# We thank you for buying a Volkswagen vehicle

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

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

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

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

**WARNING**

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

# About this Owner's Manual

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

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

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

This Owner's Manual describes a passenger vehicle.

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

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

## readme

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

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

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

## Digital Owner's Manual

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

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

## Printed Owner's Manual

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

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

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

# Explanations

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

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

## Directions

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

## Units and speeds

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

## Illustrations

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

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

## Form of address

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

## Terms used and their meanings:

Sunroof

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

Authorized Volkswagen dealer or authorized Volkswagen Service Facility

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

Authorized Volkswagen dealer or authorized Volkswagen Service Facility

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

Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility

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

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

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

## Explanation of symbols

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

The arrow indicates the end of a section.

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

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

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

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

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

**⚠ DANGER**

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

**⚠ WARNING**

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

**⚠ CAUTION**

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

***ⓘ NOTICE***

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

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

Texts with this symbol contain supplementary information.

# View from the front

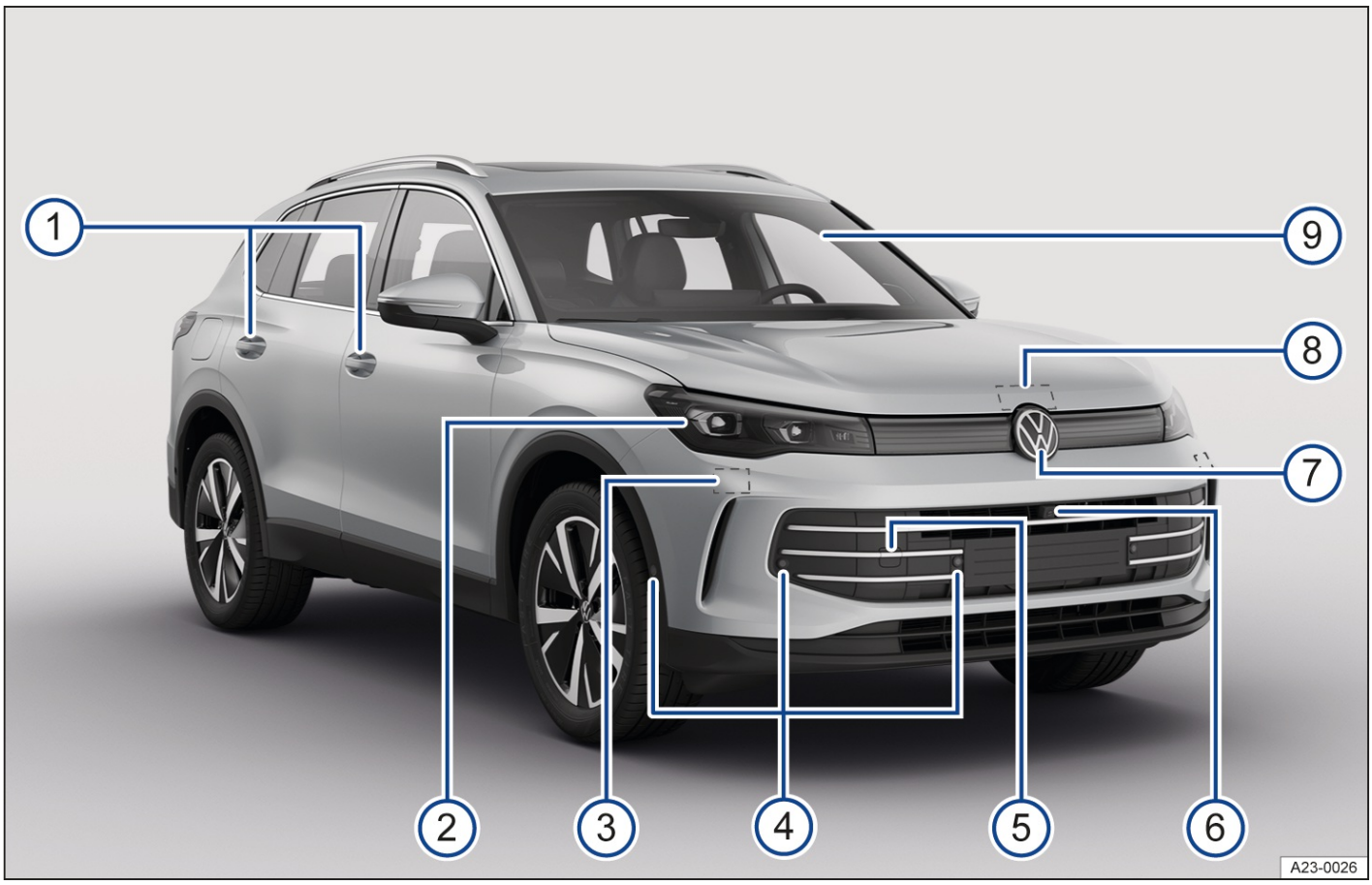



Fig. 1 Overview of vehicle from the front.

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

# Rear view

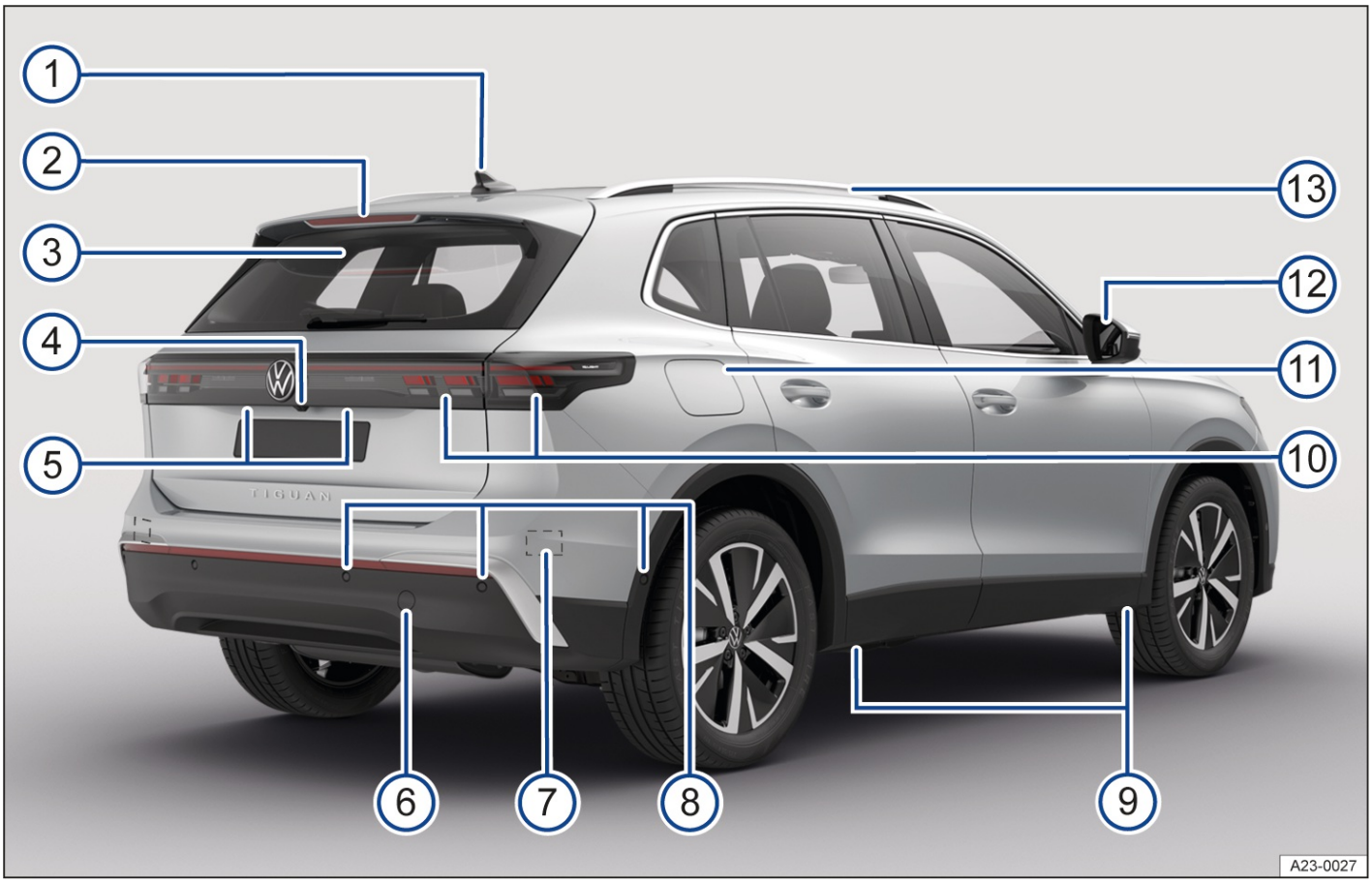



Fig. 1 Rear vehicle overview.

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

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

— with exit warning system indicator *(→ Exit warning system)*

— with Lane Change System (Side Assist) display

— With camera for Area View, *(→ Vehicle care exterior)*

(13) Roof rails *(→ Roof rack)*

# Driver side

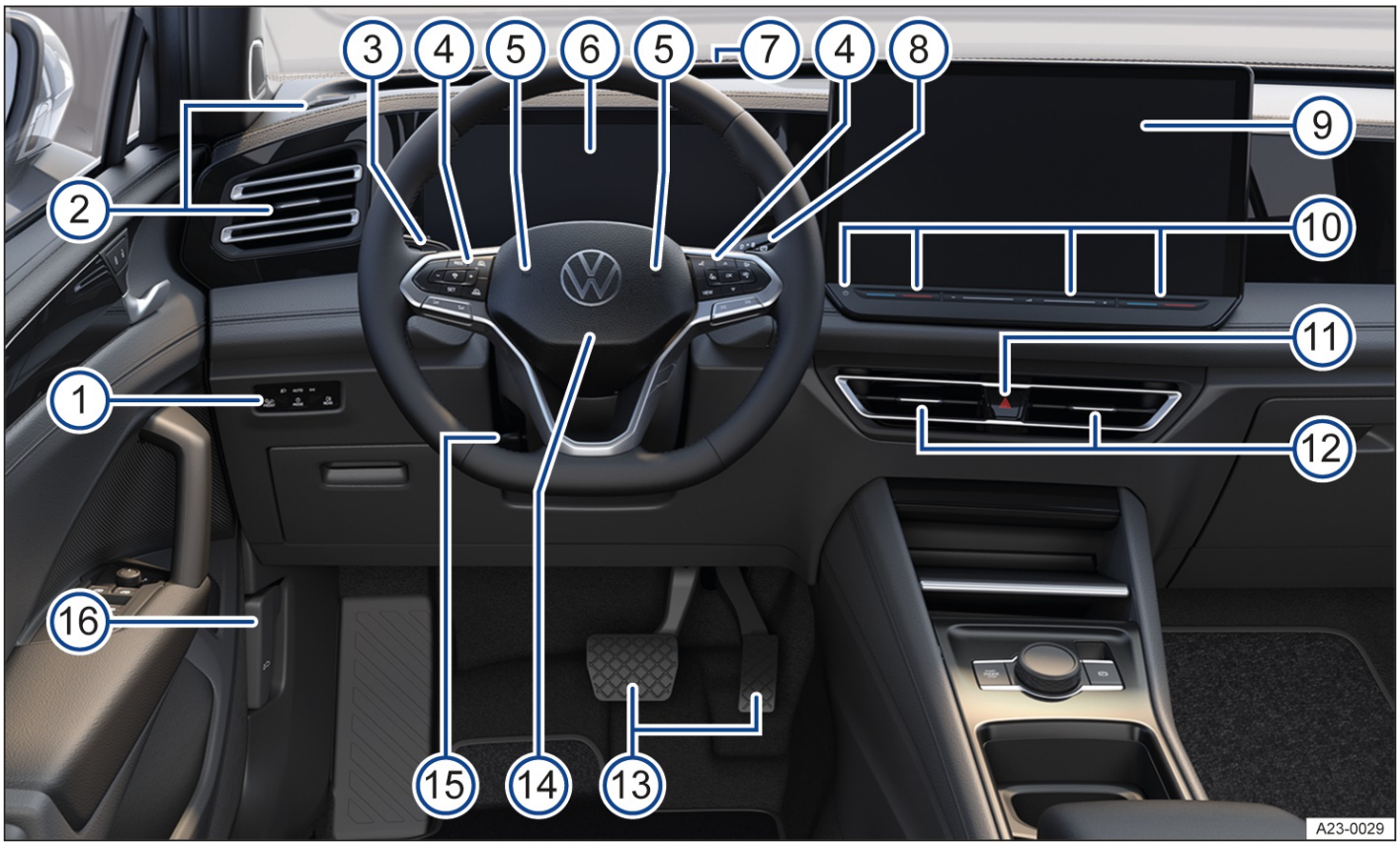



Fig. 1 Driver side overview (left-hand drive vehicle).

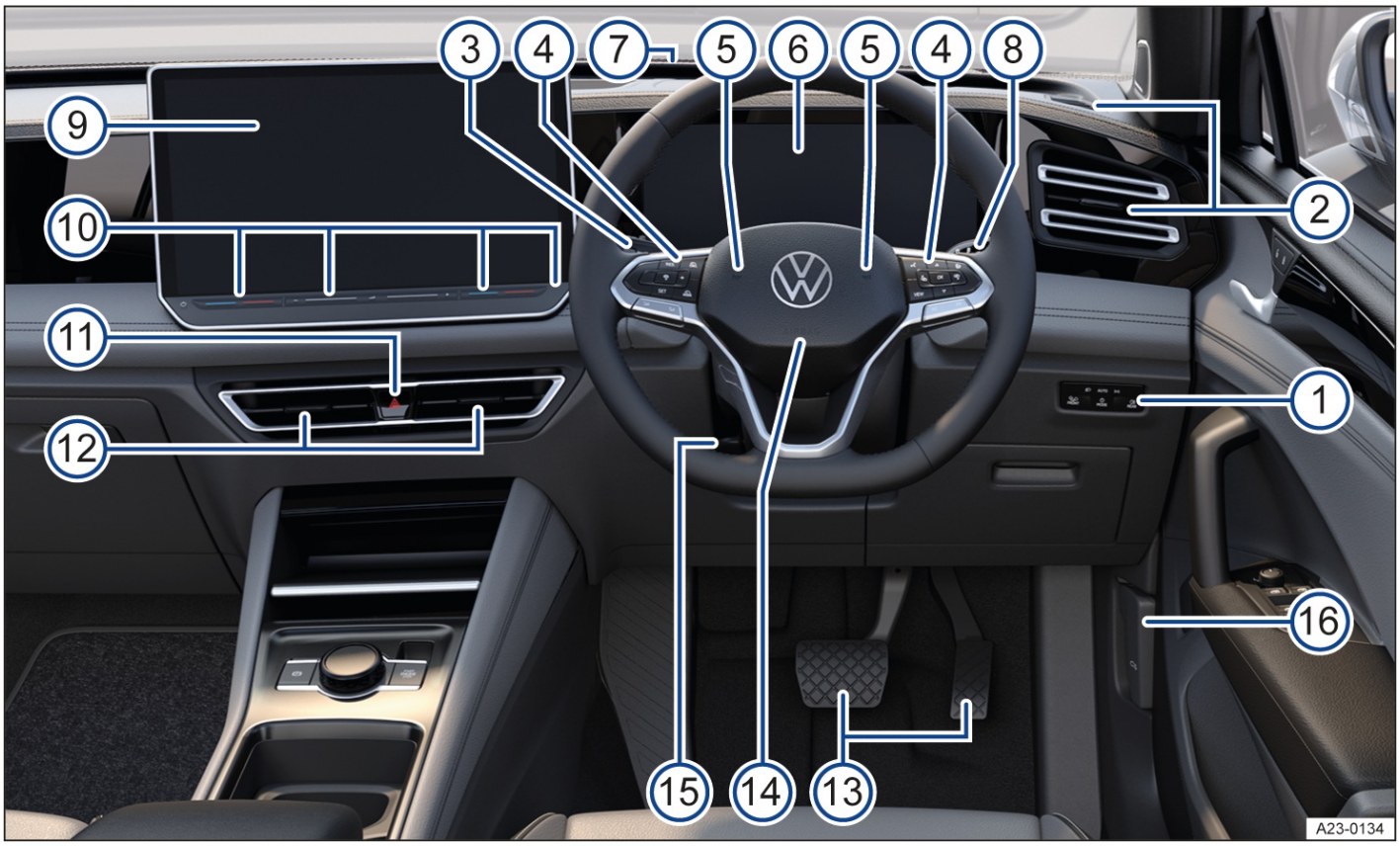



Fig. 2 Driver side overview (right-hand drive vehicle).

1 Controls for light functions

2 Vents *(→ Air conditioner air distribution)*

3 Lever for turn signal, high beam headlight and windshield wiper *(→ Turn signal)*, *(→ Windshield wipers)*

4 Multi-function steering wheel controls

- For driver assistance systems
- For audio, navigation
- For adjusting the volume
- For voice operation activation (may not function depending on the equipment)
- In order to switch between the current and previous menus VIEW *(→ Volkswagen Digital Cockpit (Pro))*
- For steering wheel heating *(→ Steering wheel heating)*

5 Horn

6 Instrument cluster *(→ Volkswagen Digital Cockpit (Pro))*

- With warning and indicator lights *(→ Symbols in the instrument cluster)*

7 Head-up display *(→ Head-up display)*

8 Driving mode selector

9 Infotainment system

10 Controls

- For switching the Infotainment system on and off *(→ Overview of Infotainment system)*
- for air conditioner temperature settings
- For adjusting the volume

11 Button for switching the emergency flashers on or off

12 Vents *(→ Air conditioner air distribution)*

13 Pedals *(→ Pedals)*

14 Installation location of driver's front airbag

15 Lever for adjusting the steering wheel position

16 Hood release lever *(→ In the engine compartment)*

# Driver door

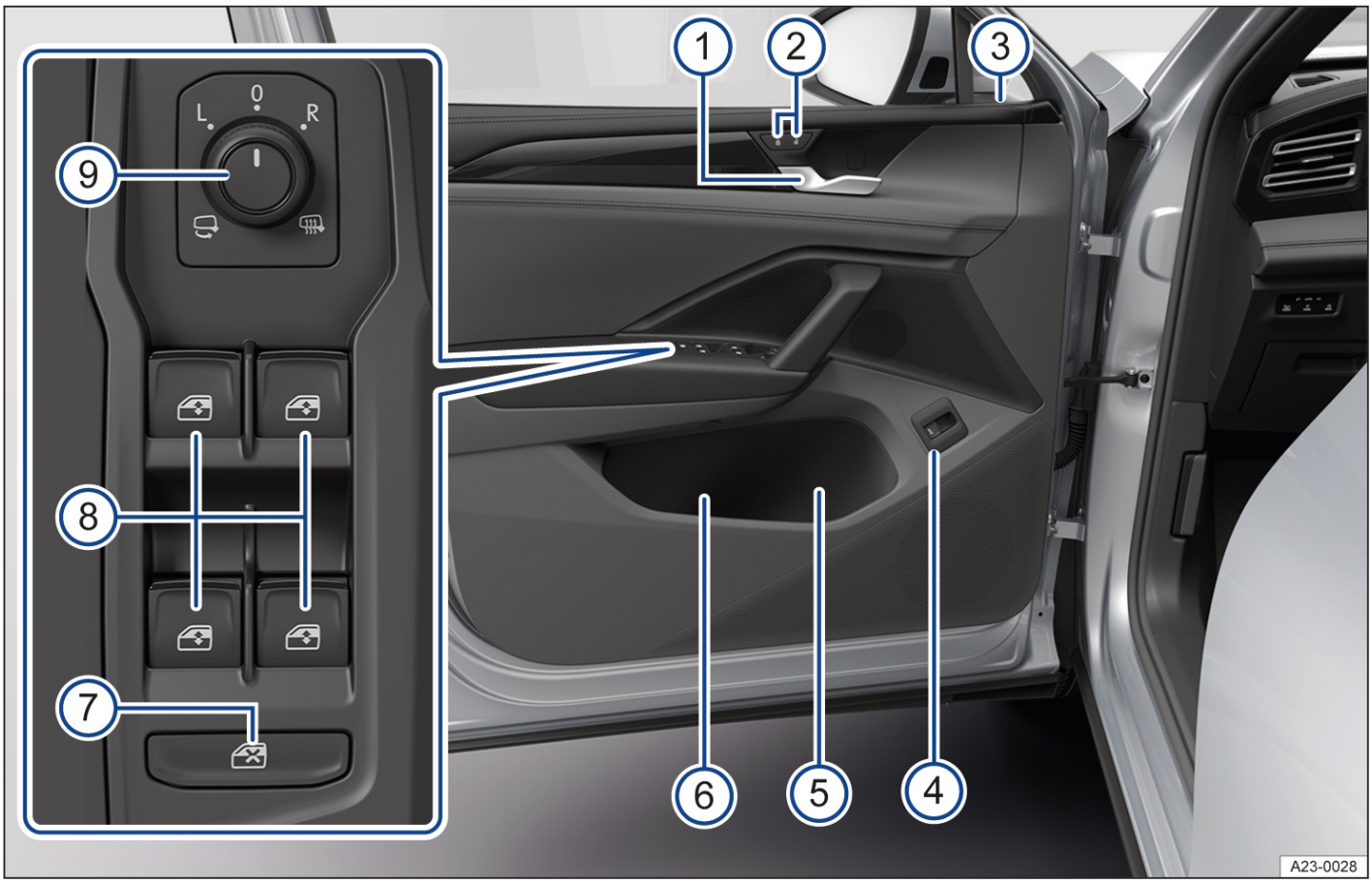



Fig. 1 Driver door (left-hand drive vehicle): controls (right-hand drive vehicles are a mirror image)

1. Door handle
2. Central locking buttons for locking and unlocking the vehicle *(→ Central locking button)*
3. Central locking indicator light *(→ Indicator light in the driver's door)*
4. Button for powered opening of the trunk lid
5. Storage compartment with cup holder
6. Storage compartment with storage option for a reflective vest *(→ Emergency equipment)*
7. Button for deactivating the power window buttons in the rear doors
8. Buttons for operating the power windows
9. Knob for outside mirror positions and functions *(→ Exterior rearview mirrors)*
   - with control for trailer maneuvering system (Trailer Assist)

# Center console

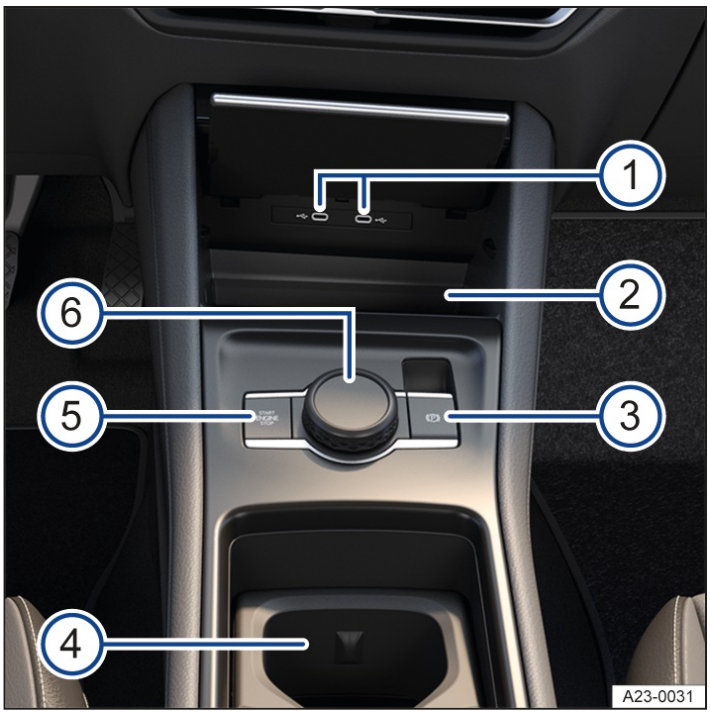



Fig. 1 Overview of the lower section of the center console.

1. USB sockets for data transfer with charge function for external device rechargeable batteries , *(→ Charging Options for Mobile Devices)*
2. Storage compartment
   - with phone interface *(→ Phone interface)*
   - With functionality for wireless charging in accordance with Qi standard *(→ Charging Options for Mobile Devices)*
3. Electronic parking brake
4. Storage compartment with removable cup holder
   - With area for vehicle keys during an emergency start *(→ Starting the engine)*
5. Button to start and stop the engine(Keyless Access with push-button start) *(→ Starter button)*
6. Control for Driving Mode Selection
   - With Driving Mode Selection function
   - With volume control function *(→ First steps in the Infotainment system)*
   - With atmosphere selection function *(→ Atmospheres)*

## Passenger's side

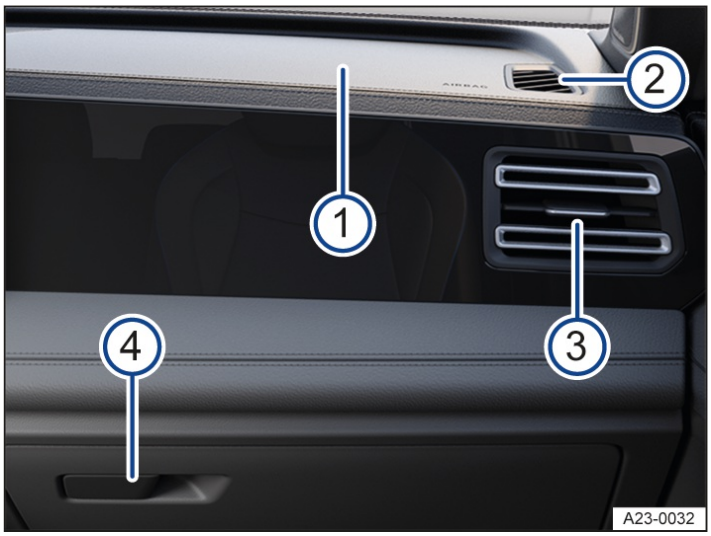



Fig. 1 Front passenger side (left-hand drive vehicle): Instrument panel overview (right-hand drive vehicle is the mirror image).




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

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1. Installation location of the front passenger's airbag in the instrument panel
2. Vent *(→ Air conditioner air distribution)*
3. Adjustable air outlet vent *(→ Air conditioner air distribution)*
4. Glove compartment:
   - With handle
   - With vents for glove compartment cooling
   - With Manual
   - With storage option for a reflective vest *(→ Emergency equipment)*
5. Key switch for switching off the front passenger's front airbag

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# Controls and Displays in the Roof Console

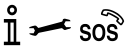


Control for interior light .


Control for reading light .


Control for tilting and sliding panoramic sunroof *(→ Sunroof)*.


Control panel for controlling the headliner *(→ Sunshade in the sunroof)*.



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



Indicator light for activated front passenger's front airbag .



Indicator light for deactivated front passenger's front airbag .

# Symbols in the instrument cluster

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

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

**WARNING**

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

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

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

| | |
|---|---|
|  | STOP Do not continue driving!<br>Central warning light → *Priority 1 warning message* |
|  | Fastening the safety belt → *Fasten seat belts reminder*, → *Fasten seat belts reminder* |
|  | Electronic parking brake switched on → *Electronic parking brake* |
| | Electronic parking brake holding force is too low → *Electronic parking brake* |
| | button for the electronic parking brake faulty → */ electronic parking brake button malfunction* |
|  | STOP Do not continue driving!<br>Electronic parking brake malfunction → *Electronic parking brake malfunction* |
| | STOP Do not continue driving!<br>Brake system malfunction → *Brake system malfunction* |
| | STOP Do not continue driving!<br>Brake fluid level low → *Brake fluid level* |
| | STOP Do not continue driving!<br>Electromechanical brake booster failure → *Electromechanical brake servo failure* |
|  | Applying the brake pedal after automatic braking support → *Automatic braking intervention* |
| | Take over steering and be ready to brake. → *Introduction* |
|  | STOP Do not continue driving!<br>Oil level too low → *Engine oil level very low* |
|  | STOP Do not continue driving!<br>Oil pressure too low → *Engine oil pressure too low* |

| | |
|---|---|
|  | STOP Do not continue driving!<br>Steering malfunction → *Steering malfunction* |
|  | STOP Do not continue driving!<br>Engine control malfunction → *Engine control malfunction* |
|  | STOP Do not continue driving!<br>48 V energy supply malfunction → *48-volt power supply* |
| | STOP Do not continue driving!<br>12 V power supply has malfunctioned → *12-volt power supply* |
|  | Collision warning → *Warning levels and braking support* |
|  | Take over the steering immediately → *Take over the steering immediately* |
|  | Emergency Assist is taking control, adaptive lane guidance active→ *Driving with Emergency Assist* |
|  | Emergency Assist is taking control, adaptive lane guidance inactive→ *Driving with Emergency Assist* |
|  | STOP Do not continue driving!<br>Transmission overheating → *Transmission overheating* |
| | STOP Do not continue driving!<br>Transmission malfunction → *Transmission malfunction* |
|  | Proactive passenger protection system intervention → *Introduction* |
|  | Traffic jam ahead → *Traffic hazard alert* |
|  | Intervention by an assistance system in a vehicle driving ahead→ *Traffic hazard alert* |
|  | Accident site ahead → *Traffic hazard alert* |
|  | Emergency vehicle in action → *Traffic hazard alert* |
|  | Increased risk to road traffic → *Warning Levels of the Advanced Driver Attention Monitor* |
| | Acute risk to road traffic → *Warning Levels of the Advanced Driver Attention Monitor* |
|  | Advanced drowsiness detected → *Warning Levels of the Drowsiness Monitor* |
| | Acute risk to road traffic → *Warning Levels of the Drowsiness Monitor* |
|  | STOP Do not continue driving!<br>Coolant system has malfunctioned → *Coolant* |
|  | SCR malfunction → *SCR malfunction* |
|  | AdBlue fill level too low→ *AdBlue® level too low* |

| | |
|---|---|
|  | Central warning lamp → *Priority 2 warning message* |
|  | Airbag or Safety Belt Pretensioner with Diagnostic Device Switched off→ *Indicator light* |
| | Airbag or Safety Belt Pretensioner Malfunction → *Indicator light* |
| | Function check of the airbag indicator light→ *Indicator light* |
|  | Proactive passenger protection system restricted or not available → *Troubleshooting* |
|  | Front passenger's front airbag switched off→ *Switching the Front Passenger's Front Airbag On and Off* |
|  | Front passenger's front airbag enabled → *Switching the Front Passenger's Front Airbag On and Off* |
|  | Limited function in the emergency call system → *Limited function in the legally mandated eCall Emergency System* |
| | Malfunction in the emergency call system → *Malfunction in the legally mandated eCall Emergency System* |
| | Emergency Call Service limited → *Emergency Call Service limited* |
| | Emergency Call Service faulty → *Emergency Call Service malfunction* |
|  | Electronic parking brake malfunction → *Electronic parking brake malfunction* |
| | Electromechanical brake booster malfunction → *Electromechanical brake servo faulty* |
|  | Check brake pads → *Brake pad wear indicator* |
|  | Brake too hot → *and Brake too hot* |
|  | Electronic Stability Control (ESC) regulating → *Electronic Stability Control (ESC)* |
| | Traction control system (TCS) regulating → *Anti-Slip Regulation (ASR)* |
| | Electronic Stability Control (ESC) malfunction → *ESC malfunction* |
|  | ESC Sport switched on → *ESC Sport* |
| | Electronic Stability Control (ESC) switched off → *ESC Off* |
| | Anti-Slip Regulation (ASR) switched off → *ASR* |
|  | Anti-Lock Braking System (ABS) malfunction → *ABS failure or malfunction* |
|  | Engine oil level too low → *Engine oil level too low* |
| | Engine oil level too high → *Engine oil level too high* |
|  | Engine oil system malfunction → *Engine oil system malfunction* |
|  | Fuel tank almost empty → *Fuel tank almost empty* |
|  | Semi-automated driving assistance (Travel Assist) not available→ *Comfort drive Travel Assist is not available or is not working as expected* |
|  | Water in diesel fuel → *Water in diesel fuel* |

| | |
|---|---|
|  | Exterior lighting malfunction → *Exterior lighting malfunction* |
|  | Rear fog lights switched on → *Switching on and off the rear fog light* |
|  | Rain/light sensor malfunction → *Rain/light sensor malfunction*, → *Rain/light sensor malfunction* |
|  | Windshield wiper malfunction → *Windshield wiper malfunction* |
|  | Washer fluid level too low → *Washer fluid level too low* |
|  | Steering malfunction → *Steering malfunction* |
|  | Tire pressure low → *Tire pressure low*, → *Tire pressure warning* |
| | Tire pressure monitoring system malfunction → *Tire pressure monitoring system malfunction*, → *Tire pressure monitoring system malfunction* |
|  | Engine control is malfunctioning → *Engine control is malfunctioning* |
|  | No or restricted sensor range of the driver assistance systems → *No forward sensor range or limited forward sensor range* |
|  | Autonomous Emergency Braking (Front Assist) not available → *Autonomous Emergency Braking (Front Assist) not available or has limited availability* |
|  | Lane Keeping System (Lane Assist) switched off → *Driving with Lane Assist* |
|  | Autonomous Emergency Braking (Front Assist) switched off → *Using Front Assist* |
|  | Speed limiter not available → *Speed limiter not available* |
|  | Cruise control system not available → *Cruise control system not available* |
|  | Adaptive Cruise Control (ACC) not available → *ACC is not available* |
|  | Semi-automated vehicle assistance in a medical emergency (Emergency Assist) not available → *Semi-automated vehicle assistance in a medical emergency (Emergency Assist) not available* |
|  | Lane Assist not available → *Lane Assist not available* |
|  | Lane Assist regulating → *Driving with Lane Assist* |
|  | Side Assist malfunction → *Side Assist malfunction* |
|  | Exit warning system malfunction → *Exit warning system or Rear Traffic Alert malfunction* |
|  | Exhaust system malfunction → *Exhaust-related malfunction* |
|  | Diesel engine prewarming → *glow plug system* |
|  | Particulate filter clogged with soot → *Particulate filter clogged with soot* |
|  | Engine speed limited → *Engine speed limited* |
|  | 48-volt power supply malfunction → *48-volt power supply* |
| | 48 V battery charge level low → *48 V vehicle battery* |

| | |
|---|---|
| | 12-volt power supply malfunction → *12-volt power supply* |
|  | Transmission in emergency mode → *Transmission in emergency mode* |
| | Transmission malfunction → *Transmission malfunction* |
| | Risk of rolling away! P unavailable → *Risk of rolling away! unavailable* |
| | Selector lever malfunction → *Driving mode selector malfunction* |
| | Transmission overheating → *Transmission overheating* |
|  | Dynamic Chassis Control (DCC) malfunction → *Malfunction of the adaptive chassis control DCC Pro* |
|  | Ball mount of the trailer hitch not secured → *Ball mount of the trailer hitch not secured* |
|  | Auxiliary heater → *Switching the auxiliary heater and ventilation on or off*; → *Programming auxiliary heating and ventilation* |
|  | Vehicle key not in the vehicle → *Valid vehicle key cannot be detected* |
|  | Rear Traffic Alert malfunction → *Exit warning system or Rear Traffic Alert malfunction* |
|  | Drowsiness monitor malfunction → *Limited availability of the Drowsiness Monitor* |
| | Drowsiness monitor not available → *Drowsiness Monitor not available* |
|  | Advanced Driver Attention Monitor malfunction → *The Advanced Driver Attention Monitor is only available to a limited extent* |
| | Advanced Driver Attention Monitor not available → *The Advanced Driver Attention Monitor is not available* |
|  | Advanced Road Sign Display is not available → *Advanced Road Sign Display is not available* |
|  | Traffic jam ahead → *Traffic hazard alert* |
|  | Accident site ahead → *Traffic hazard alert* |
|  | Construction site ahead → *Traffic hazard alert* |
|  | Emergency vehicle in action → *Traffic hazard alert* |
|  | Stationary object or breakdown ahead → *Traffic hazard alert* |
|  | SCR malfunction → *SCR malfunction* |
|  | AdBlue fill level low → *AdBlue® level low* |
|  | Press the brake pedal. → *The engine is not starting* |
|  | Auto Hold function active → *Auto Hold* |
|  | Turn signal → *Turn signal indicator light* |
|  | Trailer turn signal → *Trailer turn signal indicator light* |
|  | Cruise control switched on, regulation active → *Introduction* |

| | |
|---|---|
|  | Speed limiter is switched on, regulation active → *Introduction* |
|  | Lane Keeping System (Lane Assist) ready to take control → *Driving with Lane Assist* |
|  | Semi-automated driving assistance (Travel Assist) active → *Introduction* |
|  | Adaptive Cruise Control (ACC) regulates, no vehicle driving ahead is detected → *Switching ACC on and off* |
|  | Adaptive Cruise Control (ACC) regulates, vehicle driving ahead is detected → *Switching ACC on and off* |
|  | Adjustment due to a speed limit, example → *Driving with a predictive speed limiter*, → *Driving with predictive cruise control* |
|  | Adjustment due to a bend → *Driving with predictive cruise control* |
|  | Adjustment due to a roundabout → *Driving with predictive cruise control* |
|  | Adjustment due to an intersection → *Driving with predictive cruise control* |
|  | Adjustment due to a speed restriction being lifted → *Driving with predictive cruise control* |
|  | Adjustment due to the end of a traffic jam → *Driving with predictive cruise control* |
|  | Hill Descent Control is active → *Hill Descent Control* |
|  | Main beam or headlight flasher → *Switching the high beam headlights on and off* |
|  | High beam control (Light Assist) switched on → *Switching on high beam control (Light Assist)*, → *Switching on Dynamic Light Assist* |
|  | Auto Hold switched on → *Auto Hold* |
|  | Cruise control switched on, regulation not active → *Introduction* |
|  | Speed limiter switched on, regulation not active → *Introduction* |
|  | Adaptive Cruise Control (ACC) is not regulating; a vehicle is detected driving ahead → *Switching ACC on and off* |
|  | Adaptive Cruise Control (ACC) is not regulating; no vehicle is detected driving ahead → *Switching ACC on and off* |
|  | Lane Keeping System (Lane Assist) not ready to take control → *Driving with Lane Assist* |
|  | Semi-automated driving assistance (Travel Assist) inactive, Adaptive Cruise Control (ACC) active, adaptive lane guidance passive → *Introduction* |
|  | Semi-automated driving assistance (Travel Assist) deactivated → *Introduction* |
|  | Hill Descent Control is not active → *Hill Descent Control* |
|  | Outside temperature is below +4 °C (+39 °F) → *Volkswagen Digital Cockpit Pro Information Displays* |
|  | Start/Stop system active → *Start-stop system* |
|  | Start/Stop system not available → *Start-stop system* |

| | |
|---|---|
|  | Service due → *Service interval display* |
|  | Drowsiness detected → *Warning Levels of the Drowsiness Monitor* |
|  | Driver inattentive → *Warning Levels of the Advanced Driver Attention Monitor* |
|  | Advanced Road Sign Display partially deactivated → *Advanced Road Sign Display is partially deactivated* |
|  | Advanced Road Sign Display outside the usage area → *Advanced Road Sign Display is outside the usage area* |
|  | High beam control (Light Assist) active → *High beam assistance (Light Assist)*, → *Advanced high beam control (Dynamic Light Assist)* |
|  | Take over the steering → *Take over the steering* |
|  | Autonomous Emergency Braking (Front Assist) starts → *Autonomous Emergency Braking starts* |
|  | Distance warning → *Warning levels and braking support* |
|  | AdBlue® level too low → *AdBlue range or range* |
|  | Offroad driving mode → *Driving mode properties* |
|  | Eco driving mode → *Driving mode properties* |
|  | Comfort driving mode → *Driving mode properties* |
|  | Sport driving mode → *Driving mode properties* |
|  | Individual driving mode → *Driving mode properties* |
|  | Snow driving mode → *Driving mode properties* |
|  | Mobile phone battery charge level → *Volkswagen Digital Cockpit Pro Information Displays* |
|  | Note about information in the Owner's Manual → *Note about information in the Owner's Manual* |
|  | Direction from which the emergency vehicle is coming → *Traffic hazard alert* |
|  | Take foot off accelerator pedal → *Eco assist*, → *Eco assist* |
|  | Highway exit ahead → *Eco assist* |
|  | Incline ahead → *Eco assist* |
|  | Roundabout ahead → *Eco assist*, → *Driving with predictive cruise control* |
|  | Intersection ahead → *Eco assist*, → *Driving with predictive cruise control* |
|  | Left turn ahead → *Eco assist* |
|  | Right turn ahead → *Eco assist* |
|  | Bend ahead → *Driving with predictive cruise control* |
|  | Traffic jam ahead → *Driving with predictive cruise control* |

| | |
|---|---|
|  | Speed limit ahead, example → *Driving with a predictive speed limiter*, → *Eco assist*, → *Driving with predictive cruise control* |
|  | End of speed limit ahead → *Driving with predictive cruise control* |
|  | Vehicle driving ahead → *Eco assist* |
|  | Steering wheel heating → *Steering wheel heating* |
|  | SCR malfunction → *SCR malfunction* |
|  | AdBlue fill level low → *AdBlue® level low* |
|  | Rear seat information muted → *Parking* |
|  | Mobile phone connected via Bluetooth® → *Volkswagen Digital Cockpit Pro Information Displays* |

# Warning and information texts

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

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

## Priority 1 warning message

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

## Priority 2 warning message

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

## Note about information in the Owner's Manual

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

## Informational text

Information about various processes in the vehicle.

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

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

# Introduction to the instrument cluster

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

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

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

— Status displays for the driver assistance systems.

— Display messages.

— Warning and indicator lights.

— Information about economy and range.

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

**WARNING**

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

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

**WARNING**

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

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

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

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

# Overview of Digital Cockpit Pro Version

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

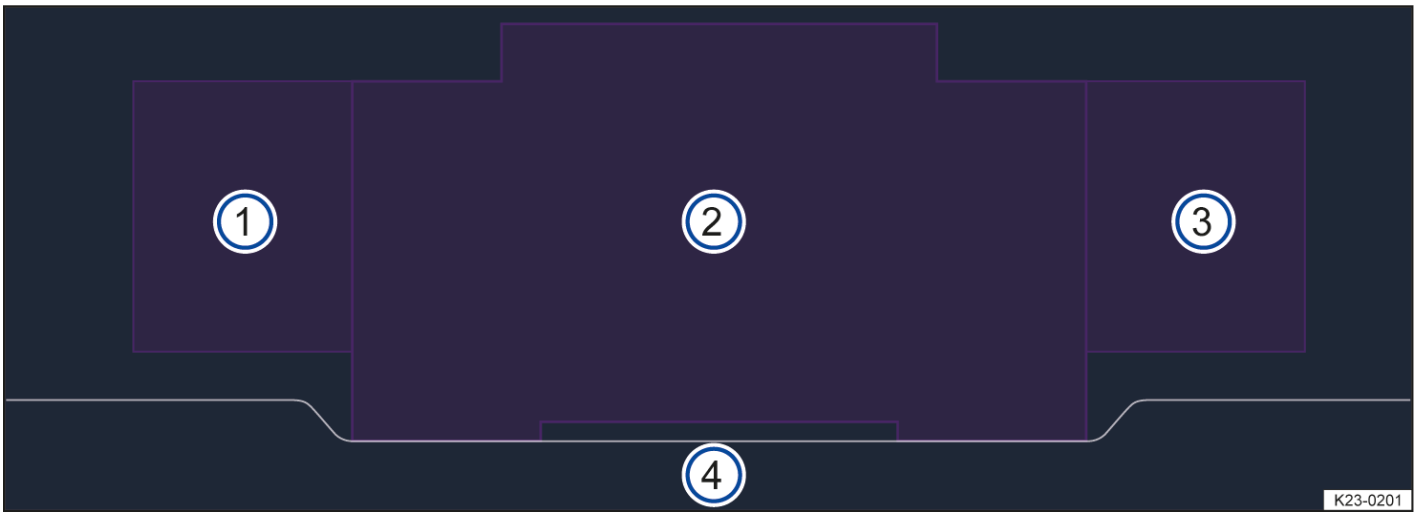



Fig. 1 In the instrument panel: Volkswagen Digital Cockpit Pro(general example).

1. Secondary displays and pop-ups: situation-related messages, e.g. status of driver assistance systems.
2. Main display area.
3. Secondary displays.
4. Status display, e.g. engaged gear.

# Operating the Pro Digital Instrument Cluster




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

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

## Setting views on the display area

You can manually adjust the views in the display area.

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

Classic

Dial display.

Modern

Tile display.

Special

Depending on the vehicle equipment, it may be possible to display alternative views here, e.g. sport displays.

## Changing the main display

You can change the main display focus manually.

1. Press the △ and ▽ arrow buttons on the multi-function steering wheel *(→ Volkswagen Digital Cockpit (Pro))*.

Navigation

Navigation map and route guidance information.

Driver assistance systems

Display of the active driver assistance systems.

Driving Data

Display of current driving time, current distance driven, average speed, average and current fuel consumption.

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

## Selecting secondary displays

1. Use the or button to select the left or right secondary display area.
2. Select the preferred secondary display using the and arrow buttons.
3. Confirm your selection with the OK button.

## Showing and Hiding the Secondary Displays

1. Press and hold the VIEW button.

## Configuring secondary displays

You can configure the secondary displays according to your wishes, to select which secondary displays are available in the secondary display area:

1. Use the or button to select the left or right secondary display area.
2. Use the and arrow buttons to navigate to the Settings menu and open it.
3. Press the OK button to apply changes.

   A check mark ☑ indicates that the respective secondary display is activated.
4. To return to the menu selection, press the or button.

The secondary displays can be configured or hidden independently of each other.

## Navigation map in the Volkswagen Digital Cockpit Pro

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

The size of the navigation map can be adjusted continuously. To select the desired map size, proceed as follows:

1. To open the Navigation display area, press the and arrow buttons on the multi-function steering wheel.
2. To zoom in and out, press the OK button and set the desired map size with the or arrow buttons.
3. Press and hold the VIEW button on the multi-function steering wheel to show or hide the secondary displays.

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

**WARNING**

Operating the Volkswagen Digital Cockpit and Infotainment system can distract you from traffic. If the driver is

distracted while driving, accidents and serious or fatal injuries can occur.

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

# Volkswagen Digital Cockpit Pro Information Displays

## Possible Displays in the Main Display Area of the Pro Digital Instrument Cluster

The main displays depend on the vehicle equipment and may show different information *(→ Volkswagen Digital Cockpit (Pro))*:

— Outside temperature display.

— Detected road sign from the traffic sign recognition.

— Driver assistance systems .

— Gear recommendation *(→ Gear recommendation)*.

— Open doors, hood and trunk lid.

— Speed warning for winter tires.

— Infotainment system and navigation information.

— Radiator fan run-on.

— Engine code (EC
).

— Driver personalization: greeting.

— Range *(→ Digital fuel gauge)*.

— Service interval display.

— Time.

— Warning and information texts.

— Warning and indicator lights.

— Position of the driving mode selector for an automatic transmission.

## Outside temperature display

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

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

— When the vehicle is stationary

— When auxiliary heating is on

— When the driving speed is very low

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

**⚠ WARNING**

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

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

## Gear recommendation

A recommendation to select a fuel-saving gear may be displayed while driving *(→ Gear recommendation)*.

## Open doors, hood and trunk lid

If, after unlocking the vehicle and while driving, any doors and/or the hood or trunk lid are open, this is displayed in the Pro digital instrument cluster, and an audible signal may also sound.

## Speed warning for winter tires

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

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

## Radiator fan run-on

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

The radiator fan may continue running due to:

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

— Active brake cooling after descent.

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

## Engine code (EC)

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

## Position of the driving mode selector for an automatic transmission

The selector lever position and, depending on the driving mode, the gear that is engaged, are shown on the driving mode selector and in the Pro digital instrument cluster. The gear shift pattern is displayed in the Pro instrument cluster when the brake or the driving mode selector is actuated *(→ Automatic transmission (combination))*.

## Possible Secondary Displays in the Pro Digital Instrument Cluster

Other views can be configured and displayed via a configuration menu in the secondary display area of the Pro digital instrument cluster, depending on the vehicle equipment *(→ Volkswagen Digital Cockpit (Pro))*:

— Operating temperatures.

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

— Compass display.

— Charge pressure.

— Output.

— Torque splitter.

— Navigation information.

— Phone information.

— Destination information.

### Operating temperatures

Depending on the vehicle equipment, the following operating temperatures may be displayed:

— Engine oil.

— Engine coolant.

— Transmission.

### Compass display

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

### Torque splitter

In the Torque splitter secondary display, the current torque for each wheel is displayed.

### Navigation information

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

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

### Phone information

If the Phone secondary display is activated and a cell phone is connected via Bluetooth®, for example, the Bluetooth symbol will be shown in the Pro digital instrument cluster display. The symbol also indicates the charge level of the mobile device.

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

### Destination information

When route guidance is activated, theDestination information secondary display shows the predicted journey time and distance from the destination in km or miles.

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

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

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

## Tachometer

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

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

**NOTICE**

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

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

Shifting up early helps save fuel and reduce operating noises.

