vehicle when driving through water, for example if the road is flooded:

— Check the depth of the water before driving through it. The water level must be no higher than the lower edge of the vehicle body →.

— Do not drive faster than walking speed.

— Never stop the vehicle, reverse or switch off the engine while in water.

— Oncoming vehicles will create waves that could increase the water level for your vehicle to such an extent that it is not safe to drive through the water.

— Always deactivate the start/stop system manually when driving through water.

WARNING

After driving through water, mud, slush etc., the brakes may react slowly and the braking distance will be increased as the brake discs and pads will be wet, or possibly iced up in winter.

- Dry the brakes and clean off any coating of ice and salt with a few cautious applications of the brake. When doing this, do not endanger any other road users or fail to observe any legal requirements.
- Avoid abrupt and sudden braking manoeuvres directly after driving through water.

NOTICE

If you drive through water, parts of the vehicle, such as the running gear and vehicle electrics, could sustain severe damage.

- Never drive through salt water as salt can cause corrosion. Rinse all components that have been exposed to salt water immediately with fresh water.

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Using the vehicle in other countries and continents

The vehicle has been manufactured specifically for a particular country and complies with the registration regulations that applied in that country at the time of vehicle production.

If you want to use the vehicle abroad for a short period, all relevant information and instructions should be followed .

If the vehicle is going to be sold in another country or used in another country for an extended period, the legal requirements applicable in that country must be observed.

In some cases, certain equipment will have to be fitted or removed and functions deactivated. The service scope and service types could also be affected. This is particularly important if the vehicle is driven in another climate region for a long period of time.

The factory-fitted Infotainment system may not work abroad because different frequency bands are used in different countries.

NOTICE

- Volkswagen Commercial Vehicles is not responsible for any vehicle damage which is caused by low-quality fuel, inadequate servicing work or lack of availability of Genuine Parts.
- Volkswagen Commercial Vehicles cannot be held responsible if the vehicle does not comply with or only partly complies with the relevant legal requirements in other countries and continents.

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Hill Start Assist

The Hill Start Assist function actively holds the vehicle when pulling away on an uphill gradient.

The Hill Start Assist function is automatically activated if the following conditions are met

Vehicles with a manual gearbox: The following conditions must be met simultaneously:

— On an uphill gradient, the stationary vehicle must be held in position with the foot brake until you move off.

— The engine is running “smoothly”.

— Fully depress the clutch pedal and shift into first gear if you want to drive forwards up a hill or into reverse gear if you want to reverse up a hill.

1. In order to start moving, remove your foot from the brake pedal, then release the clutch peda(clutch engages) and press the accelerator simultaneously.

   The brake will be gradually released as the clutch is engaged. If the accelerator is not immediately depressed, the brake disengages autonomously after a few seconds.

Vehicles with a dual clutch gearbox (DSG): The following conditions must be met simultaneously:

— On an uphill gradient, the stationary vehicle must be held in position with the foot brake until you move off.

— The engine is running “smoothly”.

— The position D or reverse gear has been selected.

1. To start moving, remove your foot from the brake pedal and press the accelerator immediately.

   The brake will gradually be released as the vehicle pulls away.

The Hill Start Assist function will be deactivated immediately

— As soon as one of the conditions listed above is not fulfilled.

— If the driver door is opened.

— If the engine is not running smoothly or there is an engine fault.

— If the engine is switched off or has “stalled”.

— Vehicles with a dual clutch gearbox (DSG): If the neutral position N is engaged.

⚠ CAUTION

- If the vehicle does not move off immediately after releasing the brake pedal, it may roll back under certain circumstances. In this case, depress the brake pedal immediately or pull the handbrake.
- If you are driving on an uphill gradient in heavy traffic and you wish to prevent the vehicle from rolling backwards as you pull away, press the brake pedal for a few seconds before pulling away.

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Hill Descent Control

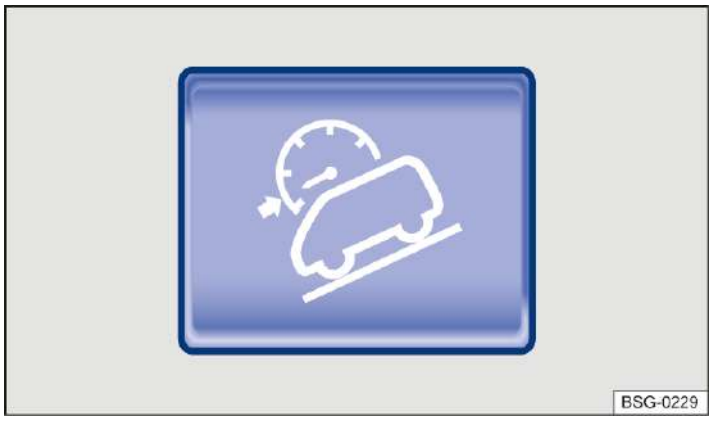


Fig. 1 In the centre console: Button for switching the Hill Descent Control on and off.

The Hill Descent Control system supports the driver when driving down a steep incline by actively braking the vehicle.

Hill Descent Control reduces the engine speed and actively applies the brakes to keep the vehicle speed to a constant walking pace →⚠.

The requirement for regulation is, among other things, that the ground allows enough grip. The Hill Descent Control system cannot fulfil its function when driving down an icy or slippery slope.

Switching Hill Descent Control on and off

— To switch the Hill Descent Control on, press the → *Fig. 1* button in the centre console at speeds under approximately 30 km/h (19 mph). The indicator lamp in the instrument cluster display lights up grey. The system is switched on, but is not regulating.

  The indicator lamp lights up white when Hill Descent Control is active.

— Press the button → *Fig. 1* in centre console again to switch off the Hill Descent Control. The indicator lamp in the instrument cluster display goes out.

Hill Descent Assist is regulating

— If Hill Descent Control is switched on using the button and the indicator lamp lights up white.

— And: if the speed is less than 30 km/h(19 mph).

— And: if the gradient is at least 10%.

— And: if the accelerator and brake are not depressed.

— And: if the engine is running.

Regulation is stopped if the vehicle is accelerated or braked by the driver during regulation. The regulation restarts once the requirements are met again.

Hill Descent Assist does not regulate

— If the gradient is less than 10%.

— Or: speed is greater than 30 km/h(19 mph).

— Or: if the driver brakes or accelerates.

⚠ WARNING

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Always be ready to apply the brake. Accidents and injuries could occur if this is not the case.

- The Hill Descent Control system is only a support function and may not be able to brake the vehicle sufficiently in all situations when driving downhill.
- The vehicle may accelerate despite the Hill Descent Control system.

The Hill Descent Assist system also works if you reverse down a slope.

Introduction

By selecting different driving profiles, the driver can adapt the characteristics of the vehicle systems to the current driving situation, the desired ride comfort and an economical driving style. The adaptable vehicle systems include the running gear, engine management system and the air conditioning system.

Different driving profiles are available depending on the vehicle equipment. The effect on the vehicle systems in the individual driving profiles varies depending on the vehicle equipment.

Vehicles with adaptive chassis control (DCC)

The adaptive chassis control (DCC

) continuously adjusts the chassis damping to the current road surface and driving situation while the vehicle is in motion. The DCC takes into account the running gear setup of the selected driving profile for this.

Some settings can be stored in the user accounts of the personalisation function and therefore change when the user account changes .

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Selecting a driving profile

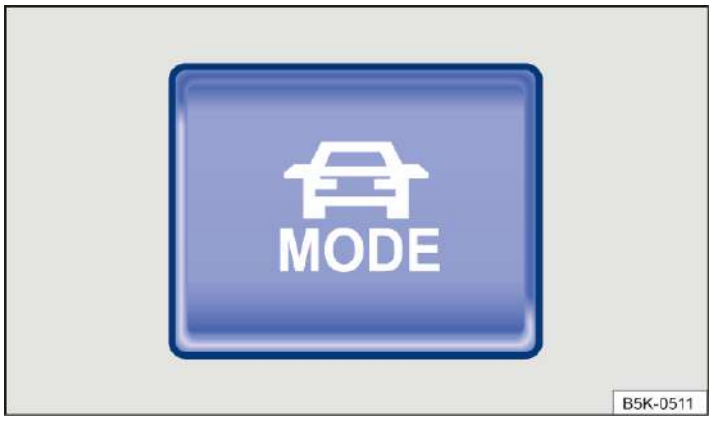


Fig. 1 In the centre console: MODE button for driving profile selection.

You can select the driving profile when the ignition is switched on and the vehicle is stationary or while driving *→ Selecting a driving profile*.

If you have selected a driving profile while driving, the vehicle systems will be switched immediately to the new driving profile except for the Drive system.

1. To activate the newly selected driving profile for theDrive system also, take your foot off the accelerator as soon as permitted by the traffic situation.

Selecting the driving profile via the MODE button

1. Press MODE *→ Fig. 1*.
2. To select driving profiles, press MODE again or tap the desired driving profile in the Infotainment system.

Displaying information on the driving profile

1. Tap i in the Infotainment system to display further information on the selected driving profile.

Selecting the “Individual” driving profile

1. Press MODE until the Individual driving profile is selected.
2. To open the Individual menu, tap Change.

WARNING

Selecting a driving mode while the vehicle is in motion can distract you from the road and cause accidents.

- Always drive with your full attention and responsibly.

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Characteristics of driving profiles

Eco: switches the vehicle into economical mode and helps you to drive the vehicle in a fuel-efficient manner.

Comfort: provides a comfort-based vehicle setup and is suited to long motorway journeys, for example.

Normal: represents the basic settings of the vehicle systems and provides a balanced setup, e.g. for everyday use.

Sport: gives the vehicle a sporty feeling.

Individual: allows you to adapt individual vehicle systems according to your personal preferences.

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Standard behaviour of the driving profiles and vehicle systems

The Normal driving profile provides the basic settings of the vehicle systems when the ignition is switched on.

Behaviour of the driving profiles when the ignition is switched off and on

When you switch the ignition off and then back on again, the previously selected driving profile remains selected.

Behaviour of the Drive vehicle system when the ignition is switched off and on

The settings of the Drive vehicle system are reset to the settings of theNormal driving profile as soon as you switch the ignition off and then back on again.

The other vehicle systems retain their settings when you switch the ignition off and then back on again.

You can switch the Drive vehicle system to the desired driving profile again:

1. Select the desired driving profile again.

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Fault in the adaptive chassis control (DCC)

The indicator lamp lights up yellow.

The message Fault: electronic damping control is displayed.

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

The driving profiles or vehicle systems do not behave as expected

1. Note the standard behaviour of the driving profiles and vehicle systems *(→ Driving profile selection)*

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Introduction

You can also drive all-wheel drive vehicles offroad in addition to on normal roads. It is very important to read the contents of this section before driving offroad.

The examples stated in this chapter must be understood as general guidelines that are intended to help the driver to drive safely when driving off-road. However, it is not possible to predict whether these guidelines will be valid for all situations that could occur. Before driving in unknown terrain, it is crucial to obtain knowledge about the characteristics of the terrain ahead. This will enable you to assess potential danger in advance. The driver is responsible for deciding whether the vehicle is suitable for the terrain in question and whether it is possible to drive through the terrain.

Driving off-road demands different skills and driving styles in comparison to driving on roads.

The vehicle is not built for “expeditions”.

Switch off the driver assist and parking systems when driving off-road.

Checklist

Prior to driving off-road for the first time, please follow these steps to be able to operate and drive the vehicle off-road:

✓ Observe the basic safety notes ⚠ *(→ Offroad driving)*.

✓ Adjust the seat position so that you have a good view to the front. Fasten seat belts *(→ Sitting position)*.

✓ Always wear suitable, well-fitting shoes that provide good grip for your feet when using the pedals.

A responsible driver should respect the environment when driving offroad. Remember that driving through undergrowth and on meadows can destroy animal and plant habitats.

Leaking service fluids due to vehicle damage can pollute the environment. Collect any service fluids that escape or are spilled and dispose of them correctly and with respect for the environment.

Take suitable accessories and equipment with you when driving offroad.

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Safety notes for offroad driving

⚠ WARNING

The intelligent vehicle technology cannot overcome the laws of physics, and functions only within the limits of the system. Despite input from the ABS

, adverse terrain can cause instability through locked wheels – for example, if you brake hard when driving on a loose gravel road. The ESC system will have difficulty stabilising the vehicle in these circumstances.

⚠ WARNING

Driving offroad can be dangerous and could cause accidents, serious injury, damage to the vehicle and also a vehicle breakdown far from any assistance.

- Never select a dangerous route and never take risks that could endanger you and the vehicle occupants. If a route does not go any further, or if you have any doubts about the safety of the route, turn round and choose a different route.
- Even terrain that looks harmless can be difficult and dangerous, and can lead to difficult situations for driver and passengers alike. Explore the terrain ahead of you on foot.
- Think ahead and take extra care when driving offroad. If you drive too fast or if a driving manoeuvre is unsuccessful this could result in serious injuries and vehicle damage.
- Always adjust your speed and driving to match vehicle load levels and offroad, visibility, traffic and weather conditions.
- Never drive too fast over embankments, ramps or slopes. The vehicle may lose contact with the ground, which means you will no longer be able to steer it. This may cause you to lose control of the vehicle.
- Keep the front wheels pointing ahead if the vehicle should lose contact with the ground. The vehicle may roll over if the wheels are turned when they make contact with the ground.
- Terrain might look harmless, but there could be hidden dangers. Potholes, hollows, ditches, precipices, obstacles, shallows, soft and boggy surfaces are often not recognisable as such and can be covered either fully or partly by snow, water, grass or branches lying on the ground. Explore the terrain ahead of you on foot.

⚠ WARNING

Sports utility vehicles are subject to a considerably higher risk of rolling over than normal road passenger vehicles *(→ Offroad driving)*.

- In the event of an accident, vehicle occupants not wearing seat belts are subjected to a considerably higher risk of fatal injury than those wearing seat belts.
- The vehicle has a higher centre of gravity and is more prone to rolling over than a normal on-road vehicle which is unsuited for offroad driving.
- Never drive too fast, particularly around bends, and never perform extreme driving manoeuvres.
- Always adjust your speed and driving style to suit the terrain conditions.
- Luggage and other items transported on the roof of the vehicle raise the centre of gravity and will make the vehicle more likely to roll over.

⚠ WARNING

- Always avoid traversing a slope.
- Never exit the vehicle via the doors that are facing downhill when parked sideways on a steep hill. The combined centre of gravity of the vehicle and its payload (vehicle occupants and payload) can shift and cause the vehicle to roll over and roll down the incline. Always leave the vehicle slowly via the doors which open up the incline.

⚠ WARNING

The driver assist systems were designed for use on surfaced roads only. The driver assist systems are not suited to driving offroad and therefore may even be dangerous. Using the driver assist systems when driving offroad could cause you to lose control over the vehicle and sustain severe injuries.

- Never use the driver assist systems when driving offroad.

⚠ WARNING

Driving the vehicle when the fuel level is too low could lead to your vehicle breaking down offroad, accidents and

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serious injuries.

The steering and brake support systems will not function if the engine sputters or stops completely due to a lack of fuel or irregular fuel supply.

- Fill up with sufficient fuel before driving offroad.

NOTICE

During sudden rain showers, water can enter the vehicle interior via open windows and cause damage to the vehicle.

- Always keep the windows closed when driving the vehicle offroad.

Explanation of technical terms

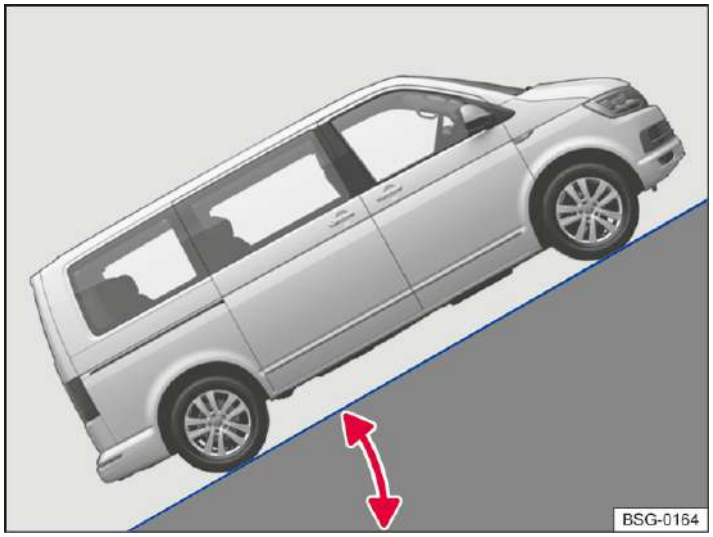


Fig. 1 Diagram: Angle of gradient.

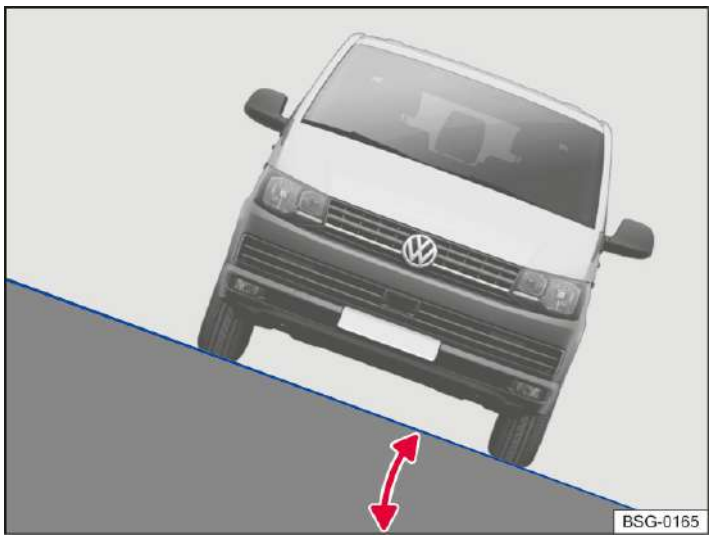


Fig. 2 Diagram: Tilt angle.

Centre of gravity

The centre of gravity of a vehicle influences its propensity to roll over. The vehicle has greater ground clearance for offroad driving, and thus a higher centre of gravity than a “normal” vehicle. The high centre of gravity means that there is a greater danger of roll-over when driving. Always remember this fact when driving and follow the safety tips and warnings given in this owner's manual.

Ground clearance

This is the vertical distance between the level ground and the lowest item on the vehicle.

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Gradient angle

The number of metres in height gained over a distance of 100 m (gradient) will be given as a percentage or degree → *Fig. 1*. Indication of gradient that the vehicle can drive up under its own power. The maximum gradient angle that the vehicle can overcome depends among other things on the road surface and engine power.

Inclination angle

Maximum angle at which the vehicle may be driven across a slope without the vehicle tipping over (dependent on the centre of gravity) → *Fig. 1*.

Breakover angle

Maximum permitted angle given in degrees that a vehicle driven at low speed can clear a ramp without the underbody of the vehicle scraping the ramp.

Ramp angle

Crossover from the horizontal level surface to an uphill gradient, or from a downhill gradient back to the level surface. Maximum permitted angle given in degrees that a vehicle can clear a ramp without the underbody of the vehicle scraping the ramp.

Fall line

This is the vertical drop route.

Axle articulation

The vehicle's torsional flexibility when driving over objects with just one side of the vehicle.

Checklist “Before driving offroad”

Checklist

To ensure your own safety and the safety of your passengers, observe the following points before driving offroad:

- ✓ Inform yourself sufficiently about the nature of the terrain ahead before you drive into the terrain.
- ✓ Fill the tank up to the maximum capacity. Fuel consumption is considerably higher offroad.
- ✓ Check that the tyre tread of all tyres and the tyre type are suitable for the planned offroad trip.
- ✓ Check the tyre pressure of all tyres and adjust as required.
- ✓ Check engine oil level and refill engine oil as necessary. Engine oil will be supplied to the engine when driving at an incline only if the engine oil level is high enough.
- ✓ Completely refill the washer fluid reservoir with water and washer fluid.
- ✓ Pack the load in the vehicle as evenly and as low as possible. Secure all loose items.

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General rules and driving tips

— Volkswagen Commercial Vehicles recommends never driving offroad alone. You should only drive offroad with at least two offroad vehicles driving as a team. Unexpected situations can always occur. We recommend that you carry equipment you can use for calling for help.

— Stop your vehicle when you reach difficult sections and check the route ahead on foot.

— Drive slowly over the crests of hills so the vehicle does not lose contact with the ground as this could cause damage, possibly leaving you unable to manoeuvre.

— Drive slowly when the route is difficult. Shift up a gear when on slippery ground and always keep the vehicle in motion.

— The ground is predominantly soft when driving offroad meaning the tyres could sink into the ground. This will reduce ground clearance and the wading depth. If possible, always drive on flat and firm ground.

— Even when driving at low speeds, always keep your distance from other vehicles. If the first vehicle suddenly gets stuck, the following vehicle can stop without getting stuck.

NOTICE

- Always ensure that there is enough ground clearance underneath the vehicle. Serious damage to the underbody could occur if the vehicle is scraped. This damage could cause the vehicle to break down and thus make it impossible to drive on.
- When driving off-road, never let the clutch slip and never leave your foot on the clutch pedal. When travelling over uneven ground, you could press the clutch by mistake, and lose control of the vehicle. A slipped clutch also prevents power being transferred from the engine to the gearbox. Driving with the clutch partially engaged causes premature wear to the clutch lining.

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Differential lock

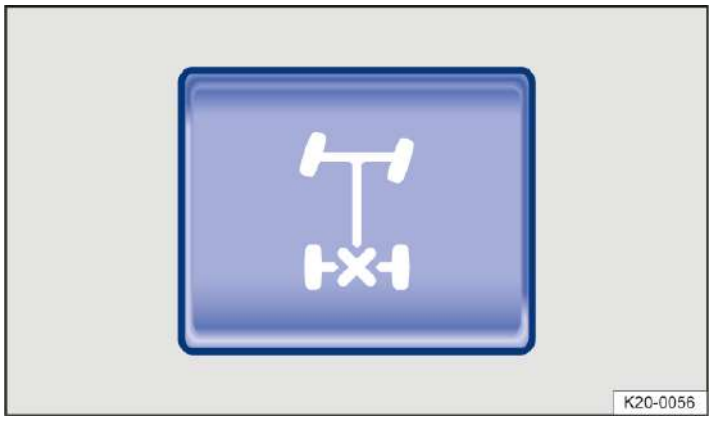


Fig. 1 In the dash panel: button for the differential lock (illustration).

The differential lock ensures a mechanically rigid connection between the wheels on the rear axle so that it is not possible for there to be a difference in the rotational speeds of the wheels. When driving off-road, the differential lock improves traction in difficult terrain conditions, e.g. holes or surfaces with poor grip and when the vehicle is driving uphill →⚠.

Engaging the differential lock

1. When travelling at a speed of less than around 45 km/h(around 28 mph), press the →*Fig. 1* button →⚠.

The symbol in the button lights up continuously →*Fig. 1* as soon as the differential lock is engaged. Depending on the equipment, the yellow indicator lamp flashes or lights up in the instrument cluster.

If the engine is switched off with the differential lock engaged, the differential lock remains engaged for around another 30 seconds.

Switching off the differential lock

1. Press the →*Fig. 1* button again.

The illuminated yellow symbol in the button →*Fig. 1* and the yellow indicator lamp in the instrument cluster go out.

Do not engage the differential lock

— If you are driving on surfaced roads, e.g. asphalt→⚠.

— If the vehicle is being towed.

— When the drive wheels are spinning.

— If the brakes are being tested on a rolling road test bed.

— When the spare wheel is not the same as the other tyres mounted on the vehicle .

Differential lock cannot be engaged

The differential lock cannot be engaged in the following situations:

— When travelling at a vehicle speed of more than around 45 km/h(around 28 mph).

— If there is a large difference in the rotational speed of the rear wheels.

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— If the drive train is heavily loaded

— If the mechanical teeth of the differential lock are “tooth to tooth”: The symbol in the button and the yellow indicator lamp in the instrument cluster flash.

WARNING

The steering ability of the vehicle is very restricted when the differential lock is engaged. This could mean that you lose control over the vehicle and cause serious injuries.

- Never engage the differential lock when driving on well-surfaced roads or when the vehicle is being towed.

NOTICE

Never engage the differential lock if you are driving on a paved road surface. If the differential lock is engaged, the axles, gearbox and drive shaft will be subjected to stresses, loading and damage during cornering.

If the differential lock is switched off when driving through a bend, this may cause a small shudder to pass through the vehicle. This is caused by the release of tension forces in the drive train. This is normal and is not a indication of damage to the vehicle.

If you drive through bends with the differential lock engaged, the wheels “rub” on the road surface. You might be able to hear this. The “rubbing” of the tyres - especially on solid ground - will lead to increased wear on the tyres.

Introduction

Depending on equipment, the vehicle has driver assist systems that increase comfort and convenience when driving. Some of these driver assist systems use sensors or cameras (also referred to below generally as “sensors”) for operation. These are visible to you in some cases and in other cases not.

The sensors and cameras detect the vehicle surroundings optically or using radar waves.

Installed sensors

Depending on equipment, the following sensors may be installed:

— Radar sensor at the front of the vehicle.

— Radar sensors at the rear of the vehicle.

— Camera behind the windscreen.

Further information on the respective locations can be found in the vehicle overviews .

WARNING

The driver assist systems cannot replace the driver’s attention and operate only within the limits of the respective system. The driver assist systems cannot detect all driving situations and may not react or may warn or react with a delay or in an undesired way. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always remain alert and do not rely solely on the system. The driver is always responsible for all driving tasks.
- Observe the limits of the sensors and the system limits of the individual systems.
- Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Be ready at all times to override or cancel automatic interventions.
- Observe the information on the instrument cluster display and respond according to the displays if permitted by the traffic situation.
- Do not use the driver assist systems if you suspect there is a problem or damage.

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Limits of the sensors

Limits of the radar sensors

Driver assist systems that use the radar sensors can react unexpectedly, with a delay or not at all in the following situations:

— Driving in poor weather conditions, e.g. heavy rain, snow or heavy spray.

— Driving through road works, tunnels or toll stations.

— Driving on twisting roads, e.g. mountain roads

— Crests and dips in the road.

— Driving off-road

— Driving in multi-storey car parks.

— Driving on roads with embedded metal objects, e.g. railway tracks.

— Driving on roads with loose chippings

— In complex driving situations, e.g. at traffic islands.

— If components in the area of the radar sensors are exposed to external force, e.g. after a rear-end collision.

— If the radar sensors are covered, dirty, displaced or damaged.

Limits of the camera behind the windscreen

Driver assist systems that use the camera behind the windscreen can react unexpectedly, with a delay or not at all in the following situations:

— Crests and dips in the road.

— Driving through road works.

— Driving off-road

— Driving in poor weather conditions, e.g. heavy rain, snow, fog or heavy spray and poor road conditions.

— When the sun is low in the sky, in darkness or with glare from oncoming vehicles.

— If the camera is temporarily unavailable due to prolonged exposure to direct sunlight or high ambient temperatures.

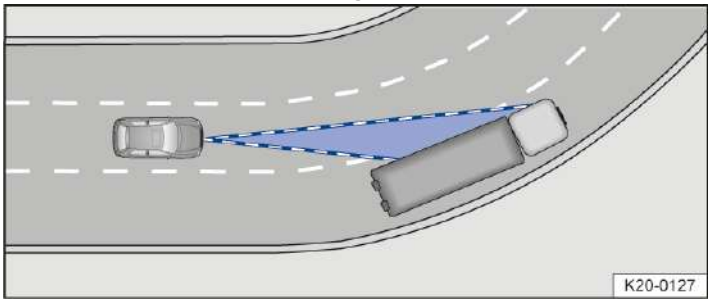
— If the camera window is covered, dirty or damaged.

— If the camera is displaced.

Delayed response

If the sensor system is exposed to environmental conditions that impair sensor functioning, the driver assist systems may detect this only after a certain delay. For this reason, any restrictions to functions may be displayed only after a delay at the start of the journey and when driving .

Limits in certain driving situations



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Fig. 1 Driving through bends.

The sensor system always measures straight ahead. For this reason, vehicles may be incorrectly detected or vehicles driving ahead not detected in tight bends.

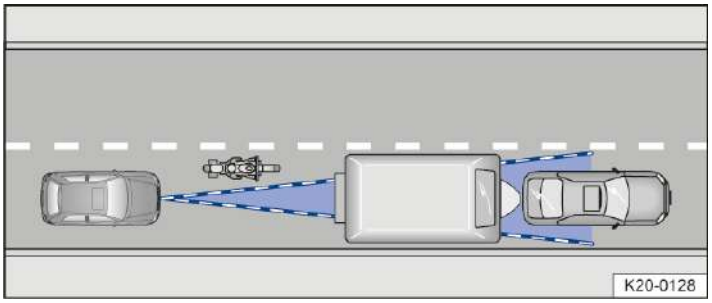


Fig. 2 Narrow vehicle.

Vehicles that are driving outside the sensor range in close proximity to your vehicle, e.g. motorbikes, cannot be detected.

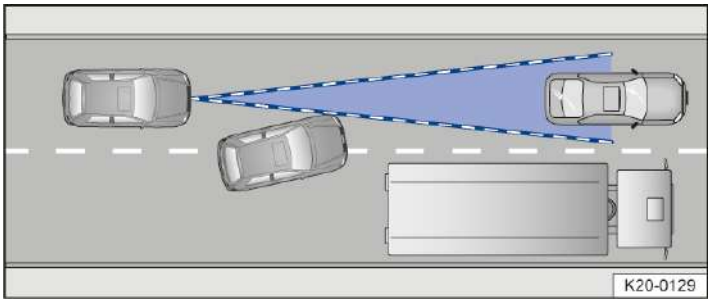


Fig. 3 Vehicle changes lane.

Vehicles that change into your lane directly in front of your vehicle cannot be detected. This also applies to vehicles with bodies or attachments that project beyond the vehicle.

Specific system limits

In addition to the limits of the sensors, each driver assist system has additional, functional system limits. Also observe these:

— Adaptive Cruise Control (ACC) *(→ Adaptive Cruise Control (ACC))*.

— Autonomous Emergency Braking (Front Assist) *(→ Autonomous Emergency Braking (Front Assist))*.

— Lane keeping system (Lane Assist) *(→ Lane keeping system (Lane Assist))*.

— Lane change system (Side Assist) *(→ Lane change assist system (Side Assist))*.

Introduction

The cruise control system helps to maintain a speed set by the driver.

Speed range

The cruise control system is available when driving forwards at speeds of approx. 30 km/h (around 20 mph) and above.

Driving with the cruise control system

You can exceed the stored speed at any time, e.g. to overtake. Control is interrupted for the duration of the acceleration manoeuvre and is then resumed with the stored speed.

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Displays

When the cruise control system is switched on, the instrument cluster display shows the stored speed and the status of the cruise control system.

Depending on the driving situation and the instrument cluster version, one of following indicator lamps lights up:

Cruise control system switched on.

Cruise control system switched on, control active.

Cruise control system switched on, control active.

The indicator lamps are shown as small icons or are greyed out if the cruise control system is not regulating.

If no speed is stored, the instrument cluster display shows--- instead of the speed.

Changing gear

Cruise control is interrupted as soon as you press the clutch pedal and is resumed automatically after the gear change.

Driving downhill

The vehicle cannot maintain the stored speed in all driving situations. Always be prepared to brake the vehicle.

1. Shift down before extended downhill stretches.

   In this way you will make use of the engine braking effect and relieve the load on the brakes.

WARNING

The use of the cruise control system can lead to accidents and serious injuries if traffic does not allow you to drive at a safe distance from the vehicle in front at a constant speed. The speed limiter does not relieve the driver of their responsibility for the speed of the vehicle.

- Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Never use the cruise control system in heavy traffic, if the distance to the vehicles in front is insufficient, on steep or winding roads, on slippery road surfaces (e.g. due to snow, ice, wet roads, loose chippings)or on flooded roads.
- Never use the cruise control system when driving off-road or on unpaved road surfaces.

Operating the cruise control system via the multifunction steering wheel

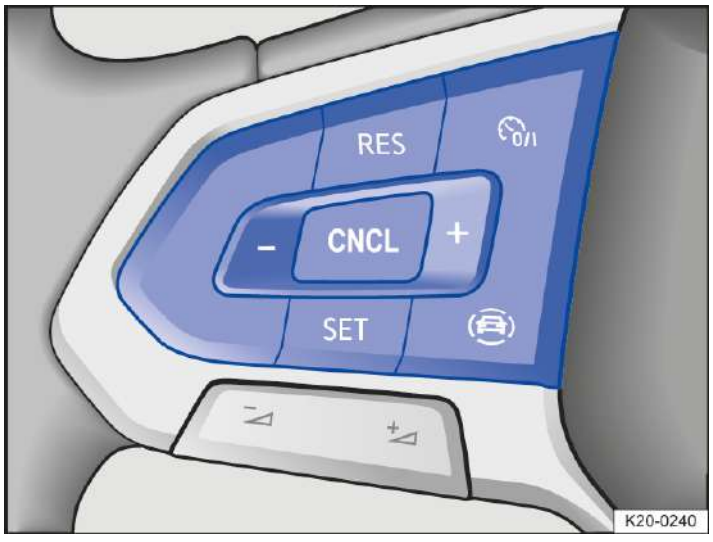


Fig. 1 Left-hand side of the multifunction steering wheel.

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Switching on

1. Press the button.

   No speed has been stored yet and the speed is not yet controlled.

Starting control

1. While driving, press the SET button.

   The cruise control system stores and regulates the current speed.

Adjusting the speed

You can adjust the stored speed while the cruise control system is regulating the speed:

+ 1 km/h (1 mph):
  Press the RES button.

- 1 km/h (1 mph):
  Press the SET button.

+ 10 km/h (5 mph):
  Press the + button. Pressing it for the first time switches to the next highest 10 km/h or 5 mph interval:

- 10 km/h (5 mph):
  Press the − button. Pressing it for the first time switches to the next lowest 10 km/h or 5 mph interval:

Press and hold the + or − button to continuously change the stored speed.

The vehicle adapts the current speed by accelerating or reducing acceleration. The vehicle is not actively braked.

Cancelling control

1. Briefly press the CNCL or button.

   Or: Depress the brake pedal.

   The speed is stored in the memory.

Restarting control

1. Press the RES button.

   The cruise control system resumes operation with the stored speed and regulates the speed again.

WARNING

There is an accident risk if you resume a stored speed unintentionally, or if the stored speed is too high for the prevailing road, traffic and weather conditions. This can cause serious injuries or death.

- Check that the stored speed suits the prevailing road, traffic and weather conditions before you resume regulation.
- Switch off the cruise control system if you do not need it.

Switching off

1. Press the button.

   The cruise control system is switched off and the stored speed is deleted.

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Changing to the speed limiter

1. Press the button.
2. Select the speed limiter on the instrument cluster display.

   The cruise control system is switched off.

Troubleshooting

Cruise control system fault

Malfunction. The warning lamp lights up yellow.

1. Switch off the cruise control system and go to a correspondingly qualified workshop.

Cruise control system fault

Malfunction. The indicator lamp lights up. The yellow central warning lamp also lights up.

1. Switch off the cruise control system and go to a correspondingly qualified workshop.

Control is interrupted automatically

— You have kept the clutch depressed for an extended period.

— The vehicle has exceeded the stored speed for an extended period.

— The driver has not selected a position for driving forwards.

— Brake support systems, such as TCS or ESC, have performed a control intervention.

— The vehicle was braked by the area monitoring system(Front Assist) .

— If the problem persists, switch off the cruise control system and go to a suitably qualified workshop.

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Introduction

The speed limiter helps you to stop exceeding a selected speed.

Speed range

The speed limiter is available when driving forwards at speeds of approx. 30 km/h(around 20 mph) and above.

Driving with the speed limiter

You can interrupt the speed limiter at any time by depressing the accelerator all the way down until you meet resistance. As soon as the stored speed is exceeded, the green indicator lamp will flash and an acoustic warning may sound. The speed is stored in the memory.

The speed control function switches back on automatically as soon as the speed drops back below the stored speed.

Displays

When the speed limiter is switched on, the instrument cluster display shows the stored speed and the status of the speed limiter.

Depending on the driving situation and the instrument cluster version, one of following warning lamps lights up:

 Speed limiter switched on.

 Speed limiter switched on, control active.

 Speed limiter switched on, control active.

The indicator lamps are shown as small icons or are greyed out if the speed limiter is not regulating.

Driving downhill

The vehicle cannot maintain the stored speed in all driving situations. Always be prepared to brake the vehicle.

1. Shift down before extended downhill stretches.

   In this way you will make use of the engine braking effect and relieve the load on the brakes.

WARNING

Always switch off the speed limiter after use to avoid unwanted control operations.

- The speed limiter does not relieve the driver of their responsibility for the speed of the vehicle. Do not drive at full throttle if it is not required.
- Use of the speed limiter in adverse weather conditions is dangerous and can cause serious injury, e.g. through aquaplaning, snow, ice, or leaves. Use the speed limiter only when the road and weather conditions allow it to be used safely.

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Operating the speed limiter via the multifunction steering wheel

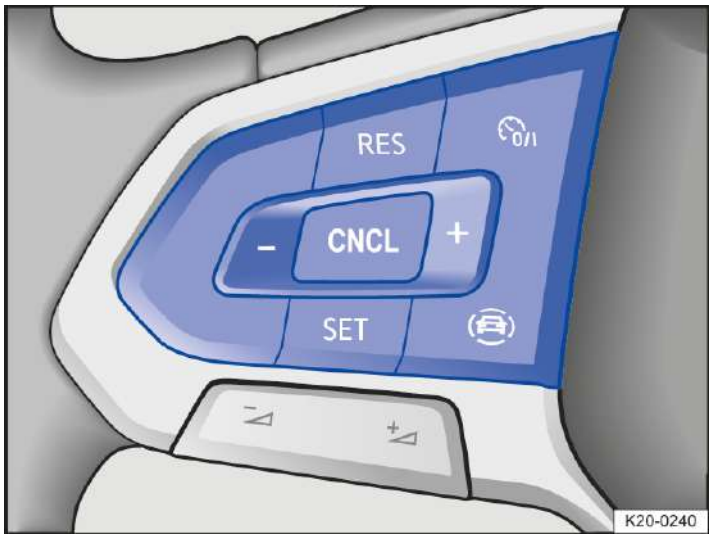


Fig. 1 Left-hand side of the multifunction steering wheel.

Switching on

1. Press the button.

   No speed is stored. No control yet.

Starting control

1. While driving, press the SET button.

   The current speed is stored as the maximum speed.

Adjusting the speed

You can adjust the stored speed:

+ 1 km/h (1 mph):
  Press the RES button.

- 1 km/h (1 mph):
  Press the SET button.

+ 10 km/h (5 mph):
  Press the + button. Pressing it for the first time switches to the next highest 10 km/h or 5 mph interval:

- 10 km/h (5 mph):
  Press the – button. Pressing it for the first time switches to the next lowest 10 km/h or 5 mph interval:

Press and hold the + or – button to continuously change the stored speed.

Cancelling control

1. Press the CNCL or button.

   The speed is stored in the memory.

Restarting control

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1. Press the RES button.

Switching off

1. Press and hold the button.

   The speed limiter is switched off and the stored speed is deleted.

Switching to other driver assist systems

Depending on the equipment level, you can switch to the following driver assist systems:

— Cruise control system.

— Adaptive Cruise Control (ACC).

1. Press the button.
2. Select the desired system on the instrument cluster display.

   The speed limiter is switched off.

Troubleshooting

Control is interrupted automatically

Fault or malfunction.

1. Switch off and restart the engine.
2. If the problem persists, switch off the speed limiter and go to a suitably qualified workshop.

For safety reasons, the speed limiter does not fully deactivate itself until you release the accelerator once or switch the system off manually.

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Introduction

The Adaptive Cruise Control (ACC) maintains a speed selected by the driver. If the vehicle approaches a vehicle in front, the ACC automatically adapts the speed so that a distance you have selected is maintained.

Does my vehicle have the ACC function?

The vehicle is equipped with ACC

if you can adjust settings for ACC in the Assist systems menu in the Infotainment system. *(→ Vehicle settings menu)*.

Speed range

You can set a speed between 30 km/h (20 mph) and 210 km/h (130 mph). This speed range may differ in certain countries.

Driving with Adaptive Cruise Control

You can override the ACC at any time. Control will be cancelled if you brake. If you accelerate, the system will be interrupted for the duration of the acceleration process and will then continue again at the set speed.

Control by the ACC is less dynamic when towing a trailer *(→ Trailer towing)*.

Driver intervention prompt

The ACC will send a message to the instrument cluster telling you to apply the brake if the ACC's automatic deceleration is insufficient, or if the system limits are reached. In addition, the red warning lamp lights up and an acoustic warning is given. Take control of the vehicle and be prepared to apply the brakes!

WARNING

The intelligent technology used in the ACC cannot overcome the laws of physics, and functions only within the limits of the system. Never let the extra convenience tempt you into taking safety risks when driving. Careless or unintentional use of the Adaptive Cruise Control (ACC) can cause accidents and lead to serious injury. The system is not a substitute for the full concentration of the driver.

- Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Never use the ACC in poor visibility, on steep or winding roads, or on slippery road surfaces e.g. due to snow, ice, wet roads, loose chippings, or on flooded roads.
- Never use the ACC off-road or on non-surfaced roads. The ACC is designed for use on surfaced roads only.
- Take control of the vehicle immediately if a driver intervention prompt appears on the instrument cluster display or if the ACC does not reduce the speed sufficiently.
- Apply the brakes if the vehicle starts rolling unintentionally, e.g. after a driver intervention prompt.
- Be prepared to control the speed yourself at all times.

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Special driving situations

The functions described below are dependent on the equipment level and are not available in all countries.

Overtaking

If you indicate left (left-hand traffic: indicate right) to overtake, ACC

will accelerate the vehicle and reduce the distance from the vehicle in front. The system will not exceed the speed you have stored.

If the ACC has not detected a vehicle in front once you have changed lanes, the ACC will accelerate the vehicle up to the selected speed.

Stop-and-go traffic

ACC can brake vehicles with an automatic gearbox to a standstill and hold them stationary for a few seconds. ACC remains active and the instrument cluster display shows ACC ready. During this time, the vehicle will move off again automatically as soon as the vehicle in front moves off and if no obstacle is detected.

After this time, the vehicle will automatically release the brakes. The vehicle will be free to roll and ACC control will be cancelled.

You can extend the readiness to drive period by pressing the brake pedal. ACC remains active so long as the brake pedal is depressed. When you take your foot off the brake pedal, ACC remains ready to pull away for a few seconds. The readiness to drive is ended if the driver's seat belt is unfastened.

⚠ WARNING

If the message ACC ready appears on the instrument cluster display and the vehicle in front moves off, your vehicle will move off automatically. In some cases, obstacles in the vehicle's path may not be detected. This can result in serious injury and accidents.

- Always check the road every time the vehicle starts to pull away and brake the vehicle if necessary.

Inside Overtaking Prevention System (left-hand traffic: inside overtaking prevention on left-hand side)

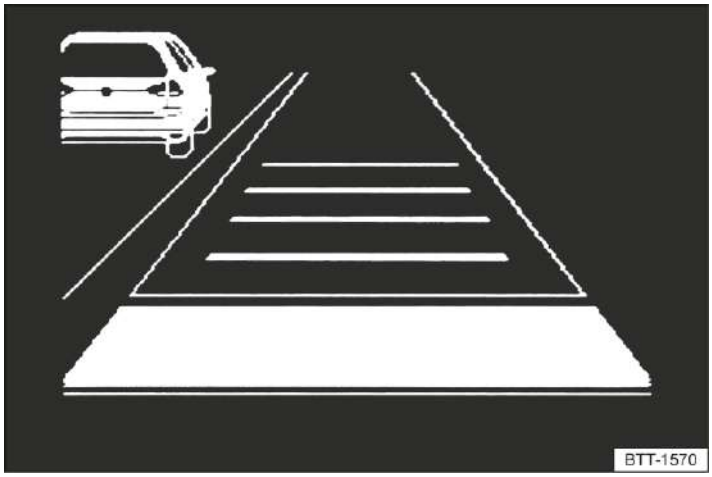


Fig. 1 On the display of the instrument cluster: Slower vehicle detected in the left-hand lane (illustration).

Vehicles with Inside Overtaking Prevention System: If the ACC detects a slower vehicle in the left-hand lane (left-hand traffic: in the right-hand lane), the ACC will brake the vehicle gently within the system limits and can therefore prevent a prohibited overtaking manoeuvre. The function is active from speeds of around 80 km/h (around 50 mph).

Vehicles without Inside Overtaking Prevention System: Cancel control when driving on a multi-lane road if vehicles in the overtaking lane are driving more slowly.

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System limits of ACC

Limits of the sensors

ACC

detects driving situations by means of the radar sensors at the front of the vehicle. The range of the radar sensor is up to approximately 120 m (around 400 ft).

WARNING

If you use ACC in driving situations that are outside the system limits, this could result in accidents and serious injuries as well as violations of legal regulations.

- Observe the limits of the sensors *(→ Sensors)* and cancel control in the specified situations.

Objects that cannot be detected

The ACC only detects vehicles moving in the same direction as your vehicle. It cannot detect:

— Persons

— Animals

— Stationary vehicles.

— Crossing or oncoming vehicles

— Other stationary obstacles

Turning and stationary vehicles

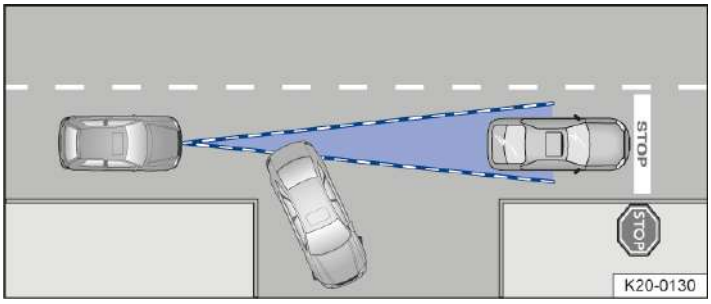


Fig. 1 Turning and stationary vehicle.

If a stationary vehicle is hidden behind a vehicle that has been detected by the Adaptive Cruise Control (ACC) and this vehicle turns off the road or changes lane, the ACC will not react to the stationary vehicle → *Fig. 1*.

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Switching ACC on and off

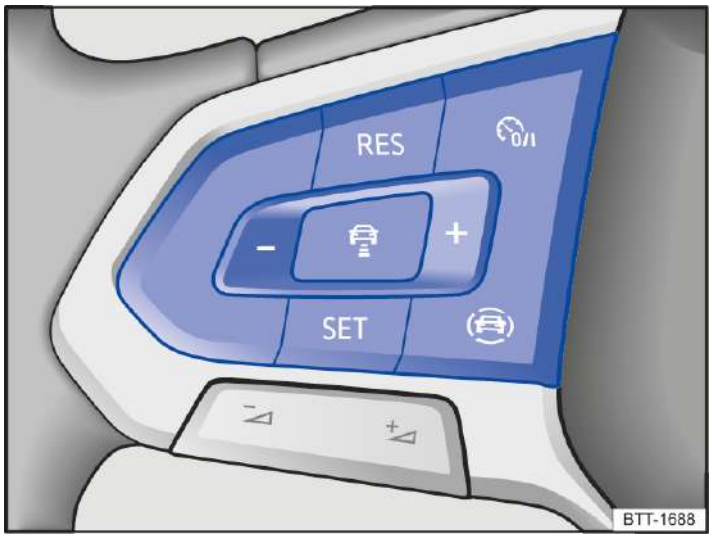


Fig. 1 Left-hand side of the multifunction steering wheel.

Switching on

1. Press the button.

   ACC

   is not yet performing a control intervention.

Starting control

1. Press the SET button while driving forwards.

   The ACC stores the current speed and maintains the selected distance. If the current speed is outside the defined speed range, ACC will set the minimum speed (when driving more slowly than the limit) or maximum speed (when driving faster than the limit).

Depending on the situation and the design of the instrument cluster, the following warning lamps light up:

ACC is regulating the speed.

ACC control active, no vehicle detected ahead.

ACC control active, no vehicle detected ahead.

ACC control active, vehicle in front detected.

ACC control active, vehicle in front detected.

Cancelling control

1. Briefly press the button.

   Or: Depress the brake pedal.

   The indicator lamp corresponding to the driving situation lights up, and the speed and distance remain stored.

Control is automatically cancelled if the traction control system TCS

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) is deactivated.

Restarting control

1. Press the RES button.

   The ACC adopts the last stored speed and gap. The instrument cluster display shows the set speed and the indicator lamp corresponding to the driving situation lights up.

Switching off

1. Press and hold the button.

   The set speed will be deleted.

Deactivating Adaptive Cruise Control (not available in all countries)

1. Press the button.
2. Select cruise control on the instrument cluster display.

   Adaptive Cruise Control is deactivated. The vehicle maintains only the set speed.

Changing to the speed limiter

1. Press the button.
2. Select the speed limiter on the instrument cluster display.

   Adaptive Cruise Control is switched off.

Adjusting ACC

Adjusting the distance

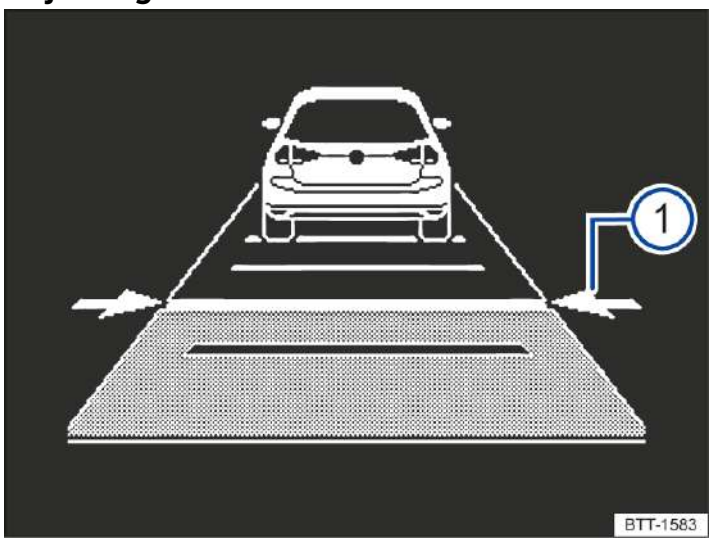


Fig. 1 On the instrument cluster display: set distance (1), ACC regulating (illustration).

You can set the distance in five steps from very small to very large:

1. Press the button.

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2. Press the + or − button.

   Or: press the button repeatedly until the required distance is set.

   The instrument cluster display shows the chosen distance setting→ *Fig. 1* (1). Note the country-specific regulations regarding the minimum distance.

In the vehicle settings of the Infotainment system, you can choose whether you want to start control with the distance set at the end of the journey or a preselected distance *(→ Vehicle settings menu)*.

If the ACC

is not controlling the distance, the set distance and vehicle are not highlighted on the instrument cluster display.

Adjusting the speed

Using the buttons on the multifunction steering wheel, you can adjust the stored speed within the specified speed range as follows:

+ 1 km/h (1 mph):
  Press the RES button only when ACC is regulating the speed.

- 1 km/h (1 mph):
  Press the SET button only when ACC is regulating the speed.

+ 10 km/h (5 mph):
  Press the + button. Pressing it for the first time switches to the next highest 10 km/h or 5 mph interval:

- 10 km/h (5 mph):
  Press the − button. Pressing it for the first time switches to the next lowest 10 km/h or 5 mph interval:

Press and hold the + or − button to continuously change the stored speed.

WARNING

If you do not maintain the minimum distance to a vehicle in front or if the difference in speed between the vehicle in front and your own vehicle is so great that the braking action of the ACC is insufficient, you are in danger of colliding with the vehicle in front. Rain and winter conditions will also reduce the braking distance.

- The Adaptive Cruise Control may not be able to detect all driving situations correctly.
- Always be prepared to brake the vehicle yourself.
- Depressing the accelerator will override the Adaptive Cruise Control. In this case, the ACC will not brake the vehicle automatically.
- Observe any country-specific regulations regarding the minimum distance between vehicles.
- Maintain a larger gap in wet weather, snow or poor visibility.

Adjusting the way the ACC responds

You can decide how sporty the response of the ACC should be:

1. *Vehicles with driving profile selection:* Set preferred driving profile.

   Vehicles without driving profile selection: Select your preferred gearbox programme in the vehicle settings menu of the Infotainment system.

Some settings can be stored in the user accounts of the personalisation function and therefore change automatically when the user account changes .

Troubleshooting

ACC not available

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The indicator lamp lights up yellow.

— The radar sensor is dirty. Clean the radar sensor *(→ Vehicle care, exterior)*.
— The radar sensor's range has been impaired by the weather, e.g. by snow, or residue/layers of cleaning agent. Clean the radar sensor *(→ Vehicle care, exterior)*.
— The radar sensor's range is obstructed by add-on parts, trim frame for number plate holders or stickers. Keep the area around the radar sensor clear *(→ Accessories, modifications, repairs and renewal of parts)*.
— The radar sensor has been displaced or damaged, e.g. due to damage to the front of the vehicle. Check whether damage is visible *(→ Accessories, modifications, repairs and renewal of parts)*.
— Fault or malfunction. Switch off and restart the engine.
— Painting work or structural modifications have been performed on the front of the vehicle.
— If the problem persists, go to a correspondingly qualified workshop.

ACC does not function as expected

— The radar sensor is dirty. Clean the radar sensor *(→ Vehicle care, exterior)*.
— The system limits have been exceeded *(→ Adaptive Cruise Control (ACC))*.
— The brakes have overheated, control was cancelled automatically. Leave the brakes to cool and check them again.
— If the problem persists, go to a correspondingly qualified workshop.

Control cannot be started

Make sure the following conditions are met:

— Vehicles with a manual gearbox: A forward gear other than first gear is selected and the speed is at least 25 km/h (16 mph).
— Vehicles with an automatic gearbox: A position has been selected for driving forward.
— The brake lights on the vehicle are working.
— The brake lights on the electrically connected trailer are in working order.
— ESC
is not performing a control intervention.
— If control is to be started while the vehicle is stationary, depress the brake pedal. Otherwise, do not depress the brake pedal.

Unusual noises during automatic braking

This is normal and is not a fault.

Introduction

The Autonomous Emergency Braking (Front Assist) system can detect imminent frontal collisions and issue corresponding warnings. The system can also assist when braking and initiate automatic braking.

Front Assist can help to avoid accidents, but is not a substitute for the full concentration of the driver.

Front Assist functions only within the system limits. The warning times vary depending on the traffic situation and driver behaviour.

Functions

Front Assist includes the following additional functions depending on vehicle equipment and country:

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— Pedestrian Monitoring.

— Cyclist Monitoring.

The listed functions are automatically active when Front Assist is switched on.

Detectable objects

Front Assist can detect the following objects depending on vehicle equipment and country:

— Vehicles.

— Bicycles and motorcycles.

— Pedestrians.

Driving with Front Assist

You can cancel the automatic braking interventions by steering or pressing the accelerator.

Automatic braking

Front Assist can decelerate the vehicle to a standstill. The vehicle will not remain stationary. Depress the brake pedal!

The brake pedal will feel harder during an automatic braking manoeuvre.

⚠ WARNING

The intelligent technology used in Front Assist cannot overcome the laws of physics, and functions only within the limits of the system. Never let the extra convenience afforded by Front Assist tempt you into taking risks when driving. Front Assist cannot prevent accidents and serious injuries on its own. The driver is always responsible for all driving tasks.

- Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Please note that Front Assist cannot detect all objects throughout the entire speed range *(→ Autonomous Emergency Braking (Front Assist))*.
- If Front Assist issues a warning, brake the vehicle immediately if the traffic allows or avoid the obstacle.
- Front Assist can intervene unintentionally, for example if its functioning is impaired. You should therefore consider cancelling the automatic interventions by Front Assist if appropriate.
- If you are unsure about the equipment and country-specific systems that are fitted in your vehicle, please enquire at a correspondingly qualified workshop before starting your journey.

Warning levels and braking intervention

Speed ranges

Front Assist provides maximum assistance in the following speed ranges:

— Reaction to vehicles: around 5 km/h (around 3 mph) to around 250 km/h (around 155 mph)

— Reaction to bicycles and motorcycles: around 5 km/h(around 3 mph) to around 250 km/h (around 155 mph)

— Reaction to pedestrians: around 5 km/h (around 3 mph) to around 65 km/h (around 40 mph)

The assistance may include an advance warning, an urgent warning and automatic braking or a braking intervention. A distance warning may also be displayed.

Influencing factors

Whether and in what speed range Front Assist reacts to the specified objects depends on the following factors:

— Type of object.

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— Direction of travel of the object.

— Speed of the object.

— Speed of the vehicle.

The operating range may therefore be restricted if the vehicle approaches an object very quickly and there is therefore little time for a reaction.

In addition, not all warning levels are used in all situations. Depending on speed, there may not be an advance warning or an urgent warning, for example. Instead, automatic braking may take place immediately in order to ensure optimum protection for the object.

Distance warning

Front Assist detects when safety is endangered due to driving too close to the vehicle in front.

The indicator lamp lights up. Increase the distance.

Advance warning

Front Assist detects a possible collision and prepares the vehicle for possible emergency braking.

An acoustic warning sounds and the red warning lamp lights up. Brake or take evasive action!

Urgent warning

If you do not react to the advance warning, the system may initiate a short braking jolt in order to draw attention to the increasing collision risk. Brake or take evasive action!

Automatic braking

Front Assist can brake the vehicle automatically in several stages with increasing braking force. The reduced speed may help to minimise the severity of an accident.

Braking intervention

If the system detects that you are braking insufficiently when there is a risk of collision, Front Assist can increase the braking force and help prevent a collision. The braking intervention takes place only for as long as you press the brake pedal hard.

System limits of Front Assist

Limits of the sensors

Front Assist detects driving situations by means of the radar sensor at the front of the vehicle. The range of the radar sensor is up to approximately 120 m (400 ft).

Observe the limits of the sensor system *(→ Sensors)*. Always pay due attention and intervene yourself if necessary.

After vehicle start

Front Assist is not available or only available to a limited extent directly after the vehicle has been started or if the system is restarted. The white indicator lamp lights up in the instrument cluster display during this time.

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Objects that cannot be detected

Front Assist cannot react – or will react with a delay – in the case of the following objects:

— Oncoming vehicles or vehicles crossing your path.

— Stationary or oncoming pedestrians; generally no reaction to persons without Pedestrian Monitoring.

— Stationary or oncoming cyclists; additionally no reaction to crossing cyclists without Cyclist Monitoring.

— When pedestrians and cyclists are not detected, for example because they are partially or fully hidden.

Function limitations

In addition to the situations specified in the section on the limits of the sensors, Front Assist may not react or may react with a delay or in an undesired way in the following situations, among others:

— Reversing.

— If TCS
is switched off manually.

— If ESC
is performing a control intervention.

— If several brake lights on the vehicle are defective.

— If there is a fault in several brake lights on a trailer or bicycle carrier with an electrical connection to the vehicle.

— If the vehicle accelerates hard or the accelerator is fully depressed.

— In unclear traffic situations, e.g. vehicles ahead are braking heavily or turning off.

— If there is a fault in Front Assist.

Switching off Front Assist

Front Assist is not suitable for use in the following situations due to the limitations of the system and must be switched off →⚠:

— If the vehicle is utilised in a capacity beyond usage on public roads, e.g. offroad or racing tracks.

— If the vehicle is being towed or is loaded onto another vehicle.

— If the radar sensor is covered by any auxiliary equipment, e.g. auxiliary headlights.

— If the radar sensor is faulty.

— If components in the area of the radar sensor are exposed to external force, e.g. after a rear-end collision.

— In the event of multiple unwanted interventions.

⚠ WARNING

If you use Front Assist in the situations mentioned, this can cause accidents and serious injuries or even death.
- Switch off Front Assist in the specified situations.

Operating Front Assist

Front Assist and the advance warning(country-dependent) are automatically switched on when you switch on the ignition.

However, Front Assist is not available or only available to a limited extent as long as the white indicator lamp is lit.

Volkswagen Commercial Vehicles recommends that Front Assist and the distance and advanced warnings are switched on at all times. Exceptions *(→ Autonomous Emergency Braking (Front Assist))*.

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Switching on and off

You can switch Front Assist on and off manually and view the current activation status.

On the display of the instrument cluster:

1. Press the button.
2. Switch Front Assist on or off.

Depending on the equipment, in the Infotainment system *(→ Vehicle settings menu)*:

1. Open the Assist systems menu.
2. Switch Front Assist on or off in the corresponding submenu.

The advance warning and distance warning are also switched off if you switch off Front Assist. The yellow indicator lamp lights up in the instrument cluster display.

Adjusting the distance and advance warnings

When Front Assist is switched on, you can adjust the distance and advance warnings as follows:

1. Switch the desired function on and off in the Assist systems menu of the Infotainment system *(→ Vehicle settings menu)*.

Some settings can be stored in the user accounts of the personalisation function and therefore change automatically when the user account changes .

Troubleshooting

Front Assist is starting

The indicator lamp lights up.

— Front Assist is temporarily not available or only available to a limited extent. Front Assist is available after driving straight ahead for a short time, and the indicator light goes out. When the vehicle is not moving, the indicator lamp lights up continuously.

Front Assist is not available, the radar sensor does not have sufficient visibility

— The radar sensor is dirty. Clean the radar sensor *(→ Vehicle care, exterior)*.

— The radar sensor's range has been impaired by the weather, e.g. by snow, or residue/layers of cleaning agent. Clean the radar sensor *(→ Vehicle care, exterior)*.

— The radar sensor's range is obstructed by add-on parts, trim frame for number plate holders or stickers. Keep the area around the radar sensor clear *(→ Accessories, modifications, repairs and renewal of parts)*.

— The radar sensor has been displaced or damaged, e.g. due to damage to the front of the vehicle. Check whether damage is visible *(→ Accessories, modifications, repairs and renewal of parts)*.

— Painting work or structural modifications have been performed on the front of the vehicle.

— If the problem persists, switch off Front Assist and go to a suitably qualified workshop.

Front Assist does not function as expected or is triggered unnecessarily several times

— The radar sensor is dirty. Clean the radar sensor *(→ Vehicle care, exterior)*.

— The system limits have been exceeded *(→ Autonomous Emergency Braking (Front Assist))*.

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— If the problem persists, switch off Front Assist and go to a suitably qualified workshop.

Introduction

Within the system limits, the lane keeping system(Lane Assist) helps the driver to stay in lane. The function is not designed to keep the vehicle in lane automatically, nor is it suited to this purpose.

If your vehicle moves too close to a recognised road lane marking, Lane Assist will warn the driver with a corrective steering intervention. The corrective steering intervention can be overridden by the driver at any time.

Speed range

When road lane markings can be detected, Lane Assist is ready to intervene at speeds above around 60 km/h (around 35 mph) (system status active).

⚠ WARNING

The intelligent technology used in Lane Assist cannot overcome the physical limits specified, and functions only within the limits of the system. Careless or unintentional use of Lane Assist can cause accidents and serious injuries. The system is not a substitute for the driver's full concentration and steering manoeuvres.

- Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Your hands should always be on the steering wheel so that you can steer at any time. The driver is always responsible for staying in lane.
- Override any unwanted system intervention immediately by steering the vehicle.
- Observe the information on the instrument cluster display and respond according to the prompts, if permitted by the traffic situation.
- Always observe the area around the vehicle with care and watch the road ahead while driving.
- If the camera’s field of view is dirty, covered or damaged, the function of Lane Assist may be impaired.

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System limits of Lane Assist

Limits of the sensors

Lane Assist detects road lane markings by means of the camera behind the windscreen.

Observe the limits of the camera *(→ Sensors)*. Always pay due attention and intervene yourself if necessary.

Road lane markings not recognised or incorrectly recognised

Lane Assist is not able to correctly recognise all road lane markings. If road lane markings are not recognised or are incorrectly recognised as such, Lane Assist may not provide any control assistance or may perform undesired interventions. In addition to the situations stated for the camera limits, this can also happen in the following situations, among others:

— If there are no road lane markings present.

— With a very dynamic driving style.

— Away from motorways and good main roads.

— On poor road surfaces, when there are road structures or objects present.

— In the event of reflections and glare effects.

Always pay due attention, and intervene yourself if necessary to immediately override any undesired system intervention. Switch off Lane Assist temporarily if necessary.

Lane Assist not available

Lane Assist is not available under the following conditions(passive system status):

— The vehicle speed is under 55 km/h(approximately 30 mph).

— Lane Assist has not detected a road lane marking.

— If the lanes are too narrow and in tight bends.

— Temporarily if the driving style is very dynamic.

— When the turn signal is switched on before changing lane manually.

— If the driver steers the vehicle to override a system intervention.

— If the driver does not react to a driver intervention prompt.

Interference

WARNING

The effectiveness of systems can be severely inhibited if components and systems are retrofitted, e.g. by second stage manufacturers. The proper functioning of systems may therefore be impaired or adapted in vehicles with add-ons and modifications.

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

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Switching on and off

When the ignition is switched on, Lane Assist assumes the operating condition (switched on or off) of the last journey. You can also switch Lane Assist on and off manually and view the current system status.

On the display of the instrument cluster:

1. Press the button.
2. Switch Lane Assist on or off.

On the Infotainment system *(→ Vehicle settings menu)*:

1. Open the Assist systems menu.
2. Switch Lane Assist on or off in the corresponding submenu.

If there is a system fault, Lane Assist can switch itself off automatically.

Displays

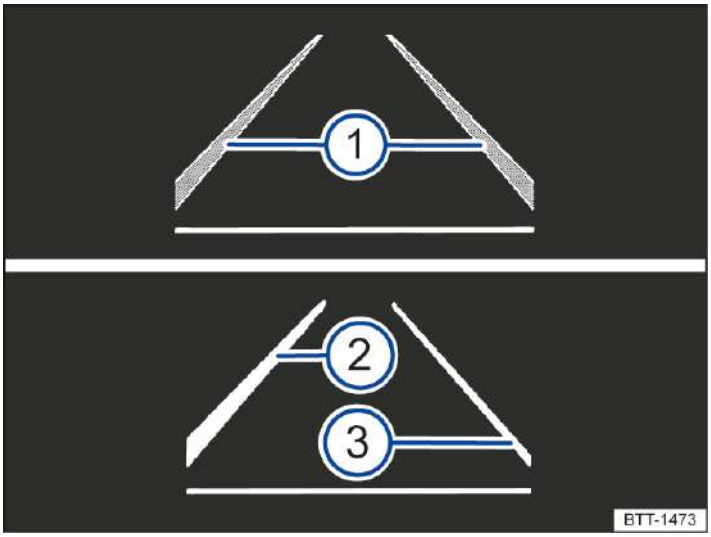


Fig. 1 On the display of the instrument cluster: Lane Assist displays (illustration).

(1) Lane markings detected. System not regulating.

(2) Lane markings detected. System regulates on the side displayed.

(3) The system is not ready to perform control intervention. Depending on equipment, the white line is displayed as a thin line or is not shown at all.

Depending on the situation and the design of the instrument cluster, the following warning lamps light up:

System is active and ready to perform control intervention.

System is active and ready to perform control intervention.

System controls (corrective steering intervention).

System controls (corrective steering intervention).

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If no warning lamp lights up, Lane Assist is not ready to intervene (passive system status) or is switched off.

Driver intervention prompt

If there is no steering activity, Lane Assist prompts you to drive in the middle of the lane by means of acoustic warnings and a display on the instrument cluster.

Lane Assist switches to the passive state if you do not react.

Independently of the steering activity, you are also prompted to drive in the middle of the lane by means of a display on the instrument cluster and acoustic warnings if the corrective steering intervention takes place for an extended time.

Steering wheel vibration

The following situation can cause the steering wheel to vibrate:

— The system can no longer detect a lane during a major steering intervention.

You can also select the Vibration or Steering wheel vibration option in the Assist systems menu on the Infotainment system. In this case, the steering wheel will vibrate if the vehicle drives across a detected road lane marking when Lane Assist is active.

Troubleshooting

Error message, Lane Assist not available

An indicator lamp lights up in the instrument cluster. A message will also appear on the instrument cluster display.

— The camera window is dirty. Clean the windscreen *(→ Vehicle care)*.

— The view of the camera is impaired due to the weather conditions, e.g. snow, or due to detergent deposits or coatings. Clean the windscreen *(→ Vehicle care)*.

— The view of the camera is impaired by add-on parts or stickers. Keep the area around the camera window clear *(→ Accessories, modifications, repairs and renewal of parts)*.

— The camera has been displaced or damaged, e.g. due to damage to the windscreen. Check whether damage is visible *(→ Accessories, modifications, repairs and renewal of parts)*.

— The camera was automatically deactivated due to high ambient temperature or long periods of direct sunlight. When the camera is available again, Lane Assist is also available again. Switch off and restart the engine.

— Fault or malfunction. Switch off and restart the engine.

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

It may take several seconds before a system error is detected one the ignition is switched on.

The system behaves differently than expected

1. Do not attach any objects to the steering wheel.

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Introduction

The lane change assist system(Side Assist) provides assistance when checking for traffic behind the vehicle.

Radar sensors behind the rear bumper cover monitor the area behind the vehicle. The system measures the distance and speed difference in relation to other vehicles and informs the driver by means of visual signals in the housings of the exterior mirrors.

Use Side Assist only on paved roads.

Speed range

When switched on, Side Assist is active from speeds of around 15 km/h (around 9 mph). Side Assist is deactivated at a speed of around 10 km/h (around 6 mph).

WARNING

The intelligent technology used in Side Assist cannot overcome the physical limits specified, and functions only within the limits of the system. Never let the extra convenience afforded by Side Assist tempt you into taking safety risks when driving. Careless or unintentional use of Side Assist can cause accidents and serious injuries. The system is not a substitute for the full concentration of the driver.

- Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Your hands must always remain on the steering wheel so that you can steer at any time.
- Observe the signals on the exterior mirror housing and in the instrument cluster display, and respond to the prompts.
- Always pay close attention to the area around your vehicle.
- Never use Side Assist if the radar sensors are dirty, covered or damaged. These circumstances can impair the proper functioning of the system.

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System limits of Side Assist

Limits of the sensors

Side Assist detects driving situations by means of radar sensors in the rear area of the vehicle.

Observe the limits of the radar sensors *(→ Sensors)* and always pay due attention.

Function limitations

In addition to the situations specified in the section on the limits of the sensors, Side Assist may not interpret the traffic situation correctly in the following situations, among others:

— When driving in between two lanes

— When road lanes are not the same width

— Where there are special roadside structures, e.g. high or offset crash barriers.

Limited visibility

It may be hard to see the display in the exterior mirror in direct sunlight.

Calibration

The radar sensors calibrate themselves once during the first kilometres after vehicle delivery and after sensor repairs. The sensor range may be restricted during the calibration phase.

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Switching on and off

You can view the activation status of Side Assist on the instrument cluster display and in the Infotainment system. You can also switch Side Assist on and off there.

On the display of the instrument cluster:

1. Press the button.
2. Switch Side Assist on or off.

Depending on the equipment level, in the Infotainment system:

1. Open the Assist systems menu.
2. Switch Side Assist on or off in the corresponding submenu.

When it is switched on, the yellow indicator lamp in the exterior mirror housing lights up once briefly.

If there is a system fault, Side Assist can switch itself off automatically.

Automatic deactivation

If you use the factory-fitted trailer towing coupling and have set up the necessary electrical connection, Side Assist switches off automatically. Once a trailer is electrically connected to the vehicle and the driver pulls away, a notification appears in the instrument cluster display to inform the driver that Side Assist has been deactivated. After you have disconnected the electrical connection, Side Assist is switched back on automatically.

If the trailer towing coupling is not factory-fitted, you must manually switch off Side Assist and then switch it back on again.

Displays in the exterior mirror

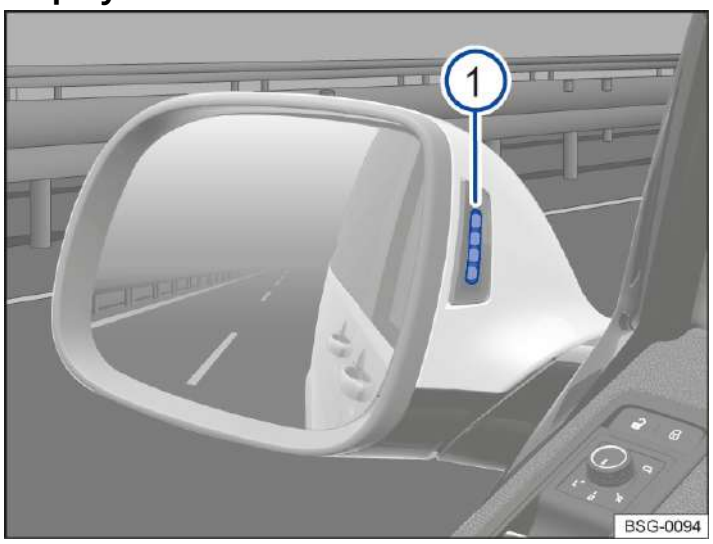


Fig. 1 In the exterior mirror housing: Side Assist visual displays.

Flashing: A vehicle was detected in the blind spot and the turn signal was activated in the direction of the detected vehicle.

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- Lit up: Your vehicle is being overtaken or you are overtaking another vehicle with a speed difference of up to around 15 km/h (about 9 mph).

  No display will be shown if the takeover manoeuvre is much faster.

The quicker the vehicle approaches, the earlier the indicator in the exterior mirror housing lights up.

Troubleshooting

No sensor visibility, fault message, system switches itself off

— Clean the radar sensors and remove any stickers or accessories from the radar sensors and the bumper *(→ Vehicle care, exterior)*.

— Check for any visible damage.

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

If Side Assist has been deactivated automatically, the system cannot be activated until the ignition has been switched off and back on again.

The system behaves differently than expected

— The radar sensors are dirty. Clean the radar sensors *(→ Vehicle care, exterior)*.

— The radar sensors are covered by water.

— The radar sensors' view has been impaired by the weather(e.g. snow) or cleaning agent residue or coatings. Clean the radar sensors *(→ Vehicle care, exterior)*.

— The system limits have been exceeded *(→ Lane change assist system (Side Assist))*.

— The vehicle is damaged in the area of the radar sensors, e.g. caused by parking collisions. Check for any visible damage *(→ Accessories, modifications, repairs and renewal of parts)*.

— The radar sensors' view is impaired by add-on parts, bicycle carrier systems or stickers. Keep the area around the radar sensors clear *(→ Accessories, modifications, repairs and renewal of parts)*.

— Paintwork or structural modifications have been carried out in the area around the radar sensors, on the rear of the vehicle or on the running gear.

— Tinted window film has been applied to the side windows after delivery.

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

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Parking the vehicle

WARNING

The vehicle may roll away if you leave and park the vehicle incorrectly. This can cause accidents and serious injuries.

- When parking, observe the specified sequence.
- Make sure that the handbrake is applied securely.
- Never remove the vehicle key from the ignition if the vehicle is in motion. This could cause the steering lock to engage suddenly. You will no longer be able to steer the vehicle.

1. Stop the vehicle on a suitable surface→⚠, →ⓘ.
2. Depress and hold the brake pedal until the engine has stopped.

   On vehicles with a manual gearbox, either *fully* depress or disengage the clutch.
3. If the vehicle has an automatic gearbox, move the selector lever to position P.
4. Apply the handbrake firmly.
5. On uphill and downhill slopes, turn the steering wheel so that the vehicle will roll against the kerb if it starts to move.
6. Stop the engine and switch off the ignition.
7. Release the brake.
8. Turn the steering wheel slightly if necessary to engage the steering lock.
9. With a manual gearbox, select first gear for flat ground and uphill gradients, or reverse gear for downhill gradients, and then release the clutch.
10. Get out of the vehicle and ensure that all occupants, in particular children, leave the vehicle→⚠. Watch out for other road users!
11. Take all vehicle keys with you and lock the vehicle.

WARNING

If children, people requiring assistance or animals are left unattended in the vehicle, there is the danger of accidents and serious injuries.

- Never leave children, people requiring assistance or animals in the vehicle unattended. They could release the handbrake, move the selector lever or gearshift lever and thus set the vehicle in motion.
- Never leave children, people requiring assistance or animals in the vehicle. They could become trapped in the vehicle in an emergency and may not be able to get themselves to safety. Temperatures inside a locked vehicle can reach extremes of heat or cold, according to season. This can cause serious injuries and illness or fatalities, especially in the case of small children.
- Always take all vehicle keys with you every time you leave the vehicle. The engine can be started and electrical equipment such as the window controls can be operated. This can cause serious injury.

WARNING

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

- Never park the vehicle where parts of the exhaust system can come into contact with inflammable material underneath the vehicle, such as undergrowth, leaves, dry grass, spilt fuel, oil etc.

NOTICE

The vehicle may become damaged if you park and leave the vehicle incorrectly.

- In order to prevent unwanted vehicle movements when parking the vehicle, always pull the handbrake up as far as it will go and check that it is working properly.
- Objects that protrude from the ground can damage the bumper and other components when parking the vehicle. Always take care when driving into parking spaces with high kerbs or fixed boundaries. Stop before the wheels

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touch the fixed boundaries or kerbs.

- Low-lying vehicle components such as the bumper, spoiler and parts of the running gear, engine or exhaust system could be damaged. Take care when driving over dips in the road, driveways, ramps, kerbs and other objects.

NOTICE

If the ground is uneven, sandy or muddy, this may mean that the vehicle cannot be parked safely and may be damaged.

- Always park the vehicle on a firm, level surface.

Please adhere to relevant legislation when stopping and parking your vehicle.

Handbrake

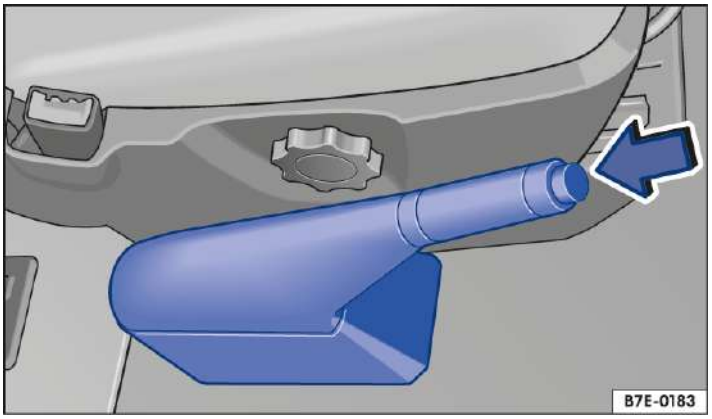


Fig. 1 Between the front seats: handbrake.

Applying the handbrake

Depending on the vehicle load or trailer load, pull up the handbrake lever with force and latch it. The maximum effect of the brake is achieved when the handbrake lever is pulled up as far as it will go.

Always check whether the maximum effect of the handbrake is reached.

1. Depress and hold the brake pedal.
2. Pull the handbrake lever up firmly with the lock button→ *Fig. 1* pressed in.
3. Remove your foot gradually from the brake pedal and be ready to apply the brake.
4. If the vehicle still moves, pull up the handbrake more and repeat the procedure.

When the ignition is switched on, the indicator lamp in the instrument cluster lights up red→ ⚠.

Releasing the handbrake

1. Pull the handbrake lever up slightly and press the lock button→ *Fig. 1*.
2. Guide the handbrake lever down whilst the lock button is pressed.

WARNING

Incorrect use of the handbrake can cause accidents and serious injuries.

- Always apply the handbrake firmly when you park the vehicle. The red indicator lamp Ⓟ lights up as soon as the handbrake is applied lightly and does not hold the vehicle securely.
- Never use the handbrake to brake the vehicle, except in an emergency. The braking distance is considerably

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longer as only the rear wheels are braked in some cases. Always use the foot brake.

- Never drive the vehicle with the handbrake lightly applied. This can overheat the brakes and adversely affect the brake system. It can also cause premature wear to the rear brake pads.
- Never press the accelerator if a drive position or gear has been selected and the engine is running while the handbrake is applied. The vehicle could move even if the handbrake is applied.

WARNING

A handbrake that is not pulled up sufficiently may lead to undesirable vehicle movements and cause accidents or severe injuries.

- Always pull up the handbrake as far as it will go and then take your foot off the brake pedal in a controlled manner. If the vehicle or vehicle and trailer still roll away, apply the handbrake more firmly.
- Do not rely only on the braking effect of the handbrake. In vehicles with an automatic gearbox, move the selector lever to the P position. In vehicles with a manual gearbox, switch off the engine and select first gear. This is particularly applicable at uphill or downhill gradients.

NOTICE

Failure to apply the handbrake sufficiently may lead to unwanted vehicle movements and cause damage to the vehicle.

- Always pull up the handbrake as far as it will go and then take your foot off the brake pedal in a controlled manner. If the vehicle or vehicle and trailer still roll away, apply the handbrake more firmly.
- Do not rely only on the braking effect of the handbrake. In vehicles with an automatic gearbox, move the selector lever to the P position. In vehicles with a manual gearbox, switch off the engine and select first gear. This is particularly applicable at uphill or downhill gradients.

NOTICE

The vehicle may move a few centimetres forwards or backwards if the handbrake is not applied fully when the vehicle is stationary and the brake pedal is released when the selector lever is in position P.

An acoustic warning is given if the vehicle is driven faster than approximately 6 km/h (4 mph) with the handbrake applied.

Safety information

WARNING

The intelligent technology of the parking systems cannot overcome the laws of physics, and functions only within the system limits. Never let the extra convenience afforded by the parking systems tempt you into taking any risks when driving. The parking systems cannot replace the full concentration of the driver.

- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions.
- Keep looking in the direction in which you are parking and at the relevant area surrounding the vehicle. Pay special attention to small children, animals and objects.
- Please note that the parking system may not be able to react if the obstacle is approached too fast and will then not issue a warning.
- Do not allow the parking system displays to distract you from the traffic around you.

WARNING

Camera lenses enlarge and distort the field of view. Using images from the camera to estimate the distance from persons or obstacles can be inaccurate and may cause accidents and serious injuries.

- Do not rely on the camera image.

NOTICE

Observe a distance of 50 cm (20 inches) from walls and buildings in parking spaces without kerbs in order to avoid damage to the vehicle.

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Limits of sensors and cameras

There are various sensors and cameras on the vehicle which detect and monitor the area around the vehicle by means of ultrasound, radar waves and optical systems. The various parking systems use different combinations of the sensors. Common to all sensors is the fact that they are subject to technical and physical limits →⚠.

— The sensors or cameras may not detect some objects, e.g. trailer drawbars, thin bars, fences, posts, trees, very low or high obstacles, and boot lids that are open or being opened.

— The detection ranges of the sensors have blind spots in which obstacles and people are not registered.

— In some cases, dirt or ice and water on the sensors and cameras could be registered as an obstacle or impair detection of objects. The sensor visibility may be impaired by dirt and snow or also residue from cleaning agents or coatings.

— External sources of sound and certain surfaces on objects and clothing may influence the sensors' signals. In certain circumstances, the systems will be unable to detect or properly detect people and objects.

— It may be difficult or impossible to see objects such as narrow posts or railings on the screen because of its low resolution or poor light conditions.

— The cameras show only two-dimensional images on the screen. The lack of depth of field means that potholes and protruding objects on the ground may only be detected with difficulty, or may not be detected at all.

ℹ Practise using the parking systems in a traffic-calmed area or car park to familiarise yourself with the systems and their functions.

Prerequisites

General information

The following prerequisites must be met so that the sensors and cameras are best able to detect the surroundings of the vehicle and display this information on the Infotainment system:

✓ Doors and tailgate are closed.

✓ Exterior mirrors are not folded in.

✓ The sensors or cameras are not covered by add-on parts or trim frames for number plates.

✓ The surrounding area has a flat surface.

✓ Vehicle does not have a heavy load at the rear or on one side.

✓ Engine running.

✓ Brake support systems are switched on *(→ Brake support systems)*.

ℹ The parking function and the acoustic warnings will be deactivated if other functions are operated on the Infotainment system during a parking operation.

Finding a suitable parking space

Park Assist has system-related limitations. For example, Park Assist cannot help you to park the vehicle or drive out of parking spaces if the vehicle is on a tight bend.

To ensure that a suitable parking space can be displayed and detected correctly, the following prerequisites must be met:

✓ The length and width of the parking space must be larger than the vehicle dimensions and offer sufficient space for manoeuvring.

✓ Distance when driving past the parking space: between 0.5 and 2 metres.

✓ Speed when driving past the parking space: maximum 40 km/h(25 mph).

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✓ Speed when parking: maximum 7 km/h (4 mph). Automatic braking intervention can occur→⚠.

The parking manoeuvre can be continued after the automatic brake intervention.

Automatic brake intervention occurs a maximum of once per move. A parking manoeuvre will be terminated if a speed of approximately 7 km/h (4 mph) is exceeded.

⚠ WARNING

Do not let Park Assist tempt you to take any risks while driving – this can cause accidents. The system is not a substitute for the full concentration of the driver.

- Park Assist has system-related limitations. In some situations the automatic brake intervention can only work in a limited way or not at all.
- Always be prepared to brake the vehicle yourself at any time.
- The automatic braking intervention is ended after approximately 1.5 seconds. Depress the brake pedal of the vehicle yourself following the automatic braking intervention.

Automatic braking intervention

The automatic braking intervention of a parking system is designed to reduce the possible damage due to a collision if an obstacle is detected during the parking manoeuvre.

Depending on the equipment, the vehicle may have parking systems with a manoeuvring or emergency braking function →⚠.

⚠ WARNING

Do not let the automatic braking intervention triggered of the parking systems tempt you to take any risks while driving. In some situations the automatic brake intervention can only work in a limited way or not at all. Collisions with obstacles can cause injuries to persons and vehicle damage. The system is not a substitute for the full concentration of the driver.

- Always pay due attention and do not rely exclusively on the parking systems.
- Always be prepared to brake and steer the vehicle yourself.
- Do not take any safety risks.
- React appropriately to the warnings and driving recommendations of the parking systems.
- The automatic braking intervention by the active Park Assist is terminated after approximately 1.5 seconds. Depress the brake pedal of the vehicle yourself following the automatic braking intervention.

Prerequisites

✓ The vehicle does not exceed a maximum speed of around 10 km/h (6 mph) when manoeuvring.

✓ A parking system was switched on.

✓ An obstacle is detected by the system.

The automatic braking intervention does not take place if Park Distance Control has been activated automatically when driving forwards .

What happens when an automatic braking intervention takes place?

If an obstacle is detected, the vehicle brakes to a complete stop and is held for about 1.5 seconds.

1. Hold the vehicle with the foot brake after the automatic braking intervention.
2. Check the surrounding area.

A text message may also be displayed on the instrument cluster, depending on the vehicle equipment.

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Switching off

The automatic braking intervention function is deactivated as soon as a parking system is deactivated or when the function has made a control intervention.

1. Tap the function button on the Infotainment system screen to manually switch off manoeuvre braking.

Switching on

The automatic braking intervention function is active as soon as a parking system has been activated.

1. Tap the function button on the Infotainment system screen to switch on manoeuvre braking manually.

Driving with a trailer

The automatic braking intervention function at the rear of the vehicle when reversing is deactivated if a trailer is electrically connected to the factory-fitted towing bracket.

The parking system must be manually deactivated for trailer towing if a non-factory-fitted towing bracket is used.

Switch off the parking system if automatic braking intervention takes place too frequently, e.g. when driving on offroad terrain.

If the Park Distance Control's manoeuvre braking function has intervened, the function is inactive for five metres in the same direction of travel or is operational again after a change in the direction of travel.

After emergency braking of the park assist steering, the parking manoeuvre is terminated.

After the Rear Traffic Alert has performed emergency braking, another automatic braking intervention may only take place after 10 seconds.

Troubleshooting

The parking system is not responding as expected

This could have various causes:

— The prerequisites for system operation are not met *(→ Parking systems)*.
— The sensors or the camera are dirty or iced-up *(→ Vehicle care, exterior)*.
— The camera lens is not clean and the camera image is unclear *(→ Vehicle care, exterior)*.
— The ultrasound signal is subject to interference from external noise sources, e.g. pneumatic drill or cobblestones.
— Only the scanned area to the front of the vehicle is shown on the Infotainment system display in vehicles with a factory-fitted towing bracket and a trailer with an electrical connection to the vehicle.
— The vehicle is damaged in the area around the sensors or the camera, e.g. caused by parking collisions.
— The detection range of the sensors or camera is blocked by add-on parts, e.g. bicycle carriers.
— Changes have been made to the paintwork or structural modifications have been made in the area of the sensors or the camera, e.g. on the vehicle front end or the running gear.

Fault displays

1. Observe the text messages in the instrument cluster display and the Infotainment system.

NOTICE

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Go to a suitably qualified workshop as soon as possible in the event of a parking system fault.

No sensor or camera view, or the parking system has been switched off

The sensor area is switched off permanently if a sensor fails. The affected sensor area can be displayed by the symbol and a grey image segment ❑ in the Infotainment system. The parking system is switched off completely if necessary.

If there is a fault in the Park Distance Control, a signal tone will sound for several seconds when it is switched on. A text notification may also be shown on the instrument cluster display.

1. Check whether one of the listed causes is present.
2. Switch the system on again once you have rectified the source of the fault.
3. If the problem persists, go to a correspondingly qualified workshop.

Park Assist is active and the vehicle brakes

In some countries, Park Assist can assist the driver with an automatic braking intervention in certain situations.

Depending on the vehicle equipment and certain conditions, e.g. weather, load or inclination of the vehicle, Park Assist can automatically brake the vehicle before an obstacle. Following this intervention, the driver must depress the brake pedal.

The parking manoeuvre is ended if an automatic braking intervention occurs.

Park Assist is active and the parking manoeuvre is automatically cancelled

Park Assist automatically cancels a parking procedure if one of the following criteria is met:

— The P button is pressed.

— The driver intervenes using the steering wheel.

— The driver door is opened.

— The time limit or number of manoeuvres for parking are exceeded.

— The TCS is switched off or is taking corrective action.

— There is a fault in the system.

Start the parking procedure again *(→ Driving into a parking space)*.

Introduction

The Park Distance Control assists the driver when manoeuvring and parking.

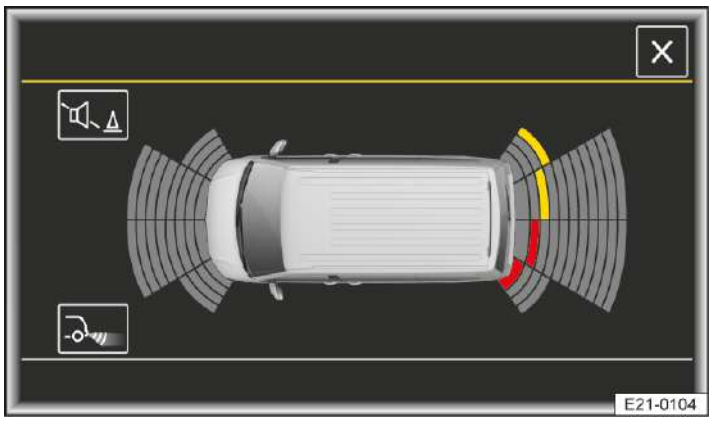


Fig. 1 In the Infotainment system: obstacle detection for Park Distance Control (illustration).

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How the system works

Park Distance Control detects the distance from an obstacle by means of sensors in the rear and front areas of the vehicle.

Park Distance Control warns about an obstacle by means of colour segments on the Infotainment system screen and acoustic signals → *Fig. 1*. The closer the vehicle drives towards an obstacle, the closer the segment will move towards the vehicle as shown on the display →.

Acoustic signals

An intermittent signal tone is given if a sufficiently short distance between the vehicle and an obstacle is detected. The shorter the distance, the shorter the intervals. The acoustic signal will sound continuously if the obstacle is very close. Do not drive on!

WARNING

The intelligent technology used in the parking systems cannot overcome the laws of physics, and functions only within the system limits. The parking system is not a substitute for the full concentration of the driver. If this is not observed, this can result in accidents, serious injuries and also damage to the vehicle.

- Always pay due attention and do not rely exclusively on the parking systems.

NOTICE

The collision area has been reached at the latest when the penultimate segment is displayed.Do not drive on!

NOTICE

The vehicle must be moved a few metres forwards or backwards in order to scan and display the side areas in full. An obstacle entering these areas from the outside will not be displayed.

Displays

Red image segment: Obstacle close to the vehicle.Vehicle is at risk. Brake.

Yellow image segment: Obstacle in the vehicle's path.Vehicle is at risk. Adjust the steering wheel angle.

Grey image segment: Obstacle outside the path of the vehicle or faulty sensor area.

Switch manoeuvre braking off or on(depending on equipment).

System fault in the monitored area(depending on equipment level). The colour may vary.

Switch to rear view camera system.

Mute signal tones.

NOTICE

Visual and acoustic warnings are given only for obstacles in the vehicle path.

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Switching Park Distance Control on and off



Fig. 1 In the centre console: button for switching the Park Distance Control on or off (with some equipment levels).

Switching on

1. Press the button → *Fig. 1*.

Park Distance Control is switched on automatically when reverse gear is engaged or if the vehicle rolls backwards.

Switching off

1. Press the button.

Park Distance Control is switched off automatically when the vehicle is driven forwards at a speed of more than 15 km/h (9 mph).

Or: the selector lever is moved to position P.

Automatic activation when driving forwards (depending on vehicle equipment)

Park Distance Control switches itself on automatically if the vehicle approaches an obstacle in front of the vehicle when driving forwards at a speed of less than 15 km/h (9 mph). Automatic activation can be switched on and off in the Infotainment system *(→ Analogue instrument cluster)*.

Automatic activation takes place only once. Renewed automatic activation is possible under the following conditions:

1. Press the button.
2. Switch the ignition off and then back on again.

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Switching Park Distance Control on and off (sensors only at rear)

Switching on Park Distance Control

The Park Distance Control switches on automatically if the reverse gear is engaged.

Switching off Park Distance Control

Park Distance Control is switched off automatically when the vehicle is driven forwards at a speed of more than 15 km/h (9 mph).

Or: the selector lever is moved to position P.

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Introduction

The rear view camera system in the rear of the vehicle makes it easier for the driver to see behind the vehicle and provides support for parking manoeuvres.

The rear view camera system shows the area behind the vehicle on the Infotainment system screen. Depending on the operating mode and equipment level, orientation lines aid the view to the rear →⚠.

Rear view camera system with parking modes

Depending on equipment, the following views are available for the rear view camera system:

Perpendicular parking:

orientation lines assist reverse parking at a right angle to the road.

Parallel parking:

orientation lines and boxes assist reverse parking parallel to the road.

Crossing traffic:

shows the area behind and beside the vehicle with a wide angle.

Trailer support:

shows the area immediately behind the vehicle with a high zoom factor and orientation lines

⚠ WARNING

The intelligent technology used in the parking systems cannot overcome the laws of physics, and functions only within the system limits. The parking system is not a substitute for the full concentration of the driver. If this is not observed, this can result in accidents, serious injuries and also damage to the vehicle.

- Always pay due attention and do not rely exclusively on the parking systems.

You should practise parking with the rear view camera system in a traffic-calmed area or car park with good visibility and weather conditions, so that you can familiarise yourself with the system, orientation lines and guiding functions in a safer environment.

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Switching the rear view camera system on and off

Switching on the rear view camera system

1. Select reverse gear.

   Or: Press the P button.

Switching off the rear view camera system

— *Rear view camera system without parking modes:* The rear view camera system switches off when the reverse gear is disengaged.

— *Rear view camera system with parking modes:* The rear view camera system is switched off when the vehicle is driven forwards at a speed of more than 15 km/h (9 mph).

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Driving into a parking space (rear view camera system with parking mode selection)

Displays

Switch to Park Distance Control.

Switch to “Perpendicular parking”.

Switch to “Parallel parking”.

Turn the steering wheel (parallel parking mode).

Stop the vehicle (parallel parking mode).

Switch to “Crossing traffic”.

Switch to “Trailer support”.

Red line: boundary or safety clearance. The horizontal red line ends approximately 0.4 metres behind or in front of the vehicle on the road.

Red frame: outline of the vehicle (parallel parking).

Yellow lines: the vehicle's path depending on the steering angle.

Yellow auxiliary box: front and rear boundaries of the parking space (parallel parking).

Green lines: boundaries.

Green frame: outline of the vehicle (parallel parking).

Parking perpendicular to the road

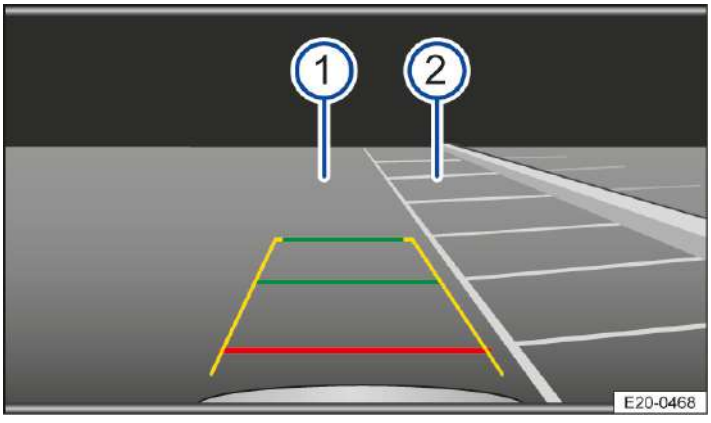


Fig. 1 Infotainment system screen display: Choose parking space.

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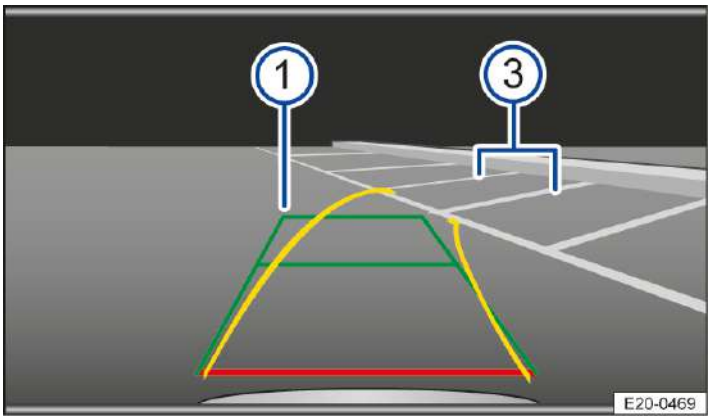


Fig. 2 Infotainment system screen display: drive towards the selected parking space.

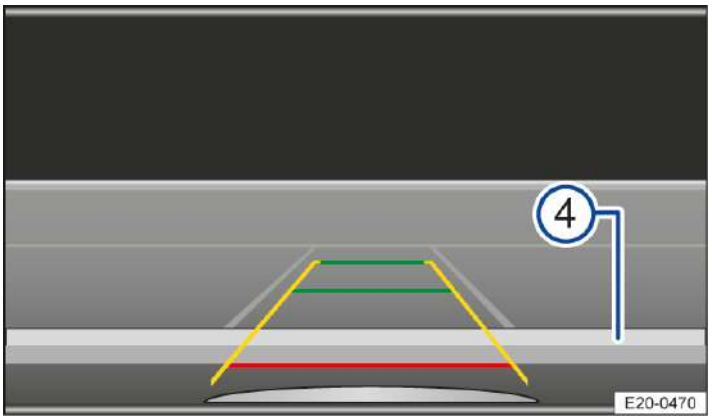


Fig. 3 Infotainment system screen display: Align the vehicle in the parking space.

(1)
Road.

(2)
Selected parking space.

(3)
Lateral boundaries of selected parking space.

(4)
Rear limit of the parking space.

Driving into a parking space

1. Press the button or the P function button before driving past the selected parking space.
2. Tap the function button in the Infotainment system.
3. Position the vehicle in front of the parking space → *Fig. 1* (2).
4. Select reverse gear.
5. Reverse slowly and steer the vehicle so that the yellow lines are aligned with the selected parking space (2).

   The green and yellow lines must be aligned with the side boundary lines → *Fig. 2* (3).
6. Stop when the red line reaches the rear boundary → *Fig. 3* (4).

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The system displays the orientation lines irrespective of the area surrounding the vehicle. There is no automatic obstacle detection. Drivers must judge for themselves whether the vehicle will fit into the parking space.

Parking mode: Trailer support

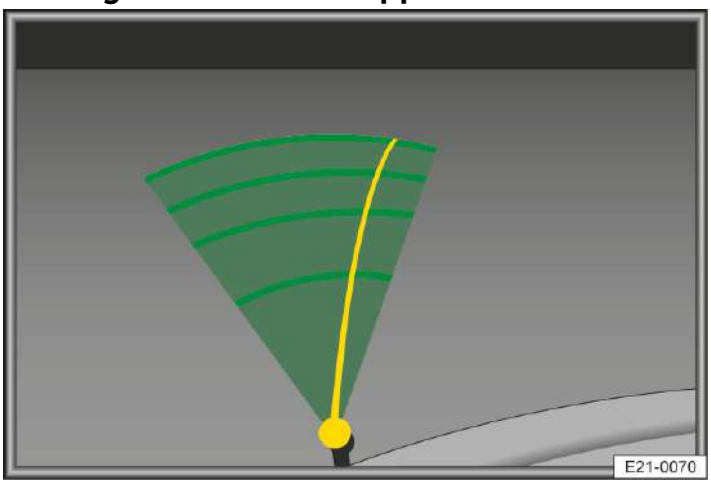


Fig. 4 Infotainment system screen display: Trailer support.

In vehicles with a factory-fitted towing bracket, the trailer support function can be used when approaching a trailer drawbar.

1. Tap the function button to select the parking mode.

The rear view camera system shows the vehicle's towing bracket in the lower part of the image. Coloured guiding lines help with the manoeuvring process → *Fig. 4*:

Green lines: Distance to towing bracket.

Yellow line: Pre-calculated direction of the towing bracket depending on the angle of the steering wheel.

Parking parallel to the road

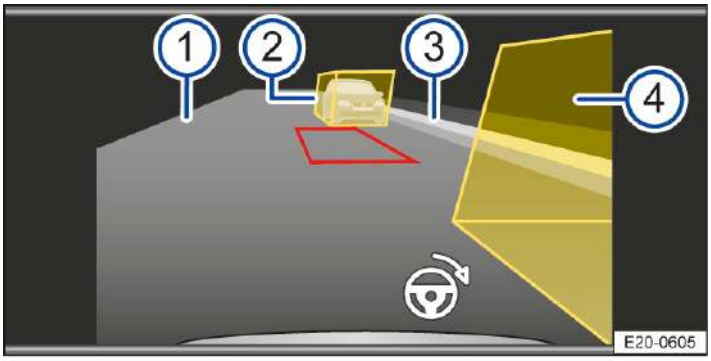


Fig. 5 Infotainment system screen display: Choosing a parking space (illustration).

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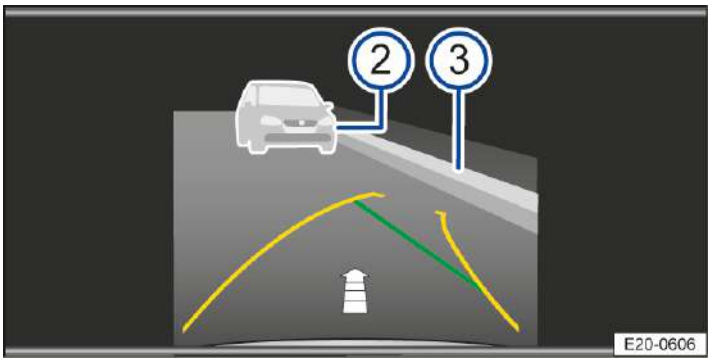


Fig. 6 Infotainment system screen display: drive towards the selected parking space (illustration).

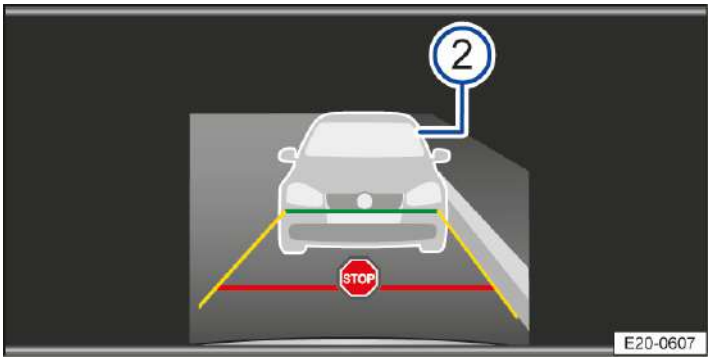


Fig. 7 Infotainment system screen display: Aligning the vehicle in the parking space (illustration).

(1)
Road.

(2)
Obstacle or auxiliary box.

(3)
Lateral boundaries of selected parking space.

(4)
Obstacle or auxiliary box.

Red line: boundary or safety clearance.

Yellow lines: the vehicle's path depending on the steering angle.

Green lines boundary lines.

Parking using the rear view camera system

1. Press the button or the function button before driving past the selected parking space.
2. Tap the function button in the Infotainment system.
3. Operate the turn signal for the relevant side of the road.
4. Position the vehicle parallel to and around one metre away from the parking space. The yellow auxiliary boxes must cover the obstacles → *Fig. 6* (2) and (4). The area in between must be free of obstacles.
5. Select reverse gear. A red frame shows the target position of your vehicle→ *Fig. 5*.

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6. Turn the steering wheel so that the red frame moves between the auxiliary boxes and turns green → *Fig. 5*. Leave the steering wheel in this position while reversing.
7. If a change has to be made to the steering wheel angle, one of the yellow lateral lines will turn red. The steering wheel symbol shows the driver when the steering wheel angle has to be changed.
8. Reverse slowly until the stop sign is displayed or the green line is aligned with the side limit of the parking space → *Fig. 7*. An arrow → *Fig. 6* indicates the remaining distance behind the vehicle, based on the number of segments shown in the arrow.
9. Stop the vehicle. Steer in the opposite direction until the steering angle is reached and the direction arrow is no longer displayed.
10. Continue reversing until the stop symbol is displayed or until the red line reaches the rear limit.

Introduction

Park Assist shows parking spaces that are suitable for parking and assists the driver when driving into and out of parking spaces.

How the system works

Park Assist is an extension of Park Distance Control *(→ Park Distance Control)*.

Park Assist steers the vehicle automatically. The driver must control the accelerator, gear changes and brake → ⚠.

Observe the text message in the instrument cluster display.

The P button for the rear window heating is located in the centre console.

⚠ WARNING

The intelligent technology used in the parking systems cannot overcome the laws of physics, and functions only within the system limits. If this is not observed, this can result in accidents, serious injuries and also damage to the vehicle.

- Pay careful attention to the parking procedure and the traffic around you. Keep looking in the direction in which you are parking.
- Use the foot brake to slow the vehicle in a hazardous situation.

⚠ WARNING

Fast rotational steering wheel movements can cause serious injury.

- During the manoeuvring operation, do not grasp the steering wheel until prompted to do so by the system.
- If a dangerous situation occurs, take control of the steering.

NOTICE

Park Assist uses parked vehicles, the kerb and other objects as guidance. Please ensure sure that low-lying vehicle parts such as tyres and wheel rims are not damaged when parking.

- If necessary, operate the brake pedal and finish the parking manoeuvre.

Any equipment that has been retrofitted to the vehicle, e.g. bicycle carriers, can prevent Park Assist from functioning properly and may cause damage.

Park Assist cannot be activated when an electrically connected trailer has been detected by the vehicle.

Park Assist can be activated retroactively. If a suitable parking space was driven past before, it is displayed.

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Park Assist cannot be activated when a sliding door or the boot lid are open.

When carrying out parking manoeuvres, the vehicle may be braked if the driver accelerates too strongly.

Looking for a parking space



Fig. 1 On the display of the instrument cluster: Reversing into a parallel parking space.



Fig. 2 On the display of the instrument cluster: Reversing into a perpendicular parking space.



Fig. 3 On the display of the instrument cluster: Driving forwards into a perpendicular parking space.

Park Assist has three parking modes → *Fig. 1*, *Fig. 2* and *Fig. 3* (illustration).

1. Press the P button.

   The indicator lamp lights up yellow and the parking function is active.
2. Observing the traffic around you, drive slowly past a row of parked vehicles.

Park Assist will automatically search for a suitable parking space on the front passenger side.

A parking mode is displayed when a parking space is detected → *Fig. 1*, *Fig. 2* or *Fig. 3*.

1. Press the P button to choose successively from several displayed parking spaces.
2. If you wish to park perpendicularly in forward direction, select parking mode “Forward perpendicular parking” → *Fig. 3* by pressing the P button.
3. If you want Park Assist to look for a parking space on the opposite side of the road, operate the turn signal for

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the side in question.

Park Assist can be activated retroactively. If a suitable parking space was driven past before, it is displayed.

Driving into a parking space

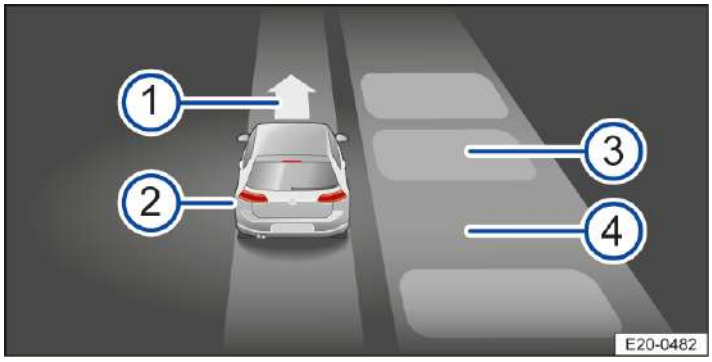


Fig. 1 On the display of the instrument cluster: Choosing a parking space (illustration).

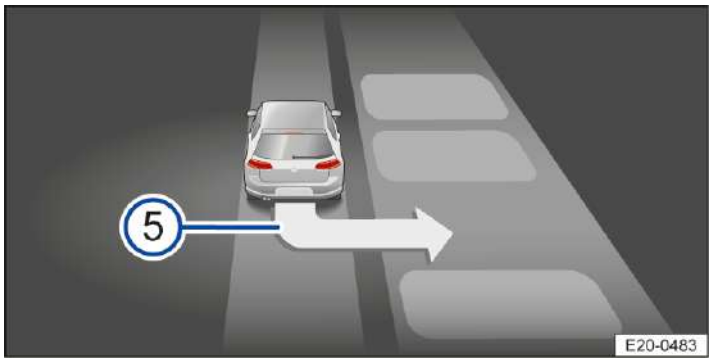


Fig. 2 On the display of the instrument cluster: Position for parking (illustration).



Fig. 3 On the display of the instrument cluster: Aligning the vehicle in the parking space (illustration).

(1) Prompt to drive forward

(2) Your vehicle

(3) Parked vehicle or obstacle.

(4) Parking space detected

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(5)

Instruction to put the vehicle into reverse gear.

(6)

Prompt to press brake pedal.

(7)

Progress bar: symbol to show relative distance left to travel.

1. Stop the vehicle in front of or behind the parking space.
2. Observe the prompt to park in the instrument cluster display → *Fig. 2* (5).
3. Select reverse gear when a reverse arrows appears in the instrument cluster.
4. Let go of the steering wheel.
5. Text message Steering intervention active!. Check area around veh.. Observe the text message on the instrument cluster display.
6. Accelerate carefully.
7. Brake when an acoustic signal sounds, the display lights up or a text message appears on the instrument cluster display.
8. Continue the parking procedure until a text message on the instrument cluster display and possibly an acoustic signal indicate that the parking procedure has been completed.
9. Always wait until Park Assist has completed the turning movements of the steering wheel at the end of each parking manoeuvre in order to achieve an optimum parking result.
10. Switch off the engine and stop the vehicle *(→ Parking)*.

Driving out of a parking space

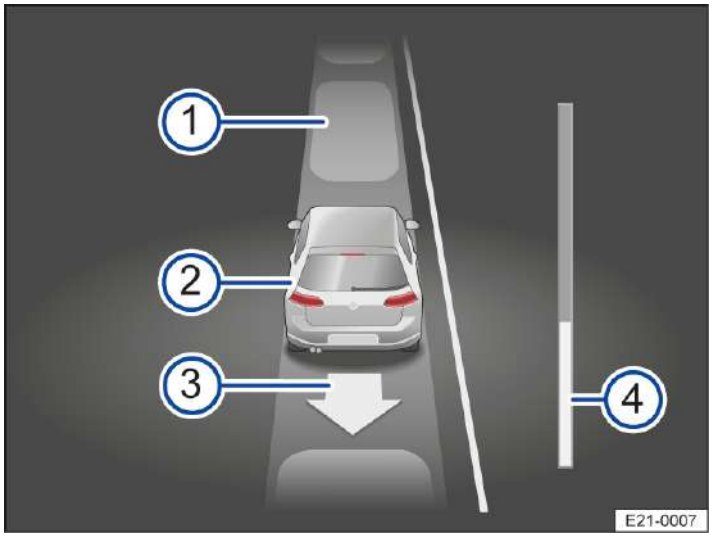


Fig. 1 On the display of the instrument cluster: driving out of a parking space parallel to the road.

(1)

Stationary vehicle.

(2)

Your vehicle with reverse gear engaged.

(3)

Arrow indicating the direction of travel for the next move.

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④

Progress bar: symbol to show relative distance left to travel.

Park Assist can drive out of parallel parking spaces if the prerequisites for this are met *(→ Parking systems)*.

1. Press the button.
2. Press the turn signal lever for the side of the street where the parking space is that you want to get out of.
3. Select reverse gear.
4. Release the steering wheel when the following message is shown:Steering intervention active! Please monitor area around vehicle.
5. Accelerate carefully.
6. Brake when an acoustic signal sounds, the display lights up, or until the prompt to drive forward appears on the instrument cluster display.
7. Depress the brake pedal until Park Assist has finished steering or until the display on the instrument cluster goes out.
8. Repeat reversing and driving forwards until a corresponding message is displayed on the instrument cluster. A signal tone may also sound.
9. Take over steering with the steering angle turned by Park Assist.
10. Drive out of the parking space when the traffic allows.

Introduction

Trailer Assist helps the driver when reversing or manoeuvring the vehicle when towing a trailer.

The trailer manoeuvring system steers a trailer and is operated by pushing and pulling the switch for setting the exterior mirror. The driver must control the accelerator, gear changes and brake!

System limits

Please note the following to ensure the system works correctly:

— The camera is clean and free from snow and ice.

— The camera is free from stickers and other objects.

— The drawbar is not covered.

— The boot lid is closed.

NOTICE

Risk of vehicle damage. Trailer Assist is not oriented to the vehicle environment and does not detect any obstacles in the surrounding area.

- Check whether there is sufficient space to manoeuvre the trailer.
- Observe the movement of the trailer and cancel the manoeuvre if necessary in order to avoid damage. On rare occasions the trailer may behave differently, even when Trailer Assist is operated correctly.
- Do not rely solely on the instrument cluster displays.

Volkswagen Commercial Vehicles recommends that drivers practise using the trailer manoeuvring system in a traffic-calmed area or car park to familiarise themselves with the system and its functions.

If there is no driver interaction within approximately three minutes, the manoeuvre is terminated and Trailer Assist is ended.

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Prerequisites

Determining the drawbar length

The drawbar length must be re-determined every time the trailer is changed. If the same trailer is always used, the drawbar length must only be determined once.

1. Perform turning and cornering manoeuvres with the trailer. The more varied the turning and cornering manoeuvres, the more manoeuvring options the trailer manoeuvring system will detect for the trailer.

There is a maximum of four limit positions for the angle display: approx. 30°, 45°, 60° and 75°.

Fulfilling requirements

The following prerequisites must be met for the trailer manoeuvring system to function:

✓ A trailer with a maximum of two rigid axles is attached and electrically connected.

✓ Driver door and boot lid are closed.

✓ Engine running.

✓ Vehicle is stationary.

✓ ESC is switched on.

✓ Exterior mirrors are not folded in.

For technical reasons, the trailer manoeuvring system cannot always detect trailers with LED
tail light clusters correctly.

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Manoeuvring the vehicle and trailer

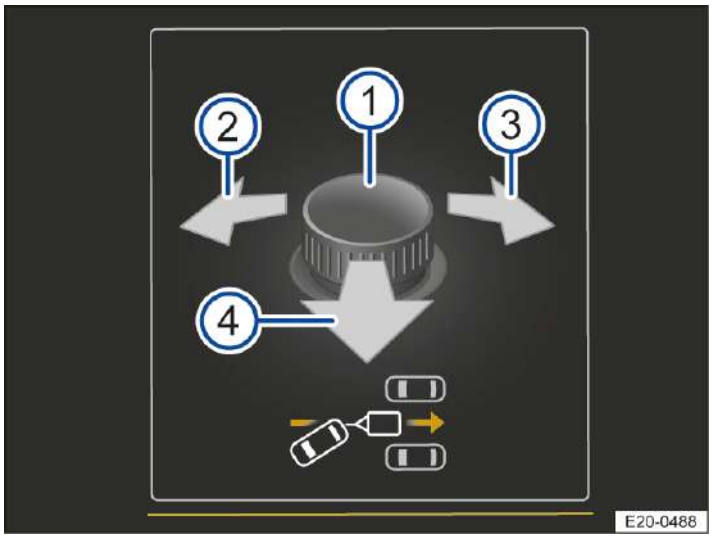


Fig. 1 On the display of the instrument cluster: adjusting the angle of the trailer using the rotary knob for the exterior mirrors.

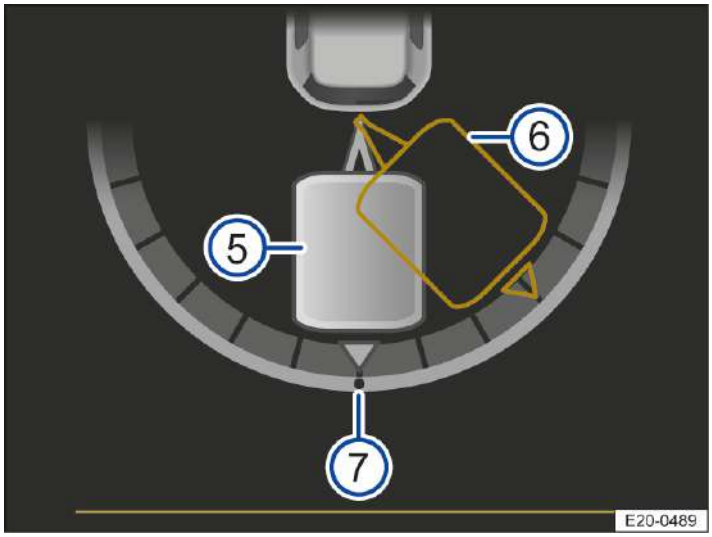


Fig. 2 On the display of the instrument cluster: Adjusting the direction of travel of the trailer.

1 Rotary knob for adjusting the exterior mirror position.

2 Align the trailer to the left.

3 Align the trailer to the right.

4 Reverse the vehicle and move the trailer towards the target position.

5 Current trailer position.

6 Target trailer position.

7 Zero position on the angle display.

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Check the requirements before using the trailer manoeuvring system *(→ Trailer manoeuvring system)*:

Manoeuvring

1. Select reverse gear.
2. Press the button.
3. Release the steering wheel →.
4. Tilt the rotary knob until the desired direction is reached→ *Fig. 1* (1). A diagram showing the current position of the trailer appears on the instrument cluster display for orientation purposes → *Fig. 2* (5).
5. Accelerate slowly and reverse the vehicle. Keep an eye on the area around the vehicle.
6. Correct the angle with the rotary knob if necessary→ *Fig. 1* (1).
7. Push the rotary knob to the left (2) or right (3) to select the direction of travel.
8. Pull the rotary knob back (4).
9. Reverse and drive forwards until the required position is reached.

The manoeuvring operation has been completed when a corresponding message is displayed on the instrument cluster. A signal tone may also sound.

Automatic braking intervention

The driver is responsible for braking in time→.

An automatic braking intervention may occur and the function may be cancelled in the following situations:

— Speed of approximately 6–8 km/h (3–5 mph) is exceeded.

— Steering interventions by driver.

— Diver door is open.

— The button is pressed.

WARNING

Risk of injury. Fast rotational steering wheel movements can cause serious injury.

- When manoeuvring, do not reach for the steering wheel until prompted to do so by the system.
  - Exception: If a dangerous situation occurs, intervene and take over the steering.

WARNING

Risk of injury. Do not let the automatic braking intervention tempt you to take any risks while driving, as this can cause accidents. The system is not a substitute for the full concentration of the driver.

- Trailer Assist has system-related limitations. In some situations the automatic brake intervention can only work in a limited way or not at all.
- If a dangerous situation occurs, intervene by applying the brakes yourself.
- The automatic braking intervention is ended after approximately 1.5 seconds at vehicle standstill.
- Depress the brake pedal of the vehicle yourself following the automatic braking intervention.

The exterior mirrors cannot be adjusted while Trailer Assist is active.

Rear Traffic Alert (Rear Cross Traffic Alert)

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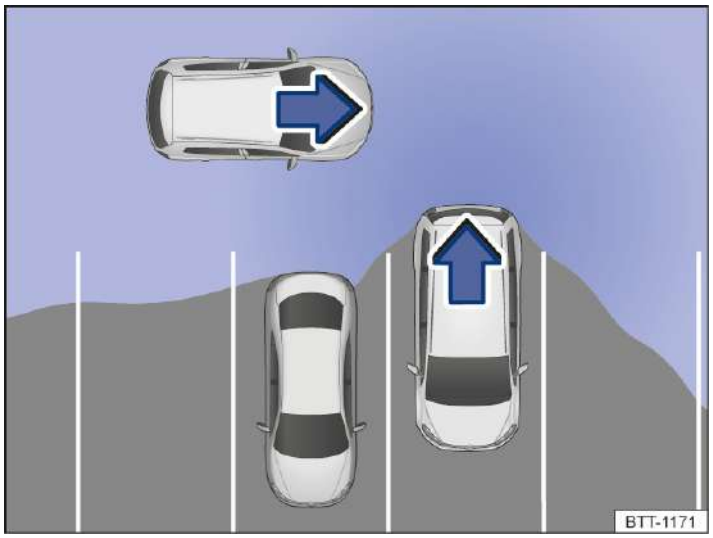


Fig. 1 Illustration of Rear Traffic Alert: Monitored area around the vehicle leaving the parking space.

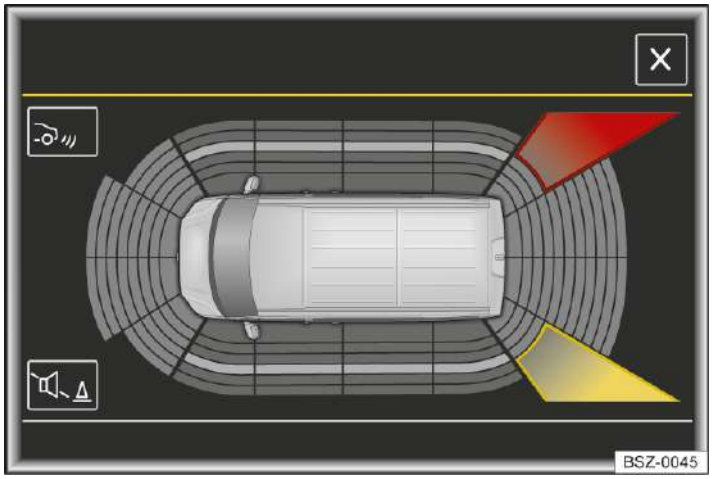


Fig. 2 On the Infotainment system screen: Rear Traffic Alert display.

Rear Traffic Alert monitors crossing traffic when reversing out of a parking space or manoeuvring.

Also observe the information and warnings that apply to all Park Assist functions *(→ Parking systems)*.

Switching on and off

1. Via the Assist systems menu in the instrument cluster .

   Or: In the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.
2. Switch Rear Traffic Alert on or off.

This setting can be saved in the user accounts of the personalisation function and can therefore change automatically when the user account is changed.

How the system works

Rear Traffic Alert uses radar sensors in the rear bumper.

The system detects approaching or moving objects at the rear and to the sides of the vehicle→ *Fig. 1* and warns the driver when approaching an obstacle →⚠.

If the vehicle encounters an obstacle, the obstacle area is displayed in colour on the Infotainment system→ *Fig. 2*, and an acoustic warning may also sound.

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If Park Distance Control is deactivated, no feedback can be given to the driver.

Emergency braking

An automatic braking intervention may be performed if the driver does not react to a warning *(→ Automatic braking intervention)*. Observe the text messages in the instrument cluster.

Press the brake to hold the vehicle stationary.

Things to note for trailer towing

Rear Traffic Alert is deactivated if the factory-fitted towing bracket is electrically connected to a trailer. Observe the text messages in the instrument cluster.

⚠ WARNING

The intelligent technology used in the parking systems cannot overcome the laws of physics, and functions only within the system limits. Failure to observe this information can result in accidents, serious injuries and vehicle damage.

- The parking system is not a substitute for the full concentration of the driver. Always pay attention to the traffic situation and the area around the vehicle.
- Always be aware of the vehicle's surroundings as Rear Traffic Alert may not be able to detect all approaching objects, e.g. pedestrians or objects approaching quickly.
- The Rear Traffic Alert will not always independently bring the vehicle to a complete stop.

Information on brake support systems

The brake support systems can assist the driver in critical driving or braking situations. The driver is responsible for driving safety →⚠.

If a brake support system is performing a braking intervention, continue to brake with the necessary force, and if necessary steer the vehicle.

⚠ WARNING

The intelligent technology used in brake support systems cannot overcome the laws of physics, and functions only within the limits of the systems. Driving fast on icy, slippery or wet roads can lead to a loss of control of the vehicle and could cause serious injury to the driver and passengers.

- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions. Never take any safety risks.
- Brake support systems cannot prevent an accident if you are driving too close to the vehicle in front.
- Always use suitable tyres. The driving stability depends on the tyre grip.
- Keep the footwell under the pedals clear so that the brake pedal can move freely.

— The ESC, ABS and TCS can function properly only if all four wheels are fitted with the same tyres.

— If there is a fault in the ABS, the ESC, TCS and EDL will also stop working.

The status of the brake functions is checked automatically when the ignition is switched on. The indicator lamps light up briefly and then go out again. If an indicator lamp remains lit up continuously, there is a fault *(→ Brake support systems)*. Go to a suitably qualified workshop immediately.

⚠ WARNING

The effectiveness of ESC can be reduced considerably if other components and systems which affect driving dynamics are not serviced properly or are not functioning properly. This applies in particular to modifications made to the suspension and the use of non-approved wheel and tyre combinations.

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- Have conversions and modifications to your vehicle carried out only by a suitably qualified workshop.
- Always use suitable tyres. The driving stability depends on the tyre grip.

Electronic Stability Control (ESC)



ESC

control intervention to reduce the risk of skidding and improve driving stability →⚠.

The indicator lamp flashes yellow.

Traction control system (TCS)



TCS

control intervention to prevent the wheels from spinning. The indicator lamp flashes yellow.

The TCS reduces the drive output if wheelspin occurs and adapts the output to suit road surface conditions. The TCS makes it easier to pull away, accelerate and drive up hills →⚠.

Anti-lock brake system (ABS)

ABS

prevents the wheels from locking during braking so that the vehicle can still be steered →⚠.

Brake assist system (BAS)

BAS

can help to reduce the stopping distance. The brake assist system reinforces the braking force when the driver depresses the brake pedal quickly in an emergency situation.

If you reduce the pressure on the brake pedal, the brake assist system will switch off the brake servo function.

Electronic differential lock (EDL)

EDL

brakes a spinning wheel automatically and distributes the drive force to the other drive wheels.

The EDL switches off automatically under unusually heavy loads to prevent the brake from overheating. The EDL switches back on again automatically as soon as the brake has cooled down.

Automatic Post-Collision Braking System

In the event of a collision, the Automatic Post-Collision Braking System can help the driver to reduce the risk of skidding, and the danger of secondary collisions, through automatic braking.

The Automatic Post-Collision Braking System functions only for collisions that are detected as a collision by the airbag control unit.

The vehicle is braked automatically if the required systems have not been damaged in the collision and have remained functional.

Requirement for automatic braking:

✓ The driver does not press the accelerator.

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WARNING

Driving without the brake servo or with restricted brake servo function can considerably increase the braking distance and cause accidents and serious injuries.

- Never switch the engine or ignition off while the vehicle is in motion.
- If the brake servo does not function or the vehicle is being towed, the brake pedal will have to be depressed more forcefully as the braking distance will be increased due to the lack of assistance for the brake system.
- Keep the footwell under the pedals clear so that the brake pedal can move freely.

WARNING

The effectiveness of systems can be severely inhibited if components and systems are retrofitted, e.g. by second stage manufacturers. The proper functioning of systems may therefore be impaired or adapted in vehicles with add-ons and modifications.

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

Switching the TCS on and off

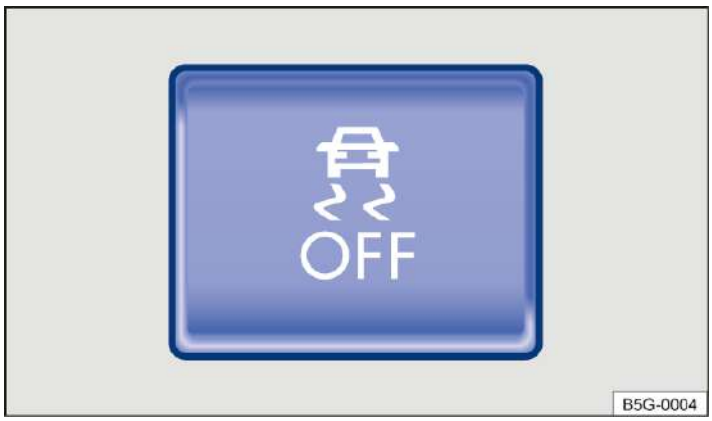


Fig. 1 In the centre console: button for switching TCS on and off manually.

Driving situations

The traction control system (TCS) can be switched off in situations where insufficient traction is achieved:

— When driving in deep snow or on loose surfaces.

— When rocking the vehicle backwards and forwards to free it from mud.

When the driving situation no longer exists, the TCS should be switched back on fully.

Switching the TCS on and off

1. Press the → *Fig. 1* button to switch the TCS on and off.

TCS switched off manually. The indicator lamp lights up yellow.

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Brake system fault

The indicator lamp lights up red.

Do not drive on!

1. Seek expert assistance immediately.

Anti-lock brake system failure or fault

Indicator lamp lights up yellow.

1. Consult a suitably qualified workshop.

   The vehicle can be braked without the anti-lock brake system.

ESC fault

Indicator lamp lights up yellow. ESC

has been switched off.

1. Switch the ignition on and off.
2. Drive a short distance at a speed of 15–20 km/h(9–12 mph) if necessary.

   If the indicator lamp continues to light up, go to a suitably qualified workshop.

Noises from the brake support systems

The brake pedal may move or noises may occur while the brake support systems are regulating.

1. Continue to apply the necessary amount of brake pressure, and steer the vehicle when required.

Unexpected reduction in engine power

Faults can occur in the ESC and TCS systems if the four wheels have different types of tyres.

Any differences in the rolling radius of the tyres can cause the system to reduce engine power unexpectedly.

WARNING

The control function of the ABS may have failed if the brake warning lamp lights up together with the ABS indicator lamp . This can cause the rear wheels to lock quickly when you brake. Locked rear wheels can lead to a loss of control of the vehicle.

- If possible, reduce your speed and drive carefully at low speed to the nearest suitably qualified workshop to have the brake system tested.
- Avoid sudden braking and driving manoeuvres.
- The ABS is not working properly if the ABS indicator lamp does not go out or comes on while the vehicle is in motion. The vehicle can be stopped using the normal brakes only (without ABS). The protection provided by ABS is no longer available. Go to a suitably qualified workshop as soon as possible.

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WARNING

Improper use of the tables could cause serious injury.

- Never use the tables while the vehicle is in motion.
- All tables must be securely stowed while the vehicle is in motion.
- Never sit or stand on the tables.

NOTICE

Never place hot objects, such as pots or pans, on the tables. Such objects could damage these surfaces.

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Folding table in the side panel

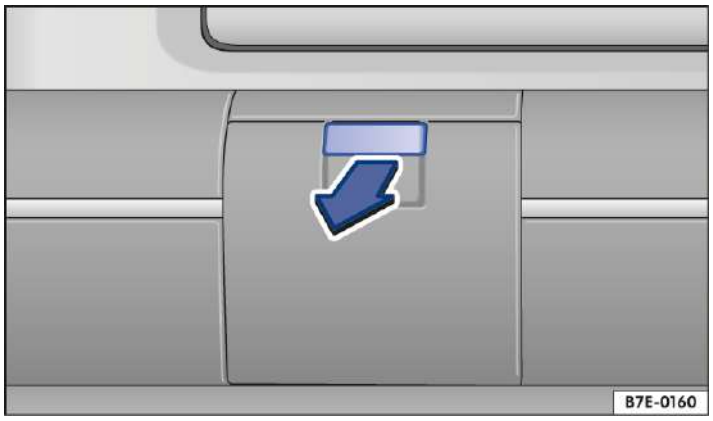


Fig. 1 In the rear side panel: Cover for the folding table.

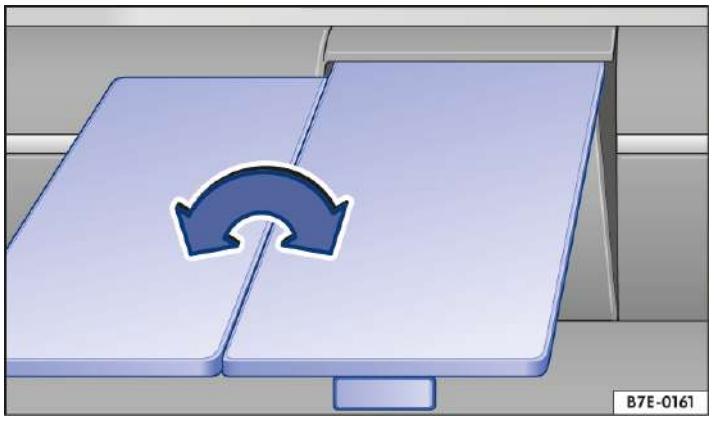


Fig. 2 Fully assembled folding table

A folding table may be located in the side panel opposite the sliding door.

The folding table isstowed when it is in its retainer behind the side panel and the cover is securely engaged.

Assembling the folding table

1. Fold the cover out by the handle→ *Fig. 1* in the direction of the arrow.
2. Use the handle to lift the folding table up and out and pull the table down until it stops in the horizontal position.
3. To extend the folding table, fold the top section of the table back in the direction of the arrow→ *Fig. 2*.

Stowing the folding table

1. Fold back the table extension, if in use.
2. Use the handle to pull up the folding table and guide the table down into its retainer in the side panel.
3. Press the cover in the opposite direction to the arrow→ *Fig. 1* until it engages securely.

NOTICE

- The opened folding table can carry a maximum of 20 kg. If this weight is exceeded, the table top, bracket and side trim panel could be damaged.
- Always guide the folding table down by hand and never let it drop to the horizontal position. The folding table could otherwise be damaged.

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Folding table in the sliding door

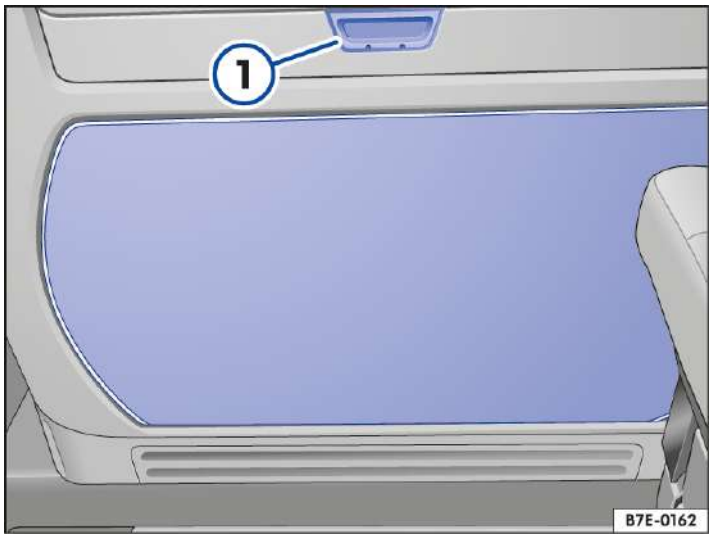


Fig. 1 In the sliding door: Folding table.

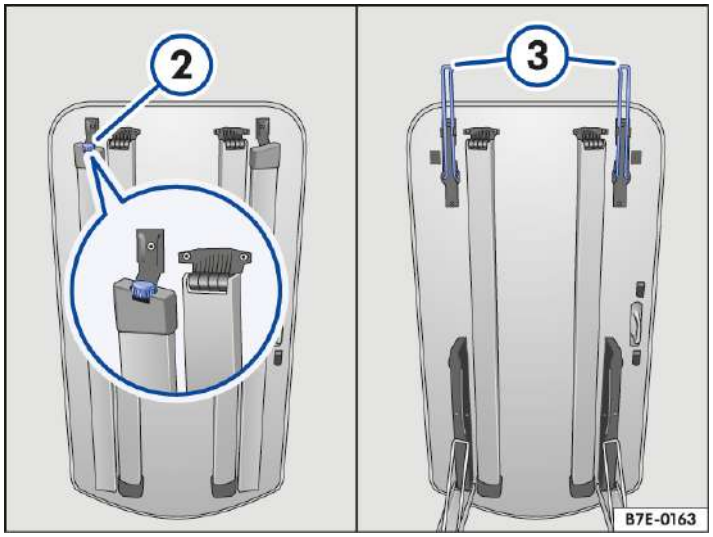


Fig. 2 Controls on the folding table.

The folding table can be set up inside and outside the vehicle.

Setting up the folding table outside the vehicle

1. To unlock the folding table, take hold of the folding table and push the handle (1) upwards.
2. Lift the folding table out of its retainer.
3. Unfold all the table legs fully until they engage securely.
4. On uneven ground, correct the length of the table leg using the thumb wheel (2).
5. To stow the folding table, proceed in the reverse order. Screw in the knurled screw fully again in order to avoid “rattling noises” while the vehicle is in motion.

Setting up the folding table inside the vehicle

1. Closing the sliding door
2. To unlock the folding table, take hold of the folding table and push the handle (1) upwards.
3. Lift the folding table out of its retainer.

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4. Pull the table guides out fully (3).
5. Connect the table guides to the guide rail on the side panel opposite the sliding door. To do this, insert the table guide from above into the groove in the rail, holding the table in a horizontal position.
6. Unfold both the front table legs fully until they engage securely.
7. To stow the folding table, proceed in the reverse order.

Centre table

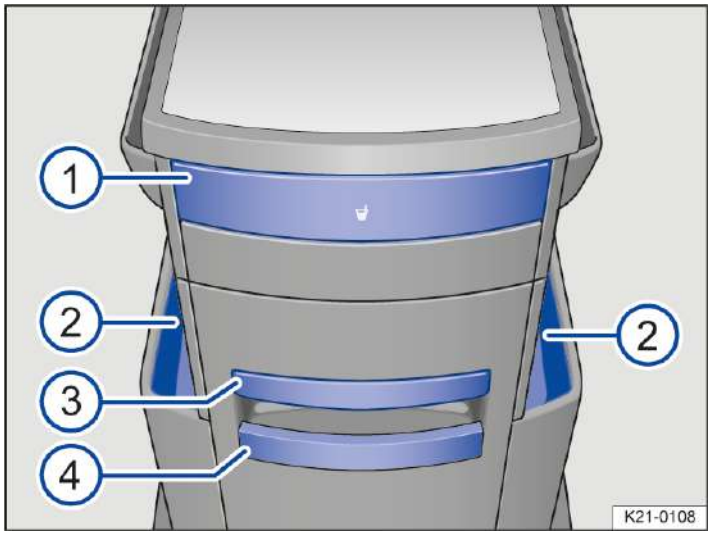


Fig. 1 Controls on the front centre table.

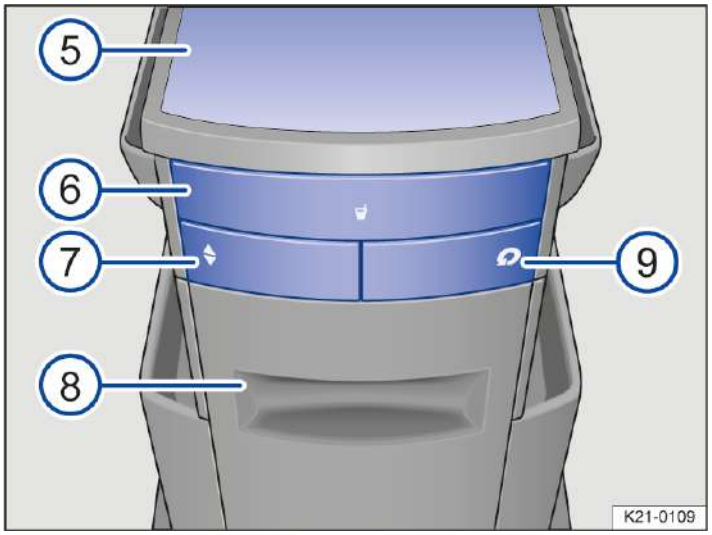


Fig. 2 Controls on the rear centre table.

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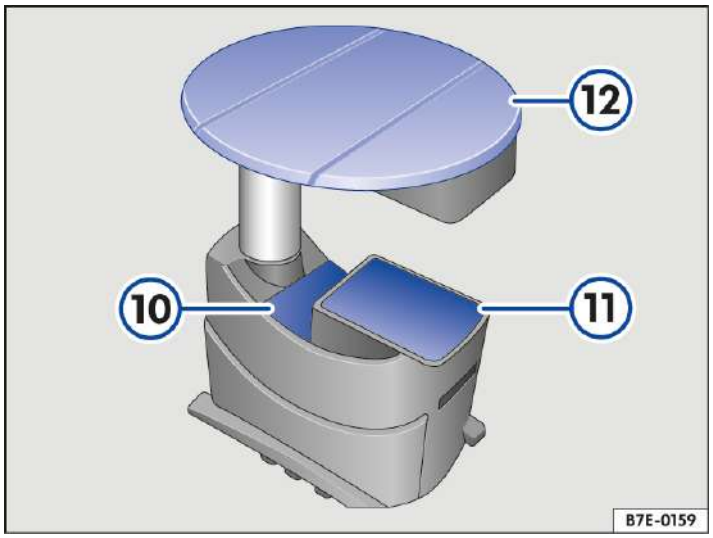


Fig. 3 Centre table with raised table module, folded-out table surface, bottle holder and stowage compartment.

1. Drink holder
2. Magazine pocket
3. Grip for moving and carrying the removed centre table
4. Drawer
5. Table surface in basic position
6. Drink holder
7. Button for raising the table module
8. Grip for moving and carrying the removed centre table
9. Button for moving the open table module
10. Bottle holder
11. stowage compartment.
12. Open table surface

Stowing the centre table

The centre table is in the basic position if the following conditions are fulfilled at the same time:

— The side table surfaces are folded in.

— The table module is fully lowered and securely locked.

— The centre table isnot located between the individual seats.

— The centre table is securely locked in the seat rails.

Moving the centre table

1. Adjust the backrest of individual seats to an upright position.
2. Ensure that the side table surfaces are folded in and that the table module is fully lowered.
3. Fold the handle (3) up and hold the centre table with the handle and the handle recess (8).
4. Move the centre table in the seat rails.
5. Fold the handle (3) back to engage the centre table securely in the seat rails.

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6. Check that the centre table is locked securely. It should now no longer be possible to move the centre table.

Raising the table module

1. Adjust the backrest of individual seats to an upright position.
2. Fold up the armrests of the individual seats.
3. Move the centre table so that it is no longer located between the individual seats.
4. Ensure that the drink holder and the stowage compartments are closed.
5. Press the button (7) to raise the table module.

Folding out the table surface and moving the table module

The raised table module can be turned 360° when the table surface is open, or secured in position in the base position to the front or at 90° to the left or right.

1. Raise the table module.
2. Lift up both side table surfaces and hold them in this position.
3. Turn the table surface 90° until it engages.
4. Keep the button (9) pressed and move the table module slightly to the left or to the right.
5. Release the button (9) and move the table surface further until it engages.

Lowering the table module

1. Hold both side table surfaces and turn the table surface by 90°.
2. Fold both side table surfaces down.
3. Move the centre table so that it is no longer located between the individual seats.
4. Ensure that the drink holder and the stowage compartments are closed.
5. Keep the button (7) pressed and then press down from above on the table surface to lower the table module slightly.
6. Release the button (7) and lower the table module fully until it is securely engaged.

Removing the centre table

The centre table can be removed more easily when this is done by two people.

1. Remove front protective covers from the central seat rails.
2. Turn the individual seats so that they face the direction of travel.
3. Adjust the backrest of individual seats to an upright position.
4. Fold up the armrests of the individual seats.
5. Fold the handle (3) up and hold the centre table with the handle and the handle recess (8).
6. Push the centre table forwards to the point where it can be lifted out of the slots in the seat rails.
7. Lift the centre table out.

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8. Put down the centre table carefully so that the rollers and feet are not soiled or damaged.
9. Place the removed cover in the open slots in the seat rails.

Installing the centre table

The centre table can be fitted more easily when this is done by two people.

1. Remove front protective covers from the central seat rails.
2. Turn the individual seats so that they face the direction of travel.
3. Adjust the backrest of individual seats to an upright position.
4. Fold up the armrests of the individual seats.
5. Fold the handle (3) up and hold the centre table with the handle and the handle recess (8).
6. Insert the centre table guides into the recesses in the seat rails.
7. Insert the centre table into the seat rails and push them back, so that the removed covers can be placed on the open slots in the seat rails.
8. Fold the handle (3) back to engage the centre table securely in the seat rails.
9. Check that the centre table is locked securely. It should now no longer be possible to move the centre table.

NOTICE

- The opened centre table can carry a maximum of 20 kg. If this weight is exceeded, the table top or the table module could be damaged.
- Do not raise the table module when the centre table is located between the individual seats. This could cause damage to the table.

Introduction

Only use stowage compartments to stow light or smaller objects.

WARNING

Loose objects may be flung through the vehicle interior in the event of a sudden driving or braking manoeuvre. This can cause serious injury and can also lead to loss of control of the vehicle.

- Stow objects only in closed stowage compartments.
- Always keep stowage compartments closed while the vehicle is in motion.

WARNING

An open glove box can increase the risk of serious injury in the event of an accident or sudden braking or driving manoeuvres.

- Always keep the glove box closed while the vehicle is in motion.

WARNING

Cigarette lighters in the vehicle could be damaged or accidentally lit. This could lead to serious burns and other injuries.

- Before adjusting the seats, always make sure that there is no cigarette lighter on or near the movable parts of the seat.
- Before closing stowage areas or compartments always make sure that there is no lighter in the way.
- Never stow lighters in stowage areas or compartments or on other surfaces in the vehicle. High surface temperatures, especially in summer, may cause cigarette lighters to self-ignite.

WARNING

Objects in the driver footwell can hinder pedal operation. This can lead to loss of control of the vehicle and increase

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the risk of serious injury.

- Make sure that all pedals can always be operated without any hindrance.
- The floor mats must always be properly secured in the footwell.
- No additional floor mats or other floor coverings should be placed over the fitted floor mat.
- Make sure that no objects can enter the driver footwell while the vehicle is in motion.
- If there are any objects in the footwell, remove them when the vehicle is parked.

WARNING

Incorrect use of the drink holders can cause injury.

- Never place hot drinks in a drink holder. Hot drinks in a drink holder could be spilled and cause scalding in any sudden braking manoeuvre or accident.

WARNING

Closed drink bottles can explode in the vehicle in extreme heat or crack in extremely cold temperatures.

- Never leave closed drink bottles in an extremely hot or extremely cold vehicle for extended periods.

NOTICE

- Do not stow any temperature-sensitive objects, food or medicines inside the vehicle. Hot and cold temperatures could damage them or render them unusable.
- Objects stored in the vehicle that are made from transparent materials, such as transparent suction cups on the windows, can concentrate the sun's rays and thus cause damage to the vehicle.

Drawers under the 3-seat bench

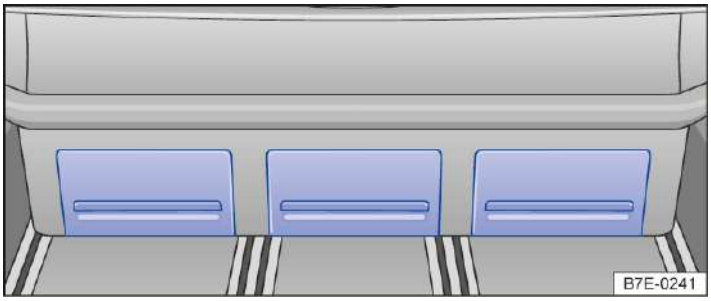


Fig. 1 Under the 3-seat bench: drawers.

There are three drawers in the 3-seat bench, which can be accessed from the front and from the rear→ *Fig. 1*.

All the drawers can be removed completely and stowed stacked inside each other.

Opening the drawers

1. Front: hold down the handle in the handle recess and fold the cover upwards.
2. Rear: hold the handle in the handle recess and pull the cover backwards.

Closing the drawers

1. Front: push the drawer in fully and press the cover down.
2. Rear: place the cover on the top with the retaining lugs in the recess and press it down until it engages.

WARNING

If you leave a drawer open, it or objects that fall out can hinder the correct operation of the pedals. This can result in accidents and severe injuries.

- Always keep the drawer closed while the vehicle is in motion.

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Other stowage areas

Other stowage areas:

— In the front door trims.

— In the side trim panels in the living area.

— In the centre table

— Coat hooks on the B-pillar and on the rear roof grab handles.

— Waste bin in the stowage compartment in one of the front doors

— Coin tray in the drink holder in the front centre console.

⚠ WARNING

Hanging up items of clothing can restrict the driver's field of vision and cause accidents and serious injuries.

- Always hang items of clothing on the coat hook in such a way that they do not restrict the driver's field of vision.
- Use the clothes hook in the vehicle only for transporting light items of clothing. Never leave any heavy, hard or sharp objects in the pockets.

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⚠ WARNING

Improper use of the cigarette lighter or the ashtray could cause fires, burns and other serious injuries.

- The cigarette lighter must always be used properly.
- Never leave children unsupervised in the vehicle. The cigarette lighter can be used when the ignition is switched on.
- Never place paper or other items that may cause a fire in the ashtray.

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Rear ashtray

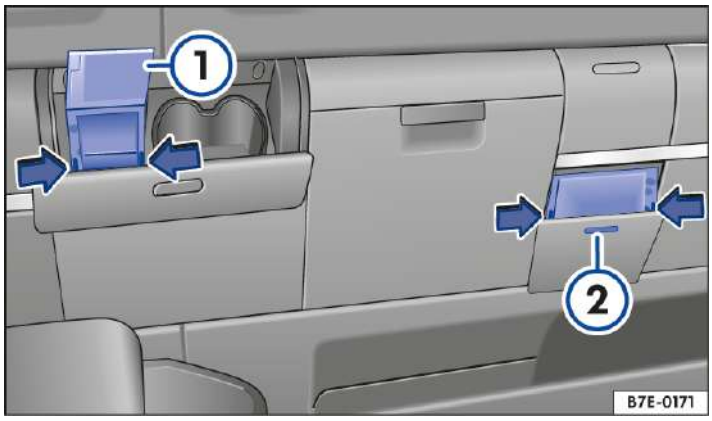


Fig. 1 In the side trim: ashtray.

Emptying the ashtray

— Open the ashtray.

— Take hold of the sides of the ashtray insert→ *Fig. 1* (arrow) and pull it up and out.

— After emptying the ashtray, insert it again from above.

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Cigarette lighter

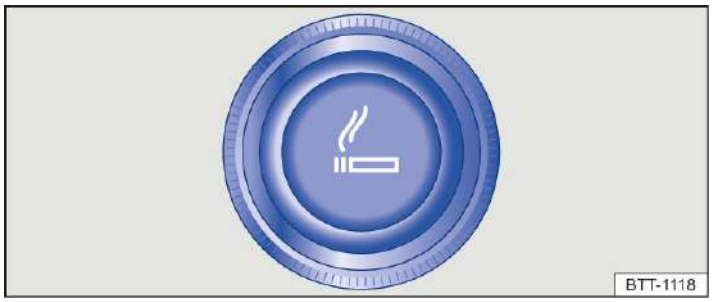


Fig. 1 In the lower part of the centre console: cigarette lighter (depending on vehicle equipment).

A cigarette lighter is located in the lower part of the centre console.

1. With the ignition switched on, press in the knob on the cigarette lighter.
2. Wait for the button to pop out.
3. Pull out the cigarette lighter and use *(→ Ashtray and cigarette lighter)*.
4. Insert the cigarette lighter back into the socket.

The cigarette lighter socket can also be used as a 12-volt socket.

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Introduction

Electrical equipment can be connected to the sockets in the vehicle.

The electrical devices must be in good condition. Do not use faulty devices.

WARNING

Improper use of the sockets and electrical accessories can cause fires and severe injuries.

- Never leave children unsupervised in the vehicle. Sockets and the devices connected to them can be used when the ignition is switched on.
- If the electrical device gets too hot, switch off the device immediately and disconnect it from the socket.

NOTICE

- In order to prevent damage to the electrical system, never connect equipment that supplies electric power, such as solar panels or battery chargers, to the 12-volt socket for charging.
- Use only electrical devices that have been approved in accordance with current guidelines concerning electromagnetic compatibility.
- In order to avoid damage due to voltage fluctuations, always switch off any electrical devices before switching the ignition on or off and before starting the engine. When the start/stop system automatically switches off and restarts the engine, it is not necessary to switch off any connected electrical devices.
- Never connect electrical devices requiring more than the rated power to a 12-volt socket. The vehicle's electrical system can be damaged if the maximum power output is exceeded.
- Observe the operating instructions of the electrical devices!

Do not leave the engine to run when the vehicle is stationary.

Using electrical consumers with the engine switched off and the ignition switched on will drain the 12-volt battery.

Unshielded devices can cause interference in the Infotainment system and vehicle electronics.

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Sockets in the vehicle

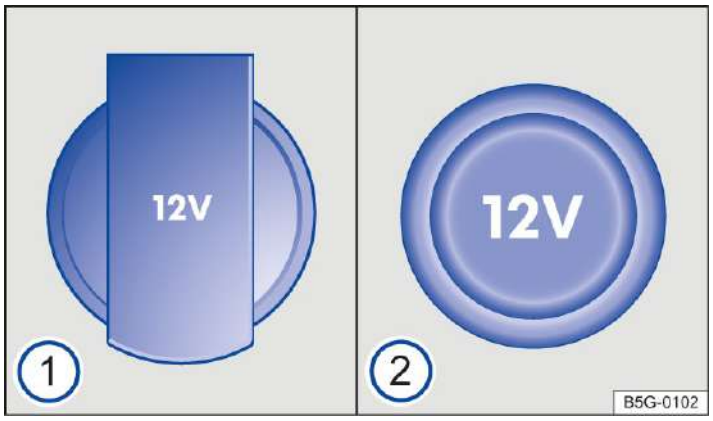


Fig. 1 12-volt socket with cover flap (1), 12-volt socket with pull-out cover (2).



Fig. 2 On the side of the driver seat: 230-volt socket with earthing contact (illustration).

Maximum power rating

Electrical socket	Maximum power rating
12-volt	120 watts
230-volt	300 watts (450 watts peak power)

If two or more devices are connected at the same time, the overall power consumption of all connected electrical devices must never exceed 300 watts → *Temperature switch-off*.

The maximum power rating of the individual sockets should never be exceeded. The power rating of each device is stated on its type plate.

12-volt socket

The 12-volt socket will work even if the ignition has been switched off.

Using electrical appliances with the engine switched off and the ignition switched on will drain the battery.

In order to prevent damage from fluctuations in voltage, switch the connected electrical equipment off before switching the ignition on and before starting the engine.

12-volt sockets can be found in the following locations in the vehicle:

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— In the right-hand stowage area on the front passenger seat.

— On the drink holder in front of the rear bench seat.

— In the luggage compartment at the rear on the right.

230-volt socket with earthing contact

230-volt socket with earthing contact can be located under a cover at the side of the driver seat → *Fig. 2*.

The socket is activated automatically as soon as a plug is connected when the engine is running. If there is sufficient energy in the system, the socket can also be used when the engine is off → *Temperature switch-off*.

Connecting electrical equipment

1. To unlock the integrated childproof lock, open the cover and push the plug all the way into the socket.

Electricity will not flow until the child socket protection has been unlocked.

LED display on the socket → *Fig. 2*:

Constant green light

The child lock is disengaged. The socket is ready for use.

Flashing red light

There is a malfunction such as a shutoff due to excess current or temperature.

Temperature switch-off

The inverter in the 230-volt socket with earthing contact will switch off automatically if the temperature exceeds a specific value. The switch-off function prevents the connected device from overheating when the power consumption is too high or if the ambient temperature is too high. The 230-volt socket with earthing contact cannot be used again until after the cool-down phase.

Before using the 230-volt socket again after the cool-down phase, first remove the plug of the connected equipment and then reinsert it. This helps prevent the connected electrical devices being switched on accidentally.

⚠ DANGER

High voltage in the electrical system!

- Do not spill any liquids over the socket.
- Do not plug any adapters or extension cables into the 230-volt socket with earthing contact. Otherwise the built-in child lock will disengage and power will be supplied to the socket.
- Never insert any items made of conducting materials, e.g. knitting needles, into the contacts of the 230-volt socket with earthing contact.

NOTICE

Observe the operating instructions of the connected electrical devices!

- 12-volt socket:
  - Never exceed the maximum power rating as this could damage the whole vehicle electrical system.
  - Only use accessories that have been approved in accordance with valid guidelines concerning electromagnetic compatibility.
  - Never feed electricity into the socket.
- 230-volt socket with earthing contact:
  - Do not plug any heavy-duty devices or connections, such as mains adapters, directly into the socket.

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- Do not connect any lamps which use neon tubes.
- Do not connect any lamps which use neon tubes.
- Only connect devices to the socket with a voltage that matches the voltage of the socket.
- With electrical devices that require a high level of current in the start phase, the built-in excess current switch will prevent the device from being switched on. If this happens, disconnect the power supply from the electrical equipment and reconnect after waiting approximately 10 seconds.

Unshielded devices can cause interference in the Infotainment system and vehicle electronics.

Functional problems may occur with some devices when they are connected to the 230-volt socket with earthing contact due to the lower power output (wattage).

Charging options for mobile devices

Mobile devices can be charged in the vehicle via the built-in USB-A or USB-C ports, or wirelessly.

Charging via USB ports

The following USB

-A or USB-C ports may be available in the vehicle:

Indicates a USB

socket for data transfer and charging function.

Indicates a USB

socket for the charging function only.

Available charging power

Depending on the equipment, voltages of up to 20 V are provided via the USB

port, which allows for a charging power of up to 45 W.

Depending on the equipment level, the following charging profiles can be supported by the USB

sockets:

— Legacy charging (2.5 W).

— BC1.2 (7.5 W).

— USB

-C charging (15 W).

— USB

Power Delivery (up to 45 W).

The actual charging power taken by the connected device depends on the following points:

— Supported charging profiles.

— Charge level of the device.

— Temperature of the device.

— Charging cable used.

With double

USB

ports, the charging power can be divided between the two ports.

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Wireless charging function

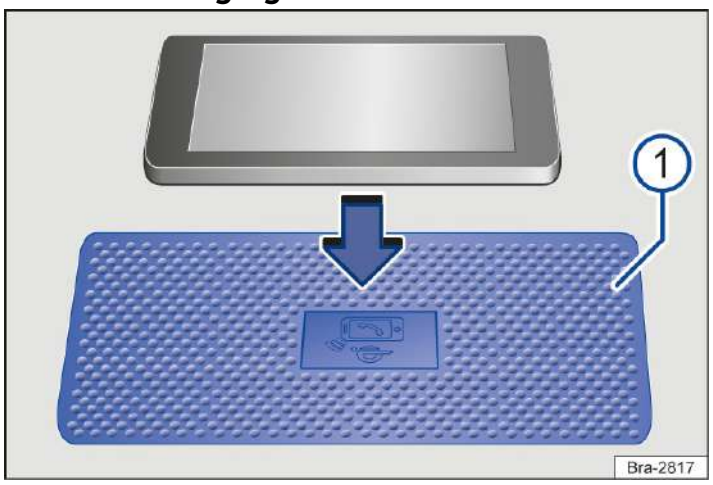


Fig. 1 Shelf with lining mat for the wireless charging function (illustration).

The wireless charging function comes with some equipment levels and is not available in all countries.

The wireless charging function enables wireless energy transmission by electromagnetic induction over a short distance for Qi-certified mobile telephones.

The shelf with lining mat for the wireless charging function is located in the area of the centre console and is designed for only one Qi-certified mobile telephone.

In some vehicles, the lining mat has a telephone symbol which marks the centre position → *Fig. 1* (1).

The charging capacity is 5 watts.

Qi standard

The Qi standard enables wireless charging of suitable Qi-certified mobile telephones. Consult the operating manual for the mobile telephone to find out if it is compatible with the Qi standard. The manufacturer of the mobile telephone may provide further information on compatibility.

There may be charging restrictions with mobile telephones that are not Qi-certified.

Charging a mobile telephone wirelessly

Prerequisite

✓ A suitable mobile telephone that is not larger than the marked shelf area and is Qi-certified.

1. Remove all foreign material from the stowage compartment before charging.
2. After removing the protective cover and any other foreign material, place the mobile telephone in the centre of the shelf area with the display facing upwards and so that its entire surface is flat on the area.

   The charging process will start automatically.
3. Follow the operating manual for the mobile telephone.

The Infotainment system will provide information about the start of the charging operation and, where applicable, about any foreign objects with metallic components that are detected in the stowage compartment.

Mobile telephone is not charged

A message about a foreign object in the stowage compartment may be displayed on the Infotainment system.

An unfavourable position of the mobile telephone on the insert mat can impair the charging function. This can already

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be the case in the event of small changes in position, e.g. due to vibrations.

The position of the mobile telephone must be corrected to re-establish the correct charging function.

1. Align the mobile telephone centrally on the charging area.

The charging function can also be impaired by metal and above all magnetic parts of a mobile telephone or its protective cover.

1. Turn the mobile telephone by around 180 ° and align on the charging area with the display still facing upwards.

Stowage compartment cover

Depending on equipment and country, the stowage compartment for the wireless charging function has a cover for the mobile telephone's display.

The cover can avoid distractions caused by the mobile telephone, such as incoming messages.

1. Place the mobile telephone in the stowage compartment.
2. Keep the cover closed when driving so that the mobile telephone display is fully covered→ ⚠.

⚠ WARNING

Notifications on the mobile telephone display can distract the driver and increase the risk of a serious accident.

- Only ever place one suitable mobile telephone – Qi-capable where applicable – without its protective cover on the shelf in the stowage compartment.
- Remove any items that prevent the cover from closing.
- Keep the cover closed at all times while the vehicle is in motion.

⚠ WARNING

Do not place any metal objects or items with metallic components on the wireless charging pad. Metallic objects may become very hot. This may cause burn injuries to the skin and cause a fire.

NOTICE

Do not place any ID cards, credit cards etc. with magnetic strips or with a chip on the wireless charging pad. The data stored on the magnetic strip or chip may become unusable.

Small torch

A small torch may be located in the 12-volt socket in the dash panel depending on the equipment.

1. To charge the small torch, hold the torch at the knurled wheel of the lens and insert it in the 12-volt socket.
2. To switch the small torch on and off, turn the thumb wheel on the lens.

When travelling, always leave the torch plugged into the 12-volt socket→ *Small torch*.

⚠ WARNING

Objects that are not secured, or are secured incorrectly, can cause serious injuries in the event of a sudden driving or braking manoeuvre or accident. This applies particularly if objects are struck by the airbag when activated and then flung through the vehicle interior. To reduce the risk of accidents, observe the following guidelines:

- When travelling, always leave the torch plugged into the 12-volt socket.

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Torch behind front passenger seat

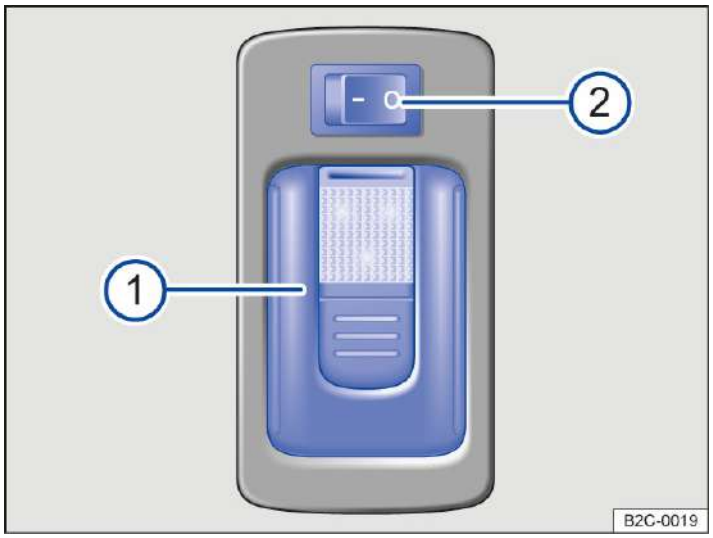


Fig. 1 On seat box behind front passenger seat: torch in holder.

There is, depending on the scope of equipment in the vehicle, a torch in the vehicle.

The torch is secured in a holder on the seat box behind the front passenger seat→ *Fig. 1*. The torch illuminates the floor area near the sliding door. The holder is also a charge unit for the torch.

Switch position on the holder→ *Fig. 1* (2):

I

Torch is on and is charging.

0

Torch is off and is charging.

Using the torch

1. Remove the torch from the holder by lightly pressing it on one side.
2. To switch on the torch, press the button below the head→ *Fig. 1* (1).
3. To reduce the torch brightness, press the button below the head repeatedly until the required brightness is reached.
4. To switch off the torch, press the button below the head as many times as required until the torch is no longer illuminated.

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Introduction

The cool box may be used while the vehicle is in motion only if it is fitted to the correctly installed adapter plate.

Power for the cool box can be supplied by any of the 12-volt sockets in the vehicle. The power consumption is approx. 33 watts. The cool box has a capacity of 32 litres.

Observe the installation and operating instructions of the cool box manufacturer and keep them together with the vehicle wallet.

As far as possible, keep food and drinks in the cool box in leak-proof containers. To ensure air circulation in the cool box, do not pack too many items in the cool box.

Battery monitor

The 12-volt vehicle battery will be drained if the cool box is used when the engine is switched off. For this reason, the cool box is fitted with a battery monitor. The battery monitor will switch the cool box off if the 12-volt vehicle battery has a low charge level. The battery monitor will switch the cool box on again as soon as the 12-volt vehicle battery has reached a suitable charge level, for example, after a long journey.

⚠ WARNING

Objects that are not secured, or are secured incorrectly, can cause serious injuries in the event of a sudden driving or braking manoeuvre or accident.

- Only transport the cool box if it is fitted to the right adapter plate in the vehicle.
- Make sure that the adapter plate is properly fitted in the seat rails.
- The cool box lid must always be closed and latched when the vehicle is in motion.
- Never use the cool box as a table or stowage compartment when the vehicle is in motion.

⚠ WARNING

If the ambient temperature in the vehicle is too low, the temperature in the cool box could fall below +2°C(+35°F) degrees. This could cause the contents of the cool box to freeze and bottles and other containers to burst, potentially causing injuries.

- Never use the cool box if the ambient temperature is too low.

NOTICE

This could damage the cool box if the bed extension is fitted(multi-flex board).

- Always fold up the front part of the bed extension(MultiFlex board) and lock it securely.

NOTICE

Handling the cool box incorrectly could damage it.

- When adjusting seat positions, make sure there is sufficient clearance between the adapter plate or the cool box and the bench seat.
- Do not place any objects, blankets or items of clothing on the heater/cooler of the cool box. These objects could cut off the air supply or ventilation and the cool box may switch off.
- Do not place containers, food or other objects which are warmer than +50°C(+122°F) in the cool box.
- Do not place corrosive substances or solvents in the cool box.
- Never expose the cool box to rain or moisture.
- To prevent mould and mildew from forming in the cool box when it is not being used for long periods, place a folded dry towel between the box and its lid.

— The cool box is not intended to cool or heat the vehicle interior. Only use the cool box to keep food cool or warm and for transporting heat-sensitive objects on short journeys.

— When the bed extension(multi-flex board) is fitted, the lid of the cool box cannot be opened fully. For easier access to the contents of the cool box, take the lid out of the holder.

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Installing and removing the cool box



Fig. 1 In the luggage compartment: Remove the cool box.

The adapter plate can be mounted in the seat rails in or opposite the direction of travel.

Fitting the adapter plate

1. Turn the adapter plate so that the T-shaped retaining pins are positioned lengthwise.
2. Place both T-shaped retaining pins of the adapter plate into the seat rails.
3. Push both handles down.
4. Turn both handles through 90° so that the T-shaped retaining pins are across the seat rails→ *Removing the adapter plate*.
5. Tighten both the thumb wheels firmly.
6. When fitting the adapter plate ensure sufficient clearance between the adapter plate or the cool box and the bench seat → *Removing the adapter plate*.

Fitting the cool box

1. Fit the adapter plate.
2. Pull out the handle on the adapter plate.
3. Place the cool box on the adapter plate.
4. Make sure that all retaining pins on the cool box are fully engaged in the corresponding holes on the adapter plate → *Removing the adapter plate*.
5. Pull the handle on the adapter plate right out.
6. When fitting the cool box ensure sufficient clearance between the adapter plate or the cool box and the bench seat → *Removing the adapter plate*.

Removing the cool box

1. To unlock the cool box, pull the handle on the adapter plate in the direction of the arrow→ *Fig. 1*.
2. Lift up the cool box to remove it.
3. Pull the handle on the adapter plate right out.

Removing the adapter plate

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1. Remove the cool box.
2. Turn the adapter plate so that the T-shaped retaining pins are positioned lengthwise.
3. Lift up the adapter plate to remove it.

WARNING

Objects that are not secured, or are secured incorrectly, can cause serious injuries in the event of a sudden driving or braking manoeuvre or accident.

- Make sure that the T-shaped retaining pins in the seat rails are at right-angles to the adapter plate and correctly engaged.
- The T-shaped retaining pins should never be inserted in the seat rails near the removable covers.
- Make sure that the cool box is properly engaged on the adapter plate.

NOTICE

Handling the cool box incorrectly could damage it.

- When adjusting seat positions, make sure there is sufficient clearance between the adapter plate or the cool box and the bench seat.
- Do not place any objects, blankets or items of clothing on the heater/cooler of the cool box. These objects could cut off the air supply or ventilation and the cool box may switch off.
- Do not place containers, food or other objects which are warmer than +50°C(+122°F) in the cool box.
- Do not place corrosive substances or solvents in the cool box.
- Never expose the cool box to rain or moisture.
- To prevent mould and mildew from forming in the cool box when it is not being used for long periods, place a folded dry towel between the box and its lid.

Switching the cool box on and off

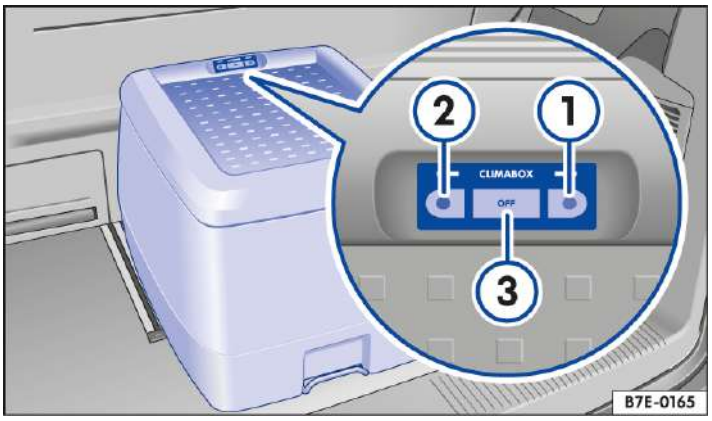


Fig. 1 Cool box: controls.

The interior temperature of the cool box is dependent on the temperature in the vehicle. In cooling mode, the interior temperature can be max. 20°C (68°F) below the temperature in the vehicle. In heating mode it can be max. 35°C (95°F) degrees above the temperature in the vehicle. If you switch directly from cooling to heating it will take a relatively long time for the interior to reach the desired temperature.

Switching the cool box on

1. Connect the 12-volt power supply.
2. To switch on heating, press the (1) red button.

   Or: To switch on cooling, press the (2) blue button.

   An indicator lamp in the button lights up above the button which was pressed.

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Switching cooling and heating mode off

1. Press the (1) red button again to switch heating off.

   Or: Press the (2) blue button again to switch cooling off.

   The corresponding warning lamp goes out.

Switching the cool box completely off

1. Press the OFF (3) button.

   Or: Disconnect the 12-volt power supply.

Faults

If the cool box does not work, proceed as follows:

1. Check whether the plug is securely in the socket.
2. Check the connecting cable for damage.
3. Check the 12-volt socket fuses.
4. Run the engine to recharge the vehicle battery.

If these measures do not help, go to a qualified workshop.

Introduction

The function and operation of the factory-fitted tachograph can be found in an additional operating manual delivered with the vehicle.

If you retrofit a tachograph to the vehicle, ensure it complies with relevant legislation.

Observe the legal requirements relating to the tachograph in the respective countries. The local authorities can provide details.

Manipulation of the tachograph and its signal, and misuse of the tachograph discs can result in prosecution.

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Notes on the tachograph

Location

The factory-fitted tachograph is located in the stowage compartment in the centre armrest.

Time

To set the time, refer to the additional operating instructions for the tachograph.

Please note that in digital tachographs, the time must be displayed in local time. The time on the printouts is always given in UTC (Coordinated Universal Time).

Buffer battery

The digital tachograph has a buffer battery to prevent data loss. The buffer battery can supply power for approx. one year without an external power supply. This function is used if, for example, the digital tachograph is removed from the vehicle and stored or if left in a vehicle with a defective or flat 12-volt vehicle battery.

Legal requirements

By law, the tachograph must be used in:

— Vehicles whose gross vehicle weight rating, including trailer exceeds 3,500 kg, if the vehicle is used commercially to transport goods. This is irrespective of whether the vehicle or the trailer or both are used for commercial transportation of goods.

— Vehicles which are built and fitted for the purpose of carrying more than nine persons, including the driver.

Checking the tachograph

The tachograph must be checked by the manufacturer or an authorised workshop if any of the following occurs, either in isolation or as a combination:

— If the tachograph is repaired.

— If you are not able to correct a problem yourself.

— If you have changed a wheel.

— At least every two years.

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WARNING

Objects that are not secured, or are secured incorrectly, can cause serious injuries in the event of a sudden driving or braking manoeuvre or accident.

- Stow the opaque shades securely in the storage bag and stow the storage bag safely in the vehicle.

WARNING

Obscured windows can impair visibility and driving safety.

- Drive only when you have a clear view through all windows.
- Remove all opaque shades before driving off.

NOTICE

Do not place any objects that are sensitive to magnetism, such as payment cards, in the storage bag with the opaque shades. They could be permanently damaged.

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Components of the opaque shades set

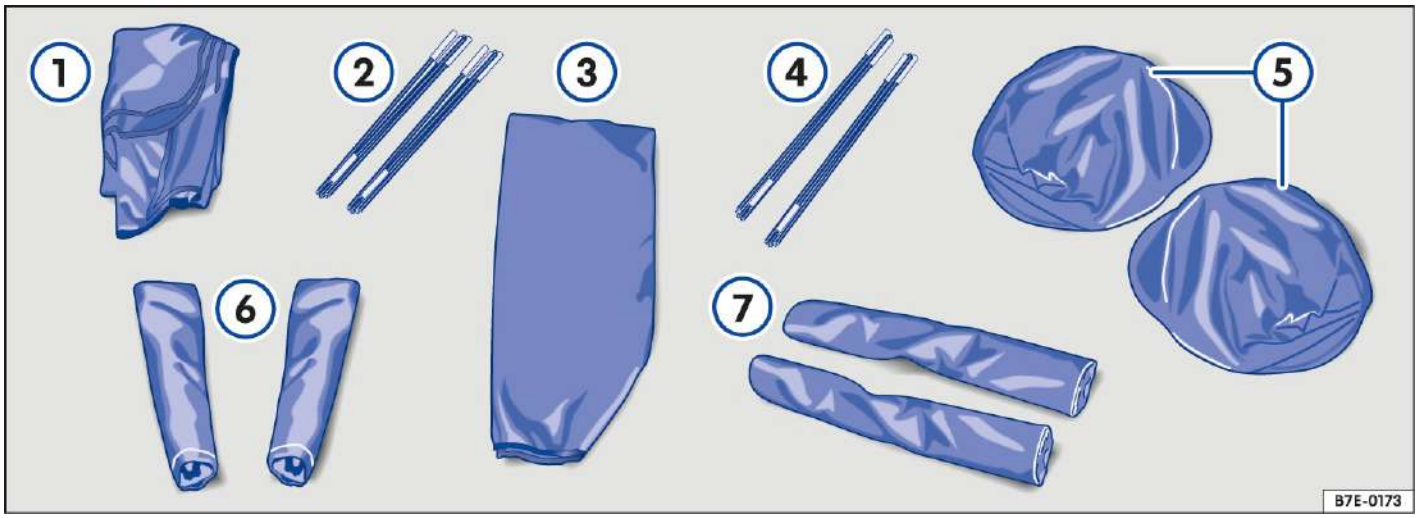


Fig. 1 Components of the opaque shades set.

1. Fabric for the windscreen shade.
2. Bars for the windscreen shade.
3. Fabric for the rear window shade.
4. Bars for the rear window shade.
5. Front side window shades for the driver and front passenger doors.
6. Centre side window shades with four-part fasteners.
7. Rear side window shades with two-part fasteners.

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Fitting shades to the windscreen and rear window

Assembling the windscreen shade

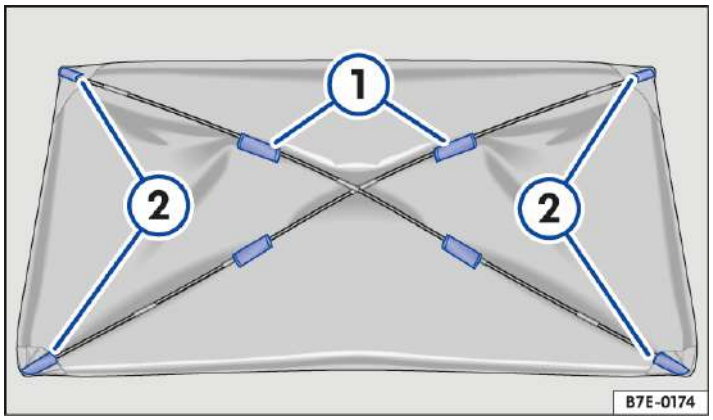


Fig. 1 Assembled windscreen shade.

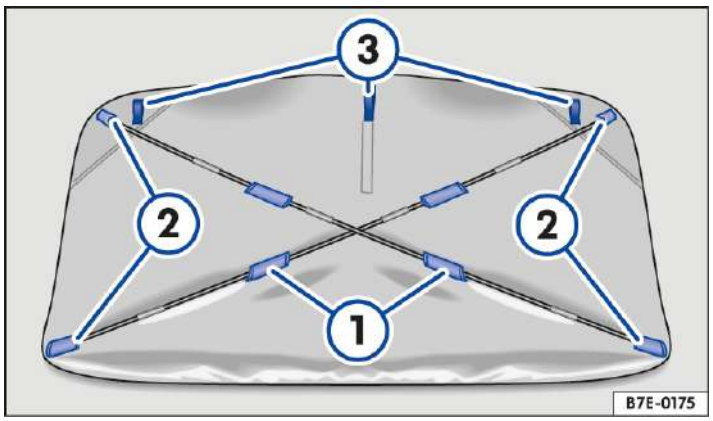


Fig. 2 Assembled rear window shade.

1. Take the fabric shades and rods for the windscreen shade out of the storage bag.
2. Connect the rods and unfold the fabric shades.
3. Guide the rods one at a time diagonally through the loops on the back of the corresponding fabric shade → *Fig. 1* (1).
4. Insert the ends of the rods into the corner pockets → *Fig. 1* (2). If necessary, carefully bend the rods a little.

Assembling the rear window shade

1. Take the fabric shades and rods for the rear window shade out of the storage bag → *Fig. 1* (3) and (4).
2. Connect the rods and unfold the fabric shades.
3. Guide the rods one at a time diagonally through the loops on the back of the corresponding fabric shade → *Fig. 2* (1).
4. Insert the ends of the rods into the corner pockets → *Fig. 2* (2). If necessary, carefully bend the rods a little.

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Fig. 3 Fitted windscreen shade.

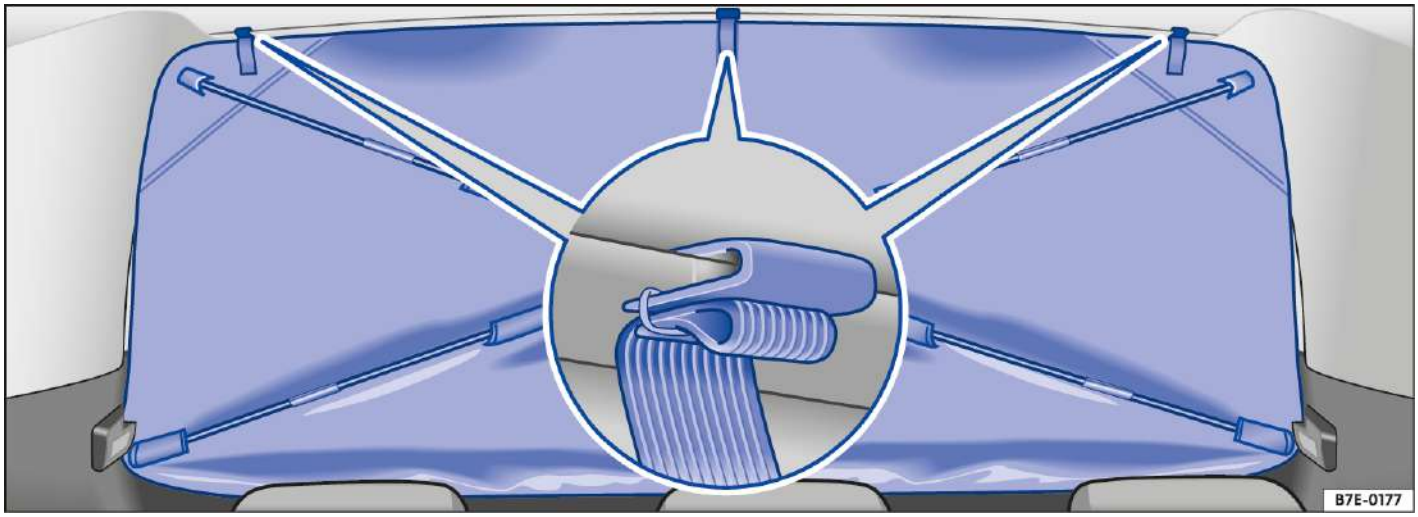


Fig. 4 Fitted rear window shade.

Fitting the opaque shade for the windscreen

1. Place the assembled opaque shade for the windscreen so that its underside rests on the dash panel. The rods must be visible from the inside.
2. Slide first the left and then the right side of the shade in behind the windscreen. The windscreen shade must lie flush against the window frame → *Fig. 3*.
3. In order to additionally secure the opaque shade for the windscreen, fold down both sun visors.

Fitting the opaque shade for the rear window

1. Set up the bed *(→ Bed)*.
2. Position the assembled rear window shade so that the securing hooks are at the top→ *Fig. 4*. The rods must be visible from the inside.
3. Attach the middle securing hook at the rear trim strip in the headliner. To do so, push the L-shaped hook between the rear trim strip and the roof → *Fig. 4*.
4. Attach the left and right securing hooks in the same way.
5. Push the rear window shade against the side mounts of the luggage compartment cover at the bottom right and left.

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Fitting the magnetic rear window shade

1. Take the opaque shade for the rear window out of the storage bag and unfold it.
2. Fit the opaque shade on the rear window.

   The opaque shade for the rear window is attached to the window frames using magnets.

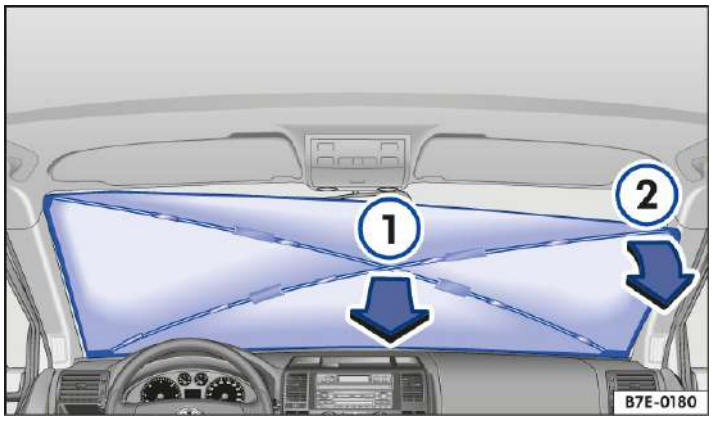


Fig. 5 Removing the opaque shade from the windscreen

Removing the opaque shade from the windscreen

1. Fold up the sun visors.
2. Carefully bend the rods slightly in the middle → *Fig. 5* (1).
3. Pull back the right side of the windscreen shade by about 15 cm and remove it (2).
4. Disassemble the windscreen opaque shade in reverse order *(→ Windscreen and rear window shades)*.
5. Stow the opaque shade for the windscreen securely in its storage bag.

Removing the opaque shade from the rear window

1. Unhook the left and right securing hooks → *Fig. 4*.
2. Hold the opaque shade by placing one hand on the middle of the shade.
3. Unhook the middle hook and remove the opaque shade from the rear window.
4. Disassemble the rear window opaque shade in reverse order *(→ Windscreen and rear window shades)*.
5. Stow the opaque shade for the rear window securely in its storage bag.

Removing the magnetic opaque shade from the rear window

1. Take hold of the opaque shade on the rear window at the outer edge and pull it off carefully from the window frame.
2. Fold up the rear window shade and stow securely in the storage bag.

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Shades for the side windows

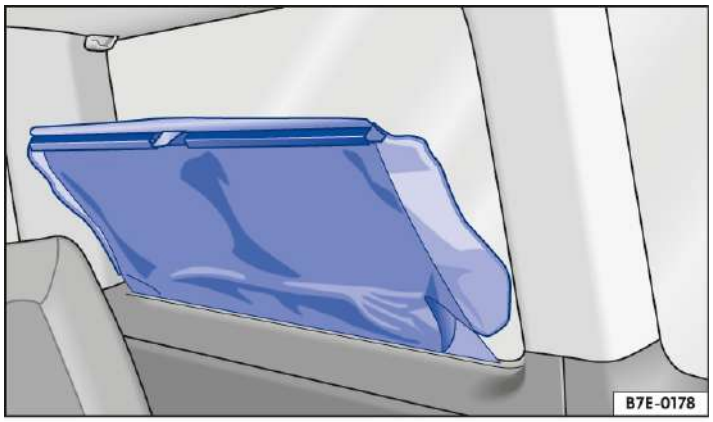


Fig. 1 Fitting the opaque shades to the side windows

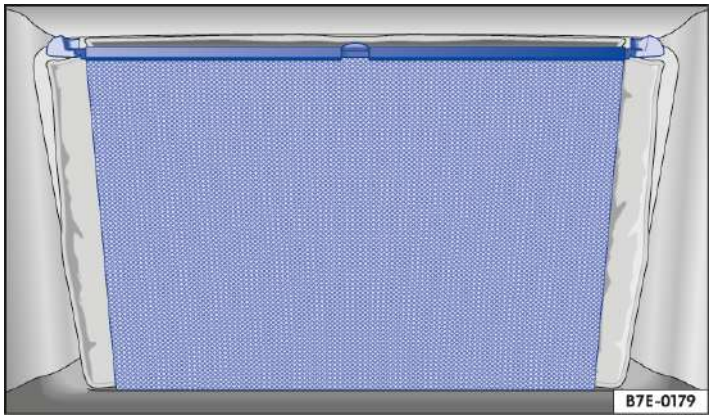


Fig. 2 Side window fitted with the opaque shade

Fitting the opaque shades for the driver and front passenger doors

1. Take the magnetic curtains for the driver and front passenger doors out of their storage bag and carefully unfold them → *Fig. 1* (5).
2. Fit the magnetic shades on the corresponding window.

   The shades are held on the window frames by magnets.

Fitting the opaque shades to the central and rear side windows

1. Take the opaque shades for the centre and rear side windows out of their storage bag and carefully unfold them → *Fig. 1* (6) (7).
2. Using one hand, pull the sun blind half way out and hold it in this position.
3. Use the other hand to fit the profile strip of the side window shade onto the top of the sun blind retaining bar from above.
4. Make sure that the opaque shade is positioned between the sunblind and the side window→ *Fig. 1*.
5. Hook both ends of the sun blind retaining bar into the upper retainers.
6. Make sure that the sunblind is secured firmly in both retainers→ *Fig. 2*.

Removing the opaque shades for the driver and front passenger doors

1. Take hold of the magnetic shade at the outer edge and pull it off carefully from the window frame.

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1. Take hold of the magnetic shade at the outer edge and pull it off carefully from the window frame.
2. Fold up the magnetic shade and stow securely in the storage bag.

Removing the opaque shades from the central and rear side windows

1. Hold the retaining rod of the sun blind by the handle grip.
2. Unhook both ends of the retaining rod from the upper retainers.
3. Using one hand, guide the sun blind half way down and hold it in this position.
4. Use the other hand to remove the profile strip of the side window shade from the sun blind retaining bar.
5. Guide the sun blind down into the holder.
6. Stow the opaque shades securely in the storage bag.

Fly screen

Depending on the vehicle equipment, there is a fly screen in the vehicle accessories for every sliding window.

The sliding windows cannot be completely closed when the fly screen is fitted→ *Installing and removing the fly screen*. The sliding window can be completely closed again after removing the fly screen.

Installing and removing the fly screen

1. Open the sliding window *(→ Sliding windows)*.
2. Turn the fly screen so that the handle faces inwards.
3. Position the fly screen at a slight angle.
4. Carefully insert the fly screen from the front between the fixed and movable panes of the sliding window.
5. Press the frame of the fly screen on carefully until the fly screen engages in the open sliding window.

The window opening is completely covered by the fly screen.

1. To remove the fly screen, pull the centre tabs on the frame of the fly screen.

NOTICE

Driving with a fly screen installed could cause damage to the fly screen or the vehicle.

- Remove the fly screen before driving off.
- Stow the fly screen away securely, for example in the drawer under the bench seat.

NOTICE

The sliding window cannot be completely closed when the fly screen is fitted.

- Never attempt to completely close a window with the fly screen installed.
- Engage the sliding window in an open or half-open position.

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Setting up the bed

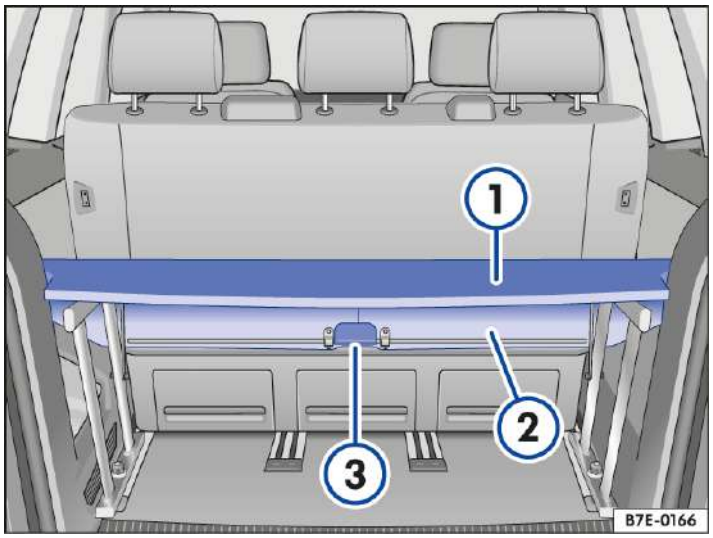


Fig. 1 In the load compartment: MultiFlex board.

(1) Rear folding surface.
(2) Front folding surface with lever.
(3) Handle on the underside of the multi-flex board.

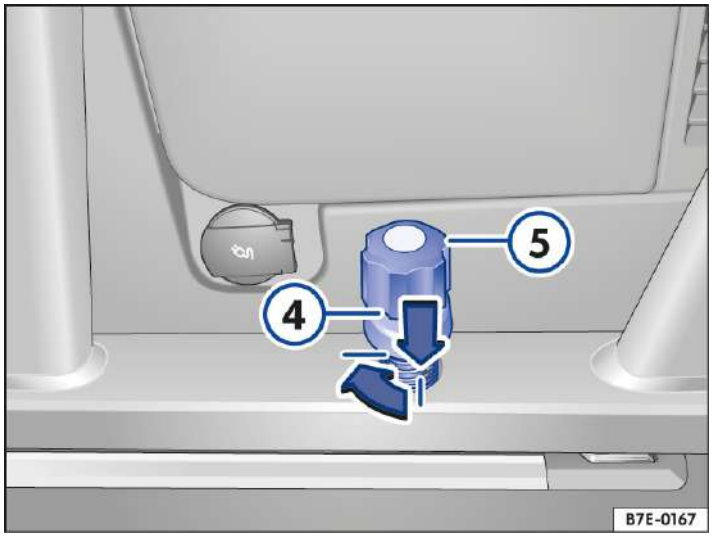


Fig. 2 In the load compartment: mounting seat rail on the right.

(4) T-shaped retaining pin (mirrored for left).
(5) Thumb wheel for securing the retaining pin(mirrored for left).

The multi-flex board can be used to extend the bed surface of the 3-seat bench. The multi-flex board removal and installation should be carried out by two people.

The multi-flex board consists of a base frame with one fixed and two folding surfaces.

The rear surface → *Fig. 1* (1) folds upwards and is fixed to the head restraint with the holder fitted to the underside. Always attach the holder to the head restraint to prevent the surface from falling down.

The front surface → *Fig. 1* (2) folds up until it engages. It folds down again when you operate the lever on the underside → *Fig. 1* (3).

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Fitting the multi-flex board

1. Slide the 3-seat bench forwards.
2. Insert the multi-flex board into the outside seat rails. The folding surface with lever on the underside must point towards the 3-seat bench.
3. Ensure that the T-shaped retaining pins are positioned across the seat rails→ *Fig. 2*.
4. Press both retaining pins → *Fig. 2* (4) down and turn them 90° until they are parallel to the seat rails.
5. Tighten both the thumb wheels → *Fig. 2* (5) firmly.
6. Make sure that the multi-flex board is locked securely in the seat rails and that both thumb wheels have been tightened firmly.

Moving the multi-flex board

1. Loosen both thumb wheels.
2. Move the multi-flex board to the desired position.
3. Tighten both the thumb wheels firmly.
4. Make sure that the multi-flex board is locked securely in the seat rails and that both thumb wheels have been tightened firmly.

Setting up the lying surface

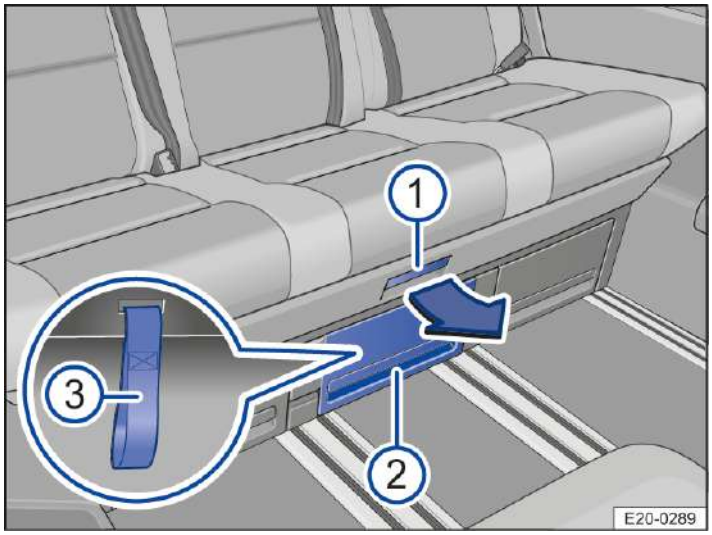


Fig. 3 On the rear bench seat: Controls in the living area.

(1) Release lever of rear bench seat.
(2) Centre cover under the bench seat.
(3) Loop under the bench seat.

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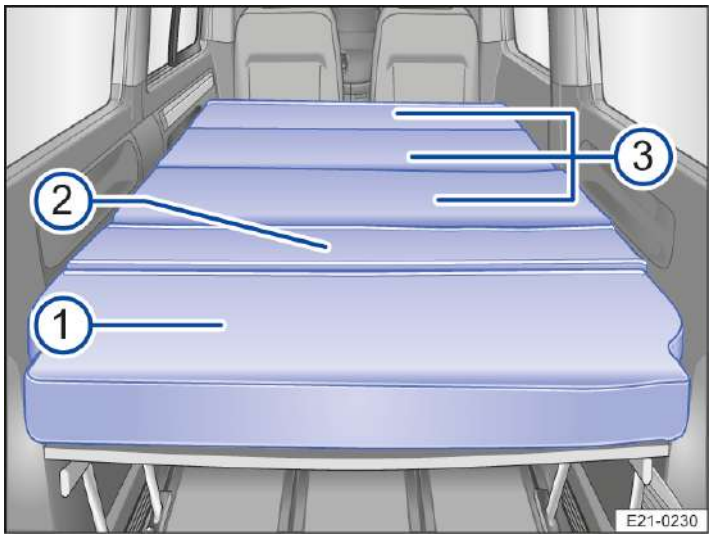


Fig. 4 In the living area: mattress for mid-length bed.

1. Push the multi-flex board backwards to the stop.
2. Fold up the front section of the multi-flex board until it engages.
3. Remove the individual seats *(→ Sitting position)* or push the individual seats forwards as far as they will go and turn them to face the rear of the vehicle.
4. Stow the folding table or the centre table.
5. Remove the head restraints on the 3-seat bench *(→ Head restraints)*.
6. Pull the release lever of the rear bench seat → *Fig. 3* (1) out fully so that the red marking is visible.
7. Fold the rear seat backrest as far forward as possible and release the lever.
8. Open the middle flap → *Fig. 3* (2) under the rear bench seat and pull out the loop → *Fig. 3* (3).
9. Push the rear bench seat as far forward as possible and let go of the loop.
10. Move the rear bench seat further forward until it locks into place.

    The front edge of the base of the rear bench seat must be around 15 cm(5.9 in) away from the rear end of the door opening and it must engage securely.
11. Close the middle flap under the rear bench seat.
12. Pull the release lever of the rear bench seat → *Fig. 3* (1) out fully again so that the red marking is visible.
13. Fold the backrest of the rear bench seat completely backwards.
14. Make sure that the lever has returned to its original position. The red marking should no longer be visible.
15. Fold up the front section of the multi-flex board until it engages.

Fitting the mattress

The mattress for the rear seat bench consists of three parts → *Fig. 4*. Parts (2) and (3) can be folded out. All parts have zips and can be fastened to each other.

1. Fasten parts (1) (2) of the mattress to each other with the help of the zip.
2. Fold part (2) together and fasten it to part (3) with the help of the zip.
3. Place the mattress on the set up bed → *Fig. 4*.

WARNING

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Objects that are not secured, or are secured incorrectly, can cause serious injuries in the event of a sudden driving or braking manoeuvre or accident.

- Never place any objects on the MultiFlex board while the vehicle is in motion.
- The multi-flex board must always be fitted in the seat rails and must be securely engaged when the vehicle is in motion.

WARNING

Improper use of the multi-flex board can cause serious injury.

- The rear surface must always be folded down when the vehicle is in motion.
- Never fit the MultiFlex board in front of the 3-seat bench.

NOTICE

This could damage the cool box considerably if the multi-flex board is fitted.

- Always fold the front part of the MultiFlex board up and lock it securely.

If the multi-flex board is fitted in the rear position, the fastening rings in the luggage compartment cannot be used.

Taking down the bed

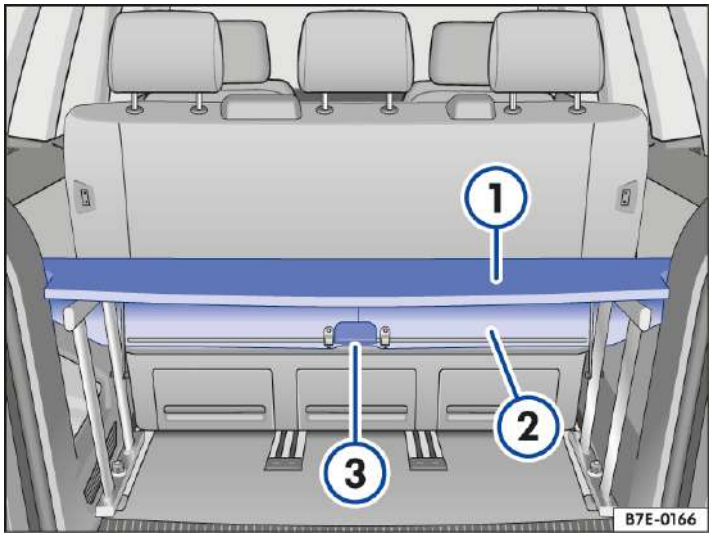


Fig. 1 In the load compartment: MultiFlex board.

(1) Rear folding surface of the MultiFlex board.

(2) Front folding surface of the MultiFlex board.

(3) Handle on the underside of the multi-flex board.

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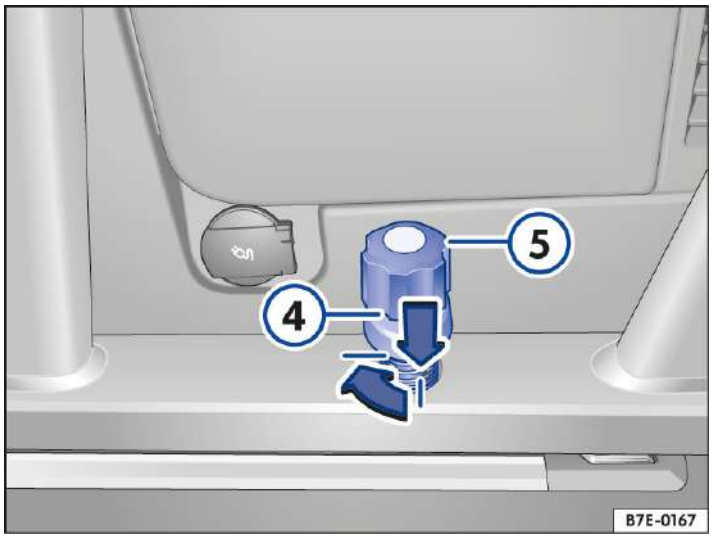


Fig. 2 In the load compartment: mounting seat rail on the right.

(4) T-shaped retaining pin (mirrored for left).

(5) Thumb wheel for securing the retaining pin(mirrored for left).

Taking down the bed

1. Remove the mattress.
2. Return the rear bench seat to driving position *(→ Sitting position)*.
3. Fit the individual seats again if necessary.

Stowing the mattress

The mattress can be stowed on the multi-flex board.

1. Pull the handle on the underside of the multi-flex board.
2. Fold up the front section of the multi-flex board until it engages.
3. Fasten parts → *Fig. 4* (1) and (2) of the mattress to each other with the help of the zip.
4. Fold part (2) over and place the two parts next to each other on the multi-flex board.
5. Fold part (3) together and place it on top of parts (1) and (2).

Removing the multi-flex board

1. Loosen both thumb wheels → *Fig. 2* (5).
2. Turn both retaining pins → *Fig. 2* (4) 90° until they are positioned across the seat rails.
3. Make sure that both folding surfaces are folded down and are securely engaged.
4. Remove the multi-flex board.

⚠ WARNING

Objects that are not secured, or are secured incorrectly, can cause serious injuries in the event of a sudden driving or braking manoeuvre or accident.

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- Never place any objects on the MultiFlex board while the vehicle is in motion.
- The multi-flex board must always be fitted in the seat rails and must be securely engaged when the vehicle is in motion.

Cyber security

Cyber security refers to measures designed to reduce the risk of unauthorised access by malware or an internet attack on vehicle functions, data and control units. In the vehicle, connectivity components in particular are affected by unauthorised access or internet attacks.

Connectivity components are control units for data transmission, interfaces, media and diagnostic connections via which information and data can be exchanged between the vehicle and external devices or the internet.

Connectivity components are equipped with security mechanisms that minimise the risk of unauthorised access to vehicle systems.

The connectivity components include the following in particular:

— Diagnostic socket.

— Control unit with embedded eSIM card.

— Mobile phone interface.

— App-Connect.

— Wi-Fi hotspot.

— NFC radio technology.

— AUX-IN socket.

— Bluetooth® interface.

— CD/DVD drive.

— USB port.

— SD card slot.

— SIM card slot.

The type and number of connectivity components present in your vehicle depend on the equipment and country.

Software and security mechanisms

The software and security mechanisms in the vehicle are subject to continuous further development. Like with computers or the operating systems of mobile telephones, the software and security mechanisms in the vehicle may also be updated at irregular intervals.

System updates improve the security, stability and running speeds of the vehicle systems. A system update is a preventive measure to optimise functionality and protect against malware, for example.

The software of control units in the vehicle is updated with a system update.

There are two options for updating your vehicle, depending on vehicle and country:

— System update by a suitably qualified workshop.

— System update via an over-the-air update.

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WARNING

In spite of integrated security mechanisms and regularly performed system updates or over-the-air updates, malware can still cause malfunctions of the vehicle control units. Malfunctions of the control units and vehicle can also occur if you connect computers, data media or mobile telephones to the vehicle that are infected with malware or viruses. The malfunctions can result in serious accidents and fatal injuries.

- Reduce speed in a controlled manner if the vehicle functions or reacts differently than usual.
- Consult a suitably qualified workshop.

NOTICE

Malware can access data and information that are stored in control units, in the Infotainment system and on connected data media and paired mobile telephones. This can lead to complete loss of the data or damage to the control units, Infotainment system, computer, data medium or mobile telephone.

- Carry out over-the-air updates as soon as possible after they are made available or have system updates carried out as soon as possible. Consult a suitably qualified workshop.
- Protect computers, data media and mobile telephones by means of a suitable anti-virus program and generally known precautionary measures. Regularly update the appropriate anti-virus program with the system updates or updates from the respective provider.

Minimising risks

You too can reduce the risk of unauthorised access to vehicle systems and functions:

— Use only data media, Bluetooth® devices and mobile telephones in the vehicle than do not contain manipulated data or malware.

— Have system updates that are made available by Volkswagen Commercial Vehicles carried out by a suitably qualified workshop as soon as possible after they are made available. If it is possible for you to perform over-the-air updates for your vehicle and in your country, carry out any over-the-air updates that are made available by Volkswagen Commercial Vehicles immediately. If the driver repeatedly rejects the over-the-air update, it is then necessary to visit a suitably qualified workshop.

— Have the vehicle serviced, repaired and maintained only by a suitably qualified workshop.

Introduction

Over-the-air updates allow you to always keep your vehicle up-to-date, e.g. in order to optimise the vehicle functions and for protection against malware.

How can you recognise when an over-the-air update is available?

An available over-the-air update is displayed to you in the Infotainment system.

If several over-the-air updates are available for the vehicle at the same time, one over-the-air update must first be completed successfully before the next over-the-air update can be performed.

In your own interest, over-the-air updates should be carried out as soon as possible. If the driver repeatedly rejects the over-the-air update, it is then necessary to visit a suitably qualified workshop.

WARNING

It is possible in very rare cases that a control unit will not function properly after an over-the-air update.

- Do not use the vehicle. Contact Customer Care at Volkswagen Commercial Vehicles.

WARNING

If the instrument cluster does not function after the over-the-air update, no instruments, warning lamps, symbols or text messages can be displayed. Driving with an instrument cluster that is not working can cause accidents and fatal injuries.

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- Do not use the vehicle. Contact Customer Care at Volkswagen Commercial Vehicles.

NOTICE

If special modifications have been performed on vehicles that are outside the scope of responsibility of Volkswagen AG, e.g. for emergency services vehicles or taxis, there is a risk that the special functions, e.g. taximeter, will no longer function correctly after an over-the-air update.

- Consult your Volkswagen Commercial Vehicles dealership before you carry out an over-the-air update.

A measure to increase performance or efficiency, e.g. engine tuning, that has not been performed by Volkswagen Commercial Vehicles may be deleted by an over-the-air update.

Depending on equipment, release notes may be displayed once before or after an over-the-air update which describe the changes to the vehicle status. After that, the release notes cannot be viewed again in the vehicle.

No In-Car Apps are updated by an over-the-air update.

Prerequisites for an over-the-air update

The following prerequisites must be met in order to download an over-the-air update and install the software.

✓ The over-the-air update function is offered in your country.

✓ You have concluded a current We Connect contract.

✓ You have assigned the vehicle to your active user account.

✓ There is a primary user available. You may have to log in as the primary user.

✓ The vehicle is in an area with sufficient mobile telephone reception.

✓ Your current privacy settings allow data and information to be transmitted and received .

✓ The 12-volt vehicle battery is appropriately charged.

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Download and software installation

Download costs

Download of over-the-air updates takes place via the factory-fitted control unit witheSIM card and is free of charge. Volkswagen Commercial Vehicles pays the connection costs.

Time of download

Download takes place automatically without any previous notification and is also possible when driving. When download has been completed, a message will be displayed to inform you that an over-the-air update is available.

The duration of a download process depends on the network quality, file size and type of over-the-air update. It is possible that the download process may be interrupted. The download process will be resumed as required when the ignition is switched on.

Software installation requirements

— The vehicle is parked safely in accordance with legal requirements and local conditions .

— The previously provided over-the-air updates have been installed.

Software installation of the over-the-air update

Choose a time for the over-the-air update when the vehicle does not have to be driven by yourself or other users.

WARNING

Control units will be deactivated and will not function while software installation is taking place. Driving with deactivated or malfunctioning control units can cause accidents and fatal injuries.

- Perform the software installation in such a way that other road users are not obstructed.
- Never use your vehicle during a software installation.

1. Stop the engine and apply the handbrake.
2. Close the bonnet, boot lid, all windows and all doors.
3. Confirm software installation in the Infotainment system.
4. Make sure that all vehicle occupants leave the vehicle and that no animals are left in the vehicle.
5. Take all vehicle keys with you and get out of the vehicle.
6. Lock the vehicle.

Functional restrictions during software installation

Control units, functions and displays are not available during software installation. Do not use the vehicle during this time.

— Central computer for the Infotainment system: the central computer, the display and control unit and other control devices are not available during the software installation.

— Control unit for the digital instrument cluster: no displays, or only a few displays, can be shown on the digital instrument cluster during software installation.

— Control unit for We Connect: No services are available during software installation. These include theeCall Emergency System and automatic accident notification.

— Switching on the ignition during the software installation may cause the following error message: Fault: Emergency call function. Please call workshop. This is normal in this instance. Wait for a few minutes until

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the message disappears.

After installing the software

After the software installation and before activating the vehicle's drive system, read the message in the Infotainment system or instrument cluster about completed software installation. The vehicle requires up to 1 minute to display the status of the over-the-air update.

— The engine can be started again after successful software installation.

— If the software installation failed: *(→ Over-the-air update)*.

Troubleshooting

Installation of an over-the-air update has failed

— If installation of an over-the-air update is unsuccessful, a corresponding error message will be displayed on the Infotainment system or instrument cluster. Observe the corresponding messages and warnings.

Control units will no longer function or will not function correctly in the event of a critical installation error. No functions or displays are available until the fault is rectified. Do not use the vehicle. If this occurs, contact Customer Care at Volkswagen Commercial Vehicles.

Can I interrupt installation of an over-the-air update?

No, this is not possible.

What happens if installation of an over-the-air update is interrupted?

If installation is interrupted, for example due to damage to the electrical system in the vehicle, it is possible that control units will be not be updated and may be damaged due to incomplete installation of the over-the-air update.

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Introduction to mobile online services

Mobile online services, referred to below as services, allow you to connect your vehicle to the internet. This makes it possible for you to extend the scope of various services. A description of all available services can be found on the internet at:

www *vwn.de/we-connect*

You can find the myVolkswagen customer area on the internet at:

www *vwn.de/myVolkswagen*

Prior to use, We Connect has to be activated online by concluding aWe Connect contract with Volkswagen AG. The contract is subject to a country-dependent period of validity.

Both the service portfolios offered by Volkswagen AG and individual services may be changed, discontinued, deactivated, reactivated, renamed and expanded without further notice.

The provision and availability of services and service portfolios can vary from country to country and depend on the vehicle and vehicle equipment.

In areas with insufficient mobile telephone and GPS reception, no emergency calls and phone calls can be made and no data can be transmitted.
Observe the warnings in the chapter .

Volkswagen AG is not responsible for damage to the vehicle caused by poor-quality or faulty third-party apps, inadequate programming of third-party apps, insufficient network strength, data loss, misuse of mobile devices, or malware on data media, computers, tablets and mobile telephones.

You can find an overview of the services activated for you and their duration in your user account.

Execution of services using the app can consume data and cause costs. The transmission speed will be reduced if the contractually agreed data volume is exceeded, and this can cause delays in execution of the services.

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Data processing

Applies in EU countries where the General Data Protection Regulation of the European Union is valid:

When using services, information about the vehicle is transmitted and processed online. This data may also indirectly provide information about the respective driver, such as their driving behaviour. The privacy policy for the use of Volkswagen AG's mobile online services can be found in the Infotainment system under MENU ▸ Legal or HOME ▸ Legal.

Permanent transfer of the vehicle

If you purchased the vehicle second-hand or another person has transferred it to you for permanent use, mobile online services may already be activated and the previous user may still be able to view collected data and control certain vehicle functions via the mobile online services and control some functions of your vehicle.

In the Infotainment system you can see whether a person is assigned to your vehicle as the primary user. In this case, you can register yourself as the primary user for the vehicle and automatically remove the previous primary user.

Alternatively, you can permanently delete the previous user as the primary user in the Infotainment system. You can also set the vehicle to offline mode to restrict your vehicle's communication with the Volkswagen AG data server and to limit processing of vehicle-related and personal data.

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Prerequisites for using the services

In order to be able to use the full scope of the services, the following prerequisites must be met.

✓ We Connect was also ordered for the vehicle and has been installed at the factory.

✓ The vehicle and user are located in the area covered by the services.

✓ Data transmission is possible without restrictions at the location of the user and vehicle.

✓ The mobile telephone is compatible with the app.

✓ The privacy settings in the Infotainment system permit data transmission by the services.

✓ The settings in the mobile telephone permit data transmission by the services.

✓ A personal user account, Volkswagen ID, has been set up *(→ Volkswagen ID)*.

✓ There is a valid contract for use of the services.

✓ A vehicle has been added to the user account *(→ Vehicle management)*.

✓ Neither the online connectivity unit nor individual services are deactivated or decommissioned.

✓ Certain technologies that are operated by third parties and provided to Volkswagen AG are available. Volkswagen AG is not responsible if these technologies are terminated, discontinued or deactivated during the service life of the vehicle.

⚠ WARNING

Using apps, services and functions while the vehicle is in motion can distract you from the road. Serious accidents and fatal injuries can occur if the driver is distracted.

- Always drive with your full attention and responsibly.
- Only use apps, services and functions when the vehicle is stationary.

⚠ WARNING

Using services without due care or unsupervised can result in the serious injury or even death of people in and around the vehicle, e.g. if they are locked inside the vehicle unintentionally.

- Always carry out the services carefully and responsibly.

The vehicle added in the user account must first be driven for a few kilometres before individual services can record, transmit and display correct data.

Do not disclose your login data, password, registration code or S-PIN to others and keep them safe to ensure that nobody else can access or view them.

Change your password at regular intervals.

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Interference

Even when the above-mentioned requirements for using the services are met, the functionality of the services can be impaired or interrupted due to factors that lie outside the control of Volkswagen AG. Such factors include in particular:

- Maintenance, repairs, deactivation, over-the-air updates and technical changes to your service provider's telecommunication systems, satellites, servers and databases.
- The telecommunications provider has changed the mobile telecommunication standard for transferring mobile data, e.g. from LTE or UMTS to EDGE or GPRS.
- An existing mobile telecommunications standard has been switched off by the telecommunications provider.
- Disturbance, interference or interruption of mobile and GPS reception, e.g. due to high speeds, weather, landscape, interfering devices or intensive use of the mobile network in the relevant cells.
- If your current location is in an area with no or insufficient mobile communications and GPS reception. This can also include tunnels, streets with tall buildings, garages, car parks, underpasses, mountains and valleys.
- Restricted availability, completeness or correctness of information provided by third parties, e.g. maps.
- Countries, federal states and regions where mobile online services are not available.

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Services not requiring activation

The following services can also be used if the vehicle has not been added to a user account.