## Digital fuel gauge

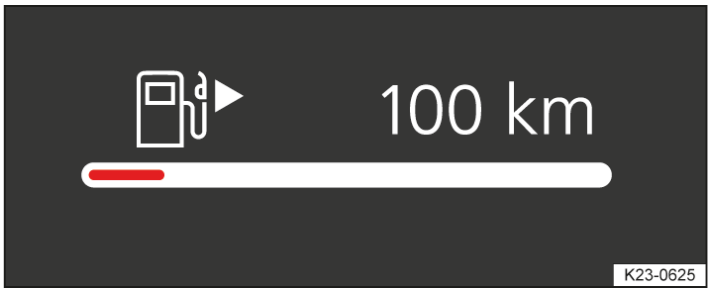



Fig. 1 In the digital instrument cluster: fuel gage(general example).

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

## Fuel tank almost empty

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

1. Refuel at the next opportunity.

When the indicator light turns on, the auxiliary heater and the fuel-operated supplementary heater switch off automatically.

## Water in diesel fuel

The yellow indicator light turns on.

1. Immediately reduce the speed and contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

   Or: if the indicator light turns on as soon you as start driving after refueling Do not continue driving! Switch off the engine and immediately contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

**WARNING**

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

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

*NOTICE*

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

- Never drive with a completely empty fuel tank.

## Digital coolant temperature gauge

Depending on the vehicle equipment, the coolant temperature may be displayed in the Operating temperatures secondary display.

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

# Introduction




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

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

- Some display contents cannot be hidden, such as warning messages.
- The brightness of the display reduces automatically as the ambient brightness decreases. The basic brightness is set together with the instrument illumination *(→ Instrument and switch illumination)*.
- Reflections are possible due to unfavorable sunlight.
- Sunglasses with polarization filters can negatively influence the readability.
- The optimal readability of the head-up display depends on the position of the seat and the height adjustment of the head-up display.

# Operating the Head-Up Display

## Switching the head-up display on and off

The head-up display (HUD

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

## Height adjustment

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

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

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

## Settings in the Infotainment system

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

1. In the Vehicle menu, select the Inner view.
2. Tap the Head-up display function key.

Additional settings are available:

— Setting the brightness of the head-up display.

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

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

# Driving data menu

The driving data menu shows driving and consumption data, such as the driving duration or kilometers driven. Multiple driving data displays are available in the auxiliary display area .

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

## Since start **memory**

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

## Since refuel **memory**

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

## Extended period **memory**

The memory stores driving statistics for up to 100 minutes of travel time or a driving distance of 9999.9 km(mi). If one of these maximum thresholds is met, the memory is erased. The maximum thresholds may vary depending on the version of the instrument cluster.

## Reset driving data menus

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

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

## Resetting the trip odometer

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

## AdBlue range **or** range

This indicates the approximate distance in km(miles) the vehicle can travel under the current driving conditions with the amount of AdBlue® left in the tank. If an increase in range is possible through refilling, the refill volume required for this is additionally displayed.

**WARNING**

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

- Always drive attentively and responsibly.

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

## Service menu

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

### Opening the Service Menu

1. Open the Travel time/distance information profile in the secondary displays.
2. Press and hold the or button on the multi-function steering wheel for approximately six seconds.
3. Use the and arrow buttons to navigate the menu.

### Opening the service interval status

1. Open the Service menu.

   An overview of the remaining distance and days until the next inspection service or the next oil change service is shown in the instrument cluster display.

### Resetting the service interval display

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

### Resetting the oil change service

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

### Displaying the Engine Code (EC)

1. Open the Engine code menu.

   The engine code is shown on the instrument cluster display.

### Setting the time

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

### Displaying copyright information

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

# Service interval display

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

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

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

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

## Service notification

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

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

## Service event

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

— Please have an inspection service performed.

— Oil change service due!

— Oil change service and inspection service due!

## Checking a service due date

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

1. Tap the Vehicle function key.
2. Open the Status menu item and tap theService function key to display the service information.

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

## Resetting the service interval display

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

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

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

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

The service message disappears automatically after a few seconds when the engine is running or when the OK button on the multi-function steering wheel is pressed.

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

### Displaying Vehicle identification number

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

## Time and date

### Setting the time and date in the Infotainment system

1. Tap the Settings function key *(→ Vehicle settings menu)*.
2. Open the Time and date menu item.
3. Select time source:
   — Automatic.
   — Manual.

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

The automatic time display may be restricted or not available depending on the vehicle equipment and country. Set the time manually in this case.

# Exit menu

You can adjust the settings of some functions in the exit menu before leaving the vehicle. The exit menu will be displayed in the Infotainment system when you switch off the ignition.

The entries shown depend on the vehicle equipment and may only be available under certain conditions.

## Hide

The exit menu is automatically hidden when you leave the vehicle.

1. To hide the exit menu manually, tap.

The exit menu can be opened again by switching on the ignition and switching it off again immediately.

## Settings

You can select the entries individually and arrange their order.

1. Tap .
2. Select the entries as desired and rearrange their order if necessary.
3. Tap again.

# Vehicle settings menu

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

## General information for operation

The activated functions are highlighted in color.

## Opening the Vehicle settings Menu

1. Switch the ignition on.
2. If necessary, switch on the Infotainment system.
3. Tap the Vehicle function key.
4. Depending on the equipment: Tap the Vehicle menu item and choose between the Interior and Exterior function keys.

   Or: select the menu item.
5. Open the preferred item from the submenus and set as desired.

## System settings and vehicle information display

Depending on the version, information can be displayed or settings set in theVehicle settings menu:

— Depending on the vehicle equipment: 3D vehicle view (nterior or Exterior).

— Depending on vehicle equipment: Performance monitor .

— Depending on vehicle equipment: Lap timer .

— Driving Data.

— Vehicle status.

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

**WARNING**

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

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

# Introduction




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

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

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

## When is it active?

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

**⚠ WARNING**

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

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

# System Limitations of Drowsiness Monitor

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

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

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

— Winding roads.

— Poor road surfaces.

— Inclement weather.

— Construction sites.

— Sporty driving.

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

— If you are very distracted.

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

## Microsleep

There is no immediate warning for microsleep!

## Resetting the Drowsiness Monitor

The Drowsiness Monitor is reset in the following situations:

— When the ignition has been switched off.

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

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

# Driving with the Drowsiness Monitor

## Switching on and off

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

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

1. Open the Assistance systems menu.
2. Switch the Drowsiness Monitor on or off in the relevant submenu *(→ Vehicle settings menu)*.

## Setting the Sensitivity

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

In the Infotainment system:

1. Open the Assistance systems menu.
2. Open the Drowsiness Monitor menu.
3. Select Sensitivity in the Sensitivity submenu *(→ Vehicle settings menu)*.

## Hiding Messages Via the Multi-Function Steering Wheel

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

# Warning Levels of the Drowsiness Monitor

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

## Drowsiness Monitor – Level 1

Onset of drowsiness detected.

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

## Drowsiness Monitor – Level 2

Increasing drowsiness detected.

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

## Drowsiness Monitor – Level 3

Acute risk detected.

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

## Time-dependent information

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

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

## Limited availability of the Drowsiness Monitor

A warning tone sounds. A yellow indicator light appears with a message in the instrument cluster display. The availability of the Drowsiness Monitor is limited.

— Malfunction or fault. Stop the engine and restart.

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

## Drowsiness Monitor not available

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

— Malfunction or fault. Stop the engine and restart. Check the settings of the Drowsiness Monitor in the Infotainment system *(→ Vehicle settings menu)*.

— System limitations are not adhered to.

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

# Introduction

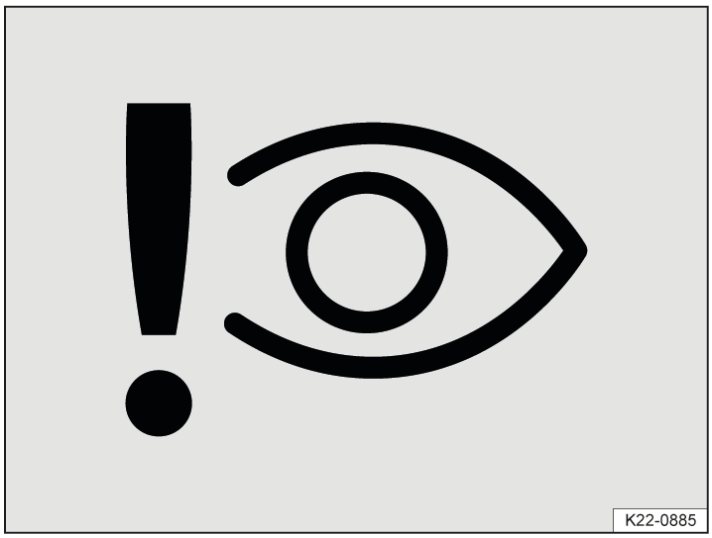



Fig. 1 In the instrument cluster display: Advanced Driver Attention Monitor symbol.

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

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

## When is it active?

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

**WARNING**

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

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

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

# System Limitations of the Advanced Driver Attention Monitor

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

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

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

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

# Driving with the Advanced Driver Attention Monitor

## Switching on and off

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

In the Infotainment system:

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

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

## Activating and Deactivating the Warning Tone

1. Open the Assistance systems menu.
2. Tap the Advanced Driver Attention Monitor function key.
3. Activate or deactivate the warning tone at a relevant point *(→ Vehicle settings menu)*.

## Setting the Sensitivity

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

In the Infotainment system:

1. Open the Assistance systems menu.
2. Tap the Advanced Driver Attention Monitor function key.
3. Select Sensitivity in the Sensitivity submenu *(→ Vehicle settings menu)*.

## Hiding Messages Via the Multi-Function Steering Wheel

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

# Warning Levels of the Advanced Driver Attention Monitor

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

## Advanced Driver Attention Monitor – Level 1

Distraction detected.

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

## Advanced Driver Attention Monitor – Level 2

Risk detected.

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

## Advanced Driver Attention Monitor – Level 3

Acute risk detected.

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

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

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

— Malfunction or fault. Stop the engine and restart.

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

### The Advanced Driver Attention Monitor is not available

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

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

— Malfunction or fault. Stop the engine and restart. Check the settings of the Advanced Driver Attention Monitor in the Infotainment system *(→ Vehicle settings menu)*.

— System limitations are not adhered to.

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

# Introduction

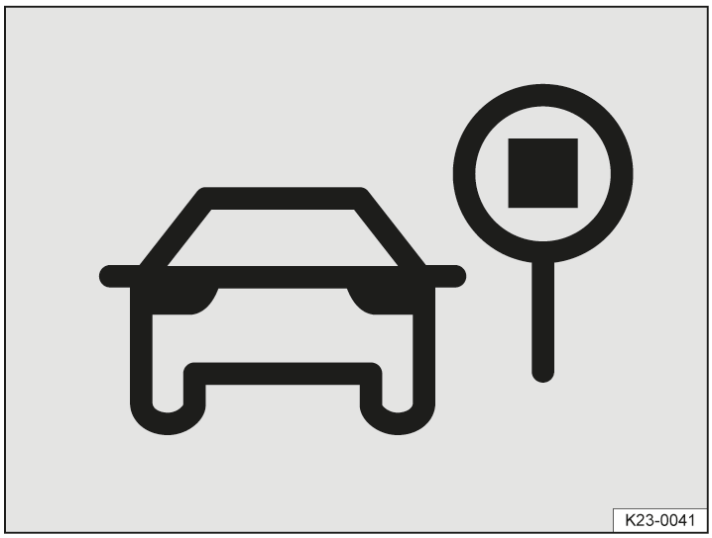



Fig. 1 In the instrument cluster display: Advanced Road Sign Display symbol.

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

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

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

## Dynamic Road Sign Display

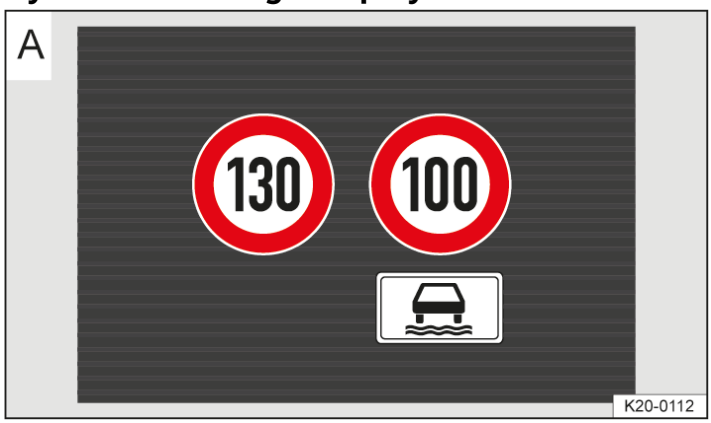



Fig. 2 In the instrument cluster display: displays of the Dynamic Road Sign Display with additionally detected signs (general example).

After checking and evaluating the information from the camera, the Infotainment system, and the current vehicle data, the Dynamic Road Sign Display function displays up to two valid road signs and a generic additional sign, e.g. wet conditions → *fig. 2*:

1st position:

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

2nd position:

Another road sign can be displayed in the second position, such as a hazard sign.

Additional signs:

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

The hazard sign display is not available in all countries, and the system may not able to detect every hazard sign.

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

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

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

**⚠ WARNING**

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

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

## System Limitations of Advanced Road Sign Display

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

— High ambient temperature or long exposure to direct sunlight.

— Poor visibility, such as in snow.

— Glare, for example from oncoming traffic or the sun

— High speeds

— Dirty camera.

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

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

— If road signs are not in the standard format

— If there are damaged or bent road signs
— If there are variable traffic signs on overhead signs (variable display of road signs byLED s or other lighting).
— If there is outdated map material in the Infotainment system
— If there are stickers on vehicles that indicate road signs, such speed limits on commercial vehicles

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

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

## Driving with the Speed Warning

### When is it active?

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

### Switching on and off

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

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

### Activating and Deactivating the Warning Tone

In the Infotainment system:

1. Open the Assistance systems menu.
2. Tap the Speed warning function key.
3. Activate or deactivate the warning tone at a relevant point *(→ Vehicle settings menu)*.

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

### Setting the Warning Threshold

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

In the Infotainment system:

1. Open the Assistance systems menu.
2. Tap the Speed warning function key.
3. To select the level of the warning thresholds, tap ∨ in the Warning threshold menu item *(→ Vehicle settings menu)*.

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

### Activating and Deactivating the Change Tone

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

In the Infotainment system:

1. Open the Assistance systems menu.
2. Tap the Speed warning function key.
3. Activate or deactivate the change tone at a relevant point *(→ Vehicle settings menu)*.

### Hiding Error Messages Via the Multi-Function Steering Wheel

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

### Trailer mode

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

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

In the Infotainment system:

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

## Warning Levels of the Speed Warning

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




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

### Speed warning – Level 1

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

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

### Speed warning – Level 2

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

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

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

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

## Troubleshooting

### Advanced Road Sign Display is outside the usage area

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

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

### Advanced Road Sign Display is not available

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

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

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

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

— The camera was automatically deactivated due to a high ambient temperature or long exposure to direct sunlight. Advanced Road Sign Display will be available once the camera is available again. Stop the engine and restart.

— Malfunction or fault. Stop the engine and restart.

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

### Advanced Road Sign Display is partially deactivated

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

The default settings of the speed warning are adjusted:

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

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

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

# Atmospheres

Atmospheres generates atmosphere in the vehicle interior while the vehicle is in motion, through a combination of different vehicle systems. You can use pre-set atmospheres or create your own personalized atmosphere.

Depending on the vehicle equipment,Atmospheres can use the following vehicle systems to generate pleasant atmospheres:

— Ambient lighting.

— Playlists in the music streaming service SPOTIFY.

— Volume.

— Sound profiles.

— Instrument cluster.

— Infotainment system.

## Selecting atmospheres

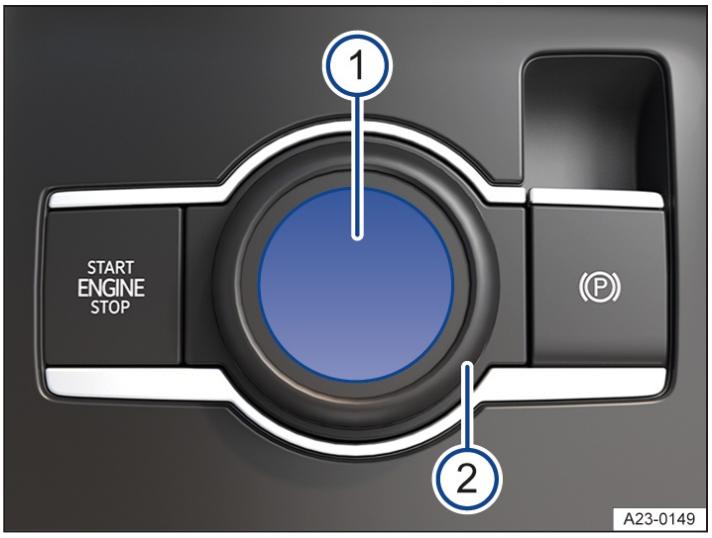



Fig. 1 In the center console: Control for Driving Mode Selection.

(1) Control.

(2) Dial.

## Selecting an atmosphere using the driver experience switch

1. Press the control → *fig. 1* (1).
2. Swipe to the right or left on the control until theAtmospheres selection is displayed.
3. Turn the dial → *fig. 1* (2) until the desired atmosphere is selected.

## Selecting an atmosphere via the Infotainment system

1. Tap the 🚗 function key in the Infotainment system

1. Tap the MODE function key in the Infotainment system.
2. Tap the function key.
3. Tap the desired atmosphere.

### Synchronizing a playlist with a pre-set atmosphere

1. Tap the MODE function key in the Infotainment system.
2. Tap the function key.
3. Tap the desired atmosphere.
4. To synchronize a playlist, tap ⓘ on the function key.

### Setting an individual atmosphere in the Infotainment system

1. Tap the MODE function key in the Infotainment system.
2. Tap the function key.
3. Tap the MIC function key.
4. Tap and apply the corresponding settings.
5. To exit the setting, tap.

## Introduction

### Number of seats

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

Every seat is equipped with a safety belt.

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

**WARNING**

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

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

# Correct seating position

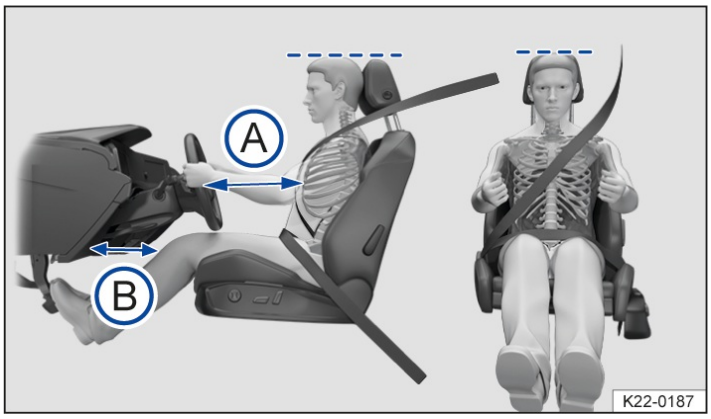



Fig. 1 Correct distance between the driver and the steering wheel, correct safety belt position and correct head restraint adjustment (general example).

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

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

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

## The following applies to all vehicle occupants:

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

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

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

— Always keep both feet in the footwell.

— Adjust and fasten the safety belts correctly .

## The following additional points apply to the driver:

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

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

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

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

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

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

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

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

### The following additional points apply to the front passenger:

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

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

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

## Introduction

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

**⚠ WARNING**

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

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

**⚠ WARNING**

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

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

**⚠ WARNING**

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

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

## Fasten seat belts reminder

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

### Fasten safety belts reminder for the front seats

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

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

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

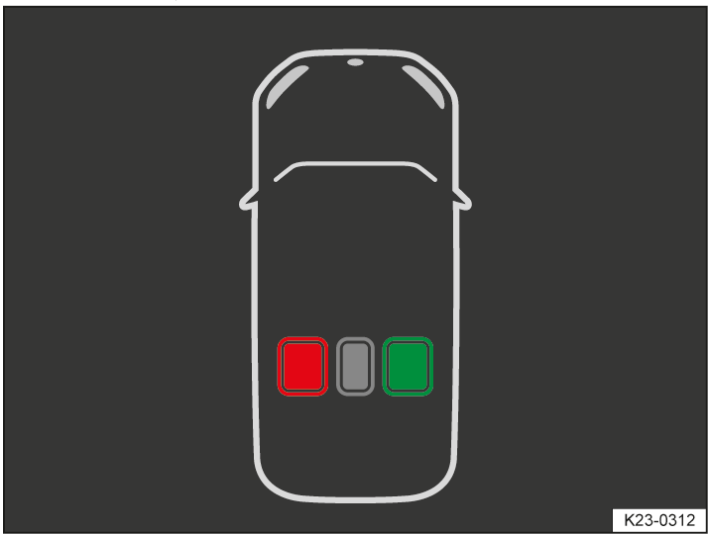



Fig. 1 In the instrument cluster display: fasten seat belts reminder (general example).

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

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

The gray symbol indicates that this seat is not occupied.

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

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

**WARNING**

The fasten seat belts reminder is designed to recognize adult vehicle occupants. A seat occupied by a light person, particularly by children, may not necessarily be recognized. The fasten seat belts reminder does not react, or has

limited reactions when a child seat or seat cushion is in use. This may result in failure to detect that lighter people and children do not have their safety belt fastened. They could suffer serious or fatal injuries in an accident.

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

# Fastening and unfastening the safety belts

## Fastening the safety belt



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

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

## Unfastening the safety belt

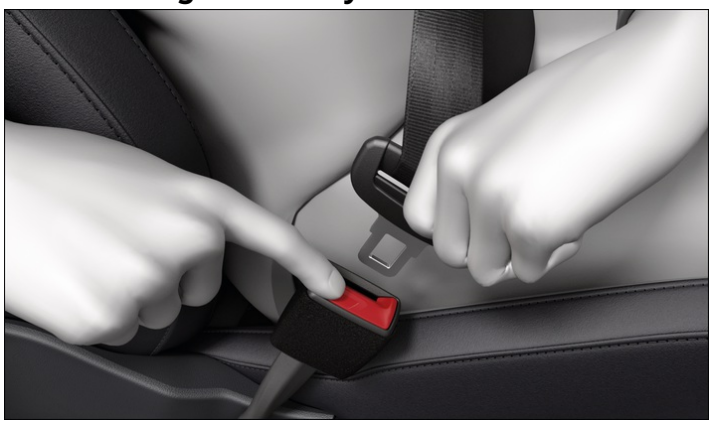


Fig. 2 Releasing the buckle tongue from the safety belt buckle (general example).

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

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

   The buckle tongue will pop out.
2. Guide the belt back by hand so that the belt rolls up easily, the belt does not twist, and the trim panel is not damaged.

## Twisted safety belt

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

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

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

## Safety belt positioning

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

### Correct safety belt positioning

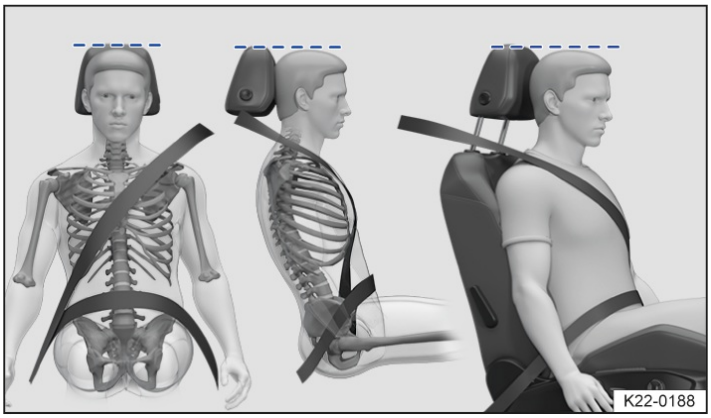



Fig. 1 Correct safety belt positioning and correct head restraint adjustment (general example).

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

### Correct safety belt positioning for pregnant women



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

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

### Adjusting the safety belt position to body size

The belt positioning can be adjusted with the following equipment:

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

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

**WARNING**

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

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

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

## Safety belt height adjuster




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

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

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

**⚠ WARNING**

Changing the safety belt height while driving may cause serious or fatal injuries.
- Never adjust the safety belt height while driving.

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

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

## Automatic safety belt retractor

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

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

## Safety belt pretensioners

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

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

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

**⚠ WARNING**

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

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

## Belt pre-tensioning

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

## Reversible belt tensioning (proactive passenger protection system)

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

— Heavy braking.

— Oversteer or understeer.

— Light collisions.

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

### Safety belt load limiter

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

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

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

## Safety belt pretensioner servicing and disposal

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

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

**WARNING**

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

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

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

# Introduction

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

## Speed range

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

## Displays

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

**WARNING**

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

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

# Functions of the proactive passenger protection system

## Basic functions

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

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

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

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

— Activating the emergency flashers.

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

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

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

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

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

## Additional functions for vehicles with Emergency Assist

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

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

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

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

## Additional functions for vehicles with Front Cross Traffic Assist

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

## Setting in the Driving Mode Selection

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

## Limitations of the proactive passenger protection system

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

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

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

## Proactive passenger protection system restricted or not available

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

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

1. Stop the engine and restart.
2. If the malfunction persists, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the proactive passenger protection system checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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

# Introduction

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

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

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

Situations in which airbags will not always deploy:

— If the ignition is switched off during a collision.

— In minor head-on collisions.

— In non-serious side-on collisions.

— In rear-end collisions.

— When the vehicle rolls over.

— In low-speed collisions.

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

**WARNING**

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

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

**WARNING**

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

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

**WARNING**

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

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

**WARNING**

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

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

## Function Check

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

## Airbag or Safety Belt Pretensioner Malfunction

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

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

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

## Airbag or Safety Belt Pretensioner with Diagnostic Device Switched off

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

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

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

# Installation locations and deployment zones of the airbags

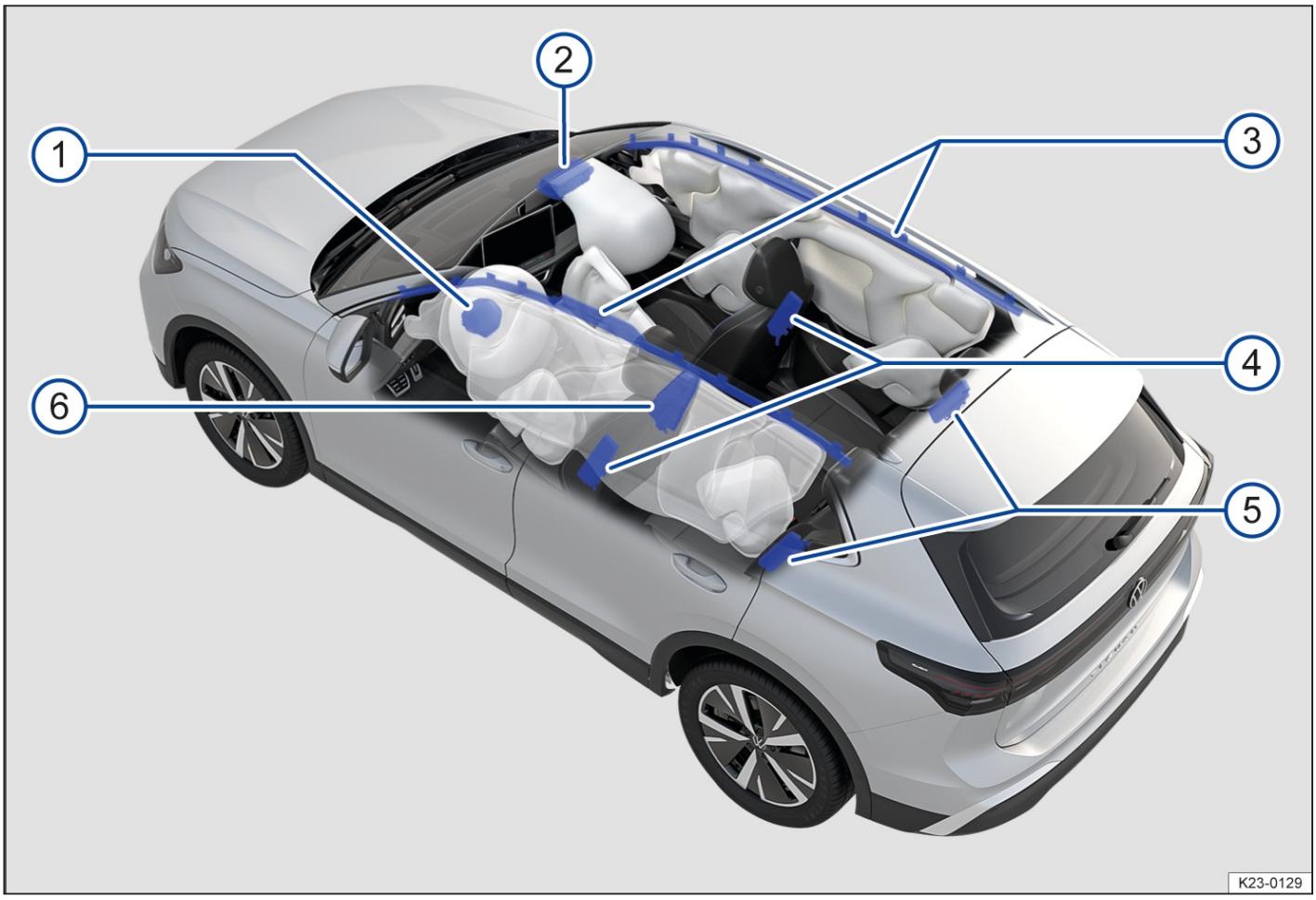



Fig. 1 Installation locations and deployment zones of the airbags.

Installation location

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

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

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

**⚠ WARNING**

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

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

Make sure that children and passengers also follow this guideline.

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

**WARNING**

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

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

**WARNING**

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

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

## Switching the Front Passenger's Front Airbag On and Off




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

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

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

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

## Front passenger's front airbag enabled

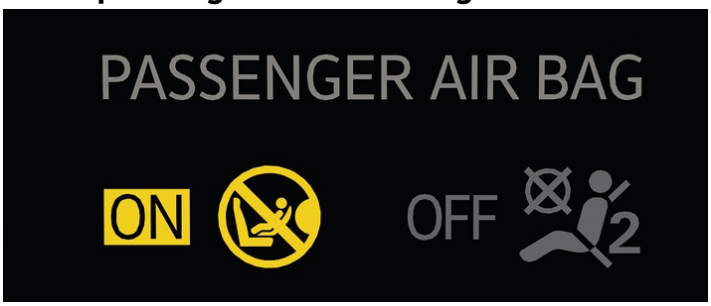



Fig. 2 In the roof console: Indicator light for the activated front passenger's front airbag.

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

The front passenger's front airbag is switched on.

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

## Front passenger's front airbag switched off

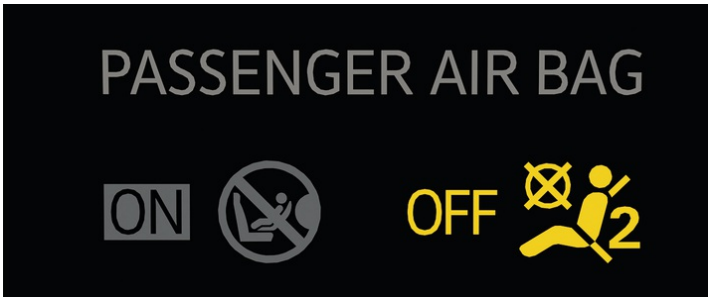



Fig. 3 In the roof console: indicator light for the switched off front passenger's front airbag.

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

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

## Switching on the front passenger's front airbag

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

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

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

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

7. Close the front passenger door.

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

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

## Switching Off the Front Passenger's Front Airbag

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

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

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

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

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

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

7. Close the front passenger door.

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

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

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

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

**⚠ DANGER**

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

**⚠ DANGER**

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

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

**⚠ WARNING**

If there is a malfunction in the airbag system, the airbag may not deploy correctly or at all, or it may deploy

unexpectedly. This could cause serious or fatal injuries.

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

**WARNING**

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

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

**NOTICE**

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

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

**NOTICE**

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

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

## Introduction

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

Please note:

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

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

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

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

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

**WARNING**

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

- Children under the age of 12 or less than 150 cm(around 4 ft 11 in) tall must always be transported in a suitable child restraint when riding in the vehicle. Observe any regulations specific to the country where you are driving.
- Always secure children in a suitable child restraint. Child restraints must correspond to the size, age and weight of the child.
- Observe the specifications of the child restraint manufacturer for fastening the child restraint in the vehicle and securing the child in the child restraint.
- Never secure more than one child in a single child restraint.
- Never under any circumstances drive with children or babies on the driver's or a passenger's lap.
- Never allow a child to sit in a child restraint unsupervised.
- Never allow children to be unsecured in the vehicle, stand or kneel on the seats, or be in an incorrect seating position while driving. This especially applies to children riding in the front passenger seat. In the event of an accident, children and other passengers could suffer life-threatening injuries.
- For the child restraint to offer the maximum protection, it is especially important to route the safety belt correctly. Always follow the specifications from the child restraint manufacturer for routing the safety belt correctly. Safety belts that are fastened incorrectly can cause injuries, even during minor accidents.

● Replace the child restraint after an accident because there could be damage that is not visible.

# Types of child restraints

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

## Child restraint standards

Regulations ECE

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

— Weight class

— Size class

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

— Certification number.

For child restraints that are approved in accordance with regulationECE

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

## Child restraints according to weight classes




Fig. 1 Example of child restraints.

| Class | Weight of the child |
|---|---|
| Group 0 | Up to 10 kg |
| Group 0+ | Up to 13 kg |
| Group 1 | 9 to 18 kg |
| Group 2 | 15 to 25 kg |
| Group 3 | 22 to 36 kg |

— Weight class 0/0+: rear-facing infant safety seats → *fig. 1* from group 0/0+ or 0/1 are best suited from birth to about 18 months.

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

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

for children older than about 7 years old.




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

When using a child restraint from Group 2 or a child restraint with a backrest for children taller than 100 cm (approximately 3 ft, 3 in), Volkswagen recommends using the additional belt guide on the child restraint, if available, for the safety belt in the lap area → *fig. 2* (1). Follow the child restraint user manual.

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

### Child restraints according to approval categories

Child restraints can have the approval categories “universal” (as per regulationECE

-R 44 and ECE-R 129), “semi-universal”, “vehicle-specific” (as per regulationECE -R 44 respectively) or “i-Size” (as per regulation ECE-R 129).

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

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

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

— i-Size: Child restraints with “i-Size” approval must conform to the requirements for installation and safety that are contained in the ECE

-R 129 regulation. You can obtain information about which child restraints have an i-Size certification for this vehicle from the child restraint manufacturers.

## Installing and using child restraints

### Country-specific specifications

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

### Notes on installing a child restraint

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

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

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

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

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

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

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

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

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

— If a child restraint is installed on a seat, functions such as the massage function *(→ Massage feature)* or seat heating *(→ Seat air conditioning)* must not be used on that seat.

## Airbag label




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




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

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

— On the driver's and front passenger's sun visors → *fig. 1*.

— On the B-pillar on the passenger's side → *fig. 2*.

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

## Dangers when transporting children on the front passenger's seat

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

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

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

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

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

**⚠ DANGER**

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

**⚠ DANGER**

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

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

**⚠ WARNING**

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

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

**⚠ WARNING**

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

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

- Use only child restraints that are approved by the child restraint manufacturer for use on the front passenger seat with front and side airbags.

**WARNING**

If the Side Curtain Protection or side airbag deploys, this can cause injuries.
- Make sure that children are not within the deployment zone of the airbag .
- Do not place any objects within the deployment zone of the airbag.

## Securing systems

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

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

### Overview of securing systems

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

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

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

Additional fasteners:

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

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

### Recommended securing systems for child restraints

Volkswagen recommends securing child restraints as follows:

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

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

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

**WARNING**

Unsecured or improperly secured children may suffer serious or fatal injuries in the event of sudden driving or

braking maneuvers or an accident.

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

**WARNING**

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

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

**WARNING**

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

# Attaching a child restraint with ISOFIX or i-Size

## Overview of ISOFIX or i-Size child restraint installation

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

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

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

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

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

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

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

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

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

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

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

## Attaching child restraints with ISOFIX or i-Size

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

Label for ISOFIX anchorage points for child restraints on the rear seats.

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




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

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

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

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

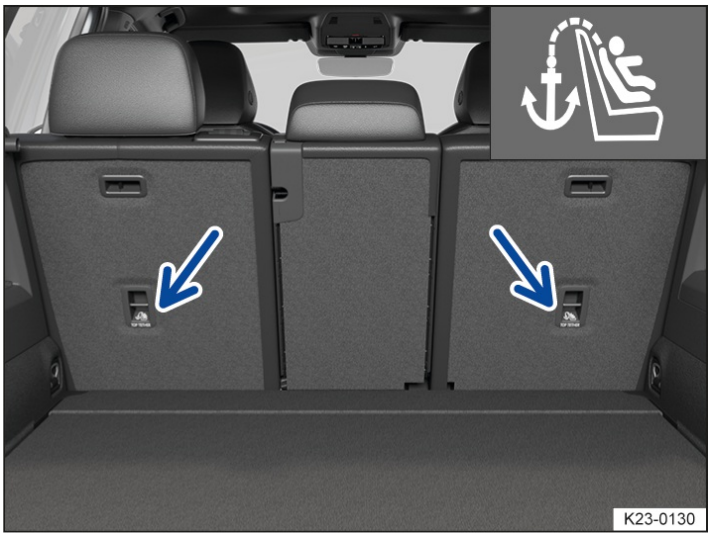



Fig. 1 On the back of the rear seats: top tether anchorages for the top tether safety belt.




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

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

Fasten the top tether safety belt only to the top tether anchorages designed for this purpose. The anchorages suitable for top tethers are labeled with a symbol and may have the lettering “TOP TETHER” *→ fig. 1* or *→ fig. 2*.

## Fastening the top tether safety belt



Fig. 3 On the back of the outer rear seats or the front passenger seat: attached top tether safety belt.




Fig. 4 On the backrest of the top sport seat(with opening) on the passenger's side: belt guide for the top tether safety belt (general example).

(1) Opening for the belt guide of the top tether safety belt.



Fig. 5 On the backrest of the top sport seat(without opening) on the passenger's side: belt guide for the top tether safety belt (general example).

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

   Or: if necessary, remove the head restraint and guide the top tether safety belt of the child restraint to the rear

over the backrest.

Only applies to top sport seat with opening:Guide the upper strap through the opening in the backrest→ *fig. 4* (1).

Only applies to top sport seat without opening:Guide the upper strap over the head restraint→ *fig. 5*.

7. Hook the top tether safety belt of the child restraint into the appropriate anchorage marked with “top tether” → *fig. 3*.
8. Tighten the top tether safety belt so that the child restraint is upright on the rear seat backrest.

**⚠ WARNING**

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

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

**⚠ WARNING**

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

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

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

## Securing a child restraint with a safety belt

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

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

| Group | | Weight of the child | Front passenger seat | | Rear seats |
|---|---|---|---|---|---|
| | | | Front passenger's front airbag activated | Front passenger's front airbag deactivated | |
| Group 0 | | Up to 10 kg | x | u | u |
| Group 0+ | | Up to 13 kg | x | u | u |
| Group 1 | rear-facing | 9 to 18 kg | x | u | u |
| | forward-facing | 9 to 18 kg | u | x | u |
| Group 2 | | 15 to 25 kg | u | x | u |
| Group 3 | | 22 to 36 kg | u | x | u |

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

### Securing a child restraint with a safety belt

1. Pay attention to and follow the information *(→ Child restraints)*.
2. When using child restraints from groups 0, 0+ or 1 and also i-Size child restraints for children up to 105 cm (approx. 3 ft, 5 inches) tall on the rear bench seat, push the rear bench seat all the way back *(→ Rear bench*

seat)*.

3. When using child restraints from group 2/3 and also i-Size child restraints for children taller than 100 cm (approx. 3 ft, 3 inches) on the rear bench seat, push the rear bench seat into a central position *(→ Rear bench seat)*.
4. Adjust the height of the safety belt so that the belt webbing runs naturally along the child restraint without any sharp bends in the webbing. For rear-facing child restraints, the lowest position of the belt height adjuster must be used.
5. Route the safety belt according to the instructions provided by the child restraint manufacturer and guide the belt through the child restraint.
6. Make sure the safety belt is not twisted.
7. Insert the buckle tongue into the safety belt buckle belonging to the corresponding seat, until the safety belt buckle latches into place.

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

## Securing yourself and the vehicle

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

Checklist of what to do in the event of a breakdown

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

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

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

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

**⚠ WARNING**

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

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

**⚠ WARNING**

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

- Never park the vehicle in such a way so that any exhaust system components could come into contact with

flammable materials under the vehicle such as dry grass or fuel.

**NOTICE**

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

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

Checklist of what to do after an accident

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

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

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

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

— If there has been an accident.

— If the vehicle malfunctions.

— When towing the vehicle.

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

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

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

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

## Emergency equipment

### First aid kit

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

The first aid kit must meet the legal regulations.

— Note the expiration date of the contents.

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

### Warning triangle




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

Depending on the country and the vehicle equipment, the warning triangle may be located in the trunk lid → *fig. 1*.

1. When the trunk lid is open, remove the sleeve of the warning triangle from the holder.
2. After use, store the warning triangle back in the sleeve and insert the sleeve back into the holder.

The warning triangle must meet the legal regulations.

### Reflective vest

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

The reflective vest must meet the legal regulations.

### Fire extinguisher

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

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

**⚠ WARNING**

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

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

## Information Call, Roadside Assistance Call and Emergency Call Service




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




Fig. 2 Located on the roof console: Emergency Call Service button.

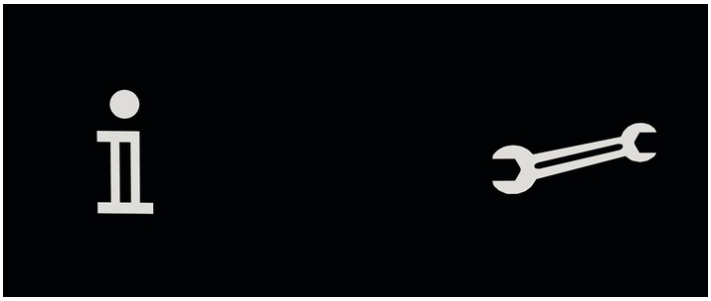


Fig. 3 In the overhead console: Controls for the information call and roadside assistance call.

Information call.

Roadside assistance call.

The control in the roof console → *fig. 1*, , → *fig. 2*, → *fig. 3* can be used for voice services, depending on the vehicle equipment and country of use. If the Emergency Call Service is available in the service portfolio for the vehicle, the Emergency Call Service is activated for a limited time as standard. The required connection is produced by a control module installed by the manufacturer.

Please note the additional information on mobile online services
.

## Indicator lights for the Emergency Call Service

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

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

## Information call

— With an information call, a call can be made to Volkswagen Customer Care.
— The information call is only available in certain sales regions.
— The telephone contact partner communicates in the language of the country where the vehicle was registered for mobile online services or in the language of the country for which the vehicle was produced.
— The information call can be executed whenever the ignition of the vehicle is switched on.
— The information call can be manually executed via the control panel in the roof console or, depending on the vehicle, via the function key in the telephone menu of the Infotainment system.

## Roadside assistance call

— If you break down, you can contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance with the roadside assistance call.
— Some vehicle data, e.g. its current location, is transferred in parallel to the voice call.
— The telephone contact partner communicates in the language of the country where the vehicle was registered for mobile online services or in the language of the country for which the vehicle was produced.
— The Roadside Assistance Call can be executed whenever the ignition of the vehicle is switched on.
— The Roadside Assistance Call can be manually executed via the control panel in the roof console or, depending on the vehicle, via the function key in the telephone menu of the Infotainment system.

## Emergency Call Service

— Using the Emergency Call Service, assistance can be organized as quickly as possible in dangerous situations.
— When the Emergency Call Service is initiated, a connection will be established with the Volkswagen emergency call center.
— If an emergency call is triggered manually or by a collision with airbag deployment or safety belt pretensioner deployment, data that is relevant to the emergency call, such as the vehicle's current location, is automatically transmitted .
— The contact partner will communicate in the language that is set in the vehicle's Infotainment system. If this language is not available at the current emergency call location, English will be used.

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

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

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

**⚠ WARNING**

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

- If the emergency call location is in an area with no cell phone and satellite reception, or insufficient reception.
- You are in a location where there is sufficient mobile phone and satellite reception, but the mobile communications network of the required telecommunications providers is unavailable.
- Even if there is good cell phone and satellite reception, telecommunications providers are unable to offer a mobile communications network generation that is suitable for the vehicle in some areas. In this case, the emergency call, if available in the vehicle, is routed to the legally required eCall Emergency System. If the legally required eCall Emergency System is not available in the vehicle, the call will be forwarded to the emergency number 112.
- Even if there is good cell phone and satellite reception, in some areas the telecommunications providers' 3G network is unavailable. This can result in the connection to the Emergency Call Service being delayed by up to 60 seconds. To enable a connection to be established without delay, the Emergency Call Service can be deactivated in the in the Infotainment system if the legally required eCall emergency system is available in the vehicle. The legally required eCall Emergency System is available immediately when the Emergency Call Service is deactivated.
- The Emergency Call Service is not permitted by law in some countries.
- There is no valid license for the use of the Emergency Call Service.
- The vehicle components required for manual or automatic emergency calls are damaged or do not have sufficient power.
- The Emergency Call Service has been deactivated. In this case, the emergency call, if available in the vehicle, is routed to the legally required eCall Emergency System. If the legally requiredeCall Emergency System is not available in the vehicle, no emergency call will be made. There will be no forwarding to the emergency number 112 either.
- The Emergency Call Service has been deactivated by disabling of data transmission. In this case, the emergency call, if available in the vehicle, is routed to the legally required eCall Emergency System. If the legally required eCall Emergency System cannot perform its function for technical reasons, the Emergency Call Service is automatically reactivated.
- The vehicle's ignition is not switched on.

### Triggering an emergency call manually

1. If fitted, press on the button cover briefly and fold the cover downward.
2. Press the emergency call button *→ fig. 2* until the green indicator light starts to blink.

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

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

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

Only press the emergency call button in an emergency *→ fig. 2*.

## Troubleshooting

## Automatic emergency call

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

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

— Immediately after the airbags have been deployed.

— Immediately after the safety belt pretensioners have been triggered.

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

The automatic emergency call cannot be stopped by pressing the emergency call button → *fig. 2*.

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

## Integrated battery

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

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

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

## Data transmission

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

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

The emergency call data is processed to ensure that the Emergency Call Service is functioning properly. The emergency call data is automatically deleted by the vehicle system 13 hours after the emergency call is triggered.

The following data is sent:

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

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

— Vehicle Identification Number (VIN)

— Type of vehicle drive.

— Vehicle model

— Trigger type (automatic or manual)

— Call type.

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

— Accident severity.

— Accident direction.

— Time of impact

— Reliability of the positioning data

— Data set version.

— Counter of the data sets transmitted per call

— Calculated number of passengers.

— Language selected in the Infotainment system.

— Optional data ID.

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

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

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

### Routing to the Statutory eCall Emergency System

In some situations, the Emergency Call Service is limited or not carried out. If the legally required eCall Emergency System is available in the vehicle, a voice connection will be established with a local emergency service center if possible. In this case, available data will be sent to the local emergency center during an emergency call to determine what rescue measures are needed .

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

### Fall-back to emergency number 112

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

### Emergency Call Service malfunction

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

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

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

### Emergency Call Service limited

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

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

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

## Legally required eCall Emergency System

### Controls are responding differently than expected

Moisture, dirt and grease may limit the functioning of the controls.

1. Always keep the control panels clean and dry.




Fig. 1 In the roof console: button for the legally required eCall Emergency System (behind the button cover) and indicator light.




Fig. 2 In the roof console: Button for legally required eCall Emergency System.

Depending on the country and vehicle equipment, the vehicle may be fitted with an emergency call system. In some countries, the free, legally required eCall Emergency System is activated by default. The controls are located in the roof console.

Using the emergency call system, assistance can be organized as quickly as possible in dangerous situations. A call will be made to a local emergency service center. The call center agent will communicate in the language of the country where the vehicle is located. In addition, legally mandated data relevant to the emergency call, such as the current vehicle location, will be automatically transmitted to the local emergency service center.

The legal basis for data processing for the legally requiredeCall Emergency System conforms to the applicable local laws and regulations, such as EU regulation 2015/758. In addition, please note the information regarding data storage and services *(→ Data processing in the vehicle)*.

The required connection is produced by a control module installed by the manufacturer. To ensure the system functions correctly after a severe accident, additional components are needed, such as an emergency call microphone, emergency call speaker, and an integrated battery that is separate from the vehicle electrical system.

## Troubleshooting

## Indicator light for the statutory eCall Emergency System

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

- The indicator light does not light up: The emergency call function is not available.
- Warning light blinks red after the ignition is switched on: emergency call is deactivated.
- The red indicator light comes on and remains on: system error. The emergency call function has limited availability or is not available.
- The green indicator light comes on: The emergency call function is available and the vehicle system is ready for use.
- The indicator light blinks green: There is an emergency call in progress.