This is the maximum possible range of services. Not all services are available in all vehicles and countries.

— Emergency Call Service .

— System apps or In-Car Apps pre-installed in the Infotainment system.

— Digital owner's manual, if available.

The Emergency Call Service is available independently of logging into the Infotainment system.

In Europe, further information is available on the internet and on the Volkswagen website.

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Setting up a Volkswagen ID

The Volkswagen ID provides personal access to the digital world of Volkswagen. It enables you to log into Volkswagen apps and websites.

You need a Volkswagen ID in order to use the services. You can register for theVolkswagen ID via myVolkswagen or via the Volkswagen app, referred to below as app.

Registration via myVolkswagen

1. Open vwn.de/myVolkswagen.
2. Create a user account in the Log in or register area.
3. Follow the instructions on the screen.

Registering via the app

1. Install the app.
2. Follow the instructions in the app.

Registering via the Infotainment system

Depending on equipment, you can also register for theVolkswagen ID via the Infotainment system.

1. Tap We Connect on the Infotainment system and follow the instructions of the configuration wizard.

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Managing vehicles

After you have set up yourVolkswagen ID and thus created your user account, you must add your vehicle by entering the 17-character vehicle identification number (VIN).

Adding via myVolkswagen

1. In the myVolkswagen customer area, click on My vehicles ▸ Add vehicle.
2. Enter and confirm the vehicle identification number (VIN
).
   The service packages available for your vehicle will be displayed after your vehicle has been added successfully.

You can add further vehicles in the same way via myVolkswagen.

Adding a vehicle via the app

1. Launch the app and open theAdd vehicle area.
2. Enter or scan the VIN
   and confirm.
   The service packages available for your vehicle will be displayed after your vehicle has been added successfully.

Removing a vehicle via myVolkswagen

1. In the myVolkswagen customer area, open Vehicle administration.
2. Click Remove next to the vehicle that you want to remove and confirm.
   The vehicle is then deleted from your user account. No further services can be performed or data displayed for the deleted vehicle.

When the vehicle is removed, the primary user is also reset and renewed registration is necessary.

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Ordering services and activating in the vehicle

You must first order the services before you can use them in the vehicle. You must then become the primary user of the vehicle. You must provide proof of authorisation for this. Depending on equipment, proof of authorisation is provided either by means of the 2-key verification method or by input of the registration code. If you want to use security-relevant services, you must additionally perform the Volkswagen Ident procedure *(→ Volkswagen Ident process)*. The ordered services are activated when you have become the primary user for your vehicle and have also performed the Volkswagen Ident procedure where applicable.

Ordering services via myVolkswagen

Observe the information on privacy, right of withdrawal, Terms and Conditions and Terms of Use.

1. In the myVolkswagen customer area, give your Consent to Terms and Conditions and Terms of Use
2. Click on Order free of charge.
3. Wait for email with confirmation.
4. To activate the services in the vehicle, identify yourself as the primary user. Follow the further instructions to do this.

You can extend contracts that will expire in the near future via theExtend contract function button in the vehicle overview. If your contract has only just begun or still has a long period to run, this function button will not be visible.

In the case of used vehicles where the services have already expired, you will receive only the basic services as the primary user. The services can be then extended via myVolkswagen, the In-Car Shop or the web shop.

Ordering services via the app

Observe the information on privacy, right of withdrawal, Terms and Conditions and Terms of Use.

1. Give your Consent to Terms and Conditions and Terms of Usein the app.
2. Tap Order free of charge.
3. Wait for email with confirmation.
4. To activate the services in the vehicle, identify yourself as the primary user. To do this, follow the further instructions in the app.

Activating services via the 2-key verification method

In order to become the primary user and thus provide proof of authorisation, you need the two mechanical vehicle keys that belong to the vehicle. Proof of authorisation is provided in the vehicle during registration or, if a user account already exists, in the Infotainment system via the Manage users function.

1. Switch on the ignition and the Infotainment system.
2. In the Infotainment system, register forWe Connect.

   Or: tap the menu options Manage users ▸ Settings ▸ Become primary user and follow the instructions.
3. Press 🔓 on the first vehicle key.
4. Press 🔓 on the second vehicle key.

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Once the Infotainment system has processed the radio signals, you are the primary user of the vehicle and the proof of authorisation has been provided.

You can check the current status in the user area of the following website:

vwn.de/myVolkswage

Activating services by registration code

A registration code will be displayed automatically after ordering the services.

The registration code is valid for 14 days. After this period has elapsed, you will need to request a new registration code via the myVolkswagen customer area.

In the Overview for my vehicle area, the registration code is shown below the vehicle for all vehicles that have not yet been fully activated. To continue the activation process, select Complete activation.

1. Take the registration code with you to the added vehicle.
2. Unlock the vehicle.
3. Switch on the ignition and leave it switched on until activation has been completed successfully.
4. With the Infotainment system switched on, tap the Registration function button in the We Connect (online services) area.
5. Enter the registration code, confirm, and wait until successful activation is confirmed in the Infotainment system.

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Setting, changing and resetting the S-PIN

Input of the security PIN (S-PIN) is requested in addition to the password as part of user authentication and acts as a second security level to protect security-relevant services from unauthorised access.

The security PIN

, S-PIN is a multi-digit number sequence that can be freely selected during the registration process.

When creating the S-PIN

, avoid easy-to-guess number sequences and generally known birthday dates.

You must treat the S-PIN

as strictly confidential. For security reasons, you should change the S-PIN without delay if the S-PIN is disclosed to a third party.

Setting the S-PIN via myVolkswagen and app

— In myVolkswagen, you can set the S-PIN

in your user account.

— In the app, you can set the S-PIN

during the registration process.

The S-PIN
should consist of four non-identical, non-consecutive numbers that are neither ascending or descending.

Changing the S-PIN via myVolkswagen and app

— In myVolkswagen, you can change the S-PIN

in your user account.

— In the app, you can change the S-PIN

in your user profile. To change the S-PIN, you must enter and confirm both the previous and new S-PIN.

If you enter the S-PIN
incorrectly several times, the input field will be blocked for a certain period.

Resetting the S-PIN via myVolkswagen and app

— As soon as the S-PIN

has been reset, it is no longer possible to use online services in either the app or myVolkswagen until the vehicle keeper has verified themselves in the vehicle. For verification, have both vehicle keys at hand and start the process on the Infotainment system. After renewed ordering and activation, the services can then be used in full again.

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Carrying out Volkswagen Ident

The identity of the primary user must be confirmed in order to use security-relevant services. You can provide proof of identity either personally at the Volkswagen dealership or through Volkswagen Ident, a video chat in the app.

1. When a message about the identity check is displayed upon using a security-relevant service for the first time, observe the information and tap Start.
2. Have your identity document ready.
3. Follow the instructions on the screen.

   A message confirms that the identity check has been performed successfully.

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Getting help

Various information sources are available to get help on the functions or operation of individual services.

Help via myVolkswagen

Information on registration, the individual services and frequently asked questions (FAQ) is available in the Help area.

Short help texts and videos are available in many areas via myVolkswagen. You can display help texts by clicking on the ⓘ symbol.

Using the chatbot, you can search directly for a certain question or keyword after tapping Start chat. The chatbot shows several possible answers for the respective topic.

Help via the app

Information on the service portfolio and individual services, frequently asked questions (FAQ) and also tutorials on the app are available in the Account area. You can display this information by clicking on the ⓘ icon.

OwnersManuals2.com

Managing services

The following options are available in the “Manage services” area of the Infotainment system:

— Check which services are currently available in the vehicle.

— Show the number of activated and deactivated services.

— Activate or deactivate individual services.

Further information:

www *vwn.de/we-connect*

Opening the Manage services function.

1. Tap System ▸ Service.

The control unit with integratedeSIM can still transmit data if you deactivate all services individually.

Settings

The services can be activated and deactivated individually. To do this, open the drop-down list for the service and make the corresponding selection.

If data transmission is restricted by the “privacy settings” function, it is not possible to activate or deactivate services individually.

The setting options depend on the country and are not available in all vehicle models.

1. Open the Manage services function.
2. Tap Show services.
3. Select the desired setting.

All
Overview of services available in the vehicle.

Activate
Activate one or more services.

Deactivate
Deactivate one or more services.

Deactivating services

The following functions are available for deactivating and activating services:

— Central deactivation or activation via the Infotainment system .

— Individual deactivation and activation viamyVolkswagen or in the app.

You can only use a service again once you have cancelled the deactivation.

Some streaming services can only be activated and deactivated together, even if they are listed individually in the relevant menu.

Legally required services and their data transmissions cannot be switched off and cannot be deactivated, e.g. “eCall Emergency System”.

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Introduction

After successful registration and verification, you are authorised to perform services. You can assign or withdraw user roles and rights for other persons in your user account online via myVolkswagen or via the app.

Opening the ‘Manage users’ function

1. Tap User or Manage users on the Infotainment system start screen.

   Or: Tap MENU ▸ User or Manage users.

Setting options

Depending on the equipment, the following setting options may be available:

— Me (primary user).

— Others (secondary user, guest user or anonymous guest).

— Key.

— Setup.

Description of user roles

Primary user

— The “primary user” role is intended for the vehicle keeper or for a vehicle user who has not only temporary authorisation (e.g. a lessee or company car driver). The primary user has unrestricted rights and can assign additional rights to other users of the vehicle by inviting them as secondary users. If a new primary user legitimises themselves for the vehicle, the previous primary user will automatically lose their primary user role.

Secondary users

— The “secondary user” role is intended for users who use the vehicle regularly and want to save the vehicle settings in a personal user account. Secondary users can use mobile online services. Secondary users are assigned by the primary user: the primary user must invite the secondary user to use the vehicle. The primary user can delete secondary users at any time.

Guest users

— The “Guest user” user role is intended for users who use a vehicle occasionally or only once. Guest users can log in themselves in every vehicle with service capability and involvement of the primary user is not necessary. Every vehicle user can delete the guest user in the vehicle at any time. The guest user has only restricted access to certain services.

Anonymous guest

— The “Anonymous guest” user role is a non person-specific account that exists locally in the vehicle and cannot be synchronised with the server. The “Anonymous guest” user role is intended for anonymous users. These are persons who have access to the vehicle but do not log in. There is only one anonymous guest account in vehicles with online personalisation, and it cannot be deleted. If the “Anonymous guest” user role is activated in the vehicle, all users logged into the vehicle will be logged out temporarily.

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Creating and deleting user roles

Creating a primary user

— Create a user account *(→ Volkswagen ID)*.

— Add vehicle to a user account *(→ Vehicle management)*.

— Order services and activate services in the vehicle *(→ Vehicle management)*.

Creating secondary users via myVolkswagen

The primary user has unrestricted rights and can transfer rights to other vehicle users.

1. Open the Vehicle administration area.
2. Click on Invitations and enter the email address and username of the secondary user to be registered.
3. Click Send.

   The invited person receives an email with their invitation. You can activate the services for this person as a secondary user as soon as they accept the invitation.

   You can withdraw invitations again if necessary in theSecondary user.

Removing secondary users via myVolkswagen

1. Open the Vehicle administration area.
2. In the Secondary user area, click on Revoke secondary user permission next to the corresponding secondary user.

Deleting the primary user

1. Set privacy settings to the “Share my position” mode or “Online” mode.
2. Reset the Infotainment system to factory settings *(→ Infotainment system overview)*.

   Or: Authorise a new user in the vehicle.

If a different privacy setting is chosen, the primary user may still be present on the server.

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Changing and deleting user data

You can change or delete your user and login data. Any changes to your login details will simultaneously also apply to the all other Volkswagen systems that use the Volkswagen ID.

Changing user data via myVolkswagen

1. In the myVolkswagen customer area, open Settings and open one of the following areas:
   — Volkswagen ID.
   — Privacy settings and consents.
2. Click on Volkswagen ID and then Adapt data.
3. Change and save the user data.
4. If necessary, adapt and save the information in thePrivacy settings and consents area.

Deleting user data via myVolkswagen

1. In the myVolkswagen customer area, click on Settings ▸ Volkswagen ID ▸ Delete data.
   Your data will be deleted. YourVolkswagen ID will not be deleted.

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Introduction

With the help of the “Privacy settings” function, data transmission between the vehicle and the Internet can be permitted or prevented in several stages via the Infotainment system.

The “Privacy settings” function is dependent on the equipment level and is not available in all Infotainment systems.

Data transmission from external devices and their communication with the vehicle or legally required services, such as the statutory eCall emergency call system cannot be prevented or deactivated by the “Privacy settings” function.

Please note that every vehicle user can set individual “Privacy settings”. These settings may be different from those preferred by the vehicle owner.

Setting privacy settings

The current mode of the “Privacy settings” function is displayed in the Infotainment system *(→ Privacy settings)*.

1. Switch on the ignition.

   Tap MENU ▸ ▸ .
2. Select the desired mode *(→ Privacy settings)*.

Setting privacy settings

Selecting online mode or offline mode

In order to permit or prevent data transmission, activate or deactivate offline mode in the Infotainment system.

1. Open the Privacy settings menu.
2. Activate or deactivate Vehicle/usage data in the menu of the same name.

   Depending on the mode, or is displayed.

Selecting online mode with location data

1. Open the Privacy settings menu.
2. Activate Send location data in the menu of the same name.

   is displayed.

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Status display

The following symbols display the status of the privacy function individually or together in the Infotainment system.

Activate a status in the Infotainment system in order to permit or prevent data transmission.

Connection to the Internet



Offline, not connected to the internet.

Online, connection to the Internet with restricted speed.



Online, connected to the Internet.

Privacy function symbols



“Offline mode”.

— All services are deactivated and do not send any data.

All tracking services are deactivated *(→ Privacy settings)*.

— The eSIM

card is deactivated.

All vehicle functions that require an online connection via theeSIM

card are deactivated *(→ Privacy settings)*.

— It is not possible to update any information and data stored in the control units, e.g. emergency call numbers. This can restrict functions and services or mean that they are not available.



“No position data” mode.

— The current position of the vehicle is not transmitted.

All tracking services are deactivated *(→ Privacy settings)*.

— The eSIM

card remains activated.

All vehicle functions that require an online connection via theeSIM

card are activated *(→ Privacy settings)*.



“Use my position” mode.

— Information on the current position of the vehicle is not provided to other persons.

All tracking services are deactivated *(→ Privacy settings)*.

— The eSIM

card remains activated.

All vehicle functions that require an online connection via theeSIM

card are activated.

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"Share my position" mode.

— All services can transmit and receive data without restriction.

All tracking services are activated.

The primary and secondary users can access the vehicle's positioning data online at myVolkswagen or via the app.

— The eSIM

card is activated.

All vehicle functions that require an online connection via the eSIM

card are activated.

Legally required services cannot be deactivated and still transmit data (e.g. the statutory eCall Emergency System).

Effects on online vehicle functions and tracking services

If data transfer is restricted, online vehicle functions, e.g. system update or tracking services such as vehicle location, cannot be executed.

Some online vehicle functions and tracking services are only available in certain countries and vehicle models.

The restrictions also apply to new online vehicle functions and tracking services that are provided for the vehicle in future.

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Introduction

The personalisation function allows personalised vehicle settings, e.g. for the air conditioning system, to be saved in your user account. User identification takes place when logging into the Infotainment system. Changes to the settings are assigned to the user account active in the vehicle and are automatically saved online in the user account via an existing internet connection.

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Personalised vehicle settings

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

This is the maximum possible range of functions. Not all vehicle functions are available in all vehicles and countries.

The following functions can be personalised:

— Settings for single door unlocking, convenience opening and windows.

— Wiper settings.

— Seat settings.

— Settings for daytime running lights and convenience turn signal, switch-on times of dipped beam.

— Air conditioning system settings.

— Active driver assist systems.

— Driving profile selection.

— Multifunction display and instrument cluster(selection of displays).

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Synchronising vehicle settings

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

— When switching on the ignition and the Infotainment system: all recently used user accounts stored in the vehicle are synchronised.
— When changing to another user account: the newly activated and the now deactivated user account are synchronised.
— At the end of the journey and when the ignition is switched off: the last active user account is synchronised.

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

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

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Introduction

Upgrades allow new functions to be added to your vehicle after delivery.

Functions

Before using an activated function, read and observe the relevant information and warnings in the owner's manual or in the digital owner's manual that may be available.

Depending on the vehicle model, you can activate convenience and Infotainment system functions, along with driver assistance systems.

The activation of Upgrades functions depends on the country and vehicle.

Some Infotainment systems contain a list of activated functions.

Activated functions are not tied to the duration of the user account.

A list of features on demand, e.g. navigation, that are available for the vehicle is contained either in the owner's manual, in the Infotainment system, on the Volkswagen Commercial Vehicles website or in your user account. Some functions do not require a description, such as functions for changing the appearance or colour of the Infotainment system.

Inform the user or buyer about any permanently or temporarily activated functions when renting or selling the vehicle.

WARNING

If the driver is distracted when driving, this can cause accidents and serious injuries.
- Activate the functions only when the vehicle is stationary.

If the required hardware for the on-demand function is not available in the vehicle, it can be retrofitted in some cases by a suitably qualified workshop.

If the required software for the function on demand is not available in the vehicle, it can be retrofitted in some cases . Retrofitting may be subject to charge, depending on the type of software.

Function status

The status of a function is displayed only in certain vehicles, depending on the Infotainment system being used. Once a function is properly activated, it can be used until the end of the agreed term.

Function activated.

The function is faulty or temporarily unavailable.

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Viewing and activating functions

Before restarting the engine, read the notification in the Infotainment system about the completed activation process. Observe the instructions if activation was not successful.

Prerequisites

✓ A suitable Infotainment system is installed in the vehicle.
✓ The compatibility and performance of the hardware available in the vehicle is sufficient for the function.
✓ A valid contract for use of the services exists between you and Volkswagen AG.
✓ The vehicle is assigned to your user account.
✓ You have the user role “Primary user” for the vehicle *(→ Manage users)*.
✓ There is sufficient mobile reception in the vehicle’s current location.
✓ The electrical system in the vehicle is functional.
✓ The 12-volt vehicle battery is appropriately charged.
✓ The factory-fitted control unit with integrated eSIM card is present.

Viewing functions

1. Tap HOME ▸ User or Manage users ▸ ⚙.
   Or: Tap MENU ▸ User or Manage users ▸ ⚙.
2. Open the Privacy settings and services menu.

All available functions for the vehicle can also be viewed in the In-Car Shop in the Infotainment system.

The primary user can activate the existing functions for the vehicle in the In-Car Shop of the Infotainment system or in the We Connect web shop.

Activating functions

Do not drive the vehicle during activation.

All functions on demand for the vehicle are displayed in the In-Car Shop of the Infotainment system.

1. To access the In-Car Shop of the Infotainment system, tap HOME ▸ 🛒.
2. Tap the function in the In-Car Shop and follow the instructions in the Infotainment system.

Observe the instructions in the Infotainment system during and after activation.

After successful activation, some functions require you to park the vehicle for approx. 10 min.

1. Stop the engine and apply the handbrake.
2. Close the bonnet, boot lid, all windows and all doors.
3. Make sure that all vehicle occupants leave the vehicle and that no animals are left in the vehicle.
4. Take all vehicle keys with you and get out of the vehicle.
5. Lock the vehicle and remove the vehicle keys from the operating range of the vehicle.

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If you have the “primary user” role for the vehicle *(→ Manage users)*, you can also view activated functions in the app.

Troubleshooting

Where can I get functions?

You can obtain functions from a web shop accessible via your user account *(→ Volkswagen ID)*.

Depending on the equipment, functions can also be activated directly via the Infotainment system in the In-Car Shop.

Is the function restricted during activation?

The function is not available during activation.

How can I tell if activation was successful?

Notification of successful software activation is displayed on the Infotainment system.

When will the activated function be available?

Depending on the activated function, it will either be available immediately or the next time you switch on the ignition.

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Introduction

Connect Fleet is Volkswagen AG's complete solution that enables corporate customers to monitor and manage their vehicle fleet. Connect Fleet supplies live vehicle data for this purpose.

The availability of Connect Fleet depends on the equipment level.

Connect Fleet consists of two applications:

— The Connect Fleet smartphone app allows the driver to connect to the vehicle, e.g. to manage trips digitally and to transfer the data to the Connect Fleet web portal.

— The fleet manager registers the company and manages vehicles and drivers on theConnect Fleet web portal.

Data transmission from the vehicle takes place via the control unit with integratedeSIM

.

Detailed information about the functions, requirements and impairments ofConnect Fleet is available online in Europe:

Connect Fleet web portal:

https://connectfleet.io/home

Please also note the following with regard to impairments of Connect Fleet .

Please contact your Volkswagen dealership if you have any questions.

The compatibility of the control unit with integrated eSIM with Connect Fleet depends on the equipment.

The Connect Fleet smartphone app is only available from thePlay Store for Android devices and from the App Store for iOS devices.

The names of services etc. on the Connect Fleet web portal and in the Connect Fleet smartphone app may differ from those listed here and are subject to change without notice.

WARNING

In areas with insufficient mobile telephone and GPS reception, no emergency calls and phone calls can be made and no data can be transmitted.

- Go to another location.

WARNING

Computers, data media and mobile telephones that are connected to the internet or that are used in public and private networks may be infected by manipulated data or have malware installed on them.

- Protect computers, data media and mobile telephones by means of a suitable anti-virus program and generally known precautionary measures.
- Regularly update the appropriate anti-virus program with the system updates or upgrades from the provider.

NOTICE

Vehicle damage or restrictions on the availability of the services may be caused by factors beyond the control of Volkswagen AG. Such factors include in particular:

- Insufficient network strength
- Misuse of mobile devices
- Data loss during transfer
- Unsuitable and malicious third-party applications
- Malicious software on data media, computers, tablets and mobile telephones.

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Services portfolio

Please note the information on the services that do not require activation *(→ We Connect)*.

The available Connect Fleet services depend on which Connect Fleet package you have purchased, which user role is assigned to your user account in the vehicle and whether the vehicle has been activated for a Connect Fleet user account.

The initial assignment of services listed here represents the maximum possible scope. The maximum possible scope is available only for a few vehicle models. There may be changes in the assignment shown here during the service life of the vehicle.

Not all services are available in all vehicles and countries.

You can activate the “Manage services” function in the Infotainment system to see which services are available in the vehicle, if any *(→ Manage services)*.

The portfolio of offered services may be different than that specified here in some countries and in the event of contract renewal.

You can find out which services actually belong to Connect Fleet at the time you conclude or renew your contract online in Europe on the Connect Fleet website *(→ Connect Fleet)*.

Connect Fleet services:

These fleet services are available only through Connect Fleet and only for commercial customers and fleet operators.

Maximum possible scope. Not available in all vehicles and countries.

— Digital Logbook, if available.

— Digital cost logbook.

— GPS
location, e.g. parking position and route information, if available.

— Vehicle profile.

— Maintenance Management.

The service portfolio and other individual services offered by Volkswagen AG may be changed, discontinued, deactivated, reactivated, renamed and expanded without prior notice.

Other information is available in Europe on the Internet on the Connect Fleet website and, after setting up a user account, also on the Connect Fleet web portal *(→ Connect Fleet)* .

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Data processing

Applies in EU countries where the General Data Protection Regulation of the European Union is valid:

Information about the vehicle is transmitted and processed online when you use Connect Fleet. This data may also indirectly provide information about the respective driver, e.g. their driving behaviour. The current version of the Privacy Policy can be accessed on the internet via the Connect Fleet web portal:

www *www.connectfleet.io*



Permanent transfer of the vehicle

If you want to permanently pass on your vehicle, you must remove the vehicle from the Connect Fleet web portal. Depending on the vehicle, you can additionally reset the Infotainment system to the factory settings in order to delete all the data in the vehicle.

Using Connect Fleet with a pre-owned vehicle

If you purchased the vehicle second-hand or another person has transferred it to you for permanent use, mobile online services may already be activated and the previous user may still be able to view collected data and control certain vehicle functions via the mobile online services and control some functions of your vehicle.

— Connect Fleet was used previously

The previous owner of the vehicle must remove the vehicle from their Connect Fleet profile if they used Connect Fleet corporate fleet management. Alternatively, you can add the vehicle to your fleet. This deletes the vehicle from the previous owner's fleet.

— We Connect was used previously

In the Infotainment system you can see whether a person is assigned to your vehicle as the primary user. In this case, the vehicle can be added to the Connect Fleet vehicle fleet when the primary user has been deleted.

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Registering as fleet manager

A fleet manager must be registered in order to create and manage the fleet. The fleet manager creates drivers and vehicles and manages the data. The user account of the fleet manager is simultaneously the company user account (ONE Business ID). The user account for Connect Fleet is created via the ONE Business ID.

Registration

The registration process for using Connect Fleet with the ONE Business ID is described below.

Prerequisites

✓ The official documents relating to the relevant legal and economic situation of the company are available, including information on the commercial register number or number from a comparable public register and on the registry court (HRA/HRB
).

✓ You have power of attorney as managing director or authorised officer or the copy of the template for the power of attorney is available completed and signed in digital form.

1. Call up the Connect Fleet web portal *(→ Connect Fleet)*.
2. Click Register to start the registration process with the ONE Business ID on the Connect Fleet web portal.
3. Click on Register new organisation.
4. Select the registered office of the company and the contract language and confirm these inputs.
5. Complete the company data.
6. Confirm the note on registration as administrator for the company.
7. Complete the user data including business email address.

   The personal data of the fleet manager is required.
8. To complete the registration process, agree to the Terms of Use and the Data Processing Agreement and acknowledge the Privacy Policy.

   A confirmation email is sent to the email address you entered.
9. To confirm registration, click on the link in the email and log in once with the defined details.

   To log in to Connect Fleet, enter the specified data for the fleet manager's user account.
10. To complete the registration process via the Connect Fleet web portal and additionally protect your account, follow the instructions on 2-factor authentication.

    The registration of your account has been successfully completed.
11. Have ready official documents relating to the relevant legal and economic situation of the company.
12. Click Start verification.
13. In order to verify the company, enter the commercial register number (HRA/HRB
) or the number from a comparable public register and the registry court (district court).
14. *Optional*: if you do not have a power of attorney, upload the completed and signed power of attorney template.

    The documents that you upload will be checked. This can take several working days.

    Once your account has been verified, you will receive a confirmation email.
15. Check the inbox of the email account that you used for registration.

    If you cannot see a confirmation email in your inbox, check the spam folder and recycle bin of your email account.

You can log into Connect Fleet as soon as your current verification status changes to the status

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“registered and verified”.

You can view your verification status in the ONE Business ID at any time.

The company and fleet manager are registered for Connect Fleet after verification has been completed. You can now create driver profiles and add vehicles to the fleet.

Verification of the data provided and uploaded documents can take up to three working days.

ONE Business ID

The ONE Business ID is a user ID specially developed for business customers.

The ONE Business ID is your individual organisational access to the digital business customer world of the Volkswagen Group. It enables easy registration for various commercial customer services.

Detailed information on ONE Business ID can be found on the internet in Europe:

www.onebusinessid.com/faq

Managing the fleet as a fleet manager

As the fleet manager, you can obtain an overview of the vehicles in the fleet, the registered drivers and the vehicle data on the Connect Fleet web portal.

Adding a vehicle

To add a vehicle, you simply need to enter the details on the Connect Fleet web portal.

Prerequisites

✓ You must be registered as fleet manager on the Connect Fleet web portal.

✓ You have the vehicle registration documents as a file.

✓ No primary user has yet been set up in the vehicle.

1. Log in with the login data of the fleet manager on the Connect Fleet web portal.
2. Click Add vehicles.
3. Click ⊕.
4. Enter the vehicle identification number (VIN) and official registration number of the vehicle.
5. Upload the vehicle registration documents.
6. Confirm that you are an authorised company representative.

   The uploaded registration documents are checked to ensure that they are genuine. Verification of the uploaded documents can take up to three working days.
7. Click Add to fleet once verification is complete.
8. Carry out the payment process and finish the procedure.

   The vehicle has been added to the fleet and you have activated Connect Fleet.

   You can view the vehicle data on the Connect Fleet web portal.

If you have added the vehicle to a Connect Fleet user account for the first time, the vehicle must first be driven a distance of more than 2 km (around 1 mi) while a driver registered in the fleet is connected to the vehicle. The vehicle will be fully recognised only after this time and the current vehicle data will be transmitted.

Verification of the uploaded documents can take up to three working days.

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Adding a driver

1. Log in with the login data of the fleet manager on theConnect Fleet web portal.
2. Click Add driver.
3. Click ⊕.
4. Enter the driver information.
5. Click Add.

   You will receive a user ID and password for the driver. The driver can use this data to log in via theConnect Fleet smartphone app.

Connecting to the vehicle as a driver

As a driver, you can use your mobile telephone to connect to the vehicle and use theConnect Fleet smartphone app as a digital logbook and cost logbook, and to send damage reports. The data recorded while driving and in the Connect Fleet smartphone app is transferred automatically to theConnect Fleet web portal.

Connecting to the vehicle

Prerequisites

✓ The vehicle has been added to the fleet.

✓ The fleet manager has added you to the fleet as a driver.

✓ The Connect Fleet smartphone app is installed on your mobile telephone.

1. Log into the Connect Fleet smartphone app with your user ID and password.
2. When you log in for the first time, follow the instructions in theConnect Fleet smartphone app and complete the login process.

   The vehicles in the fleet will be shown in theConnect Fleet smartphone app. If a vehicle has just been added to the fleet, it can take several minutes until the vehicle is displayed in the Connect Fleet smartphone app.
3. Tap Select vehicle.
4. Tap the required vehicle.

   You are now connected to the vehicle. Journeys with the vehicle will be assigned to you until you disconnect the connection.

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Introduction

About this chapter

The Infotainment system is supplied in different versions. These differ with respect to the available functions, labelling and functions of the Infotainment buttons as well as the layout of the controls.

This section applies to all unit versions.

The functions listed below may be available for all Infotainment systems.

The functions and settings of the Infotainment system depend on the equipment and are not available in all countries.

Before using the unit for the first time

Please note the following points before using the Infotainment system for the first time so that you can make full use of the available functions and settings:

— Observe the safety instructions *(→ General information on Infotainment system)*.

— Read this section and familiarise yourself with how to use the Infotainment system.

— Reset the Infotainment system to its factory settings *(→ Settings)* *(→ Settings for Infotainment system)*.

— Find your favourite radio stations, also referred to as “stations” below, and store them to station buttons or memory locations for quick access .

— Use only suitable audio sources and data media *(→ Media)*.

— Use current map data for the navigation system *(→ Navigation)*.

— Pair a mobile telephone with the Infotainment system to make calls using the mobile phone interface *(→ Mobile phone interface)*.

— Depending on the country, register withWe Connect to use the corresponding services.

Other applicable documents

In addition to this manual, please observe the following documents when using this Infotainment system and its components:

— Supplements in the vehicle wallet of your vehicle.

— The operating instructions for the mobile telephone or audio sources.

— The operating instructions for external data media, audio sources and playback devices.

— Instructions for any Infotainment accessories subsequently installed or additionally used.

— Digital manual in the Infotainment system(if available).

Activating functions

The Infotainment system may be subsequently upgraded to perform functions that were not yet activated or available at the time of delivery from the factory.

Your Volkswagen Commercial Vehicles dealership will be able to give you information on whether and which functions can be activated in your Infotainment system.

If additional functions are enabled following vehicle manufacture, this chapter and other chapter in the vehicle wallet regarding the functions in question may contain different or incomplete descriptions.

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Safety information

Before using the Infotainment system for the first time, please read and observe the following safety notes so that you are aware of dangers to yourself and others and of how these dangers can be avoided:

— Read through this manual carefully.

— Some functions may contain links to websites that are operated by third parties. Volkswagen AG does not assume ownership of the third-party websites that are reached via links and is not responsible for their content.

— Some functions may contain information supplied by third parties. Volkswagen AG is not responsible for external information being correct, up-to-date and complete, or for any infringement of third-party rights.

— The radio stations and the owners of the data media and audio sources are responsible for the content provided.

— Mobile, GPS

and radio signals can be impaired by multi-storey car parks, garages, underpasses, tunnels, tall buildings, mountains, valleys, and other electrical devices such as battery chargers.

— Films or metal-coated stickers on the antenna and windows can interfere with radio reception.

— Read and follow the appropriate operating manuals of the respective manufacturer when using mobile telephones, data media, external devices, external audio and media sources.

⚠ WARNING

The Infotainment system central computer is networked with the control units installed in the vehicle. Therefore, improper repair or improper removal and installation of the central computer increases the risk of accidents and injuries.

- Never replace the central computer with a used central computer taken from an end-of-life vehicle or a recycling facility.
- Only have the central computer removed, installed or repaired by a specialist company qualified to perform this work.

⚠ WARNING

The factory-fitted radio with integrated hardware is networked with the control units installed in the vehicle. Therefore, improper repair or improper removal and installation of the radio increases the risk of accidents and injuries.

- Never replace the radio with a used radio from end-of-life vehicles or a recycling source.
- Only have the radio removed, installed or repaired by a suitably qualified workshop.

⚠ WARNING

Accidents and injuries can occur if the driver is distracted. Reading information on the screen, operating the Infotainment system, and connecting, inserting or removing data media or audio sources while the vehicle is in motion can distract you from the road and cause accidents.

- Always drive with your full attention and responsibly.

⚠ WARNING

Unfavourable light conditions and a damaged or soiled screen may result in displays and information not being read or not being read correctly from the screen.

- Displays and information on the screen must never cause you to take any safety risks. Always drive with your full attention and responsibly.

⚠ WARNING

If the volume is too high, you may not hear acoustic signals from outside the vehicle. Excess volume can also damage your hearing. This is the case even if you are only exposed to high volumes for short periods.

- Set the volume so that you can still always hear acoustic signals from outside the vehicle (e.g. emergency service sirens).

⚠ WARNING

The volume level may suddenly change when you switch the audio or media source or connect a new source.

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- Reduce the volume before switching the audio or media source or connecting a new source.

WARNING

The following conditions can lead to situations where emergency calls, telephone calls and data transmission are not possible or are interrupted:

- If your current location is in an area with no or insufficient mobile communications and GPS reception.
- If you are in an area with sufficient mobile communications and GPS reception but the telecommunications provider's mobile network is out of order or is not available.
- If the components in the vehicle required for emergency calls, telephone calls and data transmission are damaged, not working or do not have sufficient electrical power.
- If the rechargeable battery in the mobile telephone is flat or has insufficient charge level.

WARNING

Radio stations can transmit catastrophe and danger warnings. The following conditions can prevent these warnings from being received or output:

- If your current location is in an area with no or insufficient radio reception.
- If you are in an area with adequate radio reception, but the frequency bands of the radio stations are subject to interference or are not available.
- If the loudspeakers and the components required for radio reception in the vehicle are damaged, not working or do not have a sufficient power supply.
- When the Infotainment system is switched off.

WARNING

In some countries and on some mobile networks, a call for assistance or an emergency call can be made only under the following conditions:

- A mobile telephone with unlocked SIM card and sufficient call credit is connected to the mobile phone interface of the vehicle.
- There is sufficient network coverage.

WARNING

If mobile telephones or two-way radios that are not connected to an external aerial are used, electromagnetic radiation in the vehicle could exceed limit values and thus be a health hazard for drivers and other vehicle occupants. This also applies to external aerials which have not been correctly installed.

- Maintain a minimum distance of 20 centimetres (around 8 in) between the antenna of a mobile telephone and an active medical implant, such as a pacemaker, as mobile telephones may adversely affect their functioning.
- Do not carry an operational mobile telephone close to or directly over an active medical implant (e.g. in a breast pocket).
- Switch off mobile telephones immediately if you suspect they may be interfering with an active medical implant or any other medical device.

WARNING

Mobile telephones, external devices and accessories in the vehicle that are not properly secured can be flung though the vehicle interior and cause injuries in the event of a sudden driving or braking manoeuvre or in the event of an accident.

- Safely secure or stow any mobile devices and accessories outside the deployment zone of the airbags.
- Arrange the cables for external devices and audio sources so that they do not obstruct the driver.

WARNING

Driving recommendations and traffic symbols displayed by the navigation system may differ from the current traffic situation.

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- Road signs, traffic signals, traffic regulations and local conditions have priority over the recommendations and displays provided by the navigation system.
- Adapt your speed and driving style to the current visibility, weather and road or traffic conditions.
- Certain events can make the originally planned driving time and route to the destination considerably longer or make navigation there temporarily impossible, e.g. due to a road being closed.

WARNING

Read and follow the appropriate operating manuals of the respective manufacturer when using mobile telephones, data media, external devices, external audio and media sources.

WARNING

Route the wires for external devices and audio sources so that they do not obstruct the driver.

WARNING

Switch off mobile telephones in areas where there is a risk of explosion!

WARNING

The centre armrest can obstruct the driver's arm movements. This can cause accidents and severe injuries.

- Always keep the stowage compartment in the centre armrest closed while the vehicle is in motion.

NOTICE

The radiation produced by the mobile telephone when switched on may interfere with sensitive technical and medical equipment, possibly resulting in malfunction or damage to the equipment.

- Always switch off your mobile telephone in areas where special regulations apply and when the use of mobile devices is forbidden.

NOTICE

Setting the volume too high and playing tracks too loudly or with excess distortion can damage the speakers.

- Choose the volume setting so that the loudspeakers are not damaged.

NOTICE

Your mobile telephone must always be switched off in areas where special regulations apply and when the use of mobile telephones is forbidden. The radiation produced by the mobile telephone when switched on may interfere with sensitive technical and medical equipment, possibly resulting in malfunction or damage to the equipment.

NOTICE

Insertion of objects, incorrect insertion or insertion of data media with the incorrect shape or size can damage the media drives and the unit.

- When inserting a data medium, make sure it is correctly positioned.
- Insert only suitable data media in the corresponding media drives.
- Applying force may damage the locking mechanism in theSD

  card slot.
  ●
- When inserting and removing SD

  cards, always hold them at right angles to the front of the unit and do not tilt them.
  ●
- Always remove SD

  cards horizontally and at right angles to the front of the device and without tilting them, as this can cause damage.
  ●

NOTICE

Foreign bodies and liquids adhering to a data medium can damage the media drives and the Infotainment system.

- Do not affix stickers or other similar items to the data medium. Stickers may peel off and damage the media

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drive.

- Do not use printable data media. Coatings and prints may peel off and damage the media drive.
- Use only SD
  cards that are undamaged, dry, clean and suitable.

●

Notes on use

— The Infotainment system needs a few seconds for a complete system start and does not respond to inputs during this time. During system start-up, only the rear view camera image can be displayed.

— The Infotainment system must start up completely before all displays are available and before it is possible to execute functions. The duration of a system start depends on the functional scope of the Infotainment system and can also take longer than usual particularly at low and high temperatures.

— When using the Infotainment system and the corresponding accessories, such as a headset or headphones, please observe the country-specific regulations and legal requirements.

— To ensure that the Infotainment system works, it is important to make sure the system is switched on and that, where applicable, the correct date and time are set in the vehicle.

— A missing function button on the screen does not constitute a fault in the unit; it reflects the equipment that is available in the country in question.

— Not all listed function buttons and functions may be available due to the device software used in your country. A missing Infotainment button or function button on the screen does not mean that the device is faulty.

— Some of the functions and settings of the Infotainment system are available only when the vehicle is stationary. In some countries, the selector lever must additionally be in parking position N or P. This is not a malfunction, but simply a legal requirement.

— In some countries there may be restrictions on using Bluetooth® devices. Information is available from the local authorities.

— Switch on the ignition before switching the Infotainment system back on if the 12-volt vehicle battery has been disconnected.

— If settings are modified, displays on the screen may vary and the Infotainment system may behave differently from the description in this manual in some cases.

— The Infotainment system switches off automatically when the engine is switched off and when the charge level of the 12-volt vehicle battery is low.

— In some vehicles equipped with the Park Distance Control, the volume of the current audio source is automatically lowered when the reverse gear is engaged. It is possible to adjust the volume reduction .

— Information about the software and the licence conditions is stored in the Infotainment system Setup ▸ Copyright.

— If you sell your vehicle or loan it to somebody else, make sure that all the stored data, files and settings are deleted and that the external SD
card, external audio sources and data media are removed where applicable.

— Some Infotainment functions require an active We Connect user account for the vehicle and an Internet connection. The data transfer may not be restricted when the functions are used.

— The Infotainment system is fixed permanently to the vehicle and marked with a security code, depending on the unit and country. It therefore cannot be used in another vehicle *(→ General information on Infotainment system)*.

— In order to ensure that the functionality of the system is not impaired, have any repairs or modifications to the Infotainment system performed only by a suitably qualified workshop.

— High speeds, poor weather and poor road conditions, loud noise levels, also outside the vehicle, and network quality may impair telephone calls in the vehicle.

— Repairs and modifications to the Infotainment system should be carried out only by a suitably qualified workshop.

— Using a mobile telephone in the vehicle may cause noise from the vehicle speakers.

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— Briefly pressing the buttons lightly or touching the touchscreen is sufficient to operate the Infotainment system.

Brands, licences, copyright law

More information may be available in the Infotainment system.

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Copyright law

Audio and video files saved on data media and audio sources are normally subject to national and international copyright laws. Observe legal requirements.

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Cleaning the screen

Observe this checklist when cleaning the screen:

✓ The Infotainment System is switched off.

✓ Use a clean, soft cloth that is moistened with water.

Or: Use a special cleaning cloth available from a Volkswagen Commercial Vehicles dealership.

✓ In the case of stubborn dirt:

- ✓ Moisten dirt with only a little water and allow to soak in.
- ✓ Carefully remove dirt with a clean, soft cloth.

NOTICE

The screen can be damaged if it is cleaned with the wrong cleaning agents or while dry.

- Only exert light pressure.
- Do not use aggressive or solvent-based cleaning products. These cleaning products can damage the unit and make the screen go blind.

NOTICE

If the screen is cleaned with too much moisture, it may no longer be possible to operate the screen or the screen may switch itself off.

- Dry the screen then leave the vehicle locked from the outside for at least 2 minutes.

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Overview and controls

The Infotainment system is supplied in different versions. These differ with respect to the available functions, labelling and functions of the Infotainment buttons as well as the layout of the controls.

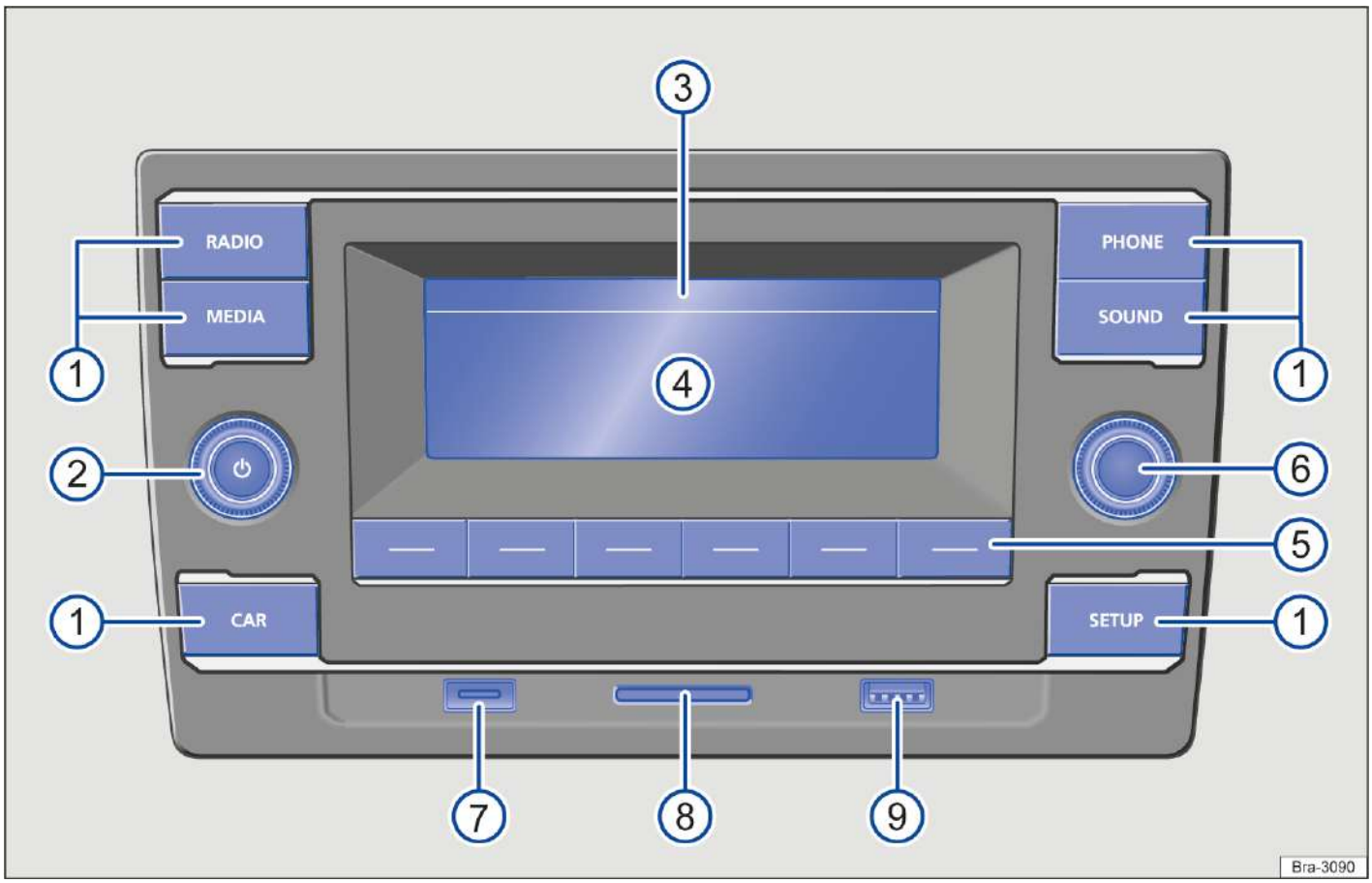


Fig. 1 Overview: Display and control unit. The layout may vary depending on unit and country.

(1) Infotainment buttons (labelled).
(2) Rotary pushbutton .
(3) Status bar.
(4) Screen.
(5) Function buttons (without label).
(6) Menu control.
(7) Microphone.
(8) SD card slot.
(9) USB port.

(1) Infotainment buttons (labelled)

1. To access a function, press the relevant Infotainment button, e.g. RADIO for the RADIO main menu.

   Infotainment buttons are operated by lightly pressing them or by tapping and holding them.

— RADIO: Open the RADIO main menu. Switch to radio mode. In radio mode, switch frequency band and, depending on the equipment, switch memory level *(→ Infotainment system overview)* .

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— MEDIA: Open the MEDIA main menu. Switch to media mode and change the media source in media mode .
— CAR: Open the vehicle settings *(→ Vehicle settings menu)*.
— PHONE: Open the PHONE main menu and telephone interface . If no mobile phone interface is installed, the currently active audio source will be muted.
— SOUND: Open the SOUND main menu and Sound settings menu *(→ Settings)*.
— SETTINGS: Open the settings menu of the active function *(→ Settings)*.

(2) Rotary pushbutton

— To switch the Infotainment system on manually, briefly press the rotary/push button .
— To adjust the Infotainment system volume, turn the rotary/push button.

(3) Status bar

— Displays the time and information about the operating status, e.g. the battery level of a connected mobile telephone.

(4) Screen

For displaying information.

— Cleaning the screen *(→ General information on Infotainment system)*.
— Opens the settings *(→ Settings)*.

(5) Function buttons (without label)

Six unlabelled function buttons are located under the screen . The current function of a function button varies depending on the current operating state. The function assigned to a function button is always shown on the screen, above the relevant button.

1. Press the function button to perform the respective function.

(6) Menu control

The menu control can be turned or pressed. The current function depends on the unit's operating state.

— Turning the control allows you to browse lists or open lists of media tracks, for example.
— Pressing the control opens selected entries, applies settings, and starts or stops functions.

(7) Microphone

For voice recording for the hands-free system.

1. To activate the hands-free system .

(8) SD card slot

Insert SD

cards *(→ Media drives)*.

1. Carefully push the SD
   card into the SD card slot with the cut-off corner first, the label facing upwards, and the contacts facing down.

(9) USB port

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1. Connect the external audio sources *(→ Connection – USB)*.

Media drives

Observe the information in the section on safety *(→ General information on Infotainment system)*.

In this manual, the SD

card slot is referred to as the internal media drive.

The type and quantity of the media drives are dependent on country and equipment and may vary within a model series and differ again in a limited edition model .

SD card slot

To use stored media such as audio files or media files in the Infotainment system, insert a compatible SD

card into the SD card slot. Supported file formats are displayed in the Infotainment system. Only supported audio files are displayed and played. Other files and file formats will be ignored , .

The SD

card slot is located on the front of the Infotainment system .

You must not use SD

card adapters.

Sizes of compatible SD cards

You must only insert SD

cards of the following dimensions into the SD card slot:

— 32 mm x 24 mm x 2.1 mm (around 1 in x 0.94 in x 0.083 in).

— 32 mm x 24 mm x 1.4 mm (around 1 in x 0.94 in x 0.055 in).

Inserting an SD card securely

1. Carefully insert a compatible SD

   card into the SD card slot with the cut-off corner first, the label facing up, and the contact surfaces facing down until you feel the card click into place.

   If you cannot insert an SD

   card, check the position and compatibility of the SD card, and inspect the SD itself.

   Playback starts automatically if the SD

   card contains readable audio files.

NOTICE

The SD

card slot, SD card or both may be damaged if you insert SD cards with force, if an SD card has the wrong dimensions or if you use an SD card adapter.

If you insert other objects, such as SIM

cards, in the SD card slot, the object, SD card slot or both may be damaged.

- Do not use excessive force when inserting SD

  cards.

- Observe the dimensions of compatible SD

  cards.

- Do not use any SD

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card adapters.

- 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 device for other files. Stored files are not recognised by the Infotainment system.

Removing an SD card

1. Stop playback.
2. Press the inserted SD card.
   The SD card is released and “jumps” to the eject position.
3. Remove the SD card.

SD card cannot be read

The unit will not change toSD card mode after loading if you insert anSD card containing data that cannot be read.

A corresponding message will be displayed.

Operating the Infotainment system

The Infotainment system is supplied in different versions. These differ with respect to the available functions, labelling and functions of the Infotainment buttons as well as the layout of the controls.

Use the Infotainment system controls to operate functions and settings.

Controls

The Infotainment system has different controls according to the equipment level:

— Infotainment buttons (labelled), e.g. RADIO.

— Rotary pushbutton.

— Menu control.

— Function buttons (without label).

Scrolling through lists, switching tracks

Select a desired function, setting or track using the menu control on the Infotainment system.

Switching the Infotainment system on and off manually

1. Briefly press the rotary pushbutton.

Switching the Infotainment system on and off automatically

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This function is dependent on the equipment level and is not available in all countries.

— Switch on automatically: Switch on the ignition. The Infotainment system switches itself on automatically as long as it wasn't switched off manually beforehand.
— Switch off automatically: Remove the vehicle key from the ignition lock. The Infotainment system switches itself off automatically.

Switch-off delay

If the switched-off Infotainment system is switched on again manually, it will switch itself off again automatically after approximately 30 minutes (switch-off delay).

Energy management

If the battery voltage falls below the minimum vehicle electrical system voltage when the ignition is switched off and the Infotainment system is switched on, an acoustic signal will sound and a corresponding message will appear on the screen. The unit should be switched off.

If the battery voltage continues to decrease, the unit will switch off automatically.

Adjusting the volume

Some volume control settings may be preset.

After switching on, the Infotainment system starts at the last selected volume setting, provided that this does not exceed the preselected maximum switch-on volume *(→ Settings)*.

Adjusting the volume

1. Turn the rotary pushbutton clockwise (louder) or anti-clockwise (quieter).

   Or: Press (louder) (quieter) on the multifunction steering wheel.

If the volume has been turned up high to play an audio source, lower it again before switching to another audio source *(→ Media)*.

Mute

Any audio source currently being played is stopped while the Infotainment system is muted. or can be displayed on the screen.

1. Turn the rotary pushbutton anti-clockwise until the audio source can no longer be heard.

Security code

Depending on the equipment and country, the Infotainment system may be protected against unauthorised use by a security code.

Once the security code has been entered for the first time, it remains stored in the vehicle (convenience radio coding).

— Please contact a Volkswagen Commercial Vehicles dealership if the security code needs to be cancelled manually. This is the case, for example, if the unit has been installed in another vehicle.
— Switch the ignition on before switching the Infotainment system back on if the vehicle battery has been disconnected.

System and sound settings

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Observe the information in the section on safety *(→ General information on Infotainment system)*.

Adjust the settings only when the vehicle is stationary.

The choice of possible settings varies depending on the country and also on the vehicle equipment.

Opening the Settings main menu

1. Press SETUP.
2. Turn the menu control to select the desired menu option.

Settings

Privacy settings
: Adjust the privacy settings and open the display of privacy settings information.

Radio
: Adjust radio settings .

Media
: Adjust media settings .

Screen
: Adjust the screen settings, e.g. select the brightness of the screen and show the clock in standby mode. Select ☑ to activate the clock in standby mode.

Time
: set time and choose format and select Summer Time. For Summer Time, activate ☑.

Date
: set the date and select the date format.

Language
: select the desired device language.

Units
: select units for distance, temperature, volume, pressure, consumption and speed.

We Connect/Connect Fleet
: Set and adjust Connect Fleet settings, e.g. manage users, perform registration, make privacy settings and manage services.

  Requires an internet connection. Not available in all countries and vehicles.

Bluetooth
: Made and adjust Bluetooth settings *(→ Connection – Bluetooth)*.

Reset all
: resets the device to the original condition. All entries and settings made will be deleted.

System information
: displays system information (device/part number, hardware and software versions, information on Bluetooth, updating software).

Copyright information
: displays the copyright information.

Site notice
: displays the site notice.

Privacy Policy
: displays the Privacy Policy.

Settings Sound

The Sound settings menu can only be accessed using the SOUND Infotainment button.

Opening the SOUND main menu

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1. Press SOUND.

Volume
adjust the volume settings.

Max. switch-on vol.
set the maximum switch-on volume.

Adjusting the volume
set the degree of speed-dependent volume control. The audio volume is raised automatically as the vehicle speed increases – speed-dependent volume control (GALA).

Audio reduction
lowers the volume when Park Distance Control is active.

The display is available depending on the country and unit version.

Bluetooth audio
set the playback volume of audio sources connected via Bluetooth.

The display is available depending on the country and unit version.

Bass - Mid - Treble
manually set sound characteristics and equaliser.

Balance
set sound focal point.

Adjusting the output volume of external audio sources

— If you need to increase the output volume of an external audio source, first lower the volume on the Infotainment system.
— If the sound from the paired external audio source is too quiet, increase the output volume on the external audio source. If this is not sufficient, set the input volume to Medium or Maximum.
— If the sound from the connected external audio source is too loud or distorted, lower the output volume on the external audio source. If this is not sufficient, set the input volume to Medium or Minimum.

Introduction

Observe the information in the section on safety *(→ General information on Infotainment system)*.

Observe country-specific regulations and legal requirements when using the unit.

Additional electrical devices connected in the vehicle can interfere with radio reception and cause noises in the loudspeakers.

Foil or metal-coated stickers attached to the windows may affect reception on vehicles with a window aerial.

The radio stations are responsible for the content of the information sent.

Setting up radio mode

1. Switch on the Infotainment system and restore factory settings *(→ Settings)*.
2. Open the RADIO main menu .
3. Search for a station in the desired frequency band or start SCAN mode if necessary *(→ Radio)*.

   The AM

   frequency band is dependent on the equipment level and is not available in all countries.
4. Store the current station to a station button *(→ Radio)*.

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RADIO **main menu**

Radio mode starts in the last selected frequency band.

The current station is displayed on the screen.

The current frequency range with memory level currently selected is shown on the screen.

If the radio data system (RDS

) is available, the station name can be displayed instead of the station frequency.

Opening the RADIO main menu

1. Depending on the country and the device, press RADIO.

Settings Radio

Please refer to *(→ Settings)*.

Opening the Radio settings

1. Press SETTINGS.
2. Turn the menu control and selectRadio.

Traffic Programme (TP)
: Availability depends on the country and the unit. traffic news monitoring. Select ☑ to activate *(→ Radio – special functions)*.

Arrow buttons
: Define the settings for the< and > arrow buttons, e.g. for station lists or preset lists.

  Station list: all receivable stations on the selected frequency band can be browsed with the arrow buttons.

  Preset list: all stored stations on the selected frequency band can be browsed with the arrow buttons.

Delete memory
: deletes all stored stations.

RDS Regional
: RDS

  that enables the display of station names, radio text and traffic news (TP). To change or activate the function, activate ☑ *(→ Radio – special functions)*.

Auto. freq. (AF)
: Availability depends on the country and the unit. automatic station tracking. Select ☑ to activate. The radio automatically switches to the frequency of the set station which currently has the best reception.

Other DAB announcements
: DAB

  announcements. Select ☑ to activate.

Autom. switch DAB-FM
: automatically switches between DAB

  and FM frequency band. Select☑ to activate.

Switch to sim. Stations
: switches to similar stations. Select☑ to activate.

Equipment features and symbols

The scope of available functions and symbols in radio mode depend on the equipment and country.

The symbols may have a different appearance in some Infotainment systems.

Equipment

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The scope of available functions and possible reception modes and frequency bands available depend on equipment and country.

— AM
tuner.
— FM
dual tuner (antenna diversity).
— Station list.
— Station buttons as storage locations for favourites.
— Preset list.
— Stations stored to station buttons in a list for each frequency band.
— Station logos.
— Aerial amplifier.
— DAB
/DAB+.

General symbols in radio mode

Updates the station list.

No DAB
reception possible.

Station currently being played.

AM
Select AM
reception mode.

FM1-4
Example of how a stored station is displayed. The displayed station is stored in the FM
1 memory level, function button 4.

Tuning, selecting and storing stations

Selecting stations

1. Select the desired frequency band *(→ Radio)*.

   A stored station can only be played if it can be received at your current location.

2. Briefly press the function button under < or >. The unit only switches to stored or receivable stations, depending on what settings have been made for the arrow buttons. The settings for the arrow buttons can be changed in the Radio settings menu *(→ Radio)*.

   Or: press the function button to open the station list.

3. Turn and press the menu control to change the radio station frequency manually.

   Or: if stations are stored on function buttons, briefly press the function button under the stored station frequency.

Tuning to a station frequency manually

1. Turn the menu control to change the frequency gradually.

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2. Turn the menu control to change the frequency gradually.

   Or: press and hold the function button under< or > to browse through the frequency band quickly. When you release the button, the unit automatically tunes to the next available station.

Manually storing stations to station buttons

1. Select the frequency band and memory level *(→ Radio)*.
2. To call up the storage spots(station buttons), press the function button under ⌄.
3. Select the desired station.
4. Press and hold the function button under the desired station button until an acoustic signal sounds. The station currently playing is then stored to that function button.

Storing a station to a pre-assigned function button overwrites the station previously stored to that button.

Storing stations automatically (AUTOSTORE)

The Autostore function automatically stores the stations with the strongest reception at the current location to the station buttons on memory levels DAB1/DAB2/DAB3, FM1/FM2/FM3 or AM1/AM2/AM3.

The availability of memory levels and the RADIO Infotainment button varies by country and unit.

1. Press and hold RADIO for approx. 10 seconds, then release.

   Autostore is displayed on the screen during the storage process. This operation can take a few seconds.

   No stations available is displayed on the screen if the radio cannot receive any stations.

Changing frequency band and memory level

Depending on the equipment and country, frequency bands and memory levels may not be available in all vehicles.

The DAB

/DAB+ function and the DAB frequency band are not available in all vehicles.

1. Depending on country and device, you may be able to switch to the desired frequency band and to open the selection menu by pressing RADIO again.
2. To display a memory level in the desired frequency band, press the function button under ⌄.
3. To select a memory level in the desired frequency band, press the function button under the desired memory level displayed.

The selection menu closes automatically after a certain period of inactivity.

Every frequency band has up to four storage spots(station buttons) at every memory level.

FM
: FM

  frequency band with memory levels FM1, FM2 and FM3.

AM
: AM

  frequency band with memory levels AM1, AM2 and AM3.

DAB
: DAB

  frequency band with memory levels DAB1, DAB2 and DAB3.

Special functions in radio mode

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Station list

All available stations in the currently selected frequency band are displayed in the station list.

Opening the station list

1. Press the function button under ☰.

Closing the station list

The station list closes automatically after a short period of inactivity.

1. Press the function button under ⮌ to close the station list.

The special functions in Radio mode listed below may not be available in all Infotainment systems depending on the equipment and country.

TP (Traffic Programme)

The TP

(Traffic Programme) function is only available in some countries and for some unit versions.

Traffic news stations are not available in all countries.

Traffic news monitoring with the TP

function is only possible if a traffic news station is available (display: TP).

In FM

mode, the selected station must support the TP function. Traffic news monitoring will not be possible if a station is selected that does not support the TP function after the TP function has been switched on (display: No TP).

Some stations that do not broadcast their own traffic news support theTP

function through a link to a traffic news station (EON).

Switching the TP function on and off

1. Press SETTINGS.
2. To select the Radio menu option, turn and press the menu control.
3. Activate ☑ or deactivate ☐ Traffic Programme (TP).

Activated TP function and station selection

TP is displayed in the status line in radio mode while traffic news monitoring is on. Traffic announcements broadcast by the current station or a linked traffic news station will interrupt the current radio mode.

If the currently selected traffic news station can no longer be received,No TP is also displayed and you will have to start a manual station search.

In AM

or media mode, the unit will always automatically tune to a traffic news station in the background, if one is available . This procedure may take some time.

SCAN function

When the scan function (SCAN) is running, all available stations on the current frequency band are played in sequence for approximately 5 seconds each.

1. Select the desired frequency band *(→ Radio)*.
2. Briefly press the menu control to start the scan function.Scan is displayed in the status line.

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Depending on the unit version, Scan flashes on the screen while the SCAN function is active.

3. Press the menu control to stop the scan function.

Introduction

Observe the information in the section on safety *(→ General information on Infotainment system)*.

MEDIA **main menu**

Various media sources can be selected and controlled in media mode.

If the previous media source played is still available, playback from this media source will be continued automatically.

The selected media source is always displayed in the status line when media mode is active.

In the MEDIA main menu, the following information is shown on the screen:

— Info: Track, album, artist etc. .

— Track name.

— Track playing time in minutes and seconds.

— MIX and REPEAT playback modes.

— Currently selected media source.

Opening the MEDIA main menu

1. Press MEDIA to switch to the MEDIA main menu and to media mode.

MEDIA **settings**

Please refer to *(→ Settings)*.

Opening the MEDIA settings

1. Press SETUP.
2. Turn the menu control and select Media.

Mix/Rpt incl. subfolders
includes subfolders in the selected playback mode. Select ☑ to activate *(→ Media)*.

Audio sources

The term “audio sources” is generally used for data media or any media on which music tracks, audio plays or other audio files are stored. Playback is possible via the SD

card slot, the USB connection and the Bluetooth interface of the Infotainment system.

Restrictions and notes

Contamination, exposure to high temperatures and mechanical damage can render storage devices unusable. Please observe the manufacturer's instructions.

Variations in the quality of storage devices from different manufacturers can lead to problems during playback.

The unit may be unable to read individual tracks or the entire storage device due to the configuration of the storage device or the devices and programs used for recording. Information about the best ways to create audio files and configure storage devices, e.g. compression rate, can be found online.

The reading time may vary considerably depending on the size, state (copying and deletion operations), folder

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structure and file type of the data medium used. Complex folder structures can also slow down the reading of a data medium.

No liability can be accepted for damaged or lost files on the storage devices.

The owners of the audio sources or data media are responsible for their content.

Media source and audio file requirements

The supported file formats listed are collectively referred to below as “audio files”.

Requirements for playing audio files

Applies to SD

memory cards up to max. 2 GB, SDHC memory cards up to max. 32 GB and USB storage media with the FAT16 and FAT32 file system:

- ✓ MP3

  files, .mp3, with bit rates of between 48 and 320 kbit/s or with variable bit rate.
- ✓ WMA

  files, .wma, up to 9.2 mono/stereo and up to 192 kbit/s without copy protection.
- ✓ Maximum of 512 folders and maximum of 65535 files on one data medium.
- ✓ Folder structures with a maximum of eight levels.
- ✓ Maximum size of a single file in the FAT32 file system: 4 GB.

Prerequisites for the playback of audio files via Bluetooth

- ✓ The external audio source supports theA2DP

  or the AVRCP Bluetooth V 1.4 profile and is paired with the Infotainment system *(→ Connection – Bluetooth)*.
- ✓ The external audio source is paired with the Infotainment system *(→ Connection – Bluetooth)*.

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Playing order for audio data media

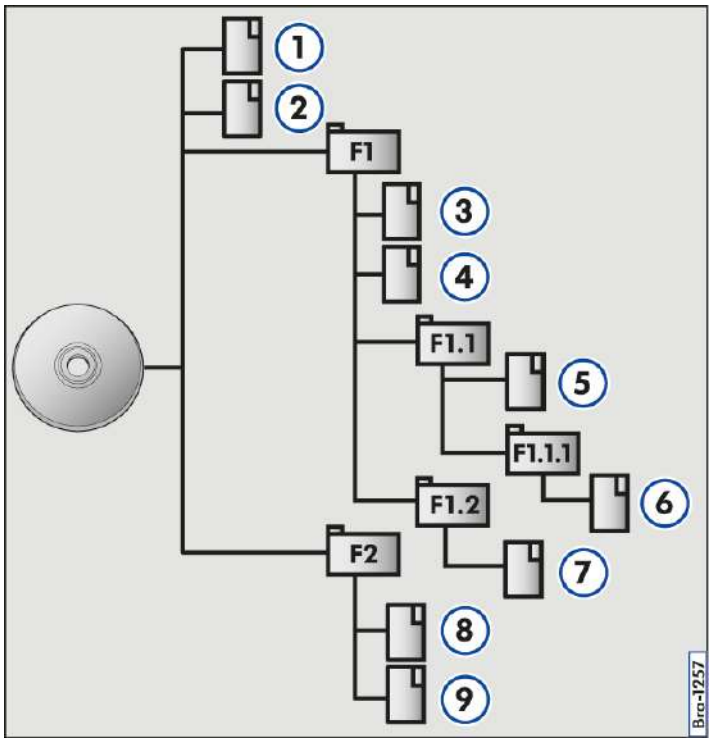


Fig. 1 Possible structure on a storage device.

Audio files on data media are often sorted by folders to set a certain playing order. Tracks and folders on a storage device are each sorted by name, numerically and alphabetically. Subfolders are treated like folders and numbered in accordance with the sequence on the data medium.

The illustration → *Fig. 1* shows a typical data storage device that contains tracks, folders and subfolders. The tracks and folders on this storage device are played and displayed in the following order:

1st

Track (1) and (2) in the root directory, Root.

2nd

Track (3) and (4) in the first folder F1 on the root directory. Display: 01.

3rd

Track (5) in the first subfolder F1.1 of the folder F1. Display: 02.

4

Track (6) in the first subfolder F1.1.1 of the subfolder F1.1. Display: 03.

5

Track (7) in the second subfolder F1.2 of the folder F1. Display: 04.

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6

Tracks (8) and (9) in the second folder F2. Display: 05.

The playing order can be altered by selecting different playback modes (MIX or REPEAT) *(→ Media)*.

Equipment features and symbols

The scope of available functions and symbols in media mode depend on equipment and country.

The symbols may have a different appearance in some Infotainment systems.

Equipment

Audio, media, connectivity

— Audio playback in the following formats:
  — AAC
  .
  — ALAC
  .
  — AVI
  .
  — FLAC
  .
  — MP3
  .
  — MP4
  .
  — WMA
  .
— Media playback and control via Bluetooth.

General symbols in radio mode

Open the folder and track list.

Symbols in the folder and track list

— Press the function button under to open the track list.

Explanations of the symbols in a media source's track list:

Displays a parent folder.

Current track.

Select higher level.

Close the folder and track list.

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Symbols for media sources

USB

storage device or external audio source connected via the USB connection *(→ Connection – USB)*.

External audio source connected via the Bluetooth audio source *(→ Connection – Bluetooth)*.

SD

card in the internal SD card slot *(→ Media drives)*.

Symbols for changing tracks and fast forward

< or > Browsing tracks.

< Briefly press the function button once: Jump to the start of the current track. If the track running time is less than 3 seconds, the system will go to the start of the previous track.

Press and hold the function button: Fast reverse.

> Briefly press the function button once: Go to the next track. Changes from the last track to the first track on the storage device that is being played.

Press and hold the function button: Fast forward.

Symbols for playback modes (MIX, REPEAT)

MIX: random playback of track in the current folder or subfolder.

REPEAT: all tracks are repeated after they have been played once or the current track is repeated .

Selecting and playing the media source

Selecting the media source

1. Press MEDIA in the MEDIA main menu to display the selection menu.

   All selectable media sources are shown in the bottom line of the screen. In certain operating states, e.g. while the unit is reading a media source, it is not possible to select any media sources.

2. Select the desired media source *(→ Media)*.

   You can only select a media source if it is inserted in or connected to the Infotainment system.

   — SD
   card in the internal SD card slot .
   — USB
   storage medium or external audio source via the USB port.
   — External audio source via the Bluetooth audio source.

3. Briefly press the function button under the relevant display to select the desired media source.

Manual track change

You can browse through the tracks on the media source that is currently playing.

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Note the playing order of audio data media *(→ Media)*.

Browsing tracks

Please refer to *(→ Media)*.

1. Press the function button under < or >.

Folder and track list

Selecting from the folder and track list

1. Press the function button under ☰ to open the track list.
2. Press the menu control to browse through the list.

   Or: Press the function button under 🏷 to select a higher level.
3. Briefly press the menu control to play the track or open a folder.
4. Press the function button under ✕ to open the folder and track list.

   Or: Press MEDIA.

The list of folders and tracks closes automatically if you do not set or adjust a setting in the folder and track list for longer than approx. 1 minute.

Changing display mode

Any additional information stored in the audio files (ID3 tag forMP3

files) can be displayed on the screen.

When an audio file which does not contain information is playing, onlyTRACK and the track number are displayed on the screen, in the same sequence as on the data medium.

Playback modes (MIX, REPEAT)

Refer to the information on the playing order of files and folders *(→ Media)*. Include subfolders in the selected playback mode *(→ Settings)*.

1. Select the playback mode *(→ Media)*.

   — MIX playback mode.

   — REPEAT playback mode.
2. Press the corresponding function button under 🔁, 🔂 or 🔀 to select the desired playback mode.

   The active function is highlighted.

Introduction

Observe the information in the section on safety *(→ General information on Infotainment system)*.

Before using the unit for the first time

After the unit has been reset to its factory settings, you should carry out the following steps before using it again for the first time in order to set up the mobile phone interface:

Checklist

✓ Observe general safety notes *(→ General information on Infotainment system)*.

✓ Check whether your mobile telephone is suitable and supports Bluetooth.

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✓ Activate Bluetooth on the mobile telephone and set it to visible.

✓ Pair and connect the mobile telephone to the Infotainment system.

✓ Familiarise yourself with the functions and telephone menus.

The telephone functions described in the following section can be accessed via the Infotainment system if a mobile telephone is paired and connected.

The requirement for a connection between a mobile telephone and the Infotainment system is that the mobile telephone supports the Bluetooth function. If no mobile telephone is connected, the telephone functions are not available on the Infotainment system.

Observe the information on using mobile devices in the vehicle *(→ General information on Infotainment system)*.

How the individual telephone menus are displayed depends on the functional scope of the mobile telephone being used. There may be differences.

Use compatible Bluetooth devices only. Information on compatible Bluetooth products is available from your Volkswagen Commercial Vehicles dealer or on the internet.

Most electronic devices are shielded against high-frequency signals. In rare cases, however, electronic devices may not be shielded against high-frequency signals emitted by the mobile telephone interface. This can cause interference.

Some functions and settings are only available when the vehicle is stationary and are not supported by all mobile telephones.

The choice of possible settings varies depending on the country and also on the vehicle equipment.

The availability of contacts and call lists depends on the mobile telephone being used.

You can activate up to 20 devices with the telephone control system.

You can only connect one device that uses both the hands-free profile (HFP

) and the audio playback profile (A2DP) at the same time .

Some networks might not support all language-dependent characters and services.

Observe country-specific regulations when using a headset.

Using a mobile telephone in the vehicle may cause noise from the vehicle speakers.

PHONE **main menu**

The name of the mobile network operator (provider) with which the SIM

card of the connected mobile telephone is registered and the name of the connected mobile device are shown on the screen.

It takes a few minutes following the initial pairing process before the phone book data from the paired mobile telephone is available on the Infotainment system.

Opening the PHONE main menu

— Press PHONE. Any current audio playback is continued.

PHONE **settings**

Opening the PHONE settings

Depending on the vehicle equipment, theTelephone settings menu may open when theBluetooth menu option is

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selected in the Settings main menu.

1. Press SETUP.
2. Turn the menu control and select Bluetooth.

Display: Meaning
Name: VW Radio
Visibility: Switches Bluetooth visibility on and off. Select☑ to activate. Visible: Bluetooth visibility is activated. Not visible: Bluetooth visibility is deactivated. Bluetooth visibility has to be activated before an external Bluetooth device can be paired with the Infotainment system.
Select mobile phone: Display paired devices. Disconnecting and connecting individual Bluetooth devices and Bluetooth profiles. Finds Bluetooth® devices that are set to visible and are within the range of the Infotainment system. The maximum range is approximately 10 metres.
Delete paired devices: delete any or all user profiles.
Sort by...: set the way the phone book entries are sorted (First name or Last name).
Import contacts: displays information about importing contacts.
Ring tone: Either the selected ringtone or the ringtone set in the mobile phone is sounded, depending on what mobile phone is being used. select a ring tone from the list of preset ring tones. The selected ring tone is played and stored when you leave the submenu.
Mobile telephone reminder: Reminder message: Select☑ to activate. If there is a Bluetooth connection to a mobile telephone, a corresponding message appears on the screen when you switch off the ignition.

Equipment features and symbols

The available functions and the symbols depend on the vehicle equipment and country.

The symbols may have a different appearance in some Infotainment systems.

General symbols

Indicates an existing Bluetooth connection to a mobile telephone.

Battery charge level of a mobile telephone connected to the mobile phone interface via hands-free telephony.

Opens the phone book in the paired mobile telephone *(→ Mobile phone interface)*.

Voice control mode is called up *(→ Mobile phone interface – special functions)*.

Pair and connect the mobile telephone to the Infotainment system.

Manage mobile telephones.

During a telephone call

Press the function button under this symbol to accept a call.

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Press the function button under this symbol to reject or end a call.

Switching to mute: Press the function button under this symbol to mute the mobile phone interface microphone during a call. Press the function button again to unmute the microphone.

Switching to mute: Press the function key under this symbol to mute the ringtone during a call. Press the function button again to unmute the ringtone.

Press the function button under this symbol to make the call only on the mobile telephone. Press the function button again to make the call using the mobile phone interface once more.

Call lists

Opens the call lists of the connected mobile telephone *(→ Mobile phone interface)*.

Show telephone numbers from missed calls and calls not taken.

Shows telephone numbers that were dialled on the mobile telephone and the telephone control system.

Shows telephone numbers that were accepted via the mobile telephone and the telephone control system.

Areas where special regulations apply

Switch off the mobile telephone and mobile phone interface in areas where there is an explosion hazard *(→ Mobile phone interface)*. These areas are often clearly marked, but not in all cases. This includes, for example:

— Areas immediately around chemical pipelines and tanks.

— Lower decks of ships and ferries.

— The area around vehicles that run on liquefied petroleum gas, e.g. propane or butane.

— Places where there are chemicals or particles such as flour, dust and metal powder in the air.

— All other places where the vehicle engine must be switched off.

WARNING

Switch off your mobile telephone in potentially explosive atmospheres!

NOTICE

Your mobile telephone must always be switched off in areas where special regulations apply and when the use of mobile telephones is forbidden. The radiation produced by the mobile telephone when switched on may interfere with sensitive technical and medical equipment, possibly resulting in malfunction or damage to the equipment.

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Bluetooth technology

Bluetooth technology is used to connect a mobile telephone to the mobile telephone interface of the vehicle. The devices have to be paired with each other once before the mobile telephone interface can be used with a Bluetooth mobile telephone.

Some Bluetooth mobile telephones are detected and connected automatically when the ignition is switched on, if a connection already exists. For this to happen, the mobile telephone itself and the Bluetooth function in the telephone must be switched on and all active Bluetooth connections to other units must be disconnected.

The Bluetooth connection is free of charge.

Bluetooth profiles

When a mobile telephone is connected to the mobile phone interface, data is exchanged via one of the Bluetooth profiles *(→ Mobile phone interface – Bluetooth)*.

— Bluetooth Hands-Free Profile (HFP

): If a mobile telephone is connected to the telephone control system viaHFP, you can make calls wirelessly via the hands-free system. Many other mobile phone interface functions are not available. The vehicle's external aerial cannot be used in this case. Observe the information on using mobile devices in the vehicle *(→ General information on Infotainment system)*.

— Advanced Audio Distribution Profile (A2DP

): Bluetooth profile for transmitting audio signals in stereo quality.

Settings *(→ Mobile phone interface)*.

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Pairing and connecting a mobile telephone with the mobile phone interface

Before the mobile phone interface can be used, a one-time pairing process with the mobile telephone must be carried out so that the units recognise each other. A user profile is created in the mobile phone interface, and the mobile telephone is then assigned uniquely to this profile.

Each mobile telephone must be paired once with the mobile phone interface via Bluetooth. This pairing procedure can take a few minutes. Pairing can take place only when the vehicle is stationary.

Prerequisites

✓ The ignition is switched on.

✓ The mobile telephone is switched on.

✓ The headset, if connected, is disconnected from the mobile telephone.

✓ The Bluetooth function is enabled and set to visible on the mobile telephone and the Infotainment system.

✓ Active calls on the mobile telephone and any Bluetooth connections which may switch on automatically are ended and deactivated.

✓ The automatic key lock and the screen saver are deactivated.

Follow the operating manual for the mobile telephone.

Inputs must be made on the mobile telephone during the pairing process. The mobile telephone has to be at hand for this.

Pairing a mobile telephone

1. Press PHONE.
2. Press the function button under 🔍.

   Once the search process is complete, the names of all Bluetooth devices found will be displayed on the screen.
3. Turn the menu control and then press to select the mobile telephone to be paired from the list of detected Bluetooth devices.

   The Infotainment system and the mobile telephone are now paired. Further inputs may be required on the mobile telephone and Infotainment system to complete the connection of both devices.
4. If necessary, confirm the pairing on the mobile telephone.

   Depends on the mobile telephone:

   — Enter the PIN

   displayed on the Infotainment system screen into your mobile telephone and confirm.
   Or: Compare the PIN

   displayed on the Infotainment system screen with the PIN displayed on the mobile telephone. If thesePINs match, confirm them on both devices.

The PHONE main menu is displayed and the phone book and the call lists stored in the mobile telephone are loaded automatically once pairing has been completed. You may need to confirm the loading process on the mobile telephone.

The time taken by the loading process varies depending on the amount of data stored in the mobile telephone.

This data is available on the Infotainment system once the loading process is completed.

⚠ WARNING

Carrying out the pairing while driving may cause accidents or injuries.
- Only ever pair devices when the vehicle is stationary.

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When some mobile telephones are paired, a PIN is shown on the display of the telephone. To finish the pairing procedure, enter this PIN on the Infotainment system.

Pairing and connecting mobile telephones

Several mobile telephones can be paired with the Infotainment system, but only one mobile telephone can be connected to the Infotainment system at the same time.

When the Infotainment system is switched on, a connection is automatically set up with the mobile telephone that was connected last. If no connection can be set up with this mobile telephone, the telephone control system automatically attempts to set up a connection with the next mobile telephone in the list of paired devices.

Bluetooth connections have a maximum range of 10 metres. Any active Bluetooth connection is interrupted when this distance is exceeded. The connection is automatically restored as soon as the device enters the Bluetooth range.

Please contact a Volkswagen Commercial Vehicles dealership for additional information about pairing and connecting mobile telephones.

To prevent misuse, deactivate visibility on the mobile telephone when the pairing process is complete.

For the device search, select a location where only a few Bluetooth devices are expected. The search range for Bluetooth is approximately 10 metres.

User profile

A connected mobile telephone is stored in the telephone control system as a user profile.

Data from the mobile telephone is stored in the user profile, e.g. phone book data in the Bluetooth menu.

A maximum of four user profiles can be stored for mobile telephones in the telephone control system at the same time. If another mobile telephone is connected, the user profile which has not been used for the longest amount of time will be deleted automatically.

If the mobile telephone is reconnected to the telephone control system, the data and settings are available again.

If phone book entries in the mobile telephone are changed with an existing connection, a manual update of the phone book data can be triggered via the Bluetooth menu *(→ Mobile phone interface)*. The phone book will be automatically updated when the mobile telephone is connected again (e.g. on your next journey).

1. Reset the Infotainment system to factory settings to delete the stored data completely.

Using the mobile phone interface and making phone calls

The telephone functions described in the following section can be accessed via the Infotainment system if a mobile telephone is paired and connected.

The requirement for a connection between a mobile telephone and the Infotainment system is that the mobile telephone supports the Bluetooth function.

If no mobile telephone is connected, the telephone functions are not available on the Infotainment system.

Observe the information on using mobile devices in the vehicle *(→ General information on Infotainment system)*.

How the individual telephone menus are displayed depends on the functional scope of the mobile telephone being used. There may be differences.

Use compatible Bluetooth devices only. Information on compatible Bluetooth products is available from your Volkswagen Commercial Vehicles dealer.

The choice of possible settings varies depending on the country and the vehicle equipment.

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Accepting or rejecting a call

An incoming telephone call and the caller's telephone number are displayed on the screen.

If the caller's telephone number is stored in the phone book, the caller's stored name is displayed.

When you answer a call, the display will switch to call mode.

In call mode, the duration of the call and the stored name of the caller are displayed on the screen during the call.

Switching off the mobile phone interface

1. End any active telephone call.
2. Switch off the ignition.
3. Remove the vehicle key from the ignition lock.

   The mobile phone interface is switched off if there is no active telephone call.

If a mobile telephone was connected to the mobile phone interface, the mobile telephone transmitter will remain switched on after the mobile phone interface is switched off. If necessary, the mobile telephone must be switched off.

Call lists **menu**

For telephone numbers that are already stored as contacts, the stored name is displayed in the call list instead of the telephone number.

The availability of contacts and call lists depends on the mobile telephone being used.

Opening the Call lists menu

1. To open the call lists, press the function button under .
2. Turn the menu control to search up or down through the call lists. An entry is always highlighted.
3. Press the menu control to select the desired entry and start dialling.

Special functions of the mobile phone interface

Phone book **menu**

It can take a few minutes after the first pairing process until the phone book data from the mobile telephone is available on the Infotainment system.

Opening and searching the phone book

1. Press the function button under to open the phone book.
2. Turn the menu control to search up or down through the phone book. A phone book entry is always highlighted.
3. Press the menu control to select the desired phone book entry.

   If only one number is assigned to the selected phone book entry, the dialling process will start immediately.

   If two or more telephone numbers are stored for the selected phone book entry, a submenu with all stored telephone numbers will open. Select the desired telephone number to start dialling.

Closing the submenu or phone book

The display always switches back one level, i.e. from a submenu to the phone book and from the phone book to the PHONE main menu.

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1. Press the function button under ↩.

   Or: press PHONE to access the PHONE main menu directly.

Voice control mode **menu**

If the paired and connected mobile telephone has “voice control mode”, this function can be called up via the function button under 🎙.

1. Press the function button under 🎙.

   The communication channel to the mobile telephone is opened.

2. Follow the instructions on the mobile telephone.

Introduction

Comply with the instructions given in the safety section *(→ General information on Infotainment system)*.

Some external devices can be paired with the Infotainment system using wired and wireless connections, if available in the vehicle.

The type and number of media drives and cable and wireless connections differ by equipment package and are not available in all countries. The connections may also be different within a model series or in special-edition models.

In the case of cable connections, use only the original device connecting cables or, if available, the factory-supplied connecting cables for your vehicle.

If the adapter or plug on the connecting cable cannot be inserted, check the angle of insertion and the connections.

Only supported audio files are displayed. Other files are ignored *(→ Media)*.

NOTICE

Use only suitable and undamaged connecting cables for wired connections.

- When inserting the adapter and plug of the connecting cable into the appropriate port, ensure that they are correctly positioned and apply only light pressure. Applying too much pressure may damage both the unit connection and the adapter or plug of the connecting cable.
- Make sure that the connecting cable is not pinched or sharply bent.
- Using unsuitable or damaged connecting cables and adapters may damage devices and cause them to malfunction.

If a connected device is not recognised, disconnect all devices and connect the device again. If necessary, check that the connecting cable you are using is working properly.

If a connected device malfunctions, restart the device. In some cases this will remedy the fault.

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USB port

The USB

connection is a cable connection which can be operated only using a suitable connecting cable.

The USB

port supplies the voltage of 5 volts customary forUSB.

The type, quantity and installation locations of theUSB

ports depend on the equipment and market .

The Infotainment system only supports mass storage and audio sources in mass storage mode. Please refer to the description of your audio source on how to activate this mode.

Audio files on an external data medium connected to theUSB

port can be played and controlled via the Infotainment system.

You can also connect remote control players, e.g. an iPhone. In this case, you can only use the connection to charge the battery in the remote control player. You can only play music from the remote control player via the Bluetooth interface *(→ Connection – Bluetooth)*.

The following USB

ports may be available in the vehicle:

— USB

port : suitable for data transfer and charging.

— USB

connection or : Suitable for charging function only.

A USB

port with data transmission is located on the front of the Infotainment system.

Connecting the external data media to the USB port

1. Reduce the volume on the Infotainment system.
2. Connect external data medium to the USB

   port.

Playback can start automatically if the data storage device contains playable files.

Check which type of USB
port is installed in your vehicle before connecting an audio source.

Do not connect or use
USB

extension cables or USB hubs.

Notes and restrictions

The number of USB

connections and compatibility with Apple devices as well as other media players depend on the equipment.

Due to the large variety of data storage devices and the various iPod, iPad and iPhone generations available, it is not possible to guarantee fault-free operation of all functions described here.

Depending on the Infotainment system used, external hard drives with a capacity greater than 32 GB sometimes have to be reformatted for the FAT32 file system. You can find the necessary software and information online, for example.

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Terminating the connection

The connected data medium must be prepared for removal before you disconnect it.

Apple devices and devices with “Media Transfer Protocol” (MTP

) can be disconnected from the system without logging off.

1. Press MEDIA.
2. Turn and press the menu control to select theSettings menu option.
3. Press the function button under Media settings ▶ Remove safely. Press ▶ USB.

   The menu option is greyed out once the data medium has been removed successfully.
4. Remove the data medium from the Infotainment system.

Bluetooth interface

The Bluetooth interface is a wireless connection.

Bluetooth audio sources such as mobile telephones can be connected via the Bluetooth interface.

In Bluetooth audio mode, audio files from a Bluetooth audio source(e.g. mobile telephone) that is connected via Bluetooth can be played over the vehicle loudspeakers (Bluetooth audio playback).

When the symbol is displayed in the status line, Bluetooth audio mode is active.

Bluetooth audio mode is available only if the vehicle is equipped with a factory-fitted mobile phone interface that supports this function *(→ Mobile phone interface – Bluetooth)*.

Bluetooth profiles

The Infotainment system is factory-fitted with a Bluetooth interface.

Only one Bluetooth device can be connected at a time.

The following Bluetooth profiles may be available in the specified or a newer version:

— HFP

1.7.
— Telephony and speakerphone.

— A2DP

1.3.
— Music playback.

— AVRCP

1.6.
— Display and operation of music playback.

— Transmission of Cover Arts.

— PBAP

1.2.
— Access to phone book and call lists.

Bluetooth audio transmission

Prerequisites

✓ The Bluetooth audio source is paired and connected with the Infotainment system – the Bluetooth interface linked to the mobile phone interface *(→ Mobile phone interface – Bluetooth)*.

✓ The Bluetooth audio source supports theA2DP

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Starting Bluetooth audio transmission

1. Reduce the volume on the Infotainment system.
2. Switch on Bluetooth visibility on the external Bluetooth audio source, e.g. mobile telephone.
3. Press MEDIA.
4. If necessary, start playback on the Bluetooth audio source manually.

When playback on the Bluetooth audio source is stopped, the Infotainment system remains in Bluetooth audio mode.

Controlling playback

The extent to which the Bluetooth audio source can be controlled via the Infotainment system varies depending on what Bluetooth audio source is connected.

With media players that support the AVRCP

Bluetooth profile, playback on the Bluetooth audio source can be automatically started or stopped when the unit is switched to Bluetooth audio mode or to a different audio source. Depending on the Bluetooth audio source, it may also be possible to display the track and change the track using the Infotainment system.

Due to the large number of possible Bluetooth audio sources, it is not possible to guarantee fault-free operation of all described functions for all sources. The Volkswagen Commercial Vehicles website contains a list of compatible mobile telephones.

Always switch off the warning and service tones on a connected Bluetooth audio source, e.g. key tones on a mobile telephone, to prevent interference noise and malfunctions.

With some units, the Bluetooth audio connection will be disconnected automatically if an external media player is connected to the Infotainment system via Bluetooth and the USB port simultaneously.

Infotainment system overview

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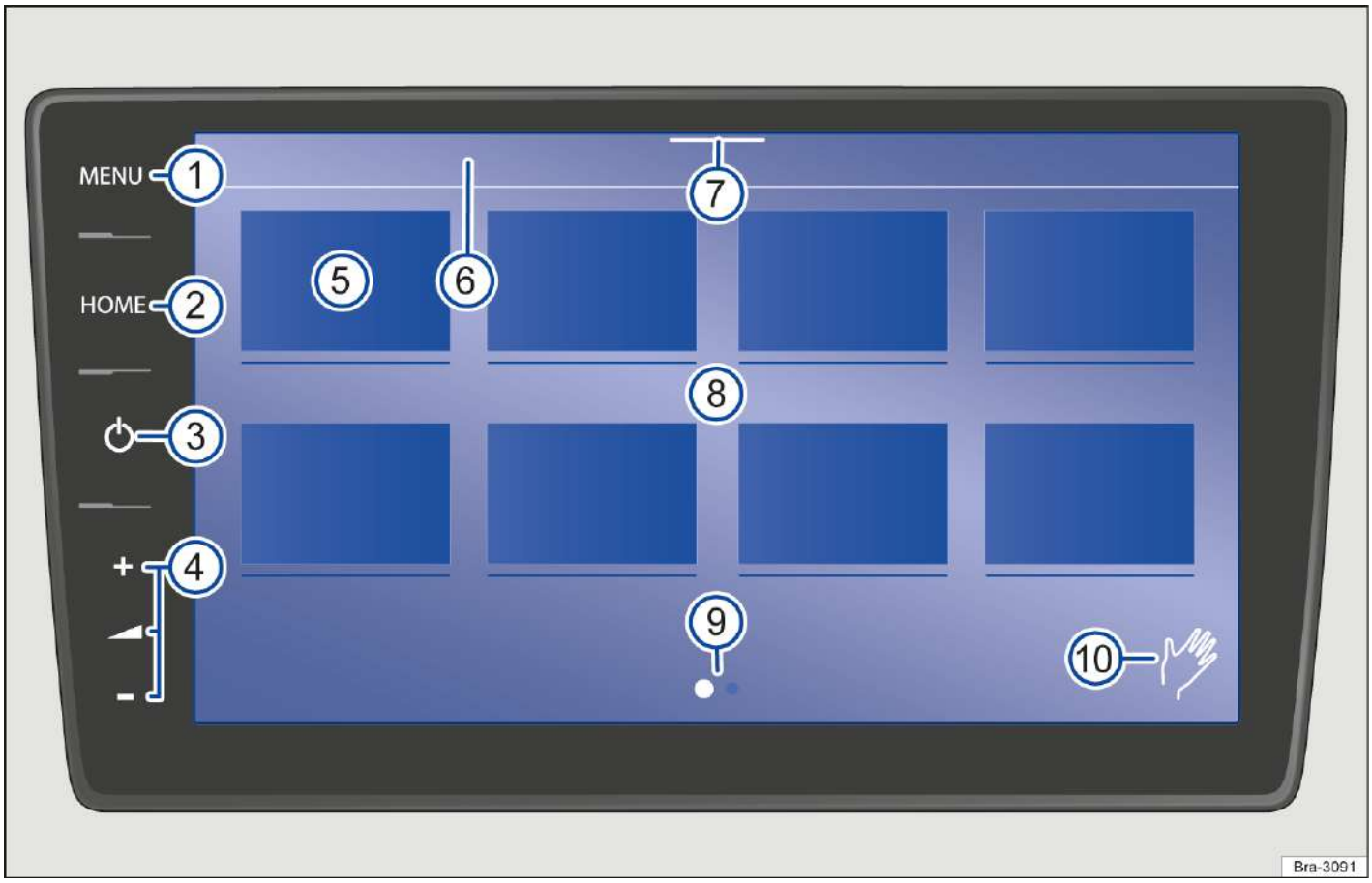


Fig. 1 Overview of 9.2″ version of the Infotainment system.

1. MENU.
2. HOME.
3. Sensor field ⏻ (Infotainment system on or off).
4. Sensor fields for volume.
5. Function button for main menu.
6. Status bar.
7. Control centre.
8. Screen (touchscreen).
9. Views.
10. Gesture control is switched on.

You will find further information and tips on using the Infotainment system on *(→ Infotainment system overview)*.

1 and 2 MENU and HOME

— Tap MENU to open the start screen.
— Tap HOME to open the views.

3 Sensor field ⏻ (Infotainment system on or off)

1. Tap to switch the Infotainment system on or off manually.

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(4) Sensor fields for volume

1. Tap to adjust the volume.

(5) Function button for main menu

The position of the function buttons can be configured *(→ Infotainment system overview)*.

1. Tap the corresponding function button to open a main menu, e.g. for the mobile phone interface.

(7) Control Centre

There are additional function buttons for functions and notifications in the control centre. You can configure the displayed functions *(→ Infotainment system overview)*.

1. To open the Control Centre, tap and hold the marking and slide it down.

(8) Screen (touchscreen)

The Infotainment system functions are operated via the screen. A detailed description of the different finger movements can be found in the digital instructions.

1. Tap MENU ▸ ⓘ ▸ Operation.

(9) Views

Some submenus and functions have several views with different content. The current view is highlighted.

— Tap the highlighted area to change the view.

— Tap and swipe to the left or to the right across the screen to switch between views.

Scroll bar (without position number)

Some menus and functions have further content above or below the current screen view.

1. Tap the scroll bar and swipe it up or down to display the additional content.

Media drives

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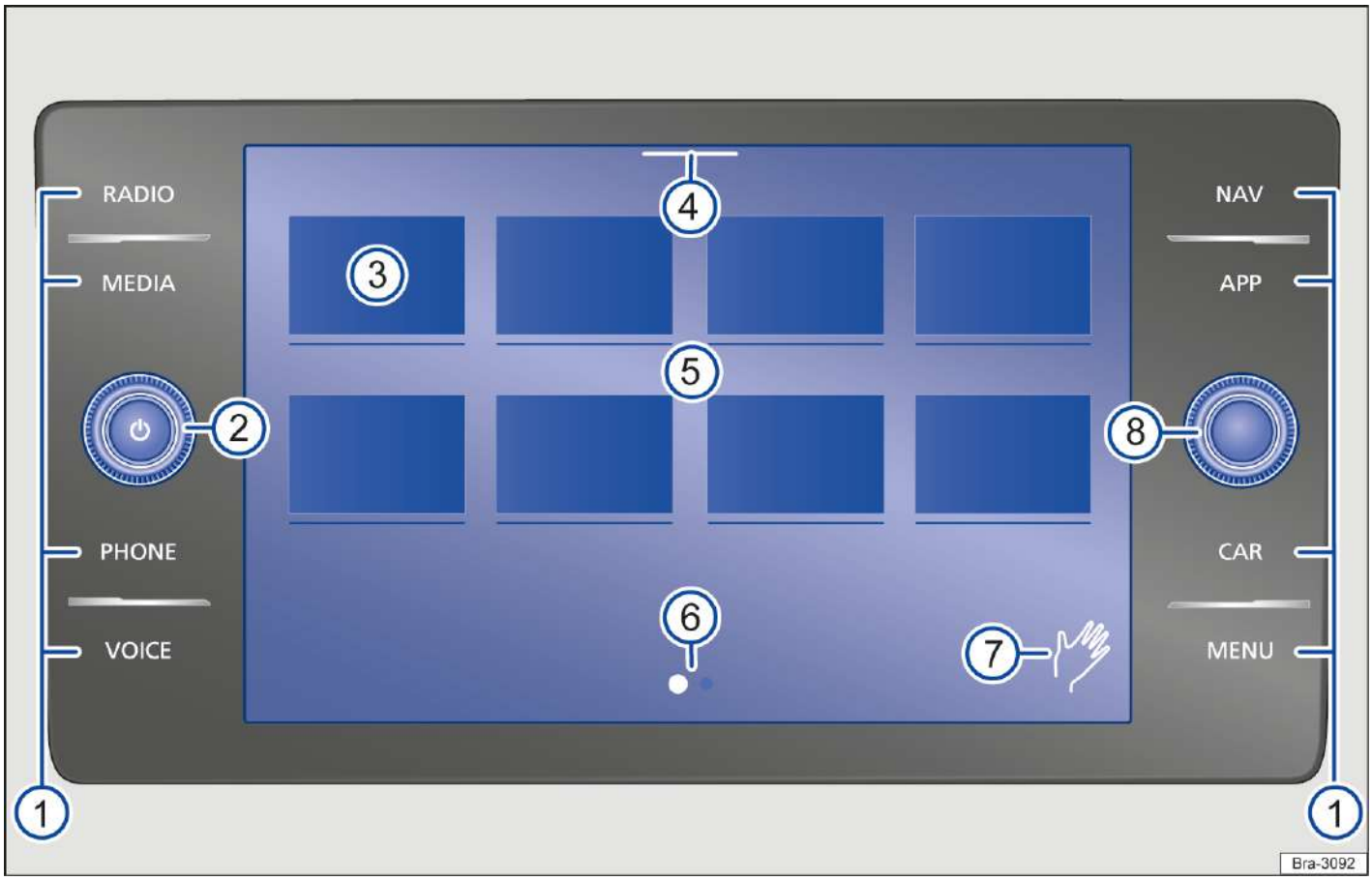


Fig. 2 Overview of 8" version of the Infotainment system.

1. Possible sensor fields to open main menus.
2. Rotary pushbutton.
3. Function button for main menu.
4. Control Centre.
5. Screen (touchscreen).
6. Views.
7. Gesture control is switched on.
8. Menu control.

You will find further information and tips on using the Infotainment system on *(→ Infotainment system overview)*.

1 Sensor fields

1. Tap the corresponding sensor field to open a main menu, e.g. PHONE for the mobile phone interface.

— RADIO.
— MEDIA.
— PHONE.
— VOICE. This button will not work in some countries.
— NAV.
— APP. This button will not work in some countries.
— CAR Opens the vehicle settings.

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— MENU Opens the start screen.

(2) Rotary pushbutton

The rotary pushbutton acts as an on and off switch as well as a volume control at the same time.

— Press to switch the Infotainment system on or off.

— Turn anti-clockwise to reduce the volume.

— Turn clockwise to increase the volume.

(3) Function button for main menu

The position of the function buttons cannot be configured.

1. Tap the corresponding function button to open a main menu, e.g. for the mobile phone interface.

(4) Control Centre

There are additional function buttons for functions and notifications in the control centre. You can configure the displayed functions *(→ Infotainment system overview)*.

1. To open the Control Centre, tap and hold the marking and slide it down.

(5) Screen (touchscreen)

The Infotainment system functions are operated via the screen. A detailed description of the different finger movements can be found in the digital instructions, if available.

1. Tap MENU ▸ ⓘ ▸ Operation.

(6) Views

Some submenus and functions have several views with different content. The current view is highlighted.

— Tap the highlighted area to change the view.

— Tap and swipe to the left or to the right across the screen to switch between views.

(8) Menu control

— Turn to control the selection in lists.

— Press to confirm a selection.

Scroll bar (without position number)

Some menus and functions have further content above or below the current screen view.

1. Tap the scroll bar and swipe it up or down to display the additional content.

Operating the Infotainment system

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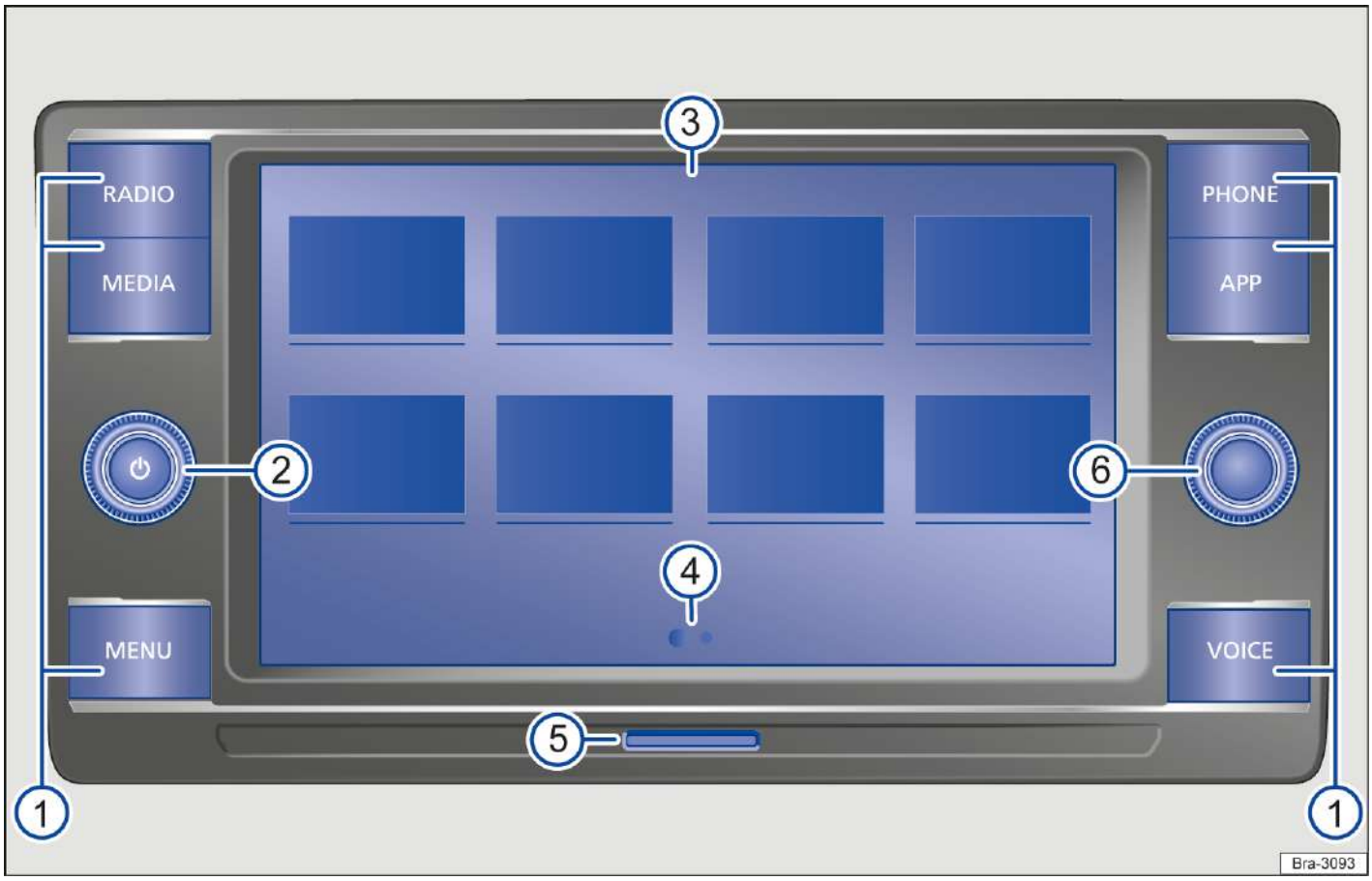


Fig. 3 Overview of 6.5″ version of the Infotainment system.

1 Function buttons to open main menus.
2 Rotary pushbutton.
3 Screen (touchscreen).
4 Views.
5 SD
card slot *(→ Media drives)*.
6 Menu control.

1 Function buttons

1. Press the appropriate function button to open a main menu, for example PHONE for the mobile phone interface.

— RADIO .
— MEDIA .
— MENU Opens the start screen.
— PHONE .
— APP . This button will not work in some countries.
— VOICE . This button will not work in some countries. The button may not have any function depending on the equipment level.

2 Rotary pushbutton

The rotary pushbutton acts as an on and off switch as well as a volume control at the same time.

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— Press to switch the Infotainment system on or off.

— Turn anti-clockwise to reduce the volume.

— Turn clockwise to increase the volume.

(4) Views

Some submenus and functions have several views with different content. The current view is highlighted.

— Tap the highlighted area to change the view.

— Tap and swipe to the left or to the right across the screen to switch between views.

(6) Menu control

— Turn to control the selection in lists.

— Press to confirm a selection.

Function button for main menu (without position number)

The position of the function buttons cannot be configured.

1. Tap the corresponding function button to open a main menu, e.g. for the mobile phone interface.

Scroll bar (without position number)

Some menus and functions have further content above or below the current screen view.

1. Tap the scroll bar and swipe it up or down to display the additional content.

SD card slot

Depending on the equipment, an SD

card slot is not available in all Infotainment systems and not in all countries.

To use stored media such as audio files or media files in the Infotainment system, insert a compatible SD

card into the SD card slot. Supported file formats are displayed in the Infotainment system. Other file formats are ignored.

Dimensions of compatible SD

cards:

— 32 mm x 24 mm x 2.1 mm (around 1 in x 0.94 in x 0.083 in).

— 32 mm x 24 mm x 1.4 mm (around 1 in x 0.94 in x 0.055 in).

Inserting an SD card securely

1. Insert the SD

   card into the SD card slot with the cut-off corner first and the contact surfaces facing down until you feel the card click into place.

   If the SD

   card cannot be inserted, check the compatibility and the insertion position of the SD card, and inspect the SD card itself.

NOTICE

The SD

card slot, SD card or both may be damaged if you insert SD cards with force, if an SD card has the wrong dimensions or if you use an SD card adapter.

If you insert other objects, e.g. SIM

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cards, in the SD card slot, the object, SD card slot or both may be damaged.

- Do not use excessive force when inserting SD cards.
- Observe the dimensions of compatible SD cards.
- Do not use any SD card adapters.

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 device for other files. Stored files are not recognised by the Infotainment system.

Controls

Use the Infotainment system controls to operate functions and settings.

The Infotainment system has different controls according to the equipment level:

— Touchscreen.

— Sensor fields not on the screen, e.g. MENU.

— Function buttons, e.g. RADIO or PHONE.

— Rotary pushbutton.

— Menu control.

Opening the digital manual in the Infotainment system (if available)

For some equipment, a digital user guide for operating the Infotainment system is available in the system. The digital manual for the Infotainment system contains further information and tips for using the system.

1. Tap HOME ▸ ⓘ ▸ .
   Or: Tap MENU ▸ ⓘ ▸ .

Switching the Infotainment system on and off

The Infotainment system will start up when the ignition is switched on if the Infotainment system was not switched off manually beforehand.

The Infotainment system will start at the last selected volume setting provided this does not exceed the preselected maximum switch-on volume.

Vehicles with ignition lock: The Infotainment system switches off automatically when the vehicle key is removed from the ignition lock.

If you switch on the Infotainment system manually when the ignition is inactive, it will switch off automatically after around 30 minutes without a user input.

Restarting the Infotainment system

You can restart the Infotainment system if it stops responding to your inputs.

1. Tap and hold the sensor field ⏻ until the Infotainment system switches off.

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Opening the start screen

1. Tap HOME *(→ Infotainment system overview)*.

   Or: Tap MENU *(→ Infotainment system overview)*.

Configuring the start screen

You can configure the layout of the function buttons and also the views and displays on the start screen of the display and operating unit or have them positioned on the basis of factory layout templates. It is not possible to configure the start screen in all available Infotainment systems.

1. Tap and hold a function button until the function button is visibly highlighted.
2. Drag the function button to your chosen position and release.

Main menus on the start screen

If a function button is not present, this is not a fault but corresponds to the country-specific equipment of your vehicle.

The following main menus may be included as function buttons on the start screen:

Background lighting, Background lighting.

App-Connect .

Apps.

Driver assistance.

Vehicle.

Help: here you can find further information on the functions and operation of the Infotainment system, e.g. the quick guide.

or Sound.

Air conditioning .

Media .

Navigation .

Users, User management *(→ Manage users)*.

Radio .

Legal information.

Settings *(→ Settings for Infotainment system)*.

Stationary air conditioning: Auxiliary heater and ventilation.

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Telephone .

Scrolling through lists, switching tracks

Select a desired Infotainment system function, setting or track using the touchscreen or menu control of the Infotainment system.

Moving objects, adjusting the volume

Move objects on the screen to adjust settings, e.g. for sliders, or to reposition parts of a menu.

Personalise function buttons and views depending on equipment *(→ Infotainment system overview)*.

Zooming in and out on images and maps on the screen

Recommendation: Use your thumb and index finger.

1. Tap and hold the map with two fingers at the same time.
   — To enlarge images and maps, move fingers slowly apart.
   — To minimise images and maps, move fingers slowly together.

Personalising the Infotainment system

Depending on the equipment, you can personalise the Infotainment system to permit faster access to favourite or frequently used functions.

You can find tiles for accessing additional menus and functions on the Infotainment system views.

Adapting tiles

Adjust the tiles and the functions of the tiles displayed in the Infotainment system views to personalise the Infotainment system to suit your requirements.

1. Tap and hold the tile until an additional window appears.
2. Tap the desired function in the additional window. Various functions are available depending on the size of the tile.

   Or: To return to the view, tap a free area on the screen.

At least two views are always available. These cannot be removed. With some equipment levels, you can add two more views. A maximum of four views can be displayed.

More functions are available for some tiles than are visible at first glance in the additional window. Swipe up or down in the additional window to see all functions.

Adapting the Control Centre

Adapt the Control Centre of the Infotainment system to permit faster access to favourite or frequently used functions.

1. Tap and hold the function until an additional window appears.
2. Tap your chosen function in the additional window and hold it until the function is visibly highlighted.
3. Drag the function to your chosen position and release.

   The active function is automatically removed from the control centre and added to the additional window.

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More functions are available for the control centre than are visible at first glance in the additional window. Swipe to the left or right in the additional window to see all functions.

Opening tips for personalisation (if available)

Refer to the Infotainment system instructions for more information and tips on personalisation.

1. Tap MENU ▸ ? ▸ ▸ Custom.

System and sound settings

The choice of possible settings varies depending on the country and also on the vehicle equipment.

Changing settings

The meanings of the following symbols apply to all system and sound settings.

Changes are automatically stored when a menu is closed.

☑, ◉ or ⊷ The setting is selected and activated or switched on.

☐, ○ or ⊶ The setting is neither selected, deactivated nor switched off.

▽ or ﹀ Open the drop-down list.

✚ Increase the setting values.

▬ Decrease the setting values.

< Gradually back.

> Gradually forwards.

Change setting values with the slider control (infinitely variable).

System settings

The following functions, information and setup options may be available in the system settings:

— Screen.

— Time and date.

— Language.

— Additional keyboard languages.

— Units.

— Voice control.

— Wi-Fi

.

— Data transmission between mobile devices.

— Data connection.

— Bluetooth.

— Mobile devices.

— We Connect.

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— Reset to default settings.

— System information.

— Copyright.

— Configuration assistant.

Opening the system settings

1. Tap HOME ▸ ⚙.

   Or: Tap MENU ▸ ⚙.

Sound settings

The sound settings may contain information and setting options for equaliser, position, volume and settings.

If an emergency call is automatically triggered, all sources of sound in the vehicle, such as the radio, are muted for the duration of the call, depending on the country.

Opening the sound settings

1. Tap HOME ▸ 🎚.

   Or: Tap MENU ▸ 🔊.

Adjusting the output volume of external audio sources

If you need to increase the output volume of an external audio source, first lower the volume on the Infotainment system.

If the sound from the external audio source is too quiet, increase the output volume of the external audio source. If this is not sufficient, set the input volume to Medium or Loud.

If the sound from the connected external audio source is too loud or distorted, lower the output volume on the external audio source. If this is not sufficient, set the input volume to Medium or Quiet.

Introduction

In radio mode, you can receive radio stations that are available via different reception modes and store your favourites for quick access.

The available reception modes and frequency bands depend on the equipment and are not available in all countries. Frequency bands may be discontinued, switched off or no longer offered in some countries.

With some equipment levels and in some countries, you can also use Internet Radio *(→ Radio – online functions)*.

The radio stations are responsible for the content of the information sent.

Additional electrical devices connected in the vehicle can interfere with radio reception and cause noises in the loudspeakers.

Foil or metal-coated stickers attached to the windows may affect reception on vehicles with a window aerial.

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Selecting the reception mode

Various stations are available depending on the selected reception mode. The available reception modes are dependent on the equipment level and are not available in all countries.

1. Tap Source to open the list of reception modes.

   Or: tap display of the reception mode.

2. Select the reception mode, e.g. FM

   .

Searching for and selecting stations

You can search for and select stations in different ways. The possibilities vary depending on reception mode.

Searching for stations in SCAN mode

In SCAN mode, the stations of the reception mode are set automatically one after the other and played back for approx. 5 seconds.

1. Tap ▸ SCAN to start the SCAN function.

   SCAN mode starts and the station currently set is shown in the display.

2. To select a station, tap SCAN.

   SCAN mode stops and the station is set.

Selecting stations using the multifunction steering wheel

Depending on equipment, you can select stations from the station list or from the favourites using the multifunction steering wheel.

— To select the previous station, press ⏮ on the multifunction steering wheel.

— To select the next station, press ⏭ on the multifunction steering wheel.

Selecting stations via the frequency band

1. Open settings and switch off the combined station list in the settings.
2. To open the frequency band, tap .
3. Tap the cursor, move on the frequency band and release at the desired frequency.

   Or: tap a point on the frequency band. The cursor will automatically go to the relevant frequency.

   The station is set at that particular frequency.

Selecting stations from a station list

Depending on the equipment, you may have to update the station list manually if you left the area after the station list was last accessed. In the FM

/DAB frequency band, the station list normally updates itself automatically.

1. Open the station list.
2. Tap the desired station.

   The selected station is set.

   In the case of FM

   /DAB, the best reception mode is selected automatically according to availability of the station.

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Selecting a station and storing as a favourite

You can store up to 36 stations or frequencies from different reception modes as favourites.

Storing a station as a favourite

1. Set the required station.
2. Tap ▫□▫▫.

   Or: Tap and hold the station in the station list.

   The memory locations are displayed.
3. Tap and hold the memory location until the station is stored.

   The station is stored to the selected memory location.

   If a station has already been stored to the memory location, that station will be removed from the memory location and replaced by the new station.

Showing or hiding display of station logos and the DAB slideshow

1. Tap .
2. Tap Radio text in the current playback content.

Other functions in radio mode

The functions listed below depend on the equipment level and are only available in some countries.

Traffic Programme function (TP function)

The Traffic Programme function (TP

function) monitors the traffic reports from a set traffic news station and automatically outputs them during radio or media mode. Reception of a traffic news station must be possible and the TP function must be activated in the settings in order to receive traffic announcements → *Traffic Programme function (TP function)*. Traffic news stations are not available in all countries. Some stations that do not broadcast their own traffic news support the TP function through a corresponding traffic news station (EON).

Provided that a traffic news station can be received, a traffic news station is automatically set in the background in the AM

frequency band and in media mode.

No TP will be shown on the display if no traffic news station can be received. The unit will automatically search for an available traffic news station. As soon as a new traffic news station is available, the status on the display changes to TP.

Switching the TP function on

1. In radio mode, tap or and tap and activate Traffic Programme (TP).

   Or: in media mode, tap or and tap and activate Traffic Programme (TP).

Station logos

Station logos can be pre-installed in the Infotainment system for some frequency bands.

The station logos are automatically assigned to the stations ifAutoselect station logos is activated in the settings.

In Internet Radio mode, the Infotainment system accesses the station logos from an online database and assigns them automatically to the stations.

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Activating automatic assignment of station logos

1. In radio mode, tap or .
2. Tap and activate Automatically select station logo.

   Or: Tap Advanced settings and tap and activate Automatically select station logo.

Manually assigning station logos

It is not possible to assign station logos in all frequency bands. Station logos cannot be assigned manually in the AM frequency band.

1. In radio mode, tap or Station logos.
2. Select the station to which you wish to assign a station logo.
3. Select the station logo.
4. If required, repeat the process for other stations.
5. Tap to finish assigning station logos.

Functions and symbols

Functions

The functions and possible reception modes depend on the vehicle equipment and are not available in all countries.

— AM
  tuner.
— FM
  dual tuner (antenna diversity).
— Combined station list.
  — Combination of FM
    and DAB stations in one list (FM/DAB).
— Combined station list for favourites.
— Display of station logos.
— Aerial amplifier.
— DAB
  /DAB+.
— DAB
  slide show.
  — Stationary images are transmitted parallel to the current broadcast.
— Internet Radio.

Symbols

The symbols depend on the equipment and are not available in all countries and can also differ in appearance depending on the Infotainment system.

General symbols

1. To open the main menu, open the start screen and tap *(→ Infotainment system overview)*.

   Or: Tap RADIO.

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Or: Press RADIO.

AM Select AM reception mode.

FM Select FM reception mode.

FM/DAB Select FM /DAB reception mode.

Internet Radio Select Internet Radio reception mode.

Open additional information for the selected station.

< Select previous station from the station list or favourites.

> Select next station from the station list or favourites.

Open preset list for favourites.

Small in a station list: station already stored as a favourite.

or Open the settings.

TP

The TP function for monitoring the traffic is activated.

No TP

The selected traffic news station is not available.

AF off

Automatic station tracking (AF) is switched off.

RDS off

Radio Data System (RDS) is switched off.

Symbols in the AM frequency band

Open list of AM stations.

Update station list manually.

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Open frequency band for manual selection ofAM frequency.

Symbols in the FM and FM/DAB frequency band

Open list of FM and DAB stations.

Open frequency band for manual selection ofFM frequency.
Possible only if the combined station listFM /DAB is deactivated in the settings *(→ Radio)*.

No DAB reception possible.

DAB station supports slide show.

Slide show is not available for theDAB station.

Symbols in Internet Radio mode

Open full-text search.

No web radio reception possible.

Open the most recently listened to Internet Radio stations.

Open the 100 most listened to Internet Radio stations.

Open available Internet Radio podcasts.

Open Internet Radio stations from the desired country.

Open Internet Radio stations that broadcast their programmes in the desired language.

Open Internet Radio stations whose programmes belong to the desired genre.

Open the station selection.

Online functions

Depending on the equipment, the Infotainment system may feature online functions in radio mode.

Online functions in radio mode are not available in all countries and vehicle models.

The online functions in radio mode include, for example, Internet Radio.

What you need in order to use online functions in radio mode:

✓ The requirements for using the services have been fulfilled .

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✓ You have purchased a corresponding data plan for an Internet connection from the In-Car Shop or you have a data plan for the SIM
card of your mobile telephone and are connected to your vehicle via the Wi-Fi hotspot on your mobile telephone.
✓ For streaming services, you need to have an existing account with the respective provider.

Internet Radio

Internet Radio is a reception mode for Internet Radio stations and podcasts that is independent of AM
, FM and DAB. As it is transmitted via the internet, reception is not regionally restricted. Internet Radio is available only when the Infotainment system has an active internet connection . Costs may be incurred for data transmission from the Internet when using Internet Radio mode.

Functioning of Internet Radio depends on the privacy settings in the vehicle
.

Searching for and filtering stations

In Internet Radio mode, you can filter stations by category or use a full-text search to find stations.

1. Open the station selection.
2. Select the category according to which the stations should be filtered.
   Or: Tap ○ to open the full-text search.
3. Enter the name of the required station or your preferred category.
   The list of stations found is automatically updated as you type.
4. Tap the desired station.

Introduction

In media mode, you can play media files from data media on the Infotainment system and save your favourites for quick access.

Depending on equipment, the following data media can be used as a media source:

— USB
data medium, e.g. USB stick.
— Bluetooth device, e.g. mobile telephone.
— SD
map.

With some equipment levels, the following types of media files may be played back:

— Audio files, e.g. music.
— Video files.

Streaming services

With some equipment levels and in some countries, you can also use streaming services *(→ Media – online functions)*.

Restrictions and information on data media

Dirty, overheated and damaged data media may become unusable. Please observe the manufacturer's instructions.

Quality differences in data media from different manufacturers may cause malfunctions in the media playback.

If a data storage device is incorrectly configured, this may result in the data storage device not being readable.

Storage volumes, state of use (copy and deletion processes), file system, folder structure and the volumes of data

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stored may increase the reading time of data media.

Playlists only specify one playback order and refer to the location of the media files within the folder structure. No media files are stored in a playlist. To play a playlist, the media files must be stored in the locations on the data medium that are referenced by the playlist.

No liability can be accepted for damaged, changed or lost files on data media.

Playing a media file

Connecting and selecting a media source

1. Connect media source.
2. Tap My media and select the desired media source.

Searching for and playing media files

You can search for and play media files from a media source in various ways.

Searching in the selected media source

All media files on the connected media source can be found via a folder structure or using the full-text search function.

1. Display the folder structure.
2. Search the folder structure for the required track.

   Or: tap ○ to start the full-text search.

   The input line is displayed.
3. Enter the name of the required track.

   The list of tracks found updates automatically during the input.
4. Tap the desired track.

   If the selection is in a folder on a media source when playback starts, the media files in that folder will be added to the playback.

   When a playlist is played back, all the available tracks in the playlist are added to the playback.
5. Close the selection with ×.

Saving a media file as a favourite

Only media files that are stored in My media in the Music and Video folders can be stored as favourites. You can save individual tracks, albums, artists and genres as favourites.

1. Start playback of your chosen track.
2. Open the Favourites list.
3. Tap a free memory location.

   Or: tap an already assigned favourite location and hold for around 3 seconds.
4. Choose from the selection list (e.g. the track).

   The selection options in the selection list depend on the data assigned to the media file. If no genre is specified for music files, for example, the genre cannot be saved as a favourite.

   If a video file is currently playing, only that video can be saved as a favourite.

   The selection is saved to the location as a favourite. If the favourite location was already assigned, the

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previously saved favourite will be replaced.

Selecting a media file from Favourites

1. Open the Favourites list.
2. Tap the desired favourite.

   Depending on what you select, all the tracks belonging to the favourite are added to the playlist.

Entertainment playback via the Infotainment system

The Infotainment system can be used to play videos as well as music.

Video mode

In video mode, the Infotainment system display can play a video from a data medium or the internal memory, depending on the equipment and country.

The video soundtrack is played on the vehicle loudspeakers.

The video image is displayed only when the vehicle is stationary. When the vehicle is in motion, the Infotainment system display is switched off. You will still hear the video audio.

In some countries, no video image is displayed even when the vehicle is stationary for traffic safety reasons.

Depending on the equipment and in some countries, it is also possible to play a video from a streaming service *(→ Radio – online functions)*. A stable Internet connection is needed for playback via a streaming service *(→ Media – online functions)*. Costs may be charged by the mobile operator.

Functions and symbols

Functions

The functions and possible media formats depend on the vehicle equipment and are not available in all countries.

— Media playback and control via Bluetooth.

— Audio playback in the following formats:

  — AAC

    .

  — APE

    .

  — ALAC

    .

  — FLAC

    .

  — MP2

    .

  — MP3

    .

  — MP4

    .

  — Vorbis.

  — OPUS

    .

  — WMA

    .

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— WAV

.

— Video playback in the following formats:

— MPEG

-1 and MPEG-2 (.mpg, .mpeg, .mkv, .avi).

— ISO

MPEG -4 ASP; Xvid (.mp4, m4v, .mov, .mkv, .avi).

— ISO

MPEG-4 AVC / H.264 (.mp4, .m4v, .mov, .mkv, .avi).

— Windows Media Video 9 (.wmv, .asf, .mkv, .avi).

— Cross-device playlists.

— Cross-source media database:

— The data of all media sources connected to the Infotainment system is stored in a media database.

— If My media is selected, categories, e.g. music, and connected media sources are displayed first.

— All media files of USB

devices are filtered according to categories, e.g. albums. This category view is always displayed in My media. The classic folder structure of the individual USB data media is additionally located in theMy media folder.

— Media search.

— Media streaming (online).

Symbols

The symbols depend on the equipment and are not available in all countries and can also differ in appearance depending on the Infotainment system.

General symbols

1. To open the main menu, open the start screen and tap ⓟ.

   Or: Press MEDIA.

▷ Start playback.

|| Pause playback.

< Go to previous track.

> Go to the next track.

Repeat current track.

Repeats all tracks.

Activate random playback sequence.

Search the current media source (list view).

✕ Close list view.

Return to the media source in the higher level folder.

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Open the favourites list.

Open the settings.

Symbols for media sources

My media: Select the cross-source media database My media as the media source. Connected USB devices can be selected under My media.

Bluetooth: Select a device connected via Bluetooth as the media source.

Select SD card as the media source.

Set up available streaming services.

Any streaming services already set up are shown in the list of media sources with their own logo.

Symbols for categories and groups of media files

Music tracks.

Videos.

Playlists.

Albums.

Artists.

Genre.

Podcasts.

Audiobooks.

Symbols for video playback

Playback videos in full screen mode.

Minimise playback.

Online functions in media mode

Depending on the equipment, the Infotainment system may feature online functions in media mode.

Online functions in media mode are not available in all countries and vehicle models.

The online functions in media mode include, for example, streaming services.

What you need in order to use online functions in media mode:

✓ The requirements for using the services have been fulfilled .

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✓ You have purchased a corresponding data plan for an Internet connection from the In-Car Shop or you have a data plan for the SIM
card of your mobile telephone and are connected to your vehicle via the Wi-Fi hotspot on your mobile telephone.
✓ For streaming services, you need to have an existing account with the respective provider.

Streaming services

With some equipment levels and in some countries, you can additionally use streaming services directly via the Infotainment system.

Streaming services are not available in all countries and vehicle models.

Prerequisites for using these streaming services

✓ The requirements for using online functions in media mode are satisfied.
✓ You have a user account with the respective streaming service.
✓ An internet connection is available *(→ Media – online functions)*.

Some streaming services can only be activated and deactivated together, even if they are listed individually in the menu.

Setting up streaming services

1. Select Media Streaming or Streaming as the media source.

   A list of available streaming services is shown.

2. Select the required streaming service.

   Either an input field for entering the login data is displayed or instructions for logging into the provider are shown.

3. Enter and confirm the login data of the required user account.

   The streaming service is added to the list of media sources as a new function button.

You may need to sign into the streaming service again if you make any changes, for instance to your privacy settings .

Introduction

The current vehicle position is determined by means of a global satellite system. All measured values and any traffic information are compared with the available map material in order to enable optimal navigation to the destination.

Acoustic navigation prompts and graphic representations guide the user to the destination.

Depending on the country, some Infotainment system functions can no longer be selected when the vehicle is travelling above a certain speed. This is not a malfunction, but simply a legal requirement.

⚠ WARNING

Configure settings and enter destinations and changes for navigation only when the vehicle is stationary.

If a turn is missed during a route guidance, the navigation may recalculate the route.

The quality of the navigation recommendations depends on the navigation data available and any reported traffic problems.

Traffic information is output on the Infotainment system only if the availableWe Connect service has been activated.

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Limitations of the navigation function

If the Infotainment system cannot receive any data fromGPS

satellites, e.g. in a tunnel, navigation can still continue using the vehicle sensors.

In areas that are not or only partially digitised in the Infotainment system's memory, the Infotainment system also tries to enable route guidance.

If navigation data is unavailable or incomplete, the navigation system may be unable to determine the exact vehicle position. As a result, the navigation may not be as exact as usual.

Road layouts are subject to continuous change, e.g. due to road works. If the navigation data is out of date, errors or inaccuracies may occur during route guidance.

Functional descriptions

Navigation announcements

Navigation announcements are acoustic driving directions for the route currently travelled.

The type and frequency of navigation announcements depends on the settings and the driving situation, e.g. motorway driving.

A navigation announcement informing you that you have reached your destination area is played if the exact destination cannot be reached, e.g. because it is located in an area with no digital mapping. In addition, information about the direction and distance to the destination is shown on the screen.

During dynamic route guidance, you receive information about reported traffic disruptions on the route. An additional navigation announcement is given if the route is recalculated due to a traffic disruption or changed driving style.

The volume of a navigation announcement can be adjusted or muted while the announcement is playing. All other navigation announcements will be at this volume setting or will be muted.

Navigation announcements are not output when the Infotainment system is muted.

Customising the navigation map

To obtain the optimum view, you can also customise the navigation map and map view using enhanced finger movements.

Enhanced operation is available with some equipment levels.

Moving the navigation map

Recommendation: Use your index finger.

1. Use your finger to move the navigation map.

Zooming into or out of the map view

Recommendation: Use your index finger.

1. Tap and hold the map twice in quick succession.
2. To zoom out of the map view, move your finger up. To zoom in the map view, move your finger down.

Zooming into or out of the map view

Recommendation: Use your thumb and index finger.

1. Tap and hold the map with two fingers at the same time.
2. To zoom out of the map view, move your fingers toward each other. To zoom in the map view, slowly move

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your fingers away from each other.

Tilting the map view

Recommendation: Use your index and middle finger.

1. Tap and hold the map with two fingers horizontal to each other at the same time.
2. Move your fingers up to tilt the map view forward. To tilt the map view back, move your fingers down.

Rotating the map view

Recommendation: Use your thumb and index finger.

1. Tap and hold the map with two fingers at the same time.
2. Turn your fingers clockwise or anti-clockwise to rotate the map view.

Route details

Several destinations can be defined one after another in the route plan. The starting point is always the vehicle position determined by the Infotainment system. The route plan contains information on relevant events, such as stopovers or destinations, if navigation data is available.

When you tap an event, an additional window opens with further options. The options available depend on the event and the current settings.

Opening or closing the route plan

1. Tap the route plan to open it.

   Or: Tap |▷.
2. Tap ❯ to close the route plan.

   Or: Tap ◁|.
3. To stop route guidance to the destination or stopover, tap⊗ next to the destination in the route plan.

Editing route guidance in the route plan

To edit route guidance, move the stopovers or the destination in the route plan.

1. Tap and hold your chosen destination until it is highlighted on the screen.
2. Move the destination into your chosen position and release it.

   The route will be recalculated.

Additional window in the route plan

You can tap on the items on a route plan to open an additional window showing further options relating to the items. These options depend on which item you tap.

Functions in the additional window:

Display on map
: Display the selection on the map.

Add stopover
: Add a stopover to the route guidance.

Direct route
: Start direct route guidance.

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Delete
Delete stopover from route guidance.

Bypass
Bypass traffic disruption. The route will be recalculated.

Stop route guidance
End the current route guidance.

⊗ Close the additional window.

☆ Save destination as a favourite.

Closing the additional window in the route plan

1. Tap a free area outside the additional window.

Setting up a favourite POIs category

The system shows various POIs, e.g. petrol stations, via the quick selection symbol in the destination entry field, on the route plan and on the map. You can prioritise display of these symbols under ⚙ or ⚙⚙ ▸ Basic function settings ▸ Preferred POI categories. The system also learns your favourite categories automatically.

Saved data

To enable fast destination input and optimise route guidance, the Infotainment system stores certain data, e.g. frequently driven routes.

Deleting saved data

1. Tap ⚙ ▸ Basic functions ▸ Delete usage pattern.
2. Tap confirmation to delete.

Learning usage patterns

While driving, the navigation saves the routes travelled and destinations arrived at in order to create suggested destinations automatically. Destinations are learned depending on the time of day and the day of the week.

The navigation system can suggest learned routes. Route guidance begins when one of the suggested routes is selected.

The route guidance follows the selected route until the vehicle deviates from it. The route is recalculated and will guide you back to the selected route via a direct alternative.

Route guidance takes account of any relevant traffic disruption. Relevant traffic disruption will be avoided if an alternative route is available and the navigation system can access the data.

If you drive an already learned route when route guidance is inactive, the destination will be transferred to the route plan. It is not necessary to actively start route guidance to the learned destination. Warnings may be given about traffic disruption.

An estimated arrival time is displayed.

You can activate or deactivate the function at any time and also delete the stored data for the function.

Activating or deactivating “Learn usage pattern” function

1. Tap ⚙⚙ ▸ Basic function settings to open the settings for this function.

   Or: tap ☰ ▸ ⚙⚙ ▸ Basic functions.

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2. Tap Learn usage pattern.

Displaying suggested routes

1. Tap .

Deleting stored data of “Learn usage pattern” function

1. Tap ▸ Basic function settings to open the settings for this function.

   Or: tap ▸ ▸ Basic functions.

2. Tap Delete usage pattern.

Navigation functions and symbols

Functions

The functions are dependent on the equipment level and are not available in all countries.

— Destination input and route calculation.

— Simultaneous display of two navigation maps(screen and instrument cluster).

— Personal destinations.

— 3D City Maps.

— Online Map Update.

— Online Traffic Information.

Symbols

The symbols depend on the equipment and are not available in all countries and can also differ in appearance depending on the Infotainment system.

Map symbols

The function buttons and displays depend on the settings and the current driving situation.

The map displays symbols for traffic information, e.g. traffic disruption andPOI

s, e.g. filling stations, when navigation data is available *(→ Navigation)*.

1. To open the main menu, open the start screen and tap *(→ Infotainment system overview)*.

Display current position.

Open destination search.

Destinations and stopovers on the current route.

Personal destination recommendations (home address, work address, favouritePOI

s nearby).

Display route options.

Fully automatic map mode(align to direction of travel, position, zoom, tilt).

Set direction of travel and map tilt.

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Information on current route guidance.

Show additional window with route plan.

Hide additional window with route plan.

Map scale.

Display destination storage.

Display additional window with further options, e.g. settings for navigation and navigation announcements.

Symbols in the additional window

1. Tap to open the additional window with further options.

Display route overview and alternative routes for current route guidance.

Repeat the previous navigation announcement.

Mute navigation announcements and adjust volume for navigation announcements.

Open the settings.

Other symbols

Destination search: Detailed route entry for a particular address.

Route plan symbols

Display current position.

Destination of the current route guidance.

End the current route guidance.

or Close the route plan.

Traffic disruptions

Traffic disruptions are displayed on the map when navigation data is available *(→ Navigation)*.

1. Tap the traffic disruption symbol to open an additional window showing details *(→ Navigation)*.

Traffic jam.

Accident.

Ice.

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Road closed.

Risk of skidding.

Danger.

Road works.

Strong winds.

Entering a destination and starting route guidance

Various functions for entering destinations are available depending on the equipment level. Some functions are available only in some countries.

You can narrow down your search by adding certain suggestions to the results list, e.g. “nearby”.

You will find further information on the symbols on the Infotainment system screen in this owner’s manual *(→ Navigation)*.

Entering an address

Start route guidance by entering an address. The navigation system suggests known destinations while you are typing an entry. You can also enter a new, unknown address for route guidance.

When entering the address, enter the name of the destination rather than the postcode.

Selecting a destination and starting navigation

1. Tap .
2. Enter the address of the destination and select the desired destination.

   Or: Tap and enter the address via the input screen.
3. Tap Route.

Quick start

1. Tap .
2. Enter the address then tap and hold your chosen destination for a few seconds.

Enter the destination as accurately as possible. If you make a mistake when entering the destination, route guidance will not be possible or you may be navigated to the wrong destination.

Suggested destinations

The navigation uses stored data such as last and learned destinations, favourites, home address and work address to suggest potential destinations.

Selecting a destination and starting navigation

1. Tap ♡.
2. Tap the desired destination.

   Route guidance starts automatically.

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Last destinations

The navigation system stores up to ten destinations that you have driven to last in order to make the most recent destinations available for route guidance. A new destination automatically overwrites the oldest destination.

Selecting a destination and starting navigation

1. Tap .
2. Tap the desired destination.
3. Tap Route.

Quick start

1. Tap .
2. Tap and hold your chosen destination for a few seconds.

Favourite destinations

Save up to 50 destinations as favourites.

Saving a destination as a favourite

1. When entering a destination, tap ☆ in the additional window.

Selecting a destination and starting navigation

1. Tap .
2. Tap the desired destination.
3. Tap Route.

Quick start

1. Tap .
2. Tap and hold your chosen destination for a few seconds.

Selecting on the map

The navigation map contains active areas at many points which are suitable for destination input. Tap your chosen position or location on the map to enter a destination. If map data is available at this point, you can start route guidance.

Destination inputs via the navigation map depends on the data status and is not possible for all positions.

Use offroad navigation to enter a destination with no known data.

Offroad navigation

Offroad navigation calculates routes to selected destination points with no known data. If a destination point is not on known roads or positioning data, the navigation system will calculate the route up to the nearest point on the known roads and then complete the route up to the destination point by a direct connection.

To start off-road navigation, tap a free area for which there is no positioning data.

Starting navigation

1. Tap .

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2. Move the map view until the desired position can be selected. The navigation map can be operated by extended touch gestures *(→ Navigation)*.
3. Tap the desired destination or any point on the map without positioning data.
4. Tap Route.

Using a contact's address data

Start route guidance using stored address data for a contact. Stored contacts without address data cannot be used for route guidance.

Starting navigation

1. Tap .
2. Tap your chosen contact and address data.
3. Tap Route.

NOTICE

If the address data for one of your contacts is obsolete, the route guidance will still take you to the stored address. Ensure that your contacts' addresses are up-to-date.

Navigation data

The Infotainment system has an internal navigation data memory. Depending on the country, the required navigation data is already pre-installed.

The Infotainment system always requires up-to-date navigation data for you to use route guidance correctly and make full use of the functions offered.

NOTICE

If you use obsolete data, you may have problems with navigation. Current routes cannot be determined or route guidance leads to the wrong destination.

- Always keep navigation data up-to-date.

Navigation data online – extension

The system may delete unused regions from the navigation data in certain circumstances, for example if there is insufficient space in the navigation data memory. If the user requires these regions again later, the navigation system downloads them again when prompted. This does not require a We Connect or We Connect Plus contract. Availability depends on the vehicle equipment and available only in some countries.

1. Switch on the ignition.
2. Establish an internet connection, if this has not already been done.
3. Depending on the country, also select "Share location" mode in the privacy settings *(→ Privacy settings)*.

Users who use the vehicle as an anonymous guest must reset the privacy settings each time they start the vehicle *(→ Privacy settings)*.

Updating navigation data manually

Current navigation data for larger regions, e.g. Western Europe, can be downloaded from the Internet at www.volkswagen.com and stored on a suitableUSB

data medium available commercially. If you switch off the Infotainment system, installation will be interrupted and will automatically continue once the unit is switched on again.

1. Download the navigation data and save on aUSB

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data medium.

2. Switch on the vehicle's ignition.
3. Connect a USB

   data storage device to the Infotainment system when the vehicle is stationary.

   The navigation data for regions that are currently frequently travelled are automatically updated in the background.

During and after the navigation data is updated, no message appears in the Infotainment system.

When you update navigation data manually, the USB data medium must remain continuously connected. No message is output to indicate that the update has been completed.

Leave the USB data storage device connected to the Infotainment system for a few days until the navigation data for travelled regions has been completely downloaded and installed. Installation takes place automatically in the background while driving. Otherwise the update procedure will be cancelled.

If you remove the data medium and travel through a new region in offline mode, the navigation data will not be updated, as there is neither a USB data storage device nor an Internet connection.

Display the version of the map data

1. Tap HOME ⚙ ▸ System information.

   Or: tap MENU ⚙ ▸ System information.

Traffic information

Depending on equipment, it is not always possible to receive traffic information in all Infotainment systems and in every country.

The Infotainment system automatically receives detailed traffic information when connected to the Internet. This information is indicated by symbols and colouring of the road network on the map.

The reception of traffic information depends on your privacy settings in some countries. No traffic information is received in offline mode .

Traffic disruptions

Traffic disruptions, e.g. traffic jams, are shown as symbols on the navigation map *(→ Navigation)*.

The route plan displays current traffic disruptions when navigation data is available.

When route guidance is active, traffic disruptions that are on the current route are displayed in the route plan. You can avoid these traffic disruptions by editing the route plan *(→ Navigation)*.

Bypassing a traffic disruption

1. Tap the traffic disruption.
2. Tap Bypass.

   The route will be recalculated.

It is possible to avoid only one traffic disruption in this way for each route.

Local warnings, e.g. about bad weather, may be shown as pop-up messages on the Infotainment system.

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Traffic flow display

The traffic flow is shown on the navigation map for current traffic disruptions by means of coloured areas on the road network.

Orange

Slow-moving traffic.

Red

Traffic jam.

Introduction

You can connect your mobile telephone to the Infotainment system via the mobile phone interface and then use the Infotainment system to control the telephone functions. The audio is relayed via the vehicle loudspeakers. Depending on equipment, you can connect up to two mobile telephones to the Infotainment system simultaneously *(→ Mobile phone interface)*.

The functions described below are dependent on the equipment, may not be available in all countries and also depend on the mobile telephone and operating system being used.

High speeds, poor weather and poor road conditions, loud noise levels, also outside the vehicle, and network quality may impair telephone calls in the vehicle.

The mobile phone interface may contain an aerial amplifier which improves the reception quality of the mobile telephone.

As a general rule, it is only necessary to pair a device, e.g. mobile telephone, once. The device connection with the Infotainment system via Bluetooth or Wi-Fi can be restored at any time without having to pair the device again.

When a telephone call is made using the hands-free system or at a loud volume, a conversation can also be heard by third parties outside the vehicle.

Areas where special regulations apply

Switch off the mobile telephone and mobile phone interface in areas where there is an explosion hazard. These areas are not always clearly signposted. This includes, for example:

— Areas immediately around chemical pipelines and tanks.

— Lower decks of ships and ferries.

— The area around vehicles that run on liquefied petroleum gas, e.g. propane or butane.

— Places where there are chemicals or particles such as flour, dust and metal powder in the air.

— All other places where the engine or mobile telephone must be switched off.

WARNING

Switch off the mobile telephone and mobile phone interface in areas where there is a risk of explosion and in areas where special regulations apply!

NOTICE

Your mobile telephone must always be switched off in areas where special regulations apply and when the use of mobile telephones is forbidden. The radiation produced by the mobile telephone when switched on may interfere with sensitive technical and medical equipment, possibly resulting in malfunction or damage to the equipment.

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Types of mobile phone interface

The following types of mobile phone interface may be present in the vehicle, depending on the equipment and the country:

— Basic mobile phone interface.

The mobile phone interface uses the Bluetooth profile Hands-free Profile (HFP) for transmission. It enables the use of telephone functions via the Infotainment System and playback via the vehicle loudspeakers.

— Comfort mobile phone interface.

Like the basic version of the mobile phone interface, the Comfort mobile phone interface uses the HFP Bluetooth profile.

The Comfort mobile phone interface may be equipped with a wireless charging function *(→ Wireless charging function)*. In order to use the wireless charging function, you must place a suitable mobile telephone correctly in the stowage compartment. If you place a suitable mobile phone in the stowage compartment, depending on the equipment, the mobile phone is connected to the vehicle aerial. This improves the reception and call quality.

Pairing, connecting and managing

Pair and connect a mobile telephone with the Infotainment system in order to use the functions of the mobile phone interface.

Depending on equipment, you can connect up to two mobile telephones to the Infotainment system simultaneously. Only one device will be active and can be used to make calls. The second connected device can accept calls via the Infotainment system and be used for playing back media.

The functions listed below may not be available in all Infotainment systems, depending on the equipment and country.

Available functions depend on the mobile telephone used and its operating system.

Pairing a mobile telephone

The mobile telephone must be paired with the Infotainment system before the first connection is established. A user profile is automatically saved in the Infotainment system *(→ Mobile phone interface)*. This pairing procedure can take a few minutes.

Prerequisites:

✓ Bluetooth is activated on the mobile telephone.

✓ Bluetooth is activated on the Infotainment system.

1. Open the list of available Bluetooth devices on the mobile telephone and select the device name of the Infotainment system.
2. Observe the messages on the mobile telephone and Infotainment system and confirm as necessary.

   If pairing was successful, the data of the mobile telephone will be stored in the user profile.
3. *Optional:* confirm the message for the data transfer on the mobile telephone.

⚠ WARNING

Carrying out the pairing while driving may cause accidents or injuries.
- Only ever pair devices when the vehicle is stationary.

When some mobile telephones are paired, a PIN is shown on the display of the telephone. To finish the pairing procedure, enter this PIN on the Infotainment system.

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Paired mobile telephones are stored in the Infotainment system even if they are not currently connected.

Connecting a mobile telephone

Prerequisite:

✓ A mobile telephone is paired with the Infotainment system.

1. Activate Bluetooth on the mobile telephone.

Functional descriptions

User profiles

An individual user profile is automatically created for every paired mobile telephone. The data from the mobile telephone (e.g. contact data) is stored in the user profile. A maximum of ten user profiles can be stored in the Infotainment system simultaneously.

Completely deleting saved data

1. Reset the Infotainment system to factory settings to delete the stored data completely *(→ Settings for Infotainment system)*.

Active and passive connection

At least one mobile telephone must be connected to the Infotainment system in order to use the functions of the mobile phone interface. If several mobile telephones are connected to the Infotainment system, you can switch between active and passive connections. Establish an active connection to the Infotainment system in order to operate the mobile phone interface with the desired mobile telephone.

Difference between the connection types

Active

Mobile telephone is paired and connected. The functions of the mobile phone interface are performed with the data of this mobile telephone.

Passive

Mobile telephone is paired and connected. Only incoming calls can be accepted via the mobile phone interface. Other functions are not available.

Paired mobile telephones are stored in the Infotainment system even if they are not currently connected.

Switching connection type (passive to active)

Prerequisite:

✓ several mobile telephones are connected to the Infotainment system simultaneously.

1. Tap .

   Or: Tap the name of the active mobile telephone.

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2. Tap the name of the desired mobile telephone.

   Other mobile telephones then automatically have a passive connection.

Managing connections

Prerequisite:

✓ The mobile telephone is paired and connected.

1. Open the start screen and tap ⚙ ▸ Mobile devices.
2. Tap to select the technology you wish to use for the connection.

Phone book

The phone book is stored in the Infotainment system when a mobile telephone is paired with the Infotainment system for the first time. It may be necessary to confirm transfer on the mobile telephone.

Depending on the equipment, a maximum of 5000 contacts can be stored in the phone book.

The phone book is updated every time you connect. The phone book that is still available can be used during the update.

If conference calls are supported, you can open the phone book during a call and add another person.

If an image is stored for a contact, this can also be displayed in the list next to the entry.

Using a telephone

To start a call, select a telephone number. Various functions are available for selecting a telephone number.

Using contact details

If there are several phone numbers for each contact, you must select the desired phone number.

1. Tap 📞 and the contact in the list to start the call.

   Or: To search for a contact, tap 📞 and enter the name of the contact in the input field. Tap the contact to start the call.

   Or: Tap a favourite in the main menu of the mobile phone interface to start the call via the favourites.

ⓘ When searching for a contact, enter the surname and first name separated by a space.

Use call list

The mobile phone interface displays the call list of the mobile telephone. Start calls via the call list.

1. Tap 📞 ▸ All. Tap a number in the list to start the call.

   Or: Tap 📞 and filter the entries in the call list (e.g. missed calls or dialled numbers). Tap a number in the filtered list to start the call.

Entering a telephone number manually

1. Tap ⌨ and enter telephone number.
2. Tap 📞 to start the call.

ⓘ While you are entering a phone number, contacts that match the number will appear on the Infotainment system display.

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Favourites and speed dial keys

A speed dial key can be assigned with a favourite from the phone book. If an image is stored in the entry, this will be displayed on the speed dial button.

Speed dial buttons must be assigned manually and are assigned to a user profile *(→ Mobile phone interface)*.

Assigning speed dial keys

1. Tap an unassigned speed dial key.
2. Tap a contact from the phone book or search for it via the search bar. If multiple phone numbers are stored for the contact, tap the number from the list.

Editing speed dial keys

1. Tap and hold a speed dial key until the phone book opens.
2. Tap a new contact from the phone book. If multiple phone numbers are stored for the contact, tap the number from the list.

Calling a favourite

1. Tap an assigned speed dial key.

Favourites are not updated automatically. If the telephone number of a contact should change, the speed dial key must be assigned again.

Deleting favourites from the speed dial button

1. Tap ▸ Manage favourites in the main menu of the mobile phone interface. Tap on the desired speed dial button to delete a favourite.

   Or: Tap ▸ .

   Or: Tap Delete all to delete all favourites from all speed dial buttons.
2. Tap confirmation to delete.

Sending text messages

Depending on the mobile telephone and the Infotainment system used, you can send and receive text messages via the mobile phone interface.

Sending a text message

1. Tap ▸ Text message ▸ New message and enter the message.
2. Enter and tap the desired contact in the search bar.
3. Tap OK to send the message.

Sending an email

1. Tap ▸ E-mail ▸ New message and enter the message.
2. Enter and tap the desired contact in the search bar.
3. Tap OK to send the message.

Mobile phone interface – functions and symbols

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Functions

The functions are dependent on the equipment level and are not available in all countries or for all Infotainment systems. The available functions depend on the mobile telephone used and its operating system.

— Hands-free function.

— SMS

functions via Bluetooth:

— Read SMS

.

— Write SMS

, including templates.

— Have SMS

read out loud.

— Message history.

— Email functions via Bluetooth:

— Read emails.

— Write emails.

Symbols

The symbols depend on the equipment and are not available in all countries and can also differ in appearance depending on the Infotainment system.

Main menu symbols

1. To open the main menu, open the start screen and tap .

   Or: Press PHONE.

Open the contact list.

Call lists for incoming and outgoing calls.

Dial a phone number.

Text messages (SMS and email).

Select the active device.

or Open the settings.

Symbols for telephone calls

Start a call or bring it to the foreground.

End or reject a call.

Mute the hands-free system.

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Hold a call.

Continue a call.

Add a participant to a conference or start a conference.

SOS or Make an emergency call.

Get help in the event of a breakdown.

Mailbox.

Obtain information about the Volkswagen brand and about selected value-added services relating to traffic and travel.

Call list symbols

1. Tap to open the call lists.

Incoming call.

Outgoing call.

Missed call.

Frequent calls or favourites from the mobile telephone if supported by the mobile telephone.

Telephone number (company).

Telephone number (private).

Mobile telephone number.

Fax unit.

Fax (company).

Fax (private).

Symbols for text messages

1. Tap to open the text messages.

Received text message.

Sent text message.

Template for text messages.

Have text messages read out loud.

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Introduction

Voice control allows you to perform certain functions by using voice commands.

Types of voice control

Depending on the language set in the Infotainment system and on the country, you can use one of the following types of voice control in the vehicle:

— Command-based voice control (standard).

— Enhanced voice control (offline or online).

Does my vehicle have voice control?

Your vehicle is equipped with voice control if there is a voice control button on the multifunction steering wheel, the sensor field or the VOICE function button is available in the Infotainment system, or if your vehicle understands the activation word.

Black with a blue background: Voice control is active and recognises the words spoken.

Test the voice control function before driving to familiarise yourself with it.

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Differences in voice control systems

Command-based voice control (standard)

Voice control only recognises grammatically correct voice commands. Voice commands must follow a defined syntax in order to be recognised correctly, e.g.: “Navigate to [*Town, Street name, House number*]”. Depending on the equipment, you will find further examples in the Infotainment system *(→ Infotainment system overview)*. Command-based voice control can be performed in every available language.

Enhanced voice control (offline or online)

Voice commands can be freely formulated and colloquial. For example, the system will show the remaining time until arrival at your destination in response to the statement “How much longer do I have to drive?”.

Depending on the equipment, further suggestions for voice commands can be found in the Infotainment system *(→ Infotainment system overview)*. Suggested voice commands depend on the set language.

Advanced voice control works online and offline. Voice commands can be processed better in online mode because more data is available. For online mode, you need a valid We Connect Plus contract.

If advanced voice control is available in your language, it is used when voice control is activated.

Supported languages

The number of languages available in your country depends on the vehicle equipment.

Start voice control by saying the activation word used in your country *(→ Voice control)*.

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Starting and stopping the voice control function

Voice commands

Voice control only recognises voice commands in the same language set in the Infotainment system.

Note the following tips for giving successful voice commands:

✓ Speak clearly and at a normal volume. Speak slightly louder at higher speeds.

✓ Avoid over-emphasis and strong dialects.

✓ Do not leave long pauses when speaking.

✓ Avoid background noise of any kind.

✓ Do not point the airflow from the vents towards the microphones or roof.

Opening suggested voice commands

1. Tap HOME ▸ ? ▸ .

   Or: tap MENU ▸ ? ▸ .

Depending on the content of the phone book, it may be advisable to swap the order of the desired contact's first name and surname to ensure that a name is reliably recognised from the phone book.

Starting the voice control function

Depending on the vehicle equipment, you can start voice control using different methods:

— Starting with your voice: Say the activation word *(→ Voice control)*.

— Starting with the multifunction steering wheel: Press the voice control button .

— Starting with the Infotainment system: Tap VOICE or press VOICE.

Depending on the mobile telephone and operating system, the voice control of the connected mobile telephone can also be started by holding down the voice control button , the VOICE sensor field or the VOICE button.

Stopping the voice control function

Depending on the vehicle equipment, you can stop voice control in different ways:

— Stopping with your voice: Tap HOME ▸ ? ▸ ▸ General to open suggestions for voice commands to end voice control.

  Or: Tap MENU ▸ ? ▸ ▸ General to open suggestions for voice commands to end voice control.

— Stopping with the multifunction steering wheel: Press the voice control button .

— Stopping automatically: Voice control ends automatically when you use Infotainment system functions, activate the parking system, receive an incoming phone call or the navigation system makes an announcement.

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Activation word

The circular buffer in the Infotainment system checks the words spoken in the vehicle for the activation word. Voice control starts if the Infotainment system recognises the activation word. The circular buffer data is overwritten approximately every 15 seconds. It does not transmit data or words spoken in the vehicle. The circular buffer is inactive when the activation word is switched off.

Switching the activation word on or off

If the activation word is switched off, the voice control cannot be activated via the activation word.

1. Tap HOME ▸ ⚙ ▸ Voice control ▸ Activation word.
   Or: Tap MENU ▸ ⚙ ▸ Voice control ▸ Voice control start/end sound or Activation word.
   Or: Tap MENU ▸ ⚙ ▸ Voice control ▸ Voice control start/end sound or Activation word.

Saying and recognising the activation word

Prerequisite

✓ The Activation word is switched on in the settings.

BG Здравей Volkswagen

BR Olá Volkswagen

CDN Bonjour Volkswagen

CZ Ahoj Volkswagen

D Hallo Volkswagen

DK Hej Volkswagen

E Hola Volkswagen

F Bonjour Volkswagen

FIN Hei Volkswagen

GB Hello Volkswagen.

GR Γεια σου Volkswagen

I Ciao Volkswagen

J ノ\□ー Volkswagen.

MEX Hola Volkswagen

N Hallo Volkswagen

NL Hallo Volkswagen

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P Olá Volkswagen

PL Cześć Volkswagen

ROK 안녕 Volkswagen

RUS Привет Volkswagen

S Hej Volkswagen

TR Merhaba Volkswagen

USA Hello Volkswagen.

Troubleshooting

Voice control does not react

— Voice control is not available in your language.

— Set the correct language in the Infotainment system.

— Start voice control with the activation word or the voice control button on the multifunction steering wheel.

— Voice commands are not recognised due to a system error. Ask a suitably qualified workshop.

Voice control provides inappropriate answers

— The voice control system has interpreted the question incorrectly.

— Speak the voice command again clearly.

Voice control does not perform function

— The function cannot be performed by voice control.

— The function cannot be performed in all languages. Suggestions for voice commands in the set language can be found in the Infotainment system.

— Settings in the function prevent it from being switched on or performed.

— The voice control system has not understood the voice command.

— Insufficient data is available.

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Introduction

Some external devices can be connected to the Infotainment system by cable and wireless connections present in the vehicle (if installed).

The type and number of cable and wireless connections differ by equipment package and country. The connections may also be different within a model series or in special-edition models.

In the case of cable connections, use only the original device connecting cables or, if available, the factory-supplied connecting cables for your vehicle.

If the adapter or plug on the connecting cable cannot be inserted, check the angle of insertion and the connections.

NOTICE

Use only suitable and undamaged connecting cables for wired connections.

- When inserting the adapter and plug of the connecting cable into the appropriate port, ensure that they are correctly positioned and apply only light pressure. Applying too much pressure may damage both the unit connection and the adapter or plug of the connecting cable.
- Make sure that the connection cable is not pinched or kinked.
- Do not use unsuitable or damaged connection cables. This could result in malfunctions and damage to the unit.

If a connected device is not recognised, disconnect all devices and connect the device again. If necessary, check that the connecting cable you are using is working properly.

If a connected device malfunctions, restart the device. In some cases this will remedy the fault.

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USB port

The USB port allows data to be transferred and devices to be charged or permits only device charging.

USB port

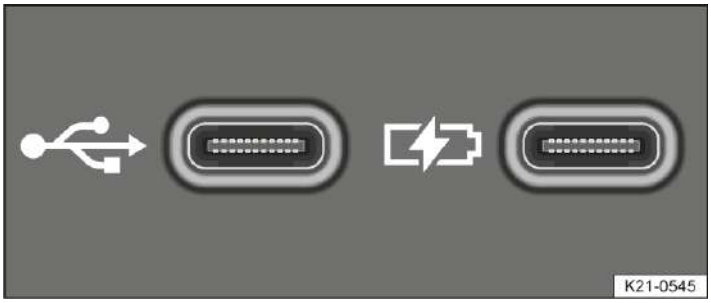


Fig. 1 USB-C port in the vehicle(illustration).

The following USB
-C ports may be available in the vehicle:

Identification of a USB
port for data transfer and charging function.

Identification of a USB
port for charging function only.

Further information on the charging facilities and charging capacity is provided in this Owner's Manual *(→ Wireless charging function)*.

Possible fitting locations of USB ports

The number and fitting locations of theUSB
ports are vehicle- and equipment-dependent and are not available in all countries.

— Next to the steering wheel.
— In the front passenger door.
— In the sliding doors.
— Armrest in the third seat row.
— On the interior mirror.

USB
ports on the rear seats are equipped only with a charging function.

Available data transfer functions

The following USB
data transfer functions are possible, depending on equipment.

— Mobile Apps .
— Media playback .
— Updates, e.g. navigation data *(→ Navigation)*.

Notes and restrictions

— Use only suitable USB

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charging cables. The USB connecting cable must be suitable for theUSB port installed in the vehicle.

— Dirty, overheated and damaged data media may become unusable. Please observe the manufacturer's instructions.

— Quality differences in data media from different manufacturers may cause malfunctions in the media playback.

— If USB

extension cables, USB plug adapters or USB hubs are used, this can result in malfunctions or failure of theUSB functions.

Bluetooth interface

The Bluetooth interface is a wireless connection.

In Bluetooth audio mode, audio files from a Bluetooth audio source(e.g. mobile telephone) that is connected via Bluetooth can be played over the vehicle loudspeakers.

Bluetooth audio mode is available only if the vehicle is equipped with a factory-fitted mobile phone interface that supports this function.

Bluetooth profiles

The Infotainment system is factory-fitted with a Bluetooth interface.

A maximum of three Bluetooth devices can be connected at the same time.

The following Bluetooth profiles may be available in the specified or a newer version:

— HFP

1.7.

— Telephony and speakerphone.

— A2DP

1.3.

— Music playback.

— AVRCP

1.6.

— Display and operation of music playback.

— Transmission of Cover Arts.

— PBAP

1.2.

— Access to phone book and call lists.

— MAP

1.4.

— Access to SMS

and email.

— SPP

1.2.

— Serial data transfer via Bluetooth.

Starting Bluetooth audio transmission

Prerequisites

✓ The Bluetooth audio source is paired with and connected to the Infotainment system.

✓ The Bluetooth audio source supports the Bluetooth profileAdvanced Audio Distribution Profile (A2DP).

✓ In the Bluetooth settings menu, the Bluetooth Audio (A2DP/AVRCP) function is activated.

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1. Reduce the volume on the Infotainment system.
2. Switch on Bluetooth visibility on the external Bluetooth audio source, e.g. mobile telephone.
3. Open the Media main menu.
4. Tap Source ▸ BT audio.
5. If necessary, start playback on the Bluetooth audio source manually.

When playback on the Bluetooth audio source is stopped, the Infotainment system remains in Bluetooth audio mode.

Controlling playback

The extent to which the Bluetooth audio source can be controlled via the Infotainment system varies depending on what Bluetooth audio source is connected.

With media players that support the AVRCP

Bluetooth profile, playback on the Bluetooth audio source can be automatically started or stopped when the unit is switched to Bluetooth audio mode or to a different audio source. Depending on the Bluetooth audio source, it may also be possible to display the track and change the track using the Infotainment system.

Due to the large number of possible Bluetooth audio sources, it is not possible to guarantee fault-free operation of all described functions for all sources.

Always switch off the warning and service tones on a connected Bluetooth audio source, e.g. key tones on a mobile telephone, to prevent interference noise and malfunctions.

With some units, the Bluetooth audio connection will be disconnected automatically if an external media player is connected to the Infotainment system via Bluetooth and the USB port simultaneously.

Connecting an external audio source via Wi-Fi

The Wi-Fi

connection is a wireless connection.

In Wi-Fi

audio mode, sources connected via Wi-Fi, e.g. mobile telephones, can be used for audio transmission.

The Wi-Fi

function depends on the vehicle equipment and is available only in some countries.

Prerequisites

✓ The connected audio source has a suitable application(app) or supports UPnP media sharing.
✓ The audio source is connected via Wi-Fi

.

Starting Wi-Fi audio transmission

1. Reduce the volume on the Infotainment system.
2. Open the Media main menu.
3. Start the UPnP

   server application or suitable app for audio playback on the Wi-Fi audio source.
4. Tap ♫ and select Wi-Fi.
5. Observe the information on the further procedure on the Infotainment system screen and on the Wi-Fi

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audio source screen.

The function button for selecting the audio source (♫) in the Media main menu may vary if another audio source is already connected to the Infotainment system, e.g. via USB

•⇦, and selected.

Controlling playback

The extent to which the Wi-Fi

audio source can be controlled via the Infotainment system varies depending on what Wi-Fi audio source is connected.

Introduction

Use of the internet in the vehicle depends on the vehicle equipment and is available only in some countries.

An internet connection is required in order to use selected In-Car Apps or online functions in your vehicle. There are two options available to you for setting up an internet connection in the vehicle: via the Wi-Fi

hotspot of a mobile device, e.g. mobile telephone, or via the vehicle's eSIM.

You can use the Infotainment system as a Wi-Fi

hotspot for eight further mobile devices . This function is dependent on the equipment level and is not available in all vehicles.

If you want to use the
eSIM
for internet access, you must purchase data plans via the web shop of Volkswagen's external mobile communications partner.

If you have concluded a We Connect contract, you do not need any other data plans of the external mobile communications partner in order to use the mobile online services.

Opening Wi-Fi settings

1. Tap HOME ▸ ⚙ ▸ Wi-Fi.
   Or: tap MENU ▸ ⚙ ▸ Wi-Fi.

Changes are automatically stored when a menu is closed.

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Technical specifications for internet use

Wi-Fi

The technical specifications of the Wi-Fi

in the vehicle that are described here depend on the vehicle equipment and are available only in some countries.

— Wi-Fi

in accordance with IEEE 802.11 b/g/n.

— Transfer in 2.4 GHz and 5 GHz.

— Two Wi-Fi

modes simultaneously:

— Tethering (2.4 GHz).

— 2.4 GHz access point.

— Up to eight mobile devices can be connected simultaneously.

— Internet connection via Wi-Fi

:

— Tethering via mobile telephone.

— Wi-Fi

hotspot for clients in the vehicle.

— Apple CarPlay via Wi-Fi

.

— Android Auto via Wi-Fi

.

— Simplified pairing process via WPS

or Quick Response Code (QR Code).

Possible types of data connections

The potential types of data connection depend on the equipment level and are not available in all countries.

Mobile device

Use the Wi-Fi

hotspot of a mobile device, e.g. mobile telephone.

eSIM (embedded SIM)

The vehicle has a control unit with an embedded SIM

Card (eSIM). In order to use the Wi-Fi hotspot, you must purchase data plans from the In-Car Shop or from our mobile telephone partner's web shop.

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Setting up an internet connection

Internet connection via a mobile device

1. Activate tethering/Wi-Fi

   hotspot on the mobile device, refer to the manufacturer's operating instructions.
2. Tap HOME ▸ ⚙ ▸ Wi-Fi ▸ Wi-Fi: .

   Or: tap MENU ▸ ⚙ ▸ Wi-Fi ▸ Wi-Fi: .
3. Tap Wi-Fi search.

   The Infotainment system searches for Wi-Fi

   hotspots nearby. The search operation may take a few seconds.
4. Select the Wi-Fi

   network of the desired mobile device.
5. Enter the network key of the mobile device on the Infotainment system and confirm.

   The Wi-Fi

   connection between the mobile device and Infotainment system is now established. Further inputs may be required on the mobile device to complete the connection.

Due to the large number of possible mobile devices, it is not possible to guarantee fault-free operation of all functions.

The availability of the function for using the Infotainment system as a Wi-Fi hotspot is country-dependent and may vary.

Depending on your mobile telephone tariff, additional costs (e.g. for roaming) may be charged for downloading and using online data bundles, especially if you use these services abroad. Due to the potentially high data volume, Volkswagen recommends using a mobile phone tariff that includes a data flat rate. For more information contact your mobile telephone provider.

Internet connection via the eSIM in the vehicle

In order to use an internet connection via the vehicle's eSIM, you must purchase data plans in the web shop of Volkswagen's external mobile communications partner. If you activated the Load in vehicle function upon registration, you can then also purchase data plans directly in the vehicle via the Infotainment system.

Activating internet connection via the eSIM

1. Tap Home ▸ ⚙ ▸ Data connection.

   Or: tap MENU ▸ ⚙ ▸ Data connection.
2. Activate Streaming via integrated data connection (eSIM).

The possibility of using an internet connection via the vehicle's eSIM depends on the vehicle equipment and country.

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Activating and deactivating a Wi-Fi hotspot

The potential types of data connection depend on the equipment level and are not available in all countries.

Depending on equipment, some Infotainment systems can be used as aWi-Fi

hotspot in order to access the Internet. A mobile Wi-Fi hotspot can be created for externalWi-Fi devices, e.g. a mobile telephone, if the Infotainment system can access a SIM card with data plan, e.g. an embedded eSIM card. Up to eight mobile devices can be connected.

Prerequisite

✓ The following is activated in theWi-Fi
settings *(→ Wi-Fi hotspot)*: Network settings ▶ Allow internet connection.
Or: Data connection ▶ Integrated data connection.

✓ The vehicle has a control unit with an embedded eSIM
card and data plans are available.

Configuring a Wi-Fi hotspot

You will need to enter information both on the externalWi-Fi

device and on the Infotainment system.

A Wi-Fi

connection must be established in order to set up the Wi-Fi hotspot.

1. On the start screen of the Infotainment system, tap ⚙ ▶ Wi-Fi ▶ Infotainment system as hotspot.
2. Tap and activate Use as hotspot.
   Or: tap and activate Mobile hotspot.
3. Note the name and network key of the Wi-Fi
   hotspot in the same menu.
4. Search for the displayed name of the external Wi-Fi
   device.
   Or: open the Wi-Fi
   settings of the external Wi-Fi device, find the name of the Wi-Fi hotspot and select by tapping it.
5. Enter the displayed network key on the Wi-Fi
   device and confirm.
   The Wi-Fi
   connection is set up. Further inputs may be required on the external Wi-Fi device to complete the connection.
6. *Optional:* repeat the procedure to connect further Wi-Fi
   devices.

The name and network key of the Wi-Fi hotspot are generated automatically. You can specify the name of the hotspot and network key of the Wi-Fi hotspot yourself afterwards.

Deactivating the Wi-Fi hotspot

1. On the start screen of the Infotainment system, tap ⚙ ▶ Wi-Fi ▶ Infotainment system as hotspot.
2. Tap and deactivate Use as hotspot.
   Or: tap and deactivate Mobile hotspot.

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Quick connection

The quick connection function makes it possible to easily and quickly establish a wireless local network with encryption. Alternatively, the function can be carried out by scanning a QR Code

in some countries.

WPS with Infotainment system as a Wi-Fi hotspot

Prerequisites

✓ The Wi-Fi

hotspot of the Infotainment system is activated.

✓ The mobile device supports WPS

.

1. Tap HOME ▸ ⚙ ▸ Wi-Fi.

   Or: tap MENU ▸ ⚙ ▸ Wi-Fi.

2. Tap Quick connection with Infotainment system.

3. Activate WPS

   on the mobile device to be connected.

   The Wi-Fi

   connection is set up. Further inputs may be required on the mobile device to complete the connection.

4. *Optional:* repeat the procedure to connect further mobile devices.

Only one WPS

connection can be established at any time. If several connection attempts are started simultaneously, all connection attempts will fail.

WPS with Infotainment system as client

Prerequisites

✓ The Wi-Fi

hotspot of the Infotainment system is deactivated.

✓ The mobile device supports WPS

.

1. Tap HOME ▸ ⚙ ▸ Wi-Fi.

   Or: tap MENU ▸ ⚙ ▸ Wi-Fi.

2. Tap WPS quick connection (WPS button).

3. Activate WPS

   on the mobile device.

   The Wi-Fi

   connection is set up. Further inputs may be required on the mobile device to complete the connection.

WPS

is not supported by all mobile devices. Establish the connection manually in this case:

1. Set up the Infotainment system as a Wi-Fi hotspot .

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Or: connect the Infotainment system as a client to theWi-Fi

hotspot of a mobile device .

Wi-Fi pairing via QR code

The Wi-Fi

connection can also be established by scanning the corresponding QR Code.

Prerequisites

✓ The Wi-Fi

hotspot of the Infotainment system is activated.

✓ A suitable application for scanningQR Code

s is installed on the mobile device.

1. Tap HOME ▸ ⚙ ▸ Wi-Fi.

   Or: tap MENU ▸ ⚙ ▸ Wi-Fi.

2. Tap Quick connection with Infotainment system.

3. Scan the QR Code

   on the Infotainment system screen with the mobile device.

   The mobile device is connected as a client to theWi-Fi

   hotspot of the Infotainment system.

While the Infotainment system is in theWi-Fi

settings menu, the wireless charging function is deactivated. Wireless charging is activated again once you leave the Settings menu.

With older mobile devices, it may be the case that the functions are restricted or do not work. Ensure that you are using the latest software version for your mobile device.

Introduction

Volkswagen App-Connect, referred to as App-Connect below, enables the user to display and operate content and functions from the mobile telephone on the Infotainment system screen.

For this, the mobile telephone must be connected to the Infotainment system using aUSB

interface with data transfer function.

Some technologies can also be accessed wirelessly usingApp-Connect Wireless via the Bluetooth interface and a Wi-Fi

connection.

The following technologies may be available:

— Apple CarPlay.

Depending on the equipment, it can also be used wirelessly viaApp-Connect Wireless.

— Android Auto.

Depending on the equipment, it can also be used wirelessly viaApp-Connect Wireless.

The availability of App-Connect technologies depends on the country concerned and may vary according to the mobile telephone used.

Apple CarPlay and Android Auto are technologies operated by third parties and made available to Volkswagen AG. Volkswagen AG is not responsible if these technologies are terminated, discontinued or deactivated during the

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service life of the vehicle.

For further information, please visit the Volkswagen Commercial Vehicles website.

WARNING

Using apps while the vehicle is in motion can distract you from the road. Accidents and injuries can occur if the driver is distracted.

- Always drive with your full attention and responsibly.
- Only use apps and functions when the vehicle is stationary.

WARNING

Using apps that are inappropriate or used incorrectly can cause damage to the vehicle, accidents or serious injury.

- Protect the mobile telephone and its apps from misuse.

NOTICE

Volkswagen Commercial Vehicles is not responsible for damage to the vehicle caused by poor quality or faulty apps, insufficient programming of apps, insufficient network strength or loss of data during transmission or by misuse of the mobile telephones.

Wireless function of App-Connect after crossing a border (App-Connect Wireless)

When you cross the border into countries that have different permitted radio frequencies than in your own country for the operation of App Connect (App Connect Wireless)/Wi-Fi

, please note the following:

— App-Connect Wireless is restricted or not possible at all due to legal regulations. This may be indicated by a message displayed on the Infotainment system.

— App-Connect Wireless must be disabled due to legal requirements. TheWi-Fi hotspot must be deactivated.

Operation of App-Connect functions with a cable connection is not affected by this restriction, and these functions can still be used.

Opening the App-Connect main menu

Navigation to the App-Connect main menu depends on the Infotainment system used.

1. Tap HOME ▸ .
   Or: Tap MENU ▸ .
   Or: Press APP.

Setting up App-Connect Wireless

The mobile telephone must be paired with the Infotainment system before you can useApp-Connect Wireless.

Connecting a mobile telephone for the first time

1. Unlock the mobile telephone.
2. Switch on Wi-Fi reception and Bluetooth on the mobile telephone.
3. Connect the mobile telephone to the Infotainment system using aUSB cable or Bluetooth.
4. Call up the App-Connect main menu if it does not appear automatically.

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5. Select the mobile telephone and the desired technology.
6. Confirm any authorisation prompts on the mobile telephone to give the Infotainment system the necessary permissions.
7. Disconnect the USB

   connection and connect to the Infotainment system again using Wi-Fi or Bluetooth.

   App-Connect Wireless is set up. The pairing is completed In future, the connected mobile telephone will also be able to use Wireless App-Connect without a USB

   connection.

If pop-up menus are rejected during the connection process,Wireless App-Connect will not be available. In this case, Volkswagen Commercial Vehicles recommends deleting the mobile telephones in both the device settings and on the Infotainment system and restarting the connection process.

Wireless App-Connect may not be supported by all technologies.

Applications (apps)

App-Connect allows content from Volkswagen apps and third-party apps on mobile telephones to be shown on the Infotainment system screen.

There may be problems with compatibility with third party apps.

Apps, their use and the necessary mobile network connection may be subject to charges.

A wide range of apps may be available and they may depend on the vehicle and country. The content, scope and providers of apps can vary. Some apps also depend on availability of services offered by third parties.

We are unable to guarantee that the available apps can be run on all mobile telephones and all operating systems.

Apps offered by Volkswagen can be changed, discontinued, deactivated, reactivated and expanded without prior notice.

Only certified apps can be used when driving so that the driver is not distracted.

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App-Connect symbols and settings

The symbols can differ in appearance depending on the Infotainment system.

Show more information.

Open the App-Connect settings menu.

Select Apple CarPlay technology.

Select Android Auto technology.

Setting options in the settings menu

The settings options depend on the device.

Mobile devices:
Open device manager.

☑ Activate data transfer for VW apps:
Data transfer for Volkswagen apps is activated.

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Apple CarPlay

Prerequisites

✓ The iPhone must support Apple CarPlay™.

✓ Voice control (Siri) must be activated on the iPhone.

✓ Apple CarPlay™ must be activated in the iPhone settings, with no restrictions.

✓ If Apple CarPlay™ Wireless (wireless use) is not possible, the iPhone must be connected to the Infotainment system via a USB port. Only USB ports with data transfer capability are suitable for using Apple CarPlay.

✓ The USB cable used must be an original cable from Apple.

✓ Apple CarPlay Wireless (wireless use): Bluetooth and Wi-Fi must also be activated on the iPhone.

The availability of the technologies is country-specific and may vary.

Information on technical requirements, compatible iPhones, certified apps and availability can be found on the Volkswagen and Apple CarPlay™ websites, and is also available from your Volkswagen Commercial Vehicles dealership.

Establishing a connection

Follow the instructions on the Infotainment system screen and the display on the iPhone when establishing a connection for the first time.

The display of the function buttons on the screen may vary.

Prerequisite

✓ The prerequisites for using Apple CarPlay must be fulfilled.

1. Tap MENU ▸ App-Connect.
   Or: Press APP.
2. Tap Apple CarPlay to set up a connection with the iPhone.

Terminating the connection

The display of the function buttons on the screen may vary.

1. To open the App Connect main menu in Apple CarPlay mode, tap Ⓥ.
2. Tap ⊗ to terminate the active connection.

Things to note

Please note the following points during an active Apple CarPlay connection:

— It is not possible to connect the iPhone to the Infotainment system via Bluetooth.

— An active Bluetooth connection between the iPhone and the Infotainment system will be ended automatically.

— When an iPhone is connected to the Infotainment system via Apple CarPlay, the phone functions can only be used via Apple CarPlay.

— The connected iPhone cannot be used as a media device in the Media main menu.

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— It is not possible to use theApple CarPlay™ navigation at the same time as the internal navigation system. The last route guidance to be started terminates the previously active one.
— Depending on the Infotainment system used, the instrument cluster display shows information about telephone mode.
— Depending on the Infotainment system and navigation app you are using, turning instructions may be shown on the instrument cluster display.
— Depending on the multifunction steering wheel fitted, you can use it to accept or reject incoming calls or end a telephone call.

Starting the voice control function

The voice control function depends on the vehicle equipment level.

1. Tap briefly to start voice control on the Infotainment system.

   Or: Tap and hold to start voice control (Siri) on the connected iPhone.

The availability of the technologies is country-specific and may vary.

Information on technical requirements, compatible iPhones, certified apps and availability can be found on the Volkswagen Commercial Vehicles and Apple CarPlay websites, and is also available from your Volkswagen Commercial Vehicles dealership.

Android Auto

Prerequisites for the use of Android Auto

✓ The mobile telephone – referred to below as smartphone – must supportAndroid Auto.
✓ An Android Auto app must be installed on the smartphone.
✓ The smartphone must be connected to the Infotainment system via aUSB connection with data transfer function. Android Auto Wireless is an exception to this.
✓ The USB cable used must be an original cable from the smartphone manufacturer.
✓ Android Auto Wireless: Bluetooth and Wi-Fi must also be activated on the smartphone.

Establishing a connection

Follow the instructions on the Infotainment system screen and the display on the smartphone when establishing a connection for the first time.

The prerequisites for using Android Auto must be met.

1. Tap MENU ▸ App-Connect.

   Or: Press APP to access the App-Connect main menu.

2. Tap Android Auto to set up a connection with the smartphone.

Terminating the connection

1. Tap Back to Volkswagen or Exitin Android Auto mode to access the App-Connect main menu.

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2. Tap ⊗ to terminate the active connection.

Things to note

The following points apply when an Android Auto connection is active:

— An active Android Auto device can also be connected simultaneously to the Infotainment system via Bluetooth (HFP profile).
— Telephone functions are possible via Android Auto. If the Android Auto device is connected to the Infotainment system via Bluetooth at the same time, the telephone function on the Infotainment system can also be used.
— An active Android Auto device cannot be used as a media device in the Media main menu.
— It is not possible to use the Android Auto navigation at the same time as the internal navigation system. The last route guidance to be started terminates the previously active one.
— You can view information about telephone mode in the instrument cluster display.
— Depending on the Infotainment system and navigation app you are using, turning instructions may be shown on the instrument cluster display.
— You can accept or reject incoming calls or end a telephone call via a multifunction steering wheel.

Starting the voice control function

1. Tap VOICE or briefly to start voice control on the Infotainment system.

   Or: Tap and hold to start voice control on the connected smartphone.

The availability of the technologies is country-specific and may vary.

Information on technical requirements, compatible smartphones, certified apps and availability can be found on the Volkswagen Commercial Vehicles and Android Auto websites, and is also available from your Volkswagen Commercial Vehicles dealership.

Stowing a load

Loads must be secured taking into account country-specific road traffic regulations and any other applicable country-specific regulations. Always observe legal requirements.

You can transport a load in the load compartment or on the load area, on a trailer and on a roof load carrier .

Stowing a load securely

— Always distribute any loads in the vehicle as evenly as possible.
— Always stow loads and heavy objects in the load compartment and place them as far forwards as possible → ⚠.
— If necessary, increase the size of the load compartment by removing the seats.
— Observe gross axle weight ratings and the gross vehicle weight rating .
— Secure items in the load compartment to the fastening rings using suitable lashing, retaining and securing straps *(→ Luggage compartment equipment)*.
— Also stow small objects safely.
— If necessary, fold back the rear seat backrest and engage it securely.
— If necessary, adjust the headlight range.
— Adjust the tyre pressure to suit the load. Observe the tyre pressure sticker *(→ Tyre pressure)*.
— If necessary, adapt the tyre monitoring system to the new load level.

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Using securing straps

— Follow the instructions for the securing straps.

— Observe specifications for maximum load rating.

— The securing straps must be long enough for the item you wish to secure.

Damaged securing straps

Never use the securing straps if:

— Damage to the warp and weft of the webbing(cuts or fraying) accounts for more than 10 % of the webbing.

— The seams are damaged.

— The webbing is deformed by friction or heat.

— The securing straps are cracked, especially if cracked across the strap, or if the straps have notches.

— The securing straps have splits or corrosion damage.

— There is damage to the tightening device and connection elements.

⚠ WARNING

Objects that are not secured or are attached incorrectly can cause serious injuries in the event of a sudden driving or braking manoeuvre or in an accident. This applies particularly if objects are struck by the airbag when activated and then flung through the vehicle interior. To reduce the risk of accidents, observe the following guidelines:

- Always stow all items securely in the vehicle.
- Stow items in the vehicle interior in such a way that they can never enter the airbag deployment zones while the vehicle is in motion.
- Always keep stowage compartments closed while the vehicle is in motion.
- Stowed objects must never cause passengers to assume an incorrect sitting position.
- Any seat blocked by stowed objects must not be used by any passengers.
- Do not stow any hard, heavy or sharp objects loose in any of the vehicle's open stowage areas, on the surface of the rear seat backrest when it is folded down, the load compartment cover or the dash panel.
- Always stow heavy objects directly on the load compartment floor.
- Remove any hard, heavy or sharp objects from items of clothing and bags inside the vehicle and stow them securely.

⚠ WARNING

Transporting heavy objects changes the vehicle's handling due to the change in the centre of gravity and increases the braking distance. Heavy loads that are not properly stowed or secured in the vehicle can lead to a loss of vehicle control and serious injuries can be caused.

- Never overload the vehicle. Both the payload and the distribution of the load in the vehicle will have an effect on the driving response and braking distance of the vehicle.
- Transporting heavy objects changes the vehicle's handling and the centre of gravity.
- Always distribute the load evenly and as low down as possible in the vehicle.
- Always stow heavy items securely in the load compartment as far as possible in front of the rear axle.
- Loose objects in the load compartment can suddenly slide and change the way the vehicle handles.
- Always adapt your speed and driving style to the current visibility, weather and road or traffic conditions.
- Accelerate particularly carefully and gently.
- Avoid sudden braking and driving manoeuvres.
- Brake earlier than usual.

Luggage compartment cover

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WARNING

Lashing, retaining or securing straps that are incorrectly fastened, unsuitable or damaged may become detached in the event of a sudden braking manoeuvre or accident. This could cause objects to be flung through the interior and lead to severe or fatal injuries.

- Always use suitable and undamaged lashing, retaining or securing straps.
- Attach lashing, retaining or securing straps securely to the fastening rings.
- Load the fastening rings evenly.
- Never fix lashing, retaining or securing straps between the fastening rings in the side panel and the fastening rings in the vehicle floor.
- Never fix lashing, retaining or securing straps between opposite side walls.
- Never load the lashing, retaining or securing straps beyond their load rating.
- If necessary, observe the information sign on the side trim.
- Never use elastic straps or nets to tie down loads.
- Ensure that the load retains its form and position once it has been secured. Use stable packaging and anti-slip mats.

WARNING

When the vehicle is not in use or is not being supervised, always lock the doors to reduce the risk of severe or fatal injuries.

- Never leave children unattended, particularly when the boot lid is open. Children could make their way into the load compartment, close the boot lid and be unable to get out. This can cause severe or fatal injuries.
- Never let children play in or around the vehicle.
- Never transport people in the load compartment.

NOTICE

Items that rub against the rear windows can damage or destroy the heating wires.

Appropriate retaining straps, securing straps and load securing systems are available from suitably qualified workshops.

The luggage compartment cover is attached to the three-seat bench backrest.

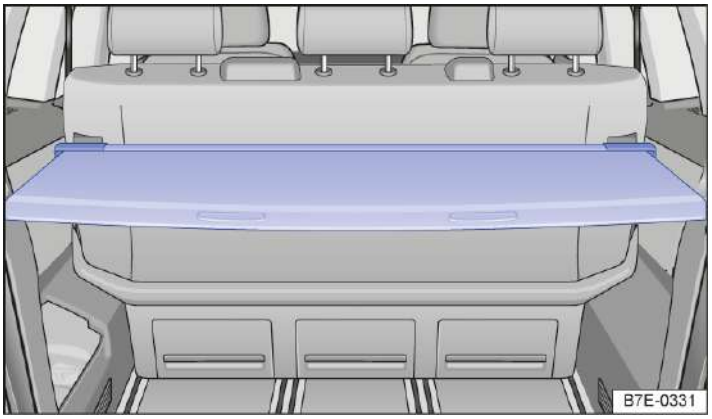


Fig. 1 In the luggage compartment: Luggage compartment cover pulled out.

Attaching luggage compartment cover

1. Adjust the backrest of the 3-seat bench to an upright position.
2. Pull evenly on the two handle recesses to slide the luggage compartment cover backwards.

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3. Hook the luggage compartment cover in at the sides.

Detaching luggage compartment cover

1. Using the handle recesses, pull the luggage compartment cover backwards slightly.
2. Hold the luggage compartment cover securely and remove it upwards from the side retainers.
3. Guide the luggage compartment cover forwards by hand.Do not let it snap back.

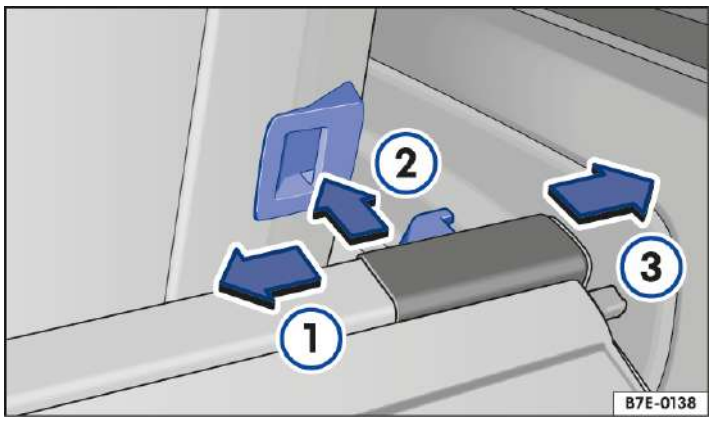


Fig. 2 In the luggage compartment: Mountings for the luggage compartment cover.

Fitting the luggage compartment cover

1. Insert the hook on the luggage compartment cover into the retainer on one side.
2. Push the other side of the luggage compartment cover inwards→ *Fig. 2* (1).
3. Push the luggage compartment cover with the hook forwards and press into the retainer→ *Fig. 2* (2).
4. Check that the luggage compartment cover is securely installed→ ⚠.

Removing the luggage compartment cover

1. Pull luggage compartment cover with the hook to the rear and remove from the retainer→ *Fig. 2* (2).
2. Pull the other side of the luggage compartment cover outwards→ *Fig. 2* (1).

⚠ WARNING

Objects that are not secured or are secured incorrectly, or animals on the luggage compartment cover, could cause serious injuries in any sudden driving or braking manoeuvre or accident.

- Never transport any objects on the luggage compartment cover.
- Never transport any animals on the luggage compartment cover.

NOTICE

To prevent damage to the luggage compartment cover, do not load the luggage compartment to such a height that the load will press against the luggage compartment cover when the boot lid is closed.

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Installing and removing the net partition

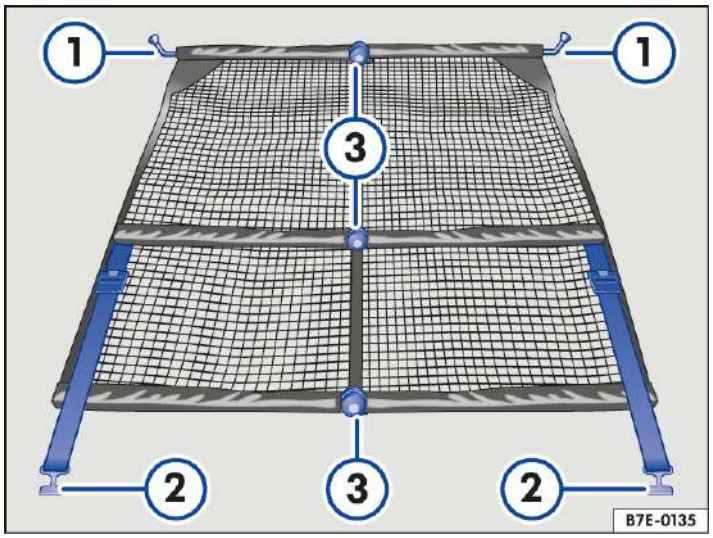


Fig. 1 Folding out the net partition

1. Retainers with T-shaped ends which are inserted in mounts in the headliner.
2. Holder straps with T-shaped holders which are secured in the seat rails
3. Cross pieces with joints which lock into place

The net partition can prevent objects in the luggage compartment entering the passenger compartment.

The net partition can be fitted behind the front seats or behind the 3-seat bench.

Preparing the net partition for fitting

1. Take the net partition out of its plastic bag and unroll it fully.
2. Fold out all the side rods fully, until you hear a “clicking” noise.

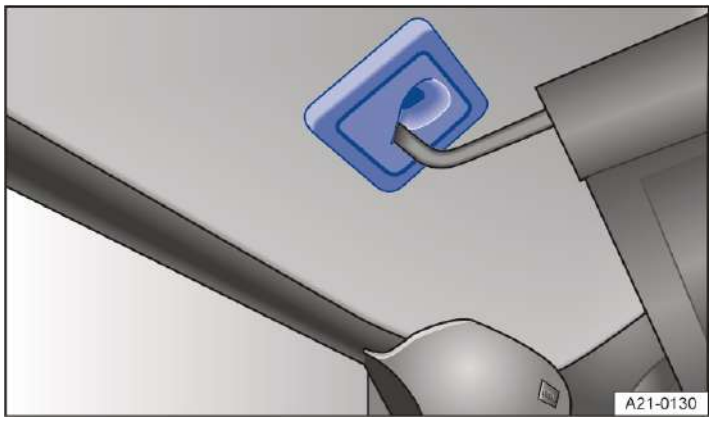


Fig. 2 In the headliner: correctly fitted net partition

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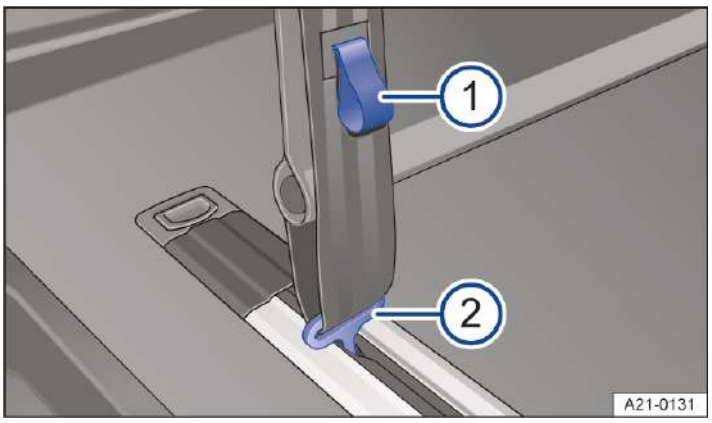


Fig. 3 In the seat rail: correctly fitted net partition

Installing the net partition

1. Make sure that the sewn-in instructions label is pointing to the rear.
2. Hook the net partition up onto the left-hand side→ *Fig. 2*.
3. Push the rod together to hook the net partition onto the right-hand side.
4. Pull the net partition to check that it has engaged securely in the retainers in the headliner.
5. On the left and right sides, pull the strap down at the loop→ *Fig. 3* (1) until you can insert the T-shaped holders into the outer seat rails.
6. Turn each of the T-shaped holders through 90° so that they are positioned across the seat rails→ *Fig. 3* (2).
7. Make sure that the net partition is vertical and securely fitted in the seat rails.

Removing the net partition

1. Pull the loop → *Fig. 3* (1) down to slacken the strap.
2. Turn the T-shaped holders by 90° and take them out of the seat rails.
3. Push the net partition slightly inwards on one side and lift it out of the upper retainers.
4. Press the release button → *Fig. 1* (3) in the joint of each cross piece and fold the cross pieces together.
5. Roll up the net partition and stow it in its plastic bag.
6. Stow the plastic bag securely in the vehicle.

⚠ WARNING

Always use the net partition carefully, observing the instructions. Risk of injury.

- The net partition is secured properly in the roof only if the T-shaped holders are securely fitted into the retainers.
- The net partition is fitted correctly in the seat rails only if the T-shaped retainers are at right-angles to the seat rails and correctly engaged.
- The T-shaped holders must never be fitted close to the removable covers on the seat rails.
- Heavy, pointed or sharp items which are not stowed securely can cause injury in the event of sudden braking manoeuvres or accidents. This may also happen when the net partition is fitted correctly.
- Vehicle occupants must not travel behind a fitted safety net.

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Rail system in rear vehicle floor

There are four seat rails in the passenger compartment. Depending on the equipment level, the two middle seat rails can be configured either as twin rails or as single rails.

Equipment	Location
Individual seats	In each of the two outer seat rails
3-seat bench	In both outer seat rails
Bed extension (MultiFlex board)	In both outer seat rails
Centre table	In the two middle seat rails, only in twin-track configurations
Net partition	In both outer seat rails
Cool box	On the adapter plate in the two middle seat rails

Other items of special equipment which can be fitted to the seat rails may be commercially available. An adapter may be needed for this purpose.

All seats and accessories which have feet which fit into the seat rails must be properly fitted with all feet in the seat rails and engaged securely.

⚠ WARNING

If the equipment on the rail system is installed, removed or moved incorrectly, accidents and severe injuries may result.

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Cover of rail system

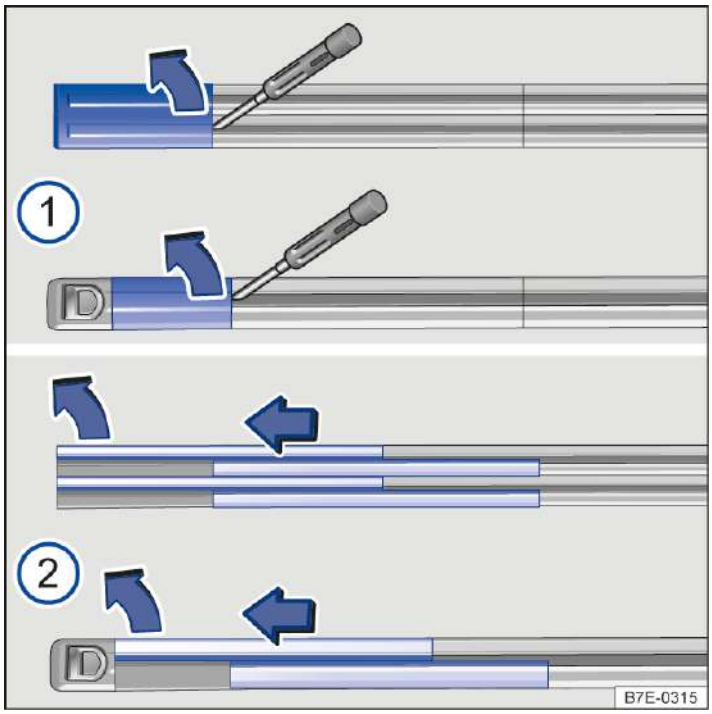


Fig. 1 In passenger compartment: view of seat rails from above.

Removing plastic covers

The plastic covers must be removed from the seat rails, if seats or the centre table are to be installed or removed.

1. Take the screwdriver from the vehicle toolkit.
2. Insert the flat blade of the screwdriver into the seat rail at an angle in front of the plastic cover you wish to remove → *Fig. 1* (1).
3. Press the cover lug approx. 3 mm to the front and, at the same time, lever it out.

Removing split cover rail

1. The aluminium cover rail consists of two parts.
2. Press the middle of the aluminium cover rail with the flat of your hand.
3. Slide the aluminium cover rail in the direction of the arrow → *Fig. 1* (2) and remove it from the guide.
4. Slide the opposite part of the aluminium cover rail in the direction of the arrow and remove it.
5. Repeat this procedure for all seat rails.

Installing split cover rail

1. Fit the aluminium cover rail so that it is flush with the fixed part of the cover rail.
2. Press the aluminium cover rail from above into the guide rail and slide it onto the fixed part of the cover rail.
3. Repeat this procedure for all seat rails.

Installing plastic covers

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— Insert the plastic cover → *Fig. 1* (1) with the recess at the front into the seat rail and press against the direction of the arrow until the cover engages securely. The cover must be flush with the seat rail.

— Ensure that the plastic covers for the double seat rails are not confused with each other as the covers will otherwise not engage securely.

WARNING

If the equipment in the seat rails is removed, installed or moved incorrectly, accidents and severe injuries may result.

- Take care when removing or installing the aluminium cover rails: Danger of injury through corners and edges.
- Always install the aluminium cover rails and plastic covers again before driving.
- Never remove the seat rails completely. All such work should be carried out by a correspondingly qualified workshop.
- If the seat rails are damaged, have them checked and if necessary replaced by a correspondingly qualified workshop.

NOTICE

If seats are moved when the seat rails are soiled, the seat rails and the seat feet could be damaged.

Fastening rings

Observe the maximum load rating of the fastening rings *(→ Fastening rings)*.

Fastening rings in rail system

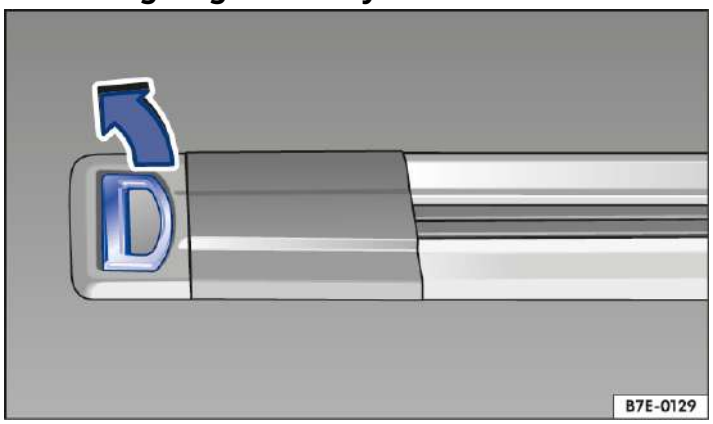


Fig. 1 In the seat rail: Fastening ring.

The fastening rings in the seat rails can be used to secure loads→ *Fig. 1*.

WARNING

Incorrect use of fastening rings can cause severe or fatal accidents.

- Always use suitable and undamaged lashing straps or securing straps.
- Attach securing straps securely to the fastening rings.
- Loose objects in the vehicle can suddenly slide and change the way the vehicle handles.
- Never exceed the maximum load rating of the fastening rings when securing objects.
- Small and light objects should also be secured.
- Never secure a child seat using the fastening rings.
- Rotating individual seats must always be turned in the direction of travel if a load is secured behind these individual seats using fastening rings.
- Never use elastic straps or nets to tie down loads.
- Apply loads to the fastening rings evenly.

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- Ensure that the load retains its form and position once it has been secured. Use sturdy packaging and anti-slip floor surfacing for your load.

T-shaped fastening ring

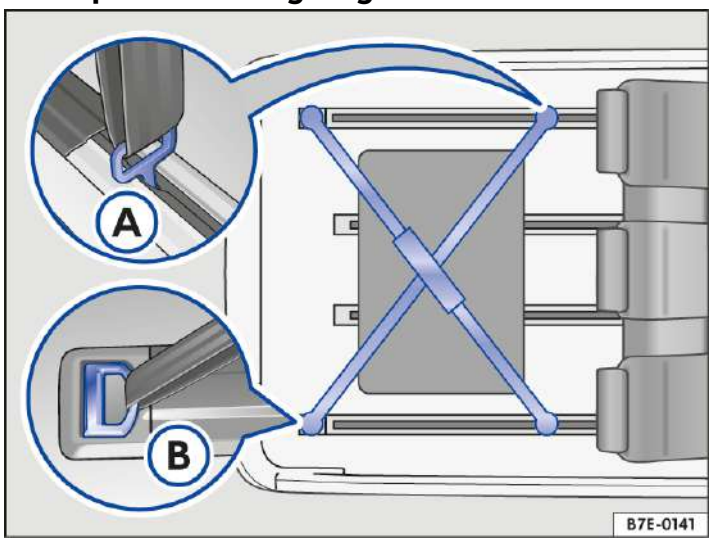


Fig. 2 Load secured correctly using two tensioning straps

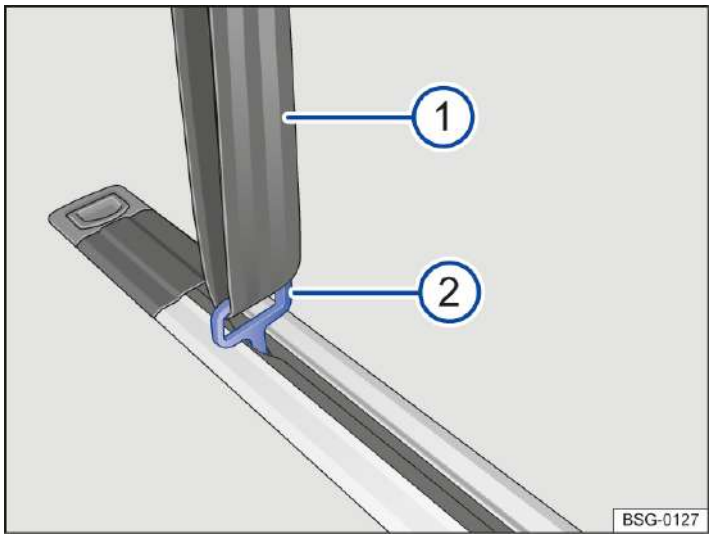


Fig. 3 T-shaped fastening ring fitted correctly in the seat rail

The T-shaped fastening rings are used to secure loads in addition to the fitted fastening rings.

Conditions for installation of a T-shaped fastening ring

— A T-shaped fastening ring → *Fig. 2* (A) may only be used together with a fastening ring (B) that is fitted in the vehicle.

— T-shaped fastening rings may only be fitted behind vehicle occupants.

— Turn the single swivel seats so that they face the direction of travel.

— The seat backrests of individual seats or of the 3-seat bench must be in an upright position.

Fitting the T-shaped fastening ring

1. Fit the T-shaped fastening ring parallel to the seat rail in the seat rail.

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2. Turn the fastening ring through 90° so that it is positioned across the seat rails→ *Fig. 3* (2).
3. Pull the tensioning strap → *Fig. 3* (1) through the fastening ring, and tension it.

Removing a T-shaped fastening ring

1. Loosen the tensioning strap.
2. Turn the fastening ring by 90° so that it is positioned parallel to the seat rail.
3. Remove the fastening ring from the seat rail.

WARNING

Incorrect use of T-shaped fastening rings can cause severe or fatal accidents.

- Use the T-shaped fastening rings only together with a tensioning strap and remove them from the seat rail after use. The T-shaped fastening ring is secure only when it is tensioned together with a tensioning strap.
- The T-shaped fastening rings should never be inserted in the seat rails near the removable covers.
- Always secure the load with two tensioning straps to a total of four fastening rings→ *Fig. 2*. Use each tensioning strap with a maximum of one T-shaped fastening ring. The second fastening ring must always be a fastening ring that is fitted permanently in the vehicle.
- Fit T-shaped fastening rings only behind the vehicle occupants. Otherwise, in the event of an accident or sudden braking manoeuvre, vehicle occupants could hit the secured load with their heads or other body parts.
- Never install more than one T-shaped fastening ring in a seat rail at any one time.
- Never exceed the maximum load rating.

Appropriate retaining straps, securing straps and load securing systems are available from correspondingly qualified workshops.

Maximum load capacity of the fastening rings

Fastening rings	Permissible nominal tensile load
Fastening rings in the seat rails	250 daN
T-shaped fastening ring	300 daN

1 daN (decanewton) corresponds to 10 newtons.

Varying country-specific requirements are met.

NOTICE

Observe the details on the maximum load capacity of the individual fastening points. In the event of full braking, forces act that can be many times higher than the weight of the load being transported. Always use multiple fastening points in order to distribute absorption of these forces and to ensure equal stress on each fastening point.

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Buckle straps

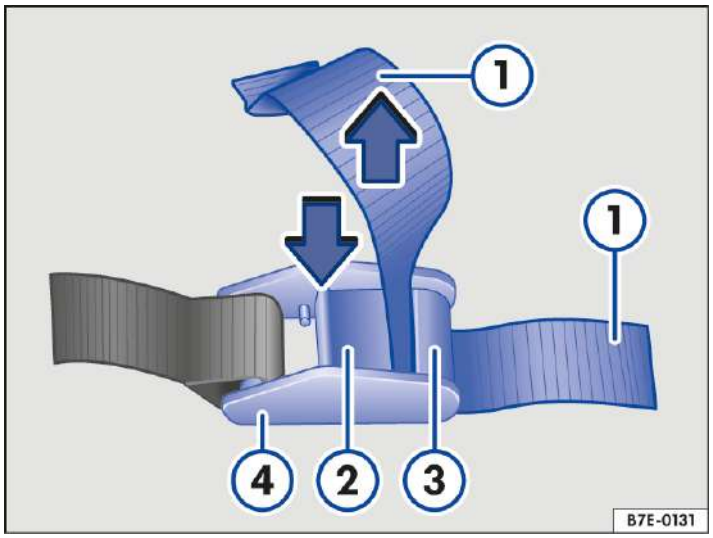


Fig. 1 Fastening the buckle strap.

Fastening the buckle strap

1. Check before tightening: The lever → *Fig. 1* (2) must not be in contact with the load, any edges or protruding objects.
2. Press and hold the lever → *Fig. 1* (2) on the buckle (4).
3. Feed the buckle strap → *Fig. 1* (1) from the back to the front between lever (2) and rib (3).
4. Tighten the buckle strap → *Fig. 1* (1) and release the lever (2).

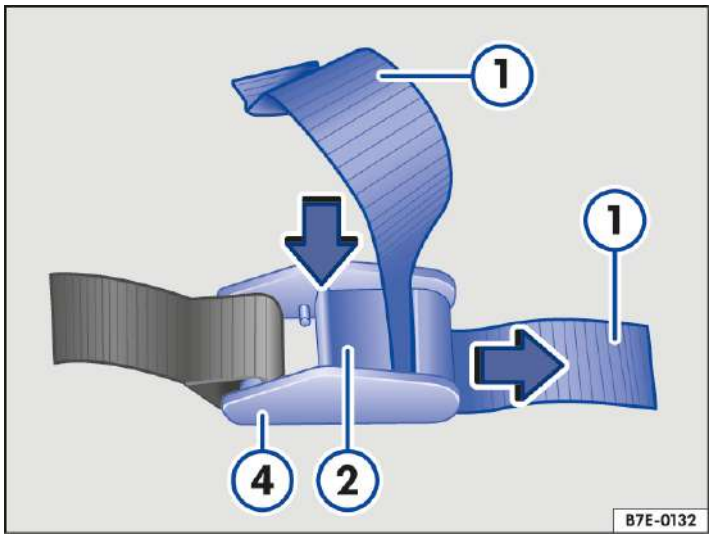


Fig. 2 Releasing the buckle strap.

Releasing the buckle strap

1. Before releasing the buckle strap, make sure the load cannot fall over.
2. Press the lever → *Fig. 2* (2) and pull the buckle strap (1) out of the buckle (4).
3. Feed the buckle strap → *Fig. 2* (1) from the back to the front between lever (2) and rib (3).

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4. Tighten the buckle strap → *Fig. 2* (1) and release the lever (2).

Ratchet straps

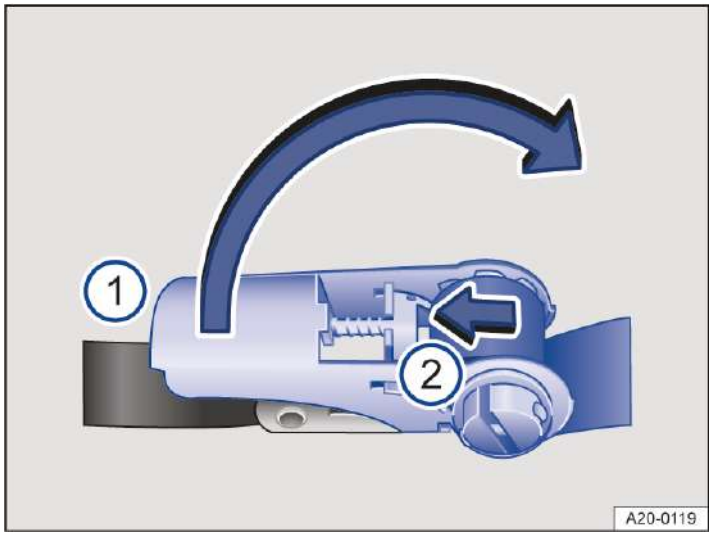


Fig. 1 Releasing and tightening the lever on the ratchet strap.

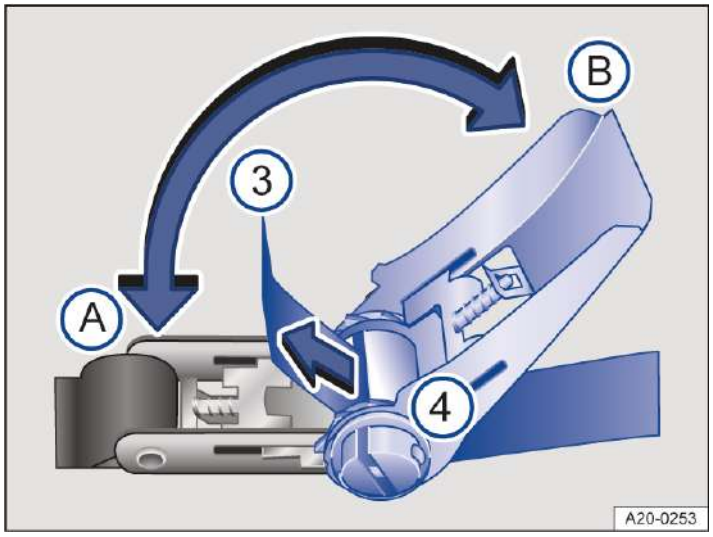


Fig. 2 Releasing and tightening the lever on the ratchet strap.

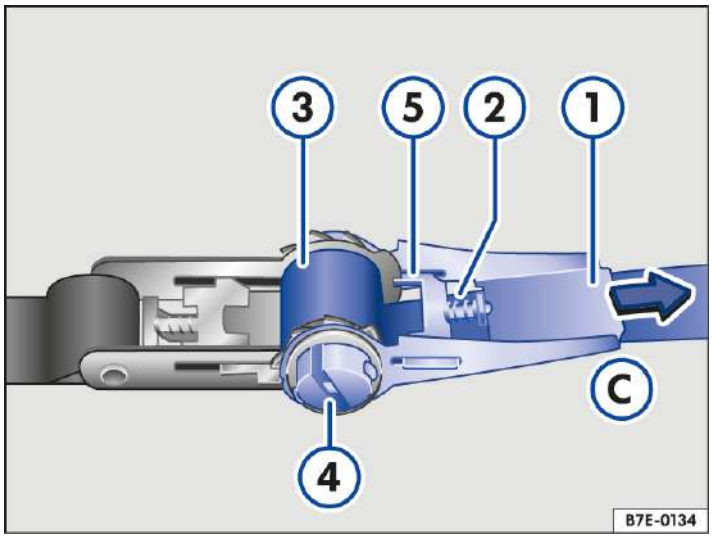


Fig. 3 Tightening the ratchet strap.

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Tightening the ratchet strap

1. Press the slider → *Fig. 1* (2) outwards in the direction of the arrow.
2. Pivot the lever → *Fig. 1* (1) to position → *Fig. 2* (B).
3. Pull the belt → *Fig. 2* (3) from the rear through the slot in the spool (4) and tighten the belt.
4. Pivot the lever → *Fig. 1* (1) back and forth alternately between positions → *Fig. 2* (A) and (B) until the belt has wound itself around the spool two to three times →⚠.
5. Press the slider → *Fig. 1* (2) outwards and pivot the lever → *Fig. 1* (1) to position → *Fig. 2* (A). The ratchet is now closed and locked in position.

Releasing the ratchet strap

1. Before releasing the ratchet strap, make sure the load cannot fall over.
2. Press the slider → *Fig. 3* (2) outwards.
3. Pivot the lever → *Fig. 3* (1) to position (C) until the slider (2) engages in the end position (5). The spool (4) now rotates freely.
4. Pull the ratchet strap → *Fig. 2* (3) out of the ratchet.

⚠ WARNING

Incorrectly fastened ratchet straps may get detached in the event of a sudden braking manoeuvre or accident. This could cause objects to be flung through the interior and lead to severe or fatal injuries.

- "Wind" the strap around the spool two to three times.
- Never use ratchet straps to secure loads to the side panels.

Fitting the removable ball coupling

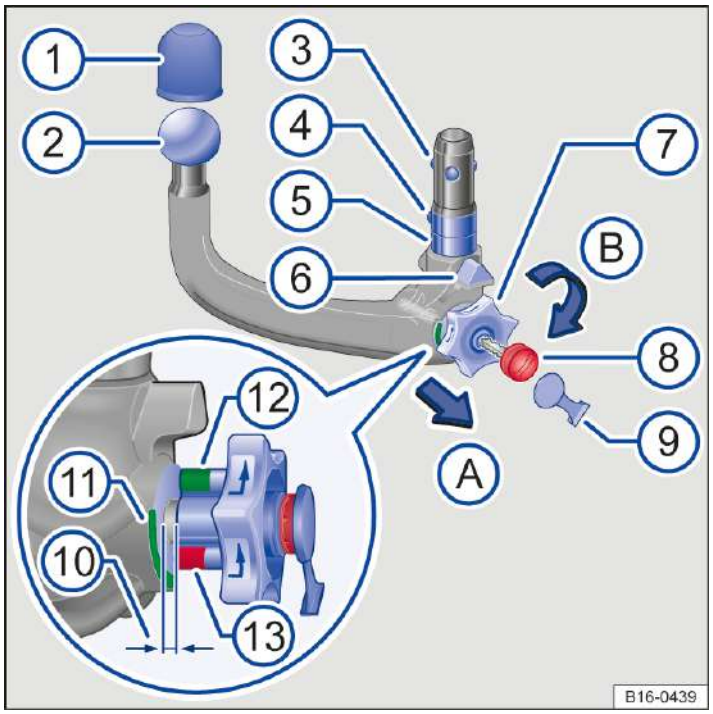


Fig. 1 Overview: Detachable ball coupling.

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(1) Protective cap (not always included in the scope of delivery).
(2) Ball head.
(3) Retaining balls.
(4) Catch (ball) for locking element.
(5) Shank.
(6) Centring device.
(7) Handwheel.
(8) Key.
(9) Lock cover.
(10) Gap (pre-tensioned ball coupling)
(11) Green marking on the ball coupling.
(12) Green marking on handwheel.
(13) Red marking on handwheel.

The removable ball coupling may be located in the following positions:

— In the stowage compartment behind the right-hand front seat.

— In the stowage compartment at the rear left of the luggage compartment behind a cover.

— In the stowage compartment under the 3-seat bench.

Step 1: Preparations

1. Note down the number stamped on the key before using the removable ball coupling for the first time. You will need this number if you have to acquire a replacement key.
2. Remove the sealing plug from the mount for the ball coupling under the bumper. Stow the sealing plug securely in the vehicle.
3. Check to ensure that the mounting, handwheel → *Fig. 1* (7), shank (5) and the retaining balls (3) of the ball coupling are all clean and undamaged →. Clean if necessary.

Step 2: Pre-tensioning the ball coupling

The ball coupling cannot be fitted properly unless it is pre-tensioned.

1. Grasp the ball coupling underneath the ball head → *Fig. 1* (2) with one hand.
2. Remove the lock cap → *Fig. 1* (9) from the lock and insert the key (8) into the lock.
3. Turn the key → *Fig. 1* (8) clockwise.
4. Use your other hand to pull out the handwheel → *Fig. 1* (7) in the direction of arrow (A) and hold it in this position →.
5. Turn the handwheel → *Fig. 1* (7) in the direction of the arrow (B) until it engages. The ball coupling is now pre-tensioned. The red marking (13) on the handwheel must point towards the green marking (11) on the ball coupling. The handwheel protrudes clearly from the ball coupling. The gap between them is approximately 4 mm (10).