**⚠ WARNING**

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

- The emergency call location is in an area with no cell phone and satellite reception, or insufficient reception.
- You are in a location where there is good cell phone and satellite reception, but the telecommunications provider's mobile communications 2G/3G network is unavailable.
- The emergency call function is not available in certain countries.
- The local emergency dispatch center lacks the technical capacity to receive emergency data.
- The vehicle components required for manual or automatic emergency calls are damaged or do not have sufficient power.
- The vehicle's ignition is not switched on.

## Triggering an emergency call manually

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

   The emergency call will be triggered and a call will be made to a local emergency dispatch center.

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

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

Only press the emergency call button in an emergency → *fig. 2*.

## Automatic emergency call

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

A connection to the local emergency dispatch center is automatically established in the following situations:

— Immediately after the airbags have been deployed.

— Immediately after the safety belt pretensioners have been triggered.

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

The automatic emergency call cannot be stopped by pressing the emergency call button → *fig. 2*.

If questions from the local emergency dispatch center are not answered, rescue operations will automatically start.

## Integrated battery

The integrated battery ensures that the legally required eCall Emergency System will still be available for some time if the 12 V vehicle battery is disconnected or faulty.

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

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

## Data transmission

The legally required data will be sent to the local emergency dispatch center during an emergency call to determine the necessary rescue measures.

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

The emergency call data is only processed to ensure the proper function of the legally required eCall Emergency System. The emergency call data is automatically deleted by the system 13 hours after the emergency call is triggered.

The following data is sent:

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

— Two other positions shortly before the emergency call was triggered (route driven, a few 100 m (a few 100 ft))

— Vehicle Identification Number (VIN)

— Type of vehicle drive.

— Vehicle model

— Trigger type (automatic or manual)

— Call type.

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

— Accident direction.

— Speed reduction in the event of an accident in longitudinal direction.

— Speed reduction in the event of an accident in transverse direction.

— Time of impact

— Reliability of the positioning data

— Data set version.

— Counter of the data sets transmitted per call

— Calculated number of passengers.

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

Installed after-market Infotainment systems may limit the function of the legally required eCall Emergency System.

## Malfunction in the legally mandated eCall Emergency System

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

There is a system error with the legally mandatedeCall Emergency System. You may not be able to make an emergency call.

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

### SOS Limited function in the legally mandated eCall Emergency System

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

The legally mandated eCall Emergency System function is only available to a limited extent. For example, you cannot make a voice connection to the local emergency dispatch center.

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

## Vehicle key functions

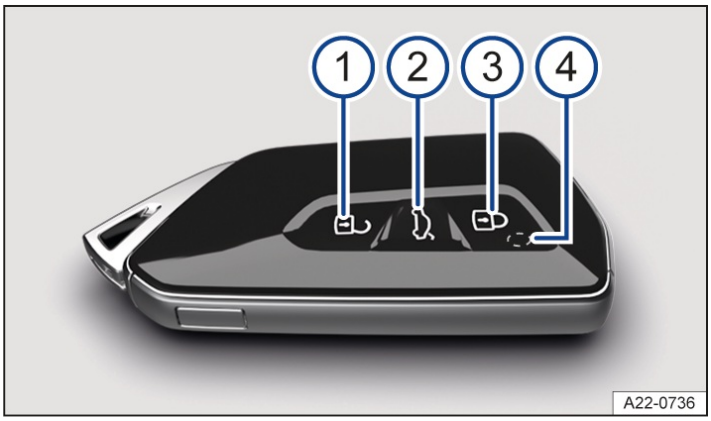



Fig. 1 Vehicle key.

1. Unlock the vehicle. Press once: vehicle unlocks according to the settings in the Infotainment system. Press twice: the entire vehicle is unlocked.
2. Unlock the trunk lid separately. All turn signals will flash twice. To do this, briefly press and hold the button. If the button is pressed for longer, the trunk lid opens.
3. Lock the vehicle. All turn signals will flash once. A single press locks the vehicle and activates SAFELOCK. A double press locks the vehicle without activating SAFELOCK.
4. Indicator light.

Your vehicle may be equipped with a SAFE lock. This prevents the doors from being opened both from the inside and from the outside.

If a vehicle has SAFELOCK, this feature is activated automatically when locking with the vehicle key or the sensor in the door handle. If SAFELOCK is to be intentionally deactivated, the vehicle key or the door handle sensor must be operated again. The vehicle is then only locked. Opening from the outside is prevented, but it can be opened from the inside.

**WARNING**

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

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

**WARNING**

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

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

***NOTICE***

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

- Protect the vehicle key from moisture and strong impacts.

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

## Emergency key




Fig. 1 Vehicle key: releasing the emergency key.

1. Briefly press the release button. The key ring will fold open.
2. Press the release button and pull out the emergency key in the direction of the arrow.
3. Emergency key.

An emergency key that can be used to manually unlock and lock the vehicle is located in the vehicle key→ *fig. 1*.

In the event of a discharged vehicle battery or vehicle key battery, it may be necessary to perform emergency locking or emergency release of the vehicle *(→ Doors)*.

# Replacing the button cell battery

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

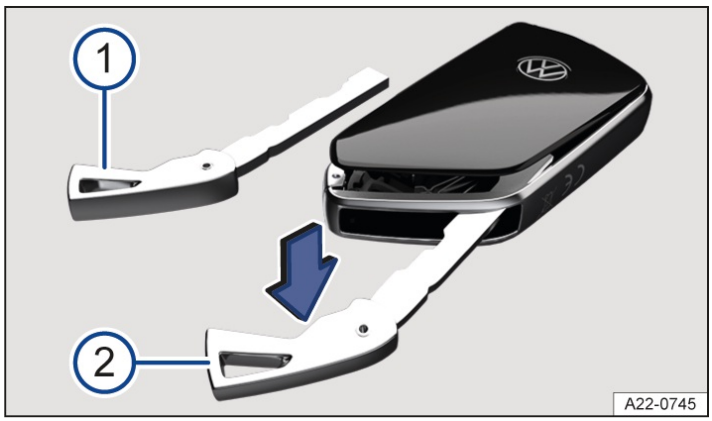



Fig. 1 Remote control vehicle key: opening the battery compartment cover.

(1) Emergency key.

(2) Lever out the cover.




Fig. 2 Vehicle key: replacing the button cell battery

1. Remove the emergency key → *fig. 1* (1) *(→ Vehicle key)*.
2. Insert the emergency key in the slot, push it in the direction of the arrow and lever out the cover → *fig. 1* (2).
3. Lift the button cell battery out of the battery compartment → *fig. 2* , →⚠.
4. Press the new button cell battery into the battery compartment.
5. Press the cover onto the housing → *fig. 2* , →ⓘ.
6. Store the emergency key *(→ Vehicle key)*.
7. Dispose of drained battery in a way that will not harm the environment.

**⚠ DANGER**

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

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

**NOTICE**

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

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

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

## Synchronizing a vehicle key

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

### Synchronizing a vehicle key

1. Fold out the key bit or remove the emergency key.
2. If necessary, remove the cap from the driver's door handle *(→ Doors)*.
3. Press the button on the vehicle key.
4. Unlock the vehicle using the key bit.
5. Open the driver door.

   If the vehicle is equipped with an anti-theft alarm system, the alarm will be triggered immediately *(→ Anti-theft alarm system)*.
6. Switch the ignition on.

   This completes the synchronization.

## Vehicle cannot be locked or unlocked

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

1. Close the driver door.

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

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

To protect the central locking from overloading, it switches off briefly. Wait about 10 seconds and then try again to activate the central locking.

## The indicator light is not blinking

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

## Vehicle does not blink during locking

— All doors, the engine hood and the trunk lid must be completely closed. The turn signals will only blink if the vehicle is completely closed.
— Check that the vehicle key is close enough to the vehicle.
— Check the battery charge level of the key battery.

The indicator light in the vehicle key must turn on briefly each time the buttons are pressed.

## The central locking button lights up white

— The vehicle is unlocked.
— Close all the doors and press the central locking button in the door.
— If all the doors have been locked from the inside, the central locking button lights up yellow.
— If the central locking switch remains lit up white, the doors are not locked and there is a malfunction. Contact a qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

## The vehicle cannot be unlocked because the key battery is dead

1. Remove the emergency key from the vehicle key *(→ Vehicle key)*.
2. Insert the emergency key into the door lock cylinder and turn it counterclockwise.

   For right-hand drive vehicles, turn the emergency key clockwise.
3. The driver door is mechanically unlocked.
4. Open the driver door.
5. Switch the ignition on. The alarm stops.
6. To unlock the remaining doors, press the central locking button in the door.

Depending on the vehicle equipment, an alarm is triggered when the door is opened.

### The vehicle cannot be unlocked because the vehicle battery is dead

1. Remove the emergency key from the vehicle key *(→ Vehicle key)*.
2. Insert the emergency key into the door lock cylinder and turn it counterclockwise.

   For right-hand drive vehicles, turn the emergency key clockwise.
3. The driver door is mechanically unlocked.
4. Open the driver door.
5. If SAFELOCK was not engaged previously, all doors can now be opened and unlocked individually by pulling on the inside door handle.
6. The other doors cannot be opened when SAFELOCK is engaged.

Once the comfort battery has been charged, the central locking functions will become available again.

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

## Introduction

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

# Unlocking or locking using Keyless Access

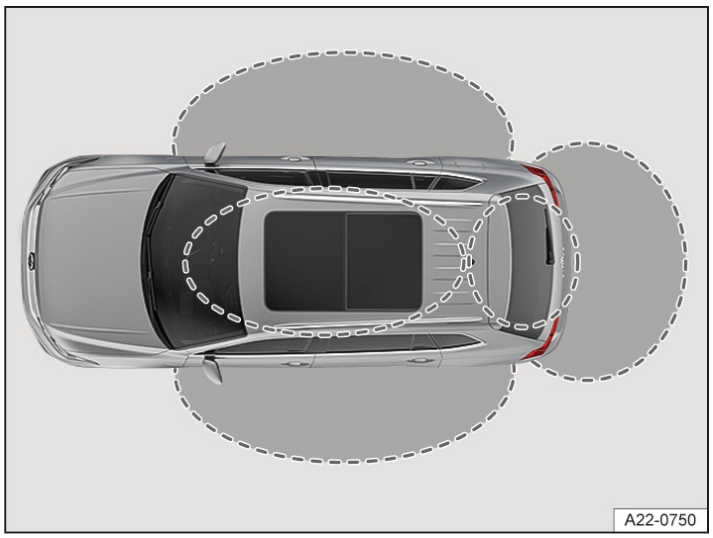



Fig. 1 Keyless Access: Sensor ranges (general example).

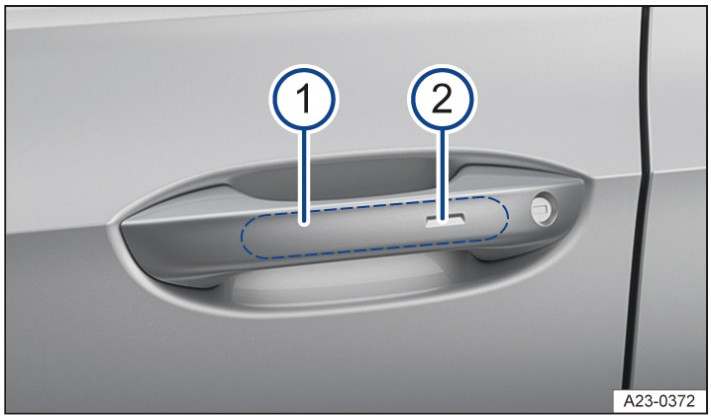



Fig. 2 In door handle: sensors.

(1) Sensor on the inside of the driver or passenger door handle.

(2) Sensor on the outside of the driver or passenger door handle.

## Configuring Keyless Access

The behavior of the Keyless Access with push-button start can be set in the Opening and closing menu in the Infotainment system.

It is recommended that you always leave the Keyless Access with push-button start activated.

## Unlocking the vehicle

1. Touch the sensor on the inside of the door handle → *fig. 2*.

   All turn signals will flash twice.

The driver door unlocks. All of the doors can also be opened at the same time by pressing the central locking button in the driver door or by grasping the door handle twice in quick succession. If single door unlocking is activated, only the driver door can be unlocked by approaching the driver's side. Other doors will not be unlocked. All doors or one side of the vehicle can also be selected in the Infotainment system settings.

To access the settings in the Infotainment system, select Vehicle and swipe left until Central locking appears. Once the item has been selected, the options for unlocking the door appear. All doors: all doors and the trunk lid are

unlocked. Individual door: when unlocking for the first time, only the driver door is unlocked. When unlocking for the second time, the entire vehicle is unlocked. Side of vehicle: when unlocking for the first time, only the doors on the driver's side are unlocked. When unlocking for the second time, the entire vehicle is unlocked.

## Unlocking the vehicle upon approach

Depending on the vehicle equipment, the vehicle can be automatically unlocked upon approach. The following conditions must be met at the same time:

✓ The function is activated in the Infotainment system.

✓ The remote control vehicle key is in the vehicle unlocking area.

---

If automatic unlocking is successful, all of the turn signals will flash twice.

If the vehicle is not unlocked for a long period of time, the function will only available again after the next time the engine is started.

If single door unlocking is activated, the driver door can only be unlocked by approaching the driver's side. Other doors will not be unlocked.

## Unlocking the vehicle with the vehicle key

1. If individual door unlocking is activated: press the button once to unlock the driver door. If the button on the vehicle key is pressed twice, all doors and the trunk lid will unlock.

## Locking the vehicle

1. Park the vehicle.
2. Touch the sensor on the outside of the door handle→ *fig. 2*.

   All turn signals will flash once.

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

## Locking the Vehicle Upon Exiting

Depending on the vehicle equipment, the vehicle can be locked automatically upon exiting. The following conditions must be met at the same time:

✓ The function is activated in the Infotainment system.

✓ The last key belonging to the vehicle exits the locking area.

If automatic locking is successful, all of the turn signals will flash once.

---

To deactivate automatic locking once:

1. Press the button in the driver door for longer than 2 seconds with a door open.

   Automatic locking will be unavailable until the next time the vehicle is deliberately locked.

The vehicle will only lock if all of the doors and the trunk lid are closed. If it has been activated in the vehicle settings, a double warning tone may sound to indicate open doors or an open trunk lid.

If you lock the vehicle upon exiting, it will be locked without SAFELOCK. This is signaled to the user by one-time audible feedback. The vehicle is only locked with SAFELOCK if it is deliberately locked at the door handle or with the vehicle key.

If the key is within the detection range around the vehicle for a long period of time, there may be restrictions to

locking upon exiting or unlocking upon approach.

Some devices may prevent locking. The vehicle then remains unlocked without an audible warning. Always be aware of whether or not the vehicle is locked.

If the vehicle is parked for a long time and has not been used, the vehicle can only be unlocked via the sensor on the inside of the driver door handle or the vehicle key.

## Unlocking and locking the trunk lid

If the vehicle is locked and a vehicle key is within the unlocking area of the trunk lid, the trunk lid will unlock automatically when opened. After closing, the trunk lid will lock again.

If Central locking for all doors and Keyless Access unlocking with push-button start upon approach are activated in the Infotainment system, the vehicle will remain unlocked after opening and closing the trunk lid. The vehicle must be actively locked.

If Keyless Access with push-button start locking upon exiting is activated, the vehicle will also automatically lock when you exit it.

## Deactivating Keyless Access temporarily

The Keyless Access with push-button start unlocking function can be temporarily deactivated.

1. Lock the vehicle with the button on the vehicle key.
2. Then, within 5 seconds, touch the sensor on the outside of the door handle once → *fig. 2*. Do not grasp the door handle during this process.

   Keyless Access is now temporarily deactivated.
3. To check that it has actually been deactivated, wait at least 10 seconds and then pull on the door handle.

   The door should not open.

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

## Deactivating Keyless Access permanently

Keyless Access with push-button start can be permanently deactivated in the Infotainment system.

If Keyless Access with push-button start is deactivated, the sensor-controlled opening and closing of the trunk lid *(→ Automatic trunk lid (easy open))* will also be deactivated depending on the vehicle equipment, even if the function is activated in the vehicle menu.

## Operating convenience functions

The electric windows can be closed automatically.

1. Press and hold the sensor on the driver or passenger door handle for a few seconds → *fig. 2*.

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

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

Vehicles featuring a DSG®

® automated transmission can only be locked when the parking lock P is engaged.

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

# Troubleshooting

## If Keyless Access is not working

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

1. Clean the sensors.

## If all turn signals flash four times

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

1. Remove the key and lock the vehicle.

The vehicle is locked automatically after 45 seconds even if the vehicle key is still in the vehicle.

## Automatic sensor deactivation

The sensors will deactivate automatically under the following conditions:

— If the vehicle is not unlocked or locked for a long period of time

— If a sensor is triggered too frequently

Reactivating the sensor pads:

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

## Valid vehicle key cannot be detected

The yellow indicator light turns on. A message will also appear in the instrument cluster display.

The vehicle key is no longer in the vehicle.

1. Do not end drive-ready mode.
2. Bring the vehicle key back into the vehicle.

   Or: depending on the vehicle equipment, remove the vehicle key from the immediate vicinity of the wireless charging function. Then place the vehicle key on the center console shelf.

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

## Automatic unlocking or locking does not work

The vehicle does not unlock when you approach it.

— The function must be set in the Infotainment system.

The vehicle does not lock when you walk away.

— The function is not selected in the Infotainment system.

— There is another vehicle key in the vehicle.

— The doors, windows or trunk lid are not completely closed

If at least one window is open and the sensors in one door handle are permanently activated, then all windows will close.

If the message Keyless faulty. appears in the instrument cluster display, there may be a malfunction in the Keyless Access system. Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

# Introduction

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

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

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

## Display for open doors

An image in the instrument cluster display indicates if one or more doors have not opened or closed correctly.

STOP Do not continue driving!

1. Safely park the vehicle, if necessary.
2. Open the respective door and close it again.

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

**WARNING**

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

- Stop as soon as traffic allows and close the door.
- When closing the door, make sure it engages securely and completely. When closed, the door must be flush with the areas of the vehicle body that are around the door.

**WARNING**

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

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

**WARNING**

Opening and closing the doors and trunk lid without due care can be dangerous and result in serious injuries.

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

**WARNING**

The central locking system locks all the doors. In case of an emergency or accident, locked doors can make it more difficult for first responders to access the vehicle interior. When the vehicle is locked from the outside, the doors and power windows cannot be opened from the inside. There is a risk of serious or fatal injuries.

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

**WARNING**

All doors can be locked from the inside using the central locking button. Otherwise, children, people requiring assistance or animals could be locked inside the vehicle. In an emergency, they may not be able to exit the vehicle

without assistance or help themselves. Otherwise, they may be subjected to very high or low temperatures. There is a risk of serious or fatal injuries.

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

**NOTICE**

Removing caps without due care may result in damage to the vehicle.

- When using the emergency locking or emergency unlocking feature, remove and reinstall the parts carefully and correctly.

When the vehicle is locked from the inside, it reduces the risk of opening the doors unintentionally and of unauthorized people entering the vehicle.

Some settings can be saved in the driver personalization user profiles.

## Indicator light in the driver's door

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

The indicator light shows the status of the central locking system for around 30 seconds after the vehicle is locked.

The red LED

light blinks at short intervals for around 2 seconds.

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

### Vehicles with SAFELOCK

— If the red LED

light blinks at long intervals, the vehicle will be locked with SAFELOCK.

— If the red LED

light does not come on, the vehicle will be locked, but without SAFELOCK.

### Vehicles without SAFELOCK

— If the red LED

light blinks at long intervals, the vehicle will be locked.

After around 30 seconds, the LED

light blinks at slow intervals.

### Special conditions

If the red LED

light comes on continuously, there is a fault in the central locking system or the anti-theft alarm system.

# Automatic locking and unlocking

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

## Automatic locking (Auto Lock)

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

## Automatic unlocking (Auto Unlock)

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

— If airbags have deployed during an accident.

— Or: *in vehicles with automatic transmission:* the parking lock P is engaged and the ignition is switched off.

— Or: if the door handle has been pulled. This applies at speeds up to approx. 15 km/h (approx. 9 mph).

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

# Central locking button




Fig. 1 In the driver's door: Central locking button (general example).

(1) Central locking button.




Fig. 2 In the driver door: Button for powered opening or closing of the trunk lid (general example).

(1) Button for powered opening or closing of the trunk lid.

– Unlock the vehicle.

– Lock the vehicle.

- Open or close the trunk lid.

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

If the switch in the driver door is pulled, only the trunk lid will open. All doors remain locked.

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

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

— The indicator light in the button will turn yellow if all doors are closed and locked.

— The anti-theft alarm system will not be activated *(→ Anti-theft alarm system)*.

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

# Locking the front passenger door and rear doors in an emergency




Fig. 1 In the front edge of the rear right-hand door: vehicle emergency lock for using the emergency key (general example).

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

The anti-theft alarm system will not be activated.

1. Open the door.
2. Insert the key bit or emergency key into the slot and turn it or press on it.
3. Check that the door is locked. To do this, pull firmly on the door handle.
4. Have the vehicle checked immediately by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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

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

# Child safety lock

The child safety locks are located on the inner door panels of the rear doors.

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

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

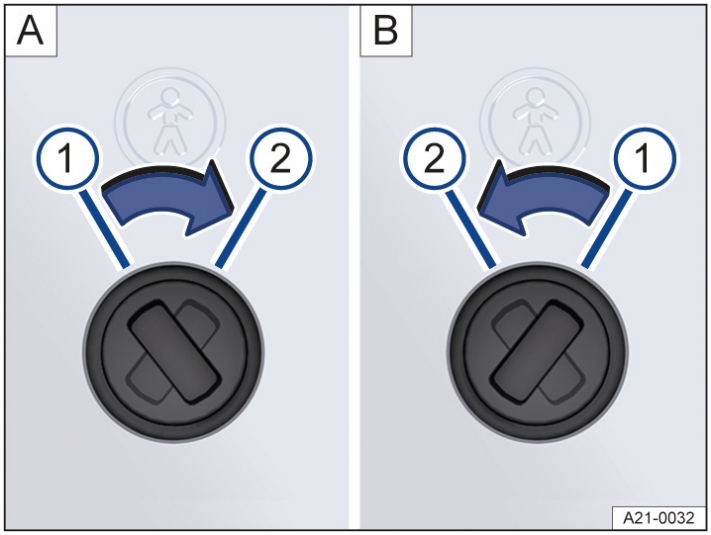



Fig. 1 Child safety lock: A left rear door, B right rear door.

(1) Child safety lock is switched off.

(2) Child safety lock is switched on.

## Switching the child safety lock on or off

1. Unlock the vehicle the open the respective rear door.
2. Bring the slot into the corresponding position→ *fig. 1*.

**⚠ WARNING**

When the child safety lock is switched on, that door cannot be opened from the inside. This can result in people locking themselves inside the vehicle. In an emergency, they may not be able to exit the vehicle without assistance or help themselves.

- Never leave children or people requiring assistance unattended in the vehicle when the doors are locked.

**⚠ WARNING**

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

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

# SAFELOCK

Your vehicle may be equipped with a SAFE lock.

The SAFE lock deactivates the door handles when the vehicle is locked to reduce the risk of someone breaking into the vehicle. The doors can no longer be opened from the inside →⚠.

## Deactivating SAFE lock

The SAFE lock can be deactivated through one of the following methods:

— Press the button on the vehicle key for a second time within two seconds.

— For vehicles with Keyless Access with push-button start: Touch the sensors on the outside of the door handle again within two seconds .

— Switch the ignition on.

— Or: Deactivate the interior monitoring and towing protection functions *(→ Interior monitoring and towing protection)*.

Depending on vehicle equipment, the interior monitoring and towing protection functions can be temporarily deactivated in the Vehicle settings menu in the Infotainment system before locking the vehicle *(→ Interior monitoring and towing protection)*.

The instrument cluster display may indicate an active SAFELOCK.

If the SAFE lock is deactivated, then:

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

— The anti-theft alarm system is active *(→ Anti-theft alarm system)*.

— The interior monitoring and towing protection functions are deactivated *(→ Interior monitoring and towing protection)*.

**⚠ WARNING**

When SAFELOCK is activated, the doors can no longer be opened from the inside. Careless or unintended use of SAFELOCK can result in people being locked in the vehicle interior and can cause serious injuries in an emergency.

- Never leave any individuals in the vehicle when the vehicle is locked using the vehicle key.

Unlocking the driver's door mechanically using the vehicle key will only unlock that door, and not the entire vehicle. Once the ignition is switched on, all doors will be released but not unlocked, and the central locking button will be activated.

## If the indicator light does not turn off

The red LED

light in the vehicle door flashes at short intervals and then stays on.

There is a malfunction in the locking system.

1. Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

## If the turn signals are not flashing

The turn signals are not blinking as confirmation when locking the vehicle.

1. Check that all of the doors, the trunk lid and the engine hood are closed.

## If the vehicle is locking automatically

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

— The vehicle was unlocked using the vehicle key or Keyless Access with push-button start.

— The trunk lid was not opened.

— No door was opened.

— The ignition was not switched on

## Emergency locking and opening on vehicles with lock cylinder open

1. For emergency unlocking, insert the vehicle key into the lock cylinder and turn it counterclockwise.

   For right-hand drive vehicles, turn the remote control vehicle key clockwise.

   Only the driver door opens and the anti-theft alarm system sounds.
2. Switch on the ignition to switch off the anti-theft alarm system.
3. The remaining doors can now be opened using the central locking button.

1. For emergency locking, insert the vehicle key in the lock and turn it clockwise.

   For right-hand drive vehicles, turn the remote control vehicle key counterclockwise.

   All doors are locked and the anti-theft alarm system is activated.
2. Check that all doors are locked.

## Locking with a second vehicle key

For vehicles with Keyless Access with push-button start: The key inside the vehicle will be blocked from starting the engine if the vehicle is locked from the outside with a different vehicle key. However, an emergency start is possible.

1. To enable the vehicle key inside the vehicle so that it can be used to start the engine as usual, press the button on the remote control vehicle key inside the vehicle

### Unlocking and locking the vehicle following airbag deployment

The entire vehicle unlocks when an airbag deploys in a collision. The doors can be opened by firmly pulling on the door handles without a key.

Depending on the severity of the damage, it may be possible to lock the vehicle as follows after the accident:

1. Switch the ignition off.
2. Open the driver door and shut it again.
3. Lock the vehicle.

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

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

## Anti-theft alarm system

The vehicle may be equipped with an anti-theft alarm system. The anti-theft alarm system monitors the doors, the hood, and the trunk lid. The anti-theft alarm system is automatically activated when you lock the vehicle. If an attempt is made to access the vehicle without using the appropriate vehicle key, this triggers the anti-theft alarm system, which emits audible and visual warning signals for up to five minutes.

### When is the alarm triggered?

— If a door that was unlocked manually using the vehicle key is opened.
— If the hood is opened.
— If the trunk lid is opened.
— If the ignition is switched on with an invalid vehicle key.
— If the 12 V vehicle battery is disconnected.
— If a bicycle rack that is paired with the anti-theft alarm system is unhitched.
— If trailer that is paired with the anti-theft alarm system is unhitched.
— If a vehicle is equipped with an interior monitoring system and movement is detected inside the vehicle *(→ Interior monitoring and towing protection)*.
— If a vehicle is equipped with towing protection and it is raised or towed *(→ Interior monitoring and towing protection)*.
— If a vehicle is equipped with towing protection or an interior monitoring system, and it is transported on a car ferry or railway *(→ Interior monitoring and towing protection)*.
— If a device is connected to the diagnostic connection when the anti-theft alarm system is active.

### Switching off the alarm

1. Unlock the vehicle with the unlock button on the vehicle key.

   Or: switch on the ignition using a valid vehicle key.
2. *For vehicles with Keyless Access with push-button start:* when the vehicle key is in the unlocking range, grasp the door handle .

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

If you have integrated a trailer into the anti-theft alarm system, breaking the connection to the trailer may trigger the anti-theft alarm system .

## Interior monitoring and towing protection




Fig. 1 In the roof console: interior monitoring sensors (arrows).

In some markets, the vehicle may have interior monitoring and towing protection depending on the vehicle equipment.

If movement is detected within the vehicle interior while the vehicle is locked, the interior monitoring alarm will be triggered.

If the system detects that the vehicle is being raised, the towing protection alarm will be triggered.

### Activating interior monitoring and towing protection

Close the storage compartments in the roof console so that the sensors will function.

1. Close the doors and trunk lid.
2. Press the lock button once.

Interior monitoring and towing protection are activated.

Depending on your vehicle's equipment, using a screen separator may have an adverse affect on the function of the interior monitoring.

### Deactivating interior monitoring and towing protection temporarily

Depending on the vehicle equipment, the interior monitoring and towing protection functions can be temporarily deactivated in the Infotainment system in the Vehicle settings menu:

1. Switch the ignition on.
2. Deactivate the interior monitoring and towing protection in theVehicle settings menu in the Infotainment system.
3. Close all of the doors and the trunk lid.
4. Lock the vehicle using the vehicle key.

The interior monitoring and towing protection are deactivated until the vehicle is locked again.

It is advisable to deactivate the interior monitoring and towing protection in the following situations:

— If people or animals are staying in the vehicle.

— If the vehicle is to be loaded for transport.

— If the vehicle is being transported.

— If the vehicle is to be towed with raised axle.

— If the vehicle is to be parked in a double platform garage.

— If the vehicle is to be taken into a car wash.

### Risks for false alarms from the interior monitoring function

The interior monitoring function will only function correctly when the vehicle is completely closed. Observe legal regulations. A false alarm can occur in the following situations:

— If one or more windows or the sunroof are completely or partially open.

— If objects that move easily remain in the vehicle, such as pieces of paper or mirror tags.

— If the vibration alarm on a cell phone is switched on.

It is not possible to deactivate the interior monitoring and the towing protection functions permanently.

If the doors or trunk lid are still open when the vehicle is locked, only the anti-theft alarm system is activated without interior monitoring and towing protection. The interior monitoring and towing protection functions will only be activated after the doors and trunk lid are closed.

If the interior monitoring and towing protection functions are switched off, SAFELOCK will also be deactivated depending on the vehicle equipment *(→ SAFELOCK)*.

## Introduction

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

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

On vehicles with Keyless Access with push-button start, press the sensor on the inside of the driver or front passenger door handle twice depending on the setting.

**WARNING**

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

- Do not open or close the trunk lid if anyone is in the way.
- Always keep the trunk lid closed while driving.
- Close and lock the trunk lid and all doors when the vehicle is not in use.
- Check that, when closed, the trunk lid is flush with the areas of the vehicle body around it.

**WARNING**

Depending on the season, the temperature inside the vehicle could become very high or low, which can lead to serious injuries, illness or death, especially for very young children.

- Make sure that no one remains in the vehicle.
- Never let children play in or on the vehicle unattended, especially when the trunk lid is open. Children could enter the luggage compartment, close the lid, and then lock themselves in.

**WARNING**

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

- Check that, when closed, the trunk lid is flush with the areas of the vehicle body around it.

**WARNING**

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

- Never open the trunk lid if there is a heavy load of snow or cargo such as a cargo rack on it.
- Remove the snow or cargo before opening the trunk lid.
- If necessary, support the trunk lid or remove the cargo and/or snow before opening the trunk lid.

**WARNING**

Closing the trunk lid incorrectly may lead to the rear window shattering and cause serious injuries.

- Do not push the trunk lid closed with your hand on the rear window.

***NOTICE***

Using the opening mechanism incorrectly may damage the component and could prevent the trunk lid from closing.

- Never attach or secure cargo on the opening mechanism.

***NOTICE***

Using the rear window wiper incorrectly may damage the component and result in it breaking off.

- Never attach or secure cargo to the rear window wiper.

***NOTICE***

Using the trunk lid or rear spoiler incorrectly may damage the component and result in it breaking off.

- Never attach or secure cargo on the trunk lid or rear spoiler.

## Opening and closing the trunk lid

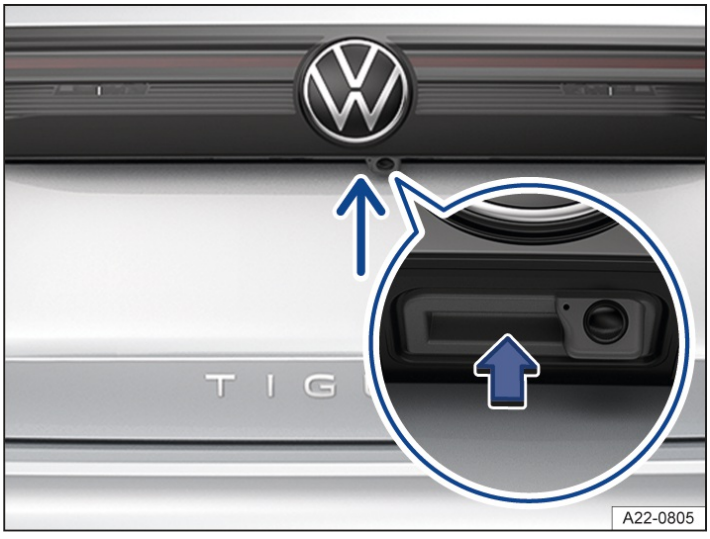



Fig. 1 In the trunk lid: button to open the trunk lid.




Fig. 2 In the open trunk lid: handle for closing the trunk lid (general example).

## Opening the trunk lid

1. To unlock the trunk lid, press the or button on the vehicle key.
2. Raise the trunk lid using the button → *fig. 1*.

## Closing the trunk lid

1. Pull the trunk lid downward carefully using the handle in the interior trim panel until it latches shut in the lock → *fig. 2*.

An image in the Volkswagen Digital Cockpit display indicates if the trunk lid has not opened or closed correctly.

The trunk lid locks automatically while driving.

**WARNING**

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

- When opening the trunk lid, take care to pull it all the way up.
- When closing the trunk lid, make sure your hands are not within the closing range of the lid.

If the trunk lid is not opened within several minutes after unlocking, it will lock again automatically.

# Power opening and closing the trunk lid




Fig. 1 In the open trunk lid: Button for power closing the trunk lid.

## Power opening the trunk lid

1. To unlock the trunk lid, briefly press and hold the button on the vehicle key.

   Or: pull the button in the driver door upward *(→ Central locking button)*.

   The parking lock P must be engaged.

   Or: press the button on the trunk lid.

   The trunk lid will open automatically.

## Power closing the trunk lid

1. Press the button in the trunk lid when it is open *→ fig. 1*.

   Or: pull the button in the driver door upward when the ignition is switched on until the trunk lid is closed.

   Or: *On vehicles with Keyless Access with push-button start:* briefly press and hold the button on the vehicle key. The remote control vehicle key must be near the trunk lid to use this feature.

   Or: Begin closing the trunk lid by hand until it closes by itself.

   The trunk lid is closed.

## Interrupting the opening or closing process

1. Press the button while the lid is opening or closing.

   Or: press the button on the trunk lid while the lid is opening or closing *→ fig. 1*.

   Or: release the button in the driver door while the lid is closing.

   The trunk lid can now be moved by hand. It is necessary to use more force when doing this.

Pressing the button again moves the trunk lid back to the original position.

## Chimes

When the trunk lid is opened or closed from inside the vehicle or using the vehicle key, chimes will sound.

### Changing and saving the opening angle

You can change the opening angle of the trunk lid. If you cannot open the trunk lid fully, this may be necessary.

1. Interrupt the opening process at the preferred open position.

   The trunk lid must be at least half open.

2. Press and hold the button in the trunk lid until the emergency flashers start flashing → *fig. 1*.

   The adjusted opening angle is saved.

   There will be an audible signal and the emergency flashers will flash to indicate that the setting was saved.

### Resetting and saving the opening angle

For that the trunk lid to open fully again, the opening angle must be reset and saved again.

1. Push the open trunk lid all the way up by hand. It is necessary to use more force when doing this.
2. Press and hold the → *fig. 1* button in the trunk lid until the emergency flashers start flashing.

   This resets the opening angle.

   An audible signal will sound and the emergency flashers will flash to indicate that the process is completed.

**WARNING**

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

- When closing the trunk lid, make sure your hands are not within the closing range of the lid.

**NOTICE**

If you open or close the trunk lid when there is not enough space, this may cause damage.

- Before opening or closing the trunk lid, check whether there is enough room, e.g. in garages.

## Trunk Lid with Motion Sensor (Easy Open)




Fig. 1 General example of the sensor-controlled luggage compartment opener (Easy Open).

If a valid vehicle key is located near the trunk lid, the trunk lid can be unlocked and opened with foot motion, depending on the country.

1. Position your foot behind the middle of the bumper.

2. Quickly swing the lower part of your leg close to the bumper → *fig. 1*.
3. Quickly remove the lower part of your leg once more from the bumper.

Visual feedback is given via the turn signals. The trunk lid will open.

### Activating or deactivating the Easy Open function

The Easy Open function can be activated and deactivated in the Infotainment system:

1. Select the Vehicle menu.
2. Select the Exterior submenu.
3. Swipe to the side and activate or deactivate Easy Open.

Or:

1. Swipe to the side and select the Central locking menu item.
2. Scroll down the list and activate or deactivate Easy Open.

If Easy Open is activated, Easy Close is also active, depending on the vehicle equipment *(→ Automatic trunk lid (easy close))*.

The Easy Open function is only available when Keyless Access is activated .

### The sensor-controlled luggage compartment opener (Easy Open) function may be triggered inadvertently in the following situations:

— During refueling operations in which a tank hose is brought to the lower rear area of the vehicle.

— If there is a sweeping motion under the rear bumper.

— If a strong stream of water or steam passes.

— During maintenance and repair work in the area of the rear bumper.

— If there are moving gates in the vicinity of the bumper.

**⚠ CAUTION**

If a valid vehicle key is detected near the trunk lid, the sensor-controlled luggage compartment opener (Easy Open) function may trigger unintentionally and open the trunk lid in some cases. If the trunk lid opens unintentionally, it may cause injuries to people and/or damage to objects within the trunk lid's range of motion.

- After parking the vehicle, switch off the sensor-controlled luggage compartment opener (Easy Open) function via the Infotainment system if you park close to obstacles, e.g. street lamps, posts and garage doors, or if you park in an underground car park with a low ceiling.
- Always make sure that no valid vehicle keys are left unattended near the trunk lid.
- Always turn off the sensor-controlled luggage compartment opener (Easy Open) function via the Infotainment system before any and all maintenance and repair work is performed on the vehicle.
- Always turn off the sensor-controlled luggage compartment opener (Easy Open) function via the Infotainment system before washing the vehicle.
- Always switch off the sensor-controlled luggage compartment opener (Easy Open) function via the Infotainment system before mounting a bicycle rack or hitching a trailer *(→ Trailer towing)*.

## Automatic Trunk Lid Closing (Easy Close)




Fig. 1 General example of the trunk lid with sensor-controlled closing (Easy Close).

Depending on the country, the Easy Close function can only be activated if a valid remote control vehicle key is detected near the trunk lid.

1. Position your foot behind the middle of the bumper.
2. Quickly swing the lower part of your leg close to the bumper → *fig. 1*.
3. Quickly remove the lower part of your leg once more from the bumper.

Easy Close is activated for approx. 20 seconds. A chime will confirm successful activation.

The trunk lid is closed as soon as all valid vehicle keys are removed from the area near the trunk lid.

The trunk lid will lock automatically after it closes if the vehicle was previously locked and there is not a valid vehicle key inside the vehicle.

Easy Close permits locking a maximum of one vehicle key in the luggage compartment.

The locking procedure is interrupted as soon as a vehicle key returns nearby. The trunk lid re-opens.

## Activating or deactivating the Easy Close function

The function Easy Close can be activated or deactivated together with the sensor-controlled luggage compartment opener (Easy Open) function in the Vehicle menu in the Infotainment system *(→ Automatic trunk lid (easy open))*.

The Easy Close function is only available when Keyless Access is activated .

## The Easy Close function may be triggered inadvertently in the following situations:

— During refueling operations in which a tank hose is brought to the lower rear area of the vehicle.

— If there is a sweeping motion under the rear bumper.

— If a strong stream of water or steam passes.

— During maintenance and repair work in the area of the rear bumper.

— If there are moving gates in the vicinity of the bumper.

**⚠ CAUTION**

If a valid vehicle key is detected near the trunk lid, the Easy Close function may trigger unintentionally and close the trunk lid in some cases. If the trunk lid closes unintentionally, it may cause injuries to people and/or damage to objects within the trunk lid's range of motion.

- After parking the vehicle, switch off the Easy Close function via the Infotainment system if you park close to obstacles, e.g. street lamps, posts and garage doors, or if you park in an underground car park with a low ceiling.

- Always make sure that no valid vehicle keys are left unattended near the trunk lid.
- Always make sure that there are no people in the swivel range of the trunk lid.
- Do not hold on to anything in the path of the trunk lid.
- Always turn off the Easy Close function via the Infotainment system before any and all maintenance and repair work is performed on the vehicle.
- Always switch off the Easy Close function via the Infotainment system before washing the vehicle.
- Always switch off the Easy Close function via the Infotainment system before mounting a bicycle rack or hitching a trailer *(→ Trailer towing)*.

If another trunk lid function is activated while closing the trunk lid or objects are detected in the area of the trunk lid, the closing process is automatically interrupted.

If the vehicle is locked and the Easy Close function is started, the trunk lid will lock automatically once it is closed.

If the vehicle is completely unlocked and the Easy Close function is started, the trunk lid will not lock automatically once it is closed.

## Troubleshooting

### If the automatic trunk lid will not open or close

1. Check if the trunk lid is being blocked by an object.

   The trunk lid can be moved by hand. It is necessary to use more force when doing this.

— If the trunk lid is opened or closed too frequently within a short period of time, the lid motor will automatically switch off to reduce the risk of overheating. Until the lid motor has cooled down, the trunk lid can be opened and closed by hand using extra force.

— If the 12 V vehicle battery is disconnected or the fuse is malfunctioning, the trunk lid must be closed by hand.

### If the trunk lid will not open automatically (trailer mode)

The trunk lid may not open or close automatically in trailer mode.

1. Open or close the trunk lid by hand.

### If the manual trunk lid is difficult to move

The mechanism for opening the trunk lid may not always work automatically when the outside temperatures are around the freezing point.

1. Guide the trunk lid farther upward by hand.

### The Easy Open sensor function is not working

Easy Open only works when the ignition is switched off.

1. Clean the sensors in the rear bumper.

— The trailer hitch is extended.

— The vehicle was retrofitted with a trailer hitch.

— Easy Open (sensor-controlled luggage compartment opener) may be deactivated in heavy precipitation to reduce

the risk of false activation.

### Easy Close automatic trunk lid closing is not working

— Switch the ignition off and close the driver door.

— The trunk lid must be open at least half way.

— Disconnect the trailer .

— There is more than one vehicle key in the luggage compartment.

— Press the Easy Close button again.

## Opening and closing the windows

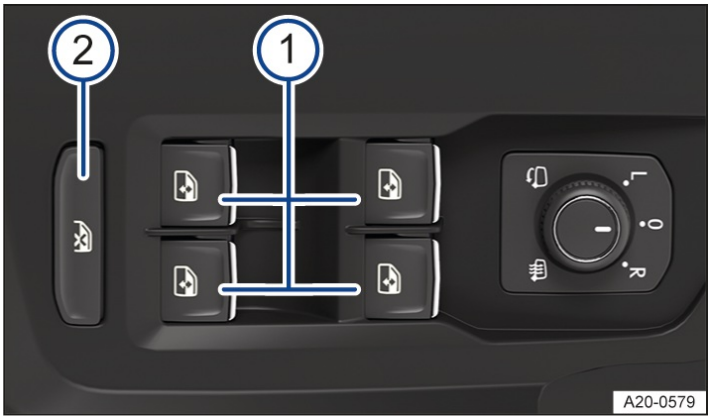



Fig. 1 In the driver door: Power window buttons.

(1) Opening the window: press the switch.

Closing the window: pull the switch.

(2) Deactivating the power window buttons in the rear doors: press the switch.

This button is only located in the driver door.

The windows can still be opened or closed using the switches in the doors for a brief period after the ignition has been switched off, as long as the driver's or front passenger door is not opened.

### One-touch opening and closing function

The one-touch opening and closing function allows the windows to be completely opened or closed. To use this feature, do not hold the window switch up or down.

— To start the one-touch closing function, pull the window switch upward briefly to the second level.

— To start the one-touch opening function, press the window switch downward briefly to the second level.

— To stop the one-touch opening or closing function, pull or press the switch for that window again.

### Convenience opening and closing

The windows can be opened and closed from outside the vehicle using the vehicle key when the ignition is switched off.

Depending on the country, it may only be possible to open the windows from outside using the vehicle key.

1. Press and hold the unlock or lock button on the vehicle key.

   Or: press the power window switch in the driver door for a few seconds.

Or: *On vehicles with Keyless Access with push-button start:* hold your finger on the unlock sensor in the door handle for several seconds until the windows are closed *(→ Keyless Access)*. The vehicle key must be nearby to use this feature.

When all of the windows are closed, the turn signals will flash once as a confirmation.

Depending on the vehicle equipment, if the vehicle also has a tilting and sliding panoramic sunroof, this must also be closed.

2. To stop the function, release the unlock or lock button.

   Or: release the power window switch.

   Or to stop the function, remove your finger from the sensor.

You can select the convenience opening settings in the Vehicle settings menu in the Infotainment system.

**⚠ WARNING**

Careless or unintended use of the power windows can cause serious injuries.

- Do not open or close the power windows if anyone is in the way.
- Always take all vehicle keys with you when leaving the vehicle.
- Note that once the ignition has been switched off, the windows can still be opened or closed for a short time with the switches in the doors.
- When driving with children seated on the rear bench seat, always disable the rear power windows so that the windows cannot be opened or closed.

**⚠ WARNING**

If the vehicle is locked, the windows can no longer be opened and will prevent people from escaping from the vehicle interior. In an emergency, this could cause serious or fatal injuries.

- Never leave children or people requiring assistance unattended in the vehicle when the vehicle is locked.

***NOTICE***

If the windows are open, precipitation can enter the vehicle and soak the interior equipment, which could restrict the function of the controls or damage them.

- Close all windows if there is precipitation.

If the power windows are malfunctioning, the one-touch opening and closing function and the pinch protection may not function correctly. Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Convenience opening and closing only functions if the one-touch opening and closing function is activated for all the power windows.

## Power window pinch protection

The power window pinch protection can reduce the risk of being pinched and injured when the windows are closing.

If the window cannot close due to resistance or an obstacle, then the window will reopen immediately→⚠.

1. Check why the window did not close.
2. Try again to close the window.

If the window will not close again, then the pinch protection will be disabled for several seconds.

If the window still cannot close, then the window will stop at the place where it meets resistance. If you pull on the power window switch again within a few seconds, the window will close without pinch protection →⚠.

### Closing windows without pinch protection

1. Try to close the window again within a few seconds by holding the power window switch. This will disable the pinch protection.

   If the closing process takes longer than several seconds, then pinch protection will be enabled again. If there is resistance to the window moving or an obstacle is blocking the window, then the window will reopen automatically.

2. If the window still cannot close, then contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

**⚠ WARNING**

Closing the window when pinch protection is disabled can result in serious injuries.

- Always be careful when closing the windows.
- Do not close windows if anyone is in the way.
- Note that the pinch protection does not prevent fingers or body parts from being trapped against the window frame.

Pinch protection is also active during convenience closing.

## Troubleshooting

### One-touch up/down feature

If the 12 V vehicle battery is disconnected or drained when the windows are not completely closed, then the one-touch up/down feature will not work. It must be reprogrammed using the following steps:

1. Switch the ignition on.
2. Close all windows and doors.
3. Pull the switch for the desired window and hold it in that position for several seconds.
4. Release the switch, then pull it upward again and hold it.

The one-touch up and down features will then be fully functional.

The automatic power windows can be reprogrammed individually, or multiple windows can be reprogrammed at the same time.

### Controls are responding differently than expected

Moisture, dirt and grease may limit the functioning of the controls.

1. Always keep the control panels clean and dry.

# Opening and closing the tilting and sliding panoramic sunroof

The term “sunroof” is used as a synonym for the panoramic sliding/tilting sunroof.




Fig. 1 In the headliner: Control for the tilting and sliding panoramic sunroof.

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(A) Open or close the tilting and sliding panoramic sunroof.

(B) Tilt the tilting and sliding panoramic sunroof, close the tilting and sliding panoramic sunroof or stop the automatic process.

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The control can be operated in two ways: Swiping and tapping.

Swipe: Fully or partially open and close the roof.

Tap: open the roof in the tilt position or close it from the tilt position.

You can stop the automatic process by tapping or swiping the control again.

## Opening the power sunroof

— Automatic process: swipe back on the control → *fig. 1* (A).

— Manual process: swipe back on the control and hold. To stop, release the control.

## Closing the power sunroof

— Automatic process: swipe forward on the control → *fig. 1* (A).

— Manual process: swipe forward on the control and hold. To stop, release the control.

## Tilting the power sunroof

— Automatic process: Briefly tap the center of the button → *fig. 1* (B).

— Manual operation: tap the center of the control panel briefly. To stop, release the control.

## Closing the power sunroof when tilted

1. Briefly tap the center of the button → *fig. 1* (B).

### Stopping the automatic opening or closing process

1. Tap or swipe the button again → *fig. 1* (B).

**WARNING**

Careless or unintended use of the power sunroof may cause serious or fatal injuries.

- Do not open or close the power sunroof if anyone is in its path.
- Note that the power sunroof can still be opened or closed for a brief period after the ignition has been switched off, as long as the driver's or front passenger door has not been opened.

**WARNING**

If you leave vehicle keys unattended in the vehicle, children or unauthorized people may lock the vehicle, start the vehicle's drive system, switch on the ignition or activate the power sunroof. This can cause accidents and serious or fatal injuries.

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

**CAUTION**

Depending on the vehicle equipment, the tilted position of the tilting and sliding panoramic sunroof may change automatically above a certain speed to reduce wind noise. When it moves, the tilting and sliding panoramic sunroof can cause damage and injuries.

- Always ensure that no body parts or objects are within the opening range of the power sunroof.

*NOTICE*

Opening or tilting the power sunroof when there is precipitation, particularly snow and ice, may cause damage to the vehicle interior and the electrical system.

- Remove snow and ice from the vehicle roof before using the power sunroof in winter temperatures.
- Always close the power sunroof before leaving the vehicle and when there is precipitation.

*NOTICE*

If you use a power sunroof with a roof rack mounted, the power sunroof may be damaged.

- Keep the power sunroof closed when using a roof rack.

Remove leaves and other loose objects from the power sunroof guide rails regularly, either by hand or with a vacuum cleaner.

The pinch protection will not function correctly if the sunroof is malfunctioning. Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

## Tilting and sliding panoramic sunroof convenience opening and closing

### Convenience opening and closing

The sunroof can be opened and closed from outside the vehicle using the vehicle key.

— Does not apply to the US or Canada:Press and hold the unlock or lock button on the vehicle key. The tilting and sliding panoramic sunroof and the blind are opened or closed.

— For vehicles with Keyless Access with push-button start: Hold your finger on the unlock sensor in the door handle for several seconds until the tilting and sliding panoramic sunroof is closed *(→ Keyless Access)*.

— Remove your finger from the unlock or lock button to stop the function.

When using the convenience closing function, all windows in the doors and the sunroof will be closed. When all of the windows and the power sunroof are closed, the turn signals will blink once as a confirmation.

Settings for the sunroof can be adjusted in the vehicle settings in the Infotainment system. You can activate convenience opening in the Infotainment system.

Some settings can be saved in the driver personalization user profiles and will adjust when user profiles are switched.

## Sunroof pinch protection

The pinch protection reduces the risk of pinching injuries→⚠. If the sunroof is obstructed while it is closing, it will open again automatically.

1. Check why the sunroof is not closing.
2. Try again to close the sunroof.
3. If the sunroof is still not able to close, close the sunroof without pinch protection.

### Closing the sunroof without pinch protection

1. If you still cannot close the tilting and sliding panoramic sunroof, swipe forward over the function key within 5 seconds and hold until the power sunroof is completely closed.
2. If the power sunroof still cannot close, then contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

   Depending on the position of the tilting and sliding panoramic sunroof, the power sunroof will stop moving or open completely if the control panel is released prematurely.

**⚠ WARNING**

Closing the power sunroof without pinch protection may result in serious or fatal injuries.

- Always be careful when closing the power sunroof.
- Do not close the power sunroof if anyone is in its way, especially if it is closing without pinch protection.
- Note that the pinch protection does not prevent fingers or body parts from being trapped against the roof frame.

Pinch protection also occurs when convenience closing the windows and sunroof with the vehicle key.

## If the sunroof is not closing

— The sunroof only works when the ignition is on. The sunroof can still be opened or closed for a brief period after the ignition has been switched off, as long as the driver's or front passenger's door has not been opened.

— If it is not possible to close the sunroof using the power controls, the sunroof must be closed manually. Some vehicle components must be removed in order to close the sunroof manually. Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

## Controls are responding differently than expected

Moisture, dirt and grease may limit the functioning of the controls.

1. Always keep the control panels clean and dry.

# Adjusting the steering wheel position mechanically

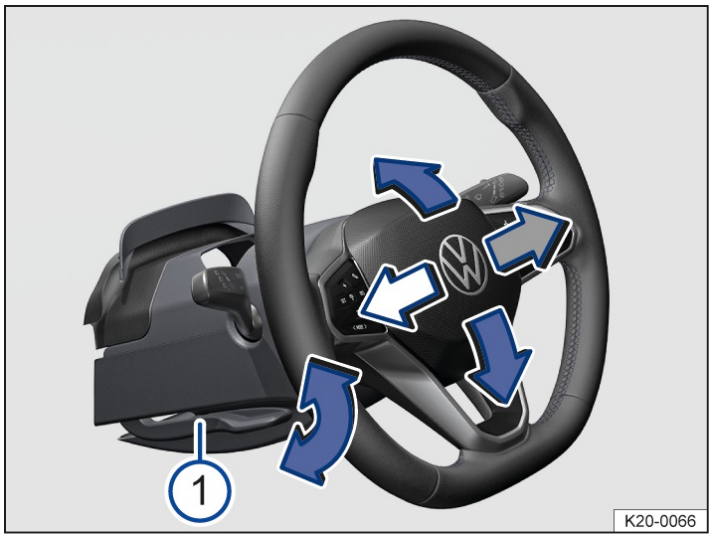



Fig. 1 Under the steering wheel in the steering column trim panel: lever to adjust the steering wheel position manually (general example).



Fig. 2 On the steering wheel: nine o'clock and three o'clock position (general example).

Only adjust the steering wheel before driving or while the vehicle is stationary→⚠.

1. Tilt the lever →*fig. 1* (1) downward.
2. Adjust the steering wheel so that it can be firmly held at the outer edge with both hands at the nine o'clock and three o'clock position →*fig. 2*.
3. Press the lever all the way up until it locks flush with the steering column trim panel→⚠.

**⚠ WARNING**

Incorrect use of the steering wheel adjuster and an incorrect steering wheel adjustment could cause serious or fatal injuries.

- Always push the lever →*fig. 1* (1) upward into its locked position after adjusting so that you do not change the steering wheel position unintentionally while driving.
- Never adjust the steering wheel while driving. If you find the steering wheel must be adjusted while driving, stop the vehicle safely and adjust the steering wheel correctly.
- The steering wheel must always face toward the chest and never toward the face. Otherwise, the protective function of the driver's front airbag may be limited in the event of an accident.

- To reduce the risk of injuries if the driver's front airbag deploys, always hold the outer edge of the steering wheel firmly with both hands in the nine o'clock and three o'clock position → *fig. 2*.
- Never hold the steering wheel in the twelve o'clock position or in any other way, such as holding the center of the steering wheel. Otherwise, the arms, hands, and head could be seriously injured if the driver's front airbag deploys.

## Introduction

The following information describes the various options for adjusting the front seats. Always make sure the seats are adjusted to the correct position *(→ Seating position)*.

**WARNING**

Driving in an incorrect seating position due to seats being adjusted incorrectly may cause serious injuries.
- Adjust the front seats according to the correct seating position each time before driving and make sure all passengers have their safety belts fastened correctly.
- Move the front passenger seat all the way back.

**WARNING**

Adjusting the seats incorrectly can cause accidents and serious injuries.
- Only adjust the seats when the vehicle is stationary. Otherwise, the position of the seats could change unexpectedly while driving and you could lose control of the vehicle. You could also put yourself in an incorrect seating position.
- Only adjust the height, angle, and forward/back position of the front seats when there is no one within the seat's range of movement.
- Do not restrict the movement of the seats by placing objects within their range of movement.
- The adjusting and locking areas of the seats must not be dirty.

**WARNING**

Using seat covers or protective covers incorrectly can result in unintentionally operating the seat adjusters, and the front seats could move unexpectedly while driving. This could cause you to lose control of the vehicle. This can cause accidents and injuries. The electrical components in the front seats could also be damaged.
- Never install or secure seat covers and protective covers on the electrical controls.
- Only use seat covers or protective covers that are specifically approved for use in your vehicle.

**WARNING**

Lighters in the vehicle can become damaged or ignite unintentionally. This can cause severe burns and vehicle damage.
- Before adjusting any seat, always make sure that there are no cigarette lighters near the moving parts of the seat.

*NOTICE*

Objects with sharp edges can damage the seats.
- Never touch the seats with sharp-edged objects. Sharp-edged objects, such as zippers, rivets on clothing, or belts, can cause surface damage. Open hook and loop fasteners can also cause damage.

# Manually adjusting front seats

The information that follows describes all possible controls. Depending on the seat version, the number of controls may vary.

The controls on the front passenger seat are a mirror image of those for the driver seat.

A seat may have both manual and power controls.




Fig. 1 On the driver seat: controls (general example).

1. To adjust the backrest, turn the handwheel with nothing resting on the backrest.
2. If necessary, move the lever upward or downward multiple times to adjust the height of the seat.
3. Pull or push the lever several times if necessary to adjust the seat cushion angle.
4. Lift the grip to move the seat cushion forward or backward.
5. Pull the lever to slide the front seat forward or backward. The front seat must lock into place after the lever is released.

# Adjusting power front seats

The electric controls differ depending on the country and vehicle equipment and may vary according to the seat design.

The controls on the front passenger seat are a mirror image of those for the driver seat.

A seat may have both manual and power controls.

The Infotainment system can be used to change further seat settings *(→ Infotainment system front seats)*.

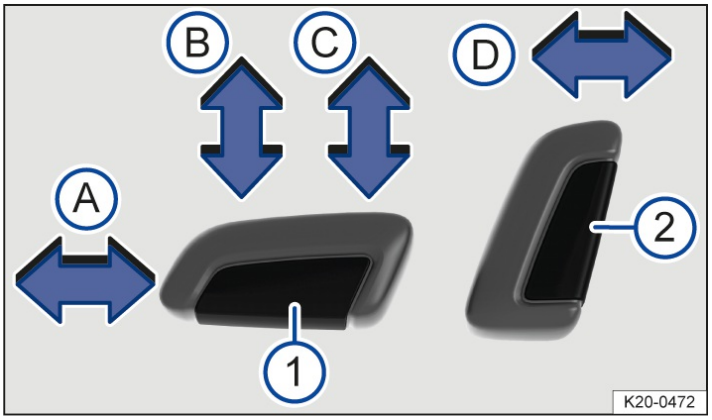



Fig. 1 Switch on the driver seat: Adjusting the front seat forward/back, the height and angle of the seat surface, and the front seat backrest.

Press the switch in the direction of the arrow:

1 (A) Slide the seat forward or backward.

(B) Adjust the angle of the seat surface.

(C) Adjust the height of the seat.

2 (D) Adjust the angle of the backrest.

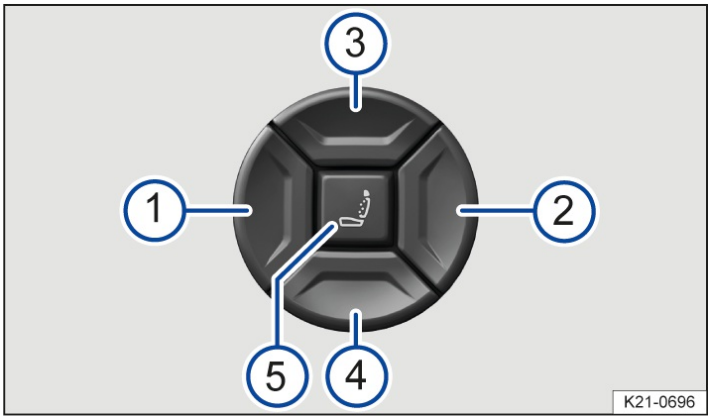



Fig. 2 Switch on the driver seat: Adjusting the lumbar support.

Press the switch in the direction you would like the lumbar support to move.

1 Move the curvature of the lumbar support forward.

2 Move the curvature of the lumbar support backward.

3 Raise the curvature of the lumbar support.

4 Move the curvature of the lumbar support down.

(5) Switch the massage function on and off.

**WARNING**

Careless or unintended use of the power front seats can cause serious injuries.

- The power front seats can also be adjusted when the ignition is switched off. Never leave children or people requiring assistance in the vehicle.
- In case of an emergency, interrupt the power adjustment by pressing another switch.

*NOTICE*

Incorrect usage may damage the electric components in the front seats.

- Do not kneel on the front seats and do not otherwise concentrate pressure on specific points of the seat cushion and backrest.

If the charge level of the 12-volt vehicle battery is too low, it may not be possible to adjust the seat electronically.

Seat adjustment is canceled while the engine is starting.

## Adjusting the front seat using the Infotainment system

The controls on the front seat can be used to make further seat adjustments *(→ Electric front seat)*.

### Opening the Seat Menu in the Infotainment System

1. In the main menu on the home screen, tap the Seats function key.

   Or: tap the function key.

In the Seats main menu, the following settings options are available for the front seats:

### In the Position Menu

In the menu, the front passenger seat can be adjusted with the driver seat controls.

Synchronize: tap and hold the function key to align the front passenger seat settings with the driver seat settings. All electrical seat settings of the driver seat are adopted, with the exception of the lumbar support.

### In the Massage menu

In the menu, the following functions for the front seats can be selected and adjusted:

— Type of massage program.

— Duration of massage program.

— Intensity of massage program.

— Start selected massage program.

### In the Seat Climate menu

Depending on the vehicle equipment, the following functions for the front seats can be selected and set in the menu:

— : seat ventilation *(→ Seat heating and seat ventilation)*.

— : seat heating *(→ Seat heating and seat ventilation)*.

### In the Setup menu

In the menu, the following functions for the front seats can be selected and adjusted:

— Seat air conditioning settings: set the seat heating and seat ventilation.

— Front seat convenience entry function Driver seat: activate and deactivate the front seat convenience entry function for the driver seat.

— Front seat convenience entry function Driver seat: activate and deactivate the front seat convenience entry function for the driver seat.

**WARNING**

Careless or unintended use of the power front seats can cause serious injuries.

- Only use the Seats menu in the Infotainment system to adjust the front passenger seat when the front passenger seat is empty.

*NOTICE*

Incorrect usage may damage the electric components in the front seats.

- Do not kneel on the front seats and do not otherwise concentrate pressure on specific points of the seat cushion and backrest.

Country-specific equipment software may require the engine to be started.

If the charge level of the 12-volt vehicle battery is too low, it may not be possible to adjust the seat electronically.

## Folding the front passenger backrest forwards

Depending on the vehicle equipment, the front passenger backrest can be folded forward and locked in a horizontal position.

If objects are transported on the folded front passenger seat, the front passenger's front airbag must be deactivated *(→ Airbag system)*.

### Folding the front passenger backrest forwards




Fig. 1 Front passenger seat: Fold backrest forwards.

1. Remove objects from the front passenger seat→⚠.

2. Set the front passenger seat as low as possible.
3. Move the front passenger seat as far back as possible.
4. Move the head restraints all the way down.
5. Unlock the front passenger backrest in the direction of the arrow→ *fig. 1* (1) and fold it forward into the horizontal position.

The front passenger backrest must engage securely in the folded down position.

### Unfolding the front passenger backrest

Do not have any objects or body parts near the hinge when unfolding.

1. To unfold the front passenger backrest unlock it again → *fig. 1* (1).
2. Fold the front passenger backrest backwards into the upright position.

The front passenger backrest must engage securely in the folded out, upright position.

**⚠ WARNING**

Folding and unfolding the front passenger backrest in an uncontrolled or careless manner can cause severe injury.

- Only fold or unfold the front passenger backrest when the vehicle is stationary.
- Always ensure that no people or animals are in the way of the backrest when folding down the front passenger backrest.
- As long as the front passenger backrest is folded down, the front airbag must be deactivated and the PASSENGER AIR BAG OFF indicator light must be illuminated.
- Keep hands, fingers, feet, and other parts of the body out of the range of operation of the seat hinges and seat locking mechanism when folding the backrest forward and back.
- Floor mats or other objects must not become caught in the area of the hinges. The floor mats or other objects could get caught in the front passenger backrest hinges. This can lead to the front passenger backrest not being securely locked when unfolded to the upright position.
- The front passenger backrest must be securely locked when being unfolded to the upright position. A front passenger backrest which is not securely locked can move unexpectedly and cause severe injury.

**⚠ WARNING**

The uncovered seat mountings or hinges can lead to severe injury during a braking maneuver or accident when the front passenger backrest is folded down.

- Never transport adults or children on the front passenger seat when the front passenger backrest is folded down.
- Only the seat behind the driver seat on the rear bench seat may be used when the front passenger backrest is folded down. This also applies to child seats.

**⚠ WARNING**

Objects that are not secured or are secured incorrectly can cause serious injuries in the event of sudden driving and braking maneuvers or a collision. This is especially true if the airbags deploy and strike objects, causing them to fly through the vehicle interior.

- Store all objects securely in the vehicle. Follow the legal regulations whilst doing so.
- As long as the front passenger backrest is folded down, the front airbag must be deactivated and the PASSENGER AIR BAG OFF indicator light must be illuminated.

## Introduction

The following information describes the various options for adjusting the rear seats. Always make sure the seats are adjusted to the correct position *(→ Seating position)*.

**⚠ WARNING**

Incorrectly positioned rear seats increase the risk of serious injuries if an accident occurs.

- Before every journey, ensure that the rear seats are positioned so that all passengers are sitting upright and have their safety belts fastened correctly.
- Only adjust the rear seats when there is no one within the range of movement of the seats.

**WARNING**

If you adjust the rear seats while driving, you will adopt the wrong sitting position. In addition, the rear seats may move unexpectedly during the journey. This will increase the risk of serious injuries if an accident occurs.

- Only adjust the rear seats when the vehicle is stationary.

**WARNING**

Lighters in the vehicle can become damaged or ignite unintentionally. This can cause severe burns and vehicle damage.

- Before adjusting any seat, always make sure that there are no cigarette lighters near the moving parts of the seat.

**WARNING**

Incorrect use of the rear center armrest may cause serious injuries.

- The rear center armrest must always be folded up during journeys.
- If the center armrest is folded down, the center rear bench seat must never be used by either adults or children.
- Never allow an adult or child to ride on the center armrest.

*NOTICE*

Objects in the luggage compartment may get into the space between the seat and the luggage compartment floor when the rear seat is adjusted. This may cause damage.

- Remove all objects located between the seat and luggage compartment floor before you move the rear seat.

*NOTICE*

Objects with sharp edges can damage the seats.

- Never touch the seats with sharp-edged objects. Sharp-edged objects, such as zippers, rivets on clothing, or belts, can cause surface damage. Open hook and loop fasteners can also cause damage.

## Adjusting the rear bench seat

The rear backrest is split into two sections that are different sizes. Each section can be adjusted separately.

### Adjusting the rear bench seat forward or backward




Fig. 1 Under the seat cushion in the rear bench seat: adjusting lever (general example).

1. Pull the right or left lever upward in the direction of the arrow→ *fig. 1* and slide the corresponding section of the rear bench seat forward or backward.
2. Release the lever and allow the section of the rear bench seat to engage by sliding slightly forward or backward.

### Adjusting the rear seat backrest




Fig. 2 Rear bench seat: adjust the rear seat backrest.

1. Press on the right or left rear seat backrest with your hand, while pulling its loop with your other hand→ *fig. 2* (*1*).
2. Push the rear seat backrest against the spring force with your hand to move it to the desired position→ *fig. 2* (*2*).
3. Let go of the loop and lock the rear seat backrest in place by gently sliding it forward or backward until it engages.

## Folding the rear bench seat backrest forward or backward

### Folding the rear seat backrest forward and down




Fig. 1 Rear bench seat: Folding the rear seat backrest up and down.

1. Move the head restraints all the way down.

2. Move the rear bench seat all the way back.
3. Pull the loop → *fig. 1* forward in the direction of the arrow while supporting the backrest, and slowly fold the rear seat backrest forward →⚠.
4. Push the rear seat backrest down all the way by hand until it engages.

## Folding the seat backrest forwards using the remote release lever

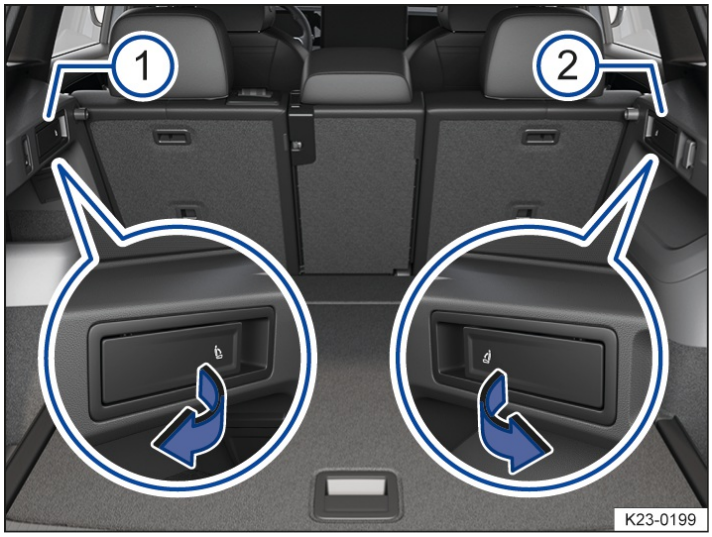



Fig. 2 In the luggage compartment: Remote unlocking lever for the left (1) and right (2) part of the rear seat backrest.

1. Move the head restraints all the way down.
2. Open the trunk lid.
3. Pull the remote release lever → *fig. 2* for the backrest section to be folded forward in the direction of the arrow.

   This portion of the rear seat backrest is now unlocked and can be folded forward and down.
4. Close the trunk lid if necessary.

## Folding the rear seat backrest up and back

1. Release the rear seat backrest with the loop → *fig. 1*.

   The rear seat backrest springs out of its locks.
2. Hold the loop tightly and fold the rear seat backrest up and back.
3. Make sure the safety belt is not trapped.
4. Fold the rear seat backrest to the back and push firmly into the catch until it securely engages →⚠. The release lever on the seat must be in the neutral position. The rear seat backrest must be securely engaged.
5. Adjust the rear seat backrest if necessary.
6. Adjust the head restraints if necessary.
7. Close the trunk lid if necessary.

## Fold the rear seat backrest of the center seat forward and back individually




Fig. 3 Rear bench seat: folding the center seat forward and backward.

1. Move the head restraints all the way down.
2. Move the rear bench seat all the way back.
3. To fold the center seat forwards, pull the release lever all the way up→ *fig. 3*.
4. Guide the rear seat backrest of the center seat down by hand until it lies flat on the seat frame→ ⚠.

   Adults or children should not ride on the center seat when it is folded forward→ ⚠.
5. To fold the center seat back, guide the rear seat backrest of the center seat back and press it firmly into the catch.

   The red marking on the release lever→ *fig. 3* (1) must not be visible.

**⚠ WARNING**

Folding and unfolding the rear seat backrest in an uncontrolled or careless manner may cause severe injury.

- Always take care that no people or animals are in the way of the rear seat backrest when folding it forward and down.
- Never fold the rear seat backrest forward or back while driving.
- Make sure the safety belt is not pinched or damaged when folding the rear seat backrest back.
- Keep hands, fingers, feet and other body parts away from the rear seat backrest when folding forward or back.
- Each rear seat backrest must always be securely engaged to ensure that the safety belts in the rear seats can provide the maximum protection. Take extra care especially with the middle seat in the rear bench seat. If a seat on the rear bench is used without the rear seat backrest being engaged, the vehicle occupant will move forward with the rear seat backrest in the event of sudden braking and driving maneuvers or a collision.
- Never allow people to sit in a rear seat if that rear seat backrest is folded forward or is not engaged.

**NOTICE**

Folding and unfolding the rear seat backrest in an uncontrolled or careless manner may cause damage to the vehicle, vehicle components – especially the safety belts and their components – or other objects.

- Before folding the rear seat backrest forward, always adjust the front seats so that the head restraint or padding on the rear seat backrest does not press against the front seats.
- Before folding the rear seat backrest forward, ensure that there are no safety belt buckle tongues in belt buckles.
- Before folding the rear seat backrest forward, always take care that there are no objects in its path.

## Introduction

The information that follows describes how the head restraints can be adjusted and removed. Always make sure the seats are adjusted to the correct position *(→ Seating position)*.

All seats are equipped with head restraints. The head restraints are specially approved for the relevant seat and should not be installed in another seat in the vehicle.

If a seat is occupied, select the correct head restraint setting for the respective head restraint. If a seat is not occupied, the respective head restraint can be pushed down as far as it will go.

The center rear head restraint(depending on the vehicle equipment)is only intended for the center seat on the rear bench seat. Therefore do not install this head restraint in any other position.

There are notches in the head restraint supports so that they can be locked in different positions. Only head restraints which are correctly mounted can lock into the notches within the adjustable range. To prevent the head restraints from being removed unintentionally after mounting, there are stops at the top and bottom of the adjustable range.

### Correct head restraint adjustment

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

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

### Head restraint adjustment for shorter persons

Slide the head restraint all the way down, even if the head is then below the upper edge of the head restraint. When the head restraint is in the lowest position, there may be a small gap between the head restraint and the backrest.

### Head restraint adjustment for taller persons

Move the head restraint up all the way.

**WARNING**

Driving with head restraint that have been removed or adjusted incorrectly increases the risk of serious or fatal injuries in the event of an accident or sudden driving and braking maneuvers.

- If a person is sitting in a seat, always drive with the head restraint correctly installed and adjusted on that seat.
- If a person is sitting in a seat, adjust the head restraint according to their height.
- Never adjust the head restraint while driving.

*NOTICE*

Removing and fitting the head restraints incorrectly may cause damage.

- When removing and installing the head restraint, make sure the head restraint does not hit the headliner, the front seat backrest, or other vehicle components.

## Adjusting the head restraints

### Adjusting the height of the front head restraint

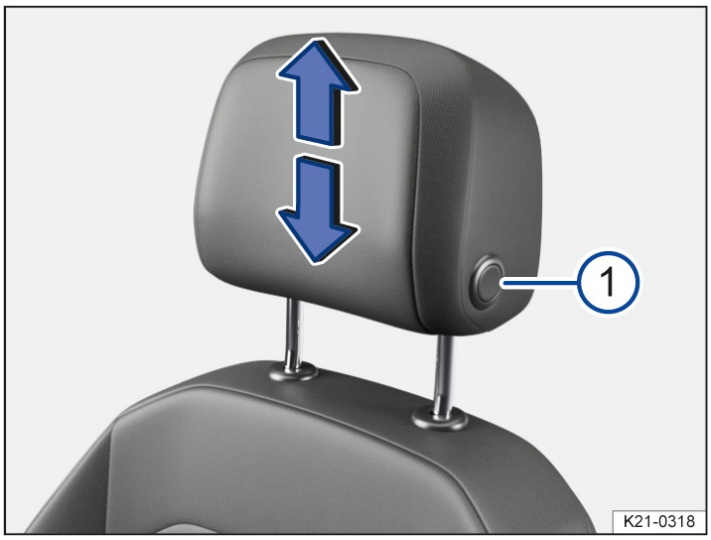



Fig. 1 Adjusting the height of the front head restraint without forward/backward adjustment (general example).

1. If necessary, slide the head restraint upward or downward in the direction of the arrow and when pressing the → *fig. 1* (1) button.

The head restraint must lock securely into place.

## Adjusting the front head restraint forwards and backwards

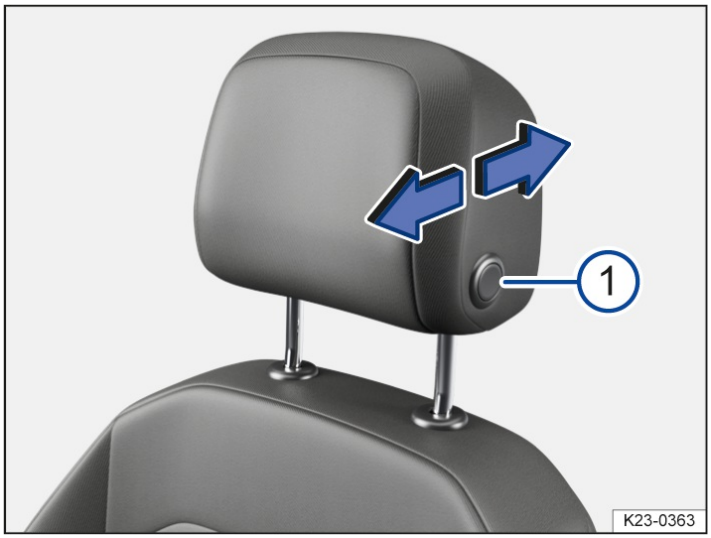



Fig. 2 Adjusting the front head restraint with forward/backward adjustment (general example).

1. Push the head restraint forward in the direction of the arrow or, keeping the button→ *fig. 2* (1) pressed, push the head restraint backward.

The head restraint must lock securely into place.

## Adjusting the height of the head restraints of the second row seats

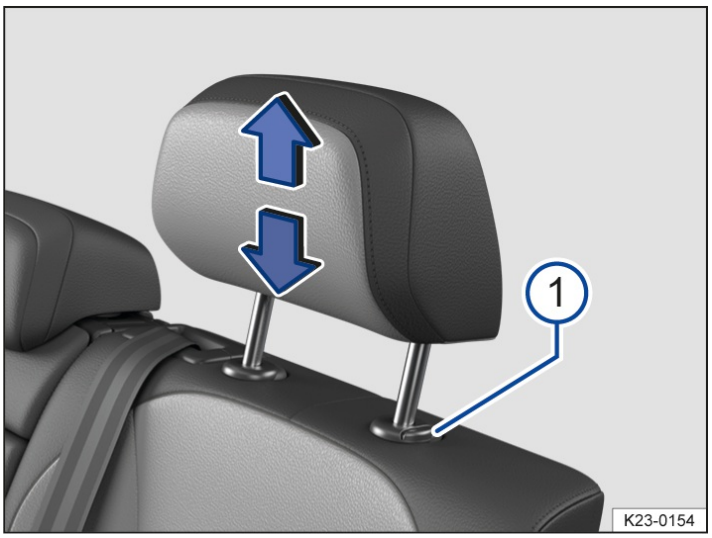



Fig. 3 Adjusting the rear head restraint (general example).

1. If necessary, slide the head restraint upward or downward in the direction of the arrow and when pressing the → *fig. 3* (1) button.

The head restraint must lock securely into place.

## Removing and installing the head restraints

### Removing the Front Head Restraint Without Forward/Backward Adjustment

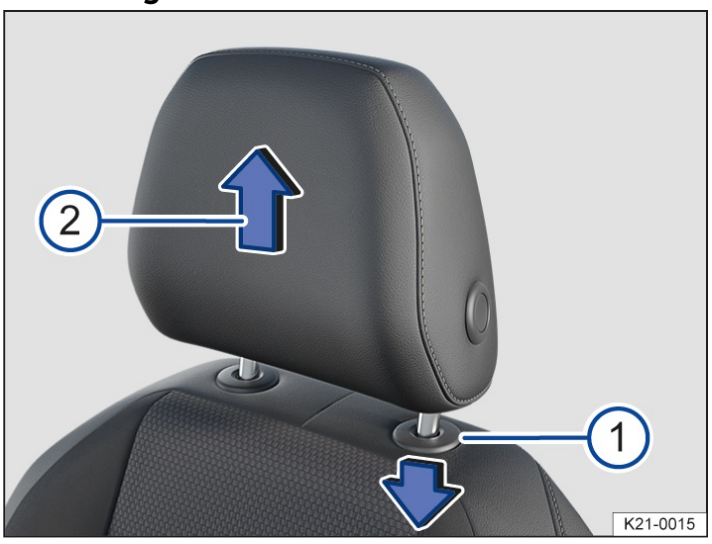



Fig. 1 Removing the front head restraint (general example).

1. Lower the head restraint if necessary.
2. To unlock, press down the ring around the guide rod of the head restraint → *fig. 1* (1).
3. Pull out the head restraint in the direction of the arrow → *fig. 1* (2).

### Removing the Front Head Restraint With Forward/Backward Adjustment

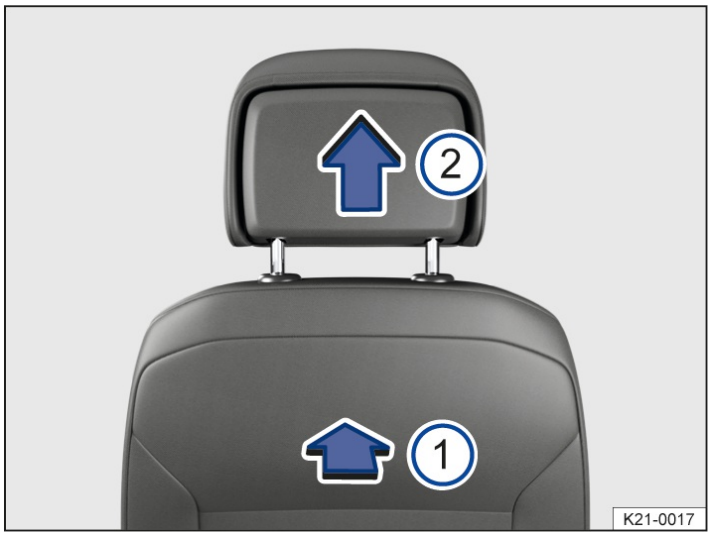



Fig. 2 Removing the front head restraint (general example).

1. Lower the head restraint if necessary.
2. To release, find the notch on the rear side in the marked area → *fig. 2* (1), push inwards in the direction of the arrow and hold.
3. Pull out the head restraint in the direction of the arrow → *fig. 2* (2).

## Installing the front head restraints

1. Position the head restraint correctly above the head restraint guides and insert into the guides on the seat backrest.
2. Slide the head restraint downward until it engages into the guide rods.
3. Adjust the head restraint to the correct position.

## Removing the rear head restraint

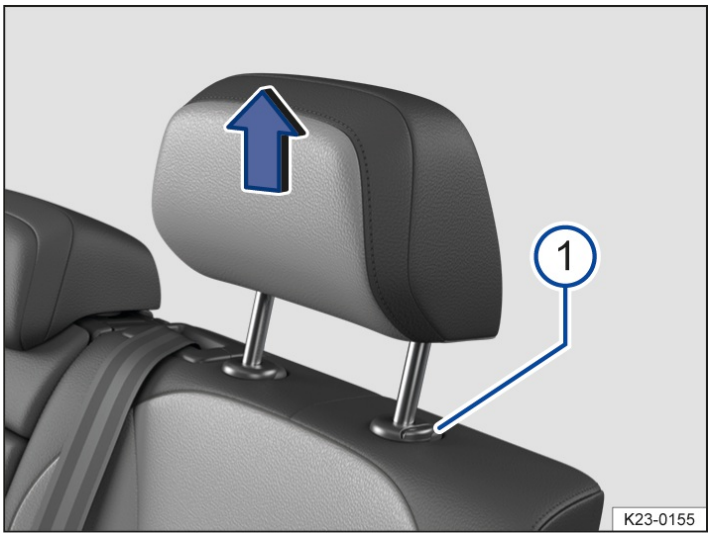



Fig. 3 Removing the rear head restraint (general example).

1. If necessary, adjust the seat backrest so that the head restraint can be removed.
2. Slide the head restraint all the way upward.
3. Pull the head restraint all the way out while pressing the → *fig. 3* (1) button.

### Installing the rear head restraint

1. Release the backrest of the rear bench seat and fold slightly forwards.
2. Position the head restraint correctly above the head restraint guides and insert into the guides on the seat backrest.
3. Push the head restraint downward while pressing the→ *fig. 3* (1) button.
4. Fold the rear bench seat backrest toward the rear and lock it securely into place.
5. Adjust the head restraint to the correct position.

## Center armrest

### Front center armrest




Fig. 1 Front center armrest (general example).

— To lift: Pull the center armrest up to the detents in the direction of the arrow→ *fig. 1*.

— To lower: Pull the center armrest up fully. Then press the center armrest down.

— Forward and backward adjustment: Slide the center armrest in the direction of the arrow all the way forward or all the way backward → *fig. 1*.

**⚠ WARNING**

If the front center armrest is opened all the way or not completely closed, it can limit the driver's ability to move his or her arms, which can cause accidents and serious injuries.

- Always keep the storage compartments closed while driving.
- Never allow an adult or child to ride on the center armrest. This incorrect seating position can cause serious injuries.

### Rear center armrest




Fig. 2 In the backrest of the center seat: folding rear center armrest.

There may be a folding center armrest in the backrest of the middle seat of the rear bench seat.

— To fold forward: pull the center armrest in the direction of the arrow using the loop→ *fig. 2*.

— To fold back: fold the center armrest upward in the opposite direction of the arrow→ *fig. 2* and press it all the way toward the seat backrest.

Passengers must not sit in the center rear seat when the center armrest is folded down.

**WARNING**

Incorrect use of the rear center armrest may cause serious injuries.

- If the center armrest is folded down, the center rear bench seat must never be used by either adults or children.
- Never allow an adult or child to ride on the center armrest.

**WARNING**

Objects that are not secured or are secured incorrectly in the rear center armrest may be thrown around during sudden braking or driving maneuvers and can cause serious injuries.

- Store objects such as drinks in the storage compartments provided *(→ Storage compartments)*.

***NOTICE***

Incorrect handling of the rear center armrest can cause damage to the seat and the center armrest.

- Remove all objects before folding back the rear center armrest.

# Memory function

## Memory buttons

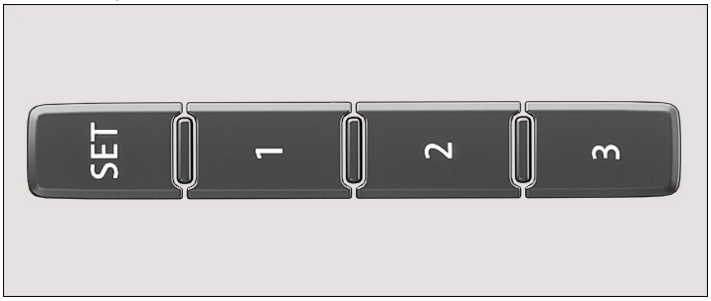



Fig. 1 On the outer side of the driver's seat: memory buttons.

The driver seat and outside mirror settings can be saved and opened using the memory buttons.

## Storing the driver's seat and outside mirror settings for driving forward

1. Set the electronic parking brake.
2. Shift the transmission to neutral.
3. Switch the ignition on.
4. Adjust the driver's seat and outside mirror.
5. Press and hold the SET button → *fig. 1* for longer than one second.
6. Press the desired memory button → *fig. 1* within approximately 10 seconds.

   A chime will confirm that the settings were saved.

## Storing the front passenger's outside mirror settings for driving in reverse

1. Set the electronic parking brake.
2. Shift the transmission to neutral.
3. Switch the ignition on.
4. Press the desired memory button → *fig. 1*.
5. Select the reverse gear.
6. Adjust the front passenger's outside mirror so that the edge of the curb can be seen clearly, for example.

   The selected mirror position will be stored automatically and assigned to the vehicle key that was used to unlock the vehicle.

## Opening the driver seat and outside mirror settings

1. When the vehicle is stationary, the ignition is switched off, and a door is open, press the respective memory button briefly.

   After approximately ten minutes, the stored positions can no longer be adjusted automatically. The adjustment process will be canceled if one of the memory buttons is pressed again.

   Or: When the ignition is switched on or the door is closed, press and hold the respective memory button until the saved positions are reached.

The front passenger's outside mirror automatically leaves the position stored for driving in reverse once you begin driving forward at speeds of at least approx. 15 km/h (approx. 10 mph) or when you turn the knob for the outside mirrors from the R position to another position.

If you open the driver door more than approximately ten minutes after the vehicle is unlocked, the driver seat and the outside mirrors will not be adjusted automatically.

## Front seat convenience entry function

Variant 1: When the driver door is opened, the driver seat moves automatically to a position that makes it easy to enter the vehicle. The driver seat automatically returns to its original position once you have closed the driver door and switched on the ignition.

Version 2: Before the vehicle is exited, the driver seat moves automatically to the rear position and remains there. After the vehicle is re-entered and the driver door is closed, the driver seat moves forwards to the last saved position.

The front seat convenience entry function can be enabled and disabled in the Infotainment system

.

### Driver personalization

Using the personalization function, you can save and open your personal seat settings in a Volkswagen user account .

After the ignition is switched off and the vehicle is locked, the driver's seat and outside mirror settings will be saved in an account.

The driver's seat and outside mirror settings will be recalled after the vehicle is unlocked and the driver's door is opened.

The seat will react as follows when an account is selected or switched:

— Vehicle is stationary or traveling at no more than approx. 5 km/h(approx. 3 mph): the seat will be moved. You can cancel the seat movement before it completes by tapping the respective function key in the Infotainment system or by pressing a button on the driver's seat.

— Vehicle is traveling faster than approx. 5 km/h(approx. 3 mph): the seat will not be moved. All other settings will be applied.

Some settings can be saved in the driver personalization user profiles and change automatically when profiles are switched .

**WARNING**

Improper use of seat functions can cause injuries.

- Before beginning a journey always adjust to the correct seat position and maintain this throughout the journey. This also applies to all passengers.
- Set the memory function only with the vehicle stationary.
- Always keep your hands, fingers, feet and other parts of your body clear of the area in which the seats operate and move during adjustment.

## Massage feature

If the massage function is switched on, you can configure settings for the massage function via the switches on the driver seat, depending on the vehicle equipment.

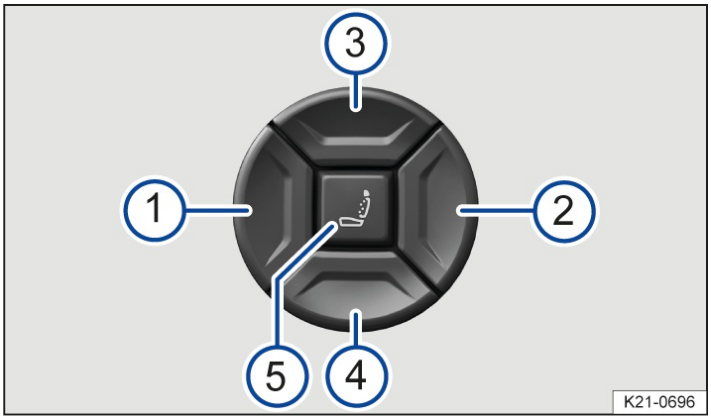



Fig. 1 Switch on the driver seat: operating the massage function.

Press the switch in the direction you would like the lumbar support to move.

(1) Go to the next massage program.

(2) Go to the previous massage program.

(3) Increase the intensity of the massage program.

(4) Reduce the intensity of the massage program.

(5) Switch the massage function on and off.

Depending on the vehicle equipment, additional settings for the massage function can be configured in the Infotainment system *(→ Infotainment system front seats)*.

**WARNING**

Improper use of seat functions can cause injuries.

- Before beginning a journey always adjust to the correct seat position and maintain this throughout the journey. This also applies to all passengers.
- Only switch the massage function on and off when the vehicle is stationary.
- Always keep your hands, fingers, feet and other parts of your body clear of the range of operation and adjustment range of the seats.

## Switching the turn signals on and off




Fig. 1 On the left-hand side of the steering column: lever for turn signal, high beam and windshield wiper.

(A) Right turn signal ➡.

(B) Left turn signal ⬅.

### Switching the turn signals on and off

1. Switch the ignition on.
2. Move the lever out of the center position into the desired position→ *fig. 1*.
3. To cancel the turn signal, move the lever back to its basic position.

If no chime sounds when the turn signal is on, contact suitably qualified professionals and have the vehicle checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

### 3-blink turn signal

1. Move the lever upward or downward to the pressure point and then release the lever.

   The turn signal will blink three times.

To stop the 3-blink turn signal before it ends, move the lever immediately to the pressure point in the opposite direction and release.

The 3-blink turn signal can be activated and deactivated in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

**WARNING**

Using the turn signals incorrectly, not using the turn signals, or forgetting to turn the turn signal off can mislead other road users. This can cause accidents and serious or fatal injuries.

- Always activate the turn signals correctly when changing lanes, passing, or turning.
- Switch the turn signal off again every time you finish changing lanes, passing, or turning.

The emergency flashers also work when the ignition is switched off.

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

## Switching the lights on and off




Fig. 1 Next to the steering wheel: Button to switch on the exterior lighting.

### Switching the lights on

1. Switch the ignition on.
2. Tap the function key repeatedly until the corresponding indicator lights come on:

The low beam headlights are switched on. The green indicator light turns on.

**AUTO**

Automatic headlights: The low beam headlights are switched on or off depending on the ambient brightness→ ⚠, *(→ Automatic headlight control)*.

Parking light switched on, the green indicator light turns on. The automatic headlights are activated from a speed of approximately 10 km/h (approximately 6 mph) **AUTO**.

- -

Only shown on the instrument cluster display: a message appears indicating that the light is switched off. The automatic headlights are activated from a speed of approximately 10 km/h (approximately 6 mph) or after a distance driven of around 100 m (approximately 328 ft) **AUTO**.

### Switching the lights off

1. Switch the ignition off.

AUTO

The orientation lighting can be switched on *(→ Orientation lighting)*.

The parking lights or continuous parking light on both sides of the vehicle are switched on . The green indicator light turns on.

- -

Only shown on the instrument cluster display: a message appears indicating that the light is switched off.

### Daytime running lights

The daytime running lights can increase the visibility of your vehicle in traffic during the daytime.

When the ignition is switched on, the daytime running light switches on when brightness is detected.

At a speed of around 10 km/h(approximately 6 mph) or more, the daytime running lights cannot be manually switched on or off.

**NOTICE**

If the outside temperature is very low, ice can form on the headlights. Improper cleaning can cause vehicle damage.

- Never use cleaning objects that are too hard or abrasive.
- Defrost the ice with a suitable deicer or Volkswagen Genuine deicer.

**WARNING**

If the vehicle lighting is not used appropriately for the weather conditions, the road will not be illuminated sufficiently. The vehicle will not be visible to other road users or will be difficult to see. This can cause accidents and serious or fatal injuries.

- Always turn on the low beam headlight in the dark, when it is raining, and when visibility is poor.
- Regularly check that the lighting system and turn signals are functioning correctly.

**WARNING**

The parking lights or daytime running lights are not bright enough to illuminate the road sufficiently and to be seen by other road users. The taillights do not switch on with the daytime running lights. The vehicle may not be seen by other road users in the dark, in the fog, and when visibility is poor if its taillights are not turned on. This can cause accidents and serious or fatal injuries.

- Always turn on the low beam headlight in the dark, when it is raining, and when visibility is poor.

**WARNING**

The automatic headlights AUTO support the driver. The driver is responsible for switching on the vehicle lighting correctly. The automatic headlights AUTO turn the dipped beam headlights on and off when there are changes in brightness. Insufficient lighting on the road may cause accidents and serious or fatal injuries.

- Turn on the low beam headlights manually in certain weather conditions, such as in fog.

When reverse gear is engaged, the cornering lights on both sides of the vehicle will turn on automatically to better illuminate the surroundings while maneuvering.

## Switching the high beam headlights on and off

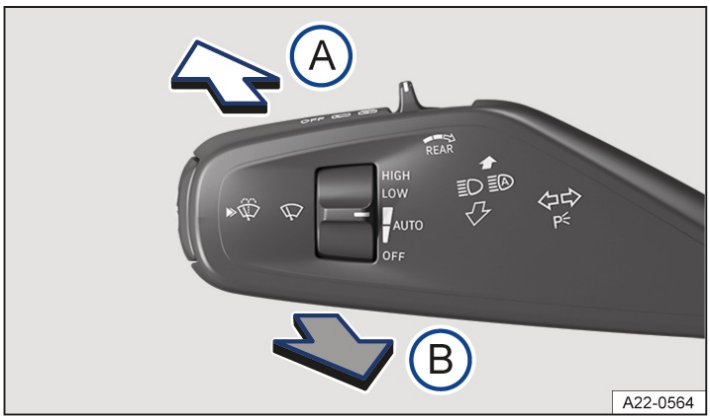



Fig. 1 On the left-hand side of the steering column: lever for turn signal, high beam and windshield wiper.

(A) Turn on the high beam headlight.

(B) Activate the headlight flashers or turn off the high beam headlights.

If the high beam headlights or headlight flashers are turned on, the blue indicator light will light up on the instrument cluster display →.

## Turning on the high beam headlight

1. Switch the ignition on.
2. Switch on the low beam headlight.
3. Push the lever forwards out of the center position→ *fig. 1* (A).

## Turning off the high beam headlight

1. Pull the lever backwards out of the center position→ *fig. 1* (B).

## Turning the headlight flasher on and off

1. Pull the lever backwards out of the center position and hold it in place→ *fig. 1* (B).

   To deactivate, release the lever.

## High beam assistance

Depending on the vehicle equipment, an automatic high beam assistance may be available *(→ High beam control (Light Assist) (static))* *(→ High beam control (Light Assist) (dynamic))*.

**WARNING**

Incorrect use of the high beam headlight may distract and blind other road users. This can cause accidents and serious or fatal injuries.

- Use the high beam headlights only if other road users cannot be distracted or blinded.