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6. Check to see whether all retaining balls → *Fig. 1* (3) can be pressed fully into the ball coupling shank (5).

Step 3: Attaching the pre-tensioned ball coupling to the vehicle.

Do not touch the handwheel once the ball coupling has been pre-tensioned. When engaged, the handwheel will spring back to its original position and could cause injury →⚠.

1. Guide the pre-tensioned removable ball coupling into the mounting tube from below.
2. Push the ball coupling firmly upwards until it engages. Both centring devices→ *Fig. 1* (6) must engage in the mounting points on the vehicle.
3. The handwheel → *Fig. 1* (7) has now returned to its original position. There is no longer a gap between the handwheel and the ball coupling.
4. Turn the key → *Fig. 1* (8) anticlockwise in the handwheel and remove it.
5. It must now no longer be possible to pull out the handwheel→ *Fig. 1* (7).
6. Fit the lock cap → *Fig. 1* (9) on the lock and place the key in the vehicle toolkit.

Step 4: Safety check.

Before hitching a trailer, check that the ball coupling is secured correctly.

1. The green marking → *Fig. 1* (12) on the handwheel must point towards the green marking (11) on the ball coupling.
2. The handwheel → *Fig. 1* (7) must rest on the ball coupling and there must be no gap between them.
3. Shake or pull down on the ball coupling → *Fig. 1* with some force. It must sit firmly in the mounting→ ⚠.
4. The lock must be locked and the key→ *Fig. 1* (8) removed.
5. The lock cover → *Fig. 1* (9) must cover the lock in the locking lever.

⚠ WARNING

Improper use of the towing bracket can cause injury and accidents.

- Use the ball coupling only when it is secured correctly.
- Never use the towing bracket if the smallest diameter of the ball→ *Fig. 1* (2) is less than 49 mm.
- The ball coupling is heavy. When performing the safety check, the ball coupling could fall off and cause crush injuries.
- Do not touch the handwheel when the ball coupling is pre-tensioned. When the ball coupling is pressed into the mounting, the handwheel will jump back to its original position.
- If the ball coupling cannot be attached, have the towing bracket checked by a qualified workshop.
- Never use the towing bracket if the ball coupling does not engage properly or cannot be pre-tensioned.
- Never use the towing bracket if the key in the handwheel cannot be removed when the ball coupling is fitted. This means that the ball coupling is not locked properly.
- Always stow and secure the removed ball coupling in the stowage box under the front right seat.

NOTICE

- The mounting on the vehicle, handwheel, shank and ball coupling retaining balls must all be clean and

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undamaged. Otherwise you may not be able to lock the ball coupling securely.

- Do not aim a high-pressure cleaner or steam cleaner directly at the ball coupling mounting. This could wash the grease required for lubrication out of the mounting.

Removing and slackening the ball coupling

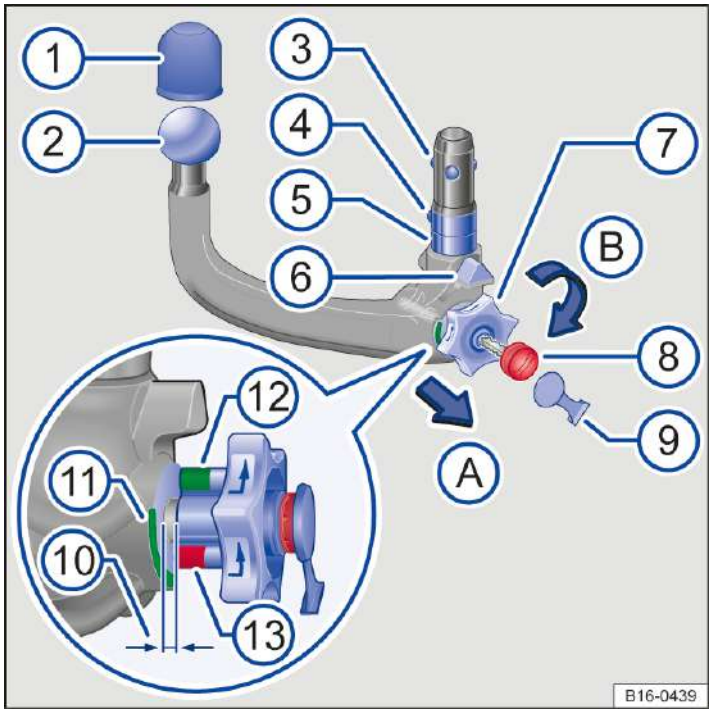


Fig. 1 Overview: Detachable ball coupling.

(1) Protective cap (not always included in the scope of delivery).
(2) Ball head.
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(4) Catch (ball) for locking element.
(5) Shank.
(6) Centring device.
(7) Handwheel.
(8) Key.
(9) Lock cover.
(10) Gap (pre-tensioned ball coupling)
(11) Green marking on the ball coupling.
(12) Green marking on handwheel.
(13) Red marking on handwheel.

1. Bring the vehicle to a standstill and apply the handbrake.
2. Switch off the engine.
3. Unhitch the trailer and disconnect the electrical connection between the vehicle and the trailer. If fitted, remove the adapter from the trailer socket.
4. Remove the lock cap → *Fig. 1* (9) from the lock on the handwheel.
5. Insert the key → *Fig. 1* (8) into the lock and turn it clockwise.

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6. Hold the ball coupling → *Fig. 1* (2) tightly with one hand →⚠.
7. Use your other hand to pull out the handwheel→ *Fig. 1* (7) in the direction of arrow (A) and hold it in this position.
8. Turn the handwheel → *Fig. 1* (7) in the direction of arrow (B) until it engages.
9. Hold the handwheel → *Fig. 1* (7) in this position and guide the ball coupling downwards out of the mounting. The ball coupling is now pre-tensioned.
10. Release the handwheel → *Fig. 1* (7) and stow the pre-tensioned ball coupling safely with the vehicle toolkit.
11. Insert the sealing plug into the mount for the ball coupling.

⚠ WARNING

The removable ball coupling is heavy. The ball coupling could fall off while it is being removed and cause crush injuries.

- Never unlock the ball coupling when a trailer is hitched.

⚠ WARNING

If the ball coupling is not secured, it may be flung around the vehicle interior and cause injuries during sudden braking or driving manoeuvres or in the event of an accident.

- Always stow the ball coupling securely in the vehicle.

Dimensions and mounting points for retrofitting a towing bracket

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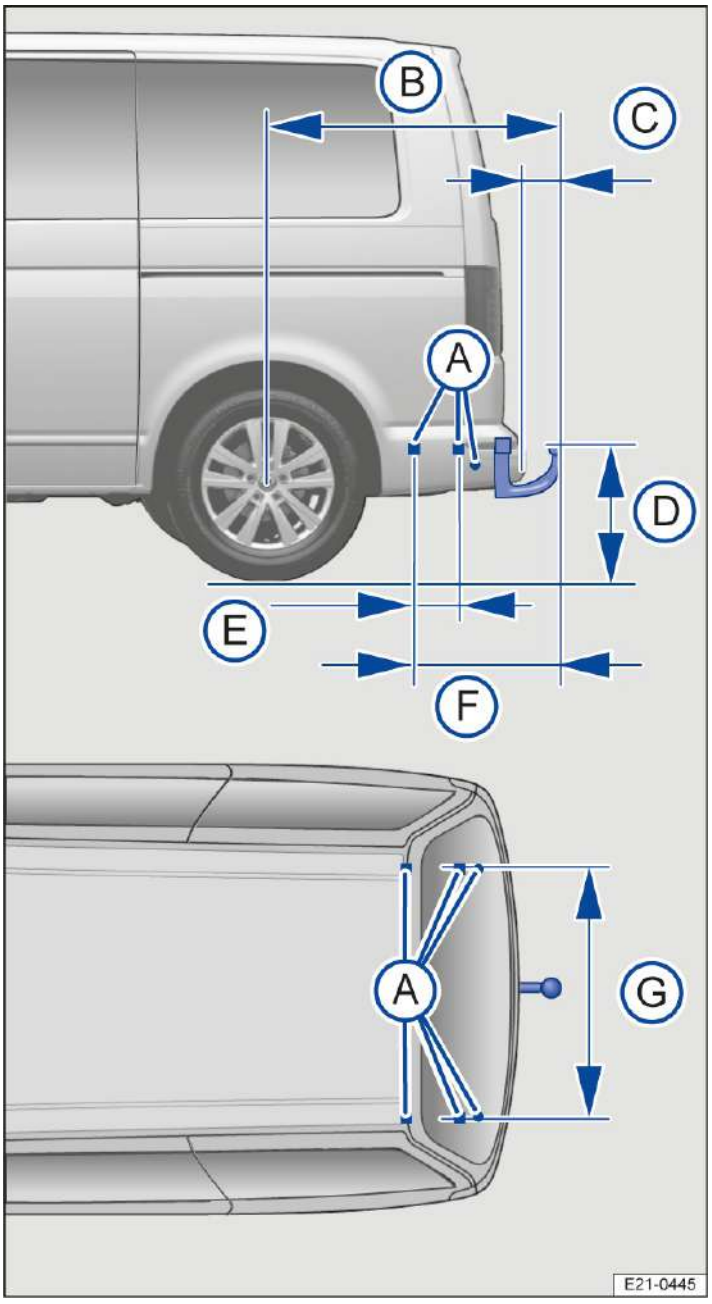


Fig. 1 Dimensions and attachment points for retrofitting a towing bracket.

- (A) Attachment points.
- (B) 1,075 mm.
- (C) At least 65 mm.
- (D) 350 mm to 420 mm.
- (E) 160 mm.
- (F) 550 mm.
- (G) 758 mm.

Dimensions

The dimensions must be observed in all cases when retrofitting a towing bracket→ *Fig. 1*. Always observe the minimum distance given from the middle of the ball coupling (D) to the surface of the road. The values refer to the vehicle with maximum load, including the maximum drawbar load.

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Have the towing bracket retrofitted by a suitably qualified workshop. Conversion measures may be necessary on the cooling system, for example, or it may be necessary to fit heat shields.

Install the towing bracket in accordance with the installation instructions provided.

A retrofitted, non-removable towing bracket must not cover either the licence plate or the lighting system at the rear of the vehicle. Observe the country-specific regulations on use of a towing bracket →⚠.

⚠ WARNING

Electrical accessories that are not connected properly can cause faults in the entire vehicle electronics system and also cause accidents and serious injuries.

- Never connect the trailer's electrical system directly to the electrical connections of the tail light clusters or to other unsuitable sources of electricity. Only a suitable connector may be used to connect the trailer.
- When retrofitting a towing bracket to the vehicle, have the work carried out by a suitably qualified workshop.

⚠ WARNING

The trailer can become detached from the towing vehicle if the towing bracket is unsuitable or incorrectly fitted. This can cause serious accidents and fatal injuries.

Use only towing brackets that are intended by the manufacturer for the corresponding vehicle model, model year and vehicle version.

Introduction

The vehicle can be used to tow a trailer if it has the required technical equipment for this.

The additional trailer load will affect the amount of wear, energy consumption and performance of the vehicle and, in certain circumstances, could shorten the service intervals.

Driving with a trailer not only places an extra load on the vehicle, but also requires increased concentration on the part of the driver.

Vehicles with a start/stop system

If towing brackets that were not retrofitted by Volkswagen Commercial Vehicles are used, or if a towing bracket retrofitted by Volkswagen Commercial Vehicles is not detected for system-related reasons, the start/stop system must be deactivated manually using the button in the centre console (A OFF) before starting to tow a trailer and must remain deactivated for as long as a trailer is being towed →⚠.

Trailer with lighting function check

You must not use any trailer equipped with a tail light or brake light that requires a function check of these lights for its approval. Please contact the trailer manufacturer for information on the type of approval that applies to your trailer.

Tachograph

Use of a tachograph is required by law for vehicles with a gross vehicle weight rating in excess of 3,500 kg, including trailer, and used commercially to transport goods. This is irrespective of whether the vehicle or the trailer or both are used for commercial transportation of goods.

Unused ball coupling

Swivel in or remove the ball coupling if there is no trailer, bicycle carrier or similar equipment mounted on it. This applies in particular if the number plate or the lighting on the rear of the vehicle are obscured by the unused ball coupling. Observe the country-specific regulations on the use of a ball coupling.

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DANGER

It is dangerous to transport people in a trailer and it may also be illegal.

- Never transport people in a trailer.

WARNING

Improper use of the towing bracket can lead to a loss of vehicle control, accidents and serious injuries.

- Fit and use the trailer according to the instructions provided by the respective manufacturer.
- Use the towing bracket only if it is undamaged and fitted correctly.
- Do not carry out any alterations or repairs to the towing bracket.
- Swivel the ball coupling in or remove the ball coupling if possible to reduce the risk of injury in rear-end collisions and for pedestrians as well as cyclists in the event of parked vehicles.
- Never install a “weight-distributing” or “load-balancing” towing bracket to the vehicle. The vehicle was not constructed for these kinds of towing brackets. The towing bracket can fail, causing the trailer to tear loose from the vehicle.

WARNING

Towing a trailer and transporting heavy or bulky items can change the vehicle handling, increase the braking distance and lead to accidents.

- Always secure loads properly using suitable and undamaged lashing, retaining or securing straps.
- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions. Reduce your speed, particularly when driving downhill.
- Trailers with a high centre of gravity are more likely to tip over than trailers with a low centre of gravity.
- Always drive carefully and ensure that you think ahead. Accelerate particularly carefully and gently. Avoid abrupt and sudden driving and braking manoeuvres.
- Take special care when overtaking. Reduce your speed immediately if the trailer shows even the slightest sign of snaking.
- Do not drive faster than 80 km/h(50 mph) when towing a trailer, or 100 km/h (60 mph)in exceptional cases. This also applies to countries where higher speeds are permitted. Always obey national speed limits. Speed limits for vehicles towing trailers can be lower than for vehicles without trailers.
- Never try to stop a trailer from snaking by increasing your speed.

WARNING

The start/stop system must always be deactivated manually when towing a trailer using towing brackets that have not been retrofitted by Volkswagen Commercial Vehicles. Otherwise faults can occur in the brake system, possibly resulting in accidents and serious injuries.

Always switch off the anti-theft alarm before hitching or unhitching a trailer *(→ Anti-theft alarm)*. The tilt sensor could otherwise trigger an alarm unnecessarily.

In vehicles with a new engine, do not tow a trailer during the first 1,000 km.

Depending on the equipment, the removable ball coupling is required for towing .

Technical prerequisites

Engine cooling system

There is an increased load on the engine and the cooling system when towing a trailer. The cooling system must contain sufficient coolant and be able to cope with the extra load added by the trailer.

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Overrun brake

If the trailer is equipped with its own brake system, comply with the legal regulations.

Exterior mirrors

If you are unable to see the traffic behind the trailer in the vehicle's standard exterior mirrors, additional exterior mirrors should be fitted in accordance with any country-specific regulations. Before setting off, adjust the exterior mirrors so that you have a sufficient view of the rear.

Towing brackets fitted to the rear bumper

Do not carry out any alterations to the exhaust or brake systems. Check that the towing bracket is properly secured at regular intervals.

Trailer tail light clusters

The trailer tail light clusters must work correctly and meet legal requirements. Do not exceed the maximum power consumption for the trailer tail light clusters.

WARNING

If the towing bracket is unsuitable or incorrectly fitted, the trailer could become detached from the towing vehicle. This can cause serious accidents and fatal injuries.

- Do not carry out any alterations to the exhaust or brake systems.

NOTICE

The vehicle electronics may be damaged if the trailer's power consumption is too high.

- Never connect the trailer's electrical system directly to the electrical connections of the tail light clusters or to other power sources. Use only suitable connections to supply power to the trailer.

We recommend additional services between the normal inspection intervals if the vehicle is used frequently for towing a trailer.

Hitching a trailer

Trailer socket

A 13-pin trailer socket makes the electrical connection between the towing vehicle and the trailer. The pin assignment corresponds with DIN ISO 11446.

If the trailer has a 7-pin plug you will need to use a suitable adapter.

1. Lift the cap on the socket and insert the plug.
2. Turn the plug by a quarter of a turn in clockwise direction until it engages fully in the socket.
3. Release the cap to lock the plug in position.
4. Check that the entire lighting system is functioning correctly before starting your journey.

If you are uncertain whether the electrical connection of the trailer with the towing vehicle is correct, please contact a suitably qualified workshop.

Emergency breakaway cable

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Always fasten the trailer's emergency breakaway cable properly to the towing vehicle. Leave enough slack in the emergency breakaway cable so that the vehicle can still drive around corners. However the emergency breakaway cable should not drag along the ground while you are driving.

Connection to the anti-theft alarm

The trailer is integrated in the anti-theft system if the following conditions are fulfilled:

— When the vehicle has a factory-fitted anti-theft alarm and a factory-fitted towing bracket.

— When the trailer is electrically connected to the towing vehicle via the trailer socket.

— When the vehicle and trailer electric systems are functional, fault-free and undamaged.

— When the vehicle is locked with the vehicle key and the anti-theft alarm is active.

When the vehicle is locked, the alarm will be triggered as soon as the electrical connection to the trailer is interrupted.

Connection to the anti-theft alarm (trailer with LED tail light clusters)

For technical reasons, trailers with LED tail lights cannot be integrated into the anti-theft alarm system.

When the vehicle is locked, the alarm is not triggered as soon as the electrical connection to the trailer with LED rear lights is interrupted.

WARNING

Any electrical cables which are not connected properly or are connected incorrectly could cause a power surge to the trailer. This could lead to faults in the entire vehicle electronics system and could also cause accidents and serious injuries.

- All work on the electrical system should be carried out by a correspondingly qualified workshop.
- Never connect the trailer's electrical system directly to the electrical connections of the towing vehicle's tail light clusters or to other power sources.

WARNING

Contact between the pins in the trailer socket can lead to short circuits, overloading of the electrical system and failure of the lighting system, thereby causing accidents and serious injuries.

- Never connect the pins in the trailer socket to one another.
- Have any bent pins repaired by a correspondingly qualified workshop.

NOTICE

If you park the trailer using the support wheel or other trailer supports, disconnect the trailer from the vehicle. The vehicle could move up and down if the load changes or if there is damage to the tyres, for example. If this happens, a great deal of force will be exerted on the towing bracket and trailer, which could lead to damage to the vehicle and trailer.

If there is a fault in the vehicle or trailer electrical systems, or if there is a fault in the anti-theft alarm, have the vehicle checked by a correspondingly qualified workshop.

If the engine is not running and electrical equipment is switched on in the trailer via the trailer socket, the 12-volt vehicle battery will discharge.

If the 12-volt vehicle battery charge level is low, the electrical connection to the trailer will be interrupted automatically.

Loading the trailer

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Basic information

Always make sure that the vehicle and trailer are well balanced. Do not overload the front or rear of the trailer. Always stow heavy objects directly over the axle, or as close as possible to it. Always secure loads to the trailer properly →⚠.

Trailer weight and drawbar load

The maximum trailer weight is the weight that the vehicle can pull→⚠.

The drawbar load is the weight that the towing bracket exerts on the ball coupling neck vertically from above .

The figures for trailer weights and draw bar weights that are given on the data plate of the towing bracket are for certification purposes only. The correct values for your specific model, which may be *lower* than these figures, are given in the vehicle registration documents. All data in the official vehicle documents takes precedence over this data.

The maximum permissible drawbar load should always be utilised. The response of the trailer on the road will be poor if the drawbar load is too small.

The drawbar load increases the weight on the rear axle and reduces the maximum load level as a result.

Gross combination weight

The combination weight is made up of the actual weight of the loaded towing vehicle and of the loaded trailer .

In some countries, trailers are divided into different classes. We recommend that you contact a qualified workshop to find out about suitable trailers.

Tyre pressure

Follow the trailer manufacturer's recommendations concerning the tyre pressure for the trailer tyres.

1. When towing a trailer, inflate the tyres on the towing vehicle with the maximum permitted tyre pressure *(→ Tyre pressure)*.

⚠ WARNING

Loads that may slide can severely impair stability and driving safety, which can cause accidents and severe injuries.

- Always load trailers properly.
- Always secure loads using suitable and undamaged lashing and securing straps.

⚠ WARNING

Accidents and serious injuries can occur if you exceed the vehicle's maximum permitted gross axle weight rating, drawbar load, gross vehicle weight rating or gross combination weight rating.

- Never exceed the stated values.
- Never exceed the maximum gross axle weight rating with the current weight on the front and rear axles.
- Never exceed the maximum permissible gross weight with the front and rear weight of the vehicle.

Driving with a trailer

Headlight adjustment

Towing a trailer can raise the front end of the vehicle enough for the dipped beam to blind other road users. Use the headlight range control to lower the light cone as required. If you do not have headlight range control, have the headlights adjusted by a suitably qualified workshop.

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Things to note when driving with a trailer

— If the trailer has an overrun brake, apply the brakes *gently at first* and then firmly. This will prevent the jerking that can be caused by the trailer wheels locking.

— The combination weight causes the braking distance to increase.

— Select a low gear before driving down a slope. This enables you to use the engine braking effect to slow down the vehicle. The brake system could otherwise overheat and fail.

— The vehicle's centre of gravity and in turn the vehicle's handling will change because of the trailer load and the increased gross weight of the vehicle and trailer.

— The weight distribution of a loaded trailer with an unladen towing vehicle is very unfavourable. When driving in this situation, drive particularly carefully and slowly.

Pulling off on slopes when towing a trailer

Depending on the steepness of the slope and the total weight of the trailer and vehicle, a vehicle towing a trailer could roll back a short distance when moving off on a hill.

When towing a trailer, pull off on slopes as follows:

1. Depress and hold the brake pedal.
2. In vehicles with a manual gearbox: Fully depress the clutch pedal.
3. 1st Select a gear or the D position.
4. Unlock handbrake and carefully release while holding down lock button.
5. Gently depress the accelerator and, in a manual vehicle, release the clutch pedal until you feel the vehicle moving forwards. If necessary, observe the information on Hill Start Assist *(→ Hill Start Assist)*.
6. Only let go of the handbrake lever when the engine has sufficient power to move off.
7. Pull away slowly.

⚠ WARNING

Incorrect trailer towing can cause loss of vehicle control and serious personal injury.

- Towing a trailer and transporting heavy or bulky items can change the way the vehicle handles and increase the braking distance.
- Always drive carefully and ensure that you think ahead. Brake earlier than usual.
- Adapt your speed and driving style to the current visibility, weather and road or traffic conditions. Reduce your speed, particularly when driving downhill.
- Accelerate particularly carefully and gently. Avoid abrupt and sudden driving and braking manoeuvres.
- Take extra care when overtaking. Reduce your speed immediately if the trailer shows even the slightest sign of snaking.
- Never try to stop a trailer from snaking by increasing your speed.
- Always obey maximum speed limits. In some areas, speed limits for vehicles towing trailers are lower than for vehicles without trailers.

Trailer stabilisation

The trailer stabilisation function can detect if an attached trailer is starting to snake from side to side and can provide counter steering assistance.

Trailer stabilisation is an extension of the Electronic Stability Control (ESC

).

If a lurching motion is detected, the trailer stabilisation function automatically helps to reduce the trailer's rocking motion using counter steering assistance. The trailer stabilisation function may be deactivated in some countries.

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Requirements for trailer stabilisation

✓ The vehicle is a factory-fitted towing bracket or a compatible towing bracket is fitted.

✓ Electronic Stability Control (ESC) and traction control system (TCS) are active. The warning lamp or in the instrument cluster is not lit up.

✓ The trailer is electrically connected to the towing vehicle via the trailer socket.

✓ The vehicle speed is higher than approximately 60 km/h (37 mph).

✓ The maximum drawbar load is being used.

✓ The trailer must have a rigid drawbar.

✓ Trailers with brakes must have a mechanical overrun system.

⚠ WARNING

Do not let the extra safety afforded by the trailer stabilisation function tempt you into taking any risks when driving.

- Adapt your speed and driving style to the current visibility, weather and road or traffic conditions.
- Accelerate carefully on slippery surfaces.
- Take your foot off the accelerator when a system is regulating.

⚠ WARNING

The trailer stabilisation function may not be able to detect all driving situations correctly.

- Trailer stabilisation is switched off when ESC is deactivated.
- Light trailers that are snaking will not be recognised by the trailer stabilisation function and stabilised accordingly in all cases.
- A trailer can still *jack-knife* on slippery roads with little grip, even if the towing vehicle is equipped with the trailer stabilisation system.
- Trailers with a high centre of gravity might tip over before snaking starts.
- Sudden braking procedures could occur automatically in extreme driving situations if the trailer socket is being used without a trailer.

Introduction

Rear carrier systems are, for example, bicycle carriers or hunter boxes. There are rear carrier systems for assembly on the ball coupling or on the boot lid.

Only use rear carrier systems intended for the vehicle model, model year and vehicle version by the respective manufacturer.

Mount the rear carrier system according to the manufacturer's installation instructions.

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Fitting a rear carrier system (e.g. bicycle carrier) on the ball coupling

Volkswagen Commercial Vehicles recommends the use of Volkswagen Genuine Accessories, which you can purchase from your Volkswagen Commercial Vehicles dealership.

Maximum load of the rear carrier system

The load capacity is made up of the rear carrier system and the load transported on it.

The maximum recommended load of the rear carrier system fitted on the ball coupling may differ from the vehicle-specific drawbar load of the vehicle.

However, the model-specific maximum drawbar load of the towing bracket must not be exceeded.

The load capacity decreases due to the leverage effect the further away the centre of gravity of the rear carrier system is from the ball head.

Position heavy objects as close to the ball coupling as possible.

Vehicle-specific maximum load capacity

To find out the recommended load capacity for your vehicle, check what the drawbar load of your vehicle is . The following table shows the load capacity. Volkswagen Commercial Vehicles recommends that the specified number of bicycles on the rear carrier system is adhered to in accordance with guideline UN-R 55.

Vehicle-specific drawbar load	Maximum load	Number of bicycles
50 kg	50 kg	2
55 kg	55 kg	2
From 75 kg	75 kg	3

Maximum overhang of the rear carrier system

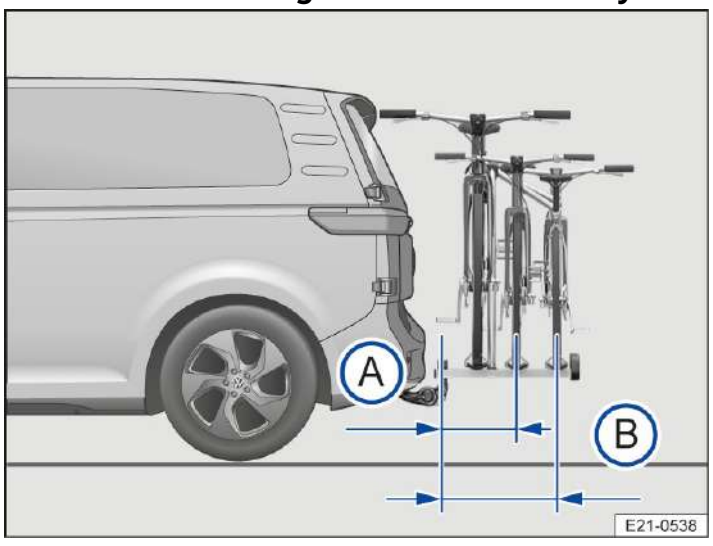


Fig. 1 Illustration of the maximum overhang on a bicycle carrier for two or three bicycles.

(A) With up to 55 kg load capacity: 500 mm.

(B) With 75 kg load capacity: 700 mm.

The maximum overhang for bicycle carrier systems with two bicycles from the centre of the ball head to the centre of

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the rail of the last bicycle carrier must not exceed 500 mm → *Fig. 1* (A). For bicycle carrier systems with three bicycles, 700 mm → *Fig. 1* (B) must not be exceeded.

WARNING

Incorrect use of a rear carrier system mounted on the ball coupling of the towing bracket can cause accidents and injuries.

- Make sure that the rear carrier system is suitable for use on your vehicle.
- Always read and follow the installation instructions provided by the rear carrier system manufacturer.
- Never secure a rear carrier system to the ball neck under the coupling ball. The rear carrier system could slip out of position due to the shape of the ball neck.

NOTICE

Considerable vehicle damage could occur if the maximum permitted payload specified in the manufacturer's assembly instructions or the overhang is exceeded.

- Never exceed the values stated in the installation instructions.

Remove as many add-on parts as possible from the rear carrier system before setting off. This includes, for example, bicycle bags and baskets, child seats or batteries. This helps improve the rear carrier system's wind load and centre of gravity.

Introduction

Depending on the model, the vehicle may be designed for fitting a roof load carrier.

Roof load carriers can be used to transport bulky items on the roof of the vehicle.

Please contact a suitably qualified workshop if you are unsure whether a roof load carrier can be fitted to your vehicle.

Volkswagen Commercial Vehicles recommends the use of Volkswagen Genuine Parts or Volkswagen Genuine Accessories, which you can purchase from your Volkswagen Commercial Vehicles dealership

Do not use or retrofit a roof load carrier if the vehicle is*not* approved for use with a roof load carrier.

Roof carriers *cannot* be fitted on vehicles that also have additional lighting factory-fitted on the vehicle roof.

WARNING

When transporting heavy or bulky objects on the roof load carrier, the way the vehicle handles will change due to a shift in the centre of gravity and increased susceptibility to crosswinds.

- Always secure loads properly using suitable and undamaged lashing, retaining or securing straps.
- Cargo that is large, heavy, bulky, long or flat will have a negative effect on the vehicle aerodynamics, centre of gravity and overall handling.
- Avoid abrupt and sudden driving and braking manoeuvres.
- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions.

WARNING

Fitting a roof load carrier that has not been approved for the vehicle or fitting a roof load carrier to a vehicle that is *not* approved for use with a roof load carrier can cause accidents and injuries.

- Use only roof load carriers that have been approved for the vehicle.
- Never fit a roof load carrier on a vehicle that has not been approved for use with a roof load carrier. If you fit a roof load carrier to such vehicles, it may work loose whilst the vehicle is in motion and fall off the vehicle roof.

NOTICE

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Securing a roof load carrier of any kind to a vehicle that is not approved for use with a roof load carrier can seriously damage the vehicle.

Attaching the base carrier and roof load carrier

With some equipment levels, the vehicle has special roof rails on the right and left for fitting the mounts.

Special roof load carriers must be used to transport loads, bicycles, surfboards, skis and boats safely. Appropriate accessories are available from a correspondingly qualified workshop.

Attaching the base carrier and roof load carrier

Install the base carrier bars in accordance with the supplied installation instructions.

Attach the base carrier bars only to the rails .

Once you have fitted the base carrier bars, you can then secure the respective roof load carrier on them.

⚠ WARNING

Incorrectly attaching and using the mounts or roof bars and roof load carrier can cause the whole roof load carrier to fall off the roof. This can cause accidents and injuries.

- Use base carrier bars or roof bars and roof load carriers only when they are undamaged and fitted correctly.
- Always fit base carrier bars or roof bars and roof load carriers properly. Always observe the installation instructions provided by the manufacturer.
- Attach the base carrier bars or roof bars only at the specified mounting points.
- Special roof load carriers for items such as bicycles, skis, surfboards, etc. must always be installed properly. Always observe the installation instructions provided by the manufacturer.
- Check that the roof load carrier is secured before starting your journey and tighten as necessary after driving a short distance. During a long trip, check all bolts and fasteners at each stop.
- Do not carry out any modifications or repairs to base carrier bars, roof bars or the roof load carrier.

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Loading the roof load carrier

Loads can be attached securely only when the roof load carrier system is fitted correctly→⚠.

Maximum permissible roof load

— Vehicles with normal roof 100 kg.

— Vehicles with pop-up roof 50 kg.

— Dropside van with double cab 75 kg.

— Dropside van with single cab 50 kg.

The roof load limit refers to the combined weight of the roof load carrier and the load carried on the roof→⚠.

Make sure you are aware of the weight of the roof load carrier and the load to be transported. Weigh the load if necessary.

However, you will not be able to carry the maximum permitted roof load if you are using a roof load carrier with a lower load rating. In this case, do not exceed the maximum weight limit for the load carrier system which is specified in the manufacturer's installation instructions.

Distributing the load

1. Distribute the load evenly and secure it correctly→⚠.

Checking the fittings

After the base carriers and roof load carrier have been attached, check the bolted connections and fastenings once you have travelled a short distance and then at regular intervals.

⚠ WARNING

Accidents and vehicle damage can occur if the maximum permitted roof load is exceeded.

- Never exceed the specified roof load, the maximum permissible axle loads, and the permissible gross vehicle weight for the vehicle.
- Do not exceed the load capacity of the roof carrier, even if the maximum roof load has not been reached.

⚠ WARNING

Loose and incorrectly secured loads can fall off the roof load carrier and cause accidents and injuries.

- Always use suitable and undamaged lashing, retaining or securing straps.

NOTICE

When opening the boot lid, make sure that it does not collide with the roof load.

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Remove the roof load carrier in the following situations

— The roof load carrier is no longer needed.

— Before entering an automatic car wash.

— When the vehicle height exceeds the required clearance height, e.g. in a garage.

NOTICE

- Always remove the roof load carrier before driving through an automatic car wash.
- Installing a roof load carrier and securing a load to it changes the height of the vehicle. Check and compare the height of the vehicle with clearance heights, e.g. for underpasses and garage doors.
- The function of other components must not be impeded by the roof load carrier.

When the roof load carrier is fitted, consumption increases due to the increased air resistance.

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Safety instructions when handling fuel

WARNING

Incorrect handling of fuel can cause explosions, fire, serious burns and other injuries.

- Before refuelling, switch off the engine, ignition, auxiliary heater, mobile telephone and other radio equipment.
- Do not get into the vehicle while refuelling in order to avoid electrostatic discharge.
- Make sure that the tank cap is properly closed and that no fuel is escaping.
- Observe the applicable safety instructions and local regulations on handling fuel.

WARNING

Incorrect refuelling can lead to fire, serious injuries and vehicle damage.

- Refuel only with fuels that are approved for the vehicle.
- Do not refuel with fuels that contain metal and use only additives that have been approved by the manufacturer in the approved quantity.
- Immediately remove any spilled fuel from all vehicle parts.

CAUTION

Fuel can leak out of the spare fuel canister. This can lead to fire and injuries.

- Never transport a spare fuel canister in the vehicle.

Fuels can pollute the environment. Collect any service fluids that escape or are spilled and dispose of them correctly.

Manual release of the tank flap is not possible. In an emergency, seek expert assistance.

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Introduction

The fuel cap is located on the left-hand side of the vehicle.

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Identification of fuels and fuels standards

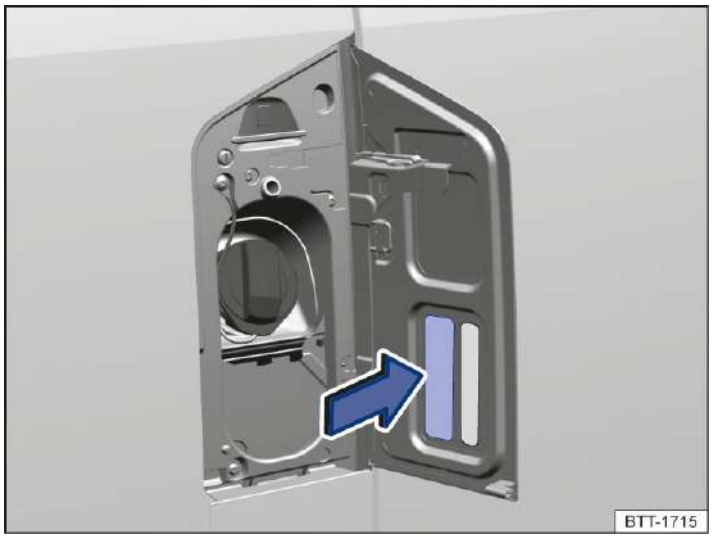


Fig. 1 In the tank flap: fuel information label.

Fuel information label

Different engines require different fuels. There is a factory-fitted fuel information sticker in the tank flap that indicates the required fuel type for the vehicle → *Fig. 1*.

The designation and the framework indicate, which fuels are suitable for the vehicle. This is a minimum requirement. Other fuels must not be used for the vehicle →.

Fuel standards

The fuel being filled needs to comply with one of the following standards→.

Where fuel complying with the specified standards is not available, a correspondingly qualified workshop will have information on which available fuels are suitable for the vehicle.

Diesel

B7

B7 stands for diesel with a maximum biodiesel content of 7%.

Fuel standards

— EN 590 in the current version.

— DIN EN 590 in the current version.

Synthetic diesels

XTL

Synthetic diesels.

XTL stands for X - To - Liquid and is the designation used for synthetic diesel fuels.

XTL fuels are diesel fuels that are manufactured synthetically. These synthetic diesel fuels include GTL (Gas To Liquid), BTL (Biomass To Liquid) and HVO (Hydrotreated Vegetable Oils), where natural gas or biomass are used as the initial energy carrier.

Fuel standard

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— EN 15940 in the current version.

— DIN EN 15940 in the current version.

NOTICE

Using fuel that does not comply with these standards and is not approved may reduce performance and cause damage to the engine and fuel system.

- Before refuelling, check whether the fuel identification specified on the pump meets the vehicle's requirements.
- In order to avoid damage to the fuel system and engine failure, always refuel only with fuels in accordance with the specified standard and labelling.

Diesel

Always refuel diesel with a low sulphur content or with sulphur-free diesel in order to avoid damage to the engine and particulate filter.

For vehicles with a diesel engine, fill only with pure diesel or diesel with a maximum biodiesel content of 7%→⚠.

If you use diesel with a high sulphur content, the service intervals are shorter. Qualified workshops can provide information on countries that use diesel with a high sulphur content.

The fuel quality affects the running properties, performance and service life of the engine. Refuel with fuel that already contains suitable additives →⚠.

Winter-grade diesel fuel and filter preheater system

During the winter season, you have to use diesel with improved flow characteristics under cold conditions (winter diesel). You can avoid operational faults by refuelling winter diesel. Winter diesel is offered at filling stations during the winter season.

There may be different classes of cold depending on the climate and time in the national fuel standards.

Diesel vehicles are equipped with a filter preheater system. The cold flow characteristic of the diesel is ensured while driving by the filter pre-heating function. Information on the cold properties of diesel is provided by the filling stations in the respective country and any other qualified workshop.

In order to ensure that the vehicle can also be started at low outside temperatures, it should be parked in a location that is sheltered from the weather, e.g. in a garage.

⚠ WARNING

Incorrect refuelling can lead to fire, serious injuries and vehicle damage.

- Before refuelling, check whether the fuel standard specified on the pump meets the vehicle's requirements.
- Do not refuel with pure RME fuel, petrol, fuel oil or other unsuitable fuels.
- Use only additives that have been approved by the manufacturer in the approved quantity.

At cold temperatures, louder noises may occur in the diesel engine and the exhaust gas may be tinged blue.

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Refuelling

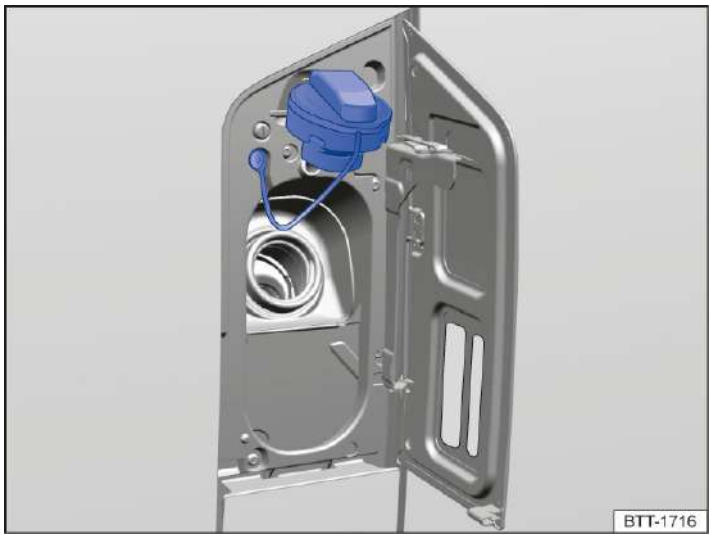


Fig. 1 On the left-hand side of the vehicle: tank flap with open tank cap.

Refuelling process

You must refuel the vehicle only with the fuel grades specified on the fuel information label in the tank flap *(→ Identification of fuels)*.

1. Open left-hand front door.
2. Open the tank flap.
3. Turn the tank filler neck → *Fig. 1* to remove it and place it in the opening above the tank filler neck.
4. Hold the filler nozzle so that the handle is facing down in order to ensure optimum filling.

   The fuel tank is full when the properly operated automatic filler nozzle clicks off for the first time → ⚠.
5. Turn the tank cap onto the tank filler neck until it clicks into place.
6. Close the tank flap.
7. Close the left-hand front door.

Do not continue filling the tank after it switches off. The expansion space in the fuel tank can fill with fuel, for example due to heating up. This could cause fuel to overflow or automatic venting may not function.

⚠ WARNING

Overfilling the fuel tank may cause the fuel to splash out and overflow. This can cause fires, explosions and serious injuries.

- Do not continue refuelling after the filler nozzle switches off for the first time.

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Diesel ageing

Compared to other fuel types, fuels with a high biodiesel content(> 7 vol.%) may have a higher water absorption capacity and tend to age (decompose) more rapidly due to lower oxidation resistance. Water and dirt promote microbial activity and accelerate fuel ageing, which can lead to the vehicle's fuel system being damaged.

Perform the following actions to avoid damaging the vehicle’s fuel system.

If the vehicle is stationary as from two weeks:

1. Fill fuel tank to maximum level.
2. Start the vehicle at least once a week for around five minutes.

If the vehicle is stationary as from 45 days:

1. Diesel fuel in the fuel tank may have aged→ⓘ.
2. You must replace the diesel in the fuel tank and fuel filter before starting the engine again. The diesel and the fuel filter should be changed by a suitably qualified workshop.

NOTICE

If the diesel fuel contains water or is decomposed and the engine is started, this can cause serious damage to the fuel system.

- If water has settled in the fuel filter, it must always be drained.
- Always fill up with high-quality diesel fuel that meets the required specifications.

Water and diesel fuel must never be disposed of in gardens, forests, sewage systems, roads or paths, rivers or running waters. In order to avoid environmental pollution, disposal must be carried out by a suitably qualified workshop.

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Draining fuel filter

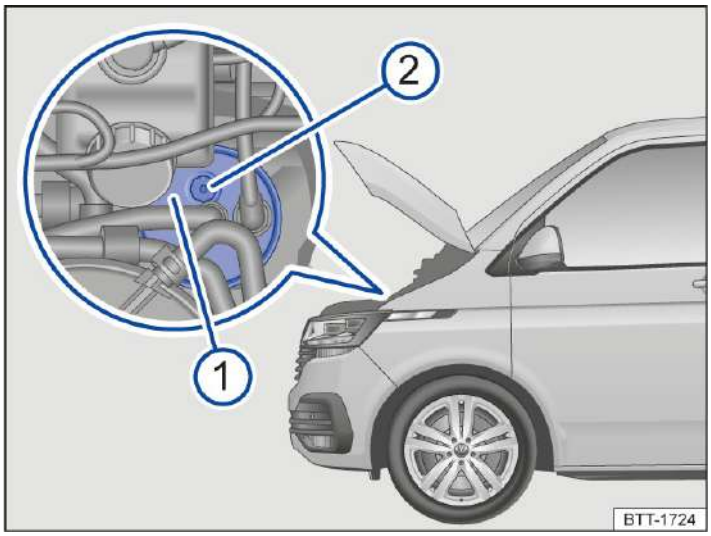


Fig. 1 In the engine compartment: Fuel filter with water drain plug (depending on equipment).

1 Fuel filter.
2 Water drain plug on the fuel filter.

Water in diesel

If a vehicle is refuelled with diesel of poor or insufficient quality, water can make its way into the fuel system and accumulate in the fuel filter. Too much accumulated water leads to engine malfunctions →⚠.

Observe the yellow indicator lamp in the instrument cluster display *(→ Fuel types and refuelling)*.

Draining fuel filter

Depending on the equipment level, you may be able to drain the fuel filter yourself→ *Fig. 1* (1). For this purpose, a water drain plug must be fitted to the fuel filter on the vehicle (2).

The water drain plug of the fuel filter can be found in the engine compartment→⚠.

1. Park the vehicle on a level surface.
2. Apply the handbrake and take steps to ensure that the vehicle cannot roll away.
3. Switch off the ignition.
4. Use a sturdy, sealable container with a capacity of at least 500 ml.
5. Place the container on a level surface next to the vehicle.
6. Open the bonnet.
7. Connect a suitable, non-slip hose to the neck of the water drain plug (2).
8. Feed the hose from the water drain plug into the container next to the vehicle.
9. Use the socket wrench on the handle of the screwdriver from the vehicle tool kit to loosen the water drain plug, by turning it anticlockwise by about half a turn.
10. Start the engine.

    Water in the fuel filter is automatically discharged under system pressure.
11. Drain about 200 ml of the fuel/water mixture until you can see only fuel escaping.

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12. Switch off the engine and tighten the water drain plugclockwise with the box spanner.
13. Pull the hose off the water drain plug.
14. Allow fuel residue to flow from the hose into the container.
15. Remove the hose and close the container.
16. Start the engine and check the system for leaks(visual check).

The engine may need a few seconds to start in this instance owing to the system being bled automatically.

Have the system checked by a correspondingly qualified workshop if the yellow indicator lamp continues to light up.

WARNING

Incorrect handling of diesel fuel can cause serious burns and injuries.

- Drain the fuel filter in an area in which there are no flammable materials.
- Never let your hand or any other body part come into contact with the fluid as it drains out. The high pressure of the diesel and water mixture can cause injuries during the draining procedure.
- Always wear eye protection when handling the diesel and water mixture.
- Should the diesel and water mixture come into contact with the eyes, rinse immediately and thoroughly with water. Seek medical assistance immediately if required.
- Diesel fuel is poisonous and must be stored out of the reach of children.
- Never use empty food containers, bottles or other containers to store drained fluid as other people may be fooled into thinking that the diesel and water mixture contained within is potable.
- Always wash skin that has been in contact with diesel thoroughly using water and soap. Regular contact with diesel fuel can damage the skin.

NOTICE

Ensure that no diesel is spilt on other components or released into the environment. Clean immediately if necessary.

Observe the rules of disposal in accordance with the applicable regulations. If necessary, dispose of the fuel and water mixture at the next filling station or a correspondingly qualified workshop.

Ensure that fuel is of sufficient quality when refuelling.

Troubleshooting

Irregular engine running and malfunctions

Irregular engine running or faults when driving may be a sign of poor fuel quality:

1. Reduce speed immediately.
2. Drive to the nearest suitably qualified workshop at moderate engine speeds and low loads on the engine.
3. If the symptoms occur immediately after refuelling, switch off the engine straightaway to avoid any subsequent damage.

   Seek assistance from a suitably qualified workshop.

Water in the diesel

Vehicles with a water drain plug:

The indicator lamp lights up yellow.

1. Drain the diesel fuel filter using the water drain plug *(→ Diesel)*.

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Or: Seek assistance from a suitably qualified workshop.

You can expect engine faults and increased fuel consumption if the indicator lamp is lit up.

Introduction

The components relevant to emission control reduce harmful emissions:

— AdBlue® *(→ AdBlue)*.

— Catalytic converter *(→ Catalytic converter)*.

— Particulate filter (depending on equipment) *(→ Particulate filter)*.

WARNING

Engine exhaust gases contain carbon monoxide, which can cause people to lose consciousness and also lead to death.

- Do not allow the engine to run in enclosed spaces.
- Never start the engine in enclosed spaces.
- Do not leave the vehicle unsupervised with the engine running.

WARNING

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

- Park the vehicle so that no part of the exhaust system can come into contact with any easily flammable material underneath the vehicle, e.g. dry grass.
- Never apply additional underseal or anti-corrosion coatings to the exhaust pipes, catalytic converters, particulate filters or heat shields.

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AdBlue®

Legal information

No technical modifications which affect emission control by AdBlue® may be made to the emission control system.

Only operation with AdBlue® that complies with ISO-22241-1 is approved by Volkswagen and corresponds to the Certificate of Conformity issued for this vehicle type.

Operating the vehicle without AdBlue® that complies with ISO-22241-1 may be a criminal offence.

If the emission control system is not operated as intended, the exhaust emissions may become worse.

Information on AdBlue®

The AdBlue® consumption figures depend on the driving style, the operating temperature and the ambient temperature.

The expected AdBlue® consumption is 0.5 – 2.0 l/1,000 km and can vary and deviate depending on the driving style, the operating and ambient temperature.

With some equipment levels, the remaining range and refill quantity can be checked on the instrument cluster display.

Because AdBlue® freezes at temperatures below -11 °C (+13 °F), there may be limitations when filling at very low temperatures. While the vehicle is in motion, the system is heated to ensure effective emission control even at very low temperatures. During prolonged spells of cold weather with temperatures below -11°C (+13°F), and in extremely adverse conditions, it is possible that the AdBlue® cannot be defrosted and is not available for the emission control system.

1. Stop the vehicle in a warm place.
2. Wait until the AdBlue® becomes liquid again.
3. If necessary, have refilling performed by a suitably qualified workshop.

AdBlue® must be refilled independently of the service events. This may be necessary more frequently and between the service intervals.

The AdBlue® tank must never run empty →.

Warning and prompting system with low fill level

Always add AdBlue® when a prompt to add it appears in the instrument cluster display.



AdBlue® in normal operating range. Remaining range of 2000 km or 2400 km (depending on equipment). AdBlue® can be added, but it is not necessary.

As of a remaining range of 2,000 or 2,400 km (depending on equipment), the instrument cluster display will indicate that AdBlue® must be refilled. The respective remaining range at that time is indicated in this prompt.

If this prompt is ignored, the yellow indicator lamp lights up from a remaining range of 1000 km. A message informing you that it will no longer be possible to restart the engine in XXX km appears in the instrument cluster display.

It will no longer be possible to restart the engine if the yellow indicator lamp is still ignored and the displayed remaining range is 0 km. The red warning lamp lights up.

Warning and prompting system in the event of faults

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If there is a fault in the exhaust gas purification system or if the tank has not been filled with standard-compliant AdBlue® in accordance with ISO-22241-1, the white or yellow indicator lamps light up. The remaining range is 1,000 km when the white or yellow indicator lamps light up .

If the yellow indicator lamps are ignored, the red warning lamps light up. There is aremaining range of 0 km and it is no longer possible to restart the engine .

CAUTION

AdBlue® is an irritant and corrosive fluid that can damage the skin, eyes and breathing passages upon contact.

- Always observe the instructions for use when using AdBlue®. Compliance with the instructions usually prevents users from coming into contact with AdBlue®.
- AdBlue® must be kept only in the closed original container. Never use empty food tins, bottles or other containers.
- Always store AdBlue® in a safe place out of reach of children.
- If AdBlue® gets into the eyes, immediately rinse your eyes with plenty of water for at least 15 minutes and consult a doctor.
- If AdBlue® comes into contact with the skin, immediately rinse your skin with plenty of water for at least 15 minutes and consult a doctor in the case of skin irritations.
- If AdBlue® is swallowed, immediately rinse the mouth out with plenty of water for at least 15 minutes. Do not induce vomiting unless instructed to do so by a doctor. Seek medical assistance immediately.

NOTICE

If the AdBlue® level is too low, the vehicle cannot be restarted after the ignition has been switched off. Starting with jump leads is also not possible.

- Refill a sufficient quantity of AdBlue® at the latest when the remaining distance reaches approximately 1,000 km.
- Never allow the AdBlue® tank to run empty.
- Observe the remaining range displayed in the instrument cluster display.

NOTICE

Improper use of AdBlue® may cause damage to the vehicle that is not covered by the warranty.

- Only use and add AdBlue® that complies with the standard ISO-22241-1.
- Never add water, fuel or additives to the AdBlue®.
- Never fill AdBlue® into the diesel fuel tank.
- Do not permanently carry the refill bottle in the vehicle. The bottle may develop a leak following changes in temperature and damage and the AdBlue® may damage the vehicle interior.

Refilling AdBlue®

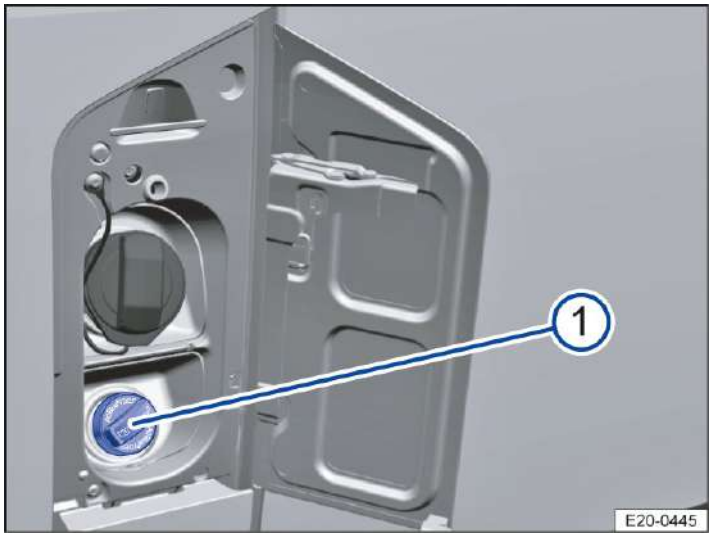


Fig. 1 Behind the tank flap: cap for the AdBlue filler neck.

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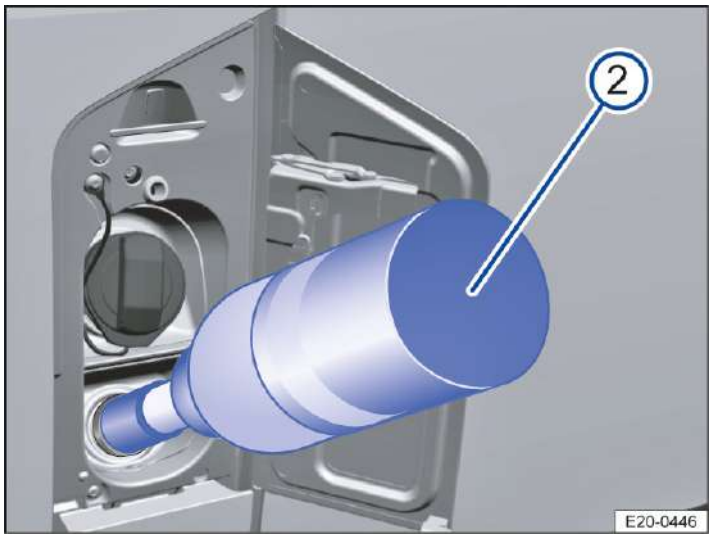


Fig. 2 Refilling AdBlue® with a refill bottle.

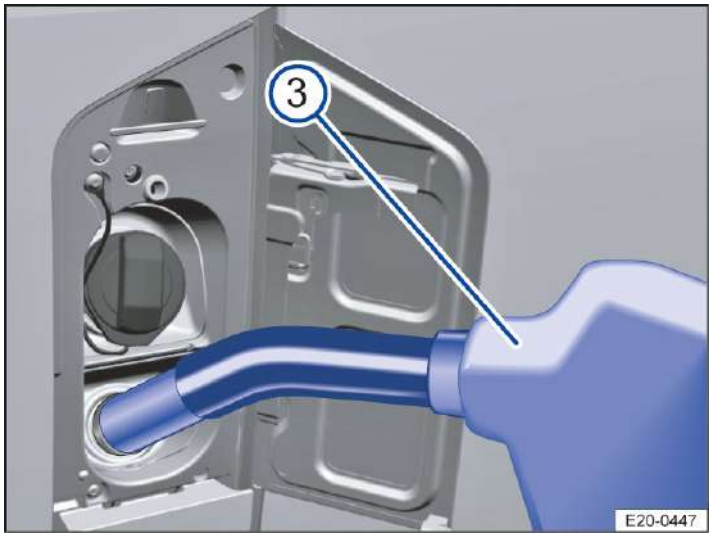


Fig. 3 Refilling AdBlue® with a nozzle.

(1) Cap for the AdBlue® filler neck.
(2) Refill bottle.
(3) AdBlue® nozzle.

Preparing for filling

The AdBlue® filler neck is located behind the tank flap under the tank filler neck for fuel → *Fig. 1* (1).

1. Park the vehicle on a level surface and switch off the ignition.
2. Open left-hand front door.
3. Open the tank flap.
4. Remove the cap from the AdBlue® filler neck.
5. Insert the cap into the opening provided above the fuel tank filler neck.

If a message about the AdBlue® level appears on the instrument cluster display, add at least the minimum refill quantity. A smaller refill amount is insufficient.

Use only AdBlue® that complies with the standard ISO-22241-1.

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Filling with the refill bottle

Observe the manufacturer's use-by specifications, instructions and information on the refill bottle.

1. Remove the screw top of the refill bottle.
2. Place the refill bottle on the AdBlue® filler neck and tighten the bottle hand-tight → *Fig. 2* (2).
3. Do not squeeze the refill bottle to prevent it from being damaged.
4. Press the refill bottle towards the filler neck and hold it in this position.
5. Add at least the minimum refill quantity indicated in the instrument cluster.

   The AdBlue® tank is full when AdBlue® no longer flows out of the refill bottle → (!).
6. To avoid overfilling the tank, do not squeeze the refill bottle.
7. Unscrew the refill bottle.

Filling with the filler nozzle

The AdBlue® tank can be refilled at all AdBlue® pumps.

Do not fill fuel and AdBlue® at the same time.

The AdBlue® filler nozzle works in the same way as a filler nozzle for fuel.

1. To ensure optimum filling, hold the AdBlue® filler nozzle so that the handle is facing down → *Fig. 3* (3).
2. Add at least the minimum refill quantity indicated in the instrument cluster.

   The AdBlue® tank is full as soon as the filler nozzle clicks off for the first time → (!).
3. Do not continue to fill. This will prevent the AdBlue® tank from being overfilled.

Filling with the canister

1. Remove the cap from the canister.
2. Use the integrated spout to refill the AdBlue® tank.
3. Add at least the minimum refill quantity indicated in the instrument cluster.

   The AdBlue® tank is full when AdBlue® is filled up to the level of the AdBlue® filler neck. Do not overfill the AdBlue® tank → (!).

Preparing to continue the journey

1. Screw in the cap on the AdBlue® filler neck until it engages.
2. Close the tank flap.
3. Close the left-hand front door.
4. Switch on the ignition only for at least 30 seconds so that refilling can be detected by the system.
5. Then start the engine afterwards.

NOTICE

Overfilling AdBlue® may damage the tank system and the vehicle.

- Do not fill with more than the maximum refill quantity indicated on the instrument cluster display.
- Remove any spilled AdBlue® as quickly as possible with a damp cloth and plenty of water.

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- Remove any crystallised AdBlue® with water and a sponge.

When filling with an AdBlue® filler nozzle, you may notice an odour.

Suitable AdBlue® refill bottles are available from a correspondingly qualified workshop.

Troubleshooting

Fault in the SCR system

The red warning lamps light up.

A text message may also be displayed.

There is a fault in the selective catalytic reduction system or the system is not filled with standard-compliant AdBlue®. It is therefore no longer possible to restart the engine.

1. Drive immediately to a suitably qualified workshop without switching off the engine.
2. Have the system checked.

AdBlue® level too low

The red warning lamp lights up.

A text message may also be displayed.

It is not possible to start the engine because the AdBlue® level is too low.

1. Park the vehicle.
2. Refill the minimum quantity of AdBlue® *(→ AdBlue)*.

or SCR system fault

The yellow or white indicator lamps light up.

A text message may also be displayed.

There is a fault in the selective catalytic reduction system or the system is not filled with standard-compliant AdBlue®.

1. Drive immediately to a suitably qualified workshop.
2. Have the system checked.

Or:

During prolonged spells of cold weather with temperatures below -11°C(+13°F), and in extremely adverse conditions, it is possible that the AdBlue® cannot be defrosted and is not available for the emission control system.

1. Drive the vehicle to a warmer environment within the stated range, such as a garage, where there is an ambient temperature higher than -11°C (+13°F).

The error message disappears if there is sufficient AdBlue® and it has defrosted.

or AdBlue® level low

The yellow or white indicator lamp lights up.

A text message may also be displayed.

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1. Refill AdBlue® before the displayed remaining range drops to zero *(→ AdBlue)*.

Catalytic converter

Observe the following information to help ensure the long-term functionality of the exhaust system and the engine's catalytic converter:

— Refuel the vehicle only with fuels that are suitable for the vehicle *(→ Identification of fuels)*.

— Do not run the fuel tank empty.

— Never overfill with engine oil *(→ Engine oil)*.

— Do not tow-start the vehicle. Use jump leads.

If you notice misfiring, loss of power or uneven running when driving, reduce speed immediately and have the vehicle checked by a correspondingly qualified workshop. Otherwise uncombusted fuel could enter the exhaust system and thus be discharged into the atmosphere. In addition, emission-relevant components can be damaged by overheating.

A sulphur-like exhaust gas smell can also occur even if the exhaust purification system is functioning properly.

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Particulate filter

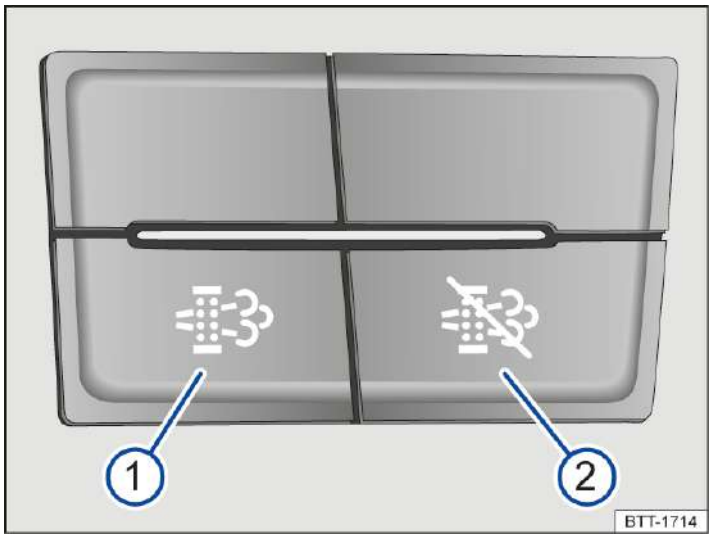


Fig. 1 Upper section of the centre console: buttons for particulate filter regeneration (illustration).

Regeneration function

During regeneration of the particulate filter, the accumulated soot inside the filter is burnt to ash so that the filter does not become clogged. Regeneration takes place at periodic intervals at high temperatures. In order to achieve the high temperatures in the particulate filter, additional diesel is injected into the engine which is burnt in the diesel oxidation catalytic converter, thus allowing the regeneration.

Depending on the driver's driving profile and the load placed on the engine, the amount of diesel fuel injected is continuously adjusted to maintain a high temperature in the particulate filter during regeneration. During the post-injection of diesel, small amounts of fuel may enter the oil circuit in the engine. This fuel will evaporate from the engine oil again during regular driving. If the engine oil temperatures are not high enough due to the driving profile, or if you drive a lot of short distances, the fuel cannot evaporate from the engine oil and this can cause oil thinning.

An indicator lamp may light up on the instrument cluster display *(→ Engine oil)*.

Automatic regeneration

Automatic regeneration occurs at regular intervals during everyday driving and is not shown on the display.

To assist the regeneration of the particulate filter, avoid making only short journeys.

The radiator fan may run on while the vehicle is moving or when the engine has been switched off.

Regeneration is interrupted automatically when the vehicle is driven in the reserve range and the yellow indicator lamp lights up.

Manual regeneration (stationary regeneration)

The automatic regeneration of the particulate filter can be delayed via the → *Fig. 1* (2) button, e.g. for driving into closed halls. You can only postpone regeneration if the indicator lamp in the button lights up. Regeneration is about to start when the indicator lamp in the button lights up. You can no longer postpone regeneration once it has begun.

The indicator lamp in the button flashes when regeneration has been postponed. Regeneration remains postponed once you restart the engine. Postponement of regeneration is deactivated when you press the (2) button again.

You can only start stationary regeneration using the (1) button if the particulate filter is saturated with soot and the

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indicator lamp in the button lights up.

To start stationary regeneration:

1. Park the vehicle on a level, non-flammable surface.
2. *Manual gearbox:* Shift into neutral.
3. *Automatic gearbox:* Move the selector lever to positionP.
4. Apply the handbrake and take steps to ensure that the vehicle cannot roll away.
5. Press the button (1) for around two seconds.

A text message about the particulate filter is shown on the instrument cluster display.

1. Press the button (1) again for about two seconds to confirm the message.

The text message is confirmed and stationary regeneration is started. The indicator lamp in the button flashes during stationary regeneration.

Stationary regeneration is stopped automatically in the following situations:

— *Manual gearbox:* when the clutch pedal is depressed.

— *Automatic gearbox:* when the selector lever is shifted out ofP.

— If the handbrake is released.

— If the engine is switched off.

— If the (1) button is pressed again.

NOTICE

If regeneration is not completed, this can thin the oil and cause engine damage.

- Do not switch off the engine unnecessarily while the indicator lamp is active.
- Avoid frequent short journeys and driving cycles at continuously low engine speeds or stationary operation.

Stationary regeneration takes some time. If the stationary time is not sufficient to self-clean the particulate filter completely, regeneration continues automatically while the vehicle is in motion.

Noises, slight smells and increased engine speeds may occur during regeneration.

Troubleshooting

Particulate filter clogged with soot

The yellow indicator lamp lights up.

The particulate filter is clogged with soot and must be regenerated while driving. Stationary regeneration of the particulate filter is no longer possible.

1. Driving at speeds between 50 – 120 km/h (31 – 75 mph) will help with regeneration.
2. Observe the relevant speed limits and the vehicle's gear-change indicator.

The indicator lamp goes out automatically when the particulate filter has been regenerated.

1. If the indicator lamp is still lit up after driving for approx. 30 minutes, seek assistance from a suitably qualified workshop immediately.

The particulate filter may become completely clogged if you ignore the indicator lamp. If the particulate filter is clogged, a service regeneration must be carried out by a correspondingly qualified workshop.

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Particulate filter clogged

The yellow indicator lamps light up together.

Self-regeneration of the particulate filter is no longer possible.

1. Contact a suitably qualified workshop immediately to have a service regeneration carried out.

The particulate filter will become damaged and will have to be replaced by a suitably qualified workshop if the indicator lamps are ignored.

Emissions-relevant fault

The yellow indicator lamp lights up.

Fault in an emissions-relevant component that can damage the vehicle.

1. Drive to the nearest suitably qualified workshop.
2. Have the engine and exhaust system checked.

Misfiring

The yellow indicator lamp flashes.

Misfiring that can damage the vehicle.

1. Drive to the nearest suitably qualified workshop.
2. Have the engine and exhaust system checked.

WARNING

Any sudden driving manoeuvres that cannot be anticipated by other road users may lead to accidents.

- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions.
- Always observe the applicable country-specific traffic regulations.

There may be engine faults and fuel consumption may be higher if the indicator lamps are lit up or flashing.

Introduction

Observe any country-specific legislation when securing your vehicle in the event of a breakdown.

WARNING

In the event of a sudden driving or braking manoeuvre or accident, a loose vehicle tools container, breakdown set and spare wheel could be flung though the vehicle and cause severe injuries.

- Always ensure that the vehicle toolkit, breakdown set and spare wheel are always properly secured in the vehicle.

WARNING

Unsuitable or damaged tools in the vehicle toolkit can lead to accidents and injuries.

- Never work with unsuitable or damaged tools from the vehicle toolkit.

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Stowage

The vehicle toolkit and the removable ball coupling may be located in different places depending on the vehicle model.

Multivan

In the stowage compartment on the rear of the bench seat/bed

1. Open the stowage compartment.

In the luggage compartment over the rear left wheel housing, possibly under a cover→ *Stowage*.

1. Loosen securing strap.
2. To remove, undo the jack screw if necessary.

Kombi, panel van, Caravelle

In the luggage compartment over the rear left wheel housing, possibly under a cover→ *Stowage*.

1. Loosen the securing strap if necessary.
2. If necessary, undo the bolt to remove the vehicle jack.

Dropside with single cab

Behind the driver seat.

1. Loosen securing strap.

Dropside with double cab, panel van Plus

On the left-hand side under the rear bench seat.

1. Loosen securing strap.

Vehicles with a 3-seat bench in the fourth row of seats

To access the vehicle tool kit, the 3-seat bench must be supported with the support rod *(→ Rear seats)*.

After using the jack, crank it back to its original position so that it can be stowed safely.

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Contents of the vehicle toolkit

The scope of the on-board tool kit depends on the country and equipment. The following section describes the maximum scope:

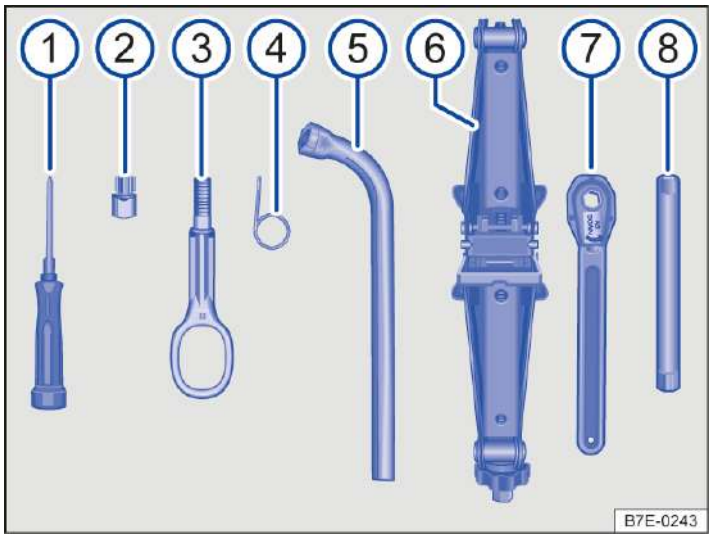


Fig. 1 Contents of the toolbox (illustration).

1. Screwdriver with hexagon socket in the handle for unscrewing or screwing tight slackened wheel bolts. The screwdriver blade is reversible. The screwdriver is located in the box spanner.
2. Adapter for the anti-theft wheel bolt. Carry the wheel bolt adapter in the vehicle toolkit at all times. The code number of the anti-theft wheel bolt is stamped on the front of the adapter. You will need this number to replace the adapter if lost. Make a note of the code number for the anti-theft wheel bolt and keep it in a safe place – but not inside the vehicle.
3. Screw-in towing eye.
4. Hook for pulling off the centre covers, wheel covers, the wheel bolt caps and the cover for the screw-in towing eye at front.
5. Wheel wrench for loosening and tightening the wheel bolts.
6. Jack. Before repacking the jack, fully wind in the jack claw so that the jack can be stowed securely.
7. Ratchet for the jack.
8. Extension for positioning and screwing in the wheel bolts.

Tyre pressure gauge

In some countries, there may also be a tyre pressure gauge in the vehicle.

Servicing the jack

If a jack is included in the vehicle toolkit, it is not usually subject to any maintenance intervals.

1. Grease the jack with a universal lubricant when necessary.

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Service position

The wiper arms can be lifted off the windscreen when in the service position→ *Fig. 1*.

NOTICE

If work on the wiper arms is not performed carefully, this can result in damage to the bonnet, windscreen or wiper arms.

- Lift the wiper arms carefully and always only when in service position.
- Never open the bonnet when the wiper arms are lifted off the windscreen.
- Always place the wiper arms back on the windscreen before starting a trip.

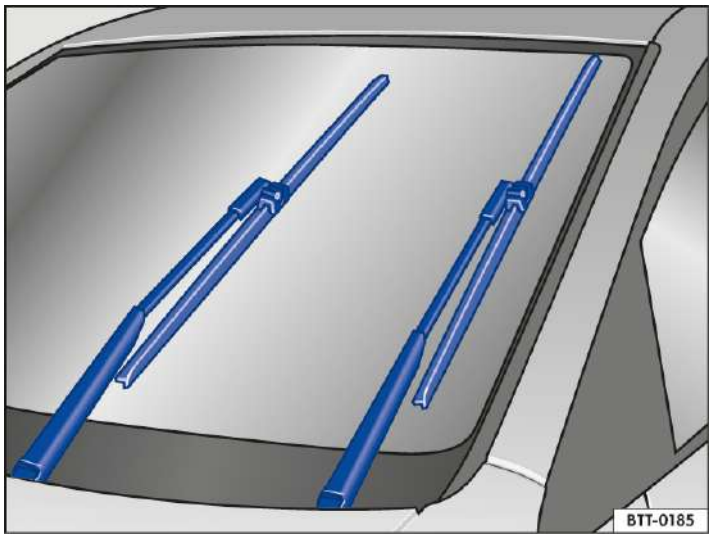


Fig. 1 On the windscreen: wipers in service position (illustration).

Using the wiper lever to activate the service position

1. Park the vehicle.
2. Close the bonnet and the driver and front passenger doors.
3. Switch the ignition on and then off again.
4. Press the wiper lever briefly down in flick wipe direction.

   Wipers move to service position.

Activating the service position via the Infotainment system

1. Park the vehicle.
2. Close the bonnet.
3. Switch on the ignition.
4. Tap the  function button.
5. Select and tap function button Mirrors and wipers.
6. Tap the Wipers in service position function button to activate or deactivate the service position.

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

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Lifting the wiper arms from the windscreen

1. Move the wiper arms to the service position before lifting →.
2. Hold and lift the wiper arms only in the area of the wiper blade mounting.

Placing the wiper arms on the windscreen

1. Before starting your journey, take hold of the wiper arms carefully and only in the area of the wiper blade mounting and place them on the windscreen.
2. With the ignition switched on, press the wiper lever briefly in flick wipe direction.

   The wiper arms move back to their starting position.

Cleaning and changing wiper blades

The factory-fitted wiper blades are coated with graphite. The graphite coating ensures that the wiper blade moves quietly over the windscreen. If the graphite coating is damaged, the wiper will become louder.

Check the condition of the wiper blades on a regular basis. Rubbing wiper blades should be changed if damaged or cleaned if dirty →.

Damaged wiper blades should be replaced immediately. Wiper blades are available from a correspondingly qualified workshop.

WARNING

Worn or dirty wiper blades reduce visibility and increase the risk of accidents and severe injuries.
- Always clean dirty wiper blades.
- Always change wiper blades if they are damaged or worn and no longer clean the windscreen properly.

NOTICE

Cleaning the wiper blades or windows with unsuitable cleaning agents can cause damage.
- Do not use fuel, nail varnish remover, paint thinner or similar products to clean the wiper blades and windows.
- Do not clean the wiper blades with hard sponges and other sharp-edged objects.

If wax residue from car washes or other care products remains on the vehicle windows, this can cause the wipers to rub. Remove wax residue using a special cleaning product or cleaning cloths.

Cleaning wiper blades

Windscreen wipers: Move the wiper arms to the service position before lifting.

1. Lift the wiper arms, holding the wiper arms only in the area of the wiper blade mounting.
2. Clean the wiper blades carefully using a damp sponge →.
3. Carefully place the wiper arms back onto the windscreen.

Changing the windscreen wiper blades

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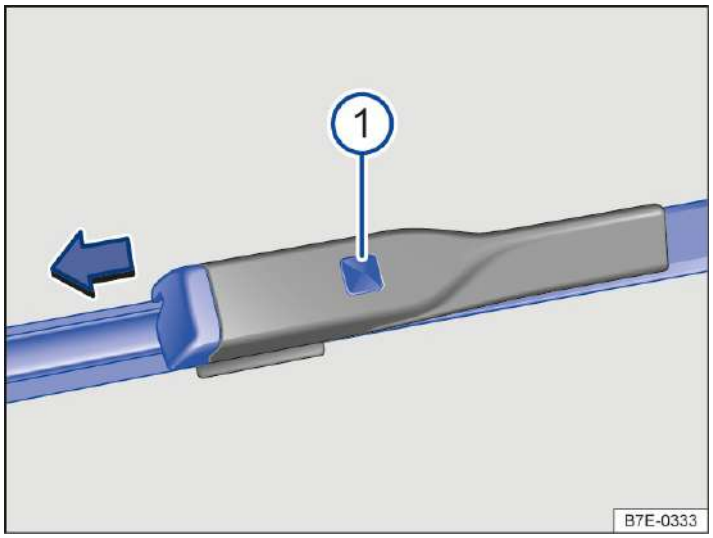


Fig. 1 On the windscreen: changing the wiper blades

(1) Release button.

1. Move the wiper arms to the service position before lifting.
2. Lift the wiper arms, holding the wiper arms only in the area of the wiper blade mounting.
3. Press and hold the release button and simultaneously pull off the wiper blade in the direction of the arrow → *Fig. 1* (1).
4. Insert a new wiper blade of the same length and type onto the respective wiper arm. Push it on until it engages.
5. Place the wiper arms carefully back onto the windscreen.

Changing the wiper blade for the rear window

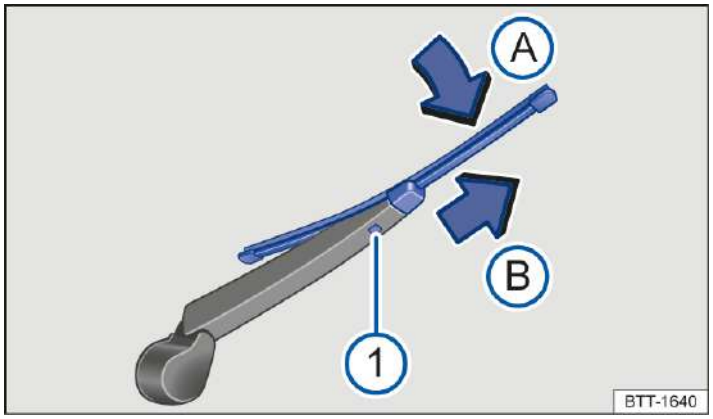


Fig. 2 At the rear of the vehicle: changing the rear window wiper blade.

(1) Release button.

1. Lift the wiper arm and fold away, holding the wiper arm only in the area of the wiper blade mounting.
2. Press and hold the release button → *Fig. 2* (1).
3. Tilt the wiper blade in the direction of the wiper arm → *Fig. 2* (A) and pull it off in the direction of the arrow (B) at the same time. You may need to use some force to do this.

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4. Insert a new wiper blade of the same length and type onto the wiper arm in the opposite direction of the arrow → *Fig. 2* (B) and push it on until it engages. The wiper blade must be in folded-down position to do this (A).
5. Carefully place the wiper arm back onto the rear window.

Introduction

Before changing bulbs, check whether a bulb or anLED

light unit has failed. You can normally change bulbs yourself. If the exterior lighting is realised using LED technology (depending on model and vehicle equipment) it is not possible for you to change theLED light units or individual LEDs yourself. If some LEDs fail, this may be an indication that moreLEDs are on the point of failure. In this case, have the light units checked and renewed if necessary at a suitably qualified workshop.

You should keep a box with spare light bulbs for the lights that ensure the vehicle is roadworthy in the vehicle at all times. Replacement bulbs are available from a suitably qualified workshop. In some countries it is a legal requirement to have these spare bulbs in the vehicle.

It may be illegal to drive with defective lights of the exterior lighting.

Additional bulb specification

Some bulbs in headlights or in tail light clusters might have factory specifications that are different to standard bulbs. The designation is inscribed on the bulb, either on the glass part or on the base.

WARNING

If the vehicle's lights are not switched on appropriately for the weather conditions, the road will not be adequately lit. The vehicle may not be seen, or not be seen adequately, by other road users. This can cause accidents and serious or fatal injuries.

- Check the vehicle's lighting system and turn signals regularly.
- Repair the lighting system and turn signals when necessary.

WARNING

Changing the bulb incorrectly can cause accidents and serious injuries.

- Always read and observe the warnings before carrying out work in the engine compartment *(→ In the engine compartment)*.
- Never change bulbs unless you know exactly how to do it. If you are uncertain of what to do, have the work carried out by a suitably qualified workshop.
- Do not touch the glass part of the bulb with unprotected fingers. When the light is switched on, heat will cause fingerprints to evaporate on the bulb, which in turn will cause the reflector to dim.

WARNING

When changing bulbs, sharp edges on the lamp housing, hot or exploding bulbs may lead to serious injuries.

- Change the bulb only once it has cooled down completely.
- Always protect your hands when changing bulbs.

NOTICE

Water penetrating into the headlight housing may cause damage to the electrical system.

- After changing a bulb, always mount the covers on the headlight housing.
- After mounting, always make sure that the covers are correctly fastened.

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Information on changing bulbs

Always carry out the following actions for changing a bulb in the given order→⚠:

1. Park the vehicle on a firm and level surface at a safe distance from the flow of traffic.
2. Apply the handbrake.
3. Switch off the lights
4. Move the turn signal and main beam lever to its neutral position.
5. In vehicles with an automatic gearbox: Move the selector lever to positionP.

   In vehicles with a manual gearbox: select a gear.
6. Switch off the ignition.
7. Allow the orientation lighting to go out *(→ Orientation light)*.
8. Leave the defective bulbs to cool down.
9. Check to see if a fuse has blown.
10. Follow the instructions to change the affected bulb.

    Always use identical bulbs with the same designation. The designation is inscribed on the bulb, either on the glass part or on the base.

    Do not touch the glass part of the bulb with unprotected fingers. The heat of the bulb would cause the fingerprint to evaporate and condense on the reflector. This will impair the brightness of the headlight.
11. After changing the bulb, check to ensure that the bulb is working properly. If the bulb is not working properly, the bulb may not have been inserted properly, may have failed again, or the connector may have been fitted incorrectly.
12. Each time you change a bulb at the front of the vehicle, the headlamp settings should be checked by a suitably qualified workshop.

⚠ WARNING

Ignoring any of the instructions listed for your personal safety can lead to accidents and severe injuries.
- Always follow the instructions and observe the general safety precautions.

NOTICE

Observe the following to avoid damage to the vehicle paint or other components:
- Always take care when removing and fitting lights.

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Changing bulbs in the H7 halogen headlights

Preparations

The steps should be carried out in the given order only:

1. Observe information on changing bulbs and carry out any action required.
2. Open the bonnet.
3. Depending on model only for right-hand headlight: Remove upper part of air filter housing.

The headlight must not be removed when changing bulbs.

The illustrations show the left-hand halogen headlight from behind. The right-hand halogen headlight is a mirror image of the one shown.

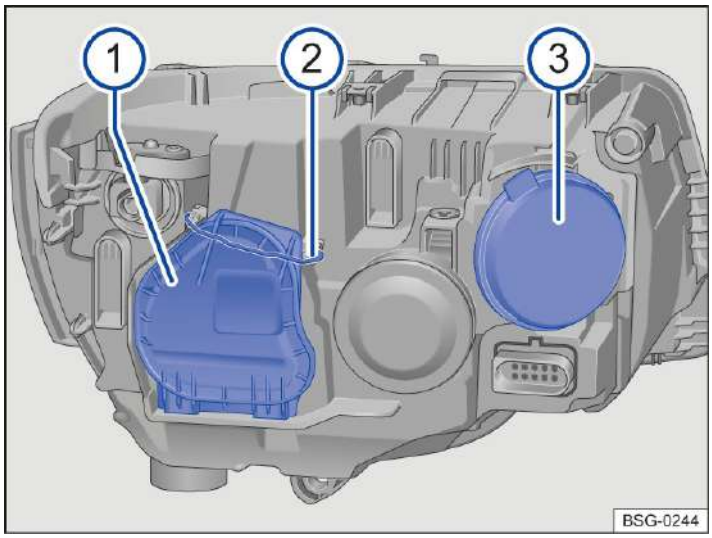


Fig. 1 In the engine compartment: Covers on the headlight.

(1) Dipped beam and turn signal.

(3) Main beam, daytime running lights and side lights.

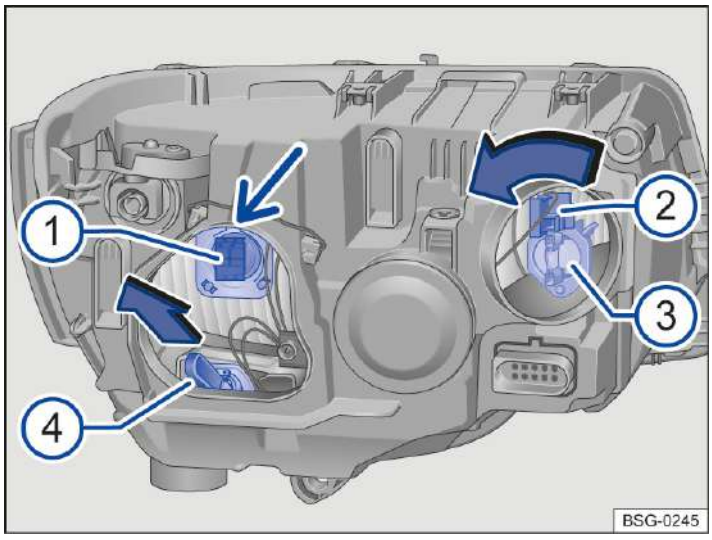


Fig. 2 Bulb holder in the headlight.

(1) Dipped beam.

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(3) Main beam, daytime running lights and side lights.

(4) Turn signal.

Replacing a dipped beam bulb

1. Fold the retaining clip → *Fig. 1* (2) up and remove the cover (1).
2. Press the base of the bulb → *Fig. 2* (1) down until the bulb is released and take out to the rear.
3. Replace the defective bulb with a new bulb of the same type.
4. Position the bottom of the bulb in the headlight insert and fold up until it locks in position. The lug on the bulb must face up → *Fig. 2* (thin arrow).
5. Fit the cover → *Fig. 1* (1) and press the retaining clip (2) down.
6. Depending on model only for right-hand headlight: Install upper part of air filter housing.
7. Close the bonnet.

Replacing a turn signal bulb

1. Fold the retaining clip → *Fig. 1* (2) up and remove the cover (1).
2. Pull the bulb holder out with the bulb in the direction of the arrow→ *Fig. 2* (4).
3. Replace the bulb with a new bulb of the same type.
4. Insert the bulb holder into the headlight and press in fully in the opposite direction to the arrow.
5. Fit the cover → *Fig. 1* (1) and press the retaining clip (2) down.
6. Depending on model only for right-hand headlight: Install upper part of air filter housing.
7. Close the bonnet.

Changing the main beam, daytime running light and side light bulbs

1. Pull off rubber cover → *Fig. 1* (3).
2. Pull the plug upwards → *Fig. 2* (2).
3. Turn the bulb holder anticlockwise(arrow) as far as it will go and pull it out to the rear along with the bulb → *Fig. 2* (3).
4. Replace the bulb with a new bulb of the same type.
5. Insert the bulb holder and turn it clockwise as far as it will go→ *Fig. 2* (3).
6. Fit the plug → *Fig. 2* (2).
7. Fit the rubber cover → *Fig. 1* (3).
8. Close the bonnet.

Changing the bulbs in the fog lights

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Preparations

The steps should be carried out in the given order only:

1. Observe information on changing bulbs and carry out any action required.
2. Turn the steering so that the wheel on the affected side of the vehicle is centred. If necessary, start the engine to do this.
3. Stop the engine again and remove the vehicle key from the ignition lock.
4. Take the screwdriver out of the vehicle toolkit.

The headlight in the front bumper does not have to be removed to change the bulb.

The illustrations show the right-hand headlight. The left-hand headlight is a mirror image of the one shown.

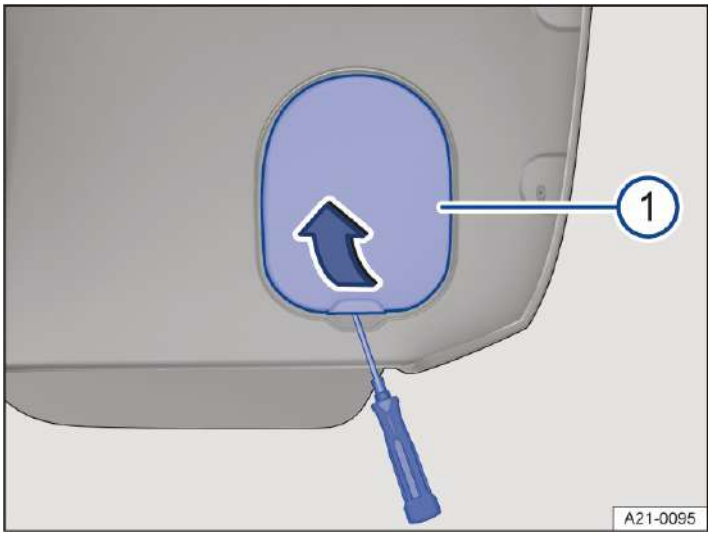


Fig. 1 In the wheel housing liner: service flap for fog light (illustration).

(1) Service flap in the wheel housing liner.

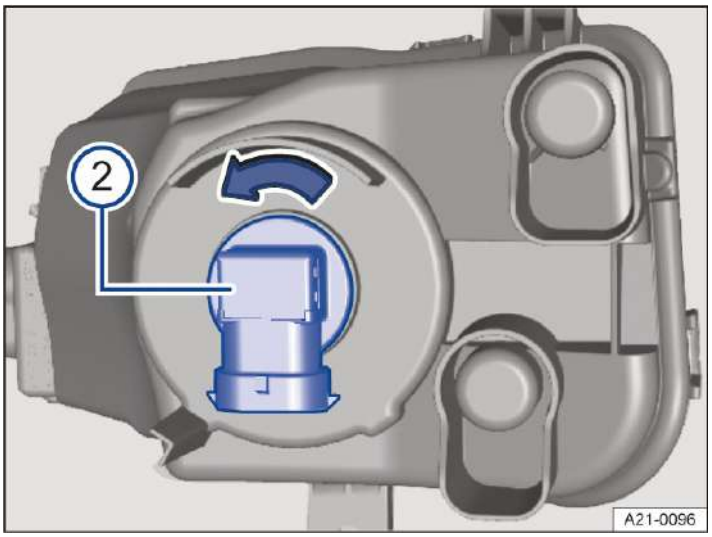


Fig. 2 In the front bumper: Fog light from the rear (illustration).

(2) Bulb carrier for the fog light.

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NOTICE

If water gets into the electrical connectors, it can damage the electrical system.

- Make sure that the electrical connector on the headlight housing is seated correctly when you plug the connector into the bulb holder.

1. Use the screwdriver to open the service flap in the wheel housing liner→ *Fig. 1* (1).
2. Release the connector and pull it off the bulb holder→ *Fig. 2* (2).
3. Turn the bulb holder in the direction of the arrow as far as it will go and pull it out to the rear along with the bulb.
4. Replace the defective bulb with a new bulb of the same type. The bulb and bulb holder are a single unit.
5. Insert the bulb holder into the headlight and turn it in the opposite direction to the arrow as far as it will go.
6. Fit the connector on the bulb holder. The connector must click into place.
7. Close the service flap in the wheel housing liner→ *Fig. 1* (1).

Changing the bulbs in the tail light cluster (panel van or Kombi)

The illustrations show the left-hand tail light cluster. The right-hand tail light cluster is a mirror image of the one shown.

There are various types of tail light cluster, so the position and design of covers, bulbs and bulb holders may vary from those shown in the illustrations.

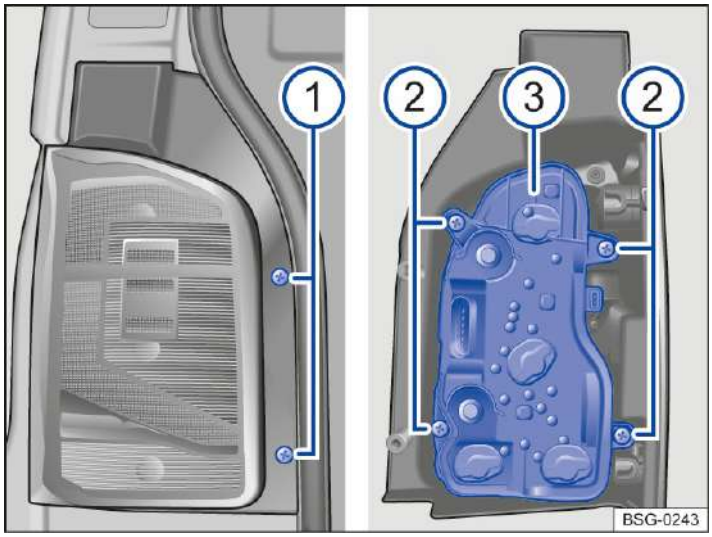
In tail light clusters with
LED
s , some light elements may be fitted with “normal” bulbs. These bulbs can be changed.

Preparations

The steps should be carried out in the given order only:

1. Observe information on changing bulbs and carry out any action required.
2. Open the boot lid or wing doors.
3. Remove the vehicle toolkit from the stowage area.

Removing the tail light cluster



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Fig. 1 On the left side of the vehicle at the rear: Changing the bulbs in the tail light cluster.

(1) Securing bolt.
(2) Securing bolt.
(3) Bulb holder

1. Unscrew the securing bolts → *Fig. 1* (1).
2. Slide the tail light cluster outwards from the holder.
3. Release the connector and pull it off the bulb holder.
4. Place the tail light cluster on a clean and flat surface.

Changing the bulb

1. Unscrew the securing bolts → *Fig. 1* (2).
2. Remove the bulb holder from the tail light cluster → *Fig. 1* (3).
3. Replace defective bulbs with a new bulb of the same type.

Fitting the tail light cluster

1. Insert the bulb holder into the tail light cluster and screw into position.
2. Fit the connector on the bulb holder.
3. Carefully insert the tail light cluster into the body so that it is flush with the vehicle bodywork.
4. Tighten the securing bolts.
5. Check that the tail light cluster is correctly installed and seated securely.
6. Close the boot lid or wing doors.

Changing the turn signal repeater bulb

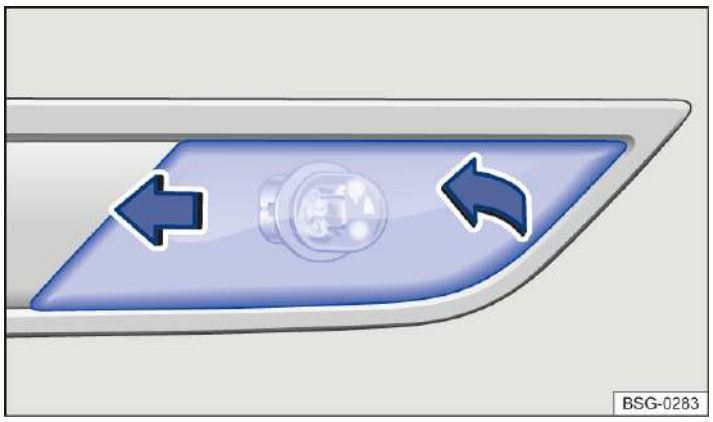


Fig. 1 On the side of the vehicle: removing the turn signal repeater.

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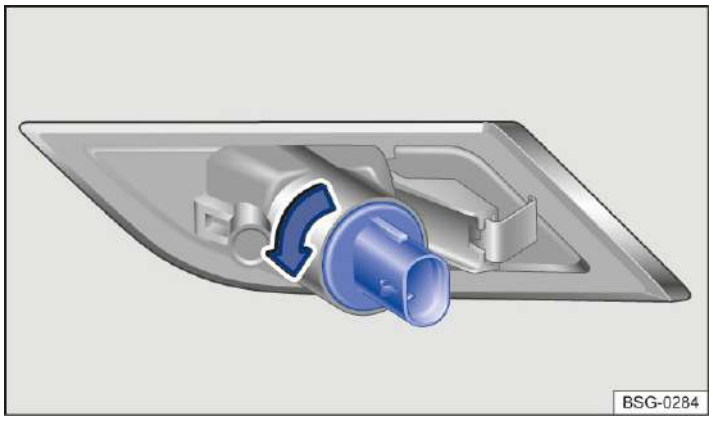


Fig. 2 Changing the bulb in the turn signal repeater.

The actions should only be carried out in the specified order:

1. Observe and follow the instructions in the checklist *(→ Exterior lighting)*.
2. Push the turn signal repeater in direction of travel and swing it out at the rear *→ Fig. 1*.
3. Lever the side turn signal out of the body.
4. Turn the bulb holder in the direction of the arrow and pull the bulb rearwards out of the housing *→ Fig. 2*.
5. Pull the bulb straight out of the bulb holder.
6. Replace the defective bulb with a new bulb of the same type.
7. Insert the bulb holder into the housing and turn it as far as it will go in the opposite direction to the arrow *→ Fig. 2*.
8. Fit the spring clip of the turn signal repeater at front into the body, push it against the spring force in direction of travel, and engage it at the rear into the body.

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Introduction

At the time of publication we are unable to provide an complete overview of the locations of the fuses for the electrical consumers. This is because the vehicle is under constant development, because fuses are assigned differently depending on the vehicle equipment level and because several electrical consumers may use a single fuse. You can get more information about the fuse layout from a correspondingly qualified workshop.

Several pieces of electrical equipment can share a single fuse. Conversely, a single consumer could have more than one fuse.

Therefore fuses should only be replaced when the cause of the fault has been rectified. If a new fuse blows again shortly after fitting, have the electrical system checked by a suitably qualified workshop as soon as possible.

WARNING

High voltages in the electrical system can cause electric shocks, serious burns and death.

- Never touch the electrical wiring of the ignition system.
- Avoid causing short circuits in the electrical system.

WARNING

Using unsuitable fuses, repairing fuses and bridging an electrical circuit without fuses can cause serious damage or a fire in the vehicle. This can result in serious or fatal injuries.

- Replace fuses only with fuses with the same rating and size. Make sure that the colour and markings are identical to the defective fuse.
- Never repair fuses.
- Never use a metal strip, paper clip or similar objects to replace a fuse.

NOTICE

The electrical system can be damaged if a fuse is replaced with the ignition switched on, with the engine running, with the lights switched or with other electrical consumers switched on.

- Always switch off the engine and switch off the lights and other electrical consumers.
- When changing a fuse, make sure that it is not possible to start the engine.

NOTICE

Damage can also occur at another location in the vehicle's electrical system if a fuse is replaced by a fuse with a higher rating.

- Never replace a fuse with a fuse that has a higher rating.

NOTICE

Dirt and moisture in the fuse boxes can damage the electrical system.

- Protect open fuse boxes against the ingress of dirt and moisture.
- Avoid causing short circuits in the electrical system.
- Check to make sure that the fuse box covers are closed tightly again and are not damaged.

This chapter does not refer to all the fuses located in the vehicle. These should be changed only by a correspondingly qualified workshop.

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Fuses in the dash panel

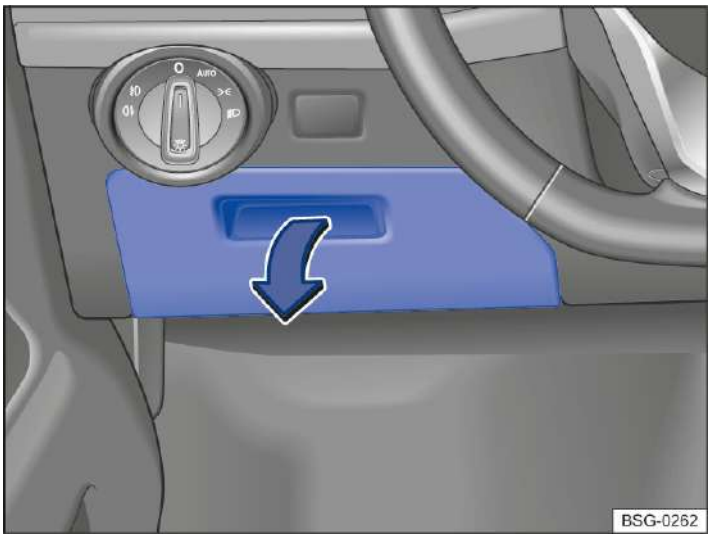


Fig. 1 On the left next to the steering wheel: cover of the fuse box in the dash panel.

Opening the fuse cover

1. Reach into the recess and carefully open the cover in the direction of the arrow→ *Fig. 1*.

Closing the fuse cover

1. fold the cover closed against the direction of the arrow.

In some vehicles, a pair of plastic grippers for removing fuses is located on the inside of the cover of the fuse box in the dash panel.

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Fuses in the engine compartment

Fuse box in the engine compartment

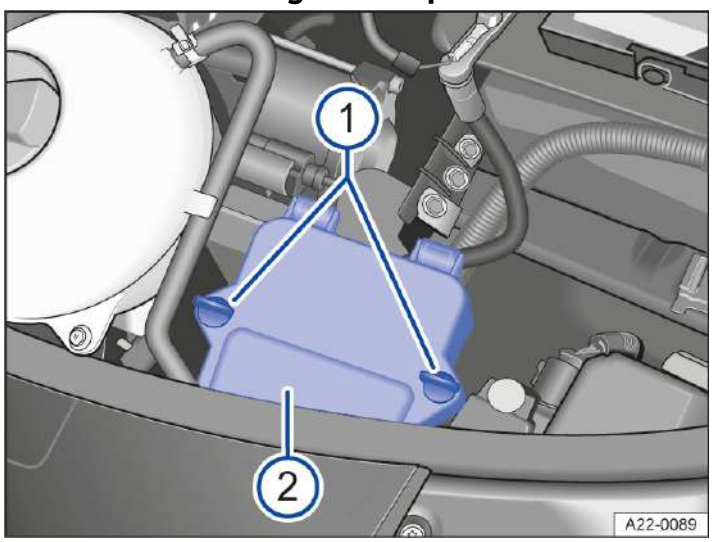


Fig. 1 On the left-hand side in the engine compartment: Fuse box.

(1) Quick-release fastener.

(2) fuse box cover.

In some vehicles, a pair of plastic grippers for removing fuses is located on the inside of the cover of the fuse box in the dash panel.

Removing the cover

1. Open the bonnet.
2. If fitted, remove the battery cover.
3. Turn the quick-release fasteners → *Fig. 1* (1) by 90°.
4. Grip the front of the fuse box cover → *Fig. 1* (2) and fold it upwards.

Installing the cover

1. Close the fuse box cover → *Fig. 1* (2).
2. Turn the quick-release fasteners → *Fig. 1* (1) by 90°.
3. If fitted, replace the battery cover.
4. Close the bonnet.

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Replacing blown fuses

Preparations

1. Switch off the ignition, the lights and all electrical consumers.

Detecting a blown fuse

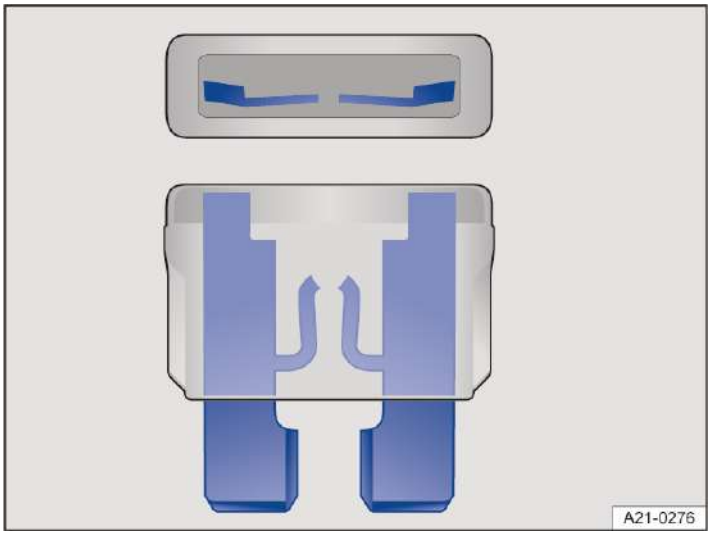


Fig. 1 Blown fuse (illustration).

1. Shine a torch onto the fuse.

You can see if a fuse is blown from the top and side through the transparent housing due to the melted metal strip *→ Fig. 1*.

Fuse types

— Standard flat blade fuse (ATO®).

— Small flat blade fuse (MINI®).

— Large flat blade fuse (MAXI® or MAXI+®).

Colour coding of fuses

Fuses (ATO® - MINI® - MAXI® and MAXI+®).

Colour	*Amp rating*
Black	1 amps
Purple	3 amps

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Orange

5 amps

Brown

7.5 amps

Red

10 amps

Blue

15 amps

Yellow

20 amps

White or clear

25 amps

Green

30 amps

Light green

40 amps

Changing a fuse

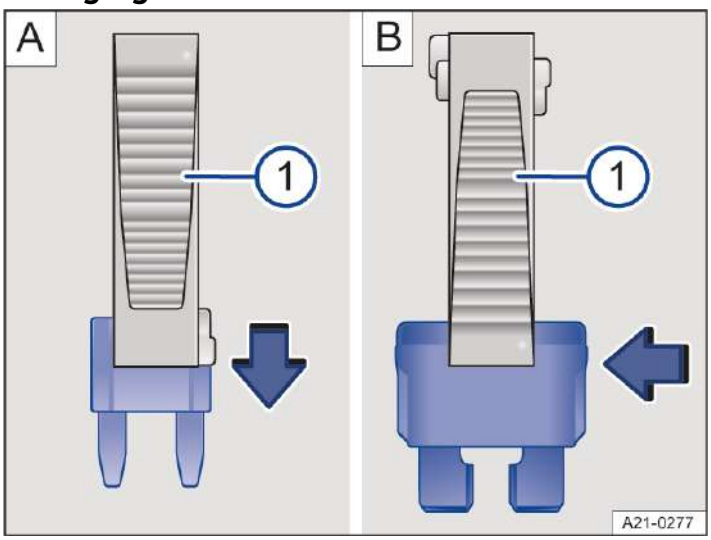


Fig. 2 Removing or inserting fuse (illustration).

(1) Plastic pliers.

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NOTICE

You can damage another position in the electrical system by using a fuse with a higher amp rating.

- Never replace a fuse with a fuse that has a higher rating.

1. If necessary, take the plastic pliers → *Fig. 2* (1) out of the cover of the respective fuse box.
2. Push the plastic grippers clip suitable for the fuse design onto the fuse from the top → *Fig. 2* (A) or the side → *Fig. 2* (B).
3. Remove the fuse.
4. If the fuse has blown, replace it with a new fuse of the same amp rating (same colour and same markings) and same size →.
5. Once the new fuse has been inserted, put the plastic grippers back in the cover if applicable.
6. Insert the cover again or close the fuse box cover.

Introduction

For technical reasons, your vehicle may not be push-started →. If the engine fails to start because the 12-volt vehicle battery is flat, the discharged battery can be connected to the 12-volt battery of another vehicle to start the engine.

WARNING

Using the jump leads incorrectly or completing the jump start procedure incorrectly can cause the 12-volt vehicle battery to explode, which can lead to severe or fatal injuries.

- Always read and observe the warnings and safety information before carrying out any kind of work on the 12-volt vehicle battery *(→ 12-volt vehicle battery)*.
- Never confuse the positive battery terminal with the negative battery terminal or connect the jump leads incorrectly.
- Never jump start a vehicle with a frozen or thawed 12-volt vehicle battery.
- Use only jump leads with fully insulated terminal clamps.

WARNING

A highly explosive mixture of gases is given off when the 12-volt vehicle battery is jump started. If sparks are generated, the gas emitted could ignite. This can cause an explosion and serious or injuries could result.

- Always keep fire, sparks, naked flames and lit cigarettes away from the 12-volt vehicle battery.
- Avoid electrostatic discharge in the vicinity of the 12-volt vehicle battery.

NOTICE

Tow-starting the vehicle can damage the vehicle.

- Carry out jump starting to start the vehicle.

Discharged 12-volt vehicle batteries can already freeze at temperatures of around 0°C (+32°F).

— Always replace a 12-volt vehicle battery which is frozen or has been frozen.

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Jump starting the vehicle

Discharged 12-volt vehicle batteries can even freeze at temperatures of approx. 0°C (+32°F).

— Do not jump start a vehicle with a frozen or thawed 12-volt vehicle battery.

Preparations

Observe the following information when carrying out jump starting:

✓ Wear suitable eye protection and protective gloves → ⚠.

✓ Observe the jump lead manufacturer's instructions.

✓ Open the bonnet.

✓ Always use jump leads with fully insulated terminal clamps and intact insulation for jump starting → ⚠.

✓ Ensure that there is sufficient distance between the vehicle giving the jump start and the vehicle receiving the jump start, as any contact could mean that electricity could flow as soon as the positive battery terminals are connected.

✓ Ensure that the battery clamps have good metal-to-metal contact with the battery terminals.

Jump leads

Suitable jump leads are required to provide and receive jump starts.

The following minimum wire cross-sections of jump leads must be observed for the vehicle providing the jump start.

— Vehicles with electric drive: For jump starting the vehicle with a discharged 12-volt vehicle battery, the wire cross-section of the jump lead must be at least 25 mm^2 (0.038 in^2).