# High beam assistance (Light Assist)

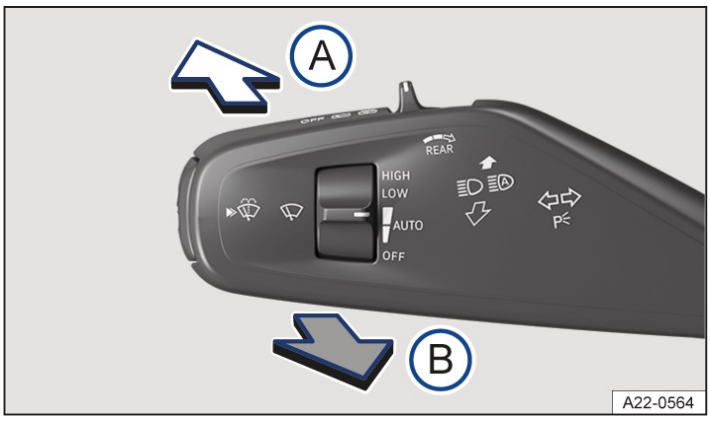



Fig. 1 On the left-hand side of the steering column: lever for turn signal, high beam and windshield wiper.

The high beam assistance (Light Assist) automatically dims if oncoming vehicles or vehicles ahead are detected. In addition, Light Assist generally detects well-lit areas such as towns and deactivates the high beam headlights when driving through these areas.

The high beam headlights switch on and off automatically within the limits of the system, depending on the environmental and traffic conditions and the vehicle speed →⚠.

## Switching on high beam control (Light Assist)

1. Switch the ignition on.
2. Switch on the automatic headlights AUTO *(→ Low beam headlight)*.
3. Tap the lever forwards out of the basic position→ *fig. 1* (A).

When high beam control (Light Assist) is activated, the white indicator light comes on in the instrument cluster display. If high beam control (Light Assist) is switched on, the blue indicator light for the high beam headlights will light up on the instrument cluster display.

## Switching off high beam control (Light Assist)

1. Switch off the automatic headlights AUTO *(→ Low beam headlight)*.

   Or: if high beam control (Light Assist) is switched on and active, pull the lever backwards→ *fig. 1* (B).

   Or: if high beam control (Light Assist) is switched on and is not active, press the lever forwards→ *fig. 1* (A). The manual high beam headlights are now switched on. To switch off the manual high beam if necessary, pull the lever backwards (B).

## System limitations

The high beams must be switched off manually in the following situations, because Light Assist may not switch them off at the right time or at all:

— In poorly lit towns which cannot be recognized as a town by the system.

— On poorly lit roads with strongly reflective signs.

— If there are others on the road who have inadequate lighting, such as pedestrians or cyclists.

— If there is cross traffic at perpendicular intersections.

— On tight curves where the view of traffic is partially obstructed, on steep rises, or in dips.

— When there are oncoming vehicles on roads with a center barrier and the drivers in the oncoming vehicle can clearly see above the barrier, for example truck drivers.

— In fog, snow, and heavy rain.

— When there are dust and sand in the air.

— If the windshield is damaged in the camera's field of vision.

— If the camera visual field is fogged over, dirty, or covered by a sticker, snow, or ice.

— If the camera switches off automatically due to a high ambient temperature or exposure to direct sunlight for a prolonged period. Light Assist will be available once the camera is available again.

— If the camera is faulty and the power supply is interrupted.

**⚠ WARNING**

Light Assist may not detect all traffic situations correctly and the function may be restricted in certain situations. Light Assist supports the driver. The driver is responsible for switching on the vehicle lighting correctly. Switching on the high beam headlight at the wrong time may distract and blind other road users. This can cause accidents and serious or fatal injuries.

- Always control the headlights yourself and adapt them to the lighting, visual, and traffic conditions.
- Switch the high beam off manually if it could blind other road users.

**⚠ WARNING**

If the camera lens is dirty, covered, or damaged, the Light Assist function may be limited. This is also the case if the vehicle lighting system is changed, such as by adding auxiliary headlights. This can cause accidents and serious or fatal injuries.

- Regularly clean the camera view area and keep it free of snow and ice.
- Do not cover the camera view area.
- Regularly check the windshield for damage in the camera lens area.

## Advanced high beam control (Dynamic Light Assist)

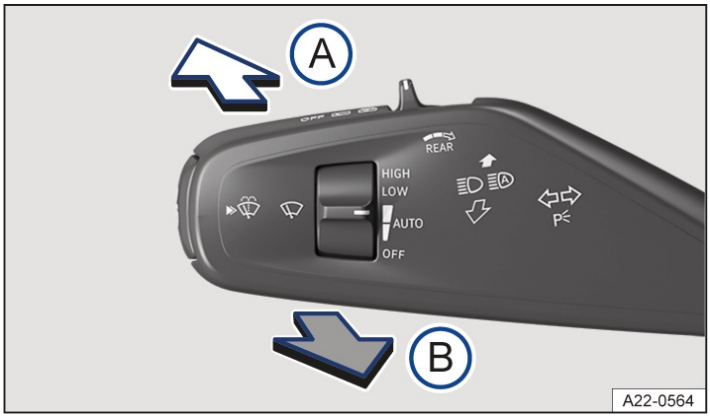



Fig. 1 On the left-hand side of the steering column: lever for turn signal, high beam and windshield wiper.

The advanced high beam control (Dynamic Light Assist) function lights up the road and its peripheral areas to the maximum extent. At the same time, it avoids dazzling traffic ahead or oncoming traffic. The system uses a camera to detect other self-illuminating road users and their distance from your vehicle and specifically switches off areas in the light distribution. If it is no longer possible to prevent another road user from being dazzled, the high beam is completely switched off. Dynamic Light Assist also generally detects well-lit areas such as towns and deactivates the high beam headlights when driving through these areas.

The high beam headlights switch on and off automatically within the limits of the system, depending on the environmental and traffic conditions and the vehicle speed →⚠.

Dynamic Light Assist can be activated and deactivated in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

## Switching on Dynamic Light Assist

1. Switch the ignition on.
2. Switch on the automatic headlights AUTO *(→ Low beam headlight)*.
3. Tap the lever forwards out of the basic position → *fig. 1* (A).

When advanced high beam control (Dynamic Light Assist) is activated, the white indicator light comes on in the instrument cluster display. If advanced high beam control (Dynamic Light Assist) is switched on, the blue indicator light for the high beam headlights comes on in the instrument cluster.

## Switching off Dynamic Light Assist

1. Switch off the automatic headlights AUTO *(→ Low beam headlight)*.

   Or: if Dynamic Light Assist is switched on and active, pull the lever backwards → *fig. 1* (B).

   Or: if Dynamic Light Assist is switched on and is not active, press the lever forwards → *fig. 1* (A). The manual high beam headlights are now switched on. To switch off the manual high beam if necessary, pull the lever backwards.

## IQ.LIGHT Additional Functions

Depending on the vehicle equipment, the headlights are equipped with IQ.LIGHT functions for increased convenience and safety.

— Lane light:

  Whenever the system detects multi-lane roads, the lane light illuminates the entire width of the lane that the vehicle is in. If vehicles are detected ahead, the illuminated area is automatically reduced in length. When changing lanes, the illuminated area is extended to both lanes for the duration of the procedure.

— Orientation light:

  Whenever the system detects construction sites or bottlenecks, the orientation light uses markings to represent the approximate anticipated position of the vehicle within its own lane, according to the current steering angle. The width of the markings approximately corresponds to the width of the vehicle, but does not represent this exactly. The length of the markings is set automatically according to the speed and distance in relation to vehicles ahead.

The IQ.LIGHT additional functions can be activated and deactivated in the vehicle settings in the Infotainment system.

## System limitations

The high beams must be switched off manually in the following situations, because Dynamic Light Assist may not switch them off at the right time or at all:

— In poorly lit towns which cannot be recognized as a town by the system.

— On poorly lit roads with strongly reflective signs.

— If there are others on the road who have inadequate lighting, such as pedestrians or cyclists.

— If there is cross traffic at perpendicular intersections.

— On tight curves where the view of traffic is partially obstructed, on steep rises, or in dips.

— When there are oncoming vehicles on roads with a center barrier and the drivers in the oncoming vehicle can clearly see above the barrier, for example truck drivers.

— In fog, snow, and heavy rain.

— When there are dust and sand in the air.

— If the windshield is damaged in the camera's field of vision.

— If the camera visual field is fogged over, dirty, or covered by a sticker, snow, or ice.

— If the camera switches off automatically due to a high ambient temperature or exposure to direct sunlight for a prolonged period. Dynamic Light Assist will be available once the camera is available again.

— If the camera is faulty and the power supply is interrupted.

**⚠ WARNING**

Dynamic Light Assist may not detect all traffic situations correctly and the function may be restricted in certain situations. Dynamic Light Assist supports the driver. The driver is responsible for switching on the vehicle lighting correctly. Switching on the high beam headlight at the wrong time may distract and blind other road users. This can cause accidents and serious or fatal injuries.

- Always control the headlights yourself and adapt them to the lighting, visual, and traffic conditions.
- Switch the high beam off manually if it could blind other road users.

**⚠ WARNING**

If the camera lens is dirty, covered or damaged, the functionality of the Dynamic Light Assist may be limited. This is also the case if the vehicle lighting system is changed, such as by adding auxiliary headlights. This can cause accidents and serious or fatal injuries.

- Regularly clean the camera view area and keep it free of snow and ice.
- Do not cover the camera view area.
- Regularly check the windshield for damage in the camera lens area.

## Dynamic cornering light

The dynamic cornering lights provide optimum illumination of the roadway.

The dynamic cornering light only works when the automatic headlights AUTO are switched on and at speeds of more than approximately 10 km/h (approximately 6 mph).

The dynamic cornering light can be activated and deactivated in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

# Switching the poor weather lights on and off

Poor weather lights help you to illuminate the carriageway more effectively when visibility is poor.

The poor weather lights can only be switched on when the ignition is switched on.

## Switching on the Poor Weather Lights

1. Switch the ignition on.
2. Tap the button *(→ Low beam headlight)*.

The green indicator light in the button turns on. The indicator light will also light up on the instrument cluster display for a few seconds.

## Switching off the Poor Weather Lights

1. Tap the button again.

If the poor weather lights are switched on when the light is off, the parking lights are switched on or the automatic headlights AUTO are switched on, the low beam headlights will also be switched on, regardless of the ambient brightness.

## Turn signal indicator light

The green indicator light blinks.

If a turn signal light on the vehicle is not working, the indicator light will blink twice as fast.

1. Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

## Trailer turn signal indicator light

The green indicator light blinks.

If a trailer turn signal or the entire trailer light system is out, the indicator light will turn off.

1. Check the lights and replace any bulbs as necessary *(→ Exterior lighting)*.
2. If the malfunction persists, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

## Exterior lighting malfunction

The yellow indicator light turns on.

The headlights have completely or partially failed.

1. Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

## Rain/light sensor malfunction

The yellow indicator light turns on.

If the automatic headlights (AUTO) are switched on, the vehicle lighting will not turn on or off automatically.

1. Switch the ignition off and on.
2. If the malfunction persists, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

## Dynamic cornering light

The swinging behavior of the bulbs can be influenced by the selected driving mode in vehicles with driving mode selection.

If the dynamic cornering light malfunctions, this is indicated on the instrument cluster display. Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

## Controls are responding differently than expected

Moisture, dirt and grease may limit the functioning of the controls.

1. Always keep the control panels clean and dry.

### Light Assistants Are Not Responding as Expected

Travel mode deactivates the dynamic cornering light.

1. Ensure that the travel mode is not activated when it is not required *(→ Vehicle settings menu)*.

## Switching on and off the rear fog light

The rear fog lights can only be switched on when the ignition is on *(→ Low beam headlight)*.

### Switching the rear fog light on

1. Tap the REAR function key.

   The indicator light in the button turns on. The yellow indicator light also lights up on the instrument cluster display.

### Switching the rear fog light off

1. Tap the REAR function key again.

If the rear fog light is switched on when the light is off, the parking light is on or the automatic headlights AUTO are on, the low beam headlights will also be switched on, regardless of the ambient brightness.

For vehicles with a factory-installed trailer hitch: The rear fog lights on the vehicle will not turn on if a trailer with rear fog lights is connected to the vehicle.

# Parking lights

If the parking light function is switched on, both headlights will come on, along with the parking lights, sections of the taillights, the license plate light and various buttons in the vehicle interior. The automatic headlights are activated from a speed of around 10 km/h (6 mph) or after driving a distance of around 100 m (approx. 328 feet)

If the vehicle is not locked from the outside when the ignition is switched off and the parking light is switched on, the parking lights on both sides will automatically switch on after about 10 minutes to reduce the load on the 12 V vehicle battery *(→ Parking light)*.

## Automatic side or parking light deactivation

The vehicle can detect when the 12 V vehicle battery is running low, and switches off the side or parking lights in good time (but after no less than two hours)to leave enough power to restart the engine.

If the battery capacity is not sufficient for the side or parking lights to run for two hours, the 12 V vehicle battery may drain to such an extent that the engine may not be able to start →⚠.

**⚠ WARNING**

If the vehicle is stopped without enough lighting and cannot be seen or is difficult for others on the road to see, this can cause accidents and serious or fatal injuries.

- Always stop the vehicle safely and with enough lighting.
- Follow the country-specific legal regulations.
- If you need the vehicle to be lit for several hours, switch on the right-hand and/or left-hand parking light if possible.

# Switching the parking light on and off

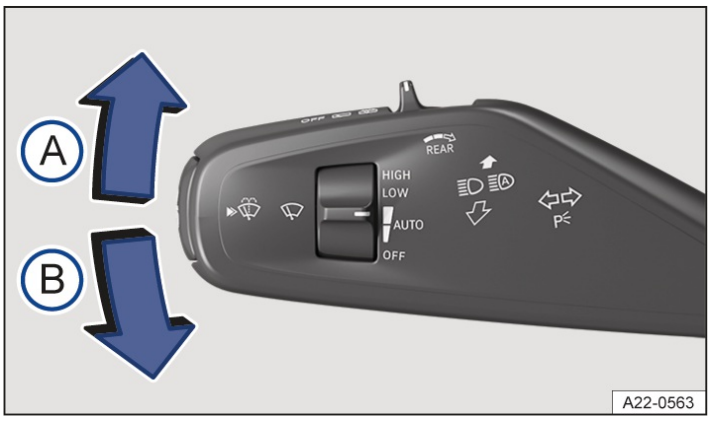



Fig. 1 On the left-hand side of the steering column: lever for turn signal, high beam and windshield wiper.

(A) Right-hand parking light P≤ switched on.

(B) Left-hand parking light P≤ switched on.

## Switching on and off the parking light on one side of the vehicle

When the parking light is switched on, the headlight on that side of the vehicle will turn on as well as the side light and sections of the taillight. As a rule, a parking light lit on only one side of the vehicle can remain lit for twice as long as continuous parking lights on both sides of the vehicle:

1. Switch the ignition off.
2. Move the lever out of the center position into the required position→ *fig. 1*.
3. To switch off the parking light on one side of the vehicle, move the lever into the basic position.

## Switching the continuous parking light on both sides of the vehicle on and off

When the continuous parking lights on both sides of the vehicle are switched on, both headlights will turn on as well as the side lights and sections of the taillights:

1. Switch on the parking light ≡D≤.
2. Switch the ignition off.
3. Lock the vehicle from the outside.
4. To switch off the parking lights, unlock the vehicle from the outside.

## Automatic side or parking light deactivation

The vehicle can detect when the 12 V vehicle battery is running low, and switches off the side or parking lights in good time (but after no less than two hours)to leave enough power to restart the engine.

If the battery capacity is not sufficient for the side or parking lights to run for two hours, the 12 V vehicle battery may drain to such an extent that the engine may not be able to start →⚠.

**⚠ WARNING**

If the vehicle is stopped without enough lighting and cannot be seen or is difficult for others on the road to see, this can cause accidents and serious or fatal injuries.

- Always stop the vehicle safely and with enough lighting.

- Follow the country-specific legal regulations.
- If you need the vehicle to be lit for several hours, switch on the right-hand and/or left-hand parking light if possible.

## “Exit lighting” and “Entry lighting” function (orientation lighting)

When you are entering and exiting the vehicle in the dark, the “Exit lighting” and “Entry lighting” function illuminates the immediate area around the vehicle.

The “Exit lighting” and “Entry lighting” function is automatically controlled by a light sensor.

### Switching the “Exit lighting” function on

1. Switch the ignition off.

   If the automatic headlights AUTO are switched on and the light sensor detects darkness, the “Coming home” lighting switches on.

The lighting time begins when the last vehicle door or trunk lid is closed.

### Switching the “Exit lighting” function off

1. Switch the ignition on.

   Or: press the light switch repeatedly until the light is switched off.

   Or: automatically after the set light switch-off delay has elapsed.

   Or: Automatically if a vehicle door or the trunk lid is still open approximately 30 seconds after switching on.

### Switching the “Entry lighting” function on

1. Unlock the vehicle.

   If the automatic headlights AUTO are switched on and the light sensor detects darkness, the “Leaving home” lighting switches on.

### Switching the “Entry lighting” function off

1. Switch the ignition on.

   Or: Lock the vehicle.

   Or: press the light switch repeatedly until the light is switched off.

   Or: automatically after the set light switch-off delay has elapsed.

### Setting the “Exit lighting” and “Entry lighting” function

The lighting time can be adjusted in the vehicle settings in the Infotainment system and the function can be activated or deactivated *(→ Vehicle settings menu)*.

Depending on the vehicle equipment, you can adjust the behavior of the exterior lighting in the vehicle settings in the Infotainment system.

Different display strategies can be selected:

— Classic.

The periphery lighting, headlights and taillights are switched on and off at the same time.

— Animation.

The ambient lighting, headlights and taillights are switched on and off dynamically and, if necessary, in an animated pattern. The exterior lighting is animated differently according to the animation set.

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

## Cornering lights

If the low beam headlights are switched on, a cornering light will also switch on during slow turns or in very tight corners.

When reverse gear is engaged, the cornering lights on both sides of the vehicle will turn on automatically to better illuminate the surroundings while maneuvering.

# Automatic headlight control

If automatic headlights AUTO are switched on, the vehicle lighting switches on and off automatically along with the instrument illumination under the following conditions:

— The light sensor has detected darkness.

— The windshield wipers are switched on for a long time.

When the lights are turned on, the yellow indicator light AUTO turns on *(→ Low beam headlight)*.

Automatic headlight control is merely an aid and cannot always accurately detect all driving situations.

If the vehicle is equipped accordingly, the activation time of the automatic headlights can be adjusted in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

# Headlight range control

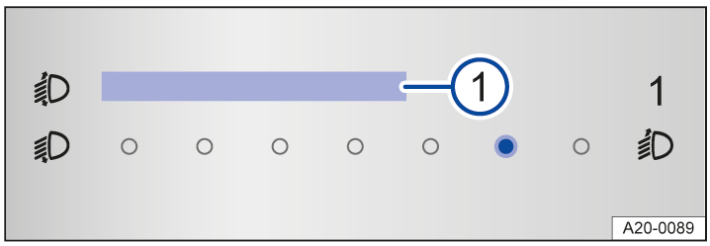



Fig. 1 In the Infotainment system: Touch control for manual headlight range control.

(1) Touch control for the headlight range control.

Headlight range control is used to adjust the beam of the dipped beam headlight to the load level of the vehicle. This provides the driver with the best possible visibility and oncoming traffic is not dazzled →⚠.

Depending on the vehicle equipment, the headlight range can be adjusted using the touch control in the Infotainment system.

## Manual headlight range control

Adjustment with the touch control in the Infotainment system:

1. Press the MENU button or function key.
2. Tap the Vehicle, function keys to open the Vehicle settings menu.
3. Tap the Light function button to open the Light settings menu.
4. Tap the Headlight range control function key → *fig. 1* (1).
5. Tap the required position (example vehicle load).

Setting in the Infotainment system:

**0**

Front seat occupied and luggage compartment empty.

**2**

All seats occupied and luggage compartment empty.

**4**

All seats occupied and luggage compartment fully loaded.

**6**

Only driver seat occupied and luggage compartment fully loaded.

**⚠ WARNING**

Heavy objects in the vehicle can cause the vehicle height

to change such that the headlights dazzle and distract other road users. This can cause accidents and serious or fatal injuries.

- Always adjust the light cone to the vehicle load so that other road users are not dazzled.

## Dynamic headlight range control

Manual adjustment does not apply to vehicles with dynamic headlight range control. The headlight range automatically adjusts to the vehicle load when the headlights are switched on →⚠.

**⚠ WARNING**

If the headlight range control fails or malfunctions, the headlights may blind and distract other road users. This can cause accidents and serious or fatal injuries.

- Have the headlight range control inspected immediately by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

When traveling in countries that drive on the opposite side of the road from your home country, the low beam headlights can dazzle oncoming traffic. Therefore, when driving in these countries, the headlights may need to be adjusted. Depending on the vehicle equipment, the orientation or range of functions of the headlights must be adjusted with the travel mode in the Infotainment system in the Vehicle settings menu under Low beam headlight or Light settings *(→ Vehicle settings menu)*.

Travel mode may be used only for a short period of time. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for permanent conversion. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

## Warning tones when lights are not turned off

If the ignition has been switched off and the driver door is opened, warning tones will sound under the following conditions:

— With the parking lights switched on.

— With the side lights switched on.

— With the rear fog light switched on.

If the orientation lighting is switched on, the warning tone to indicate that the light is still turned on will not sound when leaving the vehicle *(→ Orientation lighting)*.

# Instrument and switch illumination

You can adjust the instrument and switch lighting brightness in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

Depending on the vehicle equipment, the brightness of the head-up display can be adjusted *(→ Head-up display)*.

The selected brightness will automatically adjust to the changing brightness in the vehicle.

If the automatic headlights AUTO are switched on, a sensor switches the low beam headlights and the instrument and switch lighting on and off automatically based on outside brightness.

# Interior/reading lights, ambient lighting




Fig. 1 On the overhead console: touch-sensitive reading lights.

## Switching on or off interior and reading lights

Tap the corresponding symbol:

Switch the interior lights on or off.

Function switched off: the interior lights will switch on automatically when unlocking or leaving the vehicle.

## Touch-sensitive reading lights with manual dimming function

On the roof console and above the rear door, there can be touch-sensitive reading lights depending on the equipment *→ fig. 1*. By tapping the illuminated area, the respective reading light can be switched on or off.

To activate the manual dimming function, touch the illuminated area until the desired brightness level is reached.

## Glove compartment and luggage compartment lights

The glove compartment and the luggage compartment may be illuminated depending on the vehicle equipment.

The relevant light turns on or off when opening and closing the glove compartment or trunk lid.

## Ambient lighting

Ambient lighting can provide indirect lighting in various areas of the vehicle interior.

The brightness and, depending on the vehicle equipment, the color of the ambient lighting, can be adjusted in the Ambient light menu in the Infotainment system *(→ Vehicle settings menu)*. If you select the settingAuto, depending on the vehicle equipment, the color of the ambient lighting changes depending on the driving mode setting.

After the ignition has been switched off, the lights will turn off when the vehicle is locked or automatically after a few minutes. This reduces the risk of the 12 V vehicle battery being drained.

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

# Operating the windshield wiper lever




Fig. 1 On the left-hand side of the steering column: lever for turn signal, high beam and windshield wiper.

The windshield wipers only work when the ignition is switched on and the hood or trunk lid is closed.

(1) Operate the windshield wiper.

(2) Operate the one-tap wiping and automatic wiper/washer system of the windshield wipers.

(3) Operate the rear window wiper.

## Switching on the Windshield Wipers

1. Switch the ignition on.
2. Turn the switch to the required position → *fig. 1* (1):

**HIGH**
Fast wiping.

**LOW**
Slow wiper speed.

**AUTO**
Vehicles without rain/light sensor: Intermittent wiping. The wiping interval can be set in two stages.

Vehicles with rain/light sensor: Automatic wiping depending on how hard it is raining. The sensitivity of the rain/light sensor can be adjusted in two stages.

## Switching off the Windshield Wipers

1. Turn the switch → *fig. 1* (1) to the **OFF** position.

## Switching One-tap Wiping (Brief Wiping) on and off

1. Switch the ignition on.
2. Press and hold the → *fig. 1* (2) button to the first level → ⚠.

To switch off the one-tap wiping, release the button.

## Switching the Automatic Wiper/Washer System for Cleaning the Windshield on and off

1. Switch the ignition on.
2. Press and hold the → *fig. 1* (2) button to the second level → ⚠.

To switch off the automatic wiper/washer system, release the button.

The Climatronic switches to air recirculation for approximately 30 seconds to help prevent the windshield washer fluid odor from entering the vehicle interior.

## Switching on the Rear Window Wiper

1. Switch the ignition on.
2. Push the switch → *fig. 1* (3) into the center position.

   The wiper moves approximately every six seconds.

## Switching off the Rear Window Wiper

1. Push the switch → *fig. 1* (3) to the left and into the OFF position.

## Switching the Automatic Wiper/Washer System of the Rear Window Wiper on and off

1. Switch the ignition on.
2. Push the switch → *fig. 1* (3) into the right-hand position and hold it there → ⚠.

To switch off the automatic wiper/washer system, release the button.

**⚠ WARNING**

Without the sufficient freeze protection, washer fluid can freeze on the window glass and reduce visibility. This can cause accidents and serious or fatal injuries.

- Only use the washer system with sufficient freeze protection in winter temperatures.
- Never use the window washer system in winter temperatures if the windshield has not been warmed up with the air conditioning system.

**⚠ WARNING**

Worn or dirty wiper blades reduce visibility and increase the risk of accidents and serious injuries.

- Always replace wiper blades if they are damaged or worn and are no longer cleaning the window glass sufficiently *(→ Wiper blades)*.

***NOTICE***

Incorrect handling of the windshield wipers can cause damage to the windshield, the wiper blades and the wiper motor.

- Before driving and before the ignition is switched on, check that the windshield wiper lever is in the basic position.
- Remove any snow and ice from the windshield wipers and the windshield.
- Always carefully loosen wiper blades that have frozen onto the windshield from the windshield.
- Do not turn on the windshield wipers when the windshield is dry.

The activated wiper speed temporarily changes to the next lower speed when the vehicle is stationary.

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

When parking the vehicle in cold weather conditions, moving the windshield wipers to the service position may be helpful for loosening the wiper blades more easily from the windshield *(→ Wiper blades)*.

# Wiper function

## Wiper/washer system for cleaning the windshield or rear window

The wiper/washer system cleans the windshield or rear window with the windshield wipers and windshield washer fluid. To guarantee correct functioning in all weather conditions, sufficient freeze protection must be added to the windshield washer fluid *(→ Washer fluid)*.

**NOTICE**

Without sufficient freeze protection, windshield washer fluid can freeze in the hoses filled with water and in the windshield washer tank at low temperatures. This can cause damage to the windshield washer pump.

- Always use windshield washer fluid with sufficient freeze protection.

## Automatic rear window wiping

The rear window wiper switches on automatically when the windshield wipers are switched on and reverse gear is engaged. The automatic activation in reverse gear function can be activated and deactivated in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

## Heated washer nozzles

The heat thaws frozen washer fluid nozzles. The heat output is automatically regulated when the ignition is switched on and is dependent on the outside temperature. Only the window washer nozzles are heated and not the washer fluid hoses.

## Cleaning system of the Rear View Camera system

The cleaning system of the Rear View Camera system cleans the Rear View Camera system and works with the automatic wiper washing system to clean the rear window.

If, after washing the camera several times, the camera's view is still limited, clean the camera lens manually *(→ Rear view)*, *(→ Vehicle care exterior)*.

# Rain/light sensor

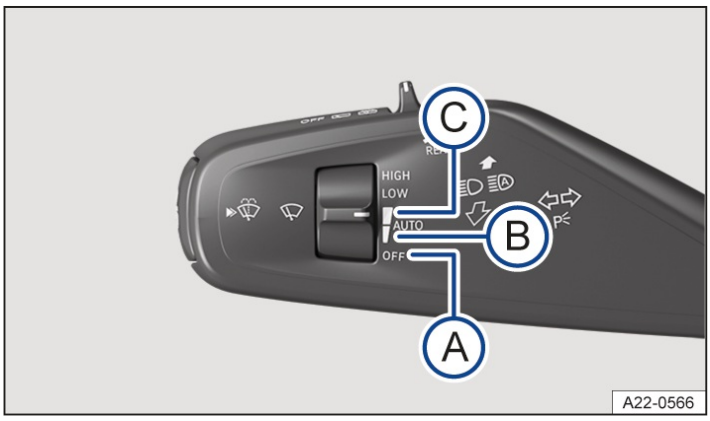



Fig. 1 On the left-hand side of the steering column: lever for turn signal, high beam and windshield wiper.

(A) Rain/light sensor deactivated.

(B) Rain/light sensor activated, stage 1.

(C) Rain/light sensor activated, stage 2.

When switched on, the rain/light sensor automatically adjusts the delay between wiping cycles and the speed of the windshield wipers depending on how hard it is raining.

Automatic wiping can be activated and deactivated in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)* →⚠.

## Activating the Rain/Light Sensor

1. Switch the ignition on.
2. Turn the switch to the required position→ *fig. 1*:
   — Position (B): low sensitivity of the rain/light sensor.
   — Position (C): high sensitivity of the rain/light sensor.

If automatic wiping is deactivated in the Infotainment system, the interval time will be set in fixed stages.

## Deactivating the Rain/Light Sensor

1. Turn the switch to position→ *fig. 1* (A).

**⚠ WARNING**

The rain/light sensor cannot detect all precipitation sufficiently and activate the windshield wipers accordingly. Reduced visibility can cause accidents and serious or fatal injuries.

- If necessary, switch on the windshield wipers manually if water on the windshield is impairing visibility.

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

### Washer fluid level too low

The yellow indicator light turns on.

1. Fill the washer fluid reservoir *(→ Washer fluid)*.

### Windshield wiper malfunction

The yellow indicator light turns on.

The windshield wipers are not working.

1. Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

### Rain/light sensor malfunction

The yellow indicator light turns on.

The windshield wipers will not be automatically activated in rain/light sensor mode when it is raining.

1. Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

### Changes to rain/light sensor reaction

Some possible reasons for malfunctions and misinterpretations in the sensor area of the rain/light sensor *(→ Front view)* could be:

— Damaged wiper blades: damaged wiper blades can leave a film of water or streaks on the window, and this can extend the activation time, greatly shorten the wiper intervals, or cause fast wiping time.

— Insects: insects hitting the windshield may trigger the wipers.

— Salt streaks: salt streaks on the windshield from driving in the winter can cause the wipers to wipe more frequently or continuously on a window that is almost dry.

— Dirt: dried dust, wax, any other build-up on the windshield(lotus effect), or washing product residue (car wash)can lower the sensitivity of the rain/light sensor and cause it to react too slowly or not at all. Clean the sensor area for the rain/light sensor regularly and check the wiper blades for damage *(→ Vehicle care exterior)*.

— Crack in the windshield: if a stone strikes and chips the sensor area while the rain/light sensor is on, this will trigger a wiper cycle. After that, the rain/light sensor will detect this irregularity on the sensor surface and react to it. Depending on the size of the chip, the reaction behavior of the rain/light sensor may or may not change.

If there is an obstacle for the wipers on the window glass, the wipers will attempt to remove it. If it continues to block the wipers, the wipers will stop moving.

1. Remove the obstacle and switch the wipers on again.

# General safety precautions

Using the outside mirrors and the interior rearview mirror, the driver can observe traffic and adjust their driving based on traffic.

For driving safety, it is important that the driver adjusts the outside mirrors and the interior rearview mirror correctly before starting to drive.

It is not possible to oversee the entire side and rear area of the vehicle by looking in the outside and interior rearview mirrors. These areas that are not visible are called blind spots. Other road users and objects could be in the blind spot.

**⚠ WARNING**

Adjusting the outside mirrors and interior rearview mirror while driving can distract the driver. This can cause accidents and serious or fatal injuries.

- Only adjust the outside mirror and interior rearview mirror when the vehicle is stationary.
- Always make sure that the mirrors are adjusted correctly and visibility to the rear is not limited by ice, snow, fog, or other objects.

**⚠ WARNING**

The view in the outside mirrors and interior rearview mirror does not cover the entire area around the side and rear of the vehicle. Other road users and objects could be in these blind spots. This can cause accidents and serious or fatal injuries.

- When parking, changing lanes, passing, and turning, always pay attention to your surroundings.

**⚠ WARNING**

Curved mirror surfaces (depending on the country: convex or aspheric) enlarge the field of vision and allow objects in the mirror to appear smaller and farther away. This can make it difficult to estimate the exact distance from the vehicles behind, e.g. when changing lane. This can cause accidents and serious or fatal injuries.

- Use the interior rearview mirror as much as possible to more accurately determine the distance to vehicles or other objects behind you.
- Make sure there is sufficient visibility of the area behind the vehicle.

**⚠ WARNING**

An automatic dimming rearview mirror contains an electrolyte fluid that can leak out if the mirror glass breaks. Coming into contact with this liquid can irritate the skin, eyes, and respiratory organs, especially in individuals with asthma or similar illnesses. This may cause serious injuries.

- If electrolyte fluid is swallowed, rinse out the mouth immediately for at least 15 minutes with plenty of water. Do not induce vomiting unless it ordered to do so by a doctor. Call for medical assistance immediately.
- Immediately get plenty of fresh air and exit the vehicle. If this is not possible, open all the windows and doors.
- If the electrolyte fluid comes into contact with eyes or skin, wash the affected area immediately for at least 15 minutes with plenty of water and seek medical assistance.
- If the electrolyte fluid comes into contact with your shoes or clothing, wash it for at least 15 minutes with plenty of water. Clean the shoes and clothing thoroughly before wearing them again.

***NOTICE***

If the glass on an automatic dimming mirror breaks, electrolyte fluid can leak out. This fluid damages plastic surfaces.

- Remove any leaking fluid as soon as possible, for instance using a wet sponge.

# Interior rearview mirror

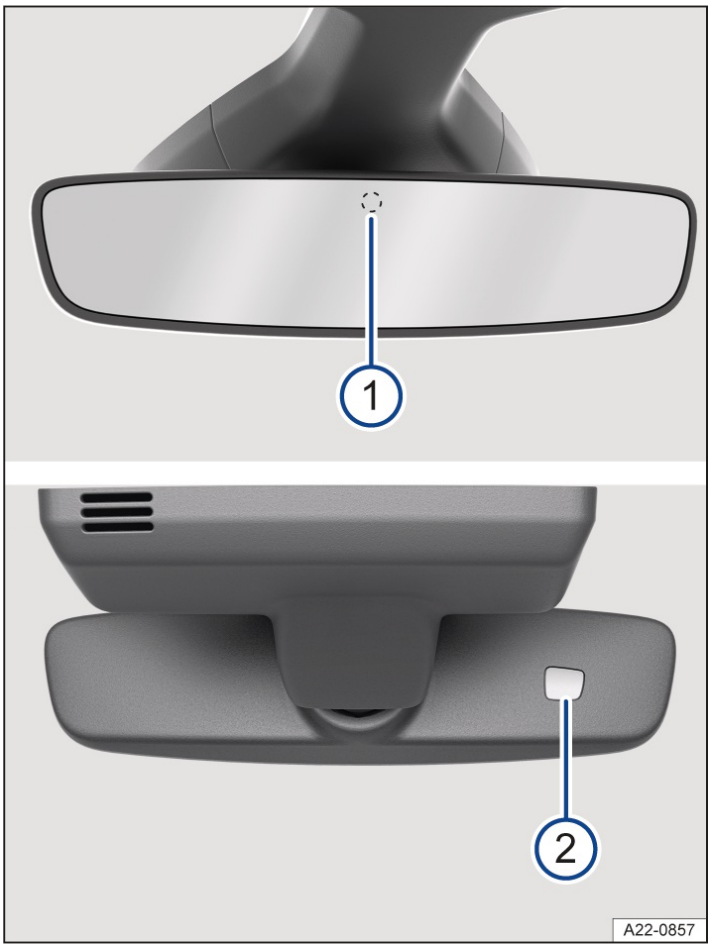



Fig. 1 On the windshield: automatic dimming interior rearview mirror.

(1) Sensor for light entering from the rear.

(2) Sensor for light entering from the front.

## Automatic dimming interior rearview mirror

When the ignition is on, the sensors measure the amount of light entering from the rear→ *fig. 1* (1) and from the front (2).

Depending on the measured values, the interior rearview mirror will dim*automatically*.

If the amount of light entering the sensors is limited or interrupted, for example by a sunshade or attachment, the automatic dimming interior rearview mirror may not function or may malfunction. Mobile navigation devices on the windshield or near the automatic dimming interior rearview mirror can also affect the sensors →⚠.

Automatic dimming will be deactivated in some situations, for example when the interior lighting in the roof console is switched on or when reverse gear is engaged.

**⚠ WARNING**

The illuminated display of a mobile navigation system may interfere with the automatic dimming interior rearview mirror. This may stop you from using the interior rearview mirror to accurately determine the distance from vehicles or other objects behind you. Accidents and serious or fatal injuries could result.

- Switch the mobile navigation system off in such cases.

# Outside mirrors

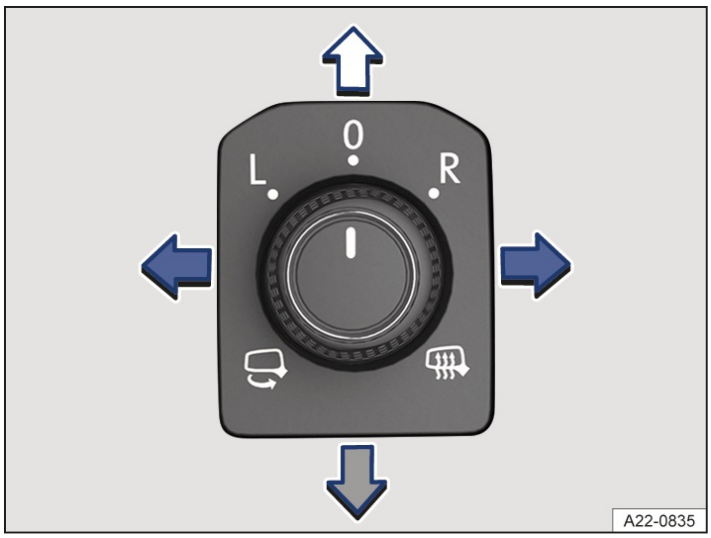



Fig. 1 In the driver door: knob for the outside mirrors.

The following information describes the outside mirror functions for left-hand drive vehicles. Position **L** corresponds to the outside mirror on the driver's side, and position **R** corresponds to the outside mirror on the passenger's side. For right-hand drive vehicles, proceed in the reverse order.

## Adjusting outside mirrors

1. Switch the ignition on.
2. Turn the knob in the driver door to the preferred symbol→ *fig. 1*.
3. To adjust the outside mirror, push the knob forward, back, right or left in the direction of the arrow.

The scope and the representation of the controls in the driver door vary depending on the vehicle equipment:

Fold the outside mirror in towards the vehicle body→ ⚠.

Fold the outside mirror in towards the vehicle body→ ⚠.

Switch on the outside mirror heating. The exterior mirror heating only works when the ambient temperature is below approx. 20 °C (around 68 °F) and provides the most heat when it first turns on. After about two minutes, the mirrors will be heated depending on the ambient temperature.

**L**

Adjusts the left outside mirror.

**R**

Adjusts the right outside mirror.

**0**

Neutral position. The outside mirror cannot be adjusted and all functions are switched off.

## Activating outside mirror functions

The following outside mirror functions must be activated in the vehicle settings in the Infotainment system before they are used for the first time *(→ Vehicle settings menu)*.

## Synchronized mirror adjustment

The synchronized mirror adjustment feature simultaneously adjusts the right-side outside mirror to match adjustments to the left-side outside mirror.

1. Turn rotary knob to position L.
2. Adjusts the left outside mirror. The right outside mirror will be adjusted the same way (synchronized).
3. To correct the adjustment of the right outside mirror, if necessary, turn the knob to the R position and adjust the right outside mirror.

## Automatic dimming exterior rearview mirror on the driver side

The automatic dimming exterior rearview mirror is controlled together with the automatic dimming interior rearview mirror *(→ Interior rearview mirror)*.

## Folding the outside mirrors in while parking

If the vehicle is locked or unlocked from the outside, the outside mirrors will automatically fold in or out. For this to happen, the knob must be in the , L, R or 0 position.

If the knob for power exterior mirrors is in the or position, the outside mirrors will remain folded in.

## Save the passenger-side outside mirror settings when reversing

1. Unlock the vehicle using the key, to which the setting is allocated.
2. Set the electronic parking brake.
3. Switch the ignition on.
4. Shift the transmission to neutral.
5. Select the reverse gear.
6. Adjust the front passenger outside mirror so that, for example, the edge of the curb can be seen clearly.
7. Shift the transmission to neutral.
8. Switch the ignition off.

   The selected mirror position will be stored and assigned to the vehicle key.

## Opening the front passenger outside mirror settings for driving in reverse

1. Turn rotary knob for the outside mirrors to the relevant position for adjusting the front passenger outside mirror.
2. With the ignition switched on, select reverse gear.

   The front passenger outside mirror will adjust to the stored position.

The front passenger outside mirror will exit the position stored for driving in reverse when you begin driving forward faster than about 15 km/h (about 9 mph) or when the knob is turned to any other position.

**⚠ WARNING**

If you fold the outside mirrors against the vehicle or back without taking care, you could get your fingers jammed between the outside mirror and the mirror base. This can cause severe injuries.

- Do not fold the outside mirrors out or in if there are any obstacles in the path.

**NOTICE**

If outside mirrors are not folded in when driving through a car wash, they can get damaged.

- Always fold in the outside mirrors.

**NOTICE**

Folding in the power exterior mirror manually can worsen wear and tear or damage the mirror motor.

- Do not fold power exterior mirrors in or out by hand.

Leave the outside mirror heating on only as long as it is needed. Otherwise fuel will be used unnecessarily.

If there is a malfunction in the power outside mirror, you can adjust the position of the mirror manually by hand by pushing on the edge of the mirror surface.

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

## Sun visors

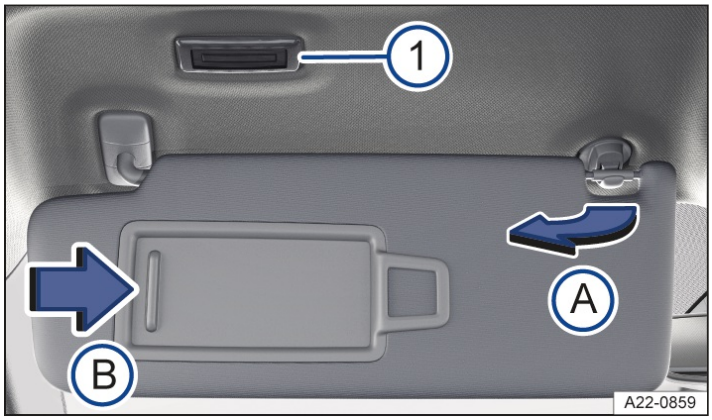



Fig. 1 In the front of the headliner: sun visor.

(1) Light.
(A) Remove from holder.
(B) Slide cover open.

### Adjustment options for the driver and front passenger sun visors:

— Fold toward the windshield.

— Remove from the holder and tilt toward the door→ *fig. 1* (A).

### Illuminated vanity mirror

When the sun visor is folded down, there is a vanity mirror located behind a cover. The lights→ *fig. 1* (1) turn on when the cover → *fig. 1* (B) slides open.

**WARNING**

Visibility may be reduced when sun visors are folded down and the sunshades are extended. This can cause accidents and serious or fatal injuries.

- Always guide sun visors and sunshades back into their holders when they are no longer needed.

Under certain conditions, the light above the sun visor will turn off automatically after several minutes. This reduces the risk of the 12 V vehicle battery being drained.

## Sunshade in the sunroof




Fig. 1 In the headliner: Function keys for controlling the sunshade.

The power sunshade only works when the ignition is switched on.

When the sunroof is tilted all the way open, the sunshade automatically moves into a position that provides ventilation. The sunshade will remain in the ventilation position after the tilting and sliding panoramic sunroof is closed.

### Opening the sunshade

— Automatic process: Swipe backward on the function key → *fig. 1*. The automatic process is interrupted if you tap or swipe over the function key again.

— Manual process: Swipe backward on the function key and hold until it reaches the desired position.

### Closing the sunshade

— Automatic process: Swipe forward on the function key → *fig. 1*. The automatic process is interrupted if you tap or swipe over the function key again.

— Manual process: Swipe forward on the function key and hold until it reaches the desired position.

### Sunshade pinch protection

The pinch protection can reduce the risk of being pinched and injured when the sunshade is closing → ⚠. If the sunshade encounters resistance or an obstacle when closing, the sunroof will open again immediately.

1. Check why the sunroof did not close.
2. Try again to close the sunshade.

   If the sunshade still encounters resistance or an obstacle and will not close, open the sunshade again. Within a short time after opening, you can close the sunshade again without pinch protection.
3. If the sunshade is still not able to close, close the sunshade without pinch protection.

### Closing the sunshade without pinch protection

1. Try again to close the sunshade.
2. If the sunshade still cannot be closed, swipe forward on the function key within 5 seconds→ *fig. 1* and hold until the sunshade is completely closed.

   This will close the sunshade without pinch protection.
3. If the sunshade still will not close, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If you release the function key during the closing process, the sunshade will open again automatically.

### Control is responding differently than expected

Moisture, dirt and grease may limit the functioning of the control.

1. Always keep the control clean and dry.

**⚠ WARNING**

Closing the sunshade without pinch protection may result in serious injuries.

- Always be careful when closing the sunshade.
- Ensure that nobody is within the range of operation of the sunshade, especially if it is closing without pinch protection.

## Windshield with communication window




Fig. 1 Next to the mirror base: Communication window (general example).

Windshields made of heat protection glass may have an infrared-reflecting coating and may, depending on the vehicle equipment, be able to be wirelessly heated. In order to ensure that wireless equipment from the accessories industry, e.g. toll systems, can function correctly, an uncoated area is present on either side of the interior rearview mirror (communication window) → *fig. 1*.

The uncoated areas must not be covered from the inside or outside, or have stickers on them, because this could cause malfunctions.

# Overview of the Climatronic

Climatronic is an automatic air conditioning system which warms, cools and dehumidifies the air. In automatic mode, Climatronic can automatically control the air temperature, air distribution and the volume of air.

The climate control bar is displayed permanently at the bottom of the screen in the Infotainment system. For example, you will find the currently set temperature there.

Some functions of the air conditioner, as well as a climate control bar for the rear seats, depend on the vehicle equipment.

## Making Efficient Use of the Air Conditioner

The air conditioner is most effective when the vehicle interior is kept closed. In the event of heat build-up in the vehicle interior, brief ventilation can accelerate the cooling process.

## Display of activated functions

Illuminated symbols on the sensor areas and function keys highlighted in color in the Infotainment system indicate functions that are switched on.

## Adjusting Functions in the Climate Control Bar

You can change some functions in the climate control bar in the Infotainment system.

1. Touch and hold the function in the climate control bar.
2. Select your preferred air conditioner function from the displayed overview.

## Air conditioner with voice command operation

Depending on the vehicle equipment, some of the air conditioner functions can be operated with the voice assistant .

**WARNING**

Icy, snow-covered or foggy door windows restrict visibility very severely. This increases the risk of collisions and accidents, which may result in serious or fatal injuries.

- Keep all windows free of ice, snow and fog.
- Adjust the heating, air conditioner, and rear window defroster to a setting where the windows do not fog up *(→ Heating and air conditioning system)*.
- Only start driving when all windows are clear.
- Only use recirculation mode for a short time. Otherwise, the windows could fog up very quickly and greatly reduce visibility.
- Always switch off recirculation mode as soon as it is not necessary.

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

# Air conditioner menu in the Infotainment system

CLIMA Open the Air conditioner menu via the climate control bar in the Infotainment system.

Open the Air conditioner menu via the app overview in the Infotainment system.

In the Air conditioner menu, you can find, for example, the air distribution functions *(→ Air conditioner air distribution)*.

Some functions and menus depend on the vehicle equipment.

## Operating status of the air conditioner

The operating status of the air conditioning system is represented by colors:

Cooling.

Heating.

## Climate control settings **submenu**

Depending on the vehicle equipment, you can find additional comfort functions in the Climate control settings submenu:

— Switch on automatic air recirculation *(→ Air recirculation)*.

— Allow automatic supplementary heating *(→ Automatic supplementary heating function)*.

— Switch on seat heating and seat ventilation automatically at the beginning of the journey *(→ Seat heating and seat ventilation)*.

— Switch on steering wheel heating automatically at the beginning of the journey *(→ Steering wheel heating)*.

# Switching the Climatronic on and off

## In the Air conditioner menu: top of the screen

Switch the air conditioning system on and off.

When the air conditioner is switched off,OFF will be displayed at the bottom of the screen in the Infotainment system.

## Switching Off the Climate Control Bar for the Rear Seats

REAR Open the settings for the rear seats in the Air conditioner menu.

REAR Switch off the climate control bar for the rear seats.

1. Open the Air conditioner menu in the Infotainment system.
2. To open the settings for the rear seats in the Air conditioner menu, tap REAR.
3. To switch off the climate control bar for the rear seats, tap REAR.

# Automatic mode of the Climatronic

## In the air conditioner menu or in the climate control bar

AUTO The set air temperature is maintained constant. The air volume and air distribution are automatically controlled. Automatic mode switches off when the blower speed is changed manually.

If you switch on a Smart Climate function, the Climatronic's automatic mode will also be switched on *(→ Air conditioner air distribution)*.

## Selecting an Air Conditioner Profile

You can set the blower speed in automatic mode via the air conditioner profiles.

1. Open the Air conditioner menu in the Infotainment system.
2. To switch on the Climatronic's automatic mode, tap AUTO.
3. Tap AUTO again and select your preferred air conditioner profile in the pop-up window.

## In the air conditioner menu

The Air Care Climatronic active combination filter can limit the entrance of hazardous substances as well as allergens.

If Air Care is switched on, the air recirculation of the air conditioner is maximized as far as permitted by the risk of fogging up the windows depending on the humidity in the vehicle interior and the outside temperature. Air recirculation is controlled automatically and adapts itself continuously to prevent vehicle occupant fatigue.

# Temperature regulation

Set the temperature via the touch control on the Infotainment system. The temperature settings are displayed permanently at the bottom of the screen in the Infotainment system.

The set temperature for the rear seats is displayed in the climate control bar for the rear seats.

## In the air conditioner menu or in the climate control bar

A/C The air is cooled and dehumidified in cooling mode.

A/C MAX Switch the maximum cooling output on and off.

Air recirculation is switched on automatically and Climatronic automatically directs air to the upper body.

SYNC Apply temperature settings for the driver side to all seats.

## Adjusting the temperature for the rear seats

REAR Open the settings for the rear seats in the Air conditioner menu.

REAR If REAR LOCK is switched on, the rear climate control bar cannot be used.

1. Open the Air conditioner menu in the Infotainment system.
2. Tap REAR.
3. Tap the or function key.

   Or: tap or in the climate control bar for the rear seats.

   The set temperatures for the rear seats are shown on the climate control bar displays for the rear seats.

# Air distribution and blower speed

## Vents

Vents are located in the following places in the vehicle:

— Driver's side.

— Passenger's side.

— Front center console.

— Rear center console.

**NOTICE**

Food, medication, and objects that are sensitive to heat or cold can become damaged or unusable from the air coming out of the vents.

- Do not place any food, medication, or other objects that are sensitive to temperature in front of the vents.

## Air Distribution Functions in the Air Conditioner Menu

Adjust the blower speed.

Direct air onto the windshield.

Direct air to the upper body.

Direct air into the footwell.

## Air Distribution with Smart Climate

If a Smart Climate function is switched on, Climatronic automatic mode is also switched on. The Smart Climate functions remain switched on for a short time and automatic mode also remains switched on once this time has elapsed.

Clear fog and ice from the windshield.

Direct warm air into the footwell.

Direct warm air onto the steering wheel.

Direct cool air into the footwell.

Direct fresh air from outside into the vehicle interior.

Temporarily increase the power of the refrigerant system.

# Defrost function

## In the climate control bar




The Climatronic defrost function clears fog and ice from the windshield.

The air is dehumidified and the blower is set to a higher speed.

# Air recirculation

No fresh air will enter the vehicle interior when recirculation mode is switched on→ ⚠.

Switch air recirculation on and off in the climate control bar at the bottom of the screen or in the Air conditioner menu.

## Automatic recirculation mode on the Climatronic system

Automatic air recirculation helps you if the outside air is of poor quality by temporarily turning on or off the supply of fresh air, within the system limitations. The system cannot detect unpleasant odors.

1. Open the Air conditioner menu in the Infotainment system.
2. Switch automatic air recirculation on or off with ⚙ ▸ Automatic air recirculation.

## When does recirculation mode switch off?

Recirculation mode will switch off in the following situations:

— If the defrost function is switched on.

— If a sensor detects that the door windows could fog up.

**⚠ WARNING**

A lack of fresh air supply may result in reduced visibility due to fogged up windows and rapid driver fatigue due to stale air. This can result in collisions, accidents and serious or fatal injuries.

- Only use recirculation mode for a short time.
- Always switch off recirculation mode as soon as it is not necessary.

**NOTICE**

Tobacco smoke can settle on the refrigerant system evaporator and the active combination filter and cause permanent odors.

- To prevent permanent odors, do not smoke in the vehicle when air recirculation is switched on.

When reverse gear is engaged or while the automatic wash and wipe system is on, recirculation mode switches on automatically so that no odors will enter the vehicle interior.

# Overview of Seat Heating and Seat Ventilation

The front seats can be equipped with either a seat heating system or a seat heating and seat ventilation system. The outer rear seats can be equipped with a seat heating system →⚠.

The seat ventilation function ventilates the seat using vehicle interior air. This removes moisture from the body. The seat itself is not cooled directly.

The seat heating and seat ventilation function when the engine is running.

## Heating and ventilation levels

The operation statuses of the seat heating and seat ventilation are sown in red and blue in the Infotainment system.



Seat heating switched off.



Seat heating switched on to the highest heating level.



Seat ventilation switched off.



Seat ventilation switched on at the highest ventilation level.

## When should the seat heating and seat ventilation be switched off?

Switch off the seat heating and seat ventilation under any of the following conditions:

— The seat is occupied by a person with a limited perception of pain or temperature→⚠.

— The seat is not occupied

— A child restraint is installed on the seat

— Objects are covering the seat cushion, e.g. protective covers, jackets, blankets or bags.

— The seat surface is damp or wet

— Seat heating only: The interior or exterior temperature is higher than +25 °C(+77 °F).

**⚠ WARNING**

Magnetic fields are generated when the seat heating is operated. In individual cases, these magnetic fields can affect active medical implants (e.g. pacemakers).

- If you have a medical implant, you should consult your doctor or the manufacturer of the implant before operating the seat heating.
- Also make your vehicle occupants aware.

**⚠ WARNING**

People who cannot perceive pain or temperature or who have a limited perception of these due to medication, paralysis, or chronic illnesses such as diabetes could develop burns or undercooling on the back, buttocks, and legs when using seat heating or seat ventilation. Such injuries could take a very long time to heal or may never heal completely.

- If you have a limited perception of pain and/or temperature, never use the seat heating and seat ventilation and leave the "Automatic seat air conditioning at the beginning of the journey" function switched off *(→ Seat air conditioning)*.
- Contact a medical doctor for questions about personal health conditions.

**⚠ WARNING**

If the seat cover is soaked through, this can cause the seat heating to malfunction and increase the risk of burns.

- Make sure the seat surface is dry before using the seat heating function.

- Do not sit on the seat with wet clothing.
- Do not place any wet objects or clothing on the seat.
- Do not pour any fluids on the seat.

**NOTICE**

The heating elements of the seat heating may be damaged by loads concentrated in a single place and insulating materials.

- Do not kneel on the seats and do not exert pressure on the seat cushion and backrest with sharp or pointed objects.
- Do not exert pressure on the seat cushion and backrest with pointed objects.
- Switch the seat heating off if insulating materials are installed on the seat, e.g. a protective cover or a child restraint.
- Only use the seat heating if the seat is equipped with the original seat covers.
- If any odor starts to develop, turn off the seat heating immediately and have it checked by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

## Using Seat Heating and Seat Ventilation

1. To switch on seat heating or seat ventilation at the highest heating or ventilation level, tap or at the bottom of the screen.
2. To adjust the heating or ventilation level, tap or repeatedly.
3. To switch off the seat heating or seat ventilation, tap repeatedly until or is displayed.

   Or: to switch the seat heating on or off, tap with two fingers on the touch control under the Infotainment system on the driver's or passenger's side.

In order to save fuel, switch off the seat heating and seat ventilation as soon as possible.

### The seat heating and seat ventilation switch on and off automatically

If you start the engine again within approximately ten minutes, the last heating or ventilation level set for the driver seat is automatically switched on. If the front passenger seat is occupied, the last set heating or ventilation level for the front passenger seat is also automatically switched on.

If the front passenger leaves their seat with the seat heating and seat ventilation switched on and the engine running, the seat heating and seat ventilation for the front passenger seat will be automatically switched off. The display in the Infotainment system changes to or after approx. two seconds. If the front passenger returns to their seat while the engine is still running, the seat heating and seat ventilation will switch on again automatically for the front passenger seat.

### Setting the intensity of the seat heating and seat ventilation

The intensity settings help if you would like to heat or ventilate the backrest of the driver seat more intensively than the seat cushion, for example.

1. Open the Seats menu in the app overview.
2. Open the Settings submenu.
3. Select the Seat air conditioning settings menu item.
4. Select the driver's side or the passenger's side.
5. To adjust the intensity of the seat heating or seat ventilation, move the sliders for the seat cushion and backrest to the right or left.

## Automatic seat air conditioning at the beginning of the journey

1. Open the Air conditioner menu in the Infotainment system.
2. To open the Climate control settings submenu, tap .
3. To select the heating and ventilation level at the beginning of the journey, tap in the Seat heating or Seat ventilation menu item.

   The selected heating and ventilation level is automatically switched on after starting the engine, depending on the outside temperature.

   Or: To stop seat heating and seat ventilation being switched on automatically at the beginning of the journey, select Off in the respective menu item.

# Steering wheel heating

The steering wheel heating works when the engine is running.

Switch the steering wheel heating on and off in the Air conditioner menu.

Switch steering wheel heating on and off via the multi-function steering wheel.

## Heating levels for the steering wheel heating

The steering wheel heating modes are shown by colors in the Infotainment system and in the instrument cluster display. At the highest heating level, the symbol is red.

Highest heating level of the steering wheel heating.

## Operating steering wheel heating

1. Open the Air conditioner menu in the Infotainment system.
2. To switch on steering wheel heating at the highest heating level, tap .

   Or: tap on the multi-function steering wheel.
3. To adjust the heating level, tap repeatedly.
4. To switch off the steering wheel heating, tap repeatedly until the symbol is white.

## Steering wheel heating switches on automatically

If you start the engine again within approximately ten minutes, the last heating level set is automatically switched on.

## Switching on steering wheel heating automatically at the beginning of the journey

1. Open the Air conditioner menu in the Infotainment system.
2. To open the Climate control settings submenu, tap .
3. Activate the Steering wheel heating checkbox.

   The steering wheel heating is automatically switched on after starting the engine, depending on the outside temperature and the steering wheel temperature.

## Switching on Steering Wheel Heating automatically with the Smart Climate function

Direct warm air onto the steering wheel.

If you switch on the Smart Climate function in the Air conditioner menu, the steering wheel heating will be switched on at the highest heating level. The steering wheel heating will remain switched on once this time has elapsed.

If the steering wheel heating is already switched on before switching on the Smart Climate function, the set heating level of the steering wheel heating remains selected.

## Steering wheel heating switches off automatically

If one of the following conditions applies, the steering wheel heating switches off automatically:

— If the energy use is too high.

— If the steering wheel heating system is malfunctioning.

## Windshield defroster

The windshield defroster works when the engine is running.

Switch the windshield defroster on and off in the Air conditioner menu.

Depending on the outside temperature, the windshield defroster switches off automatically, at the latest after approximately eight minutes.

### Automatic windshield defroster

The windshield defroster switches on automatically when a window could fog up.

1. Open the Air conditioner menu in the Infotainment system.
2. Switch the automatic windshield defroster on or off via ▸ Automatic windshield defroster.

The automatic windshield defroster is also active when the climate control system is switched off.

### Defrosting the windshield using the defrost function

If the defrost function is switched on and a sensor detects that the windshield may fog up, the windshield defroster will turn on automatically.

### The windshield defroster switches off automatically

If one of the following conditions applies, the windshield defroster switches off automatically:

— If the energy use is too high.

— If the climate control system is malfunctioning.

— If the specified time has expired.

# Rear window defroster

The rear window defroster works when the engine is running.

REAR Switch the rear window defroster on and off in the climate control bar.

The rear window defroster switches off automatically after a maximum of around ten minutes.

**NOTICE**

Stickers that are placed on the inside of the rear window over the heat conductors of the rear window defroster, or objects that rest against the inside of the rear window may damage the rear window defroster.

- Do not affix any stickers over the heat conductors of the rear window defroster.
- Do not load the luggage compartment to a height where objects rest against the rear window.

In order to save fuel, switch off the rear window defroster as soon as possible.

# Automatic supplementary heating function

## Switching the automatic supplementary heater function on and off

The availability of the automatic supplementary heater function depends on the vehicle equipment. An additional heating component can help to heat the vehicle interior more quickly.

1. Open the Air conditioner menu in the Infotainment system.
2. To open the Climate control settings submenu, tap .
3. Tap Automatic supplementary heater.

   The heating component will switch on automatically depending on the outside temperature and will switch off again automatically after a while.

## Vehicles with an auxiliary heater (depending on the vehicle equipment)

If the engine was started, auxiliary heating can continue to run as a supplementary heating measure. The following conditions must be met for this:

— The Automatic supplementary heater function is switched on in the Air conditioner menu.

— The outside temperature must be lower than +5 °C(+41 °F).

The automatic supplementary heating measure will switch off automatically after a while.

# Introduction

You can use the auxiliary heating and ventilation system to heat the vehicle interior in the winter and to ventilate it in the summer. The windshield can be cleared of ice, fog, and a thin layer of snow. The auxiliary heating system is powered by fuel from the vehicle fuel tank and can be operated when the vehicle is stationary and the ignition is switched off. The auxiliary ventilation system is powered by the 12 V vehicle battery.

## Modes for the auxiliary heater

When the auxiliary heater is switched on, the vehicle is automatically set to either Heat or Ventilate mode, depending on the outside temperature and the temperature set in the climate control bar of the Climatronic.

When outside temperatures are high, the auxiliary ventilation directs fresh air into the vehicle interior and works to minimize heat build-up.

## Auxiliary heating exhaust system

The exhaust produced by the auxiliary heating system escapes through an exhaust pipe on the vehicle underbody. The exhaust pipe must never be blocked by snow, mud, or debris.

**DANGER**

Among other substances, the auxiliary heating system exhaust contains carbon monoxide, an odorless and colorless poisonous gas. Carbon monoxide can cause loss of consciousness and death.

- Never turn on the auxiliary heater and leave it running when the vehicle is in an unventilated or closed space.
- Never program the auxiliary heating system so that it could switch on or run in unventilated or closed spaces.

**WARNING**

Components of the auxiliary heating exhaust system become very hot. This can cause fires.

- Never park the vehicle in such a way that parts of the exhaust system come into contact with flammable materials under the vehicle, such as dry grass.
- Before refueling, switch off the auxiliary heater.

***NOTICE***

Food, medication, and objects that are sensitive to heat or cold can become damaged or unusable from the air coming out of the vents.

- Do not place any food, medication, or other objects that are sensitive to temperature in front of the vents.

# Switching the auxiliary heater and ventilation on or off

The auxiliary heater can be used when the ignition is switched on or off.

## **Open the** Stationary air conditioning **menu**

Stationary air conditioning menu in the Infotainment system.

1. Open the app overview in the Infotainment system.
2. Tap .

## Switching auxiliary heating on

Immediate heating function in the Stationary air conditioning menu in the Infotainment system.

Button on the remote control .

You can also automatically switch on the auxiliary heater for a scheduled departure time *(→ Auxiliary heater and ventilation)*.

When the auxiliary heater is switched on, the yellow LED

for the auxiliary heater lights up in the instrument cluster.

If the battery charge level of the 12 V vehicle battery is too low or the fuel tank is empty, you will not be able to switch on the auxiliary heater.

## Switching auxiliary heating off manually

Immediate heating function in the Stationary air conditioning menu in the Infotainment system.

OFF Button on the remote control .

## The auxiliary heater switches off automatically

If one of the following conditions is met, the auxiliary heater switches off automatically:

— The programmed departure time is reached or if the set operation time limit has elapsed *(→ Auxiliary heater and ventilation)*.

— The yellow indicator light (fuel gauge) turns on .

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

To burn the remaining fuel in the auxiliary heating system, auxiliary heating will continue to run for a short period of time after it is switched off manually or automatically.

When the vehicle is stationary, the auxiliary heater can be activated a maximum of three consecutive times with the maximum operating time limit.

Operating noises can be heard when auxiliary heating is switched off.

If the auxiliary heating or ventilation runs for a long time, the 12 V vehicle battery will drain. Drive the vehicle long enough to recharge the 12 V vehicle battery.

If you park on a hill with very little fuel in the fuel tank (slightly over the reserve quantity), the fuel gauge may be inaccurate and may cause the auxiliary heater function to be limited.

## Programming auxiliary heating and ventilation

With the Infotainment system, you can program the auxiliary heater for a planned departure time. You can program the preferred temperature for the vehicle interior at a certain departure time.

### Setting the auxiliary heater operating time

1. Open the Stationary air conditioning menu.
2. Tap ⚙.
3. Set the preferred operating time.

The set operating time applies if auxiliary heating is switched on using the immediate heating function or using the remote control.

The maximum operating duration of the auxiliary heating system is 60 minutes.

### Setting your desired temperature

The auxiliary heater will heat the vehicle interior in accordance with the desired temperature. The vehicle interior will be heated evenly.

1. Open the Stationary air conditioning menu.
2. Tap .
3. Set a desired temperature using ⊖ and ⊕.

If you switch on the auxiliary heater and ventilation when the ignition is switched on, the vehicle interior is air-conditioned to the temperature that you have set in the climate control bar in the Infotainment system.

### Programming the departure time

1. Check that the date and time is set correctly in the vehicle before programming *(→ Clock)*.
2. Open the Stationary air conditioning menu.
3. Tap to open the timer menu.
4. Set a scheduled departure time.
5. Tap .
6. Place a check mark in the checkbox to switch on the timer.

   Using the programmed departure time and based on the outside temperature, the vehicle automatically calculates the start time for a heating or ventilation process to bring the vehicle to the temperature that is set.

   The earliest programmed departure time is displayed in the exit menu in the Infotainment system and can be switched on or off there *(→ Exit menu)*.

### Checking the programming

If a departure time is activated, the yellowLED

in the instrument cluster comes on for approximately ten seconds when you switch off the ignition.

**DANGER**

Among other substances, the auxiliary heating system exhaust contains carbon monoxide, an odorless and colorless poisonous gas. Carbon monoxide can cause loss of consciousness and death.

- Never program the auxiliary heater so that the auxiliary heater could switch on or run when the vehicle is in an unventilated or enclosed space.

# Controlling the auxiliary heater and ventilation remotely

With the remote control, the fuel-powered auxiliary heater can be switched on and off from outside the vehicle.




Fig. 1 Remote control for the auxiliary heater.

## Switching the auxiliary heater and ventilation on with the remote control

1. Press the button for about one second → *fig. 1*, → ⚠.

## Switching the auxiliary heater and ventilation off with the remote control

1. Press the OFF button for about one second → *fig. 1*.

## LED in the remote control

After a button is pressed, the LED

indicates various statuses → *fig. 1* (2).

- Lights up green: Auxiliary heater and ventilation switched on.
- Flashes green at regular intervals: Switch-on signal not received. Reduce the distance to the vehicle.
- Flashes green at irregular intervals: Auxiliary heater and ventilation blocked.

The auxiliary heater and ventilation are blocked under any of the following conditions:

— The fuel tank is almost empty.

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

— There is a system malfunction.

1. Refuel the vehicle.

2. To charge the 12-volt vehicle battery, drive for a sufficient amount of time.
3. If the malfunction persists, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Lights up red: Auxiliary heating is switched off.

Flashes red at regular intervals: Switch-off signal not received. Reduce the distance to the vehicle.

Flashes or lights up orange: The button cell battery charge in the remote control is low. Replace the button cell battery.

### Range

The range of remote control operation is several hundred meters when the button cell battery is fully charged and under optimum conditions.

— Maintain a distance of at least 2 m(7 ft) between the remote control and the vehicle.

— Avoid obstacles between the remote control and the vehicle.

— Hold the remote control with the chrome bar → *fig. 1* (1) facing vertically upward.

— Do not cover the antenna.

Poor weather conditions, buildings in the surrounding area, or a weak button cell battery can reduce the range considerably.

**DANGER**

Among other substances, the auxiliary heating system exhaust contains carbon monoxide, an odorless and colorless poisonous gas. Carbon monoxide can cause loss of consciousness and death.

- Never turn on the auxiliary heating or leave it running when the vehicle is in an unventilated or closed space.
- Never program the auxiliary heater so that it could switch on or run in unventilated or closed spaces.

**WARNING**

Components of the auxiliary heating exhaust system become very hot. This can cause fires.

- Never park the vehicle in such a way that parts of the exhaust system come into contact with flammable materials under the vehicle, such as dry grass.
- Before refueling, switch off the auxiliary heater.

***NOTICE***

There are electronic components in the remote control which may be damaged by moisture, strong impacts and direct sunlight.

- Protect the remote control from moisture, strong shocks, and direct sunlight.

## Replacing the button cell battery in the remote control

If the LED does not turn on, the button cell battery in the remote control must be replaced.

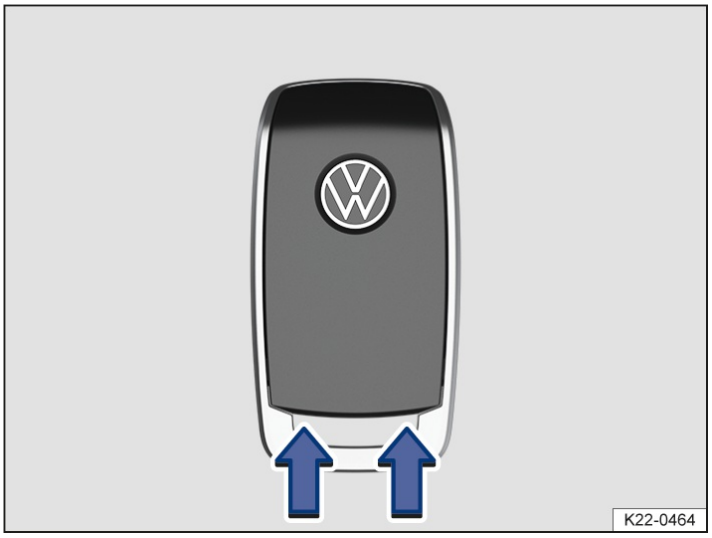



Fig. 1 Remote control: Battery compartment cover for battery compartment.




Fig. 2 Replace the button cell battery in the remote control.

## Replacing the button cell battery

1. Insert a suitable tool such as a screwdriver into the openings on the remote control housing in the direction of the arrow → *fig. 1*.
2. Lift the battery compartment cover upward gently with the tool 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 battery, insert a tool such as a screwdriver carefully into the opening on the button cell battery → *fig. 2*.
5. Lift up the button cell battery carefully with the screwdriver until the battery is released from the battery compartment, and remove the button cell battery.
6. Insert a new button cell battery of the same design and type so that it engages in the fastener. Observe the information regarding the polarity and design of the button battery, which is on the inside on the battery compartment cover.
7. Slide 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 clicks into place.

**DANGER**

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

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

*NOTICE*

Unsuitable button batteries can damage the remote control.

- Only replace a drained button battery with a new button battery of the same voltage, size, and specification.
- Make sure the polarity is correct when installing the button battery.

Dispose of drained button batteries in a way that will not harm the environment.

The remote control button battery may contain perchlorate. Observe all legal regulations applicable to disposal.

# Troubleshooting

## The cooling mode A/C or heating cannot be switched on or the function is limited

The A/C cooling mode only works when the engine is running and at ambient temperatures above +3 °C (+38 °F).

The heating and defrost function operates better when the engine is warm.

If the engine is very hot or if the outside temperature is extremely high, the function of the cooling mode A/C, the heating and the defrost may be restricted.

— Switch on the fan.

— Check the safeguard on the air conditioning system .

— Change active combination filters .

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

*NOTICE*

If the air conditioner is not working and is operated further, that can cause subsequent damage.

- If the air conditioner is not cooling or warming the air, switch it off immediately.
- Have the air conditioner checked by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

## The windows are fogged up

The door windows fog up if they are colder than the ambient temperature and the air is damp. Cold air does not absorb as much moisture as warm air which is why windows fog up more frequently during cold seasons.

1. To improve the heating and cooling output, keep the air intake in front of the windshield free of ice, snow, and leaves *(→ Vehicle care)*.
2. Leave the air duct in the rear section of the luggage compartment uncovered so that air can flow through the vehicle from front to back.
3. Switch on the defrost function *(→ Defrost function)*.

### The temperature unit has changed

You can change the unit for all temperature displays in the vehicle using the Infotainment system.

1. Open the app overview in the Infotainment system.
2. Open the Settings menu.
3. Select the Units menu item.

### Water or water vapor under the vehicle

In the case of high outside humidity and temperatures, condensation can drip from the air conditioning system evaporator and pool under the vehicle. This is normal and does not mean there is a leak in the system.

### The auxiliary heater cannot be switched on

When the vehicle is stationary, the auxiliary heater can be switched on a maximum of three consecutive times with the maximum operating time limit.

If you park on a hill with very little fuel in the fuel tank (slightly over the reserve quantity), the fuel gauge may be inaccurate and may cause the auxiliary heater function to be limited.

If the auxiliary heater or ventilation runs for a long time, the 12 V vehicle battery will drain.

1. Drive the vehicle long enough to recharge the 12 V vehicle battery.

### Noises when the auxiliary heater and ventilation are switched on

The operating noises when the auxiliary heater and ventilation are switched on are normal and not an indication of a fault.

### The Climate Control Bar for the Rear Seats Cannot be Operated

When REAR is switched on, the rear climate control bar cannot be operated *(→ Air conditioner temperature control)*.

### Controls are responding differently than expected

Moisture, dirt and grease may limit the functioning of the controls.

1. Always keep the control panels clean and dry.

## Steering information

To make it more difficult to steal the vehicle, the steering must always be locked before leaving the vehicle.

### Steering

Power steering on an electromechanical steering system adjusts automatically based on the driving speed, the steering torque, and the steering angle of the wheels. Power steering only works when the engine is running. The steering also works if the start-stop system engages and the engine switches off. Depending on the vehicle equipment, the power steering also works.

If the power steering system is impaired or malfunctioning, a significantly greater amount of force than normal must be used to steer.

Vehicles with eco-coasting function: Power steering also works when the engine is switched off while driving → ⚠.

On vehicles with Driving Mode Selection, power steering handling can be influenced by the selected driving mode.

### Electronic steering lock

1. Stop the vehicle.
2. Engage the parking lock P.
3. Switch the ignition off and then open the driver's door.

   The steering column will be locked.

If the steering column does not lock, first open the driver's door and then switch the ignition off. As long as the vehicle is unlocked, the steering column also stays unlocked.

### Countersteering assist

The counter-steering assistance provides the driver with power steering in some critical driving situations. Additional steering power, together with the ESC

, supports the driver when counter-steering →⚠.

### Progressive steering

Depending on the vehicle's equipment, the progressive steering can adapt the force of the steering movement to the driving situation. Power steering only works when the engine is running.

In city traffic, less steering movement is needed for parking, maneuvering or for taking sharp bends.

On highways or on expressways, progressive steering gives a sportier, direct steering experience and noticeable dynamics when driving along curved stretches, for instance.

**⚠ WARNING**

Depending on the equipment, power steering may only work when the engine is running. If the power steering is not functioning, the steering wheel becomes stiff, making it much more difficult to steer. This can result in loss of control of the vehicle, accidents, serious injuries or death.

- Never let the vehicle roll when the engine is stopped.

**⚠ WARNING**

If the electronic steering lock engages, you can no longer steer the vehicle. This can result in loss of control of the vehicle, accidents, serious injuries or death.

- Never switch off the ignition when the vehicle is in motion.

**⚠ WARNING**

The counter-steering assistance is not a replacement for the driver's attention and works only within the system limitations. In critical driving situations, uncontrolled vehicle movements can occur despite the counter-steering assistance. If you do not pay attention, there is a risk of accidents, serious injuries and death.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Ensure that the vehicle is not steered by the counter-steering assistance.
- Always adapt your speed and driving style to the visibility, weather, road and traffic conditions.

## Troubleshooting

### Steering malfunction

The red warning light turns on or flashes.

There is an electromechanical steering or electronic steering lock malfunction.

If the red warning light comes on, the steering may be difficult to move because the power steering has failed or safe operation of the electro-mechanical steering cannot be guaranteed.

Do not continue driving!

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

### Steering malfunction

The yellow indicator light turns on or flashes.

The steering is stiffer or more sensitive than usual.

1. Move the steering wheel back and forth to each steering stop.
2. Restart the engine and slowly drive a short distance.
3. Pay attention to the messages in the instrument cluster display.
4. If the indicator light stays on, contact a suitably qualified professional and have the system checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

## Information on the pedals

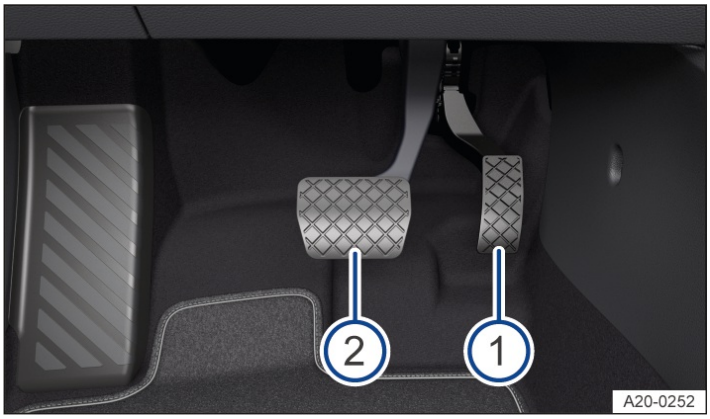



Fig. 1 In the footwell: pedals.

(1) Accelerator pedal.

(2) Brake pedal.

**WARNING**

Objects in the driver footwell can prevent the pedals from moving. This can cause the driver to lose control of the vehicle and increases the risk of serious or fatal injuries.

- Make sure all pedals can always be pressed without obstructions.
- Only use suitable floor mats for your vehicle.
- Always attach floor mats securely in the footwell.
- Never place floor mats or other carpet over the installed floor mat.
- Make sure no objects can enter the driver footwell while driving.
- Remove any objects from the footwell when the vehicle is parked.
- Wear shoes that give your feet good grip for operating the pedals.

**WARNING**

If a brake circuit is malfunctioning, the brake pedal may need to travel farther in order to stop the vehicle. A longer braking distance could cause accidents and serious or fatal injuries.

- Press the brake pedal down farther if braking power is reduced.

# Information on the brakes

## Breaking in brake pads

During the first approx. 200 to 300 km(approx. 100 to 200 miles), new brake pads do not yet have their full braking efficiency and first need to be "worn in" →⚠. However, you can compensate for the slightly reduced braking force by pressing firmly on the brake pedal. During the break-in period, the braking distance during full braking or automatic braking is longer than with brake pads that have been broken in. During the break-in period, avoid full braking and situations that place a heavy load on the brakes, such as driving too close to the vehicle ahead.

## Brake pad wear

Brake pad wear depends on driving conditions and style. When driving frequently in cities and on curves or with a sporty driving style, have your brake pads checked frequently by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

## External influences on the brake

When driving with wet brakes, for example after driving through water, in heavy rain, or after washing your vehicle, the braking efficiency can be reduced by moisture or ice on the brake discs. You must "dry" the brakes as soon as possible by braking carefully at high speeds. Ensure that you do not endanger any other vehicles or anyone else on the road →⚠.

A coating of salt on the brake discs and brake pads reduces the braking efficiency and increases the braking distance. If you do not apply the brakes for long periods of time on salt-covered roads, you must brake carefully to clean off the layer of salt →⚠. Ensure that you do not endanger any other vehicles or anyone else on the road→⚠.

Leaving the vehicle parked for long periods of time, low mileage, and avoiding heavy braking can contribute to corrosion on the brake rotors and dirty brake pads. If you usually avoid heavy braking or if there is corrosion present, occasional heavy braking at high speeds is recommended to clean the brake rotors and pads. Ensure that you do not endanger any other vehicles or anyone else on the road →⚠.

**⚠ WARNING**

Driving with worn brake pads or a malfunctioning brake system can lead to a loss of control of the vehicle, accidents and serious or fatal injuries.

- If you suspect that the brake pads are worn or the brake system is malfunctioning, immediately find a suitably qualified professional and have the brake pads checked and worn brake pads replaced. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

**⚠ WARNING**

Up to the first approx. 300 km(approx. 200 miles), new brake pads do not yet have their full braking efficiency and first need to be "worn in". Insufficient braking efficiency can increase the risk of accidents. This can cause serious or even fatal injuries.

- Increase the pressure on the brake pedal if reduced braking efficiency can be felt.
- To reduce the risk of accidents, serious injuries, and loss of vehicle control, drive with extra caution when the brake pads are new.
- During the break-in period for new brake pads, do not drive too close to other vehicles and avoid driving situations that place a heavy load on the brakes.

**⚠ WARNING**

Prolonged braking causes the brakes to overheat. This can considerably reduce braking performance, increase braking distance and possibly cause a total brake system malfunction. This can cause a loss of vehicle control, accidents, and serious or fatal injuries.

- Never let the brakes “rub” too often and too long or press the brake pedal too often and too long.

**⚠ WARNING**

When driving downhill, a lot of force is placed on the brakes and they become hot quickly. Overheated brakes reduces the braking efficiency and increase the braking distance considerably. This can cause loss of vehicle control, accidents, and serious or fatal injuries.

- Before starting a journey, ensure that the air supply to the brakes is not covered, e.g. by aftermarket or damaged front spoilers.

**⚠ WARNING**

Wet, icy, or salt-covered brakes will take longer to brake and increase the braking distance. This can cause a loss of vehicle control, accidents, and serious or fatal injuries.

- Test the brakes carefully.
- Press the brake pedal carefully several times to dry the brakes and clear the ice and salt from them, as long as the visibility, weather, road, and traffic conditions permit.

**⚠ WARNING**

When driving at high speed, increased force from the driver may be required to achieve sufficient braking efficiency. Insufficient braking efficiency can increase the risk of accidents and lead to serious or fatal injuries.

- Never exceed the permitted maximum speed.
- Always comply with the applicable driving regulations and speed limits and think ahead while driving.

Regularly check the thickness of the brake pads visually by inspecting them through the openings in the wheel rims or from underneath the vehicle. If necessary, remove the wheels so that the brake pads can be inspected. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

## Troubleshooting

### Brake system malfunction

The red warning light turns on. There may also be a message on the instrument cluster display.

Do not continue driving!

1. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility immediately for assistance.

### Brake pad wear indicator

The yellow indicator light turns on. Brake pads are worn.

1. Immediately contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility to have the system checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
2. Have all brake pads inspected and replaced, if necessary.

### and Brake too hot

The yellow indicator light turns on.

An audible warning may also sound. Where applicable, a message will appear in the instrument cluster display.

1. Stop at the next opportunity.
2. Engage parking lock P.
3. Leave the vehicle with the electronic parking brake applied and the ignition switched on until a further message appears.
4. Then get professional assistance to have the system inspected. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

### Unusual noises when braking

If there are sustained scraping or squeaking noises when braking, that is a sign of worn brake pads on the front or rear axle.

1. Immediately contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility to have the system checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
2. Have all brake pads inspected and replaced, if necessary.

### If the vehicle's braking performance changes

If the brake pads are worn or if you notice that your vehicle does not brake as usual, e.g. the braking distance suddenly increases:

1. Immediately contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility to have the system checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
2. Have all brake pads inspected and replaced, if necessary.

## Electronic immobilizer

The immobilizer helps prevent the engine from being started and the vehicle from being moved with an unauthorized vehicle key.

### Vehicles with a Starter Button

In the remote control vehicle key, there is a chip used to automatically deactivate the electronic immobilizer when there is a valid remote control vehicle key in the vehicle interior.

The electronic immobilizer is automatically engaged as soon as the ignition is switched off *(→ Starter button)*.

You can only start the engine with a suitably coded Volkswagen Original vehicle key. You can obtain coded vehicle keys from an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

# Starter button

The starter button replaces the ignition lock(Press & Drive).

Vehicles with an automatic transmission: Start the engine with the starter button and by pressing the brake pedal.

The vehicle can only be activated when there is a valid vehicle key inside the vehicle.

Depending on the vehicle equipment, the function readiness is indicated by the starter button blinking.

The electronic steering lock is activated when you leave the vehicle by opening the driver door when the ignition is switched off *(→ Steering)*.

## Switching the ignition on or off




Fig. 1 In the lower section of the center console: starter button.

Vehicles with an automatic transmission:

1. Press the starter button once without pressing the brake pedal →⚠.

## Automatic ignition switch off

If the internal combustion engine has been switched off by the start-stop system and the vehicle recognizes that the driver is absent, the ignition is automatically switched off after a certain amount of time.

## Engine restart function

If no valid remote control vehicle key is detected in the vehicle interior after the engine has been inadvertently switched off, the engine cannot be started within approximately five seconds.

Once this time has elapsed, the vehicle can no longer be started without a valid vehicle key inside the vehicle.

**⚠ WARNING**

If the brake pedal is pressed when switching on the ignition, the engine will start immediately. This can cause unintentional vehicle movement and serious injuries.

- Avoid pressing the brake pedal when switching on the ignition if the engine is not intended to be started.

**⚠ WARNING**

If you leave vehicle keys unattended in the vehicle, children or unauthorized people could lock the doors and/or the

trunk lid, start the engine, or switch on the ignition and thereby activate electrical equipment, such as the power windows. This can cause accidents and serious or fatal injuries.

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

**WARNING**

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

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

Always switch the ignition off manually before leaving the vehicle and note any messages in the instrument cluster display.

The vehicle being stationary for long periods with the ignition switched on can cause the 12 V vehicle battery to drain and then it will not be possible to start the engine.

# Start the engine

## Start the engine

1. Switch the ignition on.
2. Set the electronic parking brake.
3. Vehicles with an automatic transmission: Press and hold the brake pedal until the engine has started. Engage gear N or the parking lock P.
4. Press the starter button briefly *(→ Starter button)*. Do not press the accelerator pedal during this process. A valid vehicle key must be inside the vehicle for the engine to start.
5. Vehicles with diesel engine: The engine will not start until it has finished pre-heating.
6. If the engine does not start, stop the starting procedure and try again after approximately one minute.
7. If the vehicle was locked with the vehicle key, the starter button will be deactivated. If you are in the vehicle and you need to start the engine, unlock the vehicle first or perform an emergency start.

**WARNING**

Starting the engine in unventilated or enclosed spaces may cause poisonous gases to enter the vehicle interior. This can cause serious injuries and death due to asphyxiation.

- Never start the engine or let it run in unventilated or enclosed spaces, such as in garages.

**WARNING**

Hot vehicle parts and exhaust can ignite flammable or explosive materials in the vicinity. This can lead to fires and cause accidents and serious or fatal injuries.

- Never start the engine or leave the engine running if oil, fuel or other flammable operating equipment is in the vicinity of the vehicle or is escaping from the vehicle.
- Do not use any start boosters.

**WARNING**

An unattended vehicle which is ready to drive may cause accidents and severe injuries.

- Never leave the vehicle unattended when the engine is running, especially if a gear is engaged.

*NOTICE*

Incorrect handling of the vehicle can increase wear to components, such as the engine or starter, or cause damage.

- Avoid restarting the engine while driving or directly after turning off the engine.
- Avoid high engine speeds, harsh acceleration and heavy engine loads when the engine is cold.
- Be aware that at high altitudes, the air density is lower, which can make it more difficult to start the engine.

**NOTICE**

Uncombusted fuel can damage the catalytic converter.

- Do not tow-start or push-start the vehicle.

Do not let the engine run to warm up while the vehicle is parked. Begin driving as soon as there is enough visibility through the windows. This allows the engine to reach its operating temperature sooner and reduces the emissions.

Larger electrical equipment is temporarily switched off when the engine is started.

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

For example, if the vehicle key button cell battery is weak or drained, the engine cannot be started with the starter button. If this is the case, use the emergency start function.

After starting, operating noises may be temporarily higher than usual while the engine is cold. This is normal and not a cause for concern.

Activating the fuel-powered supplementary heater at outside temperatures of below approx. +5 °C(approx. +41 °F) on vehicles with a diesel engine may lead to a small amount of smoke being emitted from underneath the vehicle.

## Troubleshooting

### Engine control malfunction

The red warning light turns on.

The vehicle's drive power may be limited or not present at all. It may not be possible to continue driving, or only with limitations.

Do not continue driving!

1. Safely park the vehicle.
2. Pay attention to the message in the instrument cluster display.
3. See an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance and have the engine control checked.

### Engine control is malfunctioning

The yellow indicator light turns on.

The vehicle's drive power may be limited.

1. The message Error: Drive system. Please service vehicle. appears on the instrument cluster display.
2. Have the engine checked immediately by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

### Engine control malfunction

The yellow indicator light turns on.

The driving performance has been limited to prevent the engine control components from overheating.

— The message Error: Drive system. Vehicle performance is limited. appears on the instrument cluster display.

— It is possible to continue driving with reduced driving performance.

The driving performance limitation is removed in the following scenarios:

— The engine control components are no longer within a critical temperature range.

### Engine speed limited

The yellow indicator light turns on.

The engine speed has been limited to reduce the risk of the engine overheating, and the speed is also displayed in the instrument cluster display.

The engine speed limitation is removed in the following scenarios:

— The engine is no longer within a critical temperature range.

— You take your foot off the accelerator pedal.

### together with Engine speed limitation due to engine control malfunction

The yellow indicator lights turn on.

The engine speed limitation is triggered by an engine control malfunction.

The drive system's power may be limited.

1. Make sure the displayed RPM is not exceeded.
2. Have the engine checked immediately by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

### glow plug system

Vehicles with diesel engine:

The yellow indicator light turns on.

When the diesel engine is preheating, the indicator light on the instrument cluster display comes on for a few seconds.

### Valid vehicle key cannot be detected

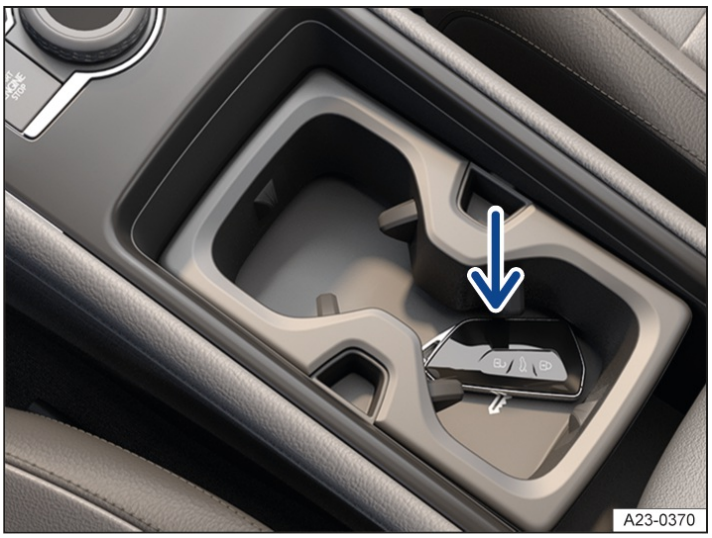



Fig. 1 In the center armrest: Emergency start function.

A corresponding indicator appears in the instrument cluster display.

If the remote control vehicle key has a weak or drained button cell battery, the vehicle key may not be able to be detected.

An emergency start must be performed:

1. Press and hold the brake pedal.
2. Place the vehicle key on the mat with the key symbol→ *fig. 1* (arrow) and press the starter button.

   The ignition will switch on automatically and the engine may start.

### The engine cannot be started

If an unauthorized vehicle key is used or the system is malfunctioning, a corresponding indicator appears in the instrument cluster display.

1. Use an authorized vehicle key.
2. If the malfunction persists, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

## Stopping the engine

1. Bringing the vehicle to a stop →⚠.
2. Park the vehicle.
3. Press the starter button briefly. If the engine cannot be turned off, use the emergency stop function.
4. Pay attention to the messages in the instrument cluster.

### Exit warning

When the driver door is opened, a warning chime sounds and warning notifications appear in the instrument cluster display to warn you that you are exiting a vehicle that can roll.

**⚠ WARNING**

When the engine is switched off, certain vehicle systems do not work or only work in a limited way, such as the brake booster or power steering. As a result, you must use more force for steering and you must apply more pressure on the brake pedal to stop. When the vehicle is moving, this can result in loss of control of the vehicle, accidents and serious or fatal injuries.

- Never switch off the engine while the vehicle is in motion.

**WARNING**

When the engine is switched off, the airbags and safety belt pretensioners will not function. This can cause serious or fatal injuries in the event of accidents.

- Never switch off the engine while the vehicle is in motion.

**WARNING**

If the ignition is switched off, the steering lock can engage and you would no longer be able to steer the vehicle. When the vehicle is moving, this can result in loss of control of the vehicle, accidents and serious or fatal injuries.

- Never switch off the ignition when the vehicle is in motion.

**WARNING**

The parts of the exhaust system become very hot and can ignite flammable materials, for example shrubs, leaves, dry grass or spilled fuel. This can lead to a fire and cause accidents and serious or fatal injuries.

- Never park the vehicle in such a way so that the exhaust system components come into contact with flammable materials under the vehicle.
- Never use additional undercoating or corrosion protection for exhaust pipes, catalytic converters, heat shields, or particulate filters.

***NOTICE***

The engine can overheat after turning it off if the vehicle is driven with a high engine load for a long period of time.

- Let the engine run in neutral for approximately two minutes before turning it off.

The radiator fan in the hood space may continue running for several minutes after the engine has been switched off, even if the ignition is switched off. The radiator fan turns off automatically.

# Troubleshooting

## The engine cannot be turned off

The engine cannot be turned off when the starter button is pressed briefly.

An emergency stop must be performed:

1. Press the starter button twice within several seconds or press and hold one time.

   The engine switches off automatically *(→ Starter button)*.

# Start-stop system

## Function description

The start-stop system automatically switches the engine off shortly before and when the vehicle comes to a halt and when stationary.

The engine always restarts automatically when required for the vehicle and the identified situation.

## Indicator lights

When indicator light Ⓐ comes on, the start-stop system is available and the automatic engine stop is active.

When indicator light comes on, the start-stop system is not available.

## Conditions for Automatically Restarting the Engine

— If you take your foot off the brake pedal or you press the accelerator pedal.

— If the vehicle interior heats up or cools down significantly.

— If the vehicle starts to move.

— If the electrical voltage in the 12-volt vehicle battery falls.

— Vehicles with mild-hybrid system: if the electrical voltage in the 48-volt battery falls.

## Conditions that Can Prevent Automatic Engine Shutdown

— The driver is not wearing their safety belt.

— The driver door is opened.

— The engine hood is open.

— A minimum engine temperature has not been reached.

— The temperature in the vehicle interior is not within the preset temperature values or the humidity is too high.

— The air conditioner's defrost function is switched on.

— The charge level of the 12 V vehicle battery is insufficient.

— Vehicles with mild-hybrid system: The battery charge level of the 48 V vehicle battery is insufficient.

— The temperature of the 12 V vehicle battery is too low or too high.

— The vehicle is on a large uphill or downhill gradient.

— The steering wheel is significantly turned.

— The windshield defroster is switched on.

— The reverse gear is engaged.

— Park Assist is activated.

— The Offroad driving mode is activated.

If the conditions for automatic engine switch-off are only achieved during a stationary phase, then the engine may also switch off at this point, e.g. if the defrost function is switched off.

## Manually deactivating and activating the start-stop system

The start/stop system can be manually deactivated and activated in the Infotainment system.

The function is automatically activated every time the ignition is switched on.

Deactivating the start-stop function does not deactivate the eco-coasting function.

Manually deactivating the start-stop system:

1. Tap the Vehicle function key in the menu selection.
2. Tap the Status function key.
3. Tap the Start-stop function key to deactivate the start-stop system. If the start-stop system is deactivated, the Start-stop function key will have a color background.

Always manually deactivate the start-stop system when driving through water.

Manually activating the start-stop system:

1. Tap the Vehicle function key in the menu selection.
2. Tap the Status function key.
3. Tap the Start-stop function key to activate the start-stop system.

If the start-stop system has switched off the engine, it will start again as soon as the system is deactivated with the function key.

Vehicles with mild-hybrid system: If the start-stop system has switched off the engine and the system was deactivated via the function key, the engine will only start when the vehicle is stationary.

In some cases, you may need to restart the engine manually, e.g. if the hood is opened. Pay attention to the relevant message on the instrument cluster display →.

## Start/stop mode with Adaptive Cruise Control (ACC)

After an active brake intervention by the Adaptive Cruise Control (ACC), the engine is switched off until the vehicle is stationary.

In the following cases, if the ACC is active, the engine is restarted:

— If you press the accelerator pedal.

— If ACC has resumed the speed and distance control.

For case of vehicles with Driving Mode Selection, the start-stop system is automatically activated if the Eco driving mode is selected.

**WARNING**

If the start-stop system is activated during work in the hood space, the engine may start suddenly. This can cause accidents and serious injuries.

- Always deactivate the start-stop system when working in the hood space.

**WARNING**

With the ignition switched off, certain vehicle systems do not work or only work in a limited way, such as the brake booster or power steering. As a result, you must use more force for steering and you must apply more pressure on the brake pedal to stop. When the vehicle is moving, this can result in loss of control of the vehicle, accidents and serious or fatal injuries.

- Never switch off the ignition when the vehicle is in motion.

**WARNING**

With the ignition switched off, the airbags and safety belt pretensioners will not function. This can cause serious or

fatal injuries in the event of accidents.

- Never switch off the ignition when the vehicle is in motion.