— Vehicles with hybrid drive: For jump starting the vehicle with a discharged 12-volt vehicle battery, the wire cross-section of the jump lead must be at least 25 mm^2 (0.038 in^2).

— Vehicles with a petrol engine: For jump starting the vehicle with a discharged 12-volt vehicle battery, the wire cross-section of the jump lead must be at least 25 mm^2 (0.038 in^2).

— Vehicles with diesel engine: For jump starting the vehicle with a discharged 12-volt vehicle battery, the wire cross-section of the jump lead must be at least 35 mm^2 (0.054 in^2).

Vehicle receiving jump start

1. Check that the discharged 12-volt vehicle battery is properly connected to the 12-volt electrical system.
2. If the fitted 12-volt vehicle battery has a battery window, check the colour of the window. If the battery window is light yellow or colourless, do not jump start the vehicle. Seek expert assistance.

Vehicle giving jump start

1. Observe the owner's manual issued by the vehicle manufacturer.
2. Check that the vehicle battery providing assistance has the same voltage (12 volts) and approximately the same capacity as the discharged 12-volt vehicle battery. Check the label on the vehicle battery of the vehicle giving the jump start.

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⚠ WARNING

Jump starting the vehicle incorrectly can cause the 12-volt vehicle battery to explode, which can lead to serious injuries or death.

- Always wear suitable eye protection and gloves and never lean over the 12-volt vehicle battery.
- Always connect the positive cable first, followed by the negative cable.
- Never connect the negative lead to parts of the fuel system or to the brake lines.
- Make sure that there is no contact between the non-insulated parts of the terminal clamps.
- Make sure that the cable insulation is intact.
- Ensure that the lead attached to the positive terminal on the 12-volt vehicle battery does not touch any electrically conductive parts of the vehicle.

Jump starting vehicles with start/stop system

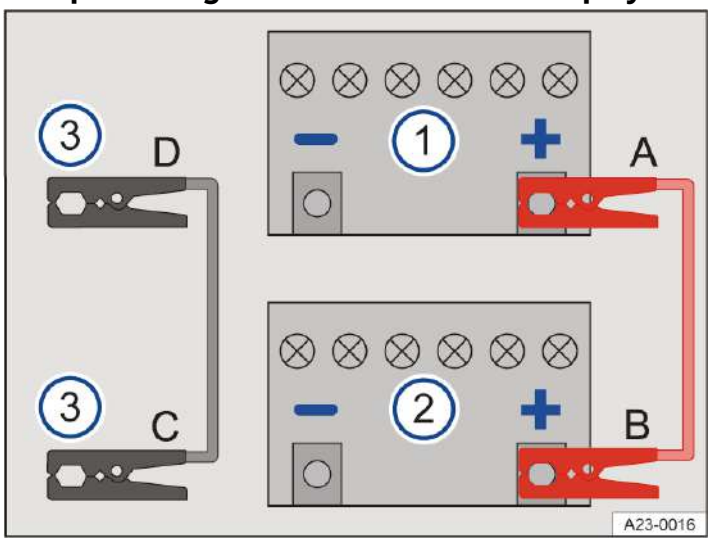


Fig. 1 How to connect the jump leads.

(1) Positive battery terminal on the vehicle being jump-started.

(2) Positive battery terminal on the vehicle that is giving the jump start.

(3) Suitable earth connection. Preferably the jump start connection point(earth connection), otherwise a solid metal part which is securely bolted onto the cylinder block, or the cylinder block itself.

1. Switch off the ignition in both vehicles.
2. Open the battery cover in the engine compartment, if one is installed.
3. Connect one end of the red jump lead to the positive terminal + in the vehicle with the discharged battery → *Fig. 1* (1) , →⚠.
4. Connect the other end of the red jump lead to the positive terminal + of the vehicle battery providing assistance → *Fig. 1* (2).
5. Connect one end of the black jump lead to a suitable earth connection, a solid metal part that is securely bolted onto the cylinder block, or to the cylinder block itself → *Fig. 1* (3).
6. Connect the other end of the black jump lead to a solid metal component that is bolted securely to the cylinder block of the vehicle with the flat battery, to the cylinder block itself or, if necessary, to the screwed-in towing eye at the front. However, do not connect it to a point near the battery → *Fig. 1* (3), →⚠.
7. Position the leads in such a way that they cannot come into contact with any moving parts in the engine compartment.

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Attaching the jump leads in vehicles without start/stop system

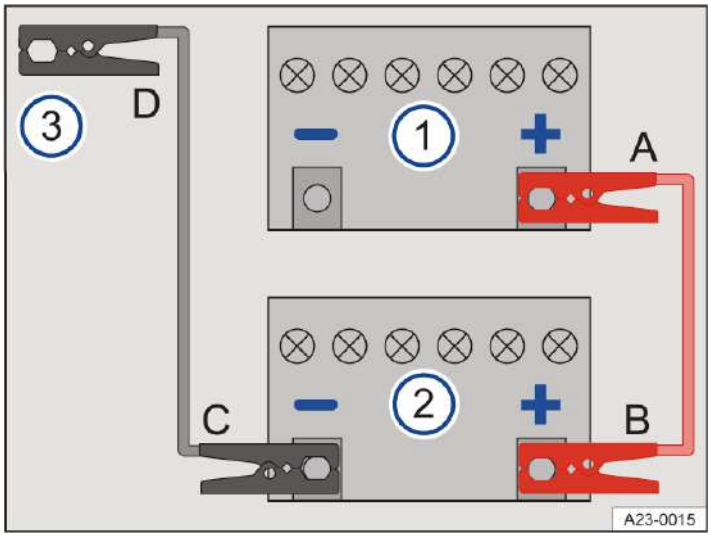


Fig. 2 How to connect the jump leads.

(1) Positive battery terminal on the vehicle being jump-started.

(2) Positive battery terminal on the vehicle that is giving the jump start.

(3) Suitable earth connection. A solid metal part that is firmly bolted to the engine block, or the engine block itself.

1. Switch off the ignition in both vehicles.
2. Open the battery cover in the engine compartment, if one is installed.
3. Connect one end of the red jump lead to the positive terminal + in the vehicle with the discharged battery → *Fig. 2* (1) , →⚠.
4. Connect the other end of the red jump lead to the positive terminal + of the vehicle battery providing assistance → *Fig. 2* (2).
5. Connect one end of the black jump lead to the negative terminal - of the vehicle battery providing assistance → *Fig. 2* (2).
6. Connect the other end of the black jump lead to a solid metal component that is bolted securely to the cylinder block of the vehicle with the flat battery, to the cylinder block itself or, if necessary, to the screwed-in towing eye at the front. However, do not connect it to a point near the vehicle battery → *Fig. 2* (3) , →⚠.
7. Position the leads in such a way that they cannot come into contact with any moving parts in the engine compartment.

Starting the engine

1. Start the engine of the vehicle providing assistance and let it run at idle.
2. Wait a few minutes and then start the engine of the vehicle with the discharged 12-volt vehicle battery. If the engine does not start immediately, switch off the starter after about 10 seconds and try again after about 1 minute.

If the engine still does not start, seek expert assistance.

Introduction

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Removing the jump leads

1. Before disconnecting the jump leads, switch off the dipped beam headlights.
2. Turn on the air conditioning system or the heating and fresh air system blower and the rear window heating in the vehicle with the discharged 12-volt vehicle battery. This helps to minimise voltage peaks which are generated when the leads are disconnected.
3. When the engine is running, the jump leads should be removed only in the order D – C – B – A.
4. Fit the cover to the positive terminal on the 12-volt vehicle battery.
5. After jump starting, have the 12-volt vehicle battery checked by a suitably qualified workshop.

Towing requires experience, especially when using a tow-rope. Both drivers should be familiar with the technique required for towing. Inexperienced drivers should not attempt to tow.

Observe any legal requirements when towing.

Make sure that no excessive pulling forces occur and take care to avoid jerking movements. When towing offroad, there is always a risk of overloading the anchorage points.

⚠ WARNING

If a vehicle is being towed, the vehicle handling and braking effect will change significantly. This could mean that you lose control over the vehicle and cause serious or fatal injuries.

- Please note that more force is needed for steering and braking during towing.

⚠ WARNING

If the vehicle key is removed from the ignition lock during towing, the steering lock may engage suddenly. The steering wheel can then no longer be moved. This can result in accidents and serious or even fatal injuries.

- Never switch off the ignition when the vehicle is being towed.
- Never remove the vehicle key from the ignition lock.

NOTICE

When pushing the vehicle by hand, the tail light clusters, side spoilers on the rear window and large panels can be damaged, and the rear spoiler may become detached.

- When pushing the vehicle by hand, do not press on the tail light clusters, side spoilers on the rear window, large panels and the rear spoiler.

Towing

Towing is where a vehicle that cannot be driven is pulled with the aid of another vehicle.

The vehicle can be towed with a tow-bar or a tow-rope.

— The maximum permitted speed is 50 km/h(approx. 30 mph).

— The maximum permitted distance is 50 km(approx. 30 miles).

It is easier and safer to tow a vehicle with a tow bar. Only use a tow rope if you do not have a tow bar. Use an elastic tow-rope in order to protect both vehicles. A tow-rope made of synthetic fibre or similarly elastic material is suitable for this.

Towing with a breakdown truck

If the vehicle is to be raised at one axle for towing, the vehicle must be raised only at the front axle.

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WARNING

If the tow-ropes or tow-bars are incorrectly fastened, vehicle parts may be seriously damaged. This increases the risk of an accident and serious or injuries could result.

- Attach the vehicle only at the points provided for recovery and towing.
- Never fasten the tow-rope or tow-bar to axle or running gear components.
- Seek expert assistance and have the vehicle transported on a breakdown truck if necessary.

Notes on towing

It is still possible to activate the turn signals in a vehicle that is being towed, even if the hazard warning lights are switched on. To do this, operate the turn signal lever in the required direction while the ignition is switched on. The hazard warning lights will not flash while the turn signal is being used. The hazard warning lights will start flashing automatically as soon as the turn signal lever is moved back to the neutral position.

In which situations may the vehicle not be towed?

Do not have the vehicle towed in the following situations:

— The 12-volt vehicle battery is discharged.

— The instrument cluster display does not work properly.

— The distance to be towed is further than 50 km (around 30 mi).

— In vehicles with a manual gearbox: In vehicles with a manual gearbox, the clutch cannot be depressed fully and neutral selected.

— In vehicles with an automatic gearbox: The selector lever of the automatic gearbox cannot be moved to neutral (N position).

— The handbrake cannot be released.

— The steering column lock cannot be released.

— The vehicle's gearbox is damaged or does not contain any lubricant.

— If the steering function or the operating clearance of the wheels cannot be ensured after an accident.

If the vehicle cannot be towed on its own wheels due to one of the above conditions, seek expert assistance and have the vehicle transported on a breakdown truck if necessary.

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Towing

Attach the tow-rope or the tow-bar only to the points provided for this purpose:

— Towing eye.

— Ball coupling.

WARNING

If the tow-ropes or tow-bars are incorrectly fastened, vehicle parts may be seriously damaged. This increases the risk of an accident and serious or injuries could result.

- Attach the vehicle only at the points provided for recovery and towing.
- Never fasten the tow-rope or tow-bar to axle or running gear components.
- Seek expert assistance and have the vehicle transported on a breakdown truck if necessary.

Preparations

— Ensure that the tow-rope is not twisted. Otherwise a towing eye may become unscrewed during towing.

— Switch on the ignition and hazard warning lights on both vehicles. However, observe any regulations to the contrary.

— Comply with the information on towing contained in the owner's manual for the other vehicle.

Pulling vehicle (front)

1. The tow-rope must be taut before you drive off properly.
2. Press the accelerator carefully.
3. Avoid sudden braking and driving manoeuvres.
4. In vehicles with a manual gearbox: Engage the clutch very smoothly when driving off.
5. Do not exceed the maximum permitted trailer weight.

Pulled vehicle (rear)

NOTICE

If the charge level of the 12-volt vehicle battery is not sufficient, it will not be possible to release the steering lock. This can cause damage to the vehicle during towing.

- To release the steering lock, activate the vehicle's drive system by jump starting if necessary in the event of power failure or faults.
- Seek expert assistance and have the vehicle transported on a breakdown truck if necessary.

1. Make sure that the ignition is switched on so that the steering wheel is not locked and you can operate the turn signals and the wipers when necessary. The brake servo and power steering function only when the engine is running. Otherwise you must press the brake pedal with significantly more force and also use more effort for steering.
2. Ensure that the vehicle key is always in the vehicle during towing.
3. In vehicles with a manual gearbox: Disengage the gear.

   In vehicles with an automatic gearbox: Select the N selector lever position.
4. Release the handbrake.
5. Ensure that the tow-rope is always taut.

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Fitting the rear towing eye

On vehicles with factory-fitted towing bracket, there is no fixed towing eye under the bumper cover. For towing, swing out or fit the ball coupling or use the permanently mounted ball coupling.

NOTICE

Vehicles with a factory-fitted towing bracket must useonly tow-bars that are specially designed for fitting to a ball coupling. If you use an unsuitable tow-bar the ball coupling and the vehicle could be damaged.

- Use a tow-rope instead for towing.

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Fitting the towing eye at front

Depending on the country and vehicle equipment, the mounting for the towing eye is located behind the cover in the bumper.

1. Before towing, check whether a mounting with screw thread is available for the towing eye.
2. Comply with the notes on towing.
3. If this is not the case, seek technical assistance for towing and have the vehicle transported on a breakdown truck if necessary.

The towing eye must always be kept in the vehicle.

NOTICE

Use of a towing eye that is not suitable for the vehicle can damage the vehicle.

- Always use the towing eye supplied in the vehicle toolkit of your vehicle or a suitable towing eye for towing.

Fitting the towing eye at front

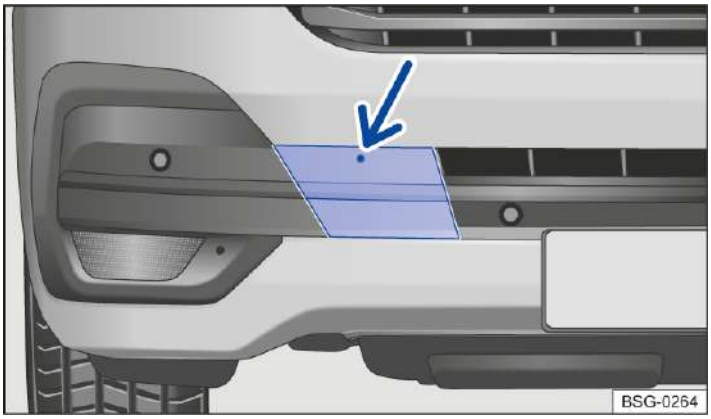


Fig. 1 In the front right bumper: Remove the cover.

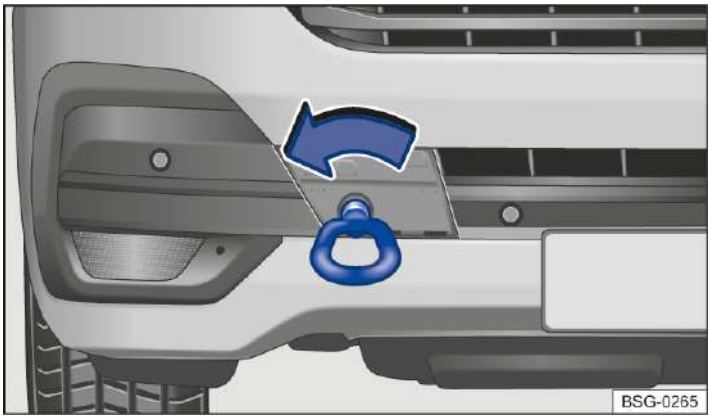


Fig. 2 In the front right bumper: screwing in the towing eye.

WARNING

If a towing eye is not fully and firmly screwed into the mount, it can be torn out of the mount. This can result in accidents and serious injuries during towing.

- Before starting towing, check that the towing eye is fully screwed in.

NOTICE

Improper removal and installation of the cover and towing eye can damage the vehicle's paint and bodywork.

- Always take care when removing and installing the cover and the towing eye.

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1. Take the towing eye and the hook out of the vehicle toolkit.
2. Insert the hook through the opening in the cover → *Fig. 1*, pull out the cover and remove.
3. Remove the cover, allow it to hang on the vehicle or place it in the vehicle if necessary.
4. Turn the towing eye as shown by the arrow into the threaded hole and tighten as far as possible → *Fig. 2* , → ⚠. Use a suitable object to screw the towing eye fully and securely into the mounting.
5. After you have finished towing, remove the towing eye by unscrewing it in the opposite direction to the arrow using a suitable object.
6. Insert the cap in the respective recess and press in until it engages.
7. If necessary, clean the towing eye and place it back in the vehicle toolkit.

Safety notes on working in the engine compartment

The engine compartment of a motor vehicle is a hazardous area. You should carry out work in the engine compartment only if you know exactly how to perform the required tasks, are aware of the general safety procedures and have access to the correct equipment, service fluids and suitable tools. Failing to carry out work correctly can cause serious injuries → ⚠. Have all necessary work carried out by a suitably qualified workshop.

⚠ WARNING

The engine compartment is a hazardous area. Any work carried out in the engine compartment may result in accidents and serious or fatal injuries.

- Always be extremely cautious and careful when carrying out any work.
- Perform the work in the engine compartment only if you are familiar with the necessary actions.
- Have the required work performed by a suitably qualified workshop if you are unsure how the work in the engine compartment is to be carried out.
- Before starting work in the engine compartment, apply the handbrake fully and move the selector lever to the P position or move the gear lever to the neutral position.
- Switch off the ignition and keep the vehicle key in a safe place far enough away from the vehicle to prevent any risk of the engine being switched on accidentally.
- Always ensure you have not left any objects, such as cleaning cloths and tools, in the engine compartment.
- Always keep children away from the engine compartment and never leave children unsupervised.

⚠ WARNING

The engine compartment has rotating parts. When working in the engine compartment, in particular for a starting action or when the engine is running, contact with rotating parts, such as the rotary blades of the radiator fan, may cause serious or fatal injuries.

- Even when the engine or ignition is switched off, never reach into the radiator fan or in the area of the radiator fan. The fan is temperature-controlled and could start automatically.
- Before starting work, remove any jewellery and ties, tie up long hair and pull clothes in tightly to avoid them getting caught in the engine.
- Always take due care and pay attention when depressing the accelerator. The vehicle could move even if the handbrake is applied.

⚠ WARNING

The engine compartment of every vehicle is a hazardous area due to hot parts. Hot vehicle parts can cause serious burns.

- Never touch hot engine components.

⚠ WARNING

Escaping hot steam or hot engine coolant and hot vehicle components can cause serious burns.

- Never open or close the bonnet as long as steam or coolant is escaping.
- Always wait until you can no longer see or hear steam or coolant coming from the engine compartment.

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⚠ WARNING

The cooling system is under pressure when the engine is hot. If the cover is opened carelessly, engine coolant may spurt out and cause serious burns or fatal injuries.

- Never open the cap of the coolant expansion tank when the engine is hot.
- If it is necessary for you to open the engine coolant tank, always protect your face, hands and arms from hot engine coolant or steam with a large, thick cloth.
- Turn the cap of the coolant expansion tank slowly and very carefully anti-clockwise while exerting slight downwards pressure on the cap.

⚠ WARNING

Additional insulating materials (e.g. blankets in the engine compartment) or items left lying around (e.g. cleaning cloths or tools) can cause functional faults, engine damage or a fire. Serious or fatal injuries could result.

- Never cover the engine with blankets or other insulating materials.
- Never leave items lying around in the engine compartment.

Always park the vehicle on a level and stable surface before carrying out any work in the engine compartment→ ⚠.

⚠ WARNING

If the vehicle is not secured against rolling away during service work, this may result in unintended vehicle movements. Accidents and serious or fatal injuries could result.

- Deactivate the start/stop system manually.
- Never work underneath a vehicle if it is not correctly secured against rolling away.
- If work is carried out underneath the vehicle while the wheels touch the ground, make sure that the vehicle is standing on a level surface and that the wheels are blocked.
- If you intend to work underneath the vehicle, secure the vehicle using suitable stands to provide support for the vehicle. The vehicle jack is not sufficient for this task and can fail.

⚠ WARNING

High voltages of the electrical system can cause electric shocks and burns. Serious or fatal injuries could result.

- Never short circuit the electrical system. The 12-volt vehicle battery can explode.

Preparing the vehicle for working in the engine compartment

The following actions should always be carried out in the given order before working in the engine compartment→ ⚠:

1. Park the vehicle on a level and stable surface *(→ Parking)*.
2. If necessary, remove the vehicle key from the vehicle and keep it in a separate location so that the vehicle cannot be started accidentally.
3. Allow the engine to cool sufficiently.
4. Always keep other persons away from the engine compartment.
5. Secure the vehicle against rolling away.

⚠ WARNING

If the described actions for working in the engine compartment are ignored, this can lead to accidents. This can result in serious injuries.

- Always follow the described actions and observe the general safety precautions.

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Opening and closing the bonnet



Fig. 1 In the footwell: Bonnet release lever (illustration).



Fig. 2 On the front edge of the bonnet: Release lever (illustration).

Opening the bonnet

1. Please ensure that the wiper arms are positioned on the windscreen before opening the bonnet→ⓘ.
2. Pull the release lever in the direction of the arrow→ *Fig. 1*.

   The bonnet is released from the lock carrier catch by spring force→⚠.
3. Lift the bonnet using the release lever→ *Fig. 2* and open fully.

   The gas strut holds the bonnet in the open position.

Closing the bonnet

1. To close the bonnet, pull it down until it overcomes the pressure of the gas strut→⚠.
2. Let the bonnet drop into the catches – *do not* press it down!
3. If the bonnet has not closed, open it and then close it correctly.

   The bonnet is flush with the body parts around it when it is closed properly.

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WARNING

If the bonnet is not closed properly, it can open suddenly while you are driving and completely obscure your view of the road. This can lead to accidents and serious injuries.

- After closing the bonnet, always check whether the catch is properly engaged in the lock carrier. The bonnet must be flush with the surrounding body panels.
- If you establish while driving that the bonnet is not closed properly, stop immediately and close the bonnet.
- Open or close the bonnet only when there is no-one in its movement path.

NOTICE

Opening and closing the bonnet incorrectly can damage the bonnet or the wiper arms.

- Open the bonnet only when the wiper arms are flush to the windscreen and when they are switched off.
- Always fold the wiper arms back onto the windscreen before driving away.

Display

A symbol on the instrument cluster display indicates if the bonnet is open or is not closed properly → *Fig. 1*.

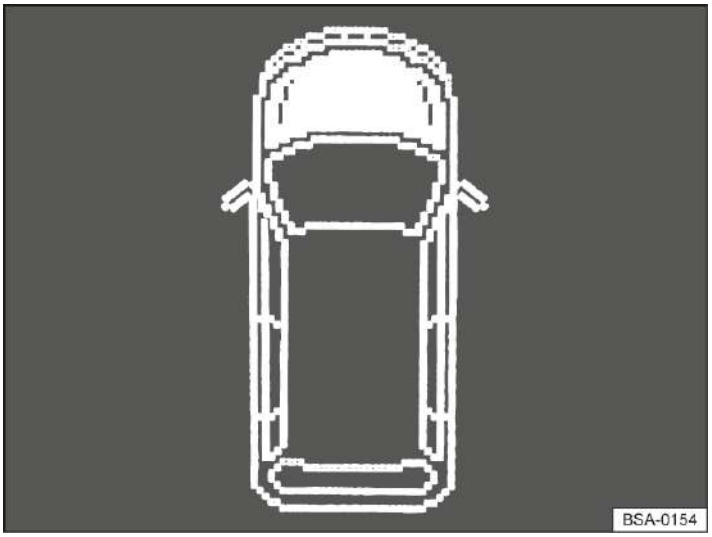


Fig. 1 On the instrument cluster display: the bonnet is open or not closed properly (illustration).

1. Do not drive on!
2. If necessary, lift the bonnet and then close it again.

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

WARNING

Failure to observe warnings can cause your vehicle to break down in traffic, which can lead to accidents and serious injuries.

- Never ignore warnings.
- Stop the vehicle as soon as it is possible and safe to do so.

The symbol can differ depending on the version of the instrument cluster.

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Service fluids and equipment

All service fluids and consumables, e.g. coolant, vehicle batteries and engine oils, are being constantly developed. For this reason, service fluids and consumables should be replaced by a suitably qualified workshop.

WARNING

If work is performed on the fuel system, fires and serious or fatal injuries can be caused by electrical discharge and flying sparks.

- Always disconnect the 12-volt vehicle battery.
- Always have a fully functional and tested fire extinguisher to hand.
- Make sure that the vehicle is unlocked when the 12-volt vehicle battery is disconnected as otherwise the anti-theft alarm will be activated.

WARNING

Service fluids may be toxic. Incorrect use and storage can cause serious or fatal injuries.

- Store service fluids only in the closed original container.
- Never store service fluids in empty food containers, bottles or any other non-original containers as people finding these containers could drink them.
- Keep children away from all service fluids and consumables.
- Always observe and follow the information and warnings on the service fluid packaging.
- When using products that give off harmful fumes, always work outdoors or in a well-ventilated area.

WARNING

Service fluids and some materials in the engine compartment are easily flammable and can ignite if they come into contact with hot surfaces, sparks or naked flames. This can lead to a fire and cause serious or fatal injuries.

- Never smoke in the vicinity of the engine compartment.
- Never work in the vicinity of sparks or naked flames.
- Never work in the direct proximity of heating systems, water heaters or any other naked flames.
- Never spill service fluids onto the engine.
- Always have a fully functional and tested fire extinguisher to hand.

NOTICE

Use of the incorrect service fluids can cause serious malfunctions and result in engine damage.

- When refilling or replacing service fluids, ensure that you pour the correct service fluids into the appropriate openings.

Service fluids leaks are harmful to the environment. For this reason, you should regularly check the ground underneath your vehicle. If you notice patches of service fluids on the ground, have the vehicle checked by a suitably qualified workshop. Any spilt service fluids must be disposed of properly.

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Windscreen washer fluid

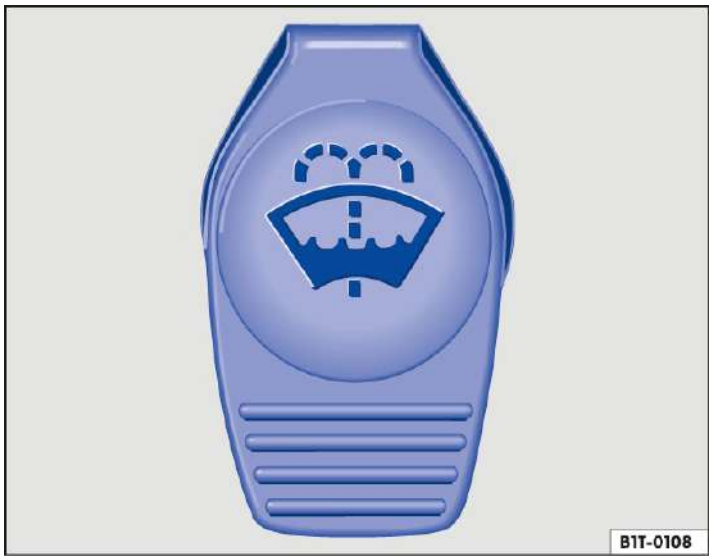


Fig. 1 In the engine compartment: washer fluid reservoir cap.

The windscreen washer fluid level should be checked regularly and topped up as necessary.

A filter can be found in the feed throat of the washer fluid reservoir. The strainer keeps larger dirt particles away from the washer jets when refilling. The filter should only be removed for cleaning. If the filter is damaged or cannot be found when refilling, dirt particles will reach the system and will block the washer jets.

1. Open the bonnet ⚠ *(→ In the engine compartment)*.

   The washer fluid reservoir is identified by the symbol on the cap → *Fig. 1*.

2. Check whether there is enough windscreen washer fluid in the reservoir.
3. To add fluid, mix clear water, but not distilled water, with suitable windscreen washer fluid → ⚠. Observe the dilution instructions on the packaging.
4. At low outside temperatures, add a special anti-freeze agent so that the fluid cannot freeze → ⚠.

⚠ WARNING

If coolant additive or similar unsuitable additives are mixed with the washer fluid, this can result in an oily film on the window that considerably impairs visibility.

- Use clean, clear water, but not distilled water, with a suitable windscreen washer fluid.
- Add a suitable antifreeze agent to the washer fluid if necessary.

NOTICE

Mixing cleaning agents incorrectly can cause the ingredients to separate and block the washer jets.

- Never use unsuitable cleaning agents.

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Introduction

Engine oils are matched to the requirements of the engines, the emission purification systems, and the fuel quality. Due to the operating principle of combustion engines, engine oil always comes into contact with combustion residues and fuel, which has corresponding effects on the ageing process of the engine oil. The correct engine oil is important for the function and service life of the engine. A special multigrade high-lubricity oil has been filled at the factory and this can normally be used as an all-season oil.

Information on warning and indicator lamps that light up can be found in the troubleshooting sections at the end of the chapter *(→ Engine oil)*.

⚠ WARNING

Incorrect handling of engine oil can cause serious burns and other injuries.

- Always wear eye protection when handling engine oil.
- Engine oil is toxic. Always keep engine oil out of the reach of children.
- Store engine oil only in the closed original container. This also applies to used oil until it is disposed of.
- Regular contact with engine oil can damage the skin. Always wash skin that has been in contact with engine oil thoroughly with water and soap.
- Engine oil becomes extremely hot when the engine is running and can scald skin severely. Always allow the engine to cool down.

Leaking or spilt engine oil can pollute the environment. Collect any service fluids that escape or are spilled and dispose of them correctly and with respect for the environment.

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Engine oil standards

Vehicles with an engine oil sticker

If you need to add engine oil, use an oil with the prescribed engine oil standard and engine oil viscosity→ *Fig. 1*.

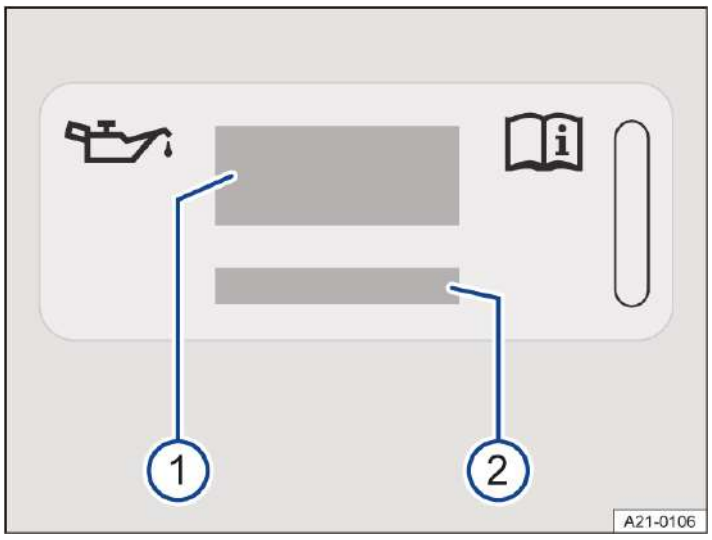


Fig. 1 Sticker for engine oil standard and engine oil viscosity (illustration).

(1) Information on the engine oil standard.

(2) Information on the engine oil viscosity.

The sticker with the prescribed standard is located at the front of the engine compartment on the side next to the bonnet release mechanism → *Fig. 2* (1).

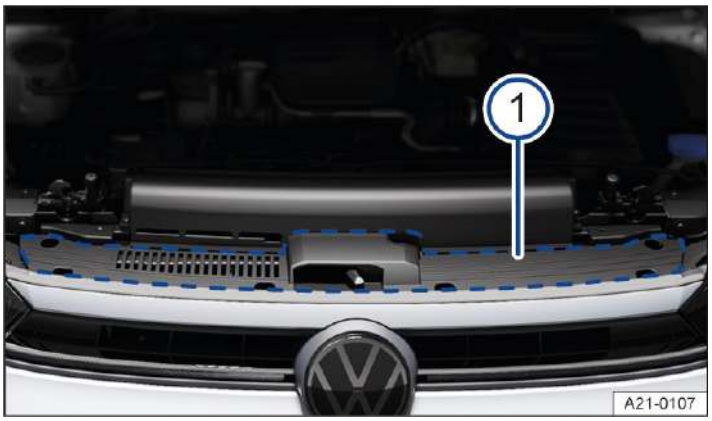


Fig. 2 In the engine compartment: Sticker for engine oil standard and engine oil viscosity (illustration).

(1) Sticker.

If the prescribed engine oil → *Fig. 1* is used, the engine oil level can be corrected as often as necessary *(→ Engine oil)*.

Vehicles without an engine oil sticker

Information on the prescribed engine oil standard and engine oil viscosity can be obtained from a suitably qualified workshop. If the engine oil needs to be topped up, use an engine oil with the prescribed engine oil standard and engine oil viscosity. If the prescribed engine oil is used, the engine oil level can be corrected as often as necessary, as follows *(→ Engine oil)*.

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If no engine oil is available according to the prescribed standard, in an emergency you may add a maximum of 0.5 l (0.5 qt) once of an oil that corresponds to the following deviating standards until the next regular oil change:

— Diesel engines: Standards VW 507 00 and ACEA C3, ACEA C4 or API CK-4. All viscosity classes of these standards are permitted.

We recommend having the work carried out by a correspondingly qualified workshop.

NOTICE

Using engine oils that are not approved under the respective standard can cause engine damage.

- When refilling, use only engine oils that satisfy the quality requirements of the relevant applicable standard.
- In an emergency, you may top up with a maximum of 0.5 l(0.5 qt) of engine oil that does not comply with the standard.

Changing engine oil

The engine oil must be changed regularly and in accordance with the specified service interval.

Additives in the engine oil can cause new engine oil to discolour quickly. This is normal and does not mean that the engine oil should be changed more frequently.

WARNING

Engine oil can cause damage to the environment, serious burns or fire if engine oil changes are not performed with due care. This can result in serious or fatal injuries.

- Always allow the engine to cool down completely before changing the engine oil.
- Always wear eye protection when changing engine oil.
- Keep your arms horizontal when unscrewing the oil drain plug with your fingers to prevent the emerging oil from running down your arm.
- Use a suitable container when draining the used oil. It must be at least large enough to hold the entire filling quantity of engine oil.

WARNING

Engine oil is toxic. Serious or fatal injuries can be caused by contact with engine oil, particularly if engine oil is swallowed.

- Seek immediate medical attention after swallowing engine oil.
- Seek medical attention if you experience health problems after working with engine oil.
- Always keep engine oil out of the reach of children and only in the closed original container. This also applies to used oil until it is disposed of.
- Never store engine oil in empty food containers, bottles or any other non-original containers as people finding these containers may then drink the engine oil.
- Avoid regular contact with engine oil to prevent damage to the skin.
- Protect your skin, face and especially your eyes when working with engine oil.
- Do not eat, drink or smoke when working with engine oil.
- Wash your skin with soap and water after working with engine oil.

NOTICE

Oil and filter changes require special tools, expert knowledge and correct disposal of old oil. Vehicle damage can result if this work is not performed correctly.

- You should always have the engine oil and filter changes performed by a suitably qualified workshop.

Dispose of engine oil in an environmentally responsible way and only at a collection point for old oil, e.g. recycling centre or specialist retailer.

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Engine oil consumption

Engine oil consumption can vary from engine to engine and can change during the working life of an engine.

The vehicle may consume up to 1 l of engine oil per 2,000 km, depending on how you drive and the conditions in which the vehicle is used. In new vehicles, consumption is likely to be higher for the first 5,000 km. The engine oil level must therefore be checked at regular intervals, preferably when refuelling and before long trips.

When the engine is working hard, the engine oil level must be in the upper permissible area *(→ Engine oil)*, for instance during extended motorway trips in summer or when climbing mountain passes

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Checking the engine oil level and refilling engine oil

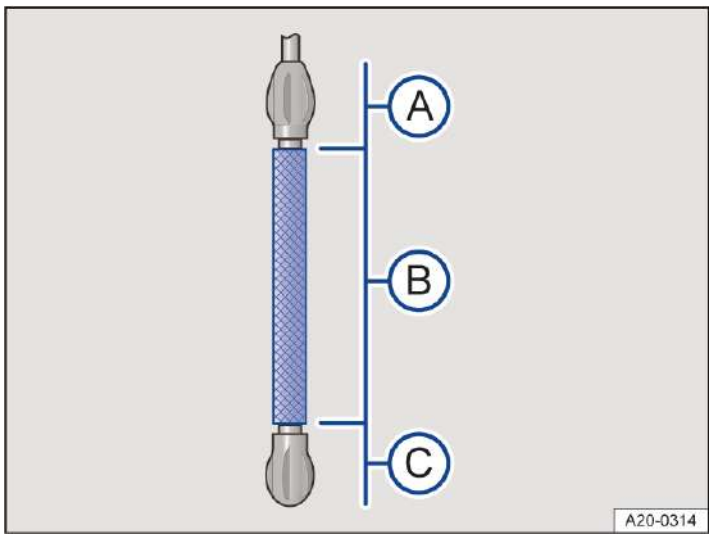


Fig. 1 Oil dipstick with level marking.

(A) Engine oil level too high – observe the messages on the instrument cluster display or seek expert assistance.

(B) Engine oil level within normal range.

(C) Engine oil level too low – follow the messages in the instrument cluster display or add engine oil, if necessary.



Fig. 2 In the engine compartment: engine oil filler opening cap (illustration).

Carry out the steps in the specified order→⚠ , →ⓘ:

1. With the engine at operating temperature, park the vehicle on a level surface to ensure that the engine oil reading is correct.
2. Switch off the engine and wait at least 5 minutes for the engine oil to flow back into the sump.
3. Open the bonnet ⚠ *(→ In the engine compartment)*.
4. Identify the engine oil filler cap and oil dipstick. The oil filler neck can be recognised by the → *Fig. 2* symbol on the cap and the oil dipstick by its coloured handle. If you cannot find the cap and oil dipstick, please contact a suitably qualified workshop.
5. Pull the dipstick out of the guide tube and wipe it off with a clean cloth.
6. Re-insert the oil dipstick into the guide tube as far as it will go. If there is a marking on the oil dipstick, this marking must fit in the corresponding groove at the top end of the guide tube when inserting.

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7. Pull out the oil dipstick again and read the engine oil level on the dipstick as follows→ *Fig. 1*:

   (A) Engine oil level too high. Observe the messages on the instrument cluster display or seek expert assistance as necessary →(!).

   (B) Engine oil level within normal range. Engine oil can be filled to the upper limit of this range, e.g. when the engine is subjected to high loads . Continue to step 8 or 16.

   (C) Engine oil level is too low. Where applicable, follow any messages that are shown on the instrument cluster display and make sure you add engine oil. Continue to step 8.

8. After reading off the engine oil level, push the oil dipstick back into the guide tube as far as it will go.
9. Unscrew the engine oil filler opening cap → *Fig. 2*.
10. Gradually add engine oil in small quantities, no more than 0.5 l (0.5 qt) in total, or follow the recommendation in the instrument cluster. The use of approved engine oils in accordance with the relevant VW standard is recommended.
11. In order to avoid overfilling, wait for at least 1 minute after each refill step to allow the engine oil to flow into the oil sump up to the marking on the engine oil dipstick.
12. Read the engine oil level from the dipstick again before refilling with a further small quantity of engine oil. Never overfill with engine oil →(!).
13. After filling, the engine oil level should be in the middle of the area→ *Fig. 1* (B). The engine oil level must not be in area → *Fig. 1* (A) →(!).
14. If too much engine oil has been added unintentionally and the engine oil level is in area→ *Fig. 1* (A), do not start the engine. Seek expert assistance.
15. After refilling, screw the engine oil filler cap back on.
16. Insert the oil dipstick into the guide tube as far as it will go. If there is a marking on the upper end of the oil dipstick, this marking must fit in the corresponding groove at the top end of the guide tube when inserting.
17. Close the bonnet ⚠ *(→ In the engine compartment)*.

⚠ WARNING

Engine oil can ignite if it comes into contact with hot engine components. It can cause fires, burns and other serious injuries.

- Always ensure that the engine oil filler cap is securely tightened after refilling, and that the dipstick is properly inserted back into the guide tube. This will prevent the engine oil from draining out on to hot engine components when the engine is running.
- If engine oil is spilt on cold engine parts it can heat up and ignite when the engine is running.

(!) *NOTICE*

- If the engine oil level is in area → *Fig. 1* (A), do not start the engine. Seek expert assistance.
- When refilling service fluids, ensure that you pour the correct service fluids into the correct openings. The use of incorrect service fluids could result in serious malfunctions and engine damage.

Troubleshooting

Engine oil pressure too low

The warning lamp flashes red. A message is shown on the instrument cluster display.

STOP Do not drive on! The engine could otherwise be damaged.

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1. Stop the vehicle as soon as possible and when safe to do so.
2. Switch off the engine.
3. Check the engine oil level *(→ Engine oil)*.
4. Do not drive on or leave the engine running if the warning lamp is flashing even when the engine oil level is correct. The engine could otherwise be damaged. Seek expert assistance.

Engine oil level very low

The warning lamp flashes red. A message is shown on the instrument cluster display.

Do not drive on! The engine could otherwise be damaged.

1. Stop the vehicle as soon as possible and when safe to do so.
2. Switch off the engine.
3. Check the engine oil level *(→ Engine oil)*.
4. If required, top up the engine oil gradually in small quantities, using no more than 0.5 (0.5 qt) in total.
5. Do not drive on or leave the engine running if the warning lamp is lit even though the engine oil level is correct. The engine could otherwise be damaged. Seek expert assistance.

Engine oil level too low

The indicator lamp lights up yellow. A message is shown on the instrument cluster display.

1. Stop the vehicle as soon as possible and when safe to do so.
2. Switch off the engine.
3. Check the engine oil level *(→ Engine oil)*.
4. If required, top up the engine oil gradually in small quantities, using no more than 0.5 (0.5 qt) in total.
5. Do not drive on or leave the engine running if the indicator lamp is lit even though the engine oil level is correct. The engine could otherwise be damaged. Seek expert assistance.

Engine oil level too high

The indicator lamp lights up yellow. A message is shown on the instrument cluster display.

1. Stop the vehicle as soon as possible and when safe to do so.
2. Switch off the engine.
3. Check the engine oil level *(→ Engine oil)*.
4. If the engine oil level is too high, do not drive on or allow the engine to run. The engine could otherwise be damaged. Seek expert assistance.

or Fault in the engine oil system

The indicator lamp flashes yellow. A message is shown on the instrument cluster display.

1. Seek expert assistance.

Introduction

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Do not work on the cooling system unless you are familiar with the task, aware of the applicable safety procedures and have the correct equipment, service fluids and suitable tools. Failing to carry out work correctly can cause serious injuries →⚠. Have all necessary work carried out by a suitably qualified workshop.

Information on warning and indicator lamps that light up can be found in the troubleshooting sections at the end of the chapter *(→ Coolant)*.

⚠ WARNING

Coolant is toxic. Serious or fatal injuries can be caused by contact with coolant, particularly if coolant is swallowed.

- Seek immediate medical attention after swallowing coolant.
- Seek medical attention if you experience health problems after working with coolant.
- Always keep coolant out of the reach of children and only in the closed original container.
- Never store coolant in empty food containers, bottles or any other non-original containers as people finding these containers may then drink the coolant.
- Avoid regular contact with coolant to prevent damage to the skin.
- Protect your skin, face and especially your eyes when working with coolant.
- Do not eat, drink or smoke when working with coolant.
- Wash your skin with soap and water after working with coolant.

⚠ WARNING

Coolant can freeze at extremely cold outside temperatures, causing the vehicle to break down. This may mean that heating in the vehicle no longer works. Vehicle occupants with inadequate winter clothing could then freeze to death.

- Make sure that the coolant additive is always adapted correspondingly to the ambient temperature.
- Use only coolant additives that have been approved by the manufacturer.

Coolant and coolant additives can pollute the environment. Spilt service fluids must be collected then disposed of properly and in an environmentally responsible way.

Coolant specification

The cooling system is filled at the factory with a mixture of specially prepared water and at least 40% coolant additive G12evo (TL 774-L).

The proportion of coolant additive must *always* be at least 40% to protect the cooling system. If greater frost protection is required in very cold climates, the proportion of anti-freeze additive can be increased. However, the percentage of coolant additive should not exceed 55 %, as this would reduce the frost protection and the cooling effect.

The coolant additive is dyed purple. The mixture of water and coolant additive provides anti-freeze protection down to -25°C (-13°F), protects the alloy parts in the cooling system against corrosion, prevents limescale deposits and significantly increases the boiling point of the coolant.

When refilling the coolant, a mixture of distilled water and at least 40% G12evo coolant additive must be used in order to obtain the optimum corrosion protection →⚠.

⚠ WARNING

Insufficient anti-freeze in the coolant system can cause the engine to break down and cause serious injuries.

- The amount of correct coolant additive used must be sufficient for the lowest ambient temperature that you expect the vehicle to be exposed to.
- Coolant can freeze at extremely cold outside temperatures, causing the vehicle to break down. Vehicle occupants with inadequate winter clothing could then freeze to death as the heating will also no longer function.

NOTICE

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If the liquid in the coolant expansion tank is not purple, the correct coolant has been mixed with another, unsuitable coolant additive. Failure to observe this warning can result in serious malfunctions or damage to the engine and cooling system.

- In this case, have the coolant changed immediately.
- Never mix genuine coolant additives with other coolants that have not been approved.

Coolant and coolant additives can pollute the environment. Collect any service fluids that escape or are spilled and dispose of them correctly and with respect for the environment.

Checking the coolant level and refilling coolant

Preparations

1. Park the vehicle on a firm and level surface.
2. Allow the engine to cool down → ⚠.
3. Open the bonnet.

The coolant expansion tank is identified by the red symbol on the cap → *Fig. 1*.

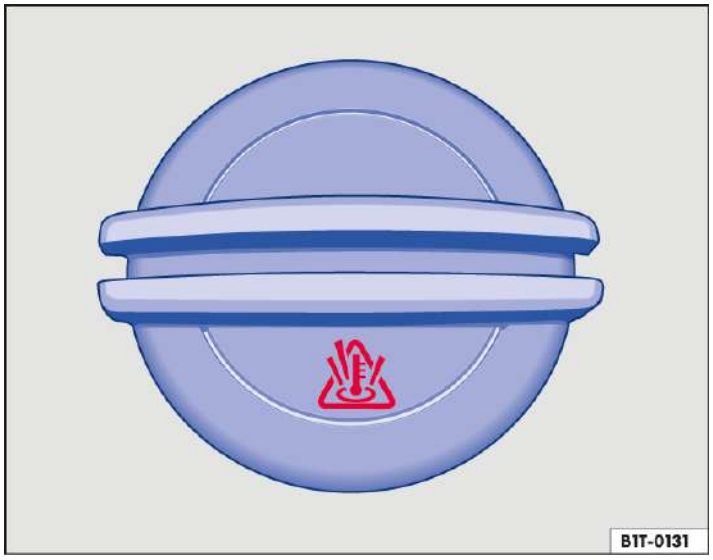


Fig. 1 In the engine compartment: coolant expansion tank cap

⚠ WARNING

Escaping hot steam or hot coolant and hot components can cause serious burns.

- Never open the bonnet if you can see or hear steam or coolant coming out of the engine compartment.
- Always wait until you can no longer see or hear steam or coolant coming from the engine compartment.

⚠ WARNING

The cooling system is under pressure when the engine is hot. If due care is not taken when opening the cap, coolant can spray out and cause serious burns or fatal injuries.

- Never open the cap of the coolant expansion tank when the engine is hot.
- Always protect your face, hands and arms from hot coolant or steam with a large, thick cloth if you have to open the cap of the coolant expansion tank.
- Turn the cap of the coolant expansion tank slowly and very carefully anticlockwise while exerting slight downwards pressure on the cap.

Checking the coolant level

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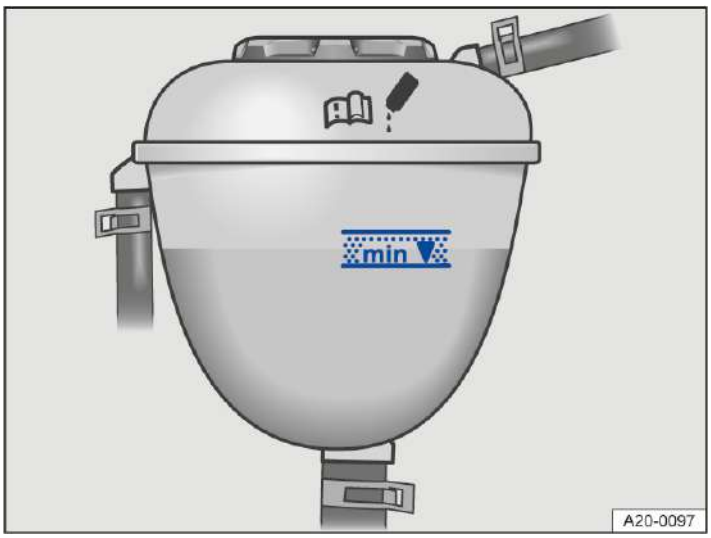


Fig. 2 In the engine compartment: mark on the coolant expansion tank (illustration).

The coolant may be above the marked area when a new vehicle is delivered or after repairs to the cooling system. This is normal. The coolant does not have to be sucked off.

The coolant level cannot be checked accurately in all models as the coolant expansion tank may be partially concealed. If the coolant level cannot be read exactly, please seek assistance from a suitably qualified workshop.

1. When the engine is cold, check the coolant level at the side markings of the coolant expansion tank→ *Fig. 2*.

   The coolant level must be between the markings.
2. Add coolant if the fluid level in the coolant expansion tank is below the minimum marking “min”.

   When the engine is warm, the engine coolant level may be slightly above the upper mark.
3. Do not add coolant if there is no longer any coolant visible in the coolant expansion tank→ⓘ.

Refilling coolant

1. Unscrew the lid carefully →⚠.
2. Only refill with new coolant that is compliant with the specifications *(→ Coolant)*.

   If in an emergency you do not have access to coolant in the required specification, add only distilled water initially. Then have the correct mixture ratio with the coolant additive restored by a correspondingly qualified workshop as soon as possible.
3. Add coolant up to the upper level marking. After adding the coolant, the coolant level must be between the markings on the coolant expansion tank → *Fig. 1*.
4. Close the cap tightly.
5. Check the coolant level after one day. If the level in the coolant expansion tank again drops below the “min” mark, go to a suitably qualified workshop and have the cooling system checked.

NOTICE

Coolant expands when it is heated. If coolant is topped up above the marked area, excess coolant may escape and cause damage to the vehicle.

- Do not fill coolant above the top edge of the marked area of the coolant expansion tank.

NOTICE

If there is no longer any coolant in the coolant expansion tank, air may have entered the cooling system. This could cause damage to the engine.

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- Do not carry on driving.
- Do not add any coolant.
- Seek expert assistance.

NOTICE

Using water other than distilled water can cause corrosion in the engine due to the chemical components contained in it. This can lead to engine failure.

- Use only distilled water for refilling.
- Have the fluid in the cooling system replaced completely by a suitably qualified workshop if you have not added distilled water.

NOTICE

Use of the incorrect service fluids can cause serious malfunctions and result in engine damage.

- When refilling or replacing service fluids, ensure that you pour the correct service fluids into the appropriate openings.

Troubleshooting

Coolant

The warning lamp flashes red. The engine coolant temperature is too high or the coolant level is too low.

Do not drive on! The engine could otherwise be damaged.

1. Stop the vehicle as soon as possible and when safe to do so *(→ Parking)*.
2. Switch off the engine.
3. Allow the engine to cool down.
4. Check the coolant level at the coolant expansion tank *(→ Coolant)*.
5. Do not drive on or leave the engine running if the warning lamp does not go out even though the coolant level is correct.
6. Seek expert assistance.

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Emergency top-up of the cooling system

The vehicle must not be moved if large quantities of coolant have been lost. Failure to observe this can lead to engine damage.

Work on the cooling system should always be carried out by a correspondingly qualified workshop.

The cooling system can be topped up if it is not possible to visit a correspondingly qualified workshop.

This description of emergency filling applies only to the engine codesDMZA, DNAA, DNAB and DNAC.

You can find information abut the engine code here *(→ Type plate)*.

Requirements when filling the cooling system

- ✓ The vehicle must be stopped on a firm and level surface.
- ✓ The engine must have cooled down *(→ Coolant)*.
- ✓ The cooling system is not damaged(water loss).
- ✓ A tool that is not included in the vehicle toolkit.
- ✓ A sufficient quantity of coolant is available, in an emergency water filtered through a clean cloth.

Emergency filling of cooling system

The actions should only be carried out in the specified order:

1. Open the bonnet ⚠ *(→ In the engine compartment)*
2. Open the coolant expansion tank.
3. Fill the cooling system up to the upper seam on the coolant expansion tank until the coolant level remains constant *(→ Coolant)*.
4. Wait around 5 minutes and add more coolant if necessary.
5. Switch on the ignition.
6. The automatic coolant bleeding process begins. This process takes around 5 minutes.
7. When automatic coolant bleeding is complete, refill the coolant up to the seam on the coolant expansion tank *(→ Coolant)*.
8. Start the engine and switch off the air conditioning system *(→ Manual air conditioning system)*.
9. Drive the vehicle at an engine speed above 2,000 rpm for around 30 minutes to get the engine to operating temperature.
10. Switch off the vehicle and allow it to cool down. Once it has done so, adjust the coolant level to around 3 cm (around 1 in) above the upper marking. Set the air conditioning system to your preferred temperature.

Have the cooling system checked, repaired and filled with engine coolant of the correct specification by a correspondingly qualified workshop immediately.

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Introduction

Brake fluid will gradually absorb water from the surrounding air. The brake system will be damaged if there is too much water in the brake fluid. The boiling point of the brake fluid is also considerably reduced by the water content. Heavy use of the brakes may cause a vapour lock in the brake system if the water content is too high. Vapour locks reduce levels of braking power, considerably increase braking distance and can even cause the brake system to fail completely. Your own safety and that of other road users depends on having a brake system that functions properly at all times.

WARNING

Brake fluid is toxic.

- In order to reduce the risk of poisoning, never use bottles or other containers to store brake fluid. There is always a risk of someone drinking from such containers, even if they are labelled appropriately.
- Always store brake fluid in its original sealed container and out of the reach of children.

NOTICE

Brake fluid that has leaked or been spilt can damage the vehicle paintwork, plastic parts and tyres.

- Wipe off brake fluid that has leaked or been spilled immediately from all parts of the vehicle.

Brake fluid can pollute the environment. Any spilt service fluids must be cleaned up and disposed of properly.

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Brake fluid specification

Volkswagen Commercial Vehicles has developed a brake fluid that has been optimised for the brake system in the vehicle. To ensure the best possible operation of the brake system, Volkswagen Commercial Vehicles expressly recommends the use of brake fluid compliant with VW standard 501 14.

Before using a particular brake fluid, check that the specifications printed on the container correspond to the vehicle requirements.

Brake fluid that is compliant with VW standard 501 14 is available from Volkswagen Commercial Vehicles dealerships.

If this brake fluid is not available and it is necessary to use another high-quality brake fluid instead, brake fluid that is compliant with DIN ISO 4925 CLASS 6 or US standard FMVSS 116 DOT 4 can be used.

Not all brake fluids that are compliant withDIN ISO 4925 CLASS 6 or US standard FMVSS 116 DOT 4 have the same chemical composition. Some of these brake fluids may contain chemicals that can damage or destroy brake system components over time.

Brake fluid that is compliant with VW standard 501 14 fulfils the requirements ofDIN ISO 4925 CLASS 6 or US standard FMVSS 116 DOT 4.

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Checking the brake fluid

Preparations

1. Park the vehicle on a firm and level surface.
2. Open the bonnet.

Check the brake fluid level



Fig. 1 In the engine compartment: brake fluid reservoir cap.

The brake fluid reservoir is identifiable by the cap→ *Fig. 1*.

The brake fluid level cannot be checked accurately in all models as a flap or engine components may partially conceal the brake fluid container. If the brake fluid level cannot be read exactly, please seek assistance from a suitably qualified workshop.

The brake fluid level must always be between the MIN and MAX markings on the brake fluid reservoir→ ⚠.

The brake fluid level drops slightly when the vehicle is being used as the brake pads wear and the brakes are automatically adjusted.

Brake fluid change

Have the brake fluid changed regularly. Information on the change interval for the brake fluid can be obtained from a correspondingly qualified workshop. Only brake fluid that conforms with the required specification should be used.

⚠ WARNING

Brake failure or reduced braking efficiency can be caused by the brake fluid level being too low or by brake fluid that is too old or unsuitable.

- Have the brake system and brake fluid level checked or the brake fluid changed on a regular basis!
- The refilled brake fluid must be new.
- Make sure that the correct brake fluid is used. Only use brake fluid that is explicitly compliant with VW standard 501 14. Any other brake fluid or a low-quality one can affect the functioning of the brakes and reduce their effectiveness.
- If you do not have any brake fluid that is compliant with VW standard 501 14, use a high-quality brake fluid compliant with DIN ISO 4925 CLASS 6 or the US standard FMVSS 116 DOT 4, but only in exceptional circumstances.

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Brake fluid level

The warning lamp lights up red. The brake fluid level is too low.

Do not drive on! This can result in brake failure.

1. Stop the vehicle as soon as possible and when safe to do so *(→ Parking)*.
2. Check the brake fluid level.
3. Seek expert assistance if the brake fluid level is too low.

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Introduction

The 12-volt vehicle battery is a component of the electrical system in the vehicle.

Never carry out any work on the electrical system if you are not familiar with the necessary procedures and the general safety requirements and only unsuitable tools are available →⚠. Otherwise, have all work carried out by a correspondingly qualified workshop if necessary. Serious injuries can be caused if work is carried out incorrectly.

Information on warning and indicator lamps that light up can be found in the troubleshooting sections at the end of the chapter *(→ 12-volt vehicle battery)*.

Number and location of the 12-volt vehicle battery

The 12-volt vehicle battery is located in the engine compartment. Depending on the vehicle equipment level, the vehicle could also have two 12-volt vehicle batteries, while camper vans can have three 12-volt vehicle batteries. The second 12-volt vehicle battery is located under the left front seat; the third battery in camper vans is located in the wardrobe at the rear left of the vehicle.

Explanation of the warnings on the 12-volt vehicle battery

Always wear eye protection!

Electrolyte is very corrosive and caustic. Always wear protective gloves and eye protection!

No fires, sparks, naked lights or smoking!

A highly explosive mixture of gases is given off when the vehicle battery is charging!

Always keep children away from electrolyte and the vehicle battery.

Always observe the owner's manual!

⚠ WARNING

Any work on the 12-volt vehicle battery and the electrical system can cause serious chemical burns, fire or electric shocks. Always read the following warnings and safety information before carrying out any kind of work:

- Switch off the ignition and all electrical consumers before carrying out any work on the 12-volt vehicle battery and also disconnect the negative cable from the 12-volt vehicle battery.
- Children should always be kept away from electrolyte and the 12-volt vehicle battery.
- Always wear eye protection and protective gloves.
- Electrolyte is very aggressive. It can burn the skin and can cause blindness. When working with the 12-volt vehicle battery, ensure that your hands, arms and face in particular are protected from acid spillage.
- Never smoke and work near naked flames or sparks.
- When handling cables and electrical equipment, avoid generating sparks and electrostatic discharge.
- Never short circuit battery terminals.
- Never use a damaged 12-volt vehicle battery. The 12-volt vehicle battery can explode. Replace a damaged 12-volt vehicle battery immediately.

NOTICE

In vehicles with a second battery under the driver's seat or a third battery in the luggage compartment, you must ensure that the breather hose is connected properly to the 12-volt vehicle battery.

NOTICE

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The 12-volt vehicle battery housing can be damaged by ultraviolet radiation.

- Do not expose the 12-volt vehicle battery to direct sunlight for an extended time.

NOTICE

The 12-volt vehicle battery can "freeze" and be destroyed if the outside temperature is very low and the vehicle is stationary for a long time.

- Protect the 12-volt vehicle battery against frost if the vehicle is left standing for extended periods.

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

Checking the electrolyte level of the 12-volt vehicle battery

The electrolyte level of the 12-volt vehicle battery should be checked regularly in high-mileage vehicles, in hot countries and in older 12-volt vehicle batteries. The 12-volt vehicle battery is otherwise maintenance-free.

Preparations

1. Preparing the vehicle for working in the engine compartment *(→ In the engine compartment)*.
2. Open the bonnet ⚠ *(→ In the engine compartment)*.

Checking the electrolyte level (12-volt vehicle batteries with battery window)

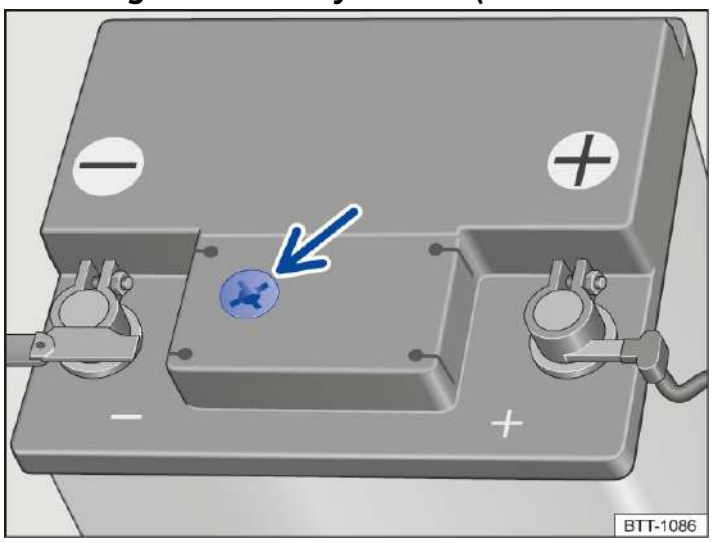


Fig. 1 Battery window on the top of the 12-volt vehicle battery (general guide).

Depending on equipment, it may be necessary to remove an additional bracket in order to view the battery window. An additional tool that is not included in the vehicle toolkit is required for this purpose.

Ensure that enough light is available for you to clearly see the colour indicator in the round window on the top of the 12-volt vehicle battery *→ Fig. 1*.

The colour indicator in the round window changes according to the electrolyte level in the 12-volt vehicle battery.

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Light yellow or *without colour*

The electrolyte level of the 12-volt vehicle battery is too low. The 12-volt vehicle battery should be checked and replaced by a qualified workshop if necessary.

Black

The electrolyte level of the 12-volt vehicle battery is correct.

For technical reasons, you cannot check the electrolyte level of 12-volt vehicle batteries marked with AGM. Go to a correspondingly qualified workshop to have the 12-volt vehicle battery checked.

WARNING

Any work on the 12-volt vehicle battery can cause serious chemical burns, explosions and electric shocks.

- Always wear eye protection and protective gloves.
- Never use naked flames or glowing objects as a light source.
- Electrolyte is very aggressive. It can burn the skin and can cause blindness. When working with the 12-volt vehicle battery, ensure that your hands, arms and face in particular are protected from acid spillage.
- Never tilt the 12-volt vehicle battery. Electrolyte may spill out of the battery vents and cause chemical burns.
- Never open a 12-volt vehicle battery.
- If acid is sprayed into your eye or onto your skin, rinse the affected area immediately for several minutes with cold water. Then consult a doctor immediately.
- If electrolyte is swallowed, consult a doctor immediately.

Charging, replacing, disconnecting and connecting the 12-volt vehicle battery

1. If you suspect that the 12-volt vehicle battery is damaged or faulty, go to a suitably qualified workshop and have the 12-volt vehicle battery checked.

Charging the 12-volt vehicle battery

The 12-volt vehicle battery should always be charged by a correspondingly qualified workshop, as the technology used in factory-fitted 12-volt vehicle batteries requires voltage-limited charging →⚠.

Replacing the 12-volt vehicle battery

The 12-volt vehicle battery has been developed to suit the conditions of its location and has special safety features. If a 12-volt vehicle battery has to be replaced, the replacement part must be installed by a workshop qualified to do this. For component information on size and the required maintenance, capacity and safety features, please contact a correspondingly qualified workshop, which must have the necessary technical documentation and equipment. The ventilation opening of the 12-volt vehicle battery must always be on the negative terminal side. The ventilation opening on the positive terminal side must always be sealed.

Only maintenance-free 12-volt vehicle batteries compliant with the standards TL 825 06 and VW 7 50 73 should be used. These standards must be dated October 2014 or later.

The 12-volt vehicle battery must always be replaced by a workshop qualified to do this, as the vehicle electronics must be adapted as part of the replacement process. In addition, the battery parameters for functional safety were determined only with the original equipment battery. Only correspondingly qualified workshops have the technology required to carry out this adjustment and also the correct replacement batteries. The use of unsuitable batteries can render the type approval invalid.

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Disconnecting the 12-volt vehicle battery

Please note the following if the vehicle battery has to be disconnected from the electrical system in the vehicle:

1. Switch off all electrical consumers and the ignition.
2. Unlock the vehicle before disconnecting the battery in order to avoid triggering the anti-theft alarm (if fitted).
3. First disconnect the negative cable and then the positive cable → ⚠.

Connecting the 12-volt vehicle battery

1. Switch off all electrical consumers and the ignition before reconnecting the vehicle battery.
2. First connect the positive cable and then the negative cable → ⚠.

Various indicator lamps may light up after the 12-volt vehicle battery has been connected and the ignition is switched on. They will go out if you drive a short distance at a speed of 15 km/h to 20 km/h (10 – 12 mph). If the indicator lamps continue to light up, have the vehicle checked by a suitably qualified workshop.

If the 12-volt vehicle battery was disconnected for an extended period, the system may not able to calculate or correctly display the time when the next service is due . Observe the maximum permissible service intervals .

Automatic switch-off for electrical consumers

The vehicle electrical system cannot always prevent the 12-volt vehicle battery from discharging.

— For example, when the ignition is switched on for an extended period with the engine off, or when the side or parking lights are on when the vehicle is parked for an extended period.

To prevent the 12-volt vehicle battery from discharging, the intelligent vehicle electrics management system automatically implements certain measures when the 12-volt vehicle battery is subjected to heavy loads:

— The idling speed is increased so that the alternator provides more electricity.

— The performance of large electrical consumers may be reduced or they may be switched off completely.

— The power supply to the 12-volt socket and the cigarette lighter may be interrupted temporarily while the engine is being started.

12-volt vehicle battery is discharged

The 12-volt vehicle battery will discharge if you use electrical consumers when the engine is switched off.

⚠ WARNING

Incorrectly securing the battery and using incorrect 12-volt vehicle batteries can cause short circuits, fire and serious injuries.

- Always use maintenance-free and leak-proof 12-volt vehicle batteries that have the same properties, specifications and dimensions as the factory-fitted 12-volt vehicle battery.

⚠ WARNING

A highly explosive mixture of gases is given off when the 12-volt vehicle battery is being charged.

- Charge 12-volt vehicle batteries only in well-ventilated spaces.
- Never charge a 12-volt vehicle battery which is frozen or has been frozen. Discharged 12-volt vehicle batteries can even freeze at temperatures of approx. 0°C (+32°F).
- The 12-volt vehicle battery must be replaced if it has ever frozen.

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WARNING

Incorrectly connected cables can cause a short circuit.

- First connect the positive cable and then the negative cable.

NOTICE

- Never connect or disconnect 12-volt vehicle batteries if the ignition is switched on or the engine is running. Never use a 12-volt vehicle battery that does not correspond with the vehicle's specifications. This can damage the electrical system or electronic components, which can cause electrical faults.
- Never connect equipment that supplies electric power, such as a solar panel or a battery charger, to the 12-volt sockets or to the cigarette lighter to charge the 12-volt vehicle battery. This can damage the vehicle electrical system.

Dispose of the 12-volt vehicle battery in accordance with the applicable regulations. 12-volt vehicle batteries may contain toxic substances such as sulphuric acid and lead.

Electrolyte can pollute the environment. Collect any service fluids that escape or are spilled and dispose of them correctly and with respect for the environment.

12-volt vehicle battery

The indicator lamp lights up red.

1. Do not drive on! Stop the vehicle as soon as possible and when safe to do so.

The 12-volt vehicle battery will not be charged while the vehicle is in motion.

1. Switch off any electrical consumers that are not required.
2. Seek expert assistance.
3. Have the electrical system checked.

There is a fault in the 12-volt vehicle electrical system.

1. Seek expert assistance.
2. Have the electrical system checked.

The start/stop system cannot start the engine .

Introduction

Wheels are the most used and most underestimated parts of a vehicle. Wheels are very important as the narrow tyre surfaces are the only contact between the vehicle and the road.

The tyres and wheel rims approved for the vehicle have been carefully selected.

The service life of tyres is dependent on tyre pressure, driving style, handling and correct fitting.

Volkswagen Commercial Vehicles recommends that all work on wheels is carried out by a suitably qualified workshop. They are familiar with the procedure and have the necessary special tools and spare parts and the proper facilities for disposing of the old tyres.

Wheel rims, tyres and wheel bolts

Wheel rims, tyres and wheel bolts have be adjusted to the vehicle type. If different wheel rims are fitted, the correct wheel bolts with the correct length and correctly shaped bolt heads must be used. This ensures that the brakes work properly and that the vehicle drives quietly and safely. For technical reasons, it is not generally possible to use the

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wheels from other vehicles. This can also apply to wheels of the same vehicle type. For conversion to other wheel rim/tyre combinations, it is essential to contact a suitably qualified workshop.

The correct wheel bolts must be used for all vehicle types; these bolts must always be tightened with the correct tightening torque *(→ Wheel bolts)*.

⚠ WARNING

Incorrect handling of wheels can reduce vehicle safety and cause serious accidents and fatal injuries.

- Check the tyre pressure regularly when the tyres are cold and always observe the specified value *(→ Tyre pressure)*. If the tyre pressure is too low, it is possible that the tyre temperature will increase to such an extent when driving that the tread peels off and the tyre bursts.
- Check the tyres regularly for damage and wear.
- Never exceed the maximum speed and load permitted for the fitted tyres.
- All four wheels must be fitted with radial tyres of the same type, size (rolling circumference) and the same tread pattern.
- If you notice unusual vibration, or if the vehicle pulls to one side when driving, stop immediately and check the tyres and wheel rims for damage.
- Never loosen the bolts on wheel rims with bolted-on rings.

⚠ WARNING

New tyres or tyres which are old, worn down or damaged cannot provide full levels of vehicle control and braking power.

This can cause serious accidents and fatal injuries.

- Run in new tyres as they will initially have reduced grip and braking efficiency. For this reason, drive with particular care during the first 600 km (370 miles).
- Never drive with worn tyres or tyres that shows signs of damage such as holes, cuts, cracks or blisters.
- If you notice unusual vibration, or if the vehicle pulls to one side when driving, stop immediately and check the wheels and tyres for damage.
- Do not use tyres or wheel rims if you do not know their history. Used tyres and wheel rims could be damaged, even if the damage is not visible.
- Use tyres that are more than six years old only if you have no alternative. In this case, drive slowly and with extra care at all times, even if the tyres have never been used.
- Replace worn or damaged tyres immediately.

⚠ WARNING

If the tightening torque of the wheel bolts is insufficient, the wheel bolts and thus the wheels can loosen while the vehicle is in motion. The wheel bolts and the threads could be damaged if the tightening torque is too high.

Incorrectly tightened or missing wheel bolts can lead to loss of control over the vehicle, serious accidents and fatal injuries.

- Always tighten the wheel bolts with the correct tightening torque. If you do not have a torque wrench, tighten the wheel bolts with the wheel bolt wrench and have the torque checked immediately by the nearest suitably qualified workshop.
- Never drive if wheel bolts are missing or loose.
- Always use wheel bolts that match the wheel rims and the vehicle type.
- Never grease or oil the wheel bolt and the threads in the wheel hubs. This could cause the wheel bolts to loosen while the vehicle is in motion, even if the required tightening torque setting is used.
- Make sure that the wheel bolts and threads of the wheel hubs are clean, smooth-running and free of oil and grease.
- Never loosen the bolts on wheel rims with bolted-on rings.

⚠ WARNING

Incorrect mounting of the tyre on the wheel rim can cause damage to the wheel rim and lead to the tyre suddenly losing air or bursting while driving.

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This can cause serious accidents and fatal injuries.
- Have tyres mounted on the wheel rims only by a suitably qualified workshop.

Handling tyres

Avoiding tyre damage

— Drive over kerbs and other low obstacles slowly and at right angles so that the two front wheels come into contact with the obstacle at the same time.

— Check the tyre pressure on a regular basis.

— Check the tyres for damage such as cuts at regular intervals.

— Never exceed the maximum speed and load permitted for the tyres that are fitted *(→ Tyre lettering and tyre type)*.

— Damaged or worn tyres must be replaced immediately .

— Protect the tyres from contact with aggressive substances, including grease, oil, petrol and brake fluid→ ⚠.

— Replace missing valve dust caps immediately.

— Remove foreign bodies that have not yet penetrated to the inside of the tyre .

— Observe all warnings of the tyre monitoring system *(→ Tyre Pressure Loss Indicator)* *(→ Tyre Pressure Monitoring System)*.

⚠ WARNING

Corrosive liquids and other substances can cause visible and invisible damage to the tyres, which can cause the tyre to burst.
This can cause serious accidents and fatal injuries.
- Always keep chemicals, oils, lubricants, fuel, brake fluid and other corrosive substances away from the tyres.

Storing tyres

— Always store tyres in a cool, dry and dark place if possible.

— Do not store tyres mounted on the rim vertically.

— Any tyres not fitted on wheel rims should be kept in suitable sleeves to protect against dirt and should be stored vertically (standing on the tread).

Tyres that are more than 6 years old

Tyres age through physical and chemical processes that can impair their function. Tyres that have been stored unused for an extended period of time age quicker than tyres that are used all the time.

Volkswagen Commercial Vehicles recommends replacing tyres that are more than 6 years old with new tyres. This also applies for tyres which appear to still be in good condition and whose tread depth has not yet reached the minimum value stipulated by legislation →⚠.

Winter and all-season tyres also largely lose their effectiveness through ageing – regardless of the remaining tread depth.

The age of each tyre can be determined on the basis of the manufacturing date *(→ Tyre lettering and tyre type)*.

⚠ WARNING

Old tyres can suddenly lose air or burst, above all at high speeds.
This can cause serious accidents and fatal injuries.
- Use tyres that are more than six years old only if you have no alternative. In this case, drive slowly and with extra care at all times, even if the tyres have never been used.

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New tyres

— Drive particularly carefully for the first 600 km(370 miles) with new tyres as the tyres have to be run in. Tyres that have not been run in have reduced grip and braking efficiency →⚠.

— All four wheels must be fitted with tyres of the same type, size(rolling circumference) and the same tread pattern.

— The tread depth of new tyres may vary between tyre models and manufacturers due to different design features and tread designs.

⚠ WARNING

New tyres will have to be run in as they will initially have reduced grip and braking effect.
This can cause you to lose control of the vehicle, which can lead to serious accidents and fatal injuries.

- Run in new tyres. Drive with particular care during the first 600 km(370 miles).

New tyre sizes may differ significantly from the actual dimensions and tyre dimensions for different tyre brands.

Replacing tyres

— Always replace tyres at least on an axle-by-axle basis.

— Old tyres should only be replaced by tyres that have been approved by Volkswagen Commercial Vehicles for the vehicle type.

— Never use tyres with an effective size that is larger than tyres approved by Volkswagen Commercial Vehicles→⚠.

In vehicles with a Tyre Pressure Loss Indicator

The Tyre Pressure Loss Indicator must be resynchronised after changing one or more wheels. This also applies if the wheels have been swapped, e.g. from the front to the rear *(→ Tyre Pressure Loss Indicator)*.

Vehicles fitted with a Tyre Pressure Monitoring System

— If you wish to replace factory-fitted wheels, make sure that the new wheels are equipped with sensors that are compatible with the TPM
(→ Tyre Pressure Monitoring System).

— Drive the vehicle at a speed of over approx. 25 km/h(approx. 15 mph) for an extended period so that the new wheels can be detected.

Volkswagen Commercial Vehicles recommends that a new valve set and set of seals be used every time the sensors are replaced or modified.

Further information on the TPM
(→ Tyre Pressure Monitoring System).

⚠ WARNING

Wheels must have the necessary clearance. If there insufficient clearance, the tyres can rub against parts of the running gear, body and brake lines.
This can lead to failure of the brake system, tread separation or the tyre bursting and can thus cause serious accidents and fatal injuries.

- Use only tyres whose dimensions do not exceed the dimensions of tyre makes approved by Volkswagen Commercial Vehicles and that do not rub on any vehicle parts.

NOTICE

Tyres can be deformed by driving through potholes and over kerbs.
This can cause damage to the tyres and wheel rims.

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- Avoid strong impacts and drive around obstacles if possible.

NOTICE

The valves can be damaged by dirt.

- Never drive without valve caps.

NOTICE

The valves can be damaged when changing to different wheels.

- Do not allow removed wheels to fall onto the wheel rim.

Old tyres should be disposed of properly and as required by legislation.

A new valve set and set of seals must always be used every time the sensors of the Tyre Pressure Monitoring System are replaced or modified. If this is not done, the Tyre Pressure Monitoring System may indicate a fault *(→ Tyre Pressure Monitoring System)*.

If the spare tyre is not the same as the tyres that are mounted on the car - for example in the case of winter tyres or a temporary spare wheel - only use the spare tyre in the event of a breakdown for a short period of time and drive with extra care. Replace the temporary spare wheel with a normal wheel as soon as possible.

Tyres that have been approved by Volkswagen Commercial Vehicles are guaranteed to have the dimensions that are suitable for the vehicle. In the case of other tyres, the tyre seller must provide a certificate from the tyre manufacturer stating that the tyre is also suitable for the vehicle. Store the certificate in a safe place and keep it in the vehicle.

Handling wheel rims

Avoiding damage to the wheel rims

— Missing hubcaps can result in damage to the wheel rims and wheel bolts.

Fit missing hubcaps before every journey.

— Drive over kerbs and other low obstacles slowly and at right angles so that the two front wheels come into contact with the obstacle at the same time.

— Replace missing valve dust caps immediately.

— Check the tyre pressure on a regular basis.

Wheel rims with bolted-on rim ring or trim elements

Wheel rims with bolted-on rim ring or trim elements consist of several parts. These parts are connected to each other by means of special bolts. Damaged wheel rims must be replaced and must be repaired only by a suitably qualified workshop.

Wheel rim identification

In some countries, new wheel rims must be provided with information on certain properties. The following information may be provided on the wheel rim:

— Conformity mark.

— Rim size.

— Name of manufacturer or brand.

— Date of manufacture (month/year).

— Country of origin.

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— Production number.

— Raw material batch number.

— Commodity code.

WARNING

Use of unsuitable or damaged wheel rims can impair driving safety and cause accidents and serious injuries.

- Use only wheel rims that are approved for the vehicle.
- Check the wheel rims regularly for damage and replace them if necessary.

WARNING

Incorrect loosening and tightening of the bolts on wheel rims with bolted-on rim rings can cause serious accidents and fatal injuries.

- Never loosen the bolts on wheel rims with bolted-on rings.
- Have all work on wheel rims with bolted-on rim rings carried out only by a suitably qualified workshop.

Checking the tyre pressure

The wrong tyre pressure will have a negative effect on the vehicle's response and leads to high levels of wear or even a burst tyre →⚠. The correct tyre pressure is particularly important at high speeds.

— The tyre pressure should be checked at least once a month and before every long journey. The tyre pressure should be checked more frequently in colder regions.

— Always check all the tyres, including the spare if fitted.

— Always check the tyre pressure when the tyres are cold. The specified tyre pressure applies to cold tyres. Tyre pressure is always higher in warm tyres than it is in cold tyres. For this reason, never reduce the pressure in warm tyres to adjust the tyre pressure.

— Always adjust the tyre pressure to the load level → *Fig. 1*.

— After adjusting the tyre pressures, always screw the caps onto the valves and observe the information on the tyre monitoring system.

— Always use the tyre pressure specified on the sticker. Never exceed the maximum tyre pressure which is given on the sidewall of the tyre

— If the tyre size of the fitted tyres differs from the specified value on the type plate or tyre pressure sticker, the correct tyre pressure must be determined.

Location of the tyre pressure sticker

The sticker provides the correct tyre pressure for approved tyres and is located either on the driver door pillar → *Fig. 1* or inside the tank flap.

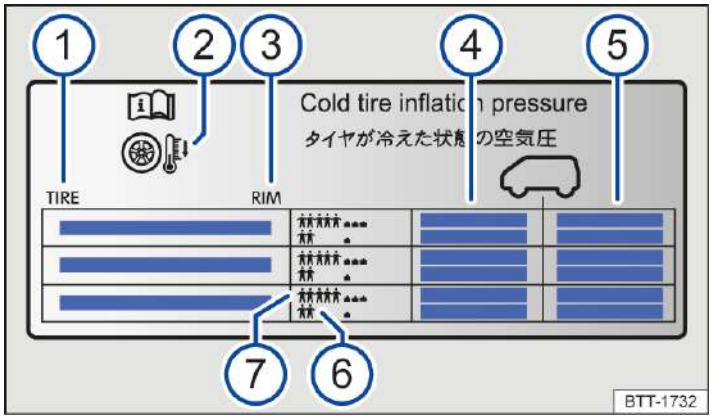


Fig. 1 Information on the tyre pressure sticker.

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1. Tyre size.
2. Note: check the tyre pressure when the tyres are cold.
3. Rim size.
4. Tyre pressure for the tyres on the front axle.
5. Tyre pressure for the tyres on the rear axle.
6. Tyre pressure for partial load.
7. Tyre pressure for full load.

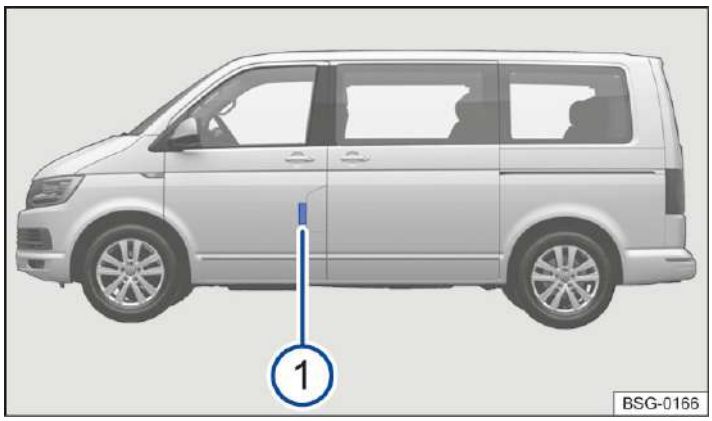


Fig. 2 On the driver door pillar (1): tyre pressure sticker (alternatively on the inside of the fuel flap).

The appearance of the sticker may differ between vehicles. It may contain additional tyre sizes that are not approved for your specific vehicle. For information on the tyre sizes approved for your vehicle, refer to the vehicle registration certificate or the EC Certificate of Conformity, or ask a Volkswagen Commercial Vehicles dealership.

WARNING

A tyre pressure that is too low may cause the tyre to suddenly lose pressure, the tread to separate or the tyre to burst while the vehicle is in motion. If the tyre pressure is too low, the tyres will wear prematurely and the car will not handle well.

An incorrect tyre pressure can cause serious accidents and fatal injuries.

- Check tyre pressures regularly, at least once a month and before every long trip.
- Always adapt the tyre pressure to the vehicle load level.
- Never reduce the increased tyre pressure of warm tyres.

WARNING

Driving too fast and overloading the vehicle can cause overheating, sudden tyre damage including tyre bursts, and separation of the tread.

This can cause serious accidents and fatal injuries.

- Never exceed the maximum load capacity of the fitted tyres *(→ Tyre lettering and tyre type)*.
- Never exceed the maximum permitted speed of the fitted tyres *(→ Tyre lettering and tyre type)*.

NOTICE

The valve can be damaged if due care is not taken when using a tyre pressure gauge.

- When attaching the tyre pressure gauge, ensure that you do not position it at an angle to the valve stem.

Underinflated tyres will result in increased fuel consumption.

Checking the tightening torque

The correct wheel bolts must always be used for each vehicle type and these must always be tightened with the

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correct tightening torque. The tightening torque of the wheel bolts must be checked regularly with a properly functioning torque wrench. In addition, the tightening torque must be checked without delay using a correctly functioning torque wrench after every wheel change. If the tightening torque of the wheel bolts is too low, the wheel bolts and rims can loosen while the vehicle is in motion. The wheel bolts and the threads could be damaged if the tightening torque is too high.

If the wheel bolts are corroded and stiff, they must be renewed and the wheel hub threads cleaned before the tightening torque is checked. Never grease or lubricate the wheel bolts or the threads of the wheel hub.

Tightening torque for wheel bolts

The tightening torque of the wheel bolts is specified in the section Changing a wheel *(→ Wheels and tyres)*.

⚠ WARNING

If the tightening torque of the wheel bolts is insufficient, the wheel bolts and thus the wheel can loosen while the vehicle is in motion. The wheel bolts and the threads could be damaged if the tightening torque is too high.

Incorrectly tightened or missing wheel bolts can lead to loss of control over the vehicle, serious accidents and fatal injuries.

- Always tighten the wheel bolts with the correct tightening torque. If you do not have a torque wrench, tighten the wheel bolts with the wheel bolt wrench and have the torque checked immediately by the nearest suitably qualified workshop.
- Never drive if wheel bolts are missing or loose.
- Always use wheel bolts that match the wheel rims and the vehicle type.
- Never grease or oil the wheel bolt and the threads in the wheel hubs. The wheel bolts could loosen while the vehicle is in motion, even if the required torque setting is used.
- Make sure that the wheel bolts and threads of the wheel hubs are clean, smooth-running and free of oil and grease.
- Never loosen the bolts on wheel rims with bolted-on rings.

Rotating wheels

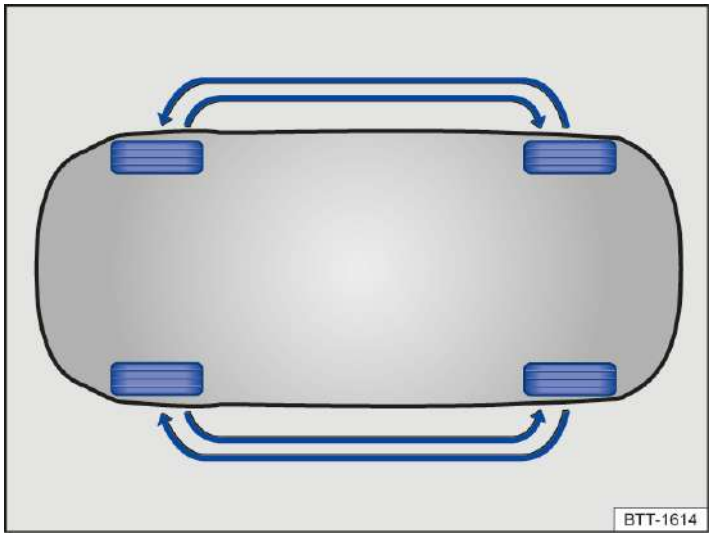


Fig. 1 Diagram showing how to swap wheels (illustration).

Regularly rotating the wheels as shown in the illustration *→ Fig. 1* is recommended to help ensure that tyres wear evenly. All the tyres will then last for about the same time.

Volkswagen Commercial Vehicles recommends having the wheels changed by a suitably qualified workshop.

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Checking the tread depth

Tread depth

Most driving situations require the highest possible tread depth. The tyres should have the same tread depth, at the minimum on each axle →⚠. This is especially true in wet or wintry road conditions.

In most countries, the minimum tread depth required by law is 1.6 mm(1/16 in), measured in the tread grooves next to the tread wear indicators. Observe any deviating country-specific legal requirements.

Observe any country-specific legal requirements relating to the permissible minimum tread depths for winter and all-season tyres.

Tyre wear

The tyre wear is affected by several factors:

— Style of driving.

— How well the tyres are balanced.

— Adjustments made to the running gear.

Wheel imbalance may develop when the vehicle is driven; you will notice this by the nervous steering response. Imbalanced tyres will affect the level of tyre wear. In this case the wheels should be balanced again.

Incorrect wheel alignment causes excessive tyre wear, impairing the safety of the vehicle. The wheel alignment should be checked by a suitably qualified workshop if tyres show excessive wear.

Tyre wear due to a sporty driving style

Fast cornering, heavy acceleration and hard braking all increase tyre wear.

In the case of a sporty driving style, check the tread depth every 5,000 to 10,000 km(about 3,107 to 6,214 miles).

Tread wear indicators in tyres

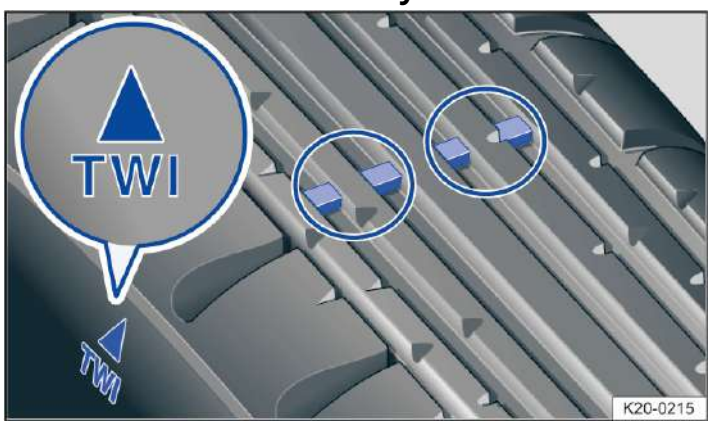


Fig. 1 In the tread grooves: tread wear indicators.

There are 1.6 mm (1/16 in) high wear indicators → *Fig. 1* in the tread base of the tyres. Markings on the tyre sidewall indicate the position of the tread wear indicators → *Fig. 1*.

The tread wear indicators show if a tyre is worn down. The tyre must be replaced at the latest when the tyre tread is worn down to the tread wear indicator.

When checking the tread depth, it is necessary to check the tread wear indicators of all tread grooves.

⚠ WARNING

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Worn tyres are a safety risk and make it difficult to control the vehicle properly. They increase the braking distance as well as the risk of skidding.
Worn tyres have significantly reduced grip. On wet roads in particular, the vehicle is more susceptible to aquaplaning.
Worn tyres lead to loss of control over the vehicle, serious accidents and fatal injuries.
- Replace the tyres with new tyres at the latest when the tyres are worn down to the tread wear indicators.

Winter tyres

Summer tyres provide less grip on icy and snowy roads. Winter or all-weather tyres improve the vehicle and brake response during winter conditions. Volkswagen Commercial Vehicles recommends that winter tyres be fitted to the vehicle at temperatures below +7°C (+45°F) or in winter road conditions. This also applies to vehicles with all-wheel drive.

Winter and all-season tyres lose their effectiveness when the tread is worn down to a depth of 4 mm (5/32 in).

The following applies when using winter tyres:

— Observe any country-specific legal requirements.

— Use winter tyres on all four wheels at the same time.

— Only use in winter road conditions.

— Only use the sizes of tyre that have been approved for the vehicle.

— Winter tyres must have the same belt type, size and the same tread pattern.

— Observe the maximum speed permitted by the speed index → ⚠.

Speed limitation

Winter tyres have a speed limit depending on the speed index *(→ Tyre lettering and tyre type)*.

You can set a speed warning in the Tyres menu in the Vehicle settings menu in the Infotainment system.

If you use V-rated winter tyres, the speed limits and required tyre pressure are determined by the engine size. You must ask a suitably qualified workshop about the maximum permitted speed and required tyre pressure.

⚠ WARNING

The improved winter driving characteristics afforded by the winter tyres should not encourage you to take any risks.
Exceeding the speed limitation of winter tyres can cause the tyres to fail suddenly and the vehicle to lose control.
- Never disregard the speed limitation of the winter tyres fitted, even if the permissible top speed of the vehicle is higher.
- Never exceed the maximum load capacity of the winter tyres that are fitted.
- Adapt your speed and driving style to the current visibility, weather and road or traffic conditions.

The vehicle handling is better if summer tyres are fitted at temperatures above +7°C (+45°F). The rolling noise is quieter, the tyre wear lower and the energy efficiency higher.

In vehicles with Tyre Pressure Loss Indicator, the system must be re-synchronised after changing from summer tyres to winter tyres or vice versa *(→ Tyre Pressure Loss Indicator)*.

On vehicles with Tyre Pressure Monitoring System, winter tyres must be fitted with compatible sensors for the Tyre Pressure Monitoring System to ensure the system works properly *(→ Tyre Pressure Monitoring System)*. If the dimensions of the winter tyres are different from those of the summer tyres and require a different tyre pressure, the tyre pressure values for the Tyre Pressure Monitoring System must be adjusted *(→ Tyre Pressure Monitoring System)*.

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You can find out about permitted winter tyre sizes from a correspondingly qualified workshop.

Snow chains

Please heed legislation and also the permitted speed when driving your vehicle with snow chains.

On icy or snow-covered roads, snow chains will not only improve traction, but also braking response.

Snow chains may be fitted only to the front wheels and may be fitted only to the following tyre and wheel rim combinations:

Tyre size	Wheel	Type of snow chains to use
205/65 R16 C	6 1/2 J x 16 ET 51 or 6 1/2 J x 16 ET 52	Only fine-linked snow chains that add no more than about 15 mm (37/64 in).
215/65 R16 C	6 1/2 J x 16 ET 51 or 6 1/2 J x 16 ET 52	
215/60 R17 C	7 J x 17 ET 55 or 7 J x 17 ET 56	

Volkswagen Commercial Vehicles recommends that you ask a correspondingly qualified workshop for information about appropriate wheel, tyre and snow chain sizes.

Remove hubcaps and trim rings before fitting snow chains→⚠. For safety reasons cover caps must then be fitted over the wheel bolts. Caps are available from a suitably qualified workshop.

Using snow chains with fitted temporary spare wheel or collapsible spare wheel

For technical reasons, snow chains must not be used on the temporary spare wheel or collapsible spare wheel *(→ Spare wheel or temporary spare wheel)*.

1. In event of a flat tyre on one of the front wheels, fit the temporary spare wheel or collapsible spare wheel on the rear axle.
2. Replace the damaged front wheel with the removed rear wheel. Note the direction of rotation.

Volkswagen Commercial Vehicles recommends fitting the snow chains before mounting the wheel on the vehicle.

⚠ WARNING

The use of snow chains that are unsuitable for your vehicle or the incorrect installation of snow chains can cause serious accidents and fatal injuries.

- Always use the correct snow chains.
- Use snow chains only on the tyre and wheel rim combinations approved by Volkswagen.
- Observe the fitting instructions provided by the snow chain manufacturer.
- When the snow chains are fitted, never drive faster than the speed stipulated by the snow chain manufacturer or permitted by law.

NOTICE

If snow chains are used on roads that are clear of snow, they will negatively affect handling, damage the tyres and be quickly destroyed.

- Remove the snow chains on roads that are clear of snow.

NOTICE

Snow chains that are in direct contact with the wheel can scratch or damage it.

- To avoid damage, use snow chains with integrated wheel rim protection.

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In vehicles with a Tyre Pressure Loss Indicator, the system must be re-synchronised when snow chains are fitted *(→ Tyre Pressure Loss Indicator)*.

Troubleshooting

Damage to tyres and wheel rims is often hidden→⚠.

If you suspect that a wheel is damaged, slow down immediately and stop the vehicle as soon as it is safe to do so.

Pulling to one side or unusual vibrations

The vehicle pulls to the left or right while driving or vibrates in an unusual way. These symptoms can be a sign of tyre damage or that the tyre pressure is too low.

STOP Check the tyres!

Slow down immediately and stop as soon as the traffic situation permits and it is safe to do so.

1. Check the tyres and rims for damage.
2. Do not drive on if a tyre is damaged.
3. Changing a damaged wheel *(→ Changing a wheel)*. If necessary, seek assistance from a suitably qualified workshop.

   Or: seal damaged wheel with the breakdown set and inflate *(→ Breakdown set)*.
4. If there is no visible damage, drive slowly and cautiously to the nearest suitably qualified workshop in order to have the vehicle checked.

Foreign body stuck in tyre

A foreign body is stuck in the tyre or between the tread blocks.

On vehicles with mobility tyres: leave the foreign body in the tyre and go to a suitably qualified workshop. A sealant applied to the inside of the tyre tread encloses the foreign body and seals the tyre temporarily.

1. Leave the foreign body in the tyre if it has entered the inner tyre. Foreign bodies that are stuck between the tyre tread blocks can be removed.
2. Changing a damaged wheel *(→ Changing a wheel)*. Seek expert assistance if necessary.

   Or: seal damaged wheel with the breakdown set and inflate *(→ Breakdown set)*.
3. Check and adjust the tyre pressure.
4. Go to a correspondingly qualified workshop.

Tyres lose grip

The vehicle suffers from loss of grip when cornering and breaks away. The braking distance is longer and the traction control system (TCS

) and anti-lock brake system (ABS) intervene earlier.

The tyre may be too worn to guarantee sufficient grip *(→ Tread depth and tread wear indicators)*.

1. Drive slowly and cautiously to the nearest suitably qualified workshop in order to have the vehicle checked.

Wheel bolts are difficult to loosen

The wheel bolt can corrode over time. As a result, it is difficult to loosen the wheel bolts,

1. Seek the assistance of a suitably qualified workshop or drive slowly and cautiously to the nearest suitably

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qualified workshop in order to have the vehicle checked.

WARNING

If you notice unusual vibration or the vehicle pulling to one side while the vehicle is in motion, this may indicate that one of the tyres is damaged.

Tyre damage can cause you to lose control of the vehicle, which can lead to serious accidents and fatal injuries.

- Slow down immediately and stop as soon as the traffic situation permits and it is safe to do so.
- Check the tyres and wheel rims for damage.
- Never drive on if tyres or wheel rims are damaged. Instead, seek assistance from a suitably qualified workshop.
- If there is no visible damage, drive slowly and cautiously to the nearest suitably qualified workshop in order to have the vehicle checked.

Function of the Tyre Pressure Loss Indicator

The Tyre Pressure Loss Indicator warns the driver if the tyre pressures are too low.

The Tyre Pressure Loss Indicator is a tyre monitoring system and uses data from the ABS sensors to compare, among other things, the speed of rotation and thus the rolling circumference of the individual wheels while driving.

If a tyre loses air or the tyre pressure is too low, the rolling circumference is reduced and the rotational speed increases.

The Tyre Pressure Loss Indicator shows a change in rolling circumference of the tyres with the (!) indicator lamp in the instrument cluster.

However, the following situations can also lead to a change in the rotational speed:

— If the tyre pressure has been changed.

— If the tyre has structural damage.

— If the vehicle is loaded more heavily on one side.

— If snow chains have been fitted.

— If a temporary spare wheel has been fitted.

— If one wheel per axle has been changed.

The Tyre Pressure Loss Indicator does not work if there is a fault in the ESC or ABS *(→ Brake support systems)*.

Reference pressure

The reference pressure for the tyre monitoring system is the tyre pressure of cold tyres with maximum load for the factory-fitted tyres. The reference pressure corresponds to the information on the tyre pressure sticker *(→ Tyre pressure)*.

If the tyre pressure of all four tyres has been adjusted correctly, the Tyre Pressure Loss Indicator must be re-synchronised *(→ Tyre Pressure Loss Indicator)*. The reference pressure is then adapted to the current tyre pressure.

The tyre monitoring system (!) may react with a delay or not display anything at all in the event of a sporty driving style, when driving on snow-covered or icy roads or unpaved roads or when driving with snow chains.

The recommended tyre pressure for the factory-fitted tyres is indicated on the tyre pressure sticker on the driver's door pillar *(→ Tyre pressure)*.

The tyre pressure of all tyres, including the spare wheel or temporary spare wheel, must checked once every month with cold tyres and must correspond to the specifications of the vehicle manufacturer on the tyre pressure sticker. If the tyre size of the fitted tyres differs from the specified value on the type plate or tyre pressure sticker, the correct

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tyre pressure must be determined.

As an additional safety feature, the vehicle is equipped with a Tyre Pressure Monitoring System (TPMS). With this system, an indicator lamp for low tyre pressure lights up if one or more tyres have a significantly lower pressure than required. If the indicator lamp for low tyre pressure lights up, stop the vehicle as quickly as possible, check the tyres and inflate them to the correct pressure. Driving with a tyre pressure that is significantly lower than required can cause the tyre to overheat and can lead to tyre damage. If the tyre pressure is too low, this also reduces fuel efficiency and the service life of the tyre tread and can impair the vehicle's handling and braking capability.

The tyre monitoring system does not replace regular maintenance and inspection of the tyres. The driver is responsible for ensuring that the correct tyre pressure is maintained at all times, even if the tyre monitoring system does not yet display a warning about low tyre pressure.

The tyre monitoring system also has a malfunction indicator that provides a corresponding warning if the system is not functioning correctly. The malfunction indicator is coupled with the indicator lamp for low tyre pressure. If the system detects a fault, the indicator lamp flashes for around 1 minute when the vehicle is started and then lights up continuously. This sequence is repeated each time the vehicle is started as long as the fault is present.

If the tyre monitoring system indicates a fault, the tyre pressure cannot be monitored correctly. A malfunction of the Tyre Pressure Loss Indicator can have various causes, e.g. due to replacement of a wheel or tyre. When a wheel or tyre has been replaced, check whether the (!) indicator lamp is showing a system malfunction to ensure that the tyre monitoring system is functioning properly *(→ Tyre Pressure Loss Indicator)* *(→ Tyre Pressure Monitoring System)*.

⚠ WARNING

The tyre monitoring system is not a replacement for the driver's attention and works only within the limits of the system. The tyre monitoring system cannot detect all driving situations and may not react or may react with a delay or in an undesired way. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always remain alert and do not rely solely on the tyre monitoring system. The driver is always responsible for ensuring that the tyre pressure is correct.
- Observe the system limits *(→ Tyre Pressure Loss Indicator)*.
- Check the tyre pressure regularly when the tyres are cold and always observe the specified value in accordance with the tyre pressure sticker for the tyres fitted on the vehicle *(→ Tyre pressure)*.
- Check your tyres regularly for signs of wear or damage and replace worn or damaged tyres immediately.
- Never exceed the maximum speed and load permitted for the fitted tyres.

⚠ WARNING

Driving with insufficient tyre pressure can warm up the tyre to such an extent that this can result in tread separation, the tyre bursting and loss of control over the vehicle.

If the tyre pressure is too low or too high, the tyres will wear prematurely and the vehicle will not handle well.

Different tyre pressures or tyre pressures that are too low can increase tyre wear, negatively affect driving stability, extend the braking distance and lead to tyre damage, tyre failure and loss of control over the vehicle.

This can result in serious accidents and fatal injuries.

- Always observe the warnings of the tyre monitoring system. If the (!) indicator lamp lights up, stop the vehicle immediately in a place where it is safe from traffic and check all tyres *(→ Tyre pressure)*.
- The driver is responsible for the correct tyre pressure. Check the tyre pressure regularly when the tyres are cold and always observe the specified value in accordance with the tyre pressure sticker for the tyres fitted on the vehicle *(→ Tyre pressure)*. The tyre monitoring system cannot function correctly until all cold tyres have the correct tyre pressure.
- If the tyre is not flat and it is not necessary to change the wheel immediately, drive at low speed to the nearest correspondingly qualified workshop and have the tyre pressure checked and corrected *(→ Tyre pressure)*.
- Always adapt the Tyre Pressure Loss Indicator correctly *(→ Tyre Pressure Loss Indicator)*.

⚠ WARNING

Driving too fast and overloading the vehicle can cause overheating, sudden tyre damage including tyre bursts, and tread separation.

This can cause serious accidents and fatal injuries.

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- Never exceed the maximum load capacity of the fitted tyres *(→ Tyre lettering and tyre type)*.
- Never exceed the maximum permitted speed of the fitted tyres *(→ Tyre lettering and tyre type)*.

If the tyre pressure is too low, this will increase fuel consumption and tyre wear.

When new tyres are driven at high speeds for the first time, they can expand slightly and trigger a one-off pressure warning.

Old tyres should be replaced only by tyres that have been approved by Volkswagen Commercial Vehicles for the vehicle type.

Do not rely only on the tyre monitoring system alone. Check your tyres regularly to ensure that they are properly inflated and have no signs of damage, such as punctures, cuts, cracks, and blisters. Remove any foreign bodies that have become embedded in the tyre tread if they have not penetrated into the interior of the tyre.

Limits of the Tyre Pressure Loss Indicator

Regular maintenance

The Tyre Pressure Loss Indicator does not replace regular maintenance and inspection of the tyres. The driver is responsible for ensuring that the correct tyre pressure is maintained at all times, even if the Tyre Pressure Loss Indicator does not yet display a warning about low tyre pressure.

The tyre pressure of all tyres must be checked monthly on the cold tyres and correspond to the vehicle manufacturer's specifications on the tyre pressure sticker.

This also applies to the tyre pressure of the spare wheel or temporary spare wheel.

The recommended tyre pressure for the factory-fitted tyres is indicated on the tyre pressure sticker *(→ Tyre pressure)*.

Fault not rectified

If the Tyre Pressure Loss Indicator indicates a fault, the tyre pressure cannot be monitored correctly. A malfunction of the Tyre Pressure Loss Indicator can have various causes, e.g. due to replacement of a wheel or tyre. After replacing a wheel or tyre, check whether the indicator lamp (!) indicates a system fault in order to ensure that the Tyre Pressure Loss Indicator is functioning correctly *(→ Tyre Pressure Loss Indicator)*.

Sporty driving style

When using a sporty driving style, driving on wintry or unpaved roads, or when driving with snow chains, the Tyre Pressure Loss Indicator may be delayed or may not be displayed at all.

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Synchronising the Tyre Pressure Loss Indicator

The Tyre Pressure Loss Indicator must be re-synchronised under the following conditions:

— If the tyre pressures have been adapted.

— If one or more wheels have been changed.

— If the wheels have been swapped round, e.g. from front to rear.

The Tyre Pressure Loss Indicator may be re-synchronised only if all tyres have the correct tyre pressure when measured with cold tyres. To measure the cold tyre pressure, the vehicle must have been stationary for 3 hours or driven only a few kilometres at a slow speed during this time.

After a warning about the tyre pressure being too low, switch the ignition off and then back on again. This is necessary before you can adapt the Tyre Pressure Loss Indicator again.

1. Switch on the ignition.
2. Switch on Infotainment system if necessary.
3. Press the MENU button or function button, depending on the version of the Infotainment system.
4. Open the Vehicle menu.
5. Depending on the Infotainment system version, tap Settings if necessary.
6. Tap Tyres.
7. Tap SET.
8. Tap Confirm when all four tyre pressures correspond to the required values.

   The system automatically synchronises and monitors the new values after at least 20 minutes of driving time at different speeds.

   Or: Touch Cancel to terminate the process.

   The current tyre pressure is then not stored and the system is not re-calibrated.

WARNING

If the Tyre Pressure Loss Indicator is synchronised with a tyre pressure that is too high or too low, the Tyre Pressure Loss Indicator may issue incorrect warnings or may not issue any warning at all in spite of a dangerously low tyre pressure.

- Make sure that the tyre pressure of all tyres is correct before synchronising the Tyre Pressure Loss Indicator.

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Troubleshooting for Tyre Pressure Loss Indicator

Low tyre pressure

The indicator lamp lights up yellow.

There is a loss of pressure in one or more tyres or the tyre is structurally damaged.

1. Stop the vehicle immediately in a safe place.
2. Check the tyres for visible damage.
3. If the tyre is not visibly damaged, drive slowly to the next filling station and check the tyre pressures. Correct the tyre pressures if necessary.
4. If the tyre is damaged, change the damaged wheel . If necessary, seek assistance from a suitably qualified workshop.

   Or: seal damaged wheel with the breakdown set and inflate .
5. Re-synchronise the Tyre Pressure Loss Indicator *(→ Tyre Pressure Loss Indicator)*.
6. If the fault persists, go to a correspondingly qualified workshop.

Fault in the Tyre Pressure Loss Indicator

The indicator lamp flashes for around 1 minute and then remains lit up yellow continuously.

There is a system fault.

1. Do not drive on!
2. Switch the ignition off and then back on again.
3. Re-synchronise the Tyre Pressure Loss Indicator *(→ Tyre Pressure Loss Indicator)*.
4. If the fault persists, go to a correspondingly qualified workshop.

Driving on unpaved roads for long periods, or a sporty driving style, can temporarily deactivate the Tyre Pressure Loss Indicator. In the event of a malfunction, the indicator lamp will flash for around 1 minute and then light up continuously. However, the indicator lamp will go out when the road conditions or driving style change.