**WARNING**

If the ignition is switched off, the steering lock can engage and you would no longer be able to steer the vehicle. When the vehicle is moving, this can result in loss of control of the vehicle, accidents, and serious or fatal injuries.

- Never switch off the ignition when the vehicle is in motion.

***NOTICE***

If the start-stop system is used for a very long period of time at very high outside temperatures, this can damage the 12-volt vehicle battery.

- Avoid using the start-stop system at very high outside temperatures.

# Troubleshooting

## The engine no longer starts automatically

Vehicles with eco-coasting function: If the engine no longer starts automatically, the warningError: Vehicle power system. Please contact workshop. may appear in the instrument cluster display.

1. Start the engine manually *(→ Starting the engine)*.
2. Manually deactivate the start-stop system *(→ Start-stop system)*.
3. Contact a suitably qualified professional to have the system inspected. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

# Driving mode selector

When the ignition is switched on, the gear position that is currently engaged is shown on the instrument cluster display and on the driving mode selector.

## Selecting a selector lever position

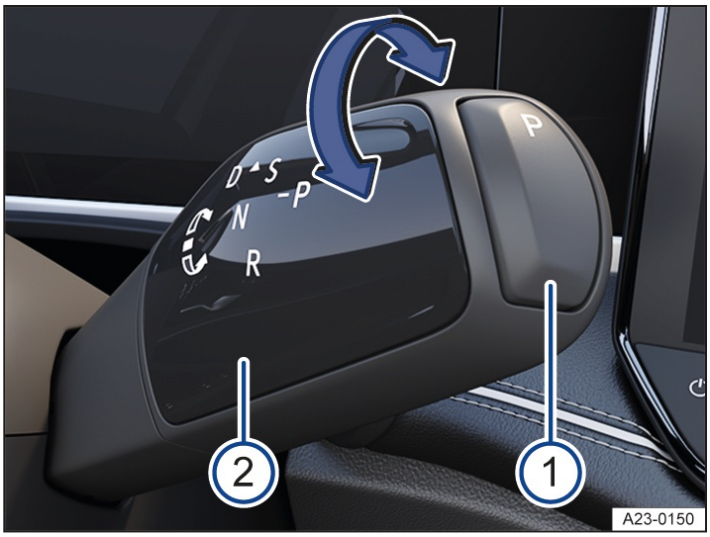



Fig. 1 On the right side of the steering column: driving mode selector for the automatic transmission.

(1) Button for the parking lock.

(2) Driving mode selector.

To change into gear from neutral position **N**, proceed as follows:

1. Start the engine.
2. Press the brake pedal.
3. Turn the driving mode selector in the desired direction → *fig. 1* (2).

## Changing gear

When operating the brake or selecting a gear, the gear shift pattern is shown on the instrument cluster display.

To select the nearest selector lever position, turn the driving mode selector backward or forward to the first pressure point. The driving mode selector will then return to its starting position.

To skip a selector lever position, turn the driving mode selector beyond the pressure point and into the desired direction. The driving mode selector will then return to its starting position. It is therefore possible to switch directly from gear **D** to gear **R**, for example. This skips gear **N**.

## Description of the selector lever positions

**P** The drive gears are locked. Only select this gear when the vehicle is stationary.

To engage the parking lock, press the **P** button → *fig. 1* (1).

If the engine is switched off while in the **D/S** or **R** gears or if the vehicle is exited incorrectly, the **P** transmission position is automatically engaged and the vehicle is prevented from rolling away.

**R** Reverse gear is selected. Only select this gear when the vehicle is stationary.

**N** The transmission is in the neutral setting. No power is transferred to the wheels and the engine braking effect is not available.

If the engine is switched off in position **N**, the anti-roll function and the parking lock **P** are activated. If the vehicle is to remain capable of rolling, the anti-roll function must be deactivated .

**D/S** **D** gear: normal program.

The transmission upshifts and downshifts automatically when in the forward driving gears. The shifting time depends on the engine load, the personal driving style, and the driving speed.

**S** gear: sport program.

The forward gears automatically upshift later and downshift earlier than in **D** gear in order to fully utilize the engine power reserves. The shifting time depends on the engine load, the personal driving style, and the driving speed.

To switch between **D** and **S** positions, turn the driving mode selector forwards.

The driving mode selector always springs back to the center position.

**WARNING**

If the brake pedal is released while the engine is running and gear **D/S** or **R** is engaged, the vehicle will start moving. This can cause unintentional vehicle movement and accidents and serious injuries.

- When the engine is running and the **D/S** or **R** gear is engaged, hold the vehicle with the brake pedal.
- As the driver, never leave the driver seat when the engine is running and a gear is engaged.
- Always switch the electronic parking brake on and set the parking lock **P** on the driving mode selector if you need to leave the vehicle when the vehicle's drive system is active.

**WARNING**

Engaging the incorrect gear can cause you to lose control of the vehicle, which could lead to an accident and serious or fatal injuries.

- Never press the accelerator pedal while engaging a gear.
- Never shift into reverse gear **R** or engage the parking lock **P** while the vehicle is moving.

**WARNING**

If the vehicle is exited while in neutral position **N** on inclines, the vehicle will roll downhill even if the engine is switched on. This can cause accidents and serious injuries.

- Never leave the vehicle in neutral position **N**.

***NOTICE***

If the electronic parking brake is not switched on when the vehicle is stationary and the brake pedal is released when the parking lock **P** is engaged, the vehicle may move forward or backward a few inches. This can cause damage to the vehicle.

- Always set the electronic parking brake first before releasing the brake pedal.

If you accidentally switch to **N** while driving, you should take your foot off the accelerator pedal and wait for the engine to idle in neutral position. Only then should you shift into a gear.

## Shifting using tiptronic

The tiptronic mode allows you to shift gears manually on an automatic transmission.

You can switch to the tiptronic program from gears D and S by pulling a shift paddle → *fig. 1*.

The tiptronic program is switched on temporarily from gear D.

The tiptronic program is switched on permanently from gear S.

When shifting in the tiptronic program, the gear currently engaged is maintained. This applies until the system shifts gears automatically when the speed threshold is reached.

Once the gearbox has switched to the Tiptronic program, this is indicated in the instrument cluster display with M.

If the engine is switched off while the gearbox is in Tiptronic mode, the gearbox engages the electronic parking brake P. The vehicle is secured from rolling away.

### Operating Tiptronic with the shift paddles




Fig. 1 Behind the steering wheel: shift paddles for the tiptronic.

— To shift up a gear, pull the right-hand shift paddle toward the steering wheel → *fig. 1*.

— To shift down a gear, pull the left-hand shift paddle toward the steering wheel → *fig. 1*.

— To engage the lowest gear, pull the left-hand shift paddle toward the steering wheel and hold it there.

When accelerating, the transmission automatically upshifts to the next gear shortly before the maximum permissible engine RPM is reached.

When downshifting manually, the transmission only shifts if it is no longer possible to over-rev the engine.

### Leaving the tiptronic program

1. Exits automatically after 8 seconds if the tiptronic program was initiated from gear D.

   Or: Pull the right-hand shift paddle towards the steering wheel for about three seconds and release again.

   Or: engage D position.

## Driving with an automatic transmission

The transmission shifts up and down automatically when in the forward driving gears.

### Driving on an incline

The steeper the incline, the lower the gear that you should select. Lower gears increase the engine braking effect. Never let the vehicle roll down mountains or hills in the N neutral setting.

1. Reduce your speed.
2. Switch the transmission to tiptronic mode.
3. Downshift using the shift paddles on the steering wheel.

## Stopping and starting to drive uphill

The steeper the hill, the lower the gear that you should select.

Auto Hold should be used when stopping or starting uphill when the engine is running.

## Coasting function

When using the coasting feature, the vehicle's momentum is used to save fuel with predictive driving. The engine does not slow down the vehicle, so it can roll for a longer period.

Vehicles with combustion engine: the function is only available in Eco driving mode when the accelerator pedal is not pressed and within a speed range of approx. 7 to 130 km/h (approx. 4 to 80 mph).

If the brake pedal is depressed when rolling below a speed of approx. 22 km/h (approx. 14 mph), the engine can switch off and remain switched off until the vehicle is stationary. The engine may restart automatically to ensure the engine restarts safely and there is a secure supply of electricity to the vehicle electrical system.

Vehicles with mild-hybrid system: the function is only available in Eco and Comfort driving modes when the accelerator pedal is not pressed and within a speed range of approx. 7 to 160 km/h (approx. 4 to 99 mph).

If the brake pedal is depressed when rolling below a speed of approx. 40 km/h (approx. 25 mph), the engine will remain switched off until the vehicle is stationary. The engine may restart automatically to ensure the engine restarts safely and there is a secure supply of electricity to the vehicle electrical system.

If the brake pedal is depressed when rolling above a speed of approx. 40 km/h (approx. 25 mph), the coasting feature will be deactivated and the engine will start.

When rolling without braking, the engine starts again automatically when the vehicle reaches “creeping pace”.

Triggering and Cancelling the Coasting Feature

To trigger the coasting feature:

1. Select Eco driving mode.

   Or: In vehicles with mild-hybrid system: Select Comfort driving mode.
2. Take your foot off the accelerator pedal. The engine is disengaged and in neutral. The vehicle is rolling without any engine braking effect.

   In vehicles with a mild-hybrid system, the engine can also switch off.

To cancel the coasting feature:

1. Press the accelerator pedal.

   Or: Pull the shift paddle toward the steering wheel.

## Setting the recuperation level in mHEV vehicles

The eco-coasting function recuperation can be set in two stages in the Infotainment system on mHEV vehicles.

Selectable settings:

— Automatic: use of recuperation to decelerate the vehicle depending on the driving situation and environmental conditions.
— Weak: maximum use of the coasting feature within the system limitations.

1. Open the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.
2. Open the Vehicle menu.
3. Open the Interior menu.

4. Open the Hybrid system submenu.
5. Select the setting.

## Kick-down

The kick-down function makes maximum acceleration possible in the D and S gears or in tiptronic mode.

When you press the accelerator pedal all the way down, the automatic transmission downshifts into a lower gear, depending on the vehicle speed and engine speed. This utilizes the full acceleration power of the vehicle →⚠.

With the kick-down function, the automatic upshift to the next gear only occurs if the maximum predefined engine RPM is reached.

If the Eco driving mode is selected and the accelerator pedal is fully pressed past the pressure point, engine performance is controlled automatically so that the vehicle achieves maximum acceleration.

## Launch Control Program

The Launch Control Program provide maximum acceleration from a standstill.

1. To open the Launch Control Program, tapASR off in the Infotainment system.

   Or: tap ESC off.

   Or: tap ESC Sport to activate it.
2. Use your left foot to press down on the brake pedal and hold it.
3. Select gear S.

   Or: activate tiptronic mode.
4. Use your right foot to operate the accelerator pedal until an engine speed of approx. 2000 rpm to 4000 rpm is automatically maintained.

   Depending on the model, a message is shown in the instrument cluster display to indicate activation of the Launch Control Program.
5. To start the vehicle with maximum acceleration, take your left foot off the brake→ⓘ.
6. Switch ASR

   , ESC back on or deactivate ESC Sport after acceleration.

ⓘ The Launch Control Program is only available if the transmission has “warmed up” and the steering wheel is pointing “straight ahead”.

**⚠ WARNING**

Fast acceleration or switching off ASR

or ESC or activating ESC Sport can cause traction loss and sliding. This could cause loss of vehicle control, accidents, and serious or fatal injuries, especially on slippery roads, such as on wet, icy or dirty roads.

- Always adapt your driving style to the flow of traffic.
- Only use the kick-down function, Launch Control Program or accelerate quickly when the visibility, weather, road, and traffic conditions allow it, and when other road users will not be endangered by the vehicle's acceleration and driving style.
- Switch ASR

  or ESC back on or switch ESC Sport back off after acceleration.
  ●

**⚠ WARNING**

Prolonged braking causes the brakes to overheat. This can considerably reduce braking performance, considerably increase braking distance and possibly lead to a total brake system malfunction. Accidents and serious or fatal

injuries could result.

- Never let the brakes “rub” too often and too long or press the brake pedal too often and too long.

**NOTICE**

If the vehicle rolls with the engine switched off, the transmission is not lubricated. This can cause the automatic transmission to overheat and can damage it.

- If you stop on inclines when a gear is engaged, use the brakes and not the accelerator pedal to hold the vehicle.
- Never let the vehicle roll in N gear, especially when the engine is stopped.

**NOTICE**

Vehicles with the Launch Control Program:All vehicle components are put under intense strain when accelerating with the Launch Control Program. This can cause increased wear.

- Only use this function if the vehicle is at operating temperature.

**NOTICE**

If the brake pads “rub” when the brake pedal is pressed lightly, wear is increased.

- Never let the brakes “rub” by pressing the pedal lightly when braking is not really necessary.

# Troubleshooting

## The engine is not starting

The green indicator light turns on.

The brake pedal was not pressed, for example when trying to shift to another position using the driving mode selector.

1. Press the brake pedal to select a gear.

## Transmission in emergency mode

The yellow indicator light turns on.

An audible warning may also sound. Where applicable, a message will appear in the instrument cluster display.

There is a malfunction in the system and the automatic transmission is running in an emergency mode. In some cases, it is not possible to select reverse gear.

1. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility immediately. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

## Risk of rolling away! P unavailable

The yellow indicator light turns on.

An audible warning may also sound. Where applicable, a message will appear in the instrument cluster display.

There is a malfunction in the system and the parking lock cannot be engaged.

1. When the vehicle is parked, check that the electronic parking brake is switched on.
2. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

## Driving mode selector malfunction

The yellow indicator light turns on.

An audible warning may also sound. Where applicable, a message will appear in the instrument cluster display.

There is a malfunction in the driving mode selector.

1. Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

## Transmission overheating

The yellow indicator light turns on.

An audible warning may also sound. Where applicable, a message will appear in the instrument cluster display.

The automatic transmission can become too hot, for example due to frequently starting up on slopes.

1. At the next opportunity, stop and let the transmission cool down with the parking lock engaged and the engine running →.
2. If the indicator light does not turn off, switch on the electronic parking brake and leave the vehicle stationary.
3. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance. Otherwise, the transmission could become severely damaged.

## Transmission malfunction

The yellow indicator light turns on.

An audible warning may also sound. Where applicable, a message will appear in the instrument cluster display.

There is a problem in the transmission.

1. Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

## Transmission malfunction

The red warning light turns on.

An audible warning may also sound. Where applicable, a message will appear in the instrument cluster display.

There is a serious fault in the transmission.

STOP Do not continue driving!

1. Stop the vehicle as soon as it is safe to do so.
2. Engage the parking lock.

   Or: switch on the electronic parking brake.
3. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

## Transmission overheating

The red warning light turns on.

An audible warning may also sound. Where applicable, a message will appear in the instrument cluster display.

The automatic transmission can become too hot, for example due to frequently starting up on slopes.

STOP Do not continue driving!

1. Let the transmission cool down with the parking lock engaged and the engine running →.

2. If the indicator light does not turn off, switch on the electronic parking brake and leave the vehicle stationary.
3. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance. Otherwise, the transmission could become severely damaged.

### Emergency release of the parking lock

If there is a loss of power, for example due to the 12 V vehicle battery being drained, and the vehicle should be towed, then an emergency release of the driving mode selector is necessary.

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

### Vehicle is not moving even when a drive gear is engaged

If the vehicle does not move in the desired direction, the system may not have engaged the drive position correctly.

1. Press the brake pedal and select the drive position again.
2. If the vehicle still does not move in the desired direction, there is a system malfunction. See an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance to have the system checked.

**WARNING**

If the parking lock P is released and the electronic parking brake is switched off, the vehicle may start to move unexpectedly on inclines or hills. This can cause accidents and serious injuries.

- Never release the parking lock P once the electronic parking brake is switched off.

**NOTICE**

If the vehicle rolls with the engine off and the selector lever in position N for a long period of time or at high speed, the automatic transmission will be damaged.

- Do not allow the vehicle to roll for a long period of time or at high speed with the engine off and in the N gear, e.g. in the case of towing.

**NOTICE**

If the transmission gets too hot or overheats, this may lead to increased wear or damage to the component.

- Avoid starting the vehicle and driving slowly, like at walking speed, while the transmission is overheated.
- Drive faster than approx. 20 km/h(approx. 12 mph) or immediately stop the vehicle safely the first time the vehicle indicates that the transmission is overheating.
- Stop the vehicle safely as soon as possible and switch off the engine if the message and audible warning are repeating approximately every 10 seconds.
- Let the transmission cool down.
- Only start driving again when the audible warning is no longer sounding.

## Information about braking assistance systems

Braking assistance systems can stabilize the vehicle in critical driving or braking situations and increase driving safety. The driver is always responsible for safe driving →⚠.

— If a braking assistance system is regulating, continue braking with the necessary force.

— If necessary, steer the vehicle.

**WARNING**

Braking assistance systems cannot replace the driver's attention and can only operate within the limitations of the system. Fast driving on icy, slippery, or wet roads, as well as following the vehicle ahead too closely, may impair the

vehicle stability and cause you to lose control of the vehicle. If you are careless, there is a risk of accidents, serious injuries and death.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Always adapt your speed and driving style to the visibility, weather, road and traffic conditions. Do not take any risks.
- Always keep the footwell beneath the pedals clear so that the brake pedal is unobstructed and can move freely.
- Always use suitable tires, as driving stability depends on the tires' ability to grip the road.

— ESC

, ABS and ASR only function correctly when all four wheels have the intended tires→⚠.

— If the ABS

malfunctions, the ESC, ASR and EDL also fail.

When the ignition is switched on, the condition of the braking functions is automatically checked. The indicator lights will come on briefly and then turn off. If an indicator light remains on permanently, there is a malfunction. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility immediately. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

**⚠ WARNING**

The effectiveness of the ESC

may be reduced considerably if other components and systems that affect driving dynamics have not been maintained correctly or are malfunctioning. This applies especially to changes to the suspension and unapproved rim/tire combinations. Accidents and serious or fatal injuries could result.

- Ensure that conversion and modifications to the vehicle are only performed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Always use suitable tires, as driving stability depends on the tires' ability to grip the road.

## Electronic Stability Control (ESC)



ESC

is regulating the vehicle to reduce the risk of skidding and improve driving stability →⚠. The indicator light flashes yellow.

## Anti-Slip Regulation (ASR)



ASR

is regulating the vehicle to reduce the risk of the wheels spinning. The indicator light flashes yellow.

ASR

reduces drive power at wheels that are spinning and adapts the drive power to the road conditions. ASR makes it easier to start, accelerate, and drive up hills →⚠.

## Anti-Lock Brake System (ABS)

ABS

prevents the wheels from locking during braking so that the vehicle can be steered →⚠.

## Brake Assist System (BAS)

BAS

can help to reduce the vehicle braking distance. When the driver presses the brake pedal quickly in emergency situations, BAS increases braking force →⚠.

## Electronic Differential Lock (EDL and XDL)

EDL

automatically applies the brakes to a wheel that starts spinning and transfers the drive power to the other driving wheels.

XDS

is an extension of the electronic differential lock, and improves traction with braking support to help keep the vehicle in its lane.

## Multi Collision Brake

If the airbag control module has detected a collision in an accident situation, the Automatic Post-Collision Braking System automatically brakes the vehicle.

Requirements for automatic braking:

✓ You are not pressing the accelerator pedal.

## Electronic braking distribution (EBD)

The electronic braking distribution (EBD) regulates the braking force between the front axle and the rear axle, even outside of ABS regulation. Overbraking of the rear axle is avoided and the vehicle remains stable when braking.

## Electromechanical brake booster (eBB)

The electromechanical brake booster (eBB) supports the foot pressure only when the ignition is switched on and enhances the pressure applied to the brake pedal by the driver →⚠. In case of braking support by a driver assistance system, such as during control by the ACC or during emergency braking, the brake pedal may move itself.

After switching off the ignition, braking assistance will be gradually reduced. If the vehicle is still being held by the brake pedal, messages will appear in the digital instrument cluster display. Brake support is limited in this case.

Secure the stationary vehicle against rolling away *(→ Parking)*.

**⚠ WARNING**

Driving without the brake booster or when the brake booster's system function is limited can increase the braking distance significantly. This may lead to accidents resulting in serious or fatal injuries.

- Never stop the engine or switch the ignition off while the vehicle is moving.
- Press the brake pedal harder if the brake booster does not work or the vehicle is being towed.
- Always keep the footwell beneath the pedals clear so that the brake pedal is unobstructed and can move freely.

# Switching the braking support system on and off

## Driving situations

In order to avoid risks, the braking assistance systems should not be switched off under normal conditions →⚠.

**⚠ WARNING**

When ESC is switched off, the risk of the vehicle swerving is significantly higher. The vehicle can be difficult for inexperienced drivers to handle at high speeds. Accidents and serious or fatal injuries could result.

- Switch ESC off only if you are experienced in driving off-road.
- Only switch on ESC Sport if you are driving on a closed track and are experienced in sporty driving.
- Do not take any risks.

## Switching on and off

1. Open the vehicle settings of the Infotainment system *(→ Vehicle settings menu)*.
2. Open the Vehicle menu.
3. Open the Exterior menu.
4. Open the Brakes menu.
5. Activate the function in the ESC system drop-down list.

If the setting is no longer being used, you should completely switch off the braking assistance system again →⚠.

## ASR

It can be helpful to switch off ASR when the vehicle is driven on loose ground or when "rocking" the vehicle out of place because it is stuck →⚠.

ASR manually switched off. The yellow indicator light turns on.

## ESC Sport

The function assists with sporty driving. The ESC intervenes later to stabilize the vehicle, e.g. during fast cornering →⚠.

ESC Sport is switched on. The yellow indicator light turns on.

## ESC Off

The function assists experienced drivers with offroad driving. The ESC is switched off and stabilizing interventions are not performed. Always read the safety instructions →⚠.

ESC manually switched off. The yellow indicator light turns on.

## Defining ESC mode as a favorite in the Infotainment system

To access ESC settings directly, you can save a favorite function, e.g. for switching off ESC, in Control Center in the Infotainment system. This function depends on the vehicle equipment *(→ Overview of Infotainment system)*.

# Troubleshooting

## Electromechanical brake servo failure

Do not continue driving!

The red warning light turns on.

A message is displayed if necessary.

1. Press the brake pedal harder because the lack of braking assistance will increase the braking distance.
2. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

## Electromechanical brake servo faulty

The yellow indicator light turns on.

A message is displayed for a few seconds.

The brake pedal might pulse when pressed.

1. Press the brake pedal harder, as the reduced braking assistance will increase the braking distance.
2. Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

## ABS failure or malfunction

The yellow indicator light turns on.

1. Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The vehicle can be braked withoutABS

.

## ESC malfunction

The yellow indicator light turns on.ESC

has been switched off.

There is a fault or malfunction.

1. Switch the ignition off and on.
2. Drive a short distance at a speed of approximately 15 km/h(approximately 9 mph) to approximately 20 km/h (approximately 12 mph).
3. If the indicator light stays on, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

## Noises in the braking assistance systems

When the braking assistance systems are actively regulating, the brake pedal may move or noises may occur.

1. Continue braking with the necessary force and steer the vehicle as required.

**WARNING**

If the brake warning light comes on together with the indicator light, the regulating function of theABS

could be malfunctioning. This can cause the rear wheels to lock when braking. This could cause you to lose control of the vehicle and lead to accidents with serious or fatal injuries.

- Drive at low speed to the nearest authorized Volkswagen dealer or authorized Volkswagen Service Facility to have the brake system checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Avoid sudden braking or driving maneuvers.

**WARNING**

If the (ABS) indicator light does not turn off, or comes on during the journey, the ABS is not working correctly. The vehicle can only be stopped with the normal brakes. If the ABS is restricted, this may lead to accidents causing damage to the vehicle and serious or fatal injuries.

- Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

# Hill start assist

Hill start assist helps when starting to drive uphill by actively holding the vehicle in place.

## Functional requirements

The following requirements must be met at the same time:

— The vehicle must be stationary and held with the brake pedal until you start driving.

— The engine must be running “evenly”.

— A gear or a position is engaged for driving uphill.

To start driving, take your foot off the brake pedal and press the accelerator pedal immediately. The brakes will release gradually as you start driving.

The holding function of the Hill Start Assist remains active only for a short time. Drive off within approx. two seconds.

## When is it active?

Hill Start Assist will deactivate immediately under the following conditions:

— If the driver leaves the vehicle.

— If the engine is running “unevenly” or in the event of an engine fault.

— The engine is switched off or it stalls.

— The transmission is in the neutral position N.

— A downhill gear or position is selected.

**CAUTION**

If you do not pull away immediately after releasing the brake pedal, the vehicle may roll backward under certain circumstances. This can cause injuries or damage to objects.

- If this is the case, press the brake pedal or set the electronic parking brake immediately.
- Press the brake pedal for a few seconds before you start to drive if you are driving on an incline in heavy traffic and you would like to prevent the vehicle from rolling backwards when starting to drive.

# Downhill speed control

Downhill speed control helps the driver when traveling on slopes.

## How it works

The DSG®

® automated transmission selects the optimum gear itself, depending on the present gradient and current speed. The selector lever must be in the D/S selector lever position. Downhill speed control is not active in Tiptronic mode.

As the downhill speed control can only downshift as far as third gear, you may need to switch to Tiptronic mode on very steep downhill stretches. In Tiptronic mode, manually shift into second or first gear to use the engine's braking efficiency and reduce the load on the brakes.

While downhill speed control is active, the start-stop system is automatically deactivated.

## Automatically activating downhill speed control

— If the gradient is greater than approximately 6%.

And: if the selector lever is in the D/S selector lever position.

— In addition, if the cruise control system (CCS) is switched off: if the speed is slower than approx. 80 km/h (approx. 50 mph).
Or: The brake is pressed.

— If the cruise control system (CCS) is also active: if the saved speed is exceeded.

— In addition, if Adaptive Cruise Control (ACC) is switched off: if the speed is slower than approx. 80 km/h (approx. 50 mph).
Or: The brake is pressed.

— If the Adaptive Cruise Control (ACC) is also active: if the saved speed is exceeded.

## Downhill speed control deactivates automatically

— When the gradient decreases.

— If the transmission upshifts because the maximum engine speed of the function has been reached.

— If the cruise control system (CCS) is also active: if the saved speed can be maintained.

— If the Adaptive Cruise Control (ACC) is also active: if the saved speed can be maintained.

**WARNING**

The downhill speed control is not a replacement for the driver's attention and works only within the system limitations. The downhill speed control cannot detect all driving situations and may not react, or may react with a delay, or may react in a way that is not desired. If you are careless, there is a risk of accidents due to unintentional vehicle movement. This can cause serious or fatal injuries.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Be aware that the downhill speed control cannot hold the vehicle on the incline or brake sufficiently going downhill in every situation, for example if the ground is slippery or icy.
- Always be ready to brake, in particular if the ground is slippery or icy.
- Manually brake the vehicle if the vehicle moves faster despite downhill speed control.
- Always adapt your speed and driving style to the visibility, weather, road and traffic conditions.

# Hill Descent Control

Hill Descent Control helps the driver when traveling on slopes.

## How it works

Hill descent control maintains the speed on all four wheels when driving forward or in reverse on steep inclines through automatic braking interventions. The wheels will not lock up because the Anti-Lock Brake System (ABS) remains active.

When starting to drive downhill at speeds less than approx. 30 km/h(approx. 19 mph), the speed is limited to minimum approx. 2 km/h (approx. 1 mph) and maximum approx. 30 km/h (approx. 19 mph). The driver can increase or decrease the vehicle speed within these speed limits by accelerating or braking.

However, there must be enough traction. If, for example, the downhill slope is icy or the surface is greasy, Hill Descent Control cannot function properly.

## Displays

Depending on the driving situation, one of the following indicator lights will light up in the instrument cluster:

Hill Descent Control is active.

Hill Descent Control is not active.

If hill descent control is not active, the indicator light turns gray. The system is activated, but it is not regulating.

## When is it active?

Hill descent assist is automatically activated under the following conditions:

— The vehicle engine must be running.

— The speed is less than approx. 30 km/h(approx. 19 mph), the indicator light appears in the instrument cluster display.

— The gradient must be at least 10%.

— The brake pedal or accelerator pedal must not be pressed.

Hill Descent Control is deactivated if the speed is higher than approx. 30 km/h(approx. 19 mph), when the brake pedal or accelerator pedal is pressed, or the gradient is less than 5%.

**WARNING**

Hill Descent Control is not a replacement for the driver's attention and works only within the system limitations. Hill Descent Control cannot detect all driving situations and may not react, or may react with a delay, or may react in a way that is not desired. If you are careless, there is a risk of accidents due to unintentional vehicle movement. This can cause serious or fatal injuries.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Be aware that Hill Descent Control cannot hold the vehicle on the incline or brake sufficiently going downhill in every situation, for example if the ground is slippery or icy.
- Always be ready to brake, in particular if the ground is slippery or icy.
- Manually brake the vehicle if the vehicle moves faster despite Hill Descent Control.
- Always adapt your speed and driving style to the visibility, weather, road and traffic conditions.

# Introduction

Via the driving modes, the driver can adapt various properties of vehicle systems to the current driving situation, the desired driving comfort, and for an economic driving style. The suspension, steering, drive, and the air conditioner are some of the vehicle systems that can be adjusted.

Different driving modes are available depending on the vehicle equipment. The influence of vehicle systems on the individual driving modes depends on the vehicle equipment.

## Vehicles with adaptive chassis control DCC Pro

During driving, the adaptive chassis control (DCC Pro) adapts the suspension damping to the current ground and driving situation. The DCC Pro also incorporates the suspension tuning of the selected driving mode.

Presentation Mode

If the driving mode is changed when the ignition is switched on or the slider is moved in the Custom driving mode, the adaptive chassis control will be activated for approx. 30 seconds. Within this time, the adaptive chassis control can be tested in the various settings.

1. Switch the ignition on.
2. Select the driving mode.

   Or: Move the slider in the Custom driving mode.
3. Only move the vehicle by the luggage compartment loading edge or the roof pillar→ⓘ.

**NOTICE**

Pressing against the vehicle body incorrectly, e.g. against the wing, the front hood, or the roof, may damage the vehicle.

- Only press on the luggage compartment edge from above or against the roof pillar from the side.

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

# Selecting the driving mode

The driving mode can be selected when the ignition is switched on and the vehicle is stationary or while driving.

If you select a driving mode while driving, the vehicle systems, except for Drive, will be switched over to the new driving mode immediately.

1. When the traffic situation allows it, briefly take your foot off the accelerator pedal to enable the newly selected driving mode to be applied to the Drive vehicle system as well.

## Selecting the driving mode

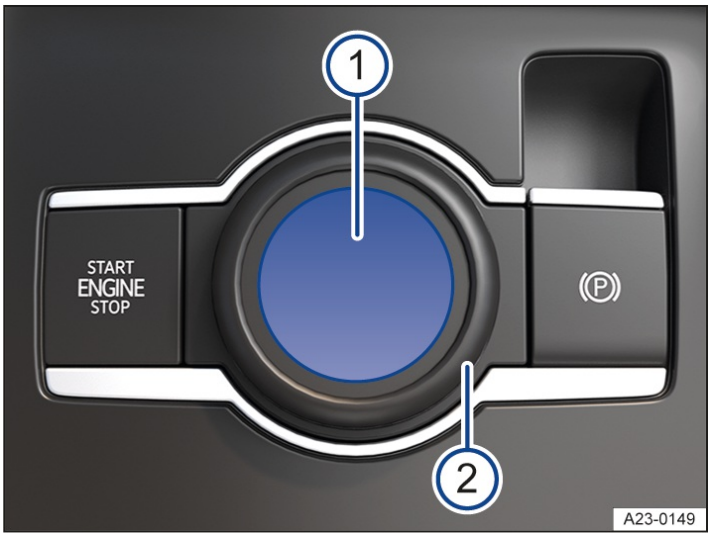



Fig. 1 In the center console: Control for Driving Mode Selection.

(1) Control.

(2) Dial.

The driving mode can be selected with the Control for Driving Mode Selection or in the Infotainment system.

Select the driving mode with the Control for Driving Mode Selection:

1. Press the control → *fig. 1* (1).
2. Swipe to the side on the control until the Driving Mode Selection appears.
3. Turn the dial → *fig. 1* (2) until the desired driving mode is selected.

Select a driving mode via the Infotainment system:

1. Tap the MODE function key in the Infotainment system.
2. Tap your preferred driving mode.

## Adjusting the Custom Driving Mode

In the Custom driving mode, you can change the settings of the various vehicle systems:

1. Select the Custom driving mode.
2. Tap on the function key.
3. Adjust the vehicle systems.

### Displaying information about the driving mode

Further information about the driving mode can be displayed in the Infotainment system:

1. Tap ⓘ on the function key of the driving mode.

**WARNING**

Adjusting driving modes while driving can distract from traffic. This can cause accidents and serious or fatal injuries.

- Always drive attentively and responsibly.

## Driving mode properties

The selected driving mode is displayed in the instrument cluster.

The Eco driving mode switches the vehicle to fuel-efficient operation and supports the driver with an fuel-saving driving style. The transmission automatically shifts to E in the Eco driving mode.

The Comfort driving mode provides a comfort-oriented vehicle setup and is suited for long trips, for example.

The Sport driving mode gives the driver a sporty feel. If theSport driving mode is selected, vehicles with an automatic transmission switch to S.

With the Custom driving mode, you can adapt individual vehicle systems according to your preferences.

With the Offroad driving mode, you can better control acceleration with the accelerator pedal when driving off-road. The engine's braking efficiency is always available and shifting can be blocked in critical situations. The hill start assist and hill descent control are active in the Offroad driving mode. The dynamic cornering light is adjusted to better assist the driver when visibility is poor.

Using the Snow driving mode can improve the traction on slippery or snowy ground by having a more precise power transmission.

**NOTICE**

Using an offroad driving mode may result in increased fuel consumption and tire wear as well as increased noise levels during normal driving.

- Avoid using offroad driving modes in normal road conditions.

# Standard behavior of the driving mode and the vehicle systems

The Comfort driving mode shows the basic settings of the vehicle systems when the ignition is switched on.

## Behavior of the driving mode when switching the ignition off and on

If the ignition is switched off and on again, the settings of the vehicle systems will be reset to the Comfort driving mode.

You can reactivate your preferred driving mode:

1. Select the driving mode again through the Driving Mode Selection.

### Malfunction of the adaptive chassis control DCC Pro

The yellow indicator light turns on.

The message Fault: Damper control may appear in the instrument cluster display.

1. Contact a suitably qualified professional to have the system inspected. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

### The driving mode or the vehicle systems do not behave as expected

1. Pay attention to the standard behavior of the driving mode and the vehicle systems *(→ Driving Mode Selection)*.

# Offroad display

The Offroad display provides digital instruments that display additional information about the vehicle and its environment. This enables you to make a more precise assessment of the current driving situation.

## Open the Offroad display

1. Tap the function key in the Infotainment system.

## Driving dynamics menu

The menu displays the steering angle and different vehicle systems can be adapted:

— Adjust the ESC settings.
— Activate or deactivate Hill Descent Control.
— Display the driving mode.

Hill Descent Control is automatically activated in theOffroad driving mode.

## Displays menu

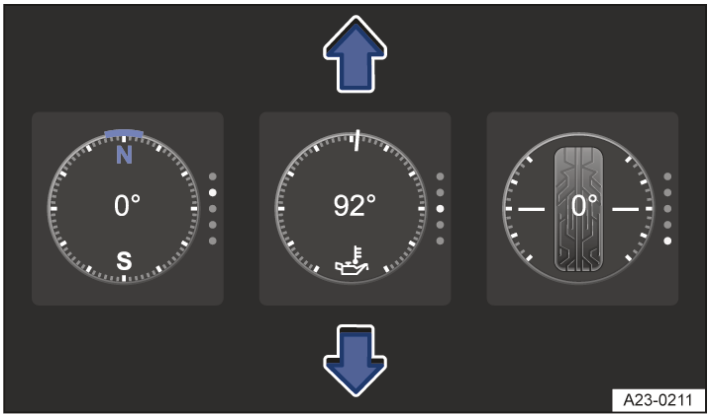



Fig. 1 Offroad display (general example).

Depending on the vehicle equipment, the menu may show additional information about the vehicle and its surroundings.

— Compass: The compass shows your current direction of travel.
— Steering angle display: Shows the steering angle of the vehicle. For a left lock, the value is positive. For a right lock, it is negative.
— Altimeter: The altimeter shows your current height above sea level.
— Coolant temperature display: The display corresponds to the temperature display in the instrument cluster.
— Oil temperature display: The display corresponds to the oil temperature display in the instrument cluster.

### Selecting instruments and adjusting units

The instruments shown here can be changed:

1. Swipe vertically over each instrument→ *fig. 1*.

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

### Adjusting the display areas to the driving situation

The instruments displayed can be selected according to the driving situation and the environmental and terrain conditions:

— Sandy terrain: Oil and coolant temperature display, steering angle display.

— Inclines: Steering angle display, coolant temperature display, altimeter(depending on country).

— Alpine terrain: Steering angle display, altimeter(depending on country), Compass.

### Offroad display in the home screen

A reduced view of the offroad displays is shown in the home screen.

The tile can be restored in the offroad display settings.

## Introduction

The examples described in this chapter are to be understood as general guidelines aimed to help the driver in driving safely on off-road terrain. These tips will not necessarily apply to every possible situation that may occur. Before driving on unknown terrain, it is crucial to find out information about the condition of the terrain ahead. You can assess potential dangers in advance. The driver is responsible for deciding whether their vehicle is suitable for the terrain ahead and if the terrain can be driven on.

Driving off-road requires different skills and handling practices compared to driving on developed roads.

This vehicle is not designed for traveling with an “expedition driving style”.

Switch off the driver assistance systems and parking systems when off-roading.

Checklist

The following steps should be taken before the first trip to operate and drive the vehicle safely off-road.

✓ Observe the general safety precautions when driving off-road *(→ Off-road driving situations)*.

✓ Fold up or remove the ball mount.

✓ Adjust the seating position so there is clear visibility in front of the vehicle and fasten safety belts *(→ Seating position)*.

✓ Always wear suitable and well-fitted footwear that gives the feet good traction on the pedals.

A responsible driver also treats nature with care when driving off-road. Driving over shrubs and meadows can destroy the habitats of animals and plants.

Leaking operating fluids resulting from vehicle damage can contaminate the environment. Catch any leaking operating fluids and dispose of them correctly according to environmental regulations.

Take any suitable equipment with you for driving off-road.

# Safety precautions for driving off-road

**WARNING**

ABS
and ESC cannot replace the driver's attention, can only operate within the limitations of the system and were developed only for driving on developed roads. ABS and ESC are not suitable for use off-road. If you are careless, there is a risk of accidents, serious injuries and death.

- Always stay attentive and do not rely solely on the systems. The driver is always responsible for control of the vehicle.
- Always adapt the speed and driving style to the predominant terrain. Unfavorable ground conditions can lead to vehicle instability even with ABS
  and an activated ESC, e.g. under hard braking or in corners.
- ●

**WARNING**

Driving off-road can be difficult and dangerous and lead to critical driving situations for vehicle occupants. It can lead to loss of control over the vehicle, damage to the vehicle, failure of the vehicle far away from any assistance, accidents and serious or fatal injuries.

- Never choose a dangerous route and do not take risks.
- Turn around and choose a different route if you can go no further or you have doubts about the safety of the route.
- Explore the terrain on foot beforehand even if it looks easy to negotiate.
- Drive with extreme caution and anticipation when driving off-road.
- Never drive faster than is appropriate for the predominant terrain, road conditions, traffic and weather.

**WARNING**

Driving over embankments, ramps or hillsides at excessively high speeds can cause the vehicle to lose contact with the ground. The vehicle can roll over if the wheels are turned inward when coming back into contact with the ground. This could cause you to lose control of the vehicle and lead to accidents with serious or fatal injuries.

- Do not drive off-road at excessive speeds.
- If the vehicle does lift off the ground, always align the front wheels so they face straight ahead.

**WARNING**

Sporty multi-purpose vehicles have a higher center of gravity and therefore a greater risk of rolling over while driving than a regular passenger vehicle that is not suited for off-road driving *(→ Off-road driving situations)*. This can cause accidents and serious or fatal injuries.

- Ensure that all occupants have their safety belts fastened. In the event of a rollover accident, a person not wearing a safety belt is more likely to be killed than a person wearing a safety belt.
- Never drive too fast, especially through corners.
- Do not attempt extreme driving maneuvers.
- Always adapt the speed and driving style to the predominant terrain.

**WARNING**

Luggage and other objects transported on the roof of the vehicle also increases the center of gravity and thus the risk of a rollover accident. This can cause accidents and serious or fatal injuries.

- Store luggage and other items in the luggage compartment where possible. Store heavy luggage and items as low down as possible.

**WARNING**

Sections of terrain that seem safe could be very dangerous and put vehicle occupants in danger. Potholes, depressions, ditches, hollows, obstacles, shallow areas, and soft and swampy ground are often not detected as such and can be completely or partially covered by snow, water, grass, or branches on the ground. Driving over such sections of terrain can cause failure of the vehicle, accidents and serious or fatal injuries.

- Before driving on unknown terrain, explore the route carefully on foot.

- Never choose unsafe routes and do not take risks.
- Turn around and choose a different route if you have doubts about the safety of the route.
- Always adapt the speed and driving style to the load, visibility, terrain and weather conditions.

**WARNING**

Driving at an angle on a hill can be dangerous. The combined center of gravity of the vehicle and its load (passengers and cargo) can cause it to shift and cause the vehicle to tip over and roll down the hill. This can cause vehicle damage, accidents and serious or fatal injuries.

- Always avoid driving at an angle on a hill *(→ Crosswise on a slope)*.
- If it is necessary, always exit the vehicle carefully using the doors on the side of the vehicle that is facing uphill *(→ Crosswise on a slope)*.
- If the vehicle stops at a side angle on a hill, never exit the vehicle through the doors that are facing in the downhill direction.

**WARNING**

The driver assistance systems were developed only for driving on developed roads. The driver assistance systems are not suitable for use off-road and can thus be dangerous in off-road situations. This could cause you to lose control of the vehicle and lead to accidents with serious or fatal injuries.

- Never use driver assistance systems off-road.

**WARNING**

Driving with an insufficient fuel level can lead to a vehicle breakdown off-road. The steering and braking support systems will not work if the engine is “sputtering” or malfunctioning due to fuel shortage or irregular fuel supply. This can cause accidents and serious or fatal injuries.

- Always refuel your vehicle with enough fuel before driving off-road.

*NOTICE*

If the windows and sunroof are open, rain could enter the vehicle and soak the interior, causing vehicle damage.

- Always keep the windows and power sunroof closed when driving off-road.

## Explanations of technical terms

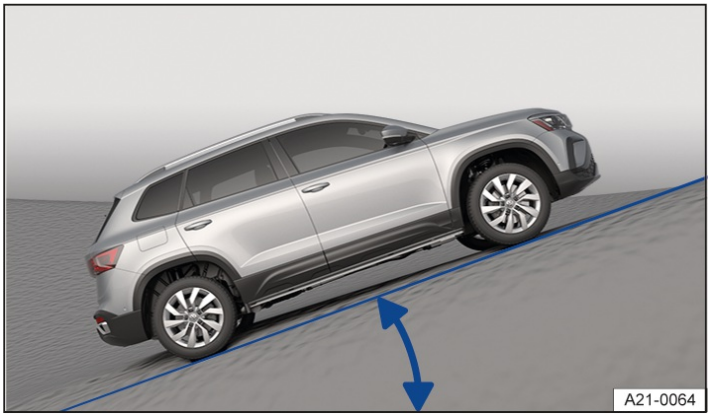



Fig. 1 General example: incline angle

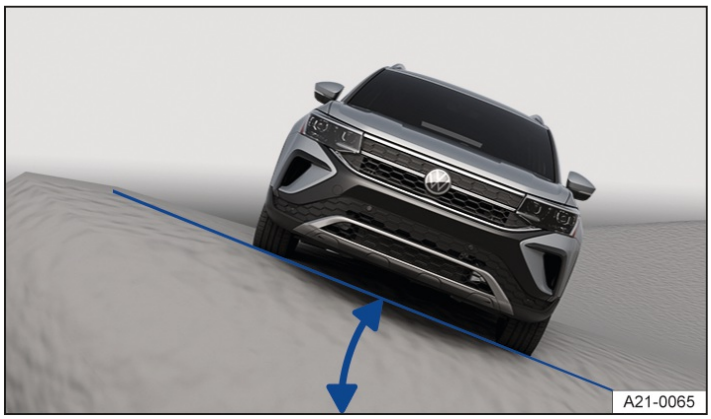



Fig. 2 General example: tilt angle

Center of gravity

The center of gravity of a vehicle influences the risk of rollover accidents. When driving off-road, the vehicle has a larger ground clearance and thus a higher center of gravity compared to “normal” road vehicles. Due to the higher center of gravity, there is an increased risk that the vehicle could roll over while driving. Always consider this fact while driving and always observe the safety tips and warnings listed in this Owner's Manual.

Ground clearance

The distance between the road surface and the lowest point of the vehicle underbody.

Incline angle

The maximum angle the vehicle can drive up an incline on its own. A rising difference in altitude (incline) on a 100 m (approx. 330 ft) stretch is given in percentage or degrees → *fig. 1*. The maximum incline angle the vehicle can handle depends on the road surface and the engine power, among other things.

Tilt angle

The maximum angle that the vehicle can drive diagonally or perpendicularly to the fall line on a hill without tipping over (depends on the center of gravity) → *fig. 2*.

Ramp angle

Maximum angle that the vehicle can drive over a ramp at slow speeds without the vehicle underbody coming into contact with the edge of the ramp.

Slope angle

The transition from the horizontal plane on an incline or from the slope back to level ground. Maximum angle that the vehicle can handle without the vehicle underbody coming into contact with the edge of the slope.

Fall line

The line that is the most direct path downhill.

Axle articulation

The torsional flexibility of a vehicle when driving over an object on one side.

# Checklist “before driving off-road”

Checklist

For your safety and the safety of your passengers, always observe the following points before driving off-road:

- ✓ Learn about the quality of the upcoming terrain before driving off-road.
- ✓ Fill up the fuel tank. Fuel consumption is significantly higher off-road than it is on developed roads.
- ✓ Check if the tire profile and the type of all the tires is sufficient for the planned off-road trip.
- ✓ Check and adjust the tire pressure on all tires.
- ✓ Check the engine oil level and add engine oil if necessary. When the vehicle is on sloping ground, the engine will only supplied with engine oil if the engine oil level is sufficient.
- ✓ Fill the windshield washer fluid reservoir completely with water and windshield washer fluid.
- ✓ Stow any luggage as low as possible in the vehicle and distributed evenly. Secure all loose objects safely.

## General rules and driving instructions

— Volkswagen recommends to never drive off-road alone. At least two off-roading vehicles should drive together off-road. An unexpected situation could occur at any time. Therefore, it is especially wise to have equipment that can be used to call for emergency assistance.

— Stop and explore the path on foot, especially before critical passages.

— Drive over bumps slowly so that the vehicle does not lift up, which could cause damage and prevent you from maneuvering the vehicle.

— Drive slowly through difficult sections of the route. Upshift on slippery ground and always keep the vehicle in motion.

— There is usually a lot of soft ground on off-road terrain, where the tires could sink into the ground. This reduces the ground clearance and the wading depth. Whenever possible, drive on level and solid ground.

— Even at low speeds, always maintain a safe distance to other vehicles. If the first vehicle suddenly becomes stuck, the vehicle following it would be able to stop in time without also getting stuck.

*NOTICE*

Severe damage to the underbody can occur if the vehicle hits the ground. This damage can cause vehicle breakdowns and make it impossible to continue driving.

- Always make sure there is enough ground clearance under the vehicle.

## Shifting gears correctly

Correct gear selection depends on the terrain.

Before driving on a difficult stretch of the route, it may be helpful to stop and consider which gear to select. After several off-roading trips, you can learn which gear in conjunction with gear reduction is best suited for certain areas of terrain.

— When the correct gear is selected, the vehicle must normally be braked less with the brake pedal because the engine braking effect will be sufficient in the majority of cases.
— Only accelerate as much as necessary. Too much acceleration can cause the wheels to spin and thus loss of control of the vehicle.
— Use the D selector lever position on normal, level stretches of off-road land.
— Adjust your speed when driving on soft or slippery ground and drive at the highest possible gear in tiptronic mode.
— Drive using tiptronic in gear 1 when on steep hills or on a steep incline.
— Drive using tiptronic in gears 3 or 2 when on mud, sand, water, or hilly areas *(→ Automatic transmission (combination))*.
— Use the off-road display *(→ Offroad display)*.
— Use the Auto Hold function *(→ Auto Hold)*.

# Driving over brush and rock

1. Select a suitable driving mode *(→ Driving Mode Selection)* and drive no faster than walking speeds over rocky ground.
2. If you are unable to drive around a stone, drive carefully onto the stone with one of the front wheels and then drive slowly over it →ⓘ.

Even objects that are lower than the available ground clearance can come into contact with the vehicle underbody and cause vehicle damage and malfunctions. This is especially true if there is a depression or soft ground in front of or behind the object. This is also true if the vehicle drives too fast over an object and then the suspension compresses.