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Function of the Tyre Pressure Monitoring System

The Tyre Pressure Monitoring System warns the driver if the tyre pressures are too low.

The Tyre Pressure Monitoring System (TPM

) monitors the tyre pressure of the four wheels while the vehicle is in motion using pressure sensors on the tyres.

The tyre monitoring system (!) may react with a delay or not display anything at all in the event of a sporty driving style, when driving on snow-covered or icy roads or unpaved roads or when driving with snow chains.

The recommended tyre pressure for the factory-fitted tyres is indicated on the tyre pressure sticker on the driver's door pillar *(→ Tyre pressure)*.

The tyre pressure of all tyres, including the spare wheel or temporary spare wheel, must checked once every month with cold tyres and must correspond to the specifications of the vehicle manufacturer on the tyre pressure sticker. If the tyre size of the fitted tyres differs from the specified value on the type plate or tyre pressure sticker, the correct tyre pressure must be determined.

As an additional safety feature, the vehicle is equipped with a Tyre Pressure Monitoring System (TPMS). With this system, an indicator lamp for low tyre pressure lights up if one or more tyres have a significantly lower pressure than required. If the indicator lamp for low tyre pressure lights up, stop the vehicle as quickly as possible, check the tyres and inflate them to the correct pressure. Driving with a tyre pressure that is significantly lower than required can cause the tyre to overheat and can lead to tyre damage. If the tyre pressure is too low, this also reduces fuel efficiency and the service life of the tyre tread and can impair the vehicle's handling and braking capability.

The tyre monitoring system does not replace regular maintenance and inspection of the tyres. The driver is responsible for ensuring that the correct tyre pressure is maintained at all times, even if the tyre monitoring system does not yet display a warning about low tyre pressure.

The tyre monitoring system also has a malfunction indicator that provides a corresponding warning if the system is not functioning correctly. The malfunction indicator is coupled with the indicator lamp for low tyre pressure. If the system detects a fault, the warning lamp flashes for around 1 minute when the vehicle is started and then lights up continuously. This sequence is repeated each time the vehicle is started as long as the fault is present.

If the tyre monitoring system indicates a fault, the tyre pressure cannot be monitored correctly. A malfunction of the Tyre Pressure Loss Indicator can have various causes, e.g. due to replacement of a wheel or tyre. When a wheel or tyre has been replaced, check whether the (!) warning lamp is indicating a system malfunction to ensure that the tyre monitoring system is functioning properly *(→ Tyre Pressure Loss Indicator)* *(→ Tyre Pressure Monitoring System)*.

Reference pressure

The reference pressure for the tyre monitoring system is the tyre pressure of cold tyres with maximum load for the factory-fitted tyres. The reference pressure corresponds to the information on the tyre pressure sticker *(→ Tyre pressure)*.

Tyre pressure display in the Infotainment system

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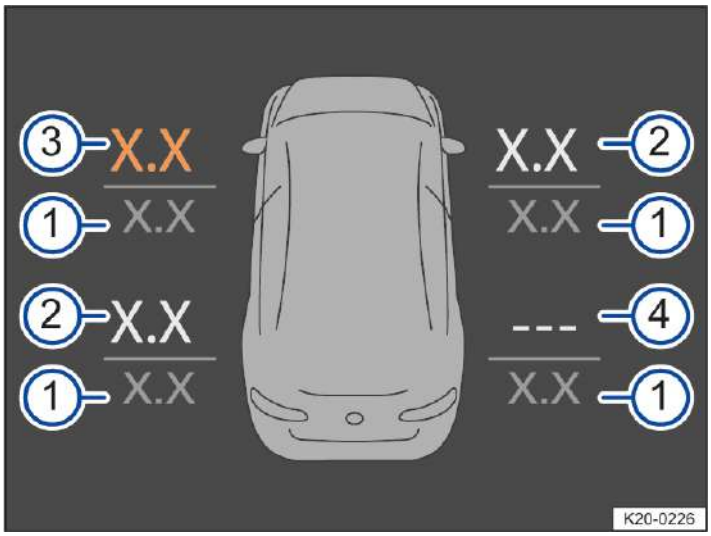


Fig. 1 Display on the Infotainment system: current tyre pressures (illustration).

1. Target tyre pressure in bar.
2. Actual tyre pressure in bar.
3. Loss in pressure at front left.
4. System malfunction for rear right tyre.

1. Switch on the ignition.
2. Press the MENU button or function button, depending on the version of the Infotainment system.
3. Tap Vehicle.
4. Tap Selection.
5. Tap Vehicle status.
6. Tap < or > until the Tyre Pressure Monitoring System screen is displayed.

   The vehicle is displayed with the target and actual tyre pressures of all the wheels→ *Fig. 1*.

When the ignition is switched on, the last measured tyre pressures will be displayed first; these values will be updated when the journey is started. If the tyre pressure is too low, the respective actual values and the affected tyres will be marked → *Fig. 1*.

If the tyres are in rest state, the sensors will not transmit any tyre pressures. This stops the sensor batteries discharging.

The last received tyre pressures are shown in grey if no tyre pressures are transmitted.

Switching the Tyre Pressure Monitoring System on and off (vehicle-dependent)

If a set of tyres is fitted to the vehicle where the tyres either do not have tyre pressure sensors or have tyre pressure sensors that are not compatible with the vehicle, the indicator lamp (!) will flash for approximately 1 minute and then light up steadily. The tyre pressures will not be monitored. The system cannot be switched off.

Observe any country-specific legal requirements for the Tyre Pressure Monitoring System.

WARNING

The tyre monitoring system is not a replacement for the driver's attention and works only within the limits of the system. The tyre monitoring system cannot detect all driving situations and may not react or may react with a delay

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or in an undesired way. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always remain alert and do not rely solely on the tyre monitoring system. The driver is always responsible for ensuring that the tyre pressure is correct.
- Observe the system limits *(→ Tyre Pressure Loss Indicator)* *(→ Tyre Pressure Monitoring System)*.
- Check the tyre pressure regularly when the tyres are cold and always observe the specified value in accordance with the tyre pressure sticker for the tyres fitted on the vehicle *(→ Tyre pressure)*.
- Check the tyres regularly for signs of wear or damage and replace worn or damaged tyres immediately.
- Never exceed the maximum speed and load permitted for the fitted tyres.

⚠ WARNING

Driving with insufficient tyre pressure can warm up the tyre to such an extent that this can result in tread separation, the tyre bursting and loss of control over the vehicle.

If the tyre pressure is too low or too high, the tyres will wear prematurely and the vehicle will not handle well.

Different tyre pressures or tyre pressures that are too low can increase tyre wear, negatively affect driving stability, extend the braking distance and lead to tyre damage, tyre failure and loss of control over the vehicle.

This can result in serious accidents and fatal injuries.

- Always observe the warnings of the tyre monitoring system. If the (!) indicator lamp lights up, stop the vehicle immediately in a place where it is safe from traffic and check all tyres *(→ Tyre pressure)*.
- The driver is responsible for the correct tyre pressure. Check the tyre pressure regularly when the tyres are cold and always observe the specified value in accordance with the tyre pressure sticker for the tyres fitted on the vehicle *(→ Tyre pressure)*. The tyre monitoring system cannot function correctly until all cold tyres have the correct tyre pressure.
- If the tyre is not flat and it is not necessary to change the wheel immediately, drive at low speed to the nearest correspondingly qualified workshop and have the tyre pressure checked and corrected *(→ Tyre pressure)*.

⚠ WARNING

Driving too fast and overloading the vehicle can cause overheating, sudden tyre damage including tyre bursts, and tread separation.

This can cause serious accidents and fatal injuries.

- Never exceed the maximum load capacity of the fitted tyres *(→ Tyre lettering and tyre type)*.
- Never exceed the maximum permitted speed of the fitted tyres *(→ Tyre lettering and tyre type)*.

If the tyre pressure is too low, this will increase fuel consumption and tyre wear.

When new tyres are driven at high speeds for the first time, they can expand slightly and trigger a one-off pressure warning.

Old tyres should be replaced only by tyres that have been approved by Volkswagen Commercial Vehicles for the vehicle type.

Do not rely only on the tyre monitoring system alone. Check your tyres regularly to ensure that they are properly inflated and have no signs of damage, such as punctures, cuts, cracks, and blisters. Remove any objects that become embedded in the tyre tread if they have not penetrated into the interior of the tyre.

Limits of the Tyre Pressure Monitoring System

Regular maintenance

The Tyre Pressure Monitoring System does not replace regular maintenance and inspection of the tyres. The driver is responsible for ensuring that the correct tyre pressure is maintained at all times, even if the Tyre Pressure Monitoring System does not yet display a warning about low tyre pressure.

The tyre pressure of all tyres must be checked monthly on the cold tyres and correspond to the vehicle manufacturer's specifications on the tyre pressure sticker.

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This also applies to the tyre pressure of the spare wheel or temporary spare wheel.

The recommended tyre pressure for the factory-fitted tyres is indicated on the tyre pressure sticker on the driver's door pillar *(→ Tyre pressure)*.

Fault in radio signal transmission

The function of the system may be temporarily impaired by radio transmitters that operate in the same frequency band as the tyre pressure sensors *(→ Tyre Pressure Monitoring System)*.

Metal valve caps can interfere with the radio signal transmission of the sensors. A tyre pressure sensor may not be detected by the system as a result *(→ Tyre Pressure Monitoring System)*.

Spare wheel or temporary spare wheel

The tyre pressure of the stowed spare wheel or the temporary spare wheel is not monitored. The stowed spare wheel or temporary spare wheel does not rotate and is therefore in sleep mode.

NOTICE

Incorrect handling of the tyre valves can damage the pressure sensors and impair functioning of the Tyre Pressure Monitoring System.

- The pressure sensors are secured to special aluminium valves that are screwed rigidly in place. When inflating the tyres and checking the pressure, do not bend the valves "into position".
- Missing valve caps could lead to damage to the valve and the sensors. You should therefore always make sure that all valve caps are fully screwed on while driving.
- Do not use metallic valve caps.
- Do not use "convenience" valve caps as they do not form a proper seal. This can cause damage to the sensors. "Convenience" valve caps are valve caps that do not have to be unscrewed in order to inflate the tyre.

Adjusting the Tyre Pressure Monitoring System

Adjusting the tyre pressure

Following any change in the vehicle load, the tyre pressure must be checked and adjusted as necessary. The tyre pressures recommended for the vehicle are on a sticker on the driver door pillar or on the inside of the tank flap *(→ Tyre pressure)*.

There may be differences between readings on the pressure gauge when filling the tyres and the values determined by the Tyre Pressure Monitoring System. The TPM

is more precise.

Selecting target tyre pressures for partial and full loads

The driver must select the appropriate target tyre pressure depending on the vehicle load level:

1. Switch on the ignition.
2. Press the MENU button or function button, depending on the version of the Infotainment system.
3. Tap Vehicle.
4. Tap Settings.
5. Select Tyres.
6. Select Load.
7. Select the load level.

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Selecting tyre type

If the tyre size is changed, it may be necessary to adjust the target tyre pressure for the new tyres. If no adjustment is necessary, the selection menu will not be available.

1. Switch on the ignition.
2. Press the MENU button or function button, depending on the version of the Infotainment system.
3. Tap Vehicle.
4. Tap Settings.
5. Select Tyres.
6. Select the appropriate tyre size.

If the size of the fitted tyres does not correspond to the factory-specified tyres, the corresponding target tyre pressure can be entered by a suitably qualified workshop.

Spare wheel

If the vehicle is factory-fitted with a spare wheel with the same tyre and rim combination as the other wheels, the spare wheel also has a compatible tyre pressure sensor.

The tyre pressure of the spare wheel under the vehicle is not monitored.

Troubleshooting for Tyre Pressure Monitoring System

Low tyre pressure

The indicator lamp lights up yellow.

Text message: Flat tyre! The tyre pressure of one or more tyres is below 1.4 bar(20 psi/140 kPa) or there is a critical loss of tyre pressure.

1. Stop the vehicle immediately in a safe place.
2. Check the tyre for visible damage .
3. If the tyre is not visibly damaged, drive slowly to the next filling station and check the tyre pressures. Correct the tyre pressures if necessary.
4. If the tyre is damaged, change the damaged wheel *(→ Changing a wheel)*. If necessary, seek assistance from a suitably qualified workshop.

   Or: seal the damaged tyre with the breakdown set and inflate *(→ Breakdown set)*.

Text message: Tyre pressures too low! The warning indicates at least one tyre with a critical tyre pressure.

1. Check the tyre pressure of all tyres and adjust if necessary *(→ Tyre pressure)*.
2. If the tyre cannot hold the tyre pressure, have the tyre replaced.

   Or: replace the damaged wheel by a spare wheel or temporary spare wheel and go to a suitably qualified workshop. .

   Or: seal the damaged tyre with the breakdown set and go to a suitably qualified workshop.

Text message: Please check tyre pressures. The warning indicates at least one tyre with a reduced tyre pressure.

1. Avoid long trips and high speeds as long as the warning is displayed.
2. Check the tyre pressure of all tyres and adjust if necessary *(→ Tyre pressure)*.

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Fault in the Tyre Pressure Monitoring System

The indicator lamp flashes for around 1 minute and then remains lit up yellow continuously.

One or more wheels with a tyre pressure sensor have been fitted but have not yet been detected by the system.

1. Drive for a few minutes until the indicator lamp goes out.

One or more wheels without a tyre pressure sensor have been fitted or a tyre pressure sensor is defective.

1. Fit wheels with functional tyre pressure sensors.

There is a transmission fault between the sensor and the system. The function of the system may be temporarily impaired if there is interference from signals in the same frequency range as these transmitters.

1. Switch off or avoid any disruptive sources, e.g. wireless devices, remote controls or children's toys.

Metal valve caps were screwed onto the tyre valves and are blocking the radio signal of the tyre pressure sensors.

1. Replace the metal valve caps with valve caps made of plastic.

There is a system fault.

1. Switch the ignition off and then back on again. If the fault persists, go to a correspondingly qualified workshop.

Introduction

You should carry out a wheel change yourself only when the vehicle is parked safely, you are familiar with the safety procedures and have access to the correct equipment. Some models are delivered from the factory without a jack or box spanner. If this is the case, have the wheel change carried out by a suitably qualified workshop.

The vehicle jack supplied with the vehicle is only designed for changing a wheel when one vehicle wheel is damaged and has to be replaced. If both wheels on one side of the vehicle, both wheels on one axle, or all wheels are damaged, go to a suitably qualified workshop.

The following steps must be carried out to change a wheel.

1. Prepare the vehicle for the wheel change *(→ Changing a wheel)*.
2. Take out the spare wheel *(→ Spare wheel or temporary spare wheel)*.
3. Remove the wheel trim or wheel bolt caps *(→ Wheel cover)* *(→ Centre wheel trim)* *(→ Wheel bolt caps)*.
4. Loosen the wheel bolts *(→ Wheel bolts)*.
5. Jack up the vehicle .
6. Remove the damaged wheel and fit the spare wheel or temporary spare wheel *(→ Wheels and tyres)*.

WARNING

Performing a wheel change at the side of the road can be dangerous.
If the vehicle and the working area are not secured appropriately, this can result in serious accidents and fatal injuries.

- Change the wheel yourself only if you are familiar with the necessary actions. If this is not the case, seek assistance from a suitably qualified workshop.
- Stop the vehicle as soon as it is possible and safe to do so.
- Park the vehicle at a safe distance from moving traffic.
- To reduce the risk of unintended vehicle movement, always switch off the engine and move the selector lever to P position.
  - To reduce the risk of unintended vehicle movement, always switch off the engine and engage a gear on vehicles with a manual gearbox.

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- Apply the handbrake firmly.
- Move all passengers and children in particular to a safe distance from the working area and away from moving traffic.
- Switch on the hazard warning lights and set up the warning triangle to warn other road users.
- Jack up the vehicle only on a flat and stable surface. Soft ground or surfaces at an incline under the vehicle jack may cause the vehicle to slip off the jack. If necessary, use a large, strong board or similar support for the jack.
- Use an anti-slip underlay, e.g. a rubber mat, to prevent the jack from slipping on a slippery surface, e.g. a tiled floor.
- Always use suitable and undamaged tools to change the wheel.
- The wheel bolt tightening torque should be checked with a correctly functioning torque wrench immediately after changing a wheel.
- If your vehicle is equipped with a Tyre Pressure Loss Indicator, you must immediately adapt the system again after a wheel change *(→ Tyre Pressure Loss Indicator)*.

If the spare tyre is not the same as the tyres that are mounted on the car - for example in the case of winter tyres or a temporary spare wheel - only use the spare tyre in the event of a breakdown for a short period of time and drive with extra care. Replace the temporary spare wheel with a normal wheel as soon as possible.

Preparing the vehicle

Checklist

The following actions must always be carried out in the given order in preparation for changing the wheel↦⚠:

1. Park the vehicle at a safe distance from moving traffic. Observe all the important information on parking *(→ Parking)*. The ground must be firm and level. Soft ground or surfaces at an incline under the vehicle jack may cause the vehicle to slip off the jack. If necessary use a large, strong board or similar support for the vehicle jack.
2. Switch on the hazard warning lights *(→ Centre console)*.
3. Ensure that all occupants exit the vehicle and go to a safe place away from moving traffic, e.g. behind the safety barrier. Observe the country-specific regulations on high-visibility waistcoats.
4. Set up the warning triangle to draw the attention of other road users to your vehicle.
5. Adjust the steering wheel so that the wheels point straight forwards.
6. Chock the wheel diagonally opposite the wheel being worked on with a stone, collapsible chocks or a similar object.
7. When towing a trailer: unhitch the trailer from the vehicle and park it .
8. When the luggage compartment is loaded: remove load.
9. Remove the spare wheel from the spare wheel bracket and vehicle tools from the vehicle.

⚠ WARNING

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

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

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Removing the spare wheel or temporary spare wheel

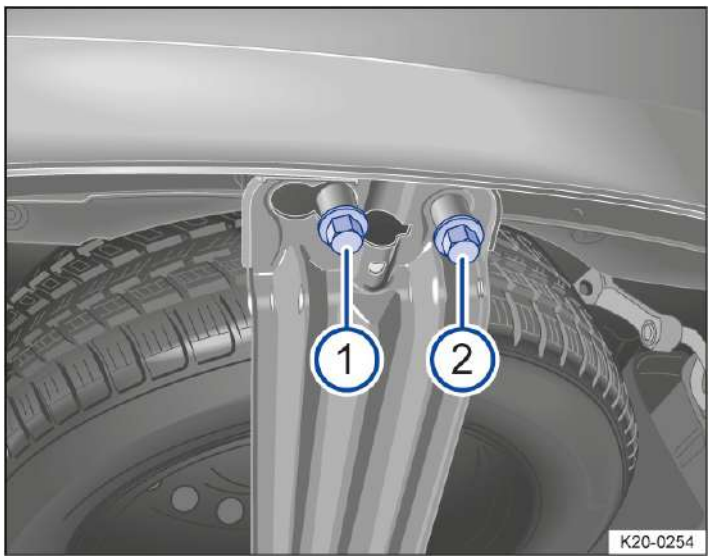


Fig. 1 Underneath the vehicle: retaining bolt (1) and securing bolt (2) on the spare wheel bracket

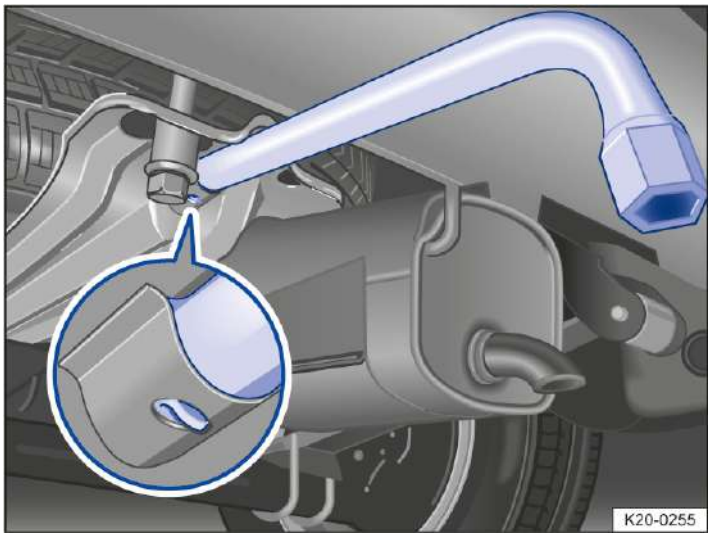


Fig. 2 Underneath the vehicle: spare wheel bracket with box spanner inserted

Remove the spare wheel

These steps should be followed in the given order only→⚠.

1. Use the box spanner from the vehicle toolkit to loosen the retaining bolt→ *Fig. 1* (1) until it is free.
2. Unscrew the securing bolt → *Fig. 1* (2) completely.

   The spare wheel bracket is now supported by the retaining bolt.
3. Fit the box spanner in the bracket → *Fig. 2*.

   Make sure that the box spanner hook is located in the hole in the bracket→ *Fig. 2* (close-up). If the box spanner is hooked in correctly, you should not be able to pull it out towards the back of the vehicle.
4. Hold the box spanner with both hands.
5. Lift the box spanner upwards together with the spare wheel bracket and guide the box spanner to the right. The head of the retaining bolt and the recess on the spare wheel bracket should be flush.
6. Guide the box spanner downwards with the spare wheel bracket.

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7. Remove the spare wheel.

Storing the removed wheel

1. Place the replaced wheel in the spare wheel bracket.
2. Fit the box spanner in the bracket → *Fig. 2*.

   Make sure that the box spanner hook is located in the hole in the bracket→ *Fig. 2* (close-up). If the box spanner is hooked in correctly, you should not be able to pull it out towards the back of the vehicle.
3. Hold the box spanner with both hands.
4. Lift the box spanner upwards together with the spare wheel bracket and guide the box spanner to the left. The spare wheel bracket must be positioned on the retaining bolt.
5. Pull the box spanner out of the retainer.
6. Screw in the securing bolt → *Fig. 1* (2) fully with the box spanner.
7. Screw in the retaining bolt → *Fig. 1* (1) fully with the box spanner.
8. Tighten the securing bolt and the retaining bolt with the box spanner. The tightening torque is 60 Nm.

   Check the tightening torque with a working torque spanner immediately after stowing the spare wheel.

When the spare wheel is not the same as the other tyres mounted on the vehicle

If the spare wheel does not have the same type of tyre as are mounted on the car – for example, in the case of winter tyres or a temporary spare wheel – only use the spare tyre for a short period of time in the event of a breakdown, and drive with extra care →⚠.

You must replace the spare wheel with a normal, functional road wheel as soon as possible.

Observe these driving guidelines:

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

— Avoid full acceleration, sudden braking and fast driving through bends in the road.

— Do not use snow chains on the temporary spare wheel *(→ Snow chains)*.

— The tyre pressure must be checked as soon as possible after fitting the spare wheel or temporary spare wheel *(→ Tyre pressure)*.

Check the tyre pressure of the spare wheel or temporary spare wheel when you check the normal tyres, at least once a month. The spare tyre should be inflated to the maximum permissible pressure for the vehicle *(→ Tyre pressure)*.

⚠ WARNING

Incorrect use of the spare wheel or temporary spare wheel can lead to a loss of control over the vehicle, serious accidents and fatal injuries.

- Do not use the spare wheel or temporary spare wheel under any circumstances if it is damaged or worn down to the tread wear indicators.
- If the spare wheel is not the same as the other tyres mounted on the vehicle or if you use a temporary spare wheel: never drive faster than 80 km/h (50 mph).
- Some vehicles may be equipped with a temporary spare wheel instead of a spare wheel. The temporary spare wheel can be recognised by a sticker and the text “80 km/h” or “50 mph”. This is the maximum speed at which you are permitted to drive with this tyre. Do not cover the sticker during use of the wheel.
- Never drive further than 200 km(125 miles) with a temporary spare wheel if it is fitted to the drive axle.
- Do not accelerate quickly, brake suddenly or drive at high speed through bends.
- Replace the temporary spare wheel with a normal wheel as soon as possible. The temporary spare wheel is

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designed for a short period of use only.

- Always secure the temporary spare wheel with the wheel bolts supplied from the factory.
- Never use more than one temporary spare wheel at a time.
- Never drive using more than one spare wheel that differs from the normal tyres.
- After fitting the spare wheel or temporary spare wheel, check the tyre pressure as soon as possible *(→ Tyre pressure)*.
- Do not use snow chains on the temporary spare wheel.
- Do not fit a temporary spare wheel to the rear axle when towing a trailer .

⚠ WARNING

Failure to carry out the actions for removing the spare wheel in the specified order could result in serious injuries.

- Follow the actions in the specified order.

If possible, fit the spare wheel, temporary spare wheel or removed wheel securely in the spare wheel bracket underneath the vehicle.

With some equipment levels, some vehicles may be factory-fitted with a spare wheel bracket in the luggage compartment.

Removing the centre wheel trim

Removing the centre wheel trim



Fig. 1 Pulling off the centre wheel trims.

The centre wheel trim protects the wheel bolts and must be replaced after changing the tyre.

1. Take the hook from the vehicle toolkit *(→ Vehicle toolkit)* and insert it into a hole(alloy wheel) → *Fig. 1* or fit it on the edge (steel wheel) of the trim.
2. Pull off the trim in the direction of the arrow→ *Fig. 1*.

Fitting the centre wheel trim

1. Place the centre wheel trim centrally on the wheel rim and press against the wheel rim until you feel the trim engage in position.

⚠ WARNING

Using unsuitable hubcaps, or fitting them incorrectly, can cause accidents and serious injuries.

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Incorrectly fitted hubcaps can become loose while the vehicle is in motion and endanger other road users.

- Do not use damaged hubcaps.
- Check to make sure that the wheel trim has engaged securely around the entire circumference.

WARNING

Incorrectly fitted hubcaps can interrupt or reduce the flow of air for cooling the brakes. This also applies if hubcaps are retrofitted. If the airflow is not sufficient, the braking distance could increase significantly.

This can cause serious accidents and fatal injuries.

- Check to make sure that the wheel trim has engaged securely around the entire circumference.

Removing and fitting wheel covers

Removing wheel covers

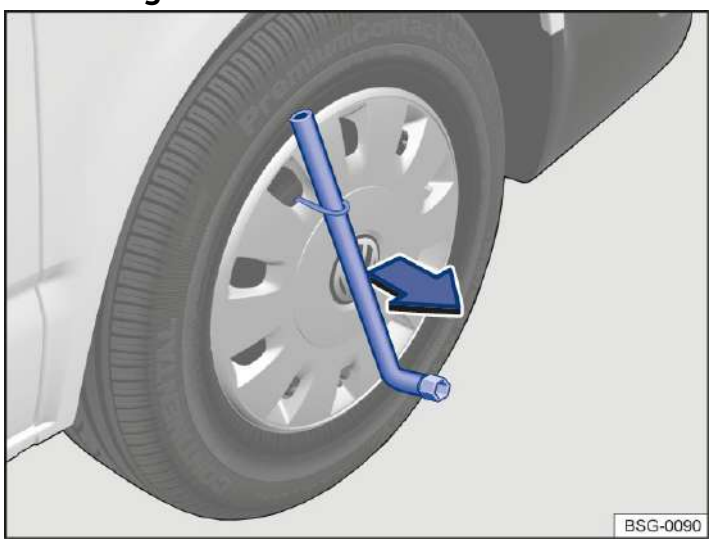


Fig. 1 Removing the wheel cover.

The wheel cover protects the wheel bolts and must be replaced after changing the tyre.

1. Take the hook from the vehicle toolkit *(→ Vehicle toolkit)*.
2. Insert the hook into one of the holes in the wheel cover.
3. Use the puller to pull off the wheel cover in the direction of the arrow. If necessary, use a box spanner to remove the wheel cover *→ Fig. 1*.

Fitting the wheel covers

1. Check the correct position of the anti-theft wheel bolt *(→ Wheels and tyres)*.
2. Press the wheel cover onto the wheel rim so that the valve hole is located over the tyre valve. Please ensure the cover engages securely all the way round.

WARNING

Using unsuitable hubcaps, or fitting them incorrectly, can cause accidents and serious injuries.

Incorrectly fitted hubcaps can become loose while the vehicle is in motion and endanger other road users.

- Do not use damaged hubcaps.
- Check to make sure that the wheel trim has securely engaged around the entire circumference.

WARNING

Incorrectly fitted hubcaps can stop or reduce the air supply for cooling the brakes. This also applies if hubcaps are

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retrofitted. If the airflow is not sufficient, the braking distance could increase significantly.
This can cause serious accidents and fatal injuries.

- Check that the opening for the tyre valve in the wheel cover is in the correct position.
- Check to make sure that the wheel trim has securely engaged around the entire circumference.

NOTICE

The wheel cover may be bolted on and may be damaged if it is pulled off.

- Do not remove bolted-on wheel covers with force.

Removing and fitting wheel bolt caps

Removing caps



Fig. 1 Removing the wheel bolt caps.

The caps protect the wheel bolts and should be placed fully back in position after changing the tyre.

1. Take the hook from the vehicle toolkit *(→ Vehicle toolkit)*.
2. Insert the hook through the opening in the cap.
3. Pull off the cap with the hook in the direction of the arrow→ *Fig. 1*.

Fitting caps

1. Press the caps onto the bolts until they click into place.

The anti-theft wheel bolt has a separate cap. It only fits onto the anti-theft wheel bolts and not onto conventional wheel bolts.

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Loosening the wheel bolts



Fig. 1 loosening the wheel bolts.

Use a suitable wheel wrench to loosen the wheel bolts.

Only loosen the wheel bolts by approximately one turn before raising the vehicle with the vehicle jack.

1. Fit the box spanner over the wheel bolt as far as it will go.
2. Hold the end of the box spanner and turn the wheel bolt one turn anticlockwise→ *Loosening the wheel bolts*.

If the wheel bolt is very tight, you may be able to loosen it by pushing down the end of the spanner carefully with your foot. Hold on to the vehicle for support and take care not to slip.

Loosening the anti-theft wheel bolt

1. Take the adapter for the anti-theft wheel bolt out of the vehicle toolkit.
2. Push the adapter onto the anti-theft wheel bolt as far as it will go.
3. Insert the box spanner into the adapter as far as it will go.
4. Hold the end of the box spanner and turn the wheel bolt one turn anticlockwise→ *Loosening the wheel bolts*.

If the wheel bolt is very tight, you may be able to loosen it by pushing down the end of the spanner carefully with your foot. Hold on to the vehicle for support and take care not to slip.

WARNING

If the wheel bolts are removed or loosened by more than one turn before raising the vehicle, the wheel could fall off and the vehicle could tip over.
This can cause serious injuries.

- Only loosen the wheel bolts by approximately one turn before raising the vehicle with the jack.
- Never place any part of your body (e.g. an arm) underneath the vehicle while you are loosening the wheel bolts.

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Lifting the vehicle with the jack

Jacking points

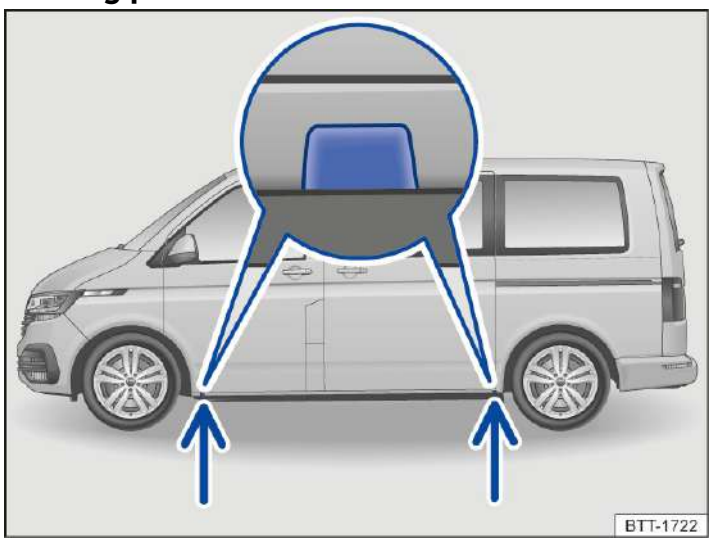


Fig. 1 On the side sill: markings for the jacking points for the jack.

The jack may be positioned only at the reinforcements on the underbody, which are located behind the markings on the body → *Fig. 1*. Always use the jacking point closest to the wheel that is to be changed→ *Fig. 1*.

Positioning the jack

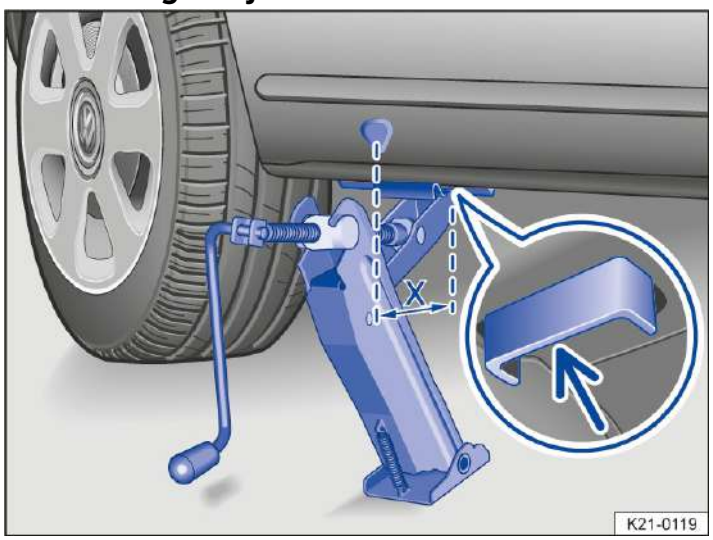


Fig. 2 Correct alignment of the jack.

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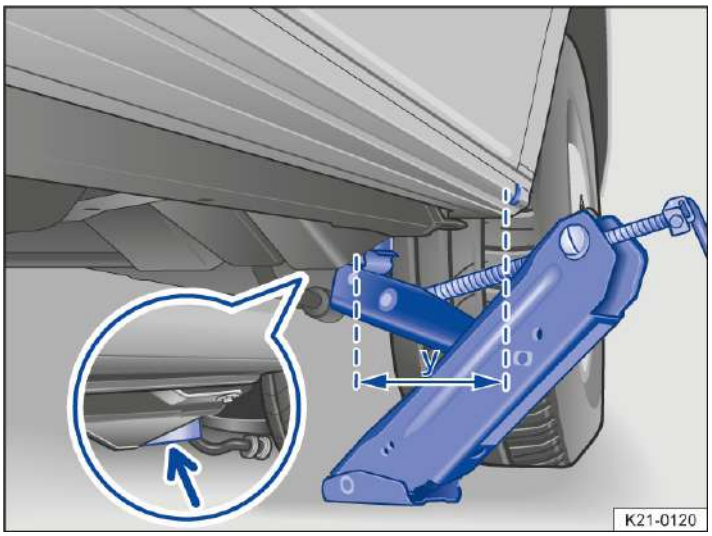


Fig. 3 Correct alignment of the jack.

— Front jacking point: web under the vehicle, at a distance of approx. 9 cm (dimension x) from the outer edge of the vehicle → *Fig. 2*.

— Rear jacking point: rib under the vehicle, at a distance of approx. 15 cm (dimension y) from the outer edge of the vehicle → *Fig. 3*.

Checklist

For your own safety, carry out the following points in the specified order → ⚠:

1. Insert the crank into the opening on the jack (depends on the vehicle equipment).
2. Find the jacking point under the vehicle → *Fig. 1* which is closest to the wheel that is being changed.
3. Raise the jack until it just fits under the jacking point of the vehicle.
4. Make sure that the entire surface of the foot of the jack is resting securely on the ground and that it is positioned vertically directly beneath the jacking point → *Fig. 2* and → *Fig. 3*.
5. Position the jack and simultaneously continue to crank the claw up until it is in position around the jacking point underneath the vehicle → *Fig. 2* or → *Fig. 3*.
6. Crank the jack further until the wheel is just clear of the ground.

⚠ WARNING

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

- Always follow the activities in the checklist.
- Observe the generally valid safety precautions.

⚠ WARNING

Incorrect use of the vehicle jack can cause the vehicle to slip off the jack, which can lead to serious or fatal injuries.

- Never jack up the vehicle if more than one wheel is damaged.
- Never jack up the vehicle when the engine is running.
- Never start the engine when the vehicle is jacked up. Engine vibrations can cause the vehicle to fall off the vehicle jack.
- Only fit the jack at the jacking points described. The jack claw must grip the vertical rib under the side member securely → *Fig. 2* or → *Fig. 3*.
- Use only vehicle jacks that have been approved by Volkswagen for your vehicle. Other vehicle jacks could slip out of position – this includes vehicle jacks supplied with other Volkswagen models.
- Jack up the vehicle only on a firm and level surface. Soft ground or surfaces at an incline under the vehicle jack may cause the vehicle to slip off the jack. If necessary, use a large, strong board or similar support for the jack.
- Use a non-slip underlay, such as a rubber mat, to prevent the jack from slipping on smooth surfaces such as tiled

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floors.

- Never place any part of your body, such as an arm, underneath a vehicle that is supported only by the jack. If you have to work underneath the vehicle, use suitable stands to provide extra support for the vehicle.

Changing a wheel

Removing the wheel



Fig. 1 Unscrew the wheel bolts with the wheel wrench.

1. Observe the checklist *(→ Changing a wheel)*.
2. Loosen the wheel bolts *(→ Wheel bolts)*.
3. Jack up the vehicle *(→ Jack)*.
4. Using the wheel wrench → *Fig. 1*, completely unscrew loosened wheel bolts and place them on a clean surface.
5. Remove the wheel.

Two-piece wheel bolts

Two-piece wheel bolts must be used for the vehicle. With two-piece wheel bolts, the ball seat is loosely connected to the head.

Single-piece wheel bolts may not be used. If you are not sure which wheel bolts can be used for your vehicle, consult a suitably qualified workshop.

Fitting the spare wheel or temporary spare wheel

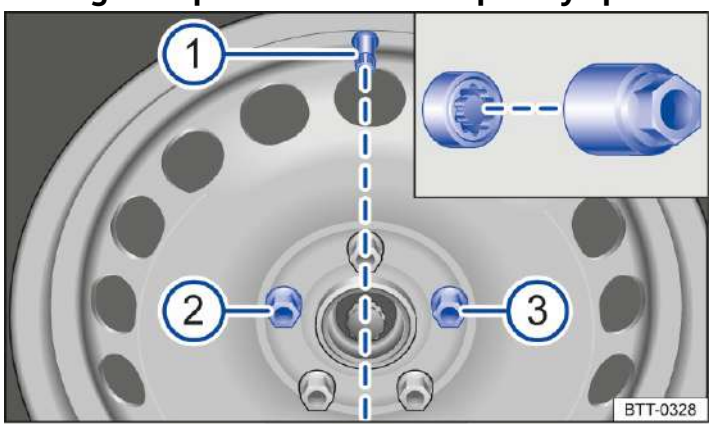


Fig. 2 tyre valve (1) and locations of the anti-theft wheel

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bolt (2) or (3).

1. Note the tyre direction of rotation *(→ Tyre lettering and tyre type)*.
2. Put the wheel in place.
3. Screw in the anti-theft wheel bolt with the adapter clockwise at the correct position and tighten slightly.

   On wheels with a wheel cover, the anti-theft wheel bolt must be screwed in at position → *Fig. 2* (2) or (3) according to the position of the tyre valve (1). Otherwise, it will not be possible to fit the wheel cover.
4. Screw in all the wheel bolts clockwise and use the box spanner to tighten them slightly.
5. Lower the vehicle with the jack.
6. Use the box spanner to tighten all the wheel bolts securely in a clockwise direction → ⚠. Do not tighten the bolts in clockwise or anticlockwise sequence. Tighten them in diagonal sequence.
7. Fit caps or hubcaps *(→ Wheel cover)* *(→ Centre wheel trim)* *(→ Wheel bolt caps)*.

After changing a wheel

1. Clean the removed wheel and stow it securely in the spare wheel holder *(→ Spare wheel or temporary spare wheel)*.
2. If necessary, clean the vehicle tools and stow them safely in the vehicle .
3. Have the tightening torque of the wheel bolts or wheel nuts checked immediately *(→ Wheel bolts)*.
4. The damaged wheel should be replaced as soon as possible.

Tightening torque for wheel bolts

Specified tightening torque for wheel bolts for steel or alloy wheels:

— 180 Nm (133 ft-lb).

The tightening torque should be checked with a perfectly functioning torque spanner immediately after changing a wheel.

If the wheel bolts are corroded and stiff, they must be renewed and the wheel hub threads cleaned before the tightening torque is checked.

Never grease or lubricate the wheel bolts or the threads of the wheel hub. This could cause them to loosen while the vehicle is in motion, even if the required tightening torque setting is used.

⚠ WARNING

If the tightening torque of the wheel bolts is insufficient, the wheel bolts and thus the wheel can loosen while the vehicle is in motion. The wheel bolts and the threads could be damaged if the tightening torque is too high.

Incorrectly tightened or missing wheel bolts can lead to loss of control over the vehicle, serious accidents and fatal injuries.

- Always tighten the wheel bolts with the correct tightening torque. If you do not have a torque wrench, tighten the wheel bolts with the wheel bolt wrench and have the tightening torque checked immediately by the nearest suitably qualified workshop.
- Never drive if wheel bolts are missing or loose.
- Always use wheel bolts that match the wheel rims and the vehicle type.
- Never grease or oil the wheel bolt and the threads in the wheel hubs. This could cause them to loosen while the vehicle is in motion, even if the required tightening torque setting is used.
- Make sure that the wheel bolts and threads of the wheel hubs are clean, smooth-running and free of oil and grease.

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- Never loosen the bolts on wheel rims with bolted-on rings.

WARNING

If the wrong wheel bolts are used, the wheel bolt can loosen while driving and lead to loss of control of the vehicle, serious accidents and fatal injuries.

- Always use wheel bolts that match the wheel rims and the vehicle type.
- Never use different wheel bolts.
- Use only two-piece wheel bolts on vehicles with two-piece wheel bolts.

After changing a wheel, the indicator lamp for the tyre monitoring system may indicate a fault in the system *(→ Tyre Pressure Loss Indicator)* *(→ Tyre Pressure Monitoring System)*.

Introduction

In some countries, the vehicle may be supplied with a breakdown set.

You can use the breakdown set to temporarily seal a tyre securely if it has been damaged by a foreign body or a puncture up to about 4 mm (about 5/32 in) in diameter. Do not remove the foreign object, such as a screw, from the tyre.

Once the sealant has been added to the tyre, the tyre pressure must be checked and adjusted again after approximately 10 minutes of driving.

Seek assistance from a correspondingly qualified workshop if more than one vehicle tyre is damaged. The breakdown set is only designed to fill one tyre.

Only use the breakdown set when the vehicle has been safely parked and you are familiar with the work and safety precautions needed. Otherwise seek assistance from a suitably qualified workshop.

The tyre sealant must not be used:

— If the rim is damaged.

— If the outside temperature is below -20°C(-4°F).

— If there are cuts or punctures in the tyre that are larger than 4mm.

— If the vehicle was driven with very low tyre pressure or a flat tyre.

— If the use-by date on the tyre filler bottle has expired.

— If a foreign object has been removed from the tyre.

— In connection with mobility tyres. The word “Seal” is on the outer wall of the tyre if your vehicle is fitted with mobility tyres.

WARNING

Use of the breakdown set at the side of the road can be dangerous.

If the vehicle and the working area are not secured appropriately, this can result in serious accidents and fatal injuries.

- Use the breakdown set only if you are familiar with the necessary actions. If this is not the case, seek assistance from a suitably qualified workshop.
- Stop the vehicle as soon as it is possible and safe to do so.
- Park the vehicle at a safe distance from moving traffic *(→ In an emergency)* *(→ Parking)*.
- Make sure that the surface the vehicle is parked on is level and firm.
- All passengers, and children in particular, must be at a safe distance and away from your area of work.
- Switch on the hazard warning lights and set up the warning triangle to warn other road users.
- When using the breakdown set, never lift the vehicle with a jack, even if the jack is approved for the vehicle.

WARNING

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Tyres that have been filled with sealant will not handle in the same way as an undamaged tyre.
If the sealed tyre is subjected to excessive loads, this can lead to serious accidents and fatal injuries.

- Never drive faster than 80 km/h(50 mph).
- Do not accelerate quickly, brake suddenly or drive at high speed through bends.
- Drive at a maximum of 80 km/h(50 mph) for not longer than 10 minutes and then check the tyre.
- Tyres that have been sealed using the breakdown set should be replaced immediately. Tyres repaired with the breakdown set are intended for temporary, emergency use only. They should be used only until you can reach the nearest qualified workshop.

CAUTION

The sealant may be harmful if it comes into contact with the skin.

- If the sealant comes into contact with the skin, remove it from the skin immediately with a cloth or another suitable item.
- Keep the breakdown set out of the reach of children.

Dispose of used or out-of-date sealant in accordance with legal requirements.

You can purchase a new tyre filler bottle from a correspondingly qualified workshop.

Observe the separate operating instructions provided by the manufacturer of the breakdown set.

Stowage

The breakdown set can be found in various positions depending on the equipment:

— In the stowage compartment in the driver or front passenger door.

— Under the left front seat.

— in the drawer under the rear left individual seat.

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Preparing the vehicle

Checklist

Always carry out the following actions in the given order→⚠:

1. Park the vehicle at a safe distance away from moving traffic and on a flat and stable surface. Observe all the important information on parking *(→ Parking)*.
2. Switch on the hazard warning lights *(→ Centre console)*.
3. Ensure that all occupants exit the vehicle and go to a safe place away from moving traffic, e.g. behind the safety barrier. Observe the country-specific regulations on high-visibility waistcoats.
4. Set up the warning triangle to draw the attention of other road users to your vehicle.
5. Check whether the puncture can be repaired with the breakdown set *(→ Breakdown set)*.
6. When towing a trailer: unhitch the trailer from the vehicle and park it .
7. When the luggage compartment is loaded: remove luggage.
8. Remove the breakdown set from the vehicle.
9. Do not remove the foreign object, such as a screw, from the tyre.

⚠ WARNING

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

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

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Sealing and inflating tyres

Sealing a tyre

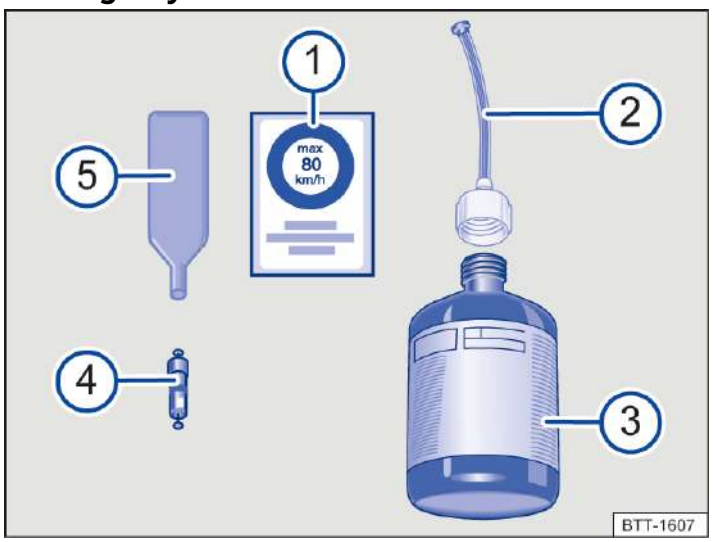


Fig. 1 Contents of the breakdown set (illustration).

1. Sticker with the maximum permitted speed “max. 80 km/h” or “max. 50 mph”.
2. Filler hose with plug.
3. Tyre filler bottle.
4. Spare valve core.
5. Valve core extractor.

There is a slot for the valve core on the lower end of the valve core extractor → *Fig. 1* (5). This is required for extracting and fitting the tyre valve core. This also applies to the spare valve core (4).

1. Take the sticker from the breakdown set → *Fig. 1* (1) and stick it on the dash panel within the driver’s field of vision.
2. Unscrew the cap from the tyre valve.
3. Use the valve core extractor → *Fig. 1* (5) to unscrew the valve core from the tyre valve. Place the core on a clean surface.
4. Shake the tyre filler bottle → *Fig. 1* (3) vigorously to and fro several times.
5. Screw the tyre sealant tube → *Fig. 1* (2) tightly onto the tyre filler bottle in a clockwise direction. The plastic foil on the plug is pierced automatically.
6. Remove the plug from the filler hose → *Fig. 1* (2) and place the open end fully on the tyre valve.
7. Hold the bottle upside down and fill the entire contents of the tyre filler bottle into the tyre.
8. Remove the empty tyre filler bottle from the valve.
9. Use the valve core extractor → *Fig. 1* (5) to screw the valve core back into the tyre valve.

Inflating the tyre (variant 1)

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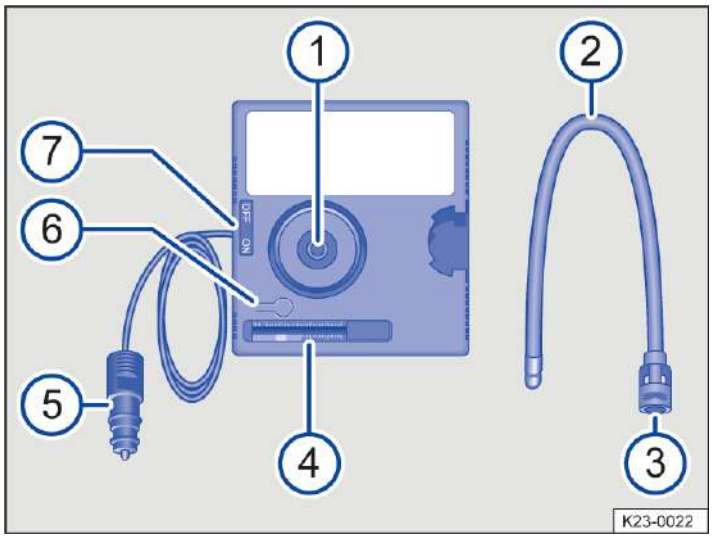


Fig. 2 Compressor in the breakdown set (illustration).

1. Mount for tyre filler hose.
2. Tyre filler hose.
3. Wing nut.
4. Tyre pressure display.
5. 12-volt plug.
6. Air bleed button.
7. ON/OFF switch.

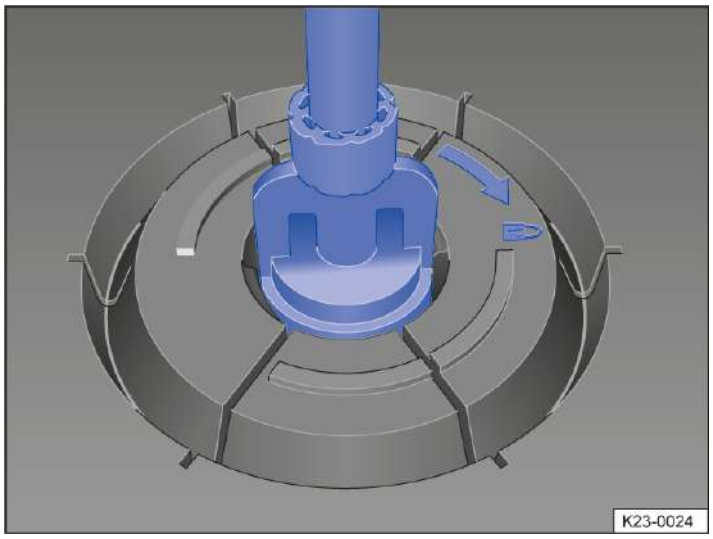


Fig. 3 Connecting the tyre filler hose.

The compressor from the breakdown set may be operated from the 12-volt socket, even if the power stated on the type plate of the compressor exceeds the maximum power of the socket.

1. Remove the tyre filler hose → *Fig. 2* (2) from the rear of the compressor.
2. Insert the tyre filler hose → *Fig. 2* (2) with the wing nut (2) into the mount for the tyre filler hose (1) so that the wing nut is pointing to 🔓.
3. Turn the wing nut → *Fig. 2* (3) in a clockwise direction until the wing nut is pointing to 🔒 → *Fig. 3*.
4. Screw the tyre filler hose → *Fig. 2* (2) of the compressor tightly onto the tyre valve.

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5. Start the engine and let it run.
6. Insert the 12-volt plug → *Fig. 2* (5) into one of the vehicle's 12-volt sockets *(→ Sockets)*.
7. Switch on the compressor with the ON/OFF switch → *Fig. 2* (7).
8. Run the compressor until the pressure has reached 2.0–2.5 bar(29–36 psi/200–250 kPa).
9. Switch off the compressor.

If a tyre pressure of 2.0–2.5 bar(29–36 psi/200–250 kPa) cannot be achieved:

1. Unscrew the tyre filler hose from the tyre valve.
2. Drive (or reverse) the vehicle around 10 metres (around 33 ft)so that the sealing compound is evenly distributed in the tyre.
3. Screw the compressor's tyre filler hose firmly back onto the tyre valve and inflate the tyre again.
4. If the required pressure still cannot be reached, the tyre is too badly damaged. The tyre cannot be sealed with the breakdown set. Do not drive on →⚠. Seek expert assistance.

Continuing your journey

1. Disconnect the compressor and unscrew the tyre filler hose from the tyre valve.
2. Immediately drive on with a speed of no faster than 80 km/h(50 mph) once a tyre pressure of 2.0–2.5 bar (29–36 psi/200–250 kPa) has been reached.
3. Check the tyre pressure after driving for 10 minutes.

Inflating the tyre (variant 2)

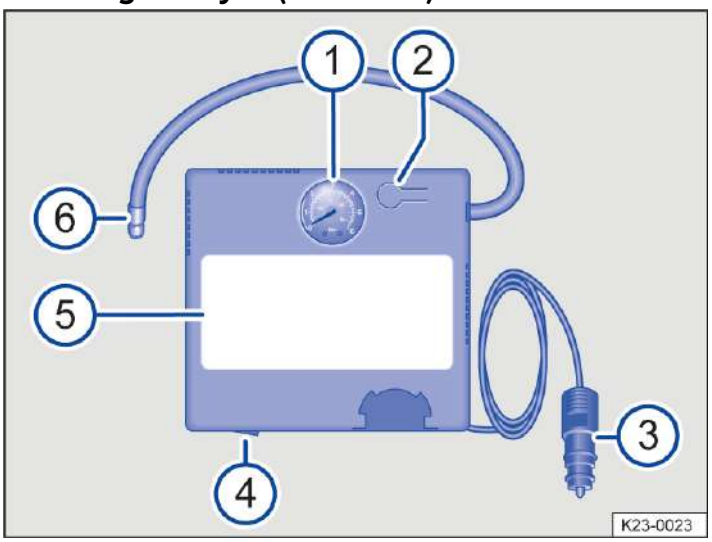


Fig. 4 Compressor in the breakdown set(illustration).

(1) Tyre pressure display.
(2) Air bleed button.
(3) 12-volt plug.
(4) ON/OFF switch.
(5) Compressor.
(6) Tyre filler hose.

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The compressor from the breakdown set may be operated from the 12-volt socket, even if the power stated on the type plate of the compressor exceeds the maximum power of the socket.

1. Screw the tyre filler hose → *Fig. 4* (6) of the compressor tightly onto the tyre valve.
2. Start the engine and let it run.
3. Insert the 12-volt plug → *Fig. 4* (3) into one of the vehicle's 12-volt sockets *(→ Sockets)*.
4. Switch on the compressor with the ON/OFF switch → *Fig. 4* (4).
5. Run the compressor until the pressure has reached 2.0–2.5 bar(29–36 psi/200–250 kPa). Maximum run time: 10 minutes →.
6. Switch off the compressor.

If a tyre pressure of 2.0–2.5 bar (29–36 psi/200–250 kPa) cannot be achieved:

1. Unscrew the tyre filler hose from the tyre valve.
2. Drive (or reverse) the vehicle around 10 metres (around 33 ft)so that the sealing compound is evenly distributed in the tyre.
3. Screw the compressor's tyre filler hose firmly back onto the tyre valve and inflate the tyre again.
4. If the required pressure still cannot be reached, the tyre is too badly damaged. The tyre cannot be sealed with the breakdown set. Do not drive on →. Seek expert assistance.

NOTICE

The compressor can overheat and be damaged if it is operated for an extended time.

- Switch the compressor off after a maximum of 10 minutes.
- Allow the compressor to cool down for several minutes before switching it back on again.

Continuing your journey

1. Disconnect the compressor and unscrew the tyre filler hose from the tyre valve.
2. Immediately drive on with a speed of no faster than 80 km/h(50 mph) once a tyre pressure of 2.0–2.5 bar (29–36 psi/200–250 kPa) has been reached.
3. Check the tyre pressure after driving for 10 minutes.

Check after driving for 10 minutes

1. Park the vehicle on a firm and level surface at the next safe opportunity, e.g. a car park.
2. Reconnect the tyre filler hose → *Fig. 2* (2) or → *Fig. 4* (6) and read the tyre pressure on the tyre pressure display → *Fig. 2* (4) or → *Fig. 4* (1).

1.3 bar (19 psi / 130 kPa) and lower:

1. Do not drive on! The tyre cannot be sealed adequately with the breakdown set→. Seek assistance from a suitably qualified workshop.

1.4 bar (20 psi / 140 kPa) and higher:

1. Adjust the tyre pressure back to the correct value.
2. Drive carefully to the nearest suitably qualified workshop. Do not exceed a maximum speed of 80 km/h

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(50 mph).

3. Have the damaged tyres replaced by a suitably qualified workshop.

WARNING

The tyre filler hose and compressor can become hot during the inflation process and cause burns if touched.

- Protect your hands and skin from hot components.
- Do not place the hot tyre filler hose and the hot compressor on any flammable materials.
- Allow the tyre filler hose and the compressor to cool down before stowing them.

WARNING

If the defective tyre cannot be sealed adequately with the breakdown set, the tyre will lose air when driving. This can lead to tyre failure, loss of control of the vehicle, accidents, serious injuries and death.

- If the tyre will not inflate to at least 2.0 bar(29 psi/200 kPa), the tyre is too damaged. The sealant is unable to seal the tyre. Do not drive on; seek assistance from a suitably qualified workshop instead.
- Do not carry on driving if the tyre pressure is 1.3 bar(19 psi/130 kPa) or lower after driving for 10 minutes. Instead, seek assistance from a suitably qualified workshop.

Tyre lettering and tyre type

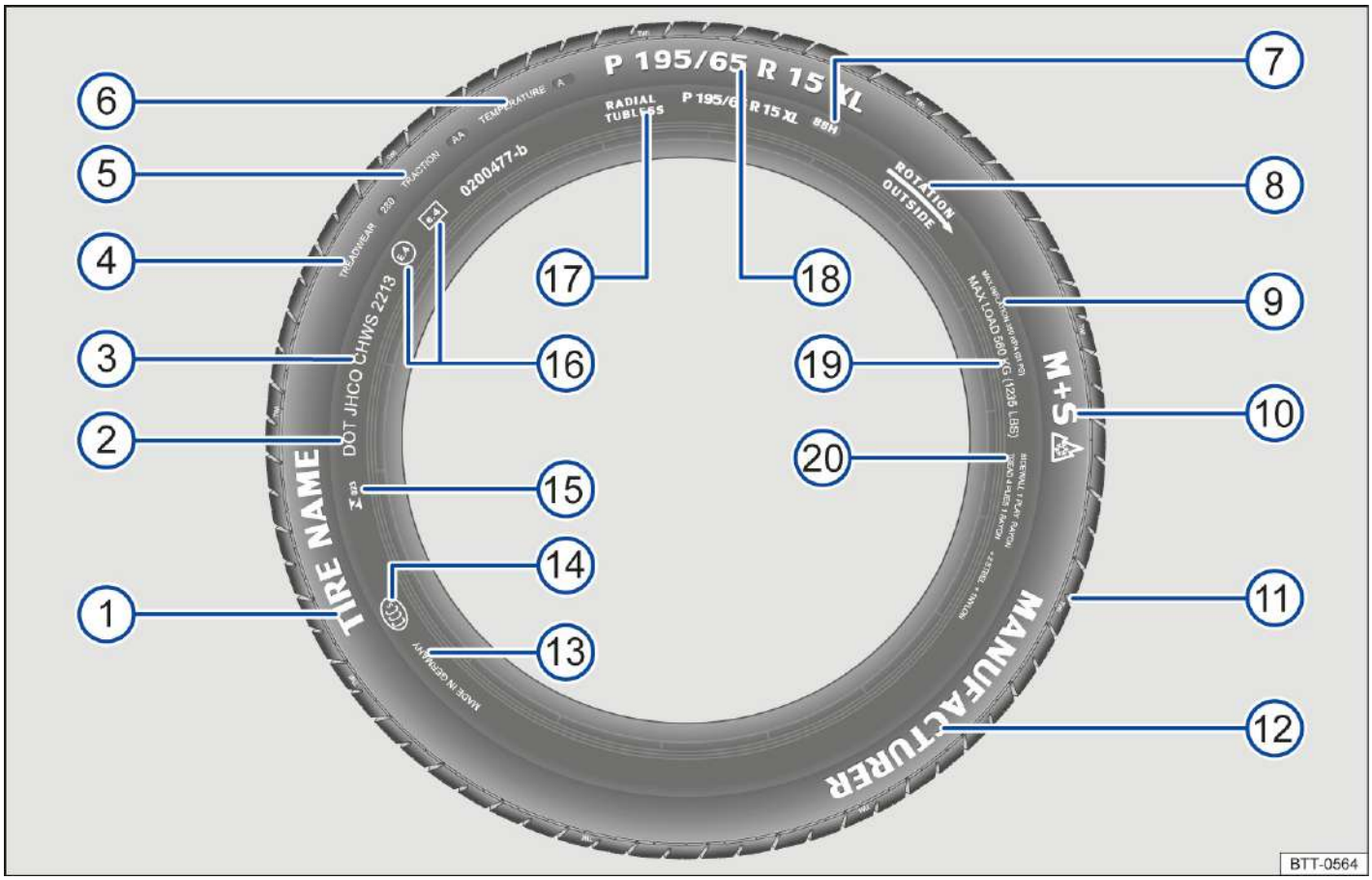


Fig. 1 International tyre lettering

Tyre lettering (example), meaning			
1	*Product name*	Individual tyre lettering from manufacturer.	
2	DOT	The tyre complies with the legal requirements of the USA Department of Transportation, responsible for tyre safety standards.	
3	JHCO CHWS 2213	Tyre ID number (TIN – sometimes only on inside of wheel) and date of manufacture:	
		JHCO	Identifier of producing plant and specifications of the tyre manufacturer on size and characteristics.
		CHWS	

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Tyre lettering (example), meaning		
	2213	Date of manufacture: Week 22 in 2013.
Information for the end user concerning comparative values for specified basic tyres (standardised test procedure):		
4	TREADWEAR 280	Relative life expectancy for the tyre, with reference to a US-specific standard test. A tyre with the specification 280 is used up at a rate of 2.8 times more slowly than standard tyres which have a treadwear value of 100. The performance of tyres is determined by how they are used and can notably deviate from norm values due to driving style, maintenance, road surface and climatic conditions.
5	TRACTION AA	Wet braking performance of the tyre (AA, A, B or C). The wet braking performance is tested under controlled conditions on certified test tracks. Tyres marked C have a low traction performance. The traction value assigned to the tyres is based on linear traction tests and does not include acceleration, lateral stability, or aquaplaning and traction under maximum load.
6	TEMPERATURE A	Temperature stability of the tyre at higher test speeds (A, B or C). A and B tyres exceed legal requirements. The temperature evaluation is based on tyres with correct tyre pressure and does not allow for excess pressure. Excessive speed, incorrect tyre pressure or excess pressure can cause heat build-up or tyre damage. This applies to one or a combination of these factors.
7	88 H	Load index → *Tyre load* and speed index → *Speed index*.
8	Rotation and arrow	Denotes direction of rotation → *Tyres with directional tread pattern*.
	Or: Outside	Denotes outside of tyres → *Asymmetrical tyres*.
9	MAX INFLATION 350 KPA (51 psi / 3.51 bar)	US limitation for the maximum tyre pressure.
10	M+S or M/S or ⛄	Denotes winter tyres (mud and snow tyres) *(→ Winter tyres)*. Studded snow tyres are labelled with an E after the S.
11	TWI	Indicates the position of the tread wear indicator *(→ Tread depth and tread wear indicators)*.
12	*Brand name*, *logo*	Manufacturer.
13	Made in Germany	Country of manufacture.
14	㊣	Country-specific denotation for China (China Compulsory Certification).
15	𝐈 023	Country-specific denotation for Brazil.
16	E4 e4 0200477-b	Certification of conformity with international regulations. The next number is the code number of the country that granted approval. Approved tyres which comply with ECE regulations are denoted with E, tyres which comply with EC regulations are denoted with e. This is followed by the number of the type approval certificate.
17	RADIAL TUBELESS	Tubeless radial tyres.
18	P 195 / 65 R 15 XL	Size designation:
	P	Identification for passenger vehicle.
	195	Tyre width from wall to wall in mm.
	65	Height/width ratio in %.
	R	Tyre construction: radial

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Tyre lettering (example), meaning		
	R	Tyre construction: radial.
	15	Rim diameter in inches.
	XL	Heavy-duty tyres (extra load tyres).
19	MAX LOAD 615 KG (1235 LBS)	US load data for the maximum load per wheel.
	SIDEWALL 1 PLY RAYON	Data on the tyre carcass components: 1 layer of rayon (artificial silk).
20	TREAD 4 PLIES 1 RAYON + 2 STEEL + 1 NYLON	Data on the tread surface components: In the example there are 4 plies under the tread surface: 1 ply of rayon(artificial silk), 2 steel belt plies and 1 nylon ply.

The tyre label is located on both sides. Certain labels may only be found on one side of the tyre, e.g. tyre identification number and manufacturing date.

Any further numbers and letters are internal codes used by the tyre manufacturer or country-specific denotations.

Low-profile tyres

Low-profile tyres have a wider tread surface, larger rim diameter and lower sidewalls than conventional wheel/tyre combinations . Low-profile tyres can improve the vehicle's handling and precision. They may however result in a less comfortable ride on uneven road surfaces and tracks.

Tyres with directional tread pattern

An arrow on the tyre sidewall indicates the direction of rotation on tyres with directional tread. The direction of rotation must be observed in all cases. This makes sure they run as smoothly as possible.

If, however, the tyre is fitted in the opposite direction to the tread pattern, you must take more care when driving as the tyre is now no longer being used according to its designation. The tyres must be replaced as quickly as possible or be fitted with the tread in the correct direction.

Asymmetrical tyres

Asymmetrical tyres take into account the differing behaviour of the inner and outer areas of the tread pattern. The sidewalls of asymmetrical tyres are marked to indicate "inside" or "outside". Maintain the correct tyre positioning on the wheel rim.

Mobility tyres

The word “Seal” is on the outer wall of the tyre if your vehicle is fitted with mobility tyres.

A sealant applied to the inner side of the tread encloses foreign bodies penetrating the mobility tyre and seals the tyre temporarily.

Tyre load

The load capacity index indicates how many kilograms can be loaded onto an individual tyre(tyre load).

Examples:

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78

425 kg

81

462 kg

83

487 kg

85

515 kg

87

545 kg

88

560 kg

91

615 kg

92

630 kg

93

650 kg

95

690 kg

97

730 kg

99

775 kg

100

800 kg

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101

825 kg

102

850 kg

103

875 kg

104

900 kg

105

925 kg

106

950 kg

107

975 kg

108

1,000 kg

109

1,030 kg

110

1,060 kg

112

1,120 kg

114

1,180 kg

116

1,250 kg

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118

1,320 kg

120

1,400 kg

Speed index

The speed index indicates the maximum permitted speed that may be driven when particular wheels are fitted.

P

max. 150 km/h (93 mph)

Q

max. 160 km/h (99 mph)

R

max. 170 km/h (106 mph)

S

max. 180 km/h (112 mph)

T

max. 190 km/h (118 mph)

U

max. 200 km/h (125 mph)

H

max. 210 km/h (130 mph)

V

max. 240 km/h (149 mph)

W

max. 270 km/h (168 mph)

Y

max. 300 km/h (186 mph)

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Z

over 240 km/h (149 mph)

Some tyre manufacturers use the code “ZR” for tyres with a highest permitted speed of over 240 km/h(149 mph).

Maximum load and speed range for tyres

Vehicles registered within the EU and EU user states are issued with an EC Certificate of Conformity. This details the size, diameter and speed range of all tyres approved by Volkswagen Commercial Vehicles for the relevant vehicle type.

The type plate shows whether there is an EC Certificate of Conformity for this particular vehicle .

— If the type plate has a row marked “Permit” then the vehicle has an EC certificate of conformity.

— If there is no type plate, or no row marked “Permit”, the vehicle does not have an EC certificate of conformity.

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Storing the service operations performed (“digital service schedule”)

The service records are stored in a central system by your correspondingly qualified workshop or Volkswagen Commercial Vehicles dealership. This transparent documentation of the service history allows the service operations performed to be reproduced at any time. Each time you have your vehicle serviced, Volkswagen Commercial Vehicles recommends asking for a printed service record, which contains all service work stored in the system.

With every service, the printout of the previous service record is replaced by a current printout.

The digital service schedule is not available in some markets. In this case, your Volkswagen Commercial Vehicles dealership will inform you about the service work and documentation of this work.

Service work

The following information is documented in the digital service schedule by a correspondingly qualified workshop or your Volkswagen Commercial Vehicles dealership:

— Which service was carried out and when.

— Whether any repairs are recommended, such as replacement of the brake pads in the near future.

— Whether you had any special requests before or during the maintenance work. Your service advisor will note these on the order.

— Which components and service fluids were changed.

— When your next service is scheduled for.

The LongLife mobility guarantee is valid until the next inspection is due. Documentation takes place at every scheduled inspection.

The type and scope of service work may differ from vehicle to vehicle. Information on specific work for your vehicle can be requested from a correspondingly qualified workshop.

WARNING

Inadequate servicing, no servicing at all, or failure to adhere to service intervals can result in breakdowns, accidents and serious injury.

- All service work should be carried out by a suitably qualified workshop.

NOTICE

Volkswagen Commercial Vehicles is not responsible for any vehicle damage caused by inadequate servicing work or delays in the supply of parts.

Regular servicing of your vehicle not only maintains its value, it also ensures that your vehicle remains roadworthy and in working order. You should therefore have your vehicle serviced according to the Volkswagen Commercial Vehicles guidelines.

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Fixed service or flexible service

There are two types of service event: oil change service and inspection. The service interval display in the display of the instrument cluster serves as a reminder of when the next service event is due.

Your vehicle will receive eitherfixed service or flexible service during the oil change service, depending on the level of equipment, the engine type and the operating conditions.

The engine codes are displayed on the type plate or can be queried in the service menu *(→ Service interval display)*.

How do I know which type of service my vehicle needs?

Information on the service type that applies to the vehicle can be obtained from a suitably qualified workshop.

Features of the flexible service

With the flexible service, you only need to have an oil change service carried out if your vehicle requires one. Individual operating conditions and personal driving style are taken into account in order to determine this point in time. An important feature of the flexible service is the use of LongLife engine oil instead of conventional oil.

Observe and follow the information on the motor oil specification according to the VW standard *(→ Engine oil)*.

If you do not wish to have the flexible service, you can opt for the fixed service instead. However, a fixed service can affect your service costs. Your service advisor will be pleased to advise you.

Service interval display

Service dates are shown in the service interval display in the instrument cluster *(→ Service interval display)*. This service interval display provides information on services that include an oil change or inspection. When an individual service is due, additional work that is due can also be carried out, e.g. changing brake fluid.

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Information on operating conditions

The specified service intervals and scope of service always apply to vehicles used under normal operating conditions.

If the vehicle is operated under severe conditions, some work will have to be performed before the next service is due or at shorter intervals than those specified.

Extreme conditions include:

— Fuels containing sulphur.

— Regular short trips.

— Long periods of engine idling, e.g. taxis.

— Use of the vehicle on rough terrain.

— Use in areas with high levels of dust

— Frequent trailer towing (with some equipment levels).

— Primarily stop-and-go mode, e.g. in the city.

— Driving mainly in winter conditions

This applies particularly to the following components(depending on the vehicle equipment):

— Enhanced air filter with activated carbon.

— Air Care enhanced air filter with activated carbon.

— Air filter.

— Toothed belt.

— Particulate filter.

— Engine oil.

— Additional equipment.

The service advisor at your correspondingly qualified workshop will be pleased to advise you on whether your vehicle requires more frequent servicing due to the conditions under which it is used.

WARNING

Inadequate servicing, no servicing at all, or failure to adhere to service intervals may result in breakdowns, accidents or serious injury.

- All service work should be carried out by a suitably qualified workshop.

NOTICE

Volkswagen Commercial Vehicles is not responsible for any vehicle damage caused by inadequate servicing work or delays in the supply of parts.

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Scope of service

The scope of service includes all inspection work and maintenance work that is necessary in order to keep your vehicle roadworthy (depending on the operating conditions and vehicle equipment, e.g. engine, gearbox or service fluids). You can find out the details of the work required for your vehicle from any correspondingly qualified workshop. Or you can enquire in the electronic repair and workshop information system erWin *(→ Repairs and technical modifications)*.

Inspection work

The systems listed below may be checked, for example.

Electrics

— 12-volt vehicle battery: replace if necessary.
— Lighting.
— Horn.
— Headlight setting.
— Service interval display: reset.

Engine and gearbox

— Exhaust system.
— Gearbox and final drive.
— Natural gas system.
— Poly V-belt.
— Cooling system.
— Engine and components in the engine compartment.
— Engine oil level.

Running gear

— Swivel joints and track rods.
— Tyres.
— Brake system.
— Brake pads and brake discs.
— Brake fluid level.
— Drive shaft boots.
— Coupling rod and stabiliser mountings.
— Breakdown set.
— Tyre pressure on all wheels.
— Power steering.
— Shock absorbers and coil springs.

Body

— Windscreen.
— Corrosion on the body.
— Wiper blades and window washer system.
— Lubricate door arresters.
— Underbody.

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1. Carry out road test.

Servicing work

In addition to the inspection work, further servicing work may need to be performed on your vehicle depending on the operating conditions and vehicle equipment, e.g. engine, gearbox or service fluids,. This work is dependent either on *time* and *mileage* or only *time* or *mileage*.

The service fluids or components listed below may be changed, for example.

— Final drive and differential: change oil.

— Additives.

— Air Care enhanced air filter with activated carbon.

— Enhanced air filter with activated carbon.

— Brake fluid.

— Diesel fuel filter: change or drain.

— Natural gas fuel tank and natural gas pipes.

— Natural gas system filter.

— Gearbox oil and, if required, gearbox oil filter.

— Gearbox mounting.

— Battery of the seatbelt status indicator for the rear seats.

— Air filter.

— Engine oil and, if required, engine oil filter.

— Particulate filter.

— Toothed belt and tensioning roller.

— Spark plugs.

It is also possible to have servicing work carried out in between the scheduled service events.

The scope of service is subject to change for technical reasons, e.g. continuous further development of components. Your suitably qualified workshop always has the latest information about any changes.

Notes on vehicle care

Regular and expert care helps to preserve your vehicle→ ⚠.

The longer that soiling is left on the surface of vehicle components and upholstery fabrics, the more difficult it can become to clean and treat them. Extended exposure may mean that it is no longer possible to remove soiling.

Consult a correspondingly qualified workshop if you have any questions about care products or if components are not listed. Appropriate accessories are available from a correspondingly qualified workshop. Follow the instructions for use on the packaging.

⚠ WARNING

Incorrect care and cleaning of vehicle parts can impair the safety features of the vehicle and cause serious injury.

- Clean and care for vehicle parts only in accordance with the manufacturer's instructions.
- Always use approved or recommended cleaning products.
- Do not use cleaning agents that contain solvents. Solvents can cause irreparable damage to the airbag modules.
- Protect your hands and arms against parts with sharp edges, e.g. when cleaning the insides of the wheel housings.

⚠ WARNING

Dirty, misted and iced-up windows reduce visibility. This can also impair the vehicles' safety equipment. This leads to a risk of accidents and serious injuries.

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- Drive only when you have a clear view through all windows.
- Do not treat the windscreen with water-repellent window coating agents. In unfavourable conditions, they can cause increased dazzle.

WARNING

Care products may be toxic and hazardous. Unsuitable care products and incorrect use of care products can cause accidents, serious injuries, burns or poisoning.

- Store care products only in the closed original container.
- Read the packaging leaflet.
- Keep all care products out of reach of children.
- Use care products only outside or in well-ventilated rooms so that you do not breathe in any toxic vapours.
- Never use fuel, turpentine, engine oil, nail varnish remover or other volatile fluids for vehicle care. These substances are toxic and highly flammable.

NOTICE

Soiling with aggressive and solvent-based ingredients can cause irreparable damage to the vehicle equipment, even if left for only a short time, e.g. on seat padding or trim parts.

- Do not let contamination or dirt dry.
- Have stubborn stains removed by a correspondingly qualified workshop.

Washing the vehicle

Washing the vehicle regularly prevents effects of soiling that can damage the paint work.

Please observe the following information to wash your vehicle correctly and properly.

WARNING

The braking efficiency may be delayed and the braking distance may be longer after the vehicle has been washed. The brake discs and brake pads may be damp, or iced up in winter. There is a risk of accidents.

- "Dry and de-ice the brakes" by performing careful braking manoeuvres.

NOTICE

Serious vehicle damage can be caused if the vehicle is not washed correctly.

- Always follow the manufacturer's instructions.
- Do not wash the vehicle in direct sunlight.
- Never aim a water jet directly at locks, doors or the boot lid in cold weather. The locks and seals may freeze up.

Automatic car washes

— Do not select a washing programme with hot wax for vehicles with decorative and protective films.

— Car washes without brushes are to be preferred.

— Regularly have the bottom of the vehicle thoroughly cleaned to remove residue.

— Please observe any information provided by the car wash operator, especially where add-on parts are concerned.

✓ All windows must be closed and the exterior mirrors must be folded away.

✓ Vehicles with steering column lock: If the vehicle is mechanically pulled through the car wash (wash tunnel), the steering column must not unlock *(→ Steering)*.

✓ The wipers and the rain and light sensor *(→ Rain and light sensor)* are switched off.

NOTICE

Car washes that scan the contours mechanically may damage the vehicle.

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High-pressure cleaner

— Never use rotary nozzles. Observe the manufacturer's instructions.

— Use water only up to a maximum temperature of +60°C(+140°F).

— Move the jet of water uniformly so that the nozzle is at least 50 cm(20 inches) away from the vehicle components.

— Do not point the water jet at the same location for too long.

— Aim the water jet indirectly at sensitive vehicle components if possible, e.g. rubber seals, side windows, gloss strips, tyres, sensors, camera lenses, decorative and protective film.

— Never clean windows that are iced up or covered in snow with a high-pressure cleaner.

Washing by hand

Isolated soiling on the paint can be removed with cleaning clay.

1. Clean the vehicle with plenty of water to remove dust and coarse soiling.
2. Clean with a soft sponge, a wash mitt or a brush applying only light pressure. Start with the roof and work from the top to the bottom. Use a cleaning shampoo for very stubborn dirt only.
3. Clean wheels and side members with a clean sponge.
4. Rinse off with plenty of water.
5. Allow the vehicle to dry in the air. Remove water residue with a chamois leather.

NOTICE

The drains in the plenum chamber could become blocked with leaves or dirt. Water that does not drain off could get into the vehicle interior. Water that has entered the plenum chamber via a manual process (e.g. from a high-pressure cleaner) can cause considerable damage to the vehicle.

- Remove leaves and other loose objects with a vacuum cleaner or by hand.
- Have the area under the perforated cover cleaned by a qualified workshop.

NOTICE

Unpainted plastic parts, headlamp lenses and tail light clusters can be damaged if the vehicle is not washed correctly.

- Do not use hard or abrasive brushes.

Wash the vehicle only in specially designated washing bays. This prevents waste water that is possibly contaminated with oil from entering the sewerage system.

Cleaning and caring for the vehicle exterior

The following overview contains recommendations for cleaning and care of individual vehicle components.

NOTICE

Incorrect cleaning and care can damage the vehicle.

- Always follow the manufacturer's instructions.
- Do not use excessively hard, abrasive cleaning tools.

Windows, glass surfaces

— Remove wax residue, e.g. from care products, using a suitable glass cleaner or with a suitable cleaning cloth. Volkswagen Commercial Vehicles recommends a Volkswagen Genuine cleaning cloth for this purpose.

— Remove snow with a brush.

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— Remove ice with a plastic scraper. Move the scraper in one direction only.
— Remove any ice with a suitable de-icing agent.
— Clean the wiper blades or change if necessary *(→ Wiper blades)*.

Sensors and camera lenses

Observe the installation locations of the components on the vehicle .

Clean the area in front of the sensors or camera with a soft cloth and solvent-free cleaning agent.

Clean sensitive surfaces on the rain and light sensor and the camera window on the windscreen with a suitable glass cleaner.

— Remove snow with a brush.
— Never use warm or hot water.
— Remove any ice with a suitable de-icing agent.

Cleaning the reversing camera

— Switch on the handbrake.
— Switch on the ignition.
— Select reverse gear.
  The camera image of the reversing camera is displayed.
— Tap the Camera settings function button in the Infotainment system.
— Tap the Cleaning function button.
  Reversing camera cleaning is switched on.

Paint

Always treat surfaces carefully in order to prevent damage to the paint coat.

— Use a clean, soft cloth and a mild soap solution (made with a maximum of two tablespoons of neutral soap to one litre of water) or cleaning clay to remove any light dirt immediately, e.g. deposits, insect residue, or cosmetics.
— Clean up spilled service fluids immediately.
— Moisten flash rust deposits with a soap solution. Then remove any deposits with cleaning clay.
— Have corrosion removed by a suitably qualified workshop.
— In the event of paint damage, go to a suitably qualified workshop and have the paint damage repaired.

Waxing protects the paintwork. At the latest when water no longer clearly forms small drops and runs off the paintwork when the vehicle is *clean*, the vehicle should be protected again using a preservative wax.

— Even if a preservative wax is applied regularly in the car wash, Volkswagen Commercial Vehicles recommends protecting the paint with a coat of suitable hard wax at least twice a year.
— Polishing is only necessary if the paint has lost its shine, and the gloss cannot be brought back by applying wax.

Decorative films, protective films

— Remove soiling as for paint. Use a suitable plastic cleaner for decorative films.
— Treat the vehicle with liquid hard wax every three months after washing and removing dust. Only use clean, soft microfibre cloths to apply it. Do not use hot wax, even in car washes.
— Remove stubborn impurities carefully using white spirits, and then rinse using warm water.

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The durability and colour of decorative and protective films are affected by environmental factors such as sunshine, moisture, air pollution, stone chips, etc. Decorative films can show signs of wear and ageing after approximately one to three years and protective films after approximately two to three years. In very hot climates, decorative films may start to fade within one year and protective films within two years.

Components made of chrome, aluminium or stainless steel

— Clean the surface with a suitable chrome and aluminium care product.

— Chrome trim can be protected with a suitable hard wax.

Headlights, tail light clusters

— Remove soiling using a soft sponge soaked with a mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water. Do not use any cleaning agents that contain alcohol or solvents.

— Remove stubborn dirt with a suitable chrome and aluminium care product.

Wheels

— Remove dirt and gritting salt deposits with plenty of water.

— Treat dirty alloy wheels with a suitable wheel rim cleaner. Volkswagen Commercial Vehicles recommends treating the wheel rims with a suitable hard wax every three months.

— Repair any damage to the protective paint coating immediately with a touch-up pen. If necessary, go to a suitably qualified workshop.

— Remove brake dust with a suitable wheel rim cleaner.

Door lock cylinders

Volkswagen Commercial Vehicles recommends thawing door lock cylinders with a suitable door lock de-icer. Do not use door lock de-icers containing grease solvents.

Area under the bonnet, plenum chamber

— Remove leaves and other loose objects with a vacuum cleaner or by hand→ⓘ.

— Always have cleaning of the area under the engine compartment performed by a correspondingly qualified workshop →⚠.

⚠ WARNING

The area under the engine compartment of the vehicle is a hazardous area. All work carries the risk of injury, scalding, accidents and fire.

- Before carrying out any work in the area of the engine compartment, always observe the required procedures and safety precautions *(→ In the engine compartment)*.
- Have the work carried out by a correspondingly qualified workshop.

ⓘ *NOTICE*

The drains in the plenum chamber could become blocked with leaves or dirt. Water that has not drained away can enter the vehicle interior and cause significant damage.

- Do not clean the plenum chamber with a high-pressure cleaner.
- Have the area under the perforated cover of the plenum chamber cleaned regularly by a suitably qualified workshop.

Cleaning and caring for the interior

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The following overview contains recommendations for cleaning and care of individual vehicle components.

NOTICE

Incorrect cleaning and care can damage the vehicle.

- Do not use a steam cleaner, brushes or hard sponges etc. for cleaning under any circumstances.
- Have stubborn stains removed by a correspondingly qualified workshop.

Windows

1. Clean windows with a glass cleaner.
2. Wipe the windows dry with a clean chamois leather or a lint-free cloth.

Textiles, microfibre cloth and leatherette

— Remove dirt particles which adhere to the surface regularly with a vacuum cleaner so that the material is not permanently damaged by abrasion.

— Remove dirt with a suitable interior cleaner or with Volkswagen Genuine interior cleaner.

— For fat-based soiling such as oil, use a suitable interior cleaner or Volkswagen Genuine interior cleaner. Dab off dissolved grease and colour particles with an absorbent cloth. Then treat with water if necessary.

— In the case of soiling caused by ballpoint pens or nail vanish, for example, use a suitable interior cleaner or Volkswagen Genuine interior cleaner. If necessary, treat subsequently with a mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water.

— Never use leather care agents, solvents, wax polish, shoe cream, stain removers or similar.

— Never use high-pressure cleaners, steam cleaners and coolant spray.

Natural leather

— Remove fresh dirt with a cotton cloth moistened with a mild soap solution made from a maximum of two tablespoons of neutral soap to one litre of water. Do not allow fluids to seep into the seams.

— In the case of soiling caused by ballpoint pens or nail vanish, for example, use a suitable leather cleaner or Volkswagen Genuine leather cleaner.

— Treat dried-in stains with a suitable leather cleaner or Volkswagen Genuine leather cleaner.

— For fat-based soiling, e.g. oil: remove fresh stains with an absorbent cloth.

— Apply a leather treatment agent to seats regularly, and after each clean. If the vehicle is parked outdoors for long periods, you should cover the leather to protect it from direct sunlight.

Never treat leather with solvents, wax polish, shoe cream, stain removers or similar.

Plastic parts

— Clean with a soft, moist cloth.

— If stubborn soiling cannot be removed with mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water, use a solvent-free plastic cleaning agent or Volkswagen Genuine plastic cleaner if necessary.

Trim parts, trim strips made of chrome, aluminium or stainless steel

— Clean with a clean, soft cloth and a mild soap solution made with a maximum of two tablespoons of neutral soap to one litre of water in a dust-free environment.

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— Treat anodised surfaces with a suitable chrome and aluminium care product or with the Volkswagen Genuine chrome and aluminium care product.

Controls

1. Remove coarse dirt and other dirt that is difficult to reach using a soft brush.
2. Use a clean, soft cloth with some mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water. Do not allow liquids to enter the controls →.

NOTICE

The vehicle controls can be damaged by contact with liquids.

Displays and screens

Do not clean the displays and the screen of the Infotainment system with a dry cloth.

1. Switch off the Infotainment system temporarily before cleaning.
2. Use a suitable cleaning cloth or Volkswagen Genuine cleaning cloth with a little water, a suitable glass cleaner or LCD cleaner.

Seat rails

— Use a narrow nozzle on a vacuum cleaner to remove sand, dirt etc. from the seat rails.

— Clean the surface regularly →.

NOTICE

If seats are moved when the seat rails are soiled, the seat rails and the seat feet could be damaged.

Rubber seals

— Clean with a soft and lint-free cloth as well as plenty of water.

— Regularly treat with a suitable rubber care product or the Volkswagen Genuine rubber care product.

Seat belts

1. Carefully pull the seat belt right out and leave it out.
2. Remove coarse dirt with a soft brush.
3. If necessary, clean the seat belt with a mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water.
4. Leave the belt fabric to dry completely and then allow it to roll up.

WARNING

Failure to clean the parts properly can cause damage to the seat belts, the fastenings and the belt retractor.

- Never try to modify or remove the seat belts for cleaning.
- Never clean the seat belts and their components with chemical agents.
- Do not use any caustic liquids, solvents or sharp objects.
- Protect the belt buckles against the ingress of liquids and foreign bodies.
- Let the cleaned seat belt to dry completely before allowing it to retract.

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Opaque shades

— For the best cleaning results, use dry cleaning.

— Please refer to the information on the labels sewn into the opaque shades before cleaning in a washing machine.

Wooden trims

clean with a soft cloth moistened with a mild soap solution made from a maximum of two tablespoons of neutral soap to one litre of water.

Cleaning seat covers

If clothing that is not sufficiently colour-fast, e.g. denim, leaves stains on the seat cushions, this does not mean that the upholstery is defective. The seat padding may contain components for the airbag system and electrical connections. Seat padding that is damaged, incorrectly cleaned or treated, or that becomes wet, may cause damage to the vehicle electrical system or trigger a fault in the airbag system →⚠.

Depending on the equipment, seat cushions with seat heating feature electrical components and connectors that may be damaged in the event of incorrect cleaning or treatment. This can also result in damage to other parts of the vehicle electrics.

— Clean the surfaces of the seats with a slightly moistened cloth→⚠.

— Ask a correspondingly qualified workshop about special cleaning agents for treating coarse dirt.

— Never use high-pressure cleaners, steam cleaners and coolant spray.

— Never soak seat covers.

— Never switch on the seat heating to dry the seats.

— Do not use washing paste or fine detergent solutions.

— If in doubt, go to a correspondingly qualified workshop.

⚠ WARNING

Incorrect cleaning and treatment or saturation of the vehicle interior can damage the vehicle electrical system or trigger a fault in the airbag system which could result in severe or fatal injuries in the event of an accident.

- Avoid excessive use of water, e.g. water hose, high-pressure cleaner or steam cleaner.
- Vehicle parts must be cleaned according to the manufacturer's instructions.

NOTICE

The signs of wear and soiling visible due to normal use are naturally more easily visible in the case of light-coloured materials in the vehicle interior. These signs of use cannot be prevented and also represent unavoidable ageing due to normal use. Please observe the corresponding care instructions.

Cool box

— Clean the cool box with a household detergent before using it for the first time and whenever it needs cleaning.

— When not in use for a long time, place a folded, dry towel between the lid and the refrigerator box to prevent mould and mildew stains.

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Accessories and parts

Seek advice from a correspondingly qualified workshop before purchasing accessories, replacement parts or service fluids, for example if the vehicle is to be retrofitted with accessories or if parts have to be renewed. The suitably qualified workshop can provide information on legal requirements and also recommend accessories, parts and service fluids.

Volkswagen Commercial Vehicles recommends the use of Volkswagen Genuine Accessories and Volkswagen Genuine Parts®, which you can purchase from a Volkswagen Commercial Vehicles dealership. These parts and accessories have been specially tested by Volkswagen Commercial Vehicles for suitability, reliability and safety. A Volkswagen Commercial Vehicles dealership is also qualified for correct installation.

Although the market is constantly scrutinised, Volkswagen Commercial Vehicles cannot assume responsibility for the reliability, safety and suitability of products Volkswagen Commercial Vehicles has not approved. Volkswagen Commercial Vehicles can therefore assume no responsibility for these parts, even if they have been approved by an official testing agency or are covered by an official approval certificate.

Any retrofitted equipment which has a direct effect on the control of the vehicle must be approved by Volkswagen Commercial Vehicles for use in your vehicle and bear the e mark (approval symbol of the European Union). These devices include cruise control systems or electronically controlled suspension systems, for example.

Any additional electrical components connected that do not serve to control the vehicle itself must bear the CE mark (manufacturer conformity declaration in the European Union) Such devices include refrigerator boxes, computers and ventilator fans.

WARNING

Using unsuitable accessory and replacement parts can cause vehicle damage, malfunctions, accidents and serious injuries.

- Volkswagen Commercial Vehicles recommends the use of Volkswagen Genuine Parts® and Volkswagen Accessories, which you can purchase from your Volkswagen Commercial Vehicles dealership.
- Never fit parts to your vehicle that differ in their design or characteristics from the factory-fitted parts.
- Use only wheel rim/tyre combinations that have been approved by Volkswagen Commercial Vehicles for your vehicle type.

WARNING

Objects in the deployment zones of the airbags can cause serious or fatal injuries when released.

- Never secure or position objects in the deployment zones of the airbags.

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Sensors and cameras

Incorrectly performed repairs, structural changes to the vehicle(e.g. lowering the suspension, retrofitted add-on parts or modifications to the trim) can lead to sensors and cameras being displaced or damaged. This can impair important functions of driver assistance systems →⚠.

— Pay attention to the position of sensors and cameras on the vehicle in the vehicle overviews.

Add-on parts or modifications in the area of sensors and cameras

⚠ WARNING

If the area in front of and around sensors and cameras is covered(e.g. by licence plates, licence plate holders with trim frame, additionally applied films or paint on the sensors or similar), this may impair functions of the driver assistance systems. Failure of the driver assistance systems can lead to accidents and serious or fatal injuries.

- Do not attach any additional films in front of and around sensors.
- Install the licence plate or the licence plate holder with trim frame only in the position specified for this. Always consult a suitably qualified workshop before installing a licence plate or licence plate holder with trim frame.

NOTICE

Incorrect installation of licence plates or licence plate holders with trim frame can damage components, such as cables and sensors.

- Install the licence plate or the licence plate holder with trim frame only in the position specified for this. Always consult a suitably qualified workshop before installing a licence plate or licence plate holder with trim frame.

A licence plate holder with trim frame is used to attach the vehicle licence plate.

In some vehicle versions, the front radar cover may affect the radar sensor's view to the front. You should therefore only operate the vehicle only with the original cover or with replacement parts that have been approved by the manufacturer.

Damage in the area of sensors and cameras

⚠ WARNING

If the area around sensors and cameras is damaged(e.g. by stone impact or collisions when parking), this may impair functions of the driver assistance systems. Failure of the driver assistance systems can lead to accidents and serious or fatal injuries.

- In the event of damage in the area of the sensors and cameras, have the component replaced by a suitably qualified workshop.

After components have been replaced, the sensors and cameras must be adjusted and calibrated by a suitably qualified workshop if necessary.

If the windscreen has been damaged in the viewing field of the sensors and camera(e.g. by stone chip), the windscreen must be replaced. Repairing the stone chip can lead to malfunctions or faults in the driver assistance systems. After the windscreen has been replaced, the camera and sensors must be adjusted and calibrated by a suitably qualified workshop.

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Repairs and technical modifications

Repairs and modifications must always be carried out according to Volkswagen Commercial Vehicles specifications →⚠!

Unauthorised modifications to the electronic components or software in the vehicle may cause faults. As the electronic components are linked together in networks, these faults may indirectly affect the working of other systems. This can seriously impair safety, lead to excessive wear of components, and also invalidate the type approval for the vehicle.

The Volkswagen Commercial Vehicles dealer cannot be held liable for any damage caused by technical modifications and/or work performed incorrectly.

The Volkswagen Commercial Vehicles dealership is not responsible for damage caused by technical modifications and/or work performed incorrectly. Such damage is not covered by the Volkswagen Commercial Vehicles guarantee.

Have all repairs and technical modifications carried out by a suitably qualified workshop. Volkswagen Commercial Vehicles recommends the use of Volkswagen Genuine Accessories®, which you can purchase from a Volkswagen Commercial Vehicles dealership.

Volkswagen Commercial Vehicles repair information

Volkswagen Commercial Vehicles service information and official Volkswagen Commercial Vehicles repair information can be purchased for a fee.

Customers in Europe, Asia, Australia, Africa, Central and South America:Please contact a suitably qualified workshop. Or register on the internet portal erWin (electronic repair and workshop information):

https://erwin.volkswagen.de

erWin is available in numerous languages.

Vehicles with special auxiliary equipment or body parts

The manufacturer of these components must ensure that these parts(fittings) adhere to the stipulated environmental laws and regulations, particularly the EU directive 2000/53/EC concerning end-of-life vehicles and EU directive 2003/11/EC concerning the restriction on the marketing and use of certain dangerous substances and preparations.

The vehicle owner should keep all assembly documentation for these auxiliary fittings, and pass it on to any scrapping company later engaged. This is to facilitate environmentally responsible disposal for all vehicles, including refitted vehicles.

Engine and transmission guard

An engine and transmission guard can reduce the risk of damage to the vehicle's underbody and sump, for example when driving over kerbs, drive entrances or unsurfaced roads.

Have retrofitting carried out by a correspondingly qualified workshop.

An engine and transmission guard may not be available in all countries.

⚠ WARNING

Repairs and modifications to the vehicle performed improperly may impair the effectiveness of the driver assist systems and triggered airbags. This can cause malfunctions, accidents and fatal injuries.

- Have repairs and modifications to your vehicle carried out only by a suitably qualified workshop.

⚠ WARNING

Unsuitable spare parts and accessories, incorrectly carried out work, modifications and repairs can lead to damage to the vehicle and cause accidents and serious injuries.

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- Volkswagen Commercial Vehicles recommends the use of Volkswagen Genuine Parts and Volkswagen Genuine Accessories, which you can purchase from your Volkswagen Commercial Vehicles dealership.
- Have repairs and modifications to your vehicle carried out only by a suitably qualified workshop. Qualified workshops have the necessary tools, diagnostic equipment, repair information and qualified personnel.
- Never fit parts to your vehicle that differ in their design or characteristics from the factory-fitted parts.
- Use only wheel rim/tyre combinations that have been approved by Volkswagen Commercial Vehicles for your vehicle type.

Repairs and faults in the airbag system

Repairs and modifications must always be carried out according to Volkswagen Commercial Vehicles specifications →⚠!

Modifications and repairs to the front bumper, the doors, the front seats, the headliner or the bodywork should be carried out only by a suitably qualified workshop. System components and airbag system sensors can be located on these vehicle components.

If you work on the airbag system or remove and install parts of the system when performing other repair work, parts of the airbag system may be damaged. The consequence may be that, in the event of an accident, the airbag inflates incorrectly or does not inflate at all.

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

Any modifications to the vehicle's suspension could prevent the airbag system from working properly during a collision. For example, using tyre/rim combinations that have not been approved by Volkswagen Commercial Vehicles, lowering the vehicle and making modifications to the suspension rate, including work on the springs, struts and shock absorbers, could change the forces that are measured by the airbag sensors and sent to the electronic control unit. Some changes to the suspension could cause the forces measured by the sensors to increase, for example. This can lead to the airbag system being triggered in collision scenarios where it normally would not be triggered if modifications to the suspension had not been made. Other modifications can cause the forces measured by the sensors to decrease, therefore preventing the airbag system from being triggered when it should have been.

⚠ WARNING

Incorrect repairs and modifications can cause function problems and damage to the vehicle and impair the effectiveness of the airbag system. This can result in accidents and serious or even fatal injuries.

- Have repairs and modifications to your vehicle carried out only by a suitably qualified workshop.
- Airbag modules cannot be repaired. They must be replaced.
- Never install recycled airbag components or components that have been taken from end-of-life vehicles in your vehicle.

⚠ WARNING

Modifications to the vehicle's suspension, including the use of unsuitable tyre/rim combinations, can cause the airbag system to work differently and increase the risk of serious or fatal injuries in the event of an accident.

- Never install components in the suspension system which do not have the same characteristics as the original factory-fitted components.
- Never use wheel rim/tyre combinations that have not been approved by Volkswagen Commercial Vehicles.

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Mobile communication in the vehicle

Electromagnetic radiation

If a mobile telephone or radio device is used without being connected to the external aerial, the electromagnetic radiation will not be optimally directed to the outside of the vehicle. Increased levels of radiation in the vehicle interior can occur in particular in the event of poor reception, e.g. in rural areas. This could constitute a health hazard →⚠.

Depending on the vehicle's equipment level, a suitable mobile phone interface can be used to connect the mobile telephone to the external aerial. The connection quality is improved and the range is increased.

Using a telephone

Many countries require a hands-free system to be used when using a telephone inside the vehicle, e.g. via a Bluetooth® connection. Before use, secure the mobile telephone to a suitable bracket→⚠ or stow it in a stowage compartment so that it cannot slip around, e.g. in the centre console.

Two-way radios

Observe legal regulations and the manufacturer's operating instructions for operation of two-way radios. Approval is required for retrofitting two-way radio systems.

Ask a correspondingly qualified workshop for further information on installing a two-way radio.

⚠ WARNING

Mobile telephones which are loosely placed in the vehicle or not properly secured could be flung through the vehicle interior and cause injuries during a sudden driving or braking manoeuvre, or in the event of an accident.

- Secure a mobile telephone and accessories outside the deployment zone of the airbags, or stow them safely.

⚠ WARNING

If mobile telephones or two-way radios that are not connected to an external aerial are used, electromagnetic radiation in the vehicle could exceed limit values and thus be a health hazard for drivers and other vehicle occupants. This also applies to external aerials which have not been correctly installed.

- Keep a distance of at least 20 cm between a device's aerial and an active medical implant, e.g. a pacemaker.
- Do not carry an operational device close to or directly above an active medical implant, e.g. in a breast pocket.
- Switch off the device immediately if you suspect it may be interfering with an active medical implant or any other medical device.

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The Volkswagen Commercial Vehicle dealership warranty

Volkswagen Commercial Vehicles dealerships guarantee that the vehicles they sell are free from defects. The dealerships are also responsible for handling warranty claims.

Please refer to your sales contract or contact your Volkswagen Commercial Vehicles dealership for details of the warranty and guarantee conditions.

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Warranty for the paintwork and body

Volkswagen Commercial Vehicles dealerships provide a warranty for the paintwork and bodies of all vehicles purchased from them.

In addition to the warranty conditions for Volkswagen Commercial Vehicles straight from the factory(as detailed in the purchase contract), Volkswagen Commercial Vehicle dealerships guarantee that the body of vehicles they sell will not be affected by paint defects or corrosion perforation for a specified period:

— a three-year warranty on paint defects and

— a twelve-year corrosion perforation warranty. Here, corrosion perforation refers to rust forming on the inside (cavity) of the body and causing holes in the sheet metal.

However, if damage of this kind should occur, every Volkswagen Commercial Vehicles dealership must rectify it through repair work without charging labour and material costs.

Warranty exclusions

The warranty does not cover the following:

— Damage caused by external influence or insufficient care.

— Faults on the body or paintwork which are not remedied quickly enough according to manufacturer regulations.

— Corrosion perforation that is directly related to body repairs not being carried out according to manufacturer specifications.

If the body is repaired or painted, your Volkswagen Commercial Vehicles dealership will confirm your warranty against corrosion perforation for the repaired area.

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LongLife mobility guarantee

In many European countries, Volkswagen Commercial Vehicles dealerships offer a comprehensive LongLife mobility guarantee for new vehicles. It applies from vehicle delivery until the first scheduled inspection.

If you purchase your new vehicle directly from Volkswagen Commercial Vehicles, they will issue the LongLife mobility guarantee from delivery until the first due inspection.

Your Volkswagen Commercial Vehicles service partner will extend the LongLife mobility guarantee until the next due inspection if the due inspection is carried out there. The cost of the service covers the entire guarantee package.

Please ask your Volkswagen Commercial Vehicles dealership for details of services, conditions and time limits relating to the LongLife mobility guarantee.

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Data storage and services

Applies in EU countries where the General Data Protection Regulation of the European Union is valid.

Data processing in the vehicle

Your vehicle is fitted with electronic control units. Control units process data that they receive, e.g. from vehicle sensors, generate themselves or exchange between each other. Some control units are required for the safe functioning of your vehicle, others support you when driving (driver assist systems), others enable convenience or additional functions of the Infotainment system.

Personal reference

Each vehicle is identified by a unique vehicle identification number. This vehicle identification number can be traced back to the current and former holders of a vehicle through information at the responsible authorities. There are also other ways to trace the holder or driver using data acquired from the vehicle, e.g. via the registration number.

The data generated or processed by control units may therefore contain personal data or be supplemented with personal data under certain circumstances. Depending on the vehicle data that is available, it may be possible to draw conclusions about your driving behaviour, your location or route and on vehicle use, for example.

Your rights regarding data protection

In accordance with the valid data protection legislation, you have certain rights towards Volkswagen Commercial Vehicles when your personal data is processed.

You therefore have a free and comprehensive right to information from Volkswagen Commercial Vehicles and third parties (e.g. assigned breakdown services or workshops or providers of online services in the vehicle)if these parties have stored your personal data. If you wish, you may request information on which data about yourself has been stored for which purpose and from where the data originates. Your entitlement to information also covers the transfer of data to other authorities.

Further information on your legal rights, e.g. your right to deletion or correction of the data, can be found in the applicable data protection information on the website of Volkswagen Commercial Vehicles, including contact details and information about the Data Protection Officer.

You can have data that is only stored locally in the vehicle read out with specialist help(e.g. in a workshop, possibly for a fee).

Legal requirements for the disclosure of data

If there are applicable legal regulations, Volkswagen Commercial Vehicles is obliged to hand over data stored at Volkswagen Commercial Vehicles in the required scope in individual cases when requested by state authorities. Such cases include investigation of a criminal offence, for example.

Public authorities also have the power within the framework of applicable laws to read data from vehicles themselves in individual cases. They can read information, for instance, from the airbag control unit in the case of an accident, to help investigate the accident.

Operating data in the vehicle

Control units process data to operate the vehicle.

This includes, for example:

— Vehicle status information, such as speed, deceleration, lateral acceleration, wheel revolutions, deactivation times of the speed warning function and indication of fastened seat belts.

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— Ambient conditions, such as temperature, rain/light sensor and sensors for Adaptive Cruise Control.

As a rule, this data is momentary and is not stored beyond the operating time and is only processed in the vehicle itself. Control units often contain data storage devices. They are used to allow information regarding the vehicle status, component load levels, servicing requirements, technical events and faults to be recorded on a temporary or permanent basis.

The following are stored according to the technical equipment:

— Operating states of system components, e.g. fill levels, tyre pressure, status of the vehicle battery.
— Faults or malfunctions in important system components, e.g. lights, brakes.
— System reactions to specific driving situations, e.g. triggering of an airbag, intervention of the stability control systems.
— Information on events during which the vehicle sustained damage.

In special cases, e.g. when the vehicle has detected a malfunction, it may be necessary to store data that would normally only be volatile.

If you make use of services, e.g. repair services or servicing work, the stored operating data can, if necessary, be read out and used together with the vehicle identification number. The data can be read from the vehicle by staff in the service network, e.g. qualified workshops, or third parties (e.g. breakdown services). The same applies to warranty cases and quality assurance measures.

The data is read via the legally prescribedOBD

connection ("on-board diagnosis") in the vehicle . The read operating data provides a record of technical states of the vehicle or individual components, helps diagnose faults, meets warranty obligations and improves quality. This data, particularly information about component loading, technical events, incorrect operation and other faults, will be transferred to Volkswagen Commercial Vehicles together with the vehicle identification number for this purpose where applicable. Furthermore, the manufacturer is subject to product liability. Volkswagen Commercial Vehicles also uses operating data from vehicle for this, e.g. for recall campaigns. This data can also be used to check warranty and guarantee claims made by customers.

Event memories in the vehicle can be reset by a service workshop as part of repair or service work or if you request this.

Reprogramming control units

All data for the control of components is stored in the control units. Some convenience functions can be reprogrammed using special workshop equipment. If the convenience functions are reprogrammed, the specifications and descriptions in this owner's manual will no longer match the original functions. The reprogramming can be entered into the digital service schedule by a suitably qualified workshop.

Suitably qualified workshops are informed about this type of reprogramming.

Convenience functions

You can store and modify or reset convenience settings(e.g. customisation) in the vehicle at any time.

Depending on the equipment in the vehicle, this includes, for example:

— Settings of the seat and steering wheel positions.
— Running gear and air conditioning settings.
— Customised settings such as mirror adjustment or background lighting.

Infotainment system

Depending on the equipment installed, you may be able to store your own data in the vehicle's Infotainment system.

Depending on the equipment in the vehicle, this includes, for example:

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— Media files for playback of music, films or photos in an Infotainment system.

— Address book data for use with a hands-free system or navigation system.

— Navigation destinations you have entered.

— Data regarding the use of online services.

This data can be stored locally in the vehicle or located on a device that you have connected to the vehicle (e.g. mobile telephone, USB stick or MP3 player). If this data is stored in the vehicle, you can delete it at any time.

This data is transmitted to third parties only at your request, in particular in relation to the use of online services and in accordance with your personal settings.

Mobile telephone integration

If your vehicle contains the necessary equipment, you can connect your mobile telephone or any other mobile end device to your vehicle so that you can control this device via the controls integrated in the vehicle, provided the corresponding functions are available. For example, images and sounds from the mobile telephone can be output through the Infotainment system. At the same time, certain information is sent to your mobile telephone. This includes location data and further general vehicle information, depending on the type of integration. For more details, refer to the information about display of apps in the Infotainment system.

This enables selected apps on the mobile telephone to be used in the vehicle, e.g. navigation or music player. The mobile telephone and vehicle do not interact in any other ways than those described here, in particular the device does not actively access vehicle data. The type of further data processing depends on the app provider. Whether or not you can adjust settings in this regard depends on the app in question and the operating system of your mobile telephone.

Online services

If your vehicle is equipped with a connection to a mobile network, your vehicle will be able to exchange data with other systems. The vehicle can be connected to a mobile network using a transmitter and receiver unit in the vehicle or using your own mobile telephone. This mobile network connection enables you to use online functions. This includes various online services and apps provided by Volkswagen Commercial Vehicles or other third party providers.

Manufacturer services

In the case of Volkswagen Commercial Vehicles online services, Volkswagen Commercial Vehicles describes the respective functions in a suitable place, e.g. in a separate service description or on a website, and provides the associated information on data protection law. Personal data may be used to perform online services. To this end, data is exchanged over a secure connection, e.g. using the designated IT systems of the manufacturer. Any collection, processing and use of personal data that goes beyond the provision of the service takes place exclusively according to legal regulations, contractual agreements or the necessary permission.

You can activate and deactivate the partly fee-based services and functions and in some cases also the vehicle's entire data connection. This does not apply to any functions and services required by law, e.g. emergency call systems.

Third-party services

If you are able to use online services provided by a party other than the manufacturer, these services are the sole responsibility of the provider in question and are subject to this provider's privacy policy and terms and conditions of use. Volkswagen Commercial Vehicles has no influence over the content exchanged in these services.

Please refer to the provider in question for information about the type, scope and purpose of the collection and use of personal data related to third-party services.

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Event data recorder

This vehicle is equipped with an event data recorder. The event data recorder's main job is to record data in accidents or situations similar to an accident, e.g. when an airbag is triggered or when the vehicle collides with an obstacle on the road, which then supports analysis of how a vehicle system behaved. The event data recorder is intended to record data relating to driving dynamics and the restraint system for a short period of 30 seconds or less. The event data recorder of this vehicle is intended to record the following data, amongst other things:

— How various systems in your vehicle have functioned.

— Whether the driver and front passenger seat belts were fastened/secured.

— The extent to which the driver pressed the brake or accelerator pedal(if at all).

— How fast the vehicle was travelling.

This data helps to obtain a better understanding of the circumstances in the situations where accidents and injuries have occurred.

Data from driver assist systems are also recorded. In addition to information about whether the systems were switched on or off, available only to a restricted extent or inactive, it is also possible to determine whether these functions steered, accelerated or braked the vehicle in the above-described situations. Depending on the vehicle equipment, these systems include the following:

— Adaptive cruise control.

— Lane keeping system.

— Park Assist.

— Emergency braking function.

EDR data is recorded by your vehicle only if an unusual situation similar to an accident occurs. No data is recorded by the event data recorder under normal driving conditions. In addition,no personal data, e.g. name, gender, age or accident location, is recorded. However, third parties such as law enforcement agencies can use appropriate means to link the content of the event data recorder with other sources of data and thus establish a reference to persons as part of an accident investigation.

Special equipment and access to the vehicle or event data recorder are necessary in order to read data from the event data recorder. In addition to the vehicle manufacturer, third parties such as law enforcement agencies that have the corresponding equipment can read out the information if they have access to the vehicle or event data recorder.

Volkswagen Commercial Vehicles will not access, read out or process data from the event data recorder unless the vehicle owner, or lessee in the case of leasing, grants their permission. Exceptions to this are contractual or legal provisions.

Due to its legal product monitoring obligations, Volkswagen Commercial Vehicles is entitled to use the data for field monitoring and also for research purposes and quality improvements. For research purposes, Volkswagen Commercial Vehicles makes the data available to third parties in anonymous form, in other words without any reference to the individual vehicle, vehicle owner or lessee.

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Stickers and plates

Stickers and plates showing important information for vehicle operation are factory-fitted in the engine compartment and on certain vehicle parts.

— Never remove stickers or plates. They must also remain legible at all times.

— If vehicle parts bearing stickers or plates are removed from the vehicle, replacement stickers or plates with the same information must be applied properly to the same position on the new parts by a suitably qualified workshop.

Safety certificate

There is a safety certificate on the door pillar which states that all necessary safety standards and specifications from the transport safety authorities of the particular country were met at the time of production. The month and year of production and the vehicle identification number may also be listed. Observe notes in the Owner's Manual.

WARNING

Handling the vehicle incorrectly will increase the risk of accident and serious or fatal injuries.

- Observe legal requirements.
- Observe the Owner's Manual.

NOTICE

Handling the vehicle incorrectly could lead to the vehicle becoming damaged.

- Observe legal requirements.
- Carry out service work in accordance with the specifications.

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Fluids in the air conditioning system

Refrigerant in the air conditioning system

The sticker in the engine compartment provides information about the type and quantity of the refrigerant used in the vehicle's air conditioning system. The sticker is located in the front part of the engine compartment close to the refrigerant filler neck →⚠.

⚠ WARNING

Maintenance of the air conditioning system by unqualified personnel can endanger safe operating processes and lead to serious injuries.

- Have maintenance on the air conditioning system performed only by suitably qualified personnel.

NOTICE

Repair or replacement of the evaporator with replacement parts from end-of-life vehicles or from recycling sources can result in damage to the air conditioning system.

- Never have repairs to the evaporator performed with replacement parts from end-of-life vehicles or recycling sources.

⚠ Warning: The air conditioning system must be serviced only by qualified personnel.

Type of refrigerant.

Type of refrigerant oil.

See workshop information (available only for Volkswagen Commercial Vehicles dealerships).

The air conditioning system must be serviced only by qualified personnel.

Flammable refrigerant.

Ensure correct disposal of all components and never install components removed from end-of-life vehicles or recycled components in the vehicle.

Refrigerant oil in the air conditioning system

The air conditioning system is filled with refrigerant oil. The sign on the air conditioning compressor provides information about the type and quantity of the refrigerant oil used *(→ Repairs and technical modifications)*.

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Infotainment system and antennas

The vehicle aerials are located in the exterior mirrors and on the roof. If any metallic chrome-plated trim, such as chrome-plated design caps, is retrofitted to the exterior mirrors, you may experience problems with the radio, mobile telephone and navigation services or they may lose the ability to transmit and receive signals completely.

NOTICE

A retrofitted Infotainment system that is not compatible with the aerial amplifier installed as standard may damage the aerial amplifier.

- Consult a suitably qualified workshop before retrofitting an Infotainment system.

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Component protection

Some electronic components and control units are fitted with component protection as standard, e.g. the Infotainment system.

The component protection permits a suitably qualified workshop to legitimately install or replace components and control units.

The component protection prevents the factory-supplied components from being operated without restrictions outside the vehicle in the following situations:

— Installation in other vehicles, e.g. after theft.

— Operation of components outside the vehicle.

If a text message about component protection appears in the display of the instrument cluster or the screen of the Infotainment system, go to a correspondingly qualified workshop.

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Information in accordance with the EU Chemicals Regulation REACH

In accordance with the European regulations on chemicals, known as REACH, Volkswagen Commercial Vehicles would like to inform you about the materials that may be found in your vehicle.

You can access this information online using your vehicle identification number:

https://reachinfo.volkswagen.com

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Disposing of used batteries and electronic equipment

Used batteries

Used batteries must be collected separately and recycled by the end user. This is indicated by the symbol with the crossed-through waste bin. As the end user, you are required by law to return used batteries→ ⚠.

— Used batteries can be returned to Volkswagen Commercial Vehicles dealerships in EU member states and other countries.

Your Volkswagen Commercial Vehicles dealership can provide further information on returning and recycling end-of-life vehicles, or you can visit:

http://www.volkswagen.com

⚠ WARNING

If batteries containing lithium are damaged, gaseous or liquid substances may escape, posing a significant risk to health and the environment. A short circuit of the terminals can also cause a fire or explosion. This can result in serious injury or death.

- Handle batteries containing lithium with special care.
- Never heat batteries containing lithium.
- Never damage batteries containing lithium.
- Never short-circuit the battery poles.

Batteries containing heavy metals are marked with the chemical symbols Hg (mercury), Cd (cadmium) and/or Pb (lead). Heavy metals can be harmful to human and animal health and tend to accumulate in the environment.

- To avoid this, please ensure that your used batteries are collected separately and returned properly.

Old electrical/electronic devices

The vehicle contains electrical/electronic devices, such as the SD card in the navigation system, and remote controls. The electrical/electronic devices are marked with the crossed-out bin symbol.

Legislation stipulates that old devices with this marking must be collected and disposed of separately from normal household waste. You can hand in these electrical/electronic devices at local collection points or to any approved national return systems.

— Batteries, rechargeable batteries or lamps that are not a fixed part of the device must be removed first and disposed of accordingly.

— You must delete all stored personal data before disposing of the old devices.

Your Volkswagen Commercial Vehicles dealership can provide further information on waste prevention and on returning and recycling end-of-life vehicles, or you can find information online:

http://www.volkswagen.com

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The component group EEE and/or batteries applies to the following elements



Fig. 1 Recycling information for France.

Observe the recycling information → *Fig. 1*, which includes the following items:

— Vehicle key.

— Remote control for the auxiliary heater and auxiliary ventilation.

— Tyre Pressure Monitoring System.

— Valet keycard.

— SD card.

— Compressor.

— Torch.

— Portable warning lamp.

The component group paper/packaging/plastic applies to the following elements



Fig. 2 Recycling information for France.



Fig. 3 Recycling information for France.

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Fig. 4 Recycling information for France.

Observe the recycling information for accompanying documentation and packaging or bags. This recycling information includes the following items:

— Vehicle wallet.

The component group textiles applies to the following elements



Fig. 5 Recycling information for France.

Observe the recycling information → *Fig. 5* for the following items:

— High-visibility waistcoats.

— Curtains.

— Mattress.

The Triman logo and Info-tri symbol contain important sorting information for the end user.

Declaration of conformity

The corresponding manufacturer hereby declares that the components listed below were compliant with the basic requirements and any other relevant regulations and laws at the time the vehicle was produced.

Parts

— 12-volt socket.

— Depending on the vehicle equipment and country, additional sockets with a voltage of 100 to 230 volts.

UKCA (UK Conformity Assessed) Components:

The UKCA (UK Conformity Assessed) marking is a UK product marking that is used for certain goods being placed on the market in Great Britain (England, Wales and Scotland).

UK Product Safety and Metrology Regulations

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This vehicle has various devices installed that are subject to UKCA product regulations. The following acts as the importer of these devices for the United Kingdom market within the meaning of the Product Safety and Metrology Regulations:

Volkswagen Group United Kingdom Ltd.

Yeomans Drive, Blakelands

Milton Keynes, MK 14 5AN

United Kingdom

Third-party copyright information

Some of the products installed in the vehicle contain software components which are subject to open source licences.

A list of open source software components, including information on copyright, the relevant open source licence conditions, and the associated licence texts can be found on the following website:

http://www.volkswagen.com/softwareinfo

The source code for certain open source software components can be requested from the vehicle manufacturer. The manufacturer will make the source code available to you in accordance with the relevant licence conditions. You will only be charged the actual costs of provision, e.g. postage costs. The above-mentioned website contains the necessary information.

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Returning and scrapping end-of-life vehicles

Recycling end-of-life vehicles

At the end of its service life, your vehicle should be handed in for environmentally responsible recycling or disposal. For this reason, the last keepers of vehicles in the EU and many other countries are required by law to take their vehicle to an approved collection point, vehicle return centre or authorised dismantling facility.

Volkswagen Commercial Vehicles has an existing arrangement for end-of-life vehicles: you can return your vehicle at a wide range of collection points in all EU member states and in many other countries. f you satisfy the national legal requirements, you can return your end-of-life vehicle free of charge within the EU.

The vehicle return centre issues a recycling certificate which serves as proof that the end-of-life vehicle has been recycled properly.

Further information about collection points is available from your Volkswagen Commercial Vehicles dealership.

Scrapping

The relevant safety requirements must be observed when the vehicle or its individual components, e.g. from the airbag system and belt tensioners, are scrapped. Suitably qualified workshops are familiar with these requirements.

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Radar sensors

Depending on the equipment level, your vehicle may be equipped with assistance systems, e.g. Adaptive Cruise Control (ACC

) that use radar sensors.

Observe the legal regulations when driving into certain zones where entry of vehicles with radar sensors is prohibited. Pay attention to any relevant traffic signs. If you want to drive into one of these regions, inform yourself in advance whether radar sensors are installed in your vehicle.

⚠ WARNING

Sensors are subject to physical system limits. External sources of interference, e.g. from other vehicles, can impair functioning of the sensors and restrict the functions of the assistance systems. If the system does not function as expected, this can lead to accidents and serious or fatal injuries.

- Always pay attention to the traffic situation and the area around the vehicle.
- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions.

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Simplified declaration of conformity

EU

Your vehicle is equipped with a range of radio equipment. The manufacturers of these radio systems declare that this equipment complies with Directive 2014/53/EU where required by law.

The complete text of the EU declarations of conformity is available from the following website:

http://www.volkswagen.com/generalinfo

United Kingdom

Your vehicle is equipped with a range of radio equipment. The manufacturers of these radio systems declare that this equipment complies with the relevant legal requirements.

The complete text of the declarations of conformity is available from the following website:

http://www.volkswagen.com/generalinfo

Importer

Volkswagen Group United Kingdom Ltd.

Yeomans Drive, Blakelands

Milton Keynes, MK 14 5AN

United Kingdom

Turkey

Your vehicle is equipped with a range of radio equipment. The manufacturers of these radio systems declare that this equipment complies with Directive 2014/53/EU where required by law.

The complete text of the declarations of conformity is available from the following website:

http://www.volkswagen.com/generalinfo

ithalatçı

Doğuş Otomotiv Servis ve Ticaret A.Ş.

Şekerpınar Mahallesi, Anadolu Caddesi, No:22 ve 45

41420 Çayırova/Kocaeli

Ukraine

Your vehicle is equipped with a range of radio equipment. The manufacturers of these radio systems declare that this equipment complies with the Radio Equipment Directive where required by law.

The complete text of the declarations of conformity is available from the following website:

http://www.volkswagen.com/generalinfo

імпортер

ТОВ «Порше Україна»

просп. Павла Тичини, 1В

офіс „В“, 4-й поверх

02152 Київ

Україна

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Radio systems marked with this symbol must be collected and disposed of separately from your normal domestic waste. You can hand them in at a local waste management company or return them as part of a national take-back system *(→ Used battery disposal)*.

Marking for the restricted use of certain hazardous substances in electrical and electronic equipment in accordance with the RoHS

Directive.

Information on radio systems

The tables below show the radio equipment used, the frequency bands on which it operates, the maximum transmitting power of the equipment, and the associated manufacturers. Each table contains one component assembly. The manufacturer's details, the frequency bands and maximum transmitting powers are assigned a reference number and shown in separate tables.

Connection to the external aerial

Component	Designation/ Product Type Designation EU/UK	Designation/ Product Type Designation Ukraine	Frequency + transmit power	Manufacturer
LTE Compenser	LTE-MBC-EU2	LTE-MBC-EU2	AA	14
Transceiver module	CM01TN-VWW	CM01TN-VWW	BN	26
Transceiver module	CM01TN-VWW additional model names: CM01XN-VWE		CB	26

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Aerials

Component	Designation/ Product Type Designation EU/UK	Designation/ Product Type Designation Ukraine
Roof aerial base for taxis, 2 m/70 cm, GPS, UMTS	AM/FM, DAB+ DVBT, GPS, FAKRAnBHC 3789.01	
Exterior mirror aerial system for AM, FM	920639A	920639A
Exterior mirror aerial system for AM, FM, DAB	920639A	920639A
Exterior mirror aerial system for FM	920639A	920639A
Exterior mirror aerial system for FM, DAB	920639A	920639A
Aerial module in exterior mirrors, GNSS	920336A	920336A
Exterior mirror aerial for navigation system [short bracket], GNSS	7E0.035.510	7E0.035.510
Exterior mirror aerial for navigation system [long bracket], GNSS	7E0.035.510.A	7E0.035.510
Roof aerial base for AM, FM	Receiving antenna amplifier AM/FM, DAB, LTE,NAV 6C0.035.501.Q/6C0.035.501.A	7C0.035.501
Roof aerial base for AM, FM, LTE, GNSS	Receiving antenna amplifier AM/FM, DAB, LTE,NAV 6C0.035.501.Q/6C0.035.501.A	7C0.035.501
Roof aerial base for AM, FM, LTE, DAB, GNSS	Receiving antenna amplifier AM/FM, DAB, LTE,NAV 6C0.035.501.Q/6C0.035.501.A	7C0.035.501
Aerial module in exterior mirrors [standard] for FM	920481A	920481A
Aerial module in exterior mirrors [bracket] for FM	920481A	920481A
Aerial module in exterior mirrors [standard] for GNSS	920336A	920336A
Aerial module in exterior mirrors [bracket] for GNSS	920336A	920336A
Aerial amplifier in exterior mirrors for AM, FM	920301A	920301A
Aerial amplifier in exterior mirrors for FM	920301A	920301A
Aerial amplifier in exterior mirrors for FM, DAB	920304A	920304A
Exterior mirror aerial system [short bracket] for AM, FM	920611A	920611A
Exterior mirror aerial system [short bracket] for FM	920611A	920611A
Exterior mirror aerial system [short bracket] for FM, DAB	920611A	920611A
Exterior mirror aerial system [long bracket] for AM, FM	920611A	920611A
Exterior mirror aerial system [long bracket] for FM	920611A	920611A
Exterior mirror aerial system [long bracket] for FM, DAB	920611A	920611A
Exterior mirror aerial system FM1	920639A	920639A
Exterior mirror aerial system FM1, DAB2	920639A	920639A
Roof aerial for LTE, GNSS	Product name:	5WA.035.507

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Component	Designation/ Product Type Designation EU/UK	Designation/ Product Type Designation Ukraine
Roof aerial for LTE, GNSS, Telestart	5WA.035.507.A Type: 5WA.035.507.A Product name: 5WA.035.507.B Type: 5WA.035.507.A	5WA.035.507
DSRC module	DSRC CAN Module/EFAS-4 DU (200046-8) DSRC CAN Module/EFAS-4 DU (200046-9)	
Impedance converter FM	FAM012	
Impedance converter FM1	7T0.035.577.C (FAM012)	
Impedance converter FM2	7T0.035.577.A (FAM012)	
Impedance converter FM, DAB	FAM012	
Impedance converter FM2, DAB1	7T0.035.577.B (FAM012)	
Impedance converter FM1, DAB2	7T0.035.577.D (FAM012)	
Roof aerial for LTE, GNSS, Telestart	7T0.035.507.B (FAM016)	
Roof aerial for LTE, GNSS, Telestart, Wi-Fi p standard	7T0.035.507.F (FAM016)	
Roof aerial for LTE, GNSS	7T0.035.507.A (FAM016)	
Roof aerial for LTE, GNSS, Wi-Fi p standard	7T0.035.507.E (FAM016)	
Wi-Fi p standard auxiliary aerial	7T0.035.510 (FAM027)	
Aerial TEL+BLTE+Wi-Fi+GNSS	5WA.035.507.E	
Aerial C2C auxiliary aerial	CSA-1	
DSCR aerial	Quad DSRC Detached Antenna	

Vehicle key

Component	Designation/ Product Type Designation EU/UK	Designation/ Product Type Designation Ukraine	Frequency + transmitting power	Manufacturer
Vehicle key FKS09	FS94	FS94	BG	05
Vehicle key FKS12	FS125C	FS125C	BG	05
Vehicle key FKS12	FS12P	FS12P	BG	05
Vehicle key FS19 (without UWB)	FS19	FS19	BH	05
Vehicle key FS19 (with UWB)	FS19	FS19	BQ	05
Vehicle key FS191S	FS191S	FS191S	BG	05
Vehicle key FS191S	FS191S	FS191S	CG	05
Vehicle key FS19S	FS19S		CH	05

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Component	Designation/ Product Type Designation EU/UK	Designation/ Product Type Designation Ukraine	Frequency + transmitting power	Manufacturer
MIB3 EI	MIB3E_MQB37w_BT	Panasonic MIB3E_MQB37w_BT	AO	06
MIB3 OI EU1 MQB	MIB3 OI	MIB3 OI	AP	07
MIB3 OI EU1 MQB	MIB3 OI	MIB3 OI	AP	08
MIB3 OI EU2 MQB	MIB3 OI	MIB3 OI	AP	07
MIB3 OI EU2 MQB	MIB3 OI	MIB3 OI	AP	08
MIB3 OI RdW1 MQB	MIB3 OI	MIB3 OI	AP	07
MIB3 OI RdW2 MQB	MIB3 OI	MIB3 OI	AP	07
MIB3 OI RdW2 MQB	MIB3 OI	MIB3 OI	AP	08
MIB3 OI RdW2 DAB MQB	MIB3 OI	MIB3 OI	AP	07
MIB3 OI EU1 37W	MIB3 OI	MIB3 OI	AP	08
MIB3 OI EU2 37W	MIB3 OI	MIB3 OI	AP	08
MIB3 OI RdW1 37W	MIB3 OI	MIB3 OI	AP	08
MIB3 OI RdW2 37W	MIB3 OI	MIB3 OI	AP	08
MIB3 OI RdW2 DAB 37W	MIB3 OI	MIB3 OI	AP	08
MIB2 Entry GP2	MIB2 GP, L64SK2, L60SK2, L62VW2, L73SK2, L72SK2, L77VW2, L73VW2, L81SE2, L81SK2, L82SE2	MIB2 GP	AO	08
MIB2 Entry GP2 DAB	MIB2 GP, L64SK2, L60SK2, L62VW2, L73SK2, L72SK2, L77VW2, L73VW2, L81SE2, L81SK2, L82SE2	MIB2 GP	AO	08
MIB2 Std NAV	MIB2STD	MIB2STD	BJ	28
NRUL-Crafter	New Radio Ultra Low SBT	New Radio Ultra Low SBT	AN	10
NRUL-T6PA	New Radio Ultra Low SBB	New Radio Ultra Low SBB	AN	10
NRUL-DAB-T6PA	New Radio Ultra Low SBB DAB	New Radio Ultra Low SBB DAB	BK	10
RULT-Caddy5	Radio Ultra Low Touch	Radio Ultra Low Touch	AN	10
RULT-DAB-Caddy5	Radio Ultra Low Touch DAB	Radio Ultra Low Touch DAB	BK	10
ICAS3	MEB ICAS3		BY	32
ICAS3 (from UNECE)	MEB ICAS3		BY	32

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Wireless seat belt warning system

Component	Designation/ Product Type Designation EU/UK	Designation/ Product Type Designation Ukraine	Frequency + transmit power	N
wSBR F-SG (wireless Seat Belt Reminder vehicle-side control unit)	wSBR F-SG (wireless Seat Belt Reminder - car unit)	wSBR F-SG (wireless Seat Belt Reminder - car unit)	AQ	
wSBR S-SG (wireless Seat Belt Reminder seat-side control unit)	wSBR S-SG (wireless Seat Belt Reminder - seat unit)	wSBR S-SG (wireless Seat Belt Reminder - seat unit)	AQ	

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Wireless charging function

Component	Designation/ Product Type Designation EU/UK	Designation/ Product Type Designation Ukraine	Frequency + transmitting power	Manufacturer
Coupling aerial, 2nd generation	WCH-185	WCH-185	AR	14
5W Wireless Charging Module TX Controller	WPC003-1 WPC003-5	WPC003-1 WPC003-5	CE	33

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Keyless Access

Component	Designation/ Product Type Designation EU/UK	Designation/ Product Type Designation Ukraine	Frequency + transmitting power	I
Keyless locking and starting system Keyless Access, IO Box Basic	013854	013854	AS	
Keyless locking and starting system Keyless Access IO Box High	013854	013854	AS	
RSAD Box	RSB19	RSB19	AT	

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Instrument cluster / electronic immobiliser

Component	Designation/ Product Type Designation EU/UK	Designation/ Product Type Designation Ukraine	Frequency + transmitting power	M
Analogue medium instrument cluster	VW MQBAB2020 Instrument Cluster and Immobilizer System	Medium 5c	BS	
Lowline instrument cluster	"Immobilizer integrated in dashboard module instrument cluster / Wegfahrsperre im Schalttafeleinsatz Kombi-Instrument"	17101055	BV	
Highline instrument cluster	"Immobilizer integrated in dashboard module instrument cluster / Wegfahrsperre im Schalttafeleinsatz Kombi-Instrument"	17101056	BV	
Premiumline instrument cluster	"Immobilizer integrated in dashboard module instrument cluster / Wegfahrsperre im Schalttafeleinsatz Kombi-Instrument"	17101057	BV	
Premiumline instrument cluster	"Immobilizer integrated in dashboard module instrument	17101055	BV	

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Component	Designation/ Product Type Designation EU/UK	Designation/ Product Type Designation Ukraine	Frequency + transmitting power	M
Premiumline instrument cluster	"Immobilizer integrated in dashboard module instrument cluster / Wegfahrsperre im Schalttafeleinsatz Kombi-Instrument"	17101056	BV	
FPK-Entry instrument cluster	"Immobilizer integrated in dashboard module instrument cluster / Wegfahrsperre im Schalttafeleinsatz Kombi-Instrument"	17101002	BU	
FPK-Basic instrument cluster	VW MQBAB2020 Instrument Cluster and Immobilizer System	Medium 5c	CJ	
Analogue medium instrument cluster	"Immobilizer integrated in dashboard module instrument cluster / Wegfahrsperre im Schalttafeleinsatz Kombi-Instrument"	18020532	BT	
Analogue medium instrument cluster	"Immobilizer integrated in dashboard module instrument cluster /		BT	

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Component	Designation/ Product Type Designation EU/UK	Designation/ Product Type Designation Ukraine	Frequency + transmitting power	M
Colour Medium instrument cluster	"Immobilizer integrated in dashboard module instrument cluster / Wegfahrsperre im Schalttafeleinsatz Kombi-Instrument"	18100931	BT	
Colour Medium instrument cluster	"Immobilizer integrated in dashboard module instrument cluster / Wegfahrsperre im Schalttafeleinsatz Kombi-Instrument"		BT	
Analogue medium instrument cluster without chrome ring	"Immobilizer integrated in dashboard module instrument cluster / Wegfahrsperre im Schalttafeleinsatz Kombi-Instrument"	18020532	BT	
Analogue medium instrument cluster without chrome ring	"Immobilizer integrated in dashboard module instrument cluster / Wegfahrsperre im Schalttafeleinsatz Kombi-Instrument"		BT	
i.ID Cluster	LCW05-VWE5		CC	

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Component	Designation/ Product Type Designation EU/UK	Designation/ Product Type Designation Ukraine	Frequency + transmitting power	M
Tachograph (DTCO) with associated DSRC module	LCW05-VWE1 LCW05-SEE5 DEAS 4.1D			
DTCO4.1	DTCO 1381 Rel.4.1		BV CF	

Car-Net Security & Service

Component	Designation/ Product Type Designation EU/UK	Designation/ Product Type Designation Ukraine	Frequency + transmitting power	M
OCU3 communication box(Online Services – Security & Service)	Telematics TLVHM3IU-E, TLAHW3IU-E, TLVHM3IU-R, TLAHW3IU-R	Telematics TLVHM3IU-E, TLAHW3IU-E, TLVHM3IU-R, TLAHW3IU-R	AY	
OCU3 communication box(Online Services – Security & Service)	Telematics TLVHW3IU-E, TLVHW3IU-R, TLVHE4IU-E	Telematics TLVHW3IU-E, TLVHW3IU-R, TLVHE4IU-E	BR	
OCU3 communication box(Online Services – Security & Service)	Telematics TLVLM3IU-E, TLVLM3IU-R	Telematics TLVLM3IU-E	CD	
OCU4 communication box(Online Services – Security & Service)	Telematics TLVHW3IU-E, TLVHW3IU-R, TLVHE4IU-E		BR	

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Radar sensors for assist systems

Component	Designation/ Product Type Designation EU/UK	Designation/ Product Type Designation Ukraine	Frequency + transmitting power	Manufacturer
Lane change system, Entry, 3rd generation	RS4	RS4	AZ	05
Lane change system, Entry, 1st generation	BSD3.0	BSD3.0	AZ	05
Front radar control unit (MidRangeRadar)	ARS4-B	ARS4-B	BA	11
Front radar control unit (MidRangeRadar)	FR5CPEC	FR5CPEC	BB	21
Front radar control unit (MidRangeRadar)	ARS5-B	ARS5-B	BX	11
Front radar control unit (MidRangeRadar)	F5CP42	F5CP42	CL	21

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Tyre Pressure Monitoring System

Component	Designation/ Product Type Designation EU/UK	Designation/ Product Type Designation Ukraine	Frequency + transmit power	Manufacturer
TPMS control unit	Reifendruckkontrolle TSSSG4G5b - H06	Reifendruckkontrolle TSSSG4G5b - H06	BC	18
Tyre pressure sensor assembly	AG2FW4	AG2FW4	BD	19

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Auxiliary heater (transmitter/receiver unit)

Component	Designation/ Product Type Designation EU/UK	Designation/ Product Type Designation Ukraine	Frequency + transmitting power	Manufacturer
Remote control receiver for auxiliary heater	Funkempfänger STH Model Name: D208L VW		AJ	12
Remote control receiver for auxiliary heater	Funkempfänger		BP	30

Component	Designation/ Product Type Designation EU/UK	Designation/ Product Type Designation Ukraine	Frequency + transmitting power	Manufacturer
Remote control for auxiliary heater	Sender STH Model Name: RTSH		AJ	12
Remote control for auxiliary heater	Funkfernbedienung		BP	30

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Door control unit

Component	Designation/ Product Type Designation EU/UK	Designation/ Product Type Designation Ukraine	Frequency + transmitting power	Manufacturer
VW T6PA Rx and Tx unit	HUF71254	HUF71254	BW	20

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Wi-Fi hotspot

Component	Designation/ Product Type Designation EU/UK	Designation/ Product Type Designation Ukraine	Frequency + transmitting power	Manufacturer
LTE router	"Volkswagen Wireless Internet Access LTE Model: CCU4"	"Volkswagen Wireless Internet Access LTE Model: CCU4"	BE	15

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Central control unit

Component	Designation/ Product Type Designation EU/UK	Designation/ Product Type Designation Ukraine	Frequency + transmitting power	Manufacturer
KFG Max	Kundenspezifisches Funktionssteuer Gerät KFG		BL	09
BCM37w (Body Control Module) Med	BCM MQB37W	MQB37W	BO	31
BCM37w (Body Control Module) Med+	BCM MQB37W	MQB37W	BO	31
BCM37w (Body Control Module) Max	BCM MQB37W	MQB37W	BO	31
BCM37H (Body Control Module)	BCM PQ37H	5WK50254	AK	13
BCM MQB27	BCM MQB27	5WK50254	AK	13
SAM	BCM MQB37W	MQB37W	AK	13

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Reference frequency bands and maximum transmitting power

Frequency	Frequency band	Maximum transmitting power
AA	GSM900: (uplink: 880 MHz – 915 MHz / downlink: 925 MHz – 960 MHz) GSM1800: (uplink: 1710 MHz – 1785 MHz / downlink: 1805 MHz – 1880 MHz) WCDMA FDDI: (uplink: 1920 MHz – 1980 MHz / downlink: 2110 MHz – 2170 MHz) WCDMA FDDIII: (uplink: 1710 MHz – 1785 MHz / downlink: 1805 MHz – 1880 MHz) WCDMA FDDVIII: (uplink: 880 MHz – 915 MHz / downlink: 925 MHz – 960 MHz) LTE FDD1: (uplink: 1920 MHz – 1980 MHz / downlink: 2110 MHz – 2170 MHz) LTE FDD3: (uplink: 1710 MHz – 1785 MHz / downlink: 1805 MHz – 1880 MHz) LTE FDD7: (uplink: 2500 MHz – 2570 MHz / downlink: 2620 MHz – 2690 MHz) LTE FDD8: (uplink: 880 MHz – 915 MHz / downlink: 925 MHz – 960 MHz) LTE FDD20: (uplink: 832 MHz – 862 MHz / downlink: 791 MHz – 821 MHz)	GSM 900: 33 dBm (2 W) GSM 1800: 30 dBm (1 W) UMTS: 21 dBm (0.125 W) LTE: 23 dBm (0.2 W)
AB	87 MHz – 108 MHz	reception only
AC	87 MHz – 108 MHz 174 MHz – 240 MHz	reception only
AD	520 kHz – 1710 kHz 87 MHz – 108 MHz	reception only
AE	520 kHz – 1710 kHz 87 MHz – 108 MHz 1570 MHz – 1614 MHz	reception only
AF	520 kHz – 1710 kHz 87 MHz – 108 MHz 174 MHz – 240 MHz	reception only
AG	520 kHz – 1710 kHz 87 MHz – 108 MHz 174 MHz – 240 MHz 1570 MHz – 1614 MHz	reception only
AH	1570 MHz – 1614 MHz	reception only

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Frequency	Frequency band	Maximum transmitting power
AI	1575.42 MHz	reception only
AJ	868.70 MHz – 869.20 MHz (Band N)	14 dBm (25 mW)
AK	434 MHz	reception only
AN	Bluetooth®: 2402 MHz – 2480 MHz FM: 87.5 MHz – 108 MHz AM: 526.5 kHz – 1606.5 kHz	4.3 dBm
AO	Bluetooth®: 2402 MHz – 2480 MHz	2.5 mW
AP	Bluetooth®: 2402 MHz – 2480 MHz Wi-Fi 2.4 GHz: 2410 MHz – 2480 MHz Wi-Fi 5 GHz: 5150 MHz – 5250 MHz and 5725 MHz – 5850 MHz	Bluetooth®: -2.43 dBm (0.57 mW) EIRP Wi-Fi 2.4 GHz: 5.26 dBm (3.36 mW) EIRP Wi-Fi 5 GHz: -3.25 dBm (0.47 mW) EIRP and -2.68 dBm (0.54 mW) EIRP
AQ	Bluetooth® LE: 2400 MHz – 2483.5 MHz	- 9.8 dBm
AR	105 kHz – 115 kHz	105 kHz – 115 kHz 6 W 111 kHz: 42 dBµA/m
AS	125 kHz	The magnetic field strength: IMMO mode is 19.48 dBµA/m LF Scan mode is 17.81 dBµA/m
AT	6.52 GHz 7.04 GHz 7.56 GHz	Highest Peak Emission Power at 6.52 GHz: -9.1 dBm at 7.04 GHz: -7.8 dBm at 7.56 GHz: -6.2 dBm
AU	125 kHz	82.05 dBµV/m @3 m ±5%
AV	125 kHz	-2.5 dBuV/m @ 3 m
AW	125 kHz	< 20 mW
AX	125 kHz	42 dBµA/m
AY	WCDMA Band 1: 1920 MHz – 1980 MHz WCDMA Band 3: 1710 MHz – 1785 MHz WCDMA Band 8: 880 MHz – 915 MHz LTE Band 1: 1920 MHz – 1980 MHz LTE Band 3: 1710 MHz – 1785 MHz LTE Band 7: 2500 MHz – 2570 MHz LTE Band 8: 880 MHz – 915 MHz LTE Band 20: 832 MHz – 862 MHz LTE Band 28A: 703 MHz – 718 MHz LTE Band 32: 1452 MHz – 1496 MHz GSM 900: 880 MHz – 915 MHz DCS 1800: 1710 MHz – 1785 MHz GNSS: 1559 MHz – 1610 MHz	WCDMA Band 1: 22.51 dBm WCDMA Band 3: 22.88 dBm WCDMA Band 8: 23.32 dBm LTE Band 1: 22.04 dBm LTE Band 3: 21.72 dBm LTE Band 7: 21.59 dBm LTE Band 8: 21.83 dBm LTE Band 20: 22.44 dBm LTE Band 28A: 21.99 dBm LTE Band 32: - GSM 900: 31.93 dBm DCS 1800: 29.95 dBm GNSS: -
AZ	24050 MHz – 24250 MHz	< +20 dbmW peak
BA	76.0 GHz – 77.0 GHz	3.16 W (35 dBm RMS EIRP)
BB	76.0 GHz – 77.0 GHz	31.7 dBm (peak), 23.4 dBm (RMS)
BC	433.92 MHz	reception only

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Frequency	Frequency band	Maximum transmitting power
BC	433.92 MHz	reception only
BD	433.92 MHz	< 10 mW
BE	Wi-Fi IEEE 802.11 b/g/n: 2412 MHz – 2472 MHz GSM/GPRS/E GPRS 900: 880.2 MHz – 914.8 MHz GSM/GPRS/E GPRS 1800: 1710.2 MHz – 1784.8 MHz UMTS FDDI: 1922.4 MHz – 1977.6 MHz UMTS FDDVIII: 882.4 MHz – 912.6 MHz LTE FDD1: 1920 MHz – 1980 MHz LTE FDD3: 1710 MHz – 1784.9 MHz LTE FDD7: 2500 MHz – 2569.9 MHz LTE FDD8: 880 MHz – 914.9 MHz LTE FDD20: 832 MHz – 861.9 MHz	Wi-Fi IEEE 802.11 b/g/n: 18.4 dBm GSM/GPRS/E GPRS 900: 37.64 dBm GSM/GPRS/E GPRS 1800: 37.64 dBm UMTS FDDI: 27.84 dBm UMTS FDDVIII: 27.84 dBm LTE FDD1: 27.84 dBm LTE FDD3: 27.84 dBm LTE FDD7: 27.84 dBm LTE FDD8: 27.84 dBm LTE FDD20: 27.84 dBm
BF	5795 MHz – 5815 MHz (DSRC)	-14 dBm EIRP
BG	125 kHz 433.05 MHz – 434.79 MHz	125 kHz: reception only 433.05 MHz – 434.79 MHz: 0.5 mW [ERP] / -3 dBm [ERP]
BH	125 kHz 433.05 MHz – 434.79 MHz	125 kHz: reception only 433.05 MHz – 434.79 MHz: 0.03 mW [ERP] / -15 dBm [ERP]
BI	1575.42 MHz +/- 1.023 MHz (GPS/Galileo) 1602.00 MHz +/- 5.00 MHz (Glonass)	reception only
BJ	Bluetooth®: 2402 MHz – 2480 MHz Wi-Fi 2.4 GHz: 2410 MHz – 2480 MHz	Bluetooth®: 2.5 mW Wi-Fi: 100 mW
BK	Bluetooth®: 2402 MHz – 2480 MHz FM: 87.5 MHz – 108 MHz AM: 526.5 kHz – 1606.5 kHz DAB: 174 MHz – 240 MHz	4.3 dBm
BL	Bluetooth®: 2402 MHz – 2480 MHz Wi-Fi 2.4 GHz: 2412 MHz – 2472 MHz	Bluetooth®: 5 dBm (max) Transceiver power: 3 dBm Wi-Fi: 20 dBm (max) Transceiver power: 18 dBm
BM	5.85 GHz – 5.925 GHz	24 dBm
BN	5.9 GHz	2 W
BO	Channel A: 433.46 MHz Channel B: 433.92 MHz Channel C: 434.36 MHz	10 dBm
BP	868.7 MHz – 869.2 MHz	10 dBm (10 mW)
BQ	125 kHz 433.05 MHz – 434.79 MHz 6.52 GHz 7.04 GHz	125 kHz: reception only 433.05 MHz – 434.79 MHz: 0.03 mW [ERP] / -15 dBm [ERP] 6.52 GHz, 7.04 GHz, 7.56 GHz:

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Frequency	Frequency band	Maximum transmitting power
	7.04 GHz 7.56 GHz	6.52 GHz, 7.04 GHz, 7.56 GHz: 1 mW [EIRP] / 0 dBm [EIRP] -41.3 dBm /MHz [EIRP] spectral density
BR	WCDMA Band 1: 1920 MHz – 1980 MHz WCDMA Band 3: 1710 MHz – 1785 MHz WCDMA Band 8: 880 MHz – 915 MHz LTE Band 1: 1920 MHz – 1980 MHz LTE Band 3: 1710 MHz – 1785 MHz LTE Band 7: 2500 MHz – 2570 MHz LTE Band 8: 880 MHz – 915 MHz LTE Band 20: 832 MHz – 862 MHz LTE Band 28A: 703 MHz – 718 MHz LTE Band 32: 1452 MHz – 1496 MHz GSM 900: 880 MHz – 915 MHz DCS 1800: 1710 MHz – 1785 MHz GNSS: 1559 MHz – 1610 MHz	WCDMA Band 1: 22.64 dBm WCDMA Band 3: 22.89 dBm WCDMA Band 8: 23.35 dBm LTE Band 1: 22.15 dBm LTE Band 3: 21.82 dBm LTE Band 7: 21.63 dBm LTE Band 8: 21.98 dBm LTE Band 20: 22.47 dBm LTE Band 28A: 22.03 dBm LTE Band 32: - GSM 900: 31.99 dBm DCS 1800: 29.98 dBm GNSS: -
BS	125 kHz	30.55 dBµA/m (@ 3 m)
BT	125.3 kHz	-10.46 dBµA/m (@10 m)
BU	124.9 kHz	-10.6 dBµA/m (@10 m)
BV	125 kHz	-12.25 dBµA/m (@ 10 m)
BW	125 kHz	-8.43 dBµA/m @ 10 m
BX	76.0 GHz – 77.0 GHz	2.0W (33 dBm RMS EIRP)
BY	Bluetooth®: 2402 – 2480 MHz Wi-Fi 2.4: 2412 – 2472 MHz Wi-Fi 5: 5150 – 5250 MHz, 5725 – 5850 MHz VHF II: 87.5 – 108 MHz VHF III: 174 – 240 MHz	Bluetooth®: max. 1.20 dBm Wi-Fi 2.4: max. 16.40 dBm Wi-Fi 5.2: max. 13.46 dBm Wi-Fi 5.2: max. 13.77 dBm
BZ	GNSS: 1570 MHz – 1614 MHz Wi-Fi p standard: 5.85 GHz – 5.925 GHz	GNSS: reception only Wi-Fi p standard: 20 dBm
CA	5.85 GHz – 5.925 GHz	20 dBm
CB	5.9 GHz (802.11p)	Roof aerial: 20±3 dBm Front aerial: -16±3 dBm
CC	125 kHz ± 10 kHz	5.4 dBµA/m
CD	WCDMA Band 1: 1920 MHz – 1980 MHz WCDMA Band 3: 1710 MHz – 1785 MHz WCDMA Band 8: 880 MHz – 915 MHz LTE Band 1: 1920 MHz – 1980 MHz LTE Band 3: 1710 MHz – 1785 MHz LTE Band 7: 2500 MHz – 2570 MHz LTE Band 8: 880 MHz – 915 MHz LTE Band 20: 832 MHz – 862 MHz	WCDMA Band 1: 22.47 dBm WCDMA Band 3: 22.81 dBm WCDMA Band 8: 23.31 dBm LTE Band 1: 22.02 dBm LTE Band 3: 21.68 dBm LTE Band 7: 21.54 dBm LTE Band 8: 21.8 dBm LTE Band 20: 22.37 dBm LTE Band 28A: 21.94 dBm GSM 900: 31.91 dBm

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Frequency	Frequency band	Maximum transmitting power
	LTE Band 28A: 703 MHz – 718 MHz GSM 900: 880 MHz – 915 MHz DCS 1800: 1710 MHz – 1785 MHz GNSS: 1559 MHz – 1610 MHz	DCS 1800: 29.93 dBm GNSS: -
CE	110 kHz ± 5 kHz	93.05 dBµA/m @ 12 cm
CF	1575.42 +/- 1.023 MHz (GPS / Galileo) 1602.00 +/- 5.00 MHz (Glonass)	reception only
CG	125 kHz 433.05 MHz – 434.79 MHz	125 kHz: reception only 433.05 MHz – 434.79 MHz: 78 dBµV/m @ 3m (average)
CH	125 kHz 433.05 MHz – 434.79 MHz 6.52 GHz 7.04 GHz 7.56 GHz	125 kHz: reception only 433.05 MHz – 434.79 MHz: 0.5 mW [ERP] / -3 dBm [ERP] 6.52 GHz, 7.04 GHz, 7.56 GHz: Peak Power: 1.0 mW [EIRP] / 0 dBm [EIRP], Mean Power Spectral Density: -41.3 dBm /MHz [EIRP]
CI	5795 MHz – 5815 MHz (DSRC)	-14 dBm EIRP
CJ	125 kHz	97.2 dBµA/m (@ 3 m)
CK	Bluetooth®: 2402 MHz – 2480 MHz	
CL	76.0 GHz – 77.0 GHz	30.49 dBm (peak), 21.4 dBm (RMS)

Manufacturer reference numbers

Manufacturer	Manufacturer name	Manufacturer's address
01	Desay SV Automotive Europe GmbH	In der Buttergrube 3-7, 99428 Weimar Germany
02	Hirschmann Car Communication GmbH	Stuttgarter Str. 45-51, 72654 Neckartenzlingen Germany
03	FUBA Automotive Electronics GmbH	TecCenter, 31162 Bad Salzdetfurth Germany
04	Molex Hildesheim	Daimlerring 31, 31135 Hildesheim Germany
05	Hella GmbH & Co. KGaA	Rixbecker Str. 75, 59552 Lippstadt Germany
06	Panasonic Automotive Systems Europe GmbH	Robert Bosch Str. 27-29, 63225 Langen Germany
07	Joynext	Joynext Dresden, Gewerbepark Merbitz 5, 01156 Dresden Germany
08	LG	Manufacturer: LG Electronics Inc LG Twin Towers 128 Yeoui-daero, Yeongdeungpo-gu Seoul 150-721 Korea Korea importer:

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Manufacturer	Manufacturer name	Manufacturer's address
		LG Electronics European Shared Service Center B.V. Krijgsman1, 1186 DM Amstelveen The Netherlands
09	Flextronics International Kft. 8900 Zalaegerszeg (HUN) Zrinyi Miklos utca 38	Flex Automotive GmbH Arthur-B.-Modine-Str. 1 70794 Filderstadt Germany
10	DESAY SV Automotive	Manufacturer: Huizhou Desay SV Automotive Co., Ltd. NO. 103 Hechang 5th Road West, Zhongkai National Hi-tech Industrial Development Zone, Huizhou, Guangdong 516006 P.R. China Importer: Desay SV Automotive Europe GmbH In der Buttergrube 3-7 99428 Weimar-Legefeld Germany
11	ADC Automotive Distance Control Systems GmbH	Peter-Dornier-Strasse 10, 88131 Lindau Germany
12	Digades GmbH Zittau	Äußere Weberstr. 20, 02763 Zittau Germany
13	Continental Automotive GmbH	Siemensstrasse 12, 93055 Regensburg Germany
14	Molex Dabendorf	Märkische Straße 72, 15806 Zossen Germany
15	Lesswire GmbH	Rudower Chaussee 30, 12489 Berlin Germany
16	Visteon Electronics Slovakia	Odstepny zavod Namestovo, 02901 Namestovo Slovakia
17	Continental Automotive GmbH	VDO Straße 1, 64832 Babenhausen Germany
18	Huf Baolong Electronics Bretten GmbH	Gewerbestrasse 40, 75015 Bretten Germany
19	Sensata / Schrader Electronics	Sensata / Schrader Electronics 11 Technology Park, Belfast Road Antrim, Northern Ireland, BT41 1QS, UK
20	Huf Hülsbeck & Fürst GmbH & Co. KG	Steegerstr.17, 42551 Velbert Germany
21	Robert Bosch GmbH XC-DA/ECR	Postfach 1661, 71226 Leonberg Germany
22	ASK Industries S.p.A	Via dell`Industria n.12/14/16, 60037 Monte San Vito Italy
23	Ficosa	P.I. Can Mitjans s/n, E08232 Viladecavalls(Barcelona) Spain

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Manufacturer	Manufacturer name	Manufacturer's address
24	AEV spol. s r.o.	Jozky Silneho 2783, 76701 Kromeriz Czech Republic
25	Norbit	Norbit ITS AS, Stiklestadv. 1, 7041 Trondheim Norway
26	LG ELECTRONICS INC	Manufacturer: LG ELECTRONICS INC. 10, Magokjungang 10-ro, Gangseo-gu, Seoul, Republic of Korea Importer: LG Electronics European Shared Service Center B.V. Krijgsman1, 1186 DM Amstelveen, The Netherlands
27	Intellic	Fernitzer Straße 5, 8071 Hausmannstätten Austria
28	Aptiv	Aptiv Services Deutschland GmbH, Am Technologiepark 1, 42111 Wuppertal Germany
30	BURY Sp.z.o.o.	ul. Wojska Polskiego 4, 39-300 Mielec, Poland
31	Robert Bosch GmbH	Daimlerstrasse 6, 71229 Leonberg Germany
32	LG ELECTRONICS INC	Ul. LG Electronics 7, 06-500 Mlawa Poland
33	BCS Automotive Interface Solutions s.r.o.	Jana Nohy 2048, 256 01 Benesov Czech Republic
34	Continental AG	Vahrenwalder Str. 9, 30165 Hannover Germany
35	Visteon	Visteon Portuguesa Ltd. 2950-503 Palmela(PRT) Estrada Nacional 252, KM12 Parque das Carrascas Portugal

Approval numbers

Egypt

TAC.07021815923.WIR, TAC.08051918491.WIR, TAC.17101817260.WIR, TAC.17102125453.WIR, TAC.18042227628.WIR, TAC.19102239714.WIR, TAC.19102239715.WIR, TAC.24061918671.WIR, TAC.24061918672.WIR, TAC.24091817125.WIR, TAC.29051918508.WIR, VOCSZ210525002.

Algeria

No.'0010797, 05/00-0225062B14.

Agréé par l' ARPT:

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31.AF/528/DT/DG/ARPT/18, 1910/1-36.DA/617/DT/DG/ARPT/18.

Agréé par l' ARPCE:

13/1-88.DA/1419/DT/DG/ARPCE/18, 18/1-88.DA/1424/DT/DG/ARPCE/18, 22/1-88.DA/1428/DT/DG/ARPCE/18, 1146/1-17.MS/603/DT/DG/ARPCE/19, 1372/1.24.BT/762/DT/DG/ARPCE/19, 1372/1-24.MS/762/DT/DG/ARPCE/19, 1692/1.28.BT/922/DT/DG/ARPCE/19, 2113/1-36.DA/.../DT/DG/ARPCE/19, 2764/1-58.DA/911/DT/DG/ARPCE/18, 2766/1-58.DA/913/DT/DG/ARPCE/18, 2767/1-58.DA/914/DT/DG/ARPCE/18, 2768/1-58.DA/915/DT/DG/ARPCE/18, 2904/1-59.DA/968/DT/DG/ARPCE/18.

Homologué par l'ANF:

216/H/ANF/2020, 382/H/ANF/2020.

22/H/ANF/2021, 53/H/ANF/2021, 089/H/ANF/2021, 209/H/ANF/2020, 342/H/ANF/2021, 405/H/ANF/2021, 406/H/ANF/2021.

006/H/ANF/2022, 007/H/ANF/2022, 008/H/ANF/2022, 009/H/ANF/2022, 010/H/ANF/2022, 028/H/ANF/2022, 048/H/ANF/2022, 078/H/ANF/2022, 173/H/ANF/2022.

010/H/ANF/2023.

Angola

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Azerbaijan

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AZ 031.55.02.02677.22, AZ 031.55.02.05312.22,

AZ 031.60.02.02233.22, AZ 031.60.02.06452.22,

AZ 031.60.02.06454.22.

AZI.35.02.01940.22, AZI.35.02.01941.22,

AZI.35.02.01942.22, AZI.35.02.01943.22.

SO-RF/SIV-3132.

Australia

ABN 12 625 564 909, ABN 50 068 406 995, ABN 76 310 261 826, ABN 81 145 810 206.

ACN 006 256 524.

ACN/ARBM 84 156 023 504.

ACN/ARBN 004 315 628, ACN/ARBN 004 528 778/58004528778, ACN/ARBN 4156023504, ACN/ARBN 006 256 524.

N11042.

RCMA020050903.

2150-01, 2152-01, 2851-01.

Bahrain

1329, 2699, 3002, 3003, 6476.

, DLM/1405, DLM/1630/6858, DLM/932 Ref.nr. 2663000, DLM/1294 Ref.nr. 2937000, DLM/1630 Ref.nr. 7372, DLM/1630 Ref.nr. 3362, DLM/1630 Ref.nr. 4174000, DLM/1630 Ref.nr. 4199000, DLM/1630 Ref.nr. 10137, DLM/1630 Ref.nr. 10138, DLM/1630 Ref.nr. 5919000, DLM/1968/10616.

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Botswana

BOCRA/TA/REGISTERED No:

3372, 2018/2026, 2018/3012, 2018/3941. 2018/3991, 2018/3992, 2018/4129, 2018/4130, 2018/4131, 2018/4132, 2018/4133, 2018/4134, 2018/4135, 2018/4136, 2018/4193, 2018/4194, 2018/4195, 2018/4196.

2019/2174, 2019/4311, 2019/4666, 2019/4701, 2019/4997, 2019/4998, 2019/5045, 2019/5046.

2020/3991, 2020/3992, 2020/5158, 2020/5159, 2020/5191, 2020/5470.

2021/5886, 2021/5957,

2019/4309, 2019/4982, 2019/5895, 2019/6030.

2020/5188, 2020/5261, 2020/5846,

2021/4057, 2021/5886, 2021/5894, 2021/5895, 2021/5957, 2021/6030.

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Chile

3458/DO Nº45141/f26, 3590/DO N°87.187/F71, 4665/DFRS01259/F-50, 12190/DO Nº 48994/F26, 5092/DO 55076/F60.

N° 13589/DO N° 83457/F39.

N° 15530/DO N° 50759/F26.

Nº 13829/DO N° 49857/F60.

Nº 16512/DO N° 84637/F28

1806, 58798, 58799.

Costa Rica

03446-SUTEL-DGC-2019.

05927-SUTEL-DGC-2019.

06786-SUTEL-DGC-2019.

09226-SUTEL-DGC-2020.

04596-SUTEL-DGC-2021.

11249-SUTEL-DGC-2021.

01669-SUTEL-DGC-2022.

09320-SUTEL-DGC-2022.

09325-SUTEL-DGC-2022.

Curacao

2018/159/TA, 2019/067/TA, 2019/121/TA, 2019/121a/TA, 2020/020/TA3, 2022/240/TA, 2022/240a/TA, 2022/241/TA.

Ecuador

ARCOTEL-NRH-2019-000413.

ARCOTEL-NRH-2019-000417.

ARCOTEL-NRH-2019-000424.

OwnersManuals2.com

ARCOTEL-NRH-2020-000633.

ARCOTEL-NRH-2022-001253.

ARCOTEL-NRH-2022-001367.

ARCOTEL-NRH-2022-001368.

England, Wales and Scotland

Further information on radio systems *(→ Radio Equipment Directive (RED))*

10385, 10440.

LO476ADC1.AMK, T818399F-02-TEC (0682)

Europe and countries that certify radio equipment based on European directives:

See EU declarations of conformity under *(→ Radio Equipment Directive (RED))*.

T818363F-03-TEC, T818399F-02-TEC (0682), T.2021.09.0007T.2021.04.0014.

A. - Informations relatives à la sécurité des personnes utilisatrices ou non

Respect des restrictions d'usage spécifiques à certains lieux(hôpitaux, avions, stations-service, établissements scolaires...).

Pour les téléphones mobiles, rappel de l'interdiction de l'usage d'un téléphone tenu en main par le conducteur d'un véhicule en circulation.

Précautions à prendre par les porteurs d'implants électroniques(stimulateurs cardiaques, pompes à insuline, neurostimulateurs...) concernant notamment la distance entre l'équipement radioélectrique et l'implant (15 centimètres dans le cas des sources d'exposition les plus fortes comme les téléphones mobiles).

B. - Informations sur les comportements à adopter pour réduire l'exposition aux rayonnements émis par les équipements radioélectriques

Utiliser l'équipement radioélectrique dans de bonnes conditions de réception pour diminuer la quantité de rayonnements reçus.

Utiliser un kit mains-libres ou un haut-parleur, si adapté à l'équipement radioélectrique.

Faire un usage raisonné des équipements radioélectriques comme le téléphone mobile, par les enfants et les adolescents, par exemple en évitant les communications nocturnes et en limitant la fréquence et la durée des appels.

Eloigner les équipements radioélectriques du ventre des femmes enceintes.

Eloigner les équipements radioélectriques du bas-ventre des adolescents.

Gabun

D'HOMOLOGATION D'EQUIPEMENTS DE TELECOMMUNICATIONS

CERTIFICAT No:

100/ARCEP/2019, 440/ARCEP/2019, 441/ARCEP/2019, 443/ARCEP/2019, 444/ARCEP/2019, 445/ARCEP/2019, 446/ARCEP/2019, 450/ARCEP/2019, 513/ARCEP/2019, 608/ARCEP/2019, 609/ARCEP/2019.

045/ARCEP/2020, 112/ARCEP/2020,337/ARCEP/2020, 369/ARCEP/2020, 371/ARCEP/2020, 433/ARCEP/2020, 452/ARCEP/2020, 554/ARCEP/2020, 865/ARCEP/2020, 869/ARCEP/2020, 885/ARCEP/2020, 970/ARCEP/2020, 1012/ARCEP/2020, 1013/ARCEP/2020, 1017/ARCEP/2020.

033/ARCEP/2021, 070/ARCEP/2021, 419/ARCEP/2021, 421/ARCEP/2021, 644/ARCEP/2021, 645/ARCEP/2021, 675/ARCEP/2021, 697/ARCEP/2021, 698/ARCEP/2021, 699/ARCEP/2021, 1016/ARCEP/2021, 1365/ARCEP/2021.

044/ARCEP/2022, 096/ARCEP/2022, 112/ARCEP/2022, 203/ARCEP/2022, 263/ARCEP/2022, 264/ARCEP/2022, 320/ARCEP/2022, 604/ARCEP/2022, 891/ARCEP/2022.

OwnersManuals2.com

104/ARCEP/2023, 105/ARCEP/2023.

Guatemala

SIT-DH-028-2022, SIT-DH-029-2020, SIT-DH-115-2018, SIT-DH-116-2019, SIT-DH-163-2019, SIT-DH-156-2022, SIT-DH-020-2023.

Honduras

N° 2054/19, N° 2031/18, N° 2189/2019, N° 2227/2019, N° 3259/2021, N° 3809/2023, N° 3811/2023.

Hong Kong

HKCA 1035, HKTA 1035, HK0011902060, HK0011902061, HK0022000048, US0031800001, US0031900024.

Israel

51-41889, 51-42830, 51-42841, 51-43949, 51-46980, 51-54730, 51-55347, 51-63653, 51-65839, 51-69416, 51-69417, 51-73720, 51-77882, 51-80024, 51-88548, 54-37173, 51-88746, 51-88751.

55-02626, 55-07477, 55-07480, 55-07924, 55-09135, 55-09893, 55-10408, 55-11679, 55-12036, 55-12037, 55-12193, 55-12628.

63-63304, 63-66687, 63-66961, 63-73362, No. 7052352267, No. 9872340205.

הוראות בטיחות

1. להתקנה על ידי אנשי שירות מוסמכים בלבד

אין לבצע שינויים כלשהם במוצר זה. לשינויים אלו יכולה להיות השפעה שלילית על ביצועי המוצר, בטיחותו ועמידותו ובנוסף, יש בהם כדי לחרוג מתנאי האחריות. 2

מספר אישור התאמה מטעם משרד התקשורת חל איסור לבצע פעולות במכשיר שיש בהן כדי לשנות את תכונותיו האלחוטיות של המכשיר, ובכלל זה שינויי תוכנה, החלפת אנטנה מקורית או הוספת אפשרות לחיבור לאנטנה חיצונית, בלא קבלת אישור משרד התקשורת, בשל החשש להפרעות אלחוטיות

Jamaica

This product contains a Type Approved Module by Jamaica:

SMA Equipment Identifier:

ARS5-B.

CB2JCIBUSHL4, CONBOX-HIGH.

FPK8 IMMO5D, FR5CUEC, FS14T and FS14TK, FS19, FS19S, FS125C, FS191S.

LTE-MBC-NAR, LTE-MBC-NAR2.

Medium 5C_21, MEDIUM 5C & COLOUR 5C, MIB GLOBAL STANDARD PLUS, MQB3 OI, MQBS01.

NF3-F5CP42

RS4, RS5.3, RSB19.

TLAHW3IU-W, TLVHM3IU-W, TSSRE4A, TSSRE4Td, TSSRE4Uf, TSSSG4G4, TSSSG4G5b, TSSTSc.

VK2, VW MIB2 Entry.

WCH-183, WCH-185, WCH-186, WPC003-1, WPC003-5.

013854, 17101022, 17101023, 17101031, 17101032, 17101041, 17101043.

18020534, 5WK50257/254/252/250/248/40398036/40406557/4038279.

OwnersManuals2.com

Jordan

TRC/LPD/...

2010/91, 2014/9, 2014/241, 2014/248, 2014/258, 2014/274, 2015/387, 2016/252, 2016/538, 2016/584, 2016/591, 2017/63, 2017/254, 2018/1, 2018/162, 2018/381, 2019/152, 2019/153, 2019/155, 2019/233, 2019/234.

TRC/34/6019/2020, TRC/31/7615/2020, TRC/31/7918/2020, TRC/31/9121/2021, TRC/32/6420/2020, TRC/36/10848/2022, TRC/36/10847/2022,

TRC/SS/2014/127, TRC/SS/2016/476, TRC/SS/2019/212.

TRC No.: T/4/11/11/...

258, 3338, 3680, 3681, 3893, 4387, 4555, 5621, 5649, 5653, 5896, 5898, 7716, 8102, 8205, 9851, 10752.

Kazakhstan

11062020-368.

ЕАЭС N U Д-DE.PA07.B.91236/22.

ЕАЭС N RU Д-DE.PA07.B.91235/22.

Qatar

CRA/SA/2015/R-4714, CRA/SA/2015/R-7689, CRA/SA/2016/R-5808, CRA/SA/2017/R-6720, CRA/SA/2017/R-6722, CRA/SA/2018/R-6820.

CRA/SM/2018/R-7422, CRA/SM/2018/R-7447.

CRA/SM/2019/R-7761, CRA/SM/2019/R-8053, CRA/SM/2019/R-8054.

CRA/SM/2020/S-0005129, CRA/SM/2020/S-0005662.

CRA/SM/2021/S-0008566.

CRA/SM/2022/S-0011867, CRA/SM/2022/S-009342.

ICTQATAR/RT/2010/R-1978.

Kenya

Ref: CA/LCS/1600/GEN/Vol.1.

VAT Reg No. 331 0184 52.

Libya

657-TA19, 675-TA19, 822-TA19, 822-TA198, 1228-TA21, 1433-TA22, 1434-TA22.

Madagascar

N° 22/031-DCP/ARTEC/DG/DNCSR/SNAESR/test.

N° 22/329-DCP/ARTEC/DG/DNCSR/SNAESR/test unlimited ab 02.11.2022.

N° 22/330-DCP/ARTEC/DG/DNCSR/SNAESR/test

Morocco

AGREE PAR L'ANRT MAROC : Numéro d'agrément, Date d'agrément.

MR0005835ANRT2010 28.08.2020, MR7906ANRT2013 06.03.2013.

MR9102ANRT2014, MR9107ANRT2014 18.03.2014, MR9778ANRT2014 11.11.2014, MR9918ANRT2014 22.12.2014.

OwnersManuals2.com

MR11030ANRT2015.

MR12089ANRT2016 15.06.2016, MR12123ANRT2016 22.06.2016, MR12623ANRT2016 11.10.2016, MR12901ANRT2016 30.11.2016.

MR13255ANRT2017 09.02.2017, MR13576ANRT2017, MR13900ANRT2017 04.05.2017, MR14830ANRT2017 28.09.2017.

ANRT/DTEC/DAA/SAG/BD/1391/2018 14.09.2018,

ANRT/DTEC/DAA/SAG/BD/1480/2018 09.10.2018,

MR15669ANRT2018 31.01.2018, MR15674ANRT2018 31.01.2018, MR15675ANRT2018 31.01.2018, MR16263ANRT2018 06.04.2018, MR16606ANRT2018 17.05.2018, MR16657ANRT2018 23.05.2018, MR16726ANRT2018 30.05.2018, MR16794ANRT2018 05.06.2018, MR16860ANRT2018 18.06.2018, MR16861ANRT2018 18.06.2018, MR16905ANRT2018 21.06.2018, MR16906ANRT2018 21.06.2018, MR16907ANRT2018 21.06.2018, MR16908ANRT2018 21.06.2018, MR17015ANRT2018 03.07.2018, MR17016ANRT2018 03.07.2018, MR17079ANRT2018 11.07.2018, MR17080ANRT2018 11.07.2018, MR17201ANRT2018 06.08.2018, MR17202ANRT2018 06.08.2018, MR17203ANRT2018 06.08.2018, MR17204ANRT2018 06.08.2018, MR17505ANRT2018 14.09.2018, MR17528ANRT2018 27.10.2022, MR17576ANRT2018 26.09.2018, MR17678ANRT2018 11.10.2018, MR17679ANRT2018 11.10.2018, MR18103ANRT2018 30.11.2018.

ANRT/DTEC/DAA/SAG/OR/802/2019 26.11.2019,

MR18928ANRT2019 25.02.2019, MR19106ANRT2019 14.03.2019, MR19108ANRT2019 14.03.2019, MR19315ANRT2019 04.04.2019, MR19338ANRT2019 09.04.2019, MR19339ANRT2019 09.04.2019, MR19767ANRT2019 15.05.2019, MR19768ANRT2019 15.05.2019, MR19769ANRT2019 15.05.2019, MR20233ANRT2019 27.06.2019, MR20859ANRT2019 11.09.2019, MR21473ANRT2019 28.11.2019, MR21807ANRT2019 23.12.2019.

MR00026333ANRT2020 12.11.2020, MR00026081ANRT2020 22.10.2020, MR23231ANRT2020 26.05.2020, MR25982ANRT2020 14.10.2020, MR31772ANRT2020 17.02.2022.

MR00027808ANRT2021 17.03.2021, MR00030377ANRT2021 20.10.2021, MR00030406ANRT2021 24.10.2021, MR00030494ANRT2021 28.10.2021.

MR00035351ANRT2022, MR00035350ANRT2022.

Mauritius

TA/2018/0084, TA/2018/0982, TA/2018/1189, TA/2019/0509, TA/2019/0510.

Mexico

IFT/223/UCS/DG-AUSE/0311/2018, IFT/223/UCS/DG-AUSE/4432/2022, IFT/223/UCS/DG-AUSE/7455/2021, IFT/223/UCS/DG-AUSE/11233/2021, IFT-008-2015.

NYC-2102C0E19765, NYC-2202C0E21270.

RCPAPR318-2005.

RCPBOF522-0910, RCPBOFR18-1885, RCPBOLR09-0828, RCPBOLR16-0518, RCPBOMR12-1538, RCPBOMR14-0766, RCPBOMR14-0922.

RCPCOAR18-1800.

RCPHEBS14-0180, RCPHEBC18-2099, RCPHEFS19-1702, RCPHEFS20-1469, RCPHERS19-1678.

RCPLGLG16-0952, RCPLGMI19-1163.

RCPSCAG21-4523.

RCPVIVW20-0478, RCPVOHT13-1485, RCPVOMI15-0115, RCPVWL414-0775-A1, RCPVWL617-0023, RCPVWMM17-

OwnersManuals2.com

1053,

RLVBHTS19-1995.

RLVCO1820-0821, RLVCOAR15-0008, RLVCOBC16-1823.

RLVDER316-1666, RLVDER316-2005.

RLVHE0119-0720, RLVHEBC15-0293.

RLVHEFS18-1288, RLVHEFS18-1565, RLVHEFS19-0647, RLVHEFS19-1298, RLVHEFS20-0533, RLVHEFS20-1335, RLVHEFS20-1336, RLVHEFS20-1420.

RLVHERS17-0286, RLVHUHU19-1065.

RLVMABN18-1512, RLVMABN18-1512-A1.

RLVVIFP20-1412, RLVVIKO18-0155, RLVVIME19-1022, RLVVIME19-1023.

RLVVWFS17-2122, RLVVWFS17-2122-A1, RLVVW1718-1092, RLVVW1718-1169, RLVVW1718-1170, RLVVW1718-1171, RLVVW1718-1314, RLVVW1718-1315, RLVVW1718-1316, RLVVW1718-1317, RLVVW1718-1507, RLVVW1718-1508, RLVVW1718-1509, RLVVW1718-1517, RLVVW1718-1518, RLVVW1718-1519, RLVVW1718-1567, RLVVW1718-1568, RLVVW1718-1789, RLVVW1718-1790, RLVVW1718-1928, RLVVW1718-1929, RLVVW1719-1795, RLVVW1818-1248, RLVVW1818-1249, RLVVW1818-1258, RLVVW1819-0009, RLVVW1819-0023.

RTIVWCO19-1185, RTILGTL19-0483.

VOHEFS22-33012, VOHEFS22-33014.

La operación de este equipo está sujeta a las siguientes dos condiciones:

(1) es posible que este equipo o dispositivo no cause interferencia perjudicial y

(2) este equipo o dispositivo debe aceptar cualquier interferencia, incluyendo la que pueda causar su operación no deseada.

Moldova

24, 024, 1014, 1024, 8526,

MD OC TIP 024 A674-19, MD OC TIP 024 A675-19, MD OC TIP 024 A6246-18.

MD OC TIP 024 CET7272-21, MD OC TIP 024 CET7316-21, MD OC TIP 024 CET7396-21.

MD OC TIP 024 CET7476-22, MD OC TIP 024 CET7518-22, MD OC TIP 024 CET7691-22.

New Zealand

R-NZ:

2008-GO7355 Issue Number 152, 2151-01, 2153-01, 1628242.

ABN 12 625 564 909, ABN 81 145 810 206.

ACN 006256524, ACN/ARBN 006256524.

BCL DoC No 3213-01.

F690501/RF-RTL011520, F690501/RF-RTL011521, F690501/RF-RTL011522.

MDE_FLEX1401_EMCa_rev01.

Panama

2909, 3084, 5050.

Paraguay

OwnersManuals2.com

216-11-I-000311, 2015-02-I-000054, 2016-02-I-0000036, 2016-5-I-000138, 2016-7-I-000174, 2016-7-I-000186, 2016-10-I-000256, 2016-11-I-000293, 2017-07-I-0000220, 2018-05-I-000192, 2018-06-I-000212, 2018-07-I-000353, 2018-09-I-000419, 2018-10-I-000480, 2018-10-I-000481, 2018-10-I-000492, 2018-11-I-000612, 2018-11-I-000621, 2019-01-I-000071, 2019-05-I-000243, 2019-05-I-000245, 2019-05-I-000253, 2019-06-I-0289, 2019-07-I-0353, 2019-07-I-0396, 2019-08-I-0442, 2019-08-I-0452, 2019-11-I-0640, 2020-02-I-0111, 2020-03-I-00198, 2020-07-I-0455, 2020-11-I-0826, 2020-11-I-0832, 2021-09-I-0537, 2021-11-I-0678, 2022-03-I-00130, 2022-09-I-0620, 2022-09-I-0621.

1129/2019, 1297/2019, 1298/2019.

Este vehiculo posee el siguiente componente de radiofrecuencias, homologado por la CONATEL – Paraguay.

Peru

N° 0030-2019-MTC/29.01, N° 0367-2022-MTC/29.01, N° 0697-2022-MTC/29.01.

N° 1853-2020-MTC/29.01.

N° 2262-2022-MTC/29.01, N° 2263-2022-MTC/29.01.

TRFM42512, TRFM42420, TRFM42612, TRFM51170.

Philippines

NTC, Type Approved No.:

ESD-1408668C, ESD-1409181C, ESD-1510139C, ESD-1613057C, ESD-1816419C, ESD-1816997C, ESD-1817335C, ESD-1817369C, ESD-1817501C, ESD-1817853C, ESD-1818098C, ESD-1919228C, ESD-1919230C, ESD-1919232C, ESD-1919559C, ESD-1919803C, ESD-1919804C.

ESD-RCE-2024041, ESD-RCE-2128032, ESD-RCE-2229380, ESD-RCE-2231728, ESD-RCE-2231727.

Rwanda

181/HD/ICT/RURA/019, 279/HD/ICT/RURA/019.

RURA/ICT/AUT/220213502, RURA/ICT/AUT/220271948, RURA/ICT/AUT/220271951.

Russia

ТН ВЎЯ ЕАЎС: 9026 20, ТН ВЭД ЕАЭС: 9026 20, ТН ВЭД ЕАЭС:852610000.

BY/112 11.01. ТР020.02 00062.

ЕАЭС No BY/112 11.01. ТР020 020.02 00008, ЕАЭС No BY/112 11.01. ТР020 020.02 00009.

ЕАЭС No BY/112 11.01. ТР020 020 01725.

ЕАЭС No RU Д-CZ.PA01.B.05328/20, ЕАЭС No RU Д-CZ.PA01.B.05355/20, ЕАЭС N RU C-DE.МТ25.B.02383/20, RU Д-GB.Мл04.B.01092.

ЕАЭС No RU I-DE.ЗМ03.B.00092/19, ЕАЭС N RU Д-DE.PA01.B.42511/19.

ЕАЭС N RU Д-DE.ЭМ03.B.00155/20, ЕАЭС N RU Д-DE.ЭМ03.B.00156/20, ЕАЭС N RU Д-DE.PA01.B.44204/20.

ЕАЭС N RU Д-DE.PA02.B.41204/21, ЕАЭС N RU Д-DE.PA01.B.69952/21, ЕАЭС N RU Д-DE.PA01.B.70057/21, ЕАЭС N RU Д-DE.PA01.B.95474/21, ЕАЭС N RU Д-DE.PA01.B.95501/21.

ЕАЭС N RU Д-DE.PA01.B.46991/22, ЕАЭС N RU Д-DE.PA07.B.91236/22, ЕАЭС N RU Д-DE.PA07.B.91235/22, ЕАЭС No AM-016/S.B-0190-2022.

RU.32001.04ИБФ1.ИЛ43

Notes on technical data

OwnersManuals2.com

Saudi Arabia

TA 10102017-10102019-21312, TA 2018-1718, TA 2021-2125, TA 2022-1160.

29563, 2019-439, 2019-1205, 2019-1221, 2020-466, 2020-1043, 2021-935, 2021-1296, 2023-423.

Serbia

00790 01208 038 21, 1-01-3454-3618/11, 1-01-34540-228/21-5.

P1617197200, P1622022300, P1619047400, P1619073700, P1619073800, P1619095800, P1620011000, P1620132251, P1620132300, P1620069300, P1620151500, P1620166400, P1620167500, P1620167600, P1620169600, P1621082800, P1621159400, P1621159500, P1621196100, P1622022100, P1622047300, P1622160000, P1622160100.

H 005 20, H 005 21, 34540-165/22-5, 34540-194/21-3, 34540-768/18-5, 34540-1313/16-3.

T.2021.09.0007

И005 12, И005 13, И005 14, И005 15, И005 16, И005 17, И005 18, И005 19, И005 20, И005 22, И011 13-4, И011 14, И011 15, И011 17, И011 18, И011 19.

Singapore

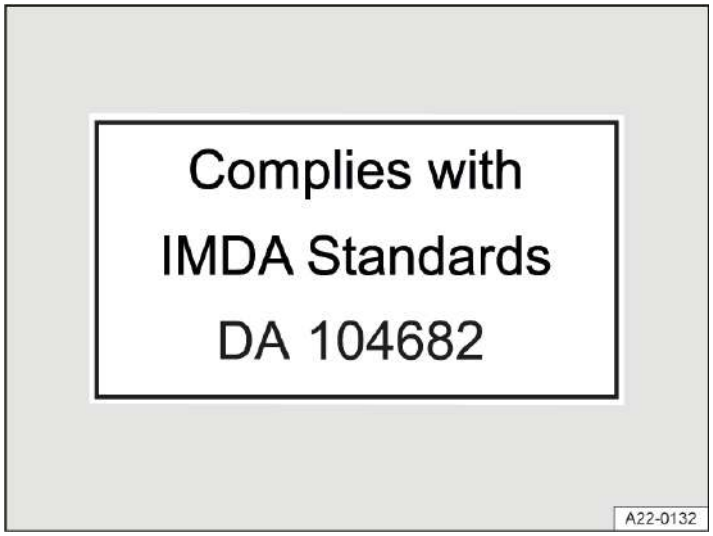


Fig. 1 Marking in accordance with radio communications regulations (illustration).

Complies with IMDA Standards:

DA103787, DA104328, DA104682, DA105282, DA107248, DA107974.

DB103858, DB106879, DB106879, DB107220.

Registration Number:

G1594-19, N0452-23, N0688-15, N0722-19, N1599-19, N2152-20, N2404-19, N2405-19, N2941-22, N3083-18, N3333-13, N3688-18, N4334-20, N4975-17, N5856-20, N5963-21.

Suriname

T0011/15, T0049/17, T0053/07, T0070/08, T0090/08, T0154/20.

South Africa

TA-2005/614.

OwnersManuals2.com

TA-2009/464.

TA-2010/1235.

TA-2012/1747, TA-2012/1821.

TA-2013/2085, TA-2013/2465, TA-2013/2503.

TA-2014/176, TA-2014/212, TA-2014/1783, TA-2014/2108, TA-2014/2597.

TA-2015/2011, TA-2015/2084.

TA-2016/169, TA-2016/501, TA-2016/820, TA-2016/863, TA-2016/1449, TA-2016/2568, TA-2016/2601, TA-2016/2759, TA-2016/3407, TA-2016/3539.

TA-2017/2824.

TA-2018/175, TE-2018/180, TA-2018/732, TA-2018/844, TA-2018/998, TA-2018/1091, TA-2018/1205, TA-2018/1649, TA-2018/1650, TA-2018/2775, TA-2018/2868, TA-2018/3466, TA-2018/3561, TA-2018/3974, TA-2018/5159.

TA-2019/115, TA-2019/348, TA-2019/582, TA-2019/583, TA-2019/1381, TA-2019/2348, TA-2019/5101, TA-2019/5116, TA-2019/5167.

TA-2020/2916, TA-2020/4885, TA-2020/5217, TA-2020/6392, TA-2020/7066, TA-2020/7103, TA-2020/7390.

TA-2021/0295, TA-2021/2146, TA-2021/2501.

TA-2022/0124, TA-2022/2916.

Tanzania

TCRA/TAC/105/2019, TCRA/TAC/152/2019, TCRA/TAC/1726/2021, TCRA/TECEDR/0001/20220, TCRA/TECESRD/0057/2022.

Thailand



Fig. 2 Kennzeichnung gemäß Funkkommunikationsgesetz (Prinzipdarstellung).

Class A NBTC ID:

29-XX-2564, 5700619-XXXX, A57004-17-xxxx, A57006-18, A57006-19, A57014-21, A57019-16-xxxx.

OwnersManuals2.com

RT 1751, RT 1752, 255.A.2560, FPK8IMMO5DMRRe14FCR.

Class B NBTC ID:

B38038-20-1814, B38166-20-1814.

เครื่องโทรคมนาคมและอุปกรณ์นี้ มีความสอดคล้องตามข้อกำหนดของ กทช.

1) เครื่องโทรคมนาคมและอุปกรณ์นี้ มีความสอดคล้องตามมาตรฐานหรือข้อกำหนดของ กสทช.

เครื่องโทรคมนาคมและอุปกรณ์นี้ มีความสอดคล้องตามข้อกำหนดของ กทช.

2) เครื่องวิทยุคมนาคมนี้มีระดับการแผ่คลื่นแม่เหล็กไฟฟ้าสอดคล้องตามมาตรฐานความปลอดภัยต่อสุขภาพของมนุษย์จากการใช้เครื่องวิทยุคมนาคมที่คณะกรรมการกิจการโทรคมนาคมแห่งชาติประกาศกำหนด

Tunisia

AHO-0177-18.

AHO-0991-19.

AHO-0278-20 (RS4), AHO-2081-20.

AHO-007-21, AHO-0933-21, AHO-0975-21, AHO-0997-21, AHO-1333-21, AHO-2244-21, AHO-2517-21, AHO-2703-21.

AHO-0463-22, AHO-0522-22, AHO-2529-22, AHO-2565-22.

Turkey

See EU declarations of conformity under *(→ Radio Equipment Directive (RED))*.

Countries outside of the USA that certify and approve radio equipment based on the USA's FCC guidelines:

FCC ID:

2AOUZ17101001, 2AOUZ17101002, 2AOUZ17101010, 2AOUZ17101022, 2AOUZ17101023, 2AOUZ17101031, 2AOUZ17101032, 2AOUZ17101033, 2AOUZ17101034, 2AOUZ17101041, 2AOUZ17101042, 2AOUZ17101043, 2AOUZ17101051, 2AOUZ17101052, 2AOUZ17101053, 2AOUZ17101054, 2AOUZ17101055, 2AOUZ17101056, 2AOUZ17101057, 2AOUZ17101071, 2AOUZ17101072, 2AOUZ18020531, 2AOUZ18020532, 2AOUZ18020533, 2AOUZ18020534, 2AOUZ18100931.

2AVXWWSBRC001, 2AVXWWSBRS001.

2AXPS-WPC003-1, 2AXPS-WPC003-5.

2AA98, 2AA98A, 2AA98-COLOUR5C, 2AA98-MEDIUM5C, 772C-LB1FD, BEJLCW05-VWE5, BEJMIB2, BEJMIB2PQ, BEJ-MEBICAS3, BEJ-MIBPQMIN, BEJ-MIB3OI, CWTUGZZF1, CWTUGZZF2, IYZVK2, KR5-BCMEVOC, LTQR3TR, NBG013854, NBG01RS4, NBG-BCMEVO, NBGFS12PM, NBGFS12P01M, NBGFS125C, NBGFS125C1, NBGFS125C5, NBGFS173NP, NBGFS173NPM, NBGFS173NR, NBGFS1744M, NBGFS19, NBGFS191, NBGFS19S, NBGFS191S, NBGFS93N, NBGMQBBB, NBGMQBBH, NBGRSB19, NBG011719A, NBG013854, NF3-F5CP42, NF3-FR5CPEC, NF3-MRR1PLUS, NF3MRREVO14F, NF3-LRR3SCU, NF3-LRR4, NT8-VWMIBREGIO, OAYARS4B, OAYARS5B, QIPALAS6A-US, RK7MBC-NAR, RX2BNFHL, RX2BNFLL, VPYLB1KD.

NT8-FPK8IMMO5D, RK7185-00, QZ9-KA3.

Interference statement

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and

(2) This device must accept any interference received, including interference that may cause undesired operation.

CAUTION TO USERS: Changes or modifications not expressly approved by the party responsible for compliance could

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void the user`s authority to operate the equipment.

Wireless notice

This device complies with FCC radiation exposure limits set forth for an uncontrolled environment and meets the FCC radio frequency (RF) Exposure Guidelines. This transmitter must not be colocated or operating in conjunction with any other antenna or transmitter. The antenna should be installed and operated with minimum distance of 20 cm between the radiator and your body.

FCC Class A digital device notice

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 (and to Part 18) of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

FCC Class B digital device notice

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

— Reorient or relocate the receiving antenna.

— Increase the separation between the equipment and receiver.

— Connect the equipment into an outlet on a circuit different from that to which the receiver is connected

— Consult the dealer or an experienced radio/TV technician for help.

Ukraine

0754, 0781, 0816, 0826, 0848, 0849, 0869, 0870, 0871, 0872, 0874, 0880, 0911, 0912, 0942, 0978, 0992, 0993, 1004, 1033.

1APTIV R3TR, 1BOSC0001.

UA.TR.109.0009-18, UA.TR.109.R.0389-18, UA.TR.109.R.0394-18, UA.TR.109.R.0425-18, UA.TR.028.

UA 1.001.018968-19-TE, UA.TR.109.R.0021-19, UA.TR.109.R.0133-19, UA.TR.109.R.0336-19, UA.TR.109.R.0337-19, 10094.007280-19.

UA.R.TR.052.081-20.

UA.TR.109.R.0340-21.

UA.032.CT.0187-22, UA.032.CT.0280-22.

629.60-CET, UA 1.001.021441-20-TE.

RTS.UKR.355-20/20 629.60-CET.

Uruguay

VU20180824-011038, VU20180914-012356.

VU20190312-003278, VU20190412-004940.

VU20201111-014219.

VU20210913-012768, VU20211026-014088.

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VU20221108-011216, VU20221108-011219.

Uzbekistan

2450121.

UZ.SMT.01.0026.69310499.

UZ.SMT.01.0038.79367590, UZ.SMT.01.0038.79367996.

UZ.SMT.01.0038.79367867, UZ.SMT.01.0038.79367681.

UZ.SMT.01.319.76698555, UZ.SMT.01.319.85230085.

UZ.SMT.01.319.85230183, UZ.SMT.01.319.85232588.

UZ.SMT.01.319.85232683.

United Arab Emirates

TRA, REGISTERED No_DEALER No

VU20180914-012356.

ER0109760/13_DA0043253/10, ER34947/14_DA0043252/10, ER35423/14_DA35176/14, ER37807/15_DA38660/15, ER450/20, ER45520_DA44932, ER46672/16_DA38660/15, ER48223_DA44932, ER49378/16_DA38660/15, ER49719/16_DA0062437/11, ER49796/16_DA35176/14, ER51643/17, ER53878/17_DA44932/15, ER54754/17_DA0043253/10, ER58504/17, ER61136/18_DA40068, ER61137/18_DA0089862/12, ER62570_DA44932, ER63911_DA44932, ER66801/18_DA77281/18, ER68006/18_DA40068/15, ER68006/18 TIC-D01-DS01, ER69987/19_DA44932/15.

ER70046/19_DA44932, ER70554/19_DA0043253/10, ER71148/19_DA0043253/10, ER71355/19_DA38660/15, ER71413/19_DA0089862/12, ER71414/19, ER73393/19, ER74095/19ER76324/19_DA56674/16.

ER77956/20_DA76153/18, ER89638/20_DA36975/14, ER90294/20_DA0043253/10.

ER97243/21_DA0043253/10, ER06372/22_DA0043253/10

VU20190312-003278, VU20190412-004940.

 ER0126849/14_DA0127935/14

 ER02529/21_DA36758/14

 ER10616/22_DA36975/14

 ER16588/22_DA56674/16

 ER16591/22_DA56674/16

 ER36213/14_DA36758/14

 ER39135/15_DA36758/14

 ER39739_DA36758/14

 ER43831/16_DA36758/14

 ER50430/16

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 ER55421/17_DA36758/14

 ER66310/18

 ER66978/18_DA36758/14

 ER70009/19_DA44932/15

 ER70659/19_DA44932/15

Belarus

BY/112 11.01. TP024 003.02 02057.

BY/112 11.01. TP024 003.02 02058.

BY/112 11.01. TP024 020 00007.

BY/112 11.01. TP024 020 00008.

BY/112 11.01. TP024 020 00047.

BY/112 11.01. TP024 020 00059.

BY/112 11.01. TP024 020 00687.

BY/112 11.01. TP024 020 00653.

BY/112 11.01. TP024 020 00652.

BY/112 11.01. TP024 020 00711.

BY/112 11.01. TP024 020 00712.

BY/112 11.01. TP024 020 00716.

BY/112 11.01. TP024 020.02 00117.

BY/112 11.01. TP024 030 00140.

BY/112 11.01. TP024 030 00717.

BY/112 11.01. TP024 030.01 00042.

BY/112 11.01. TP024 030.01 01319.

BY/112 11.01. TP024 030.01 01320.

Ra.RU.21ИР01.

RU.32001.04ИБФ1.ИЛ43

TP2018/024/BY.

ЕАЭС No RU Д-DE.МЛ66.В.02427.

ЕАЭС N RU Д-DE.РА01.В.46991/22.

26.30.23.700.

26.51.52.710.

469.

Unless otherwise indicated or listed separately, the technical data for the basic model applies. Optional equipment, different model designs, custom vehicles and country-specific vehicle equipment levels can result in different values. The data in the official vehicle documents always has precedence.

The official vehicle documents show which drive and which power output your vehicle has.

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Weight

The values for the kerb weight in the following tables apply to the road-ready vehicle with driver (75 kg (approx. 165 lbs)), service fluids including fuel tank carrying 90% of its capacity and, where applicable, tools and spare tyre. Additional equipment and retrofitted accessories increase the stated kerb weight and reduce the maximum permitted load accordingly.

The load comprises the weights of the following:

— Passengers.

— Overall load inside and outside the vehicle.

— Add-on parts.

— Drawbar load when towing a trailer.

The permitted gross vehicle weight rating and gross axle weight rating must never be exceeded. The permitted values are provided on the safety certificate (“safety compliance label”) or on the type plate on the B-pillar.

Performance figures

The performance figures were measured without equipment which may detrimentally affect performance, such as add-on parts.

The power output and performance figures may differ for reasons of vehicle registration or vehicle taxation.

The maximum speed may be limited and may therefore be lower for some engine versions in vehicles equipped with heavy-duty running gear.

Maximum trailer weight and drawbar load values

The figures for maximum trailer weight and drawbar load that are given on the type plate of the towing bracket are for certification purposes of the towing bracket only. The correct values for your specific model, which are often lower than these figures, are given in the vehicle documents. The values in the official vehicle documents, on the type plate of the vehicle or on the safety certificate always have priority.

Gross combination weight rating

The gross combination weight ratings listed apply only to altitudes up to 1,000 m (approx. 3,000 ft) above sea level. The maximum gross combination weight rating must be reduced by approximately 10% for every further started 1,000 m (approx. 3,000 ft) in altitude.

Explanation of the tables

Abbreviations used for the gearboxes: MG = manual gearbox, AG = automatic gearbox, DSG® = dual clutch gearbox DSG®. MG6 = 6-speed manual gearbox.

Abbreviations for body height:

NR

Normal roof.

HR

High roof.

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SHR

Super high roof.

Abbreviations for vehicle length:

S

Standard.

L

Long.

EL

Extra-long.

Vehicle identification number

Structure of the vehicle identification number

The vehicle identification number VIN

comprises 17 characters. These characters are categorised into seven groups.

These examples of a vehicle identification number are used to explain the structure.

Group	①			②			③		④	⑤	⑥	⑦					
Position:	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
Example	W	V	1	Z	Z	Z	E	B	8	P	H	0	0	0	0	9	6
	W	V	2	A	F	2	S	T	Z	P	H	1	0	3	2	1	1

① Vehicle manufacturer identifier:

WV1

Volkswagen Commercial Vehicles

WV2

Volkswagen Commercial Vehicles

② Filler characters: the filler characters may differ depending on manufacturer or contain information about the body or gearbox type.

③ Vehicle class per model:

EB

ID.Buzz

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SK

Caddy

ST

The new Multivan

SV

Transporter, Caravelle, Multivan

SW

Dropside, chassis

SY, SZ

Crafter

Depending on manufacturer, the places 7 to 9 can also contain information on the fuel type (7) and vehicle class (8 and 9).

(4) Filler character or check number: depending on the manufacturer, the filler character or the check number may differ.

(5) VIN index per model year:

N

2022

P

2023

R

2024

S

2025

(6) Production location, manufacturing plant:

H

Volkswagen Hanover Plant

X

Volkswagen Poznan Plant

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9

Volkswagen Września Plant

The assignment of the production location can differ depending on the vehicle, or it can be assigned twice.

(7) Sequential production number in a model year.

Position of the vehicle identification number

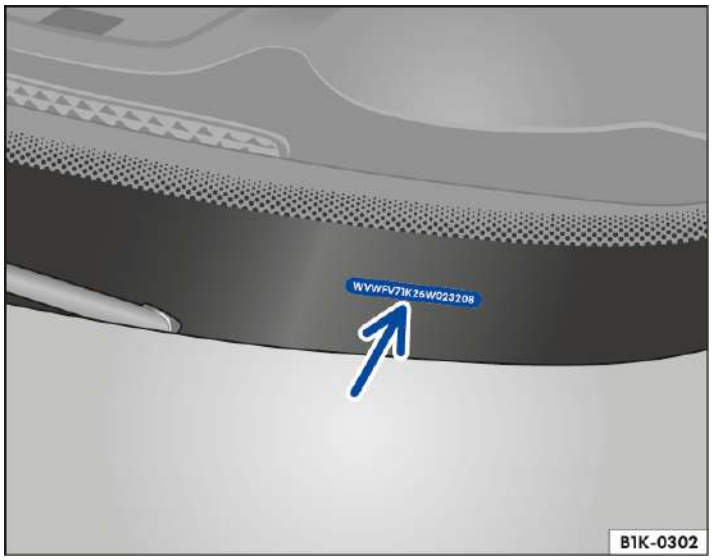


Fig. 1 Inside the windscreen: Vehicle identification number.

The vehicle identification number can be read from outside the vehicle through a viewer in the windscreen. The viewer is located in the lower corner of the windscreen.

In addition, the vehicle identification number is mechanically inserted on the right-hand side of the vehicle in the engine compartment.

For some models, depending on the Infotainment system version, the vehicle identification number can be displayed in the Service menu or in the vehicle settings. The vehicle identification number can also be found on the type plate.

Type plate

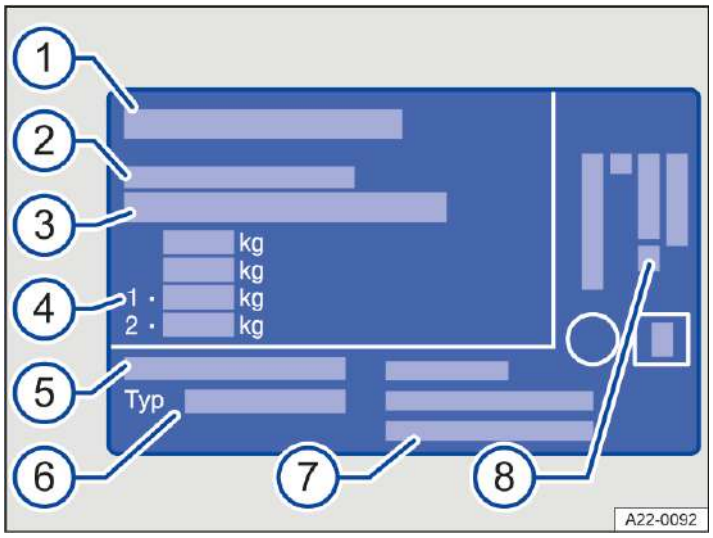


Fig. 1 On the B-pillar in the front door: type plate (illustration).

The type plate contains the following data:

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1. Manufacturer code.
2. EU Type Approval Number.
3. Vehicle identification number.
4. Gross vehicle weight rating

   Gross combination weight rating (vehicle plus trailer).

   Gross front axle weight rating

   Gross rear axle weight rating
5. Type approval number, country-dependent.
6. Official type designation.
7. Manufacturer's address.
8. Engine code.

Depending on country, the number of the type approval, e.g. EC type approval number, may be specified.

Depending on country and model, the type plate is visible in the lower area of the door pillar after opening the driver or front passenger door. Vehicles for certain export countries do not have a type plate.

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Safety certificate

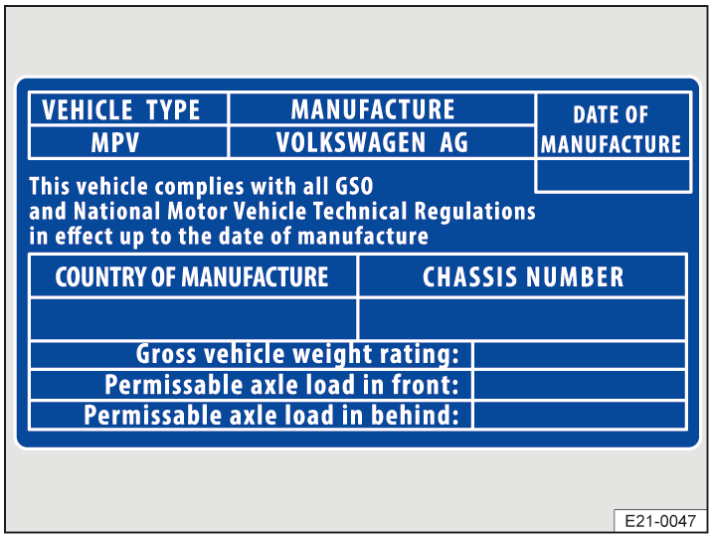


Fig. 1 Safety certificate (illustration).

A safety certificate on the door pillar in the driver door shows the following information:

— Vehicle type.

— Manufacturer.

— Date of manufacture.

— Country of manufacture.

— Vehicle identification number.

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Dimensions

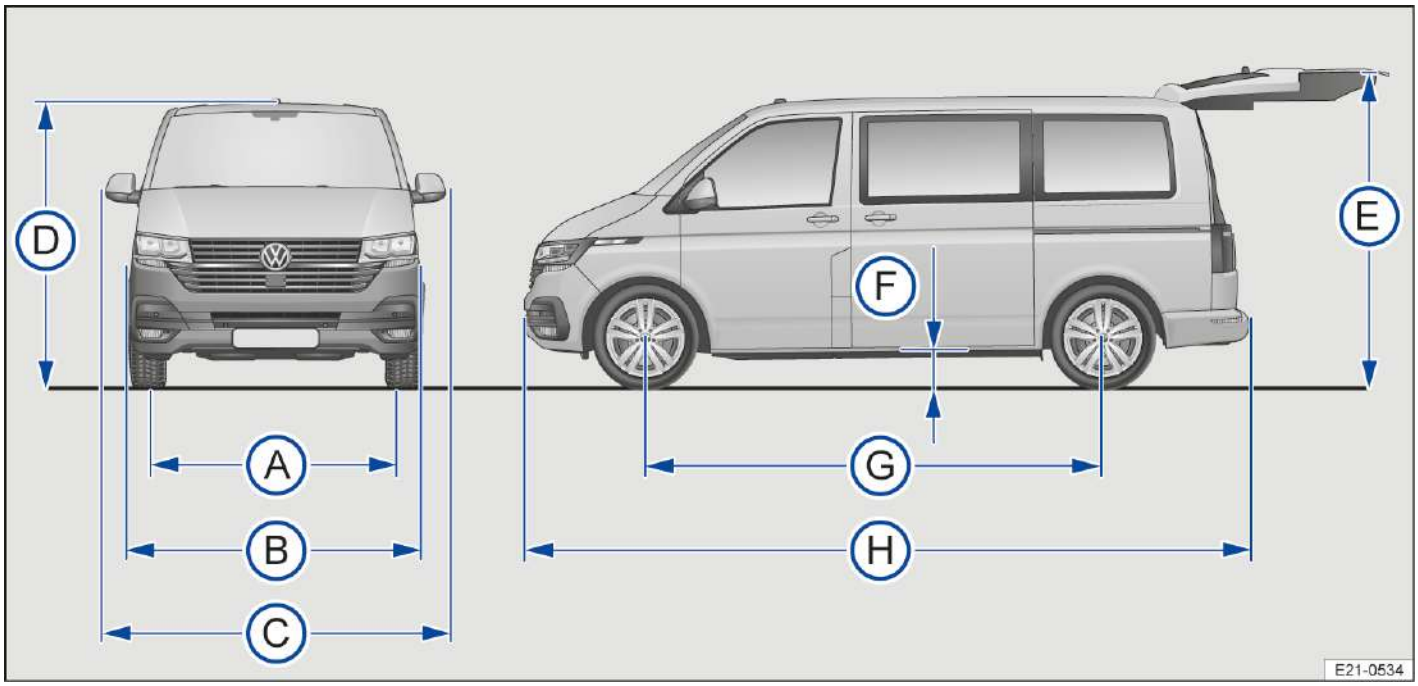


Fig. 1 Dimensions.

The data in the table applies to the German base model with basic equipment.

The specified values can vary due to different tyre and wheel sizes, if additional equipment is fitted, for different model versions, for retrofitted accessories, and for special vehicles. They can also vary in vehicles that have been manufactured for other countries.

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Dimensions → *Fig. 1*				Short wheelbase	Long wheelbase
A	Front track.		mm	1,622 – 1,634	1,622 – 1,634
	Rear track.		mm	1,628 – 1,640	1,628 – 1,640
B	Width excluding exterior mirrors.		mm	1,904	1,904
C	Width from exterior mirror to exterior mirror.		mm	2,297	2,297
D	Height at kerb weight.	Normal roof.	mm	1,950 – 1,990	1,950 – 1,990
		High roof.	mm	2,457 – 2,477	2,457 – 2,477
		Pop-up roof.	mm	1,950 – 2,030	1,950 – 2,030
E	Height with open boot lid at kerb weight.		mm	2,050 – 2,220	2,050 – 2,779
F	Ground clearance between the axles when ready to drive.		mm	178 – 211	202 – 209
G	Wheelbase		mm	3,000	3,400
H	Length (from bumper to bumper)		mm	4,904	5,304
	Length with towing bracket.		mm	5,006	5,406
–	Minimum turning circle diameter.		m	11.9	13.2

Capacities

Fuel tank capacity:
Approx. 80 l
Or: approx. 70 l.

Capacity of the AdBlue® tank:
Approx. 22 l

If refill bottles are used to refill the system, the AdBlue fill level could be slightly higher for technical reasons. For technical reasons, the filling quantity may be lower in cold climatic conditions.

Washer fluid reservoir capacity:
Approx. 5 l

The fuel tank capacity includes an unspecified reserve quantity which remains in the tank when the fuel gauge indicates that the tank is empty. The reserve quantity is variable and cannot be reliably used to increase the remaining range.

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2.0 l, 4-cylinder TDI®, 81 kW

Power output	81 kW at 3,100 – 4,250 rpm	
Engine code	DNAB	
Maximum torque	250 Nm at 1,350 – 3,100 rpm	
Gearbox		SG5
Maximum speed	km/h	155–164
Kerb weight	kg	1837– 2473
Gross vehicle weight rating	kg	2600–3200
Gross front axle weight rating	kg	1550–1710
Gross rear axle weight rating	kg	1400–1720
Maximum trailer weight, braked, gradients up to 12 %	kg	1820–2200
Maximum trailer weight, braked, gradients up to 8 %	kg	2,500
Maximum trailer weight, unbraked	kg	750
Maximum permissible drawbar load	kg	100
Maximum permitted gross combination weight	kg	4800– 4900

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2.0 l, 4-cylinder TDI®, 81 kW

Power output	81 kW at 3200 – 3750 rpm	
Engine code	CXHC	
Maximum torque	250 Nm at 1400 – 3000 rpm	
Gearbox		SG5
Maximum speed	km/h	164
Kerb weight	kg	1797–2437
Gross vehicle weight rating	kg	2600–3200
Gross front axle weight rating	kg	1500–1710
Gross rear axle weight rating	kg	1400–1720
Maximum trailer weight, braked, gradients up to 12 %	kg	1820–1900
Maximum trailer weight, braked, gradients up to 8 %	kg	2200
Maximum trailer weight, unbraked	kg	750
Maximum permissible drawbar load	kg	100
Maximum permitted gross combination weight	kg	4900

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2.0 l, 4-cylinder TDI®, 110 kW

Power output	110 kW at 3,250 – 3,750 rpm		
Engine code	DNAA		
Maximum torque	340 Nm at 1,500 – 3,000 rpm		
Gearbox		SG6	DSG®7
Maximum speed	km/h	170–183	169–182
Kerb weight	kg	1,908– 2,554	1,932– 2,474
Gross vehicle weight rating	kg	2,800–3,200	2,800–3,200
Gross front axle weight rating	kg	1,610–1,710	1,610–1,710
Gross rear axle weight rating	kg	1,475–1,720	1,475–1,720
Maximum trailer weight, braked, gradients up to 12 %	kg	2,120–2,300	2,120–2,300
Maximum trailer weight, braked, gradients up to 8 %	kg	2,500	2,500
Maximum trailer weight, unbraked	kg	750	750
Maximum permissible drawbar load	kg	100	100
Maximum permitted gross combination weight	kg	5,200–5,300	5,200–5,300

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2.0 l, 4-cylinder TDI®, 110 kW

Power output	110 kW at 3250 – 3750 rpm		
Engine code	CXHA		
Maximum torque	340 Nm at 1500–3000 rpm		
Gearbox		SG6	DSG®7
Maximum speed	km/h	182	181
Kerb weight	kg	1827–2467	1847–2534
Gross vehicle weight rating	kg	2800–3200	2800–3200
Gross front axle weight rating	kg	1600–1710	1600–1710
Gross rear axle weight rating	kg	1450–1720	1450–1720
Maximum trailer weight, braked, gradients up to 12 %	kg	2120–2300	2120–2300
Maximum trailer weight, braked, gradients up to 8 %	kg	2500	2500
Maximum trailer weight, unbraked	kg	750	750
Maximum permissible drawbar load	kg	100	100
Maximum permitted gross combination weight	kg	5200	5300

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2.0 l, 4-cylinder TDI®, 110 kW

Power output		110 kW at 3250 – 3750 rpm
Engine code		CXFA
Maximum torque		340 Nm at 1,500 – 3,000 rpm
Gearbox		DSG®7
Maximum speed	km/h	175– 181
Kerb weight	kg	1,969– 2,490
Gross vehicle weight rating	kg	3,080–3,200
Gross front axle weight rating	kg	1,610–1,710
Gross rear axle weight rating	kg	1,600–1,720
Maximum trailer weight, braked, gradients up to 12 %	kg	2,200– 2,220
Maximum trailer weight, braked, gradients up to 8 %	kg	2,500
Maximum trailer weight, unbraked	kg	750
Maximum permissible drawbar load	kg	100
Maximum permitted gross combination weight	kg	5,300

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2.0 l, 4-cylinder TDI®, 146 kW

Power output	146 kW at 3800 – 4000 rpm	
Engine code	CXEC	
Maximum torque	450 Nm at 1400 – 2400 rpm	
Gearbox		DSG®7
Maximum speed	km/h	201
Kerb weight	kg	1876–2583
Gross vehicle weight rating	kg	2800–3200
Gross front axle weight rating	kg	1600–1710
Gross rear axle weight rating	kg	1500–1720
Maximum trailer weight, braked, gradients up to 12 %	kg	2500
Maximum trailer weight, unbraked	kg	750
Maximum permissible drawbar load	kg	100
Maximum permitted gross combination weight	kg	5300

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2.0 l, 4-cylinder TDI®, 150 kW

Power output	150 kW at 4,000 rpm	
Engine code	DMZA	
Maximum torque	450 Nm at 1,400 – 2,250 rpm	
Gearbox		DSG®7
Maximum speed	km/h	189–203
Kerb weight	kg	1,980–2,779
Gross vehicle weight rating	kg	3,000–3,200
Gross front axle weight rating	kg	1,610–1,710
Gross rear axle weight rating	kg	1,450–1,720
Maximum trailer weight, braked, gradients up to 12 %	kg	2,120–2,500
Maximum trailer weight, braked, gradients up to 8 %	kg	2,500
Maximum trailer weight, unbraked	kg	750
Maximum permissible drawbar load	kg	100
Maximum permitted gross combination weight	kg	5,300

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Second stage manufacturers

Contact data:	
Company:	Telephone:
Street:	E-mail:
Location:	Website:
Country:	

Superstructures and modifications carried out:

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Available documentation on conversion:	Document storage locations:	
❑ Owner's manual		Stamp of the body builder Date:
❑ Maintenance information		
❑ Directory of replacement parts		
❑ Repair manuals		
❑ Circuit diagrams		
❑		
❑		
❑		
❑		

Second stage manufacturers

Contact data:	
Company:	Telephone:
Street:	E-mail:
Location:	Website:
Country:	

OwnersManuals2.com

Superstructures and modifications carried out:

Available documentation on conversion:	Document storage locations:	
❑ Owner's manual		
❑ Maintenance information		
❑ Directory of replacement parts		
❑ Repair manuals		
❑ Circuit diagrams		Stamp of the body builder Date:
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Second stage manufacturers

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Company:	Telephone:
Street:	E-mail:
Location:	Website:
Country:	

Superstructures and modifications carried out:

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Available documentation on conversion:	Document storage locations:	
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