**NOTICE**

If driven over, objects that are higher than the ground clearance will damage vehicle components on the underbody. This damage can cause vehicle breakdowns and make it impossible to continue driving.

- Never drive over a very large object such as boulders or tree trunks if it is under the vehicle or on one side.

# Driving through still or flowing water

Driving through flooded terrain or bodies of water could cause vehicle damage.

You can carefully drive through water that comes up to the lower edge of the vehicle body.

1. Note the maximum wading depth of the vehicle.
2. Only drive through water in an area where the ground is solid underneath it remains lower than the maximum permissible wading depth.
3. Note the additional information for driving through water on paved roads *(→ Driving through water on roads)*.

## Before driving through water

Stop, get out and assess the situation →⚠:

1. Measure the depth of the water all the way over to the other side. Make sure that the ground is firm enough and identify any dips and obstacles →ⓘ.
2. Make sure that it is possible to safely enter and exit the water.
3. Check the ramp angle and firmness of the banks.
4. Select a suitable driving mode *(→ Driving Mode Selection)*.

## Driving through still or slow-flowing water

As long as the ground is firm enough, you can drive your vehicle through still or slow-flowing water→⚠.

1. Drive into the water slowly and in the direction of the current. Never exceed the ramp or tilt angle.
2. Drive at a constant speed all the way to the opposite bank.

Driving at a constant speed prevents engine damage caused by the ingress of water. It also allows an air pocket to form in front of the engine, which fuels the engine with the oxygen it requires. If you drive into the water too fast or drive through the water too fast, you will create a bow wave in front of the vehicle. Water from this bow wave may find its way into the engine's air intake port and seriously damage the engine.

## Driving through fast-flowing water

The strength and speed of the current and the depth of the water can be dangerous and unpredictable→⚠. Vehicles can be swept away by the current. Even vehicles with generous ground clearance can get stuck if the ground beneath their tires is swept away. Flowing water backs up against one side of the vehicle, making the water deeper on that side.

Do not take any risks. Look for a shallower place to cross the water or turn back.

## After driving through water

1. Check the vehicle for damage.
2. Gently apply your brakes to dry them off.

**⚠ WARNING**

Flowing water generates enormous power and can carry a vehicle away. This can cause accidents and serious or fatal injuries.

- Never let the vehicle stop in water.

**WARNING**

Soft ground, obstacles under the water, shallows, or water in the hood space can lead to critical driving situations and vehicle failure. This can cause accidents and serious or fatal injuries.

- Do not exceed the wading depth of your vehicle.
- Always make sure there is enough ground clearance under the vehicle.

***NOTICE***

If you drive through salty water, vehicle components such as the engine, drivetrain, suspension, or vehicle electrical system could become severely damaged.

- Never drive over salt, salty surfaces, or through salt water, because salt can cause corrosion.
- Using fresh water, immediately rinse down any parts of the vehicle that may have come into contact with salt or salty water.

***NOTICE***

Objects in the water can enter the openings of the extended spray nozzles of the headlight washer system. The spray nozzles then cannot move back to their basic position.

- Do not use the headlight washer system when you are driving through water.

## Driving in sand and mud

ESC

and ASR must be switched on .

1. Select a suitable driving mode *(→ Driving Mode Selection)*.
2. Select a suitable gear and stay in that gear until solid ground is reached *(→ Shifting gears correctly)*.
3. Always drive through sand or mud at a constant speed, do not perform manual shifts and do not stop.

The tires can lose their grip in sand or mud.

— Do not change the speed or direction.

— If the vehicle slides, steer in the direction in which it is sliding to regain control of the vehicle.

— If the tires are no longer gripping the ground, turn the steering wheel back and forth quickly. This can briefly create better tire traction between the ground at the front wheels.

**WARNING**

The vehicle could slide out of control if driven through sand and mud. This can cause accidents and serious or fatal injuries.

- Always drive carefully when you have to drive through sand, mud, or slush.
- Turn around or choose a different route if you can go no further or you have doubts about the safety of the current route.
- Never select a dangerous route or undertake a risk that would endanger other vehicle occupants.

**WARNING**

Incorrect tire pressures cause increased tire wear and impair vehicle handling. This can cause overheating, sudden tire damage including tire blow-outs, and stripping of the tread, which can then result in loss of vehicle control. This can cause accidents and serious or fatal injuries.

- If you reduce the tire pressures to drive through sand, inflate the tires back to the correct pressure afterwards.

# Recommendations if the vehicle is stuck

The vehicle becomes stuck when the wheels have sunk so deeply into the ground that the vehicle can no longer move forward or backward under its own power.

To rock the vehicle out of sand or mud, training and a lot of strength are necessary. If one makes a mistake when rocking a vehicle out of place, the vehicle can sink even farther and additional assistance will be needed to continue.

Never let the wheels spin for a long time, because this will only make the vehicle sink deeper into the ground→⚠.

## Preparations

1. Carefully dig out all of the wheels and make sure no other vehicle components are stuck in sand or mud.
2. Select the reverse gear.
3. Accelerate gently and reverse in the same track.

If this does not help, place brushwood, floor mats, or burlap cloth directly behind the tires to create traction to help the vehicle to move →⚠.

## Rocking the vehicle out of place

1. Switch off ASR

   .
2. Adjust the steering wheel so that it is straight.
3. Drive in reverse until the wheels begin to spin straight.
4. Engage the first gear immediately and begin to drive forward until the wheels begin to spin again.
5. Drive back and forth in this way until there is enough momentum to release the vehicle.
6. Reactivate ASR

   after the vehicle is rocked out of place.

**⚠ WARNING**

Spinning wheels can greatly accelerate stones, brushwood, pieces of wood, or other objects under the wheels. Persons in front or to the rear of the vehicle could be injured. In the event of sudden vehicle movement, persons in front or to the rear of the vehicle could be injured or run over. This can cause serious or fatal injuries.

- Make sure that no one is present in front or to the rear of the vehicle when attempting to move a stuck vehicle out of place.

# Driving on steep terrain

## Driving on inclines or slopes

Before driving up an incline or down a hill, stop, exit the vehicle, and assess the situation:

— Go along the path and check the ground for sufficient firmness, obstacles, or other hidden hazards → ⚠.

— Look to see how the path continues after the incline.

— If the route is too steep, too uneven, or the ground is too loose, then do not drive on this path and choose another route.

— Drive uphill or downhill slowly and continuously on a straight path.

— Never stop or turn around on a hillside.

— Only accelerate enough to overcome the incline. Too much acceleration can cause the wheels to spin and the driver to lose control of the vehicle. Too little acceleration increases the likelihood of the engine stalling.

— Vehicles with an automatic transmission Do not shift gears while driving on an incline.

— Use the off-road display *(→ Offroad display)*.

## If the vehicle can no longer drive up an incline

— Never turn around on an incline.

— If the engine has stopped, press the brake pedal and restart the engine.

— Select reverse gear and drive slowly and carefully along the same path.

— Maintain a consistent speed using the brake pedal until you reach safe and level ground.

## Driving downhill

There is increased risk of rollover accidents when driving downhill. Concentrate very carefully on steering the vehicle when driving downhill.

— Drive in first gear when driving down steep hills.

— Use the brake pedal gently to reduce the risk of losing control of the vehicle.

— Never exceed the tilt angle of the vehicle.

— If it is possible and not dangerous, drive straight downhill along the fall line (maximum slope).

— Use the off-road display and the hill hold assist when driving on steep hills *(→ Offroad display)*.

**⚠ WARNING**

If you drive on an uphill or downhill gradient that is too steep for the vehicle, the vehicle could slip, slide away or roll over. This could cause loss of vehicle control, accidents and serious or fatal injuries.

- Ensure that the incline angle or tilt angle is not larger than the maximum permissible value for the vehicle.
- When driving uphill or downhill, always follow the fall line.
- Never change direction or turn round when driving uphill or downhill. The vehicle could tip over or slide.
- If the engine stalls or if your vehicle can go no further, carry out the tasks described → *If the vehicle can no longer drive up an incline*.
- If the engine will not start, press the brake pedal down, applying constant pressure, and allow the vehicle to roll back the same way you came. Keep to a steady, low speed.
- Never allow the vehicle to coast backward down the incline.

# Driving at an angle on a hill




Fig. 1 General example: steering downhill along the fall line.

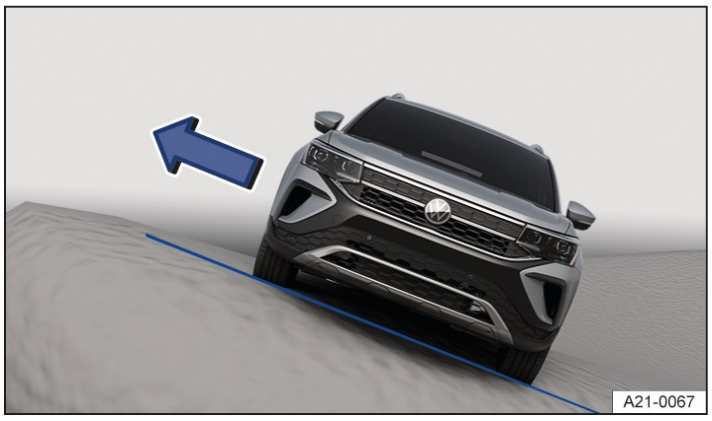



Fig. 2 General example: exit through the side of the vehicle that is facing uphill.

Driving at an angle on a hill is dangerous when driving off-road→⚠.

Before driving, always check if there are other safer routes available.

If you must drive at an angled position:

— The vehicle's center of gravity should be as low as possible. Larger or heavier individuals should sit on the more elevated side of the vehicle. Luggage on the roof should be removed and heavy objects should be secured, because the vehicle could tip over due to objects suddenly sliding out of place →⚠.

— The ground must be as firm as possible. The vehicle can skid sideways and tip over more easily on slippery or soft ground. Always make sure the angle will not become too large from bumps in the road. The vehicle can tip and roll over when the tilt angle is too large.

— If the vehicle is positioned at a high angle, the wheels on the lower side of the vehicle must never drive over depressions or dips in the ground. The wheels on the higher side of the vehicle must never drive over elevated objects, such as stones, tree trunks, or other obstacles.

— If it seems the vehicle is about to tip, immediately steer toward the downhill direction and accelerate lightly *→ fig. 1*. If it is not possible to steer downhill, steer uphill and accelerate lightly.

**⚠ WARNING**

A vehicle that is driven or positioned sideways to the incline of a hill can slip out of control, roll over and roll down the hill. This can cause accidents and serious or fatal injuries.

- Never attempt to drive at an angle on a hill, especially if the hill is too steep for the vehicle.
- Never select a dangerous route or undertake a risk that would endanger the vehicle occupants.
- Turn around and choose a different route if you can go no further or you have doubts about the safety of the route.

- Never underestimate the risks and dangers of driving at an angle on a hill.
- Never let the wheels on the lower side of the vehicle drive through depressions or dips in the ground.
- Never let the wheels on the higher side of the vehicle drive over elevated objects, such as stones, tree trunks, or other obstacles.
- Before driving at an angle on a hill, make sure that you can steer toward the fall line. If that is not possible, choose another path.
- If it seems the vehicle is about to tip, immediately steer toward the downhill direction and accelerate lightly *→ fig. 1*.

**⚠ WARNING**

It is dangerous to exit the vehicle positioned with a substantial sideways tilt on a hill. The overall center of gravity could shift to the side and the vehicle can lose hold, tip or flip over and roll down the hill. This can cause accidents and serious or fatal injuries.

- Avoid abrupt and uncontrolled movements in the vehicle.
- If it is necessary, always exit the vehicle carefully using the doors on the side of the vehicle that is facing uphill *→ fig. 2*.
- Never leave the vehicle through a door on the downhill side.
- When exiting the vehicle, ensure that the upwards opening door does not shut and cause injury due to its own weight or passenger inattention.

## Driving through ditches

1. Check if the slope and tilt angle is small enough to drive over the ditch with the vehicle. The tilt angle must not be too large when driving through the ditch →⚠.
2. Find a suitable point to drive through the ditch.
3. If possible, cross the ditch at a sharp angle→⚠.

**⚠ WARNING**

If the slope and tilt angle is too steep for the vehicle and the ditch is too deep, the vehicle could tip, slide away and roll over. This can cause accidents and serious or fatal injuries.

- Do not attempt to drive across a ditch if the ramp angle or tilt angle is too steep and the ditch is too deep for the vehicle.

***NOTICE***

If driving into the ditch at a right angle, the front wheels will fall in. The vehicle could bottom out, be damaged, and no longer be drivable.

- Do not attempt to drive across a ditch if the ramp angle or tilt angle is too steep and the ditch is too deep for the vehicle.
- Note that it will most likely be impossible to drive out of the ditch, even with all-wheel drive.

# After off-road driving

Checklist

✓ Clean the vehicle.

✓ Check the vehicle for damage.

✓ Check the tires for damage and remove any thick dirt, stones, and foreign objects from the tread.

✓ Inspect the vehicle underbody and remove any and all objects that are stuck in the brake system, wheels, suspensions, exhaust system and in the engine, such as twigs, leaves, or pieces of wood →⚠. If any damage or leaks are discovered, seek assistance from suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

✓ Inspect the hood space for any contamination that may be impairing engine operation *(→ In the engine compartment)*.

**⚠ WARNING**

Any objects stuck under the vehicle underbody present a hazard. Fuel lines, the brake system, seals and other suspension parts can be damaged or flammable materials, such as dry leaves, can ignite near hot vehicle components. This could cause an accident, a fire and serious or fatal injuries.

- Always inspect the vehicle underbody for stuck objects and remove them after every off-road trip.
- Never drive the vehicle if objects are stuck on the underbody, in the brake system, in the wheels, in the suspension, in the exhaust system, or in the engine.
- Remove flammable materials, such as dry leaves, from the vehicle underbody.

## Anticipatory driving

An inconsistent driving style increases consumption. When the driver actively pays attention to traffic, this can prevent frequent acceleration and braking maneuvers. Maintaining enough distance to the vehicle driving ahead helps you to drive with better anticipation.

## Avoiding Harsh Acceleration

Excessively high speeds increase the rolling resistance and air resistance and with that, the power needed to move the vehicle. Never drive at the maximum vehicle speed.

## Checking tire pressures

Low tire pressures cause wear as well as increased rolling resistance of tires, and this increases consumption. Use tires with optimal rolling resistance.

Adapt the tire pressures to the load:

— Follow the specifications on the tire pressure label *(→ Tire pressure)*.

— Tire Pressure Monitoring System *(→ Tire Pressure Monitoring System)*.

— Tire pressure monitoring system *(→ Tire Pressure Monitoring System)*.

## Warming up the engine

Driving short distances too frequently may cause foreign matter such as condensation to collect in the engine oil and cause increased engine wear.

If the driving behavior leads to an increased collection of foreign matter in the engine oil, a corresponding message appears in the instrument cluster display. If you are warming up the engine, wait until the operating temperature is reached and the message disappears.

At low outside temperatures, it may take longer until the engine has warmed up and the operating temperature is reached. This is normal and not a cause for concern.

## Using synthetic engine oil

Full synthetic engine oils with a low viscosity reduce the frictional resistance in the engine and distribute significantly better and faster when cold-starting the engine.

**WARNING**

Not paying attention to road traffic can cause accidents and serious or fatal injuries.

- Always comply with the applicable driving regulations and speed limits and think ahead while driving.
- Take regular breaks on long drives. You should take a break at least every two hours.

**WARNING**

Alcohol, drugs, medication, and prescription narcotics can considerably impair perception, reaction times, and driving safety, which can result in loss of vehicle control. This can cause accidents and serious or fatal injuries.

- Do not drive under the influence of alcohol, drugs, medication or prescription narcotics.

**WARNING**

If you drive at high speed and without sufficient safety distance, accidents and serious or fatal injuries can result.

- Always adapt your speed and remain a safe distance to vehicles driving ahead according to the visual, weather,

road, and traffic conditions.

## Breaking in the engine

A new engine needs to be broken in during the first approx. 1500 km(approx. 1000 miles). All moving parts should be able to work together. During the first few hours of operation, the engine has a higher internal friction than it will later.

### Up to approx. 1000 km (approx. 600 miles)

— Avoid harsh acceleration.

— Do not use more than two thirds of the maximum engine RPM.

— Do not drive with a trailer.

### Between approx. 1000 and 1500 km (approx. 600 and 1000 miles)

1. Increase the speed and engine RPM gradually.

The driving style during the first approx. 1500 km(approx. 1000 miles) also affects the engine's quality. To reduce engine wear and increase the possible mileage, the engine should be driven at moderate engine speeds even after that – especially when the engine is cold.

New tires and brake pads must be carefully broken in.

*NOTICE*

Driving at too low an RPM can cause increased wear and damage to the engine.

- Do not drive at an insufficient engine speed.
- Downshift if the engine stops running “smoothly”.

If the new engine is broken in gently, its service life is increased while, at the same time, reducing engine oil consumption.

# Gear recommendation

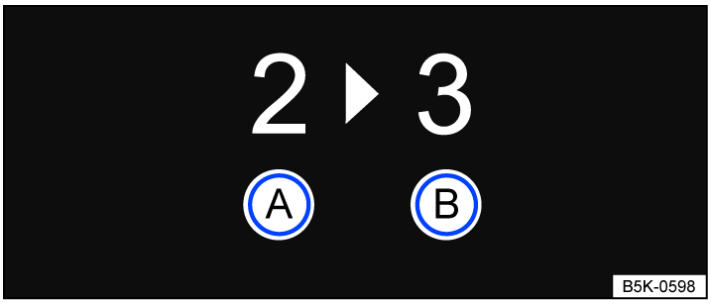



Fig. 1 Gear recommendation on the instrument cluster display.

(A) Currently selected gear.

(B) Recommended gear for you to select.

Depending on the vehicle equipment, a recommendation to select a fuel-saving gear can be displayed as a number in the instrument cluster while you are driving *→ fig. 1*.

Vehicles with an automatic transmission: To do this, the transmission must be in the tiptronic program.

If the optimal gear is currently selected, no gear recommendation is made. The gear that is currently selected is displayed.

**⚠ CAUTION**

The gear recommendation is simply an aid and cannot replace the driver's attention and responsibility. Selecting an unsuitable gear for the driving situation may lead to accidents and injuries.

- Always select the correct gear for the relevant driving situation, such as when overtaking or driving uphill.

## Information for cleaning the particulate filter

The engine management system detects that the particulate filter is becoming clogged and helps to regenerate the particulate filter by actively recommending a gear. In this instance, as an exception, it may be necessary to drive with a higher engine speed *(→ Particulate filter)*.

An optimally selected gear helps to save fuel.

For vehicles with manual transmission, the gear recommendation display is turned off when you press the clutch pedal. For vehicles with automatic transmission, the gear recommendation display is turned off when you leave the tiptronic position.

# Eco tips

The correct driving style can help to reduce consumption, pollution, and wear on the engine, brakes, and tires. The following tips will help you conserve the environment and your money.

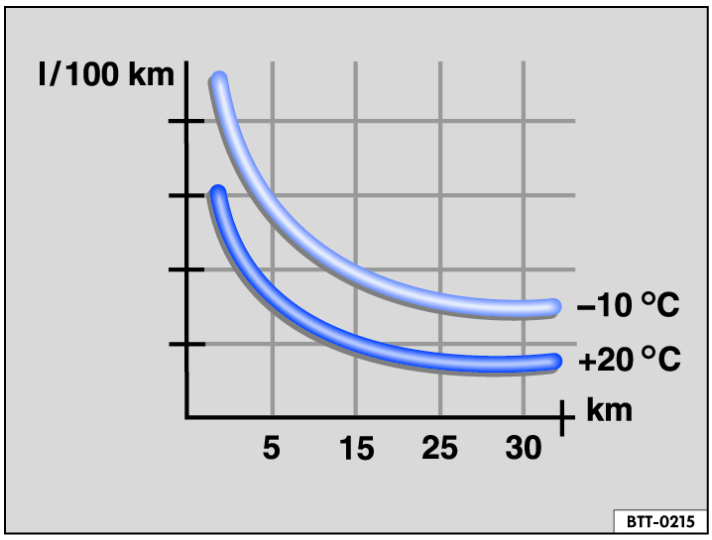



Fig. 1 Fuel consumption in l/100 km (mpg) for two different environmental temperatures.

## Energy recuperation in vehicles with mHEV system

Whenever you brake or decelerate, energy can be recovered and stored.

Whenever you have to brake and rolling is not possible, the switch from the accelerator pedal to the brake pedal should be quick and even. This ensures the best possible use of energy recuperation. No fuel is consumed.

## Using Eco assist

Eco Assist provides situation-related information to help the driver to drive in an anticipatory and energy-saving manner *(→ Eco assist)*.

## Using the freewheel function

On vehicles with an automatic transmission and an active overrun function, the vehicle rolls (“coasts”) almost without energy consumption *(→ Automatic transmission (combination))*.

## Reducing to idle speed

Start driving immediately at low speeds. When stationary for a long time, do not shift to idle, but rather stop the engine, for example when in a traffic jam or at a railroad crossing. On vehicles with an activated start-stop system, the engine can turn off automatically when the vehicle is stopped and when stationary.

## Refuel in moderation

A full fuel tank increases the vehicle weight. A fuel tank that is half to three-quarters full is best suited for city driving.

## Avoid short trips

A cold engine has a very high consumption rate. The optimal operating temperature is only reached after several kilometers (miles). When outside temperatures are very low, for example in winter, the consumption is much higher

than average → *fig. 1*. Plan trips economically and combine short trips.

### Have maintenance performed regularly

Regular maintenance is required for fuel-efficient driving and increases the service life of the vehicle.

### Removing unnecessary weight

Clearing out the luggage compartment, for example by removing empty crates or unneeded child restraints, can reduce consumption.

To keep the vehicle air resistance as low as possible, remove accessories such as ski, bicycle, and roof racks after use.

### Saving energy

The alternator, which is powered by the engine, generates power for the electrical equipment, such as the air conditioner, window heating, or ventilation. Saving energy is simple, for example:

— When temperatures are high, air out the vehicle before driving and drive short distances with the windows open. Then turn on the climate control system.

— Switch off comfort consumers that are not required.

**NOTICE**

If the vehicle rolls down mountains or hills in neutral **N**, the transmission is not lubricated. This can cause the automatic transmission to overheat and can damage it.

- Never leave the vehicle in neutral **N** gear, especially when the engine is stopped.

An authorized Volkswagen dealer or authorized Volkswagen Service Facility can provide you with more information about correct maintenance and replacement parts that are particularly energy efficient, such as new tires.

## Driving a loaded vehicle

Heed the following for good vehicle handling when the vehicle is loaded:

— Stow all cargo securely .

— Accelerate with extra care and caution.

— Avoid sudden braking and driving maneuvers.

— Brake earlier than usual.

— If necessary, read and heed the information about roof racks *(→ Roof rack)*.

— If necessary, note the information about driving with a trailer .

**WARNING**

Sliding loads can considerably impair the driving stability and safety of your vehicle, and increase the braking distance when you brake hard or perform emergency braking. This can cause accidents and serious or fatal injuries.

- Correctly secure the load to prevent it from sliding.
- Use suitable tie-downs or securing straps on heavy objects.
- Engage the rear seat backrests and, if necessary, the adjustable rear seats securely.

# Driving with an open trunk lid

Driving with an open trunk lid can be especially dangerous. Secure all objects and the open trunk lid correctly.

Sufficient precautions must be taken to reduce the amount of poisonous exhaust that enters the vehicle.

**WARNING**

If driving with the trunk lid unlocked or open, loose objects can fall out of the vehicle and injure other road users. This can cause accidents and serious or fatal injuries.

- Always drive with the trunk lid closed.
- Store all objects in the luggage compartment securely.
- Always drive carefully and anticipate upcoming traffic situations.
- Avoid abrupt or sudden driving and braking maneuvers because the open trunk lid can move in an uncontrolled manner.
- If there is a roof rack with cargo on the trunk lid, always remove it before driving with an open trunk lid.

**WARNING**

Objects protruding from the luggage compartment change the vehicle length and may possibly endanger other road users. This can cause accidents and serious or fatal injuries.

- Follow the legal regulations.
- Mark objects sticking out of the luggage compartment so they will be visible to others on the road.
- Never use the trunk lid to secure or wedge objects.

**WARNING**

Among other substances, engine exhaust gases contain carbon monoxide, an odorless and colorless poisonous gas. If driving with the trunk lid open, poisonous exhaust may enter the vehicle interior, leading to a loss of consciousness, carbon monoxide poisoning, accidents and serious or fatal injuries.

- To prevent poisonous exhaust from entering the vehicle, always drive with the trunk lid closed.
- Close all windows.
- Close the power sunroof.
- Switch off recirculation mode.
- Open all the air vents in the instrument panel.
- Switch the blower to the highest blower level.
- Always drive with the trunk lid closed if the load can be transported with the trunk lid closed.

*NOTICE*

Opening the trunk lid changes the height and possibly the length of the vehicle. This can cause damage to the vehicle if driving carelessly.

- Be aware of the changed outer dimensions, such as when driving through underpasses.

# Driving through water on roads

Note the following to reduce the risk of vehicle damage when driving through water, for example on flooded roads:

— The water must not be any higher than the bottom of the vehicle body→⚠.

— Do not driver faster than walking speeds.

— Never stop the vehicle, drive in reverse, or stop the engine in water.

— Oncoming vehicles create waves that can raise the water level for your vehicle enough that it is not safe to drive through.

— Always manually deactivate the start-stop system when driving through water .

**⚠ WARNING**

When driving through water, mud, slush, etc., the braking effect may be delayed due to damp or icy brake rotors and brake pads in the winter, and this can extend the braking distance. This could cause a loss of vehicle control, accidents and serious or fatal injuries.

- Perform careful braking maneuvers to dry and remove ice from the brakes.
- Do not endanger road users or disregard legal regulations during braking maneuvers.
- Avoid abrupt and sudden braking maneuvers directly after driving through water.

**NOTICE**

Driving through water can greatly damage or corrode parts of the vehicle, e.g. electronics.

- Never drive through salty water.
- Using fresh water, immediately rinse any parts of the vehicle that may have come into contact with salty water.
- Protect electronic components against contact with water.

# Operating the vehicle in different countries and continents

## Approval regulations

The vehicle was manufactured by the factory for a specific country and meets those requirements and approval regulations that were valid at the time of vehicle manufacture →⚠.

If the vehicle will be used temporarily or for a brief period in another country, then read and observe the following information.

## Safety standards and regulations

Some countries have special safety standards and regulations that differ from the vehicle configuration. Volkswagen recommends obtaining information about legal regulations from an authorized Volkswagen dealer or authorized Volkswagen Service Facility before driving in other countries.

## Selling in other countries

If the vehicle is sold in another country or will be used for an extended period in another country, then the applicable legal regulations in that country must be observed.

Certain equipment may need to be installed or removed and functions may need to be deactivated. The scope and types of service may also be affected. This particularly applies if the vehicle is being operated for an extended period in a different climate region.

## Functions of the Infotainment system

Due to the many different frequency bands around the world, the Infotainment system installed at the factory may not function in other countries.

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

Volkswagen is not responsible if the vehicle does not meet all of the applicable legal requirements in other countries and continents.

**⚠ WARNING**

At high altitudes, the air density is lower. Due to the reduced air density, engine power may be reduced and when in operation for extended periods at high altitudes, vehicle components may be damaged. Lower engine power can result in accidents, e.g. when overtaking, and may result in serious or fatal injuries.

- Before driving abroad, obtain information from a suitably qualified professional, particularly for altitudes above 3000 m (around 9843 ft) above sea level. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

# Introduction

Depending on the vehicle equipment, the vehicle has driver assistance systems that increase driving convenience. Some of these driver assistance systems use sensors or cameras (hereafter referred to as the “sensor system”) that are not or only partially visible to you.

The sensors and cameras visually detect the vehicle's surroundings ultrasonically or by using radar waves.

## Installed sensor systems

Depending on the vehicle equipment, the following sensor systems may be installed:

— Radar sensors in the front of the vehicle.

— Radar sensors in the rear of the vehicle.

— Camera behind the windshield.

— Ultrasonic sensors in the front of the vehicle.

— Ultrasonic sensors in the rear of the vehicle.

You can find information on the relevant installation location in the vehicle overviews .

**WARNING**

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

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

# Limits of the sensor system

## Limits of the radar sensor

Driver assistance systems that use radar sensors may not respond, may offer a delayed response or may respond in an unexpected way in the following situations:

— When driving in poor weather conditions, such as heavy rain, snow or heavy spray.

— When driving through construction zones, tunnels or toll stations.

— When driving on winding roads, for example, mountain roads

— In front of bumps or dips in the road

— When driving off-road

— When driving in parking ramps

— When driving on roads with embedded metal objects, such as railroad tracks

— When driving on gravel roads

— In complex driving situations, such as traffic islands.

— Following a violent impact affecting components within the range of the radar sensors, e.g. following a rear-end collision.

— The radar sensors are obscured, dirty, misaligned or damaged.

## Limits of the camera behind the windshield

Driver assistance systems that use the camera behind the windshield may not respond, may offer a delayed response or may respond in an unexpected way in the following situations:

— In front of bumps or dips in the road

— When driving in construction zones

— When driving off-road

— When driving in poor weather conditions, such as heavy rain, snow, fog or heavy spray and poor road conditions.

— In low-lying sun, darkness or if there is glare from oncoming vehicles.

— The camera is not available due to long exposure to direct sunlight or high ambient temperatures.

— The camera field of view is obscured, dirty or damaged.

— The camera is misaligned.

## Delayed reaction

If the sensor system is exposed to environmental conditions that limit its function, the driver assistance systems may only be able to detect this with a delay. Therefore, the display that indicates that functions are impaired may be delayed when you first start driving or while driving.

## Limits in certain driving situations

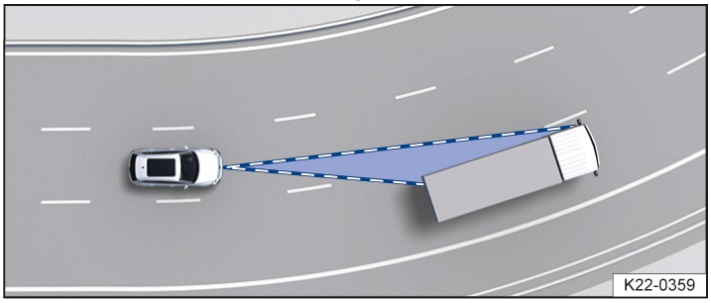


Fig. 1 Driving around curves.

The sensor system always measures straight ahead. Therefore, on tight curves, vehicles may be detected by mistake or vehicles driving ahead may not be detected.

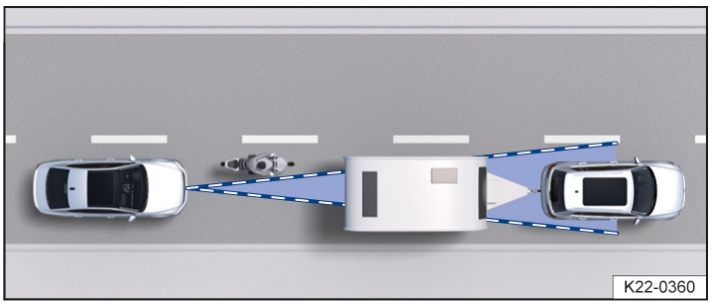



Fig. 2 Narrow vehicle.

Vehicles that are driving close to your vehicle but outside the sensor range, such as motorcycles, cannot be detected.

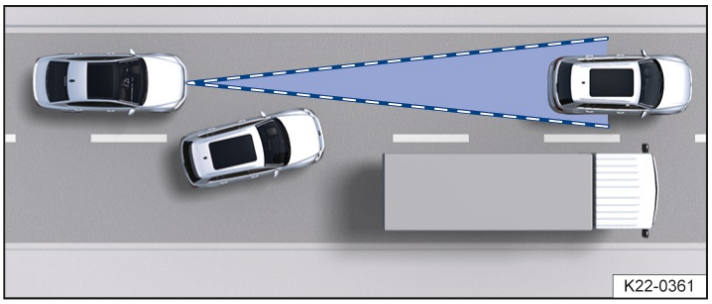



Fig. 3 Changing lanes.

Vehicles that change to your lane close in front of your vehicle cannot be detected. This also applies to vehicles with attachments exceeding the vehicle dimensions.

### Specific system limitations

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

— Predictive speed limiter *(→ Speed limiter with predictive control)*.

— Eco assist *(→ Eco assist)*.

— Adaptive Cruise Control (ACC) *(→ Adaptive Cruise Control (ACC))*.

— Predictive cruise control *(→ Predictive cruise control)*.

— Autonomous Emergency Braking (Front Assist) *(→ Autonomous Emergency Braking (Front Assist))*.

— Lane Assist *(→ Lane Keeping System (Lane Assist))*.

— Comfort drive Travel Assist *(→ Comfort drive Travel Assist)*.

— Emergency Assist *(→ Emergency Assist)*.

— Lane Change System (Side Assist) *(→ Lane Change System (Side Assist))*.

— Advanced Road Sign Display *(→ Advanced Road Sign Display)*.

## Troubleshooting

### No forward sensor range or limited forward sensor range

Parts of the sensor systems in the front of the vehicle have limited availability or are not available. The yellow symbol and a message are displayed for a few seconds.

— The sensor areas are dirty or the sensor system's view is limited due to weather conditions, such as snow, or from detergent residue or coatings. Clean the sensor areas in the front of the vehicle and clean the windshield

*(→ Vehicle care)*.

— The sensor areas are impaired by attachments, decorative frames on license plate holders, or labels. Keep the areas around the sensor system clear *(→ Accessories and replacement parts)*.

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

— Painting work was carried out on or structural modifications were made to the front of the vehicle or the windshield *(→ Repairs and technical modifications)*.

— Malfunction or fault. Stop the engine and restart.

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

If the sensor range is restricted, driver assistance systems may not be available or only to a limited extent. Refer to the other indicator lights of the driver assistance systems *(→ Symbols in the instrument cluster)*.

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

# Introduction

The cruise control system helps to maintain a set speed.

## Speed range

The cruise control system is available at speeds above approximately 20 km/h(approximately 15 mph) when driving forward.

## Driving with the Cruise Control System

You can override the stored speed at any time, for example, to pass another vehicle. The regulation function is paused while the vehicle accelerates and then resumes the stored speed.

## Displays

If the cruise control system is switched on, the instrument cluster display indicates the saved speed and the status of the cruise control system.

One of the following indicator lights will light up, depending on the driving situation:

Cruise control system is switched on, speed regulation active.

Cruise control system is switched on, speed regulation inactive.

If no speed is stored, the instrument cluster display shows--- instead of the speed.

## Driving downhill

The vehicle cannot maintain the saved speed in all driving situations. Always be ready to apply the brakes.

1. Downshift before traveling downhill for extended periods.

   This will enable you to utilize the engine braking effect and reduce the load on the brakes.

**WARNING**

If it is not possible to drive safely with enough distance and a constant speed, using the cruise control system may cause accidents and serious injuries or even death.

- Always adapt your speed and distance to vehicles driving ahead based on the visual, weather, road, and traffic conditions. The driver is always responsible for the speed of the vehicle.
- Never use the cruise control system when visibility is poor, when there is not enough distance, or when roads are steep, winding, flooded, or slippery, for example from snow, ice, moisture, or gravel.
- Never use the cruise control system when driving off-road or on unpaved roads.

## Operating the cruise control system




Fig. 1 Left side of the multi-function steering wheel.

### Switching on

1. Press the MODE button on the left-hand side of the multi-function steering wheel repeatedly until the cruise control system is selected.
2. Press the OK button on the right-hand side of the multi-function steering wheel or wait for a short time.

   No speed is saved. At this stage, the limiter will not yet start regulating your speed.

### Starting the regulation function

1. Press the SET button while driving.

   The cruise control system saves and controls the current speed.

### Setting the speed

You can adjust the saved speed while the cruise control system is regulating the speed:

+ 1 km/h (1 mph):
  Press the RES button.

- 1 km/h (1 mph):
  Press the SET button.

+ 10 km/h (5 mph):
  Press the + button. Pressing for the first time changes to the next-largest tens digit (km/h) or fives digit (mph).

- 10 km/h (5 mph):
  Press the – button. Pressing for the first time changes to the next-smallest tens digit (km/h) or fives digit (mph).

To change the stored speed continuously, press and hold the respective button.

Your vehicle will adjust its current speed by accelerating or braking.

### Canceling the regulation function

1. Press the CNCL button briefly.

   Or: Press the brake pedal.

   The vehicle speed remains stored in the system.

### Resuming the regulation function

1. Press the RES button.

   The cruise control system resumes and maintains the saved speed.

**WARNING**

There is the risk of an accident if you inadvertently resume at the saved speed or if the saved speed is too fast for the current road, traffic, or weather conditions. This may result in serious injury or even death.

- Check whether the saved speed is suitable for the current road, traffic, or weather conditions before you resume the cruise control system.
- Switch off the cruise control system if you do not require it.

## Troubleshooting

### Cruise control system not available

Malfunction. The yellow indicator light turns on.

1. Switch off the cruise control system and seek assistance from an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

### The regulation function is canceled automatically

— The vehicle has exceeded the stored speed for an extended period.

— No gear is engaged for driving forward.

— Braking assistance systems, for example ASR or ESC, are active.

— The vehicle has been braked by Autonomous Emergency Braking(Front Assist).

— If the problem persists, switch off the cruise control system and seek assistance from an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

# Introduction

The speed limiter helps you to ensure that you do not exceed a speed that you have previously saved.

## Speed range

The speed limiter is available at speeds above approx. 30 km/h(approx. 20 mph) when driving forward.

## Driving with the speed limiter

You can interrupt the limit set by the speed limiter at any time by fully pressing the accelerator pedal beyond the point of resistance. When you exceed the saved speed, the green indicator light will come on and a warning chime may sound. The vehicle speed remains stored in the system.

Once your driving speed falls below the saved speed, the speed limiter will automatically begin regulating your speed again.

## Displays

If the speed limiter is switched on, the instrument cluster display shows the saved speed and the status of the speed limiter.

One of the following indicator lights will light up, depending on the driving situation:



Speed limiter switched on, regulation active.



Speed limiter switched on, regulation not active.

## Driving downhill

The vehicle cannot maintain the saved speed in all driving situations. Always be ready to apply the brakes.

1. Downshift before traveling downhill for extended periods.

   This will enable you to utilize the engine braking effect and reduce the load on the brakes.

**WARNING**

Using the speed limiter in adverse weather conditions is dangerous and can result in accidents and serious or fatal injuries.

- Always adapt your speed to the visibility, weather, road and traffic conditions. The driver is always responsible for the speed of the vehicle.
- Do not drive at top speed unless necessary.
- Never use the speed limiter when driving on slippery surfaces, e.g. due to hydroplaning, snow, ice, leaves.
- To prevent unintended regulation, switch off the speed limiter if you do not need it.

# Operating the speed limiter




Fig. 1 Left side of the multi-function steering wheel.

## Switching on

1. Press the MODE button on the left-hand side of the multi-function steering wheel repeatedly until the speed limiter is selected.
2. Press the OK button on the right-hand side of the multi-function steering wheel or wait for a short time.

   The speed limiter is switched on. At this stage, the limiter will not yet start regulating your speed.

## Starting the regulation function

1. Press the SET button while driving.

   Your current speed will be saved as the top speed.

## Setting the speed

You can adjust the saved speed as follows:

+ 1 km/h (1 mph):
  Press the RES button.

- 1 km/h (1 mph):
  Press the SET button.

+ 10 km/h (5 mph):
  Press the + button. Pressing for the first time changes to the next-largest tens digit (km/h) or fives digit (mph).

- 10 km/h (5 mph):
  Press the – button. Pressing for the first time changes to the next-smallest tens digit (km/h) or fives digit (mph).

To change the stored speed continuously, press and hold the respective button.

## Canceling the regulation function

1. Press the CNCL button briefly.

   The vehicle speed remains stored in the system.

### Resuming the regulation function

1. Press the RES button.

## Troubleshooting

### !LIM Speed limiter not available

Malfunction or fault. The yellow indicator light turns on.

1. Stop the engine and restart.
2. If the problem persists, switch off the speed limiter and seek assistance from suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

### The regulation function is canceled automatically

— ESC
is switched off.
— The brakes are overheated. Let the brakes cool down and check the function again.
— If the problem persists, switch off the speed limiter and seek assistance from suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

For safety reasons, the speed limiter will only switch off completely once you release the accelerator pedal or switch off the system manually.

# Introduction

The speed limiter with predictive control automatically adapts one of your saved maximum speeds to the known speed limits.

The speed limiter with predictive control is an extension of the speed limiter and uses Dynamic Road Sign Display and the navigation data from the Infotainment system.

The speed limiter with predictive control is not available in all countries and may not be available depending on your vehicle equipment.

**WARNING**

The predictive speed limiter is not a replacement for the driver's attention and works only within the system limitations. The predictive speed limiter cannot detect all enforced maximum speed limits and may not react, or may react with a delay, or may react in a way that is not desired. If you are careless, there is a risk of accidents, serious injuries and death.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for the stored speed of the vehicle.
- Observe the system limitations *(→ Speed limiter with predictive control)*.
- Always adapt your speed to the visibility, weather, road and traffic conditions.
- Keep the navigation data up to date.
- Always observe the maximum permissible speed.
- Note that the speeds regulated by the system do not necessarily conform to your driving style.

Please also observe the safety information for the speed limiter.

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

## System limitations of the predictive speed limiter

As well as the system limitations of the Dynamic Road Sign Display, the speed limiter with predictive control has the following further system limitations:

— The speed limiter with predictive control only recognizes traffic signs which display a speed limit.

— Road signs that display a speed limit indirectly, such as city limit signs, are only detected on the basis of the navigation data.

— If a speed limit is announced on the basis of the navigation data but not detected by the Dynamic Road Sign Display, the announced speed is reset to the speed last saved.

— The speed limiter with predictive control is not available with detected speed limits below approximately 30 km/h (20 mph). In this case, a corresponding message will appear in the instrument cluster display.

### Entering and Exiting the Highway

— Depending on the country, when you enter a highway, the recommended speed or the maximum permitted speed will automatically be saved as the speed.

— When exiting a highway, the predictive speed limiter is deactivated.

### Functional limitations

In the following situations, the predictive speed limiter may not change the stored speed, may change it with a delay, or may change it in a way that is not desired:

— Dynamic Road Sign Display is malfunctioning.

— The navigation data are out of date.

— You are driving without route guidance.

— You deviate from the route calculated by the navigation system.

— The position of the vehicle cannot be determined correctly due to inaccurate GPS data.

# Activating the speed limiter with predictive control

1. Open the Assistance systems menu in the Infotainment system.
2. Select the speed limiter.
3. Switch on response to permissible speed.
4. Switch on the speed limiter and start control *(→ Speed limiter)*.

# Driving with a predictive speed limiter

## Displays

30 The system has detected a speed limit for the route.

30 The system has saved the detected speed and is controlling the vehicle accordingly.

## To cancel speed adjustment

If you do not wish to adopt the speed shown in the notification, you can cancel the speed adjustment:

— Press the RES button.

Or: if the speed indicated is less than the currently saved speed, release the accelerator pedal twice and press it again.

The most recently saved speed is used again.

— Press the SET button.

The current speed is assumed.

— Press the CNCL button.

The regulation function is paused.

## Bringing forward the speed adjustment

As soon as a higher speed than the currently saved speed is shown in the instrument cluster display, you can bring forward the speed adjustment:

1. Press the + button.

   Or: release the accelerator pedal again twice and press it again.

## Adjusting the speed shown

+ 10 km/h (5 mph):
Press the + button. Pressing for the first time changes to the next-largest tens digit (km/h) or fives digit (mph).

- 10 km/h (5 mph):
Press the − button. Pressing for the first time changes to the next-smallest tens digit (km/h) or fives digit (mph).

If you adjust the speed shown in the notification too far, the predictive speed control will be canceled.

If a speed limit is detected, the predictive speed limiter will adjust the saved speed, even if the speed limiter is not in control.

If the current speed is significantly higher than the speed limit detected by the Dynamic Road Sign Display, a warning will be shown in the instrument cluster display.

### A notification shows that the predictive speed limiter is currently unavailable or is not available in your country

1. If the message is displayed for a long time and the predictive speed limiter is available in your country, seek assistance from suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Additional information may be displayed in the vehicle status, depending on the malfunction *(→ Volkswagen Digital Cockpit (Pro))*.

# Eco assist

Eco Assist provides situation-related information to help the driver to drive in an anticipatory and energy-saving manner.

Eco Assist uses the navigation data from the Infotainment system and the sensors of the driver assistance systems. If you drive with route guidance, Eco Assist will take account of the route you have entered. If you drive without route guidance, the most likely route will be used.

Eco assist depends on the equipment and is not available in all countries.

## Driving with Eco assist

If you are approaching a speed limit or a road layout that requires attention on the route, the symbol and information about the type of event are shown in the head-up display and in the instrument cluster display.

Vehicles without a mild-hybrid system:

As soon as you take your foot off the accelerator pedal, and depending on the selected driving mode, use the coasting feature and save energy.

Vehicles with mHEV system:

As soon as you take your foot off the accelerator pedal, the vehicle adjusts recuperation and speed. The vehicle considers the selected driving mode and the distance from the event here. In combination with selector lever position D and if energy recuperation is set to Automatic *(→ Automatic transmission (combination))*, Eco Assist automatically sets the ideal energy recuperation level.

The available energy recuperation strength depends on the state of the mild-hybrid system and may sometimes be limited.

If you do not press the accelerator pedal, Eco Assist will still assist with decelerating for a vehicle driving ahead without displaying a message. The system does not use the vehicle brake. If you drive downhill, the system also cannot brake the vehicle sufficiently in all driving situations.

You can override Eco Assist at any time by accelerating or braking.

## Displays

The following symbols are displayed, depending on the driving situation:

Take your foot off the accelerator pedal.

Vehicle driving ahead.

Intersection ahead.

Highway exit ahead.

Roundabout ahead.

Left turn ahead.

Right turn ahead.

Incline ahead.

30 Speed limit ahead, example.

### Switching on and off

You can switch Eco assist on and off in the Assistance systems menu in the Infotainment system.

Eco assist is automatically deactivated temporarily in the following cases:

— The Sport driving mode is activated.

— When driving with Adaptive Cruise Control (ACC
).

— When driving with the cruise control system.

Depending on the situation and vehicle handling, there may still be displays from Eco assist.

If the reason for the deactivation is no longer applicable, Eco assist is reactivated if it is switched on in the Infotainment system.

**WARNING**

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

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Always adapt your speed and driving style to the visibility, weather, road and traffic conditions.
- Note that road signs and traffic rules always have priority over driving recommendations.

## Introduction

Adaptive Cruise Control (ACC) maintains your selected speed. When the vehicle approaches a vehicle driving ahead, the ACC adjusts the speed automatically and maintains your set distance to the vehicle driving ahead.

### Does this vehicle have ACC?

If you can select ACC

using the MODE button on the left-hand side of the multi-function steering wheel, the vehicle has ACC.

### Speed range

You can set a speed of between 20 km/h (15 mph) and 210 km/h (130 mph). The maximum speed that you can set may be lower, depending on the vehicle equipment and country.

### Driving with ACC

You can override the ACC

system at any time. The regulation function is canceled when you apply the brakes. When you accelerate, the regulation function is paused while accelerating and then resumed with the speed set.

If a trailer is hitched, ACC

is less dynamic.

### Driver intervention request

If automatic deceleration by the ACC

is not sufficient or the system limits are reached, the ACC will prompt you – with a message in the instrument cluster – to also apply the brakes. The red warning light will also turn on and a warning tone will sound. Take over steering and be ready to brake.

**WARNING**

ACC

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

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Observe the system limitations *(→ Adaptive Cruise Control (ACC))*.
- Always adapt your speed and distance to vehicles driving ahead based on the visual, weather, road, and traffic conditions.
- Take over steering immediately if a driver intervention prompt appears in the instrument cluster display or the deceleration by ACC

  is not sufficient.
- Apply the brakes if the vehicle continues to roll unintentionally, e.g. after a driver intervention prompt.

## Special driving situations

The functions described below depend on the vehicle equipment and are not available in all countries.

### Predictive ACC

If the vehicle has a Dynamic Road Sign Display, ACC

can adjust the speed to recognized speed limits and adjust the route history .

### Passing

If you activate the left turn signal (for left-hand drive vehicles, the right turn signal) to overtake, the ACC

will accelerate the vehicle and reduce the distance from the vehicle ahead. Your selected speed will not be exceeded during this.

If the ACC

does not detect a vehicle ahead after changing lanes, then the ACC will accelerate the vehicle up to the selected speed.

### Stop-and-go traffic

ACC

can brake the vehicle and bring it to a standstill. ACC remains active, and the instrument cluster display shows ACC is ready for a few seconds.

Vehicles with comfort drive Travel Assist: You can extend this time by continuing to hold the steering wheel.

As long as ACC

remains active, the vehicle will automatically move again once the vehicle driving ahead starts and if no obstacle has been detected.

Extend drive-readiness or reactivate:

1. Press the RES button.

   Or: Vehicles with comfort drive Travel Assist: Take hold of the steering wheel again.

Driving off when drive-readiness has ended and the vehicle driving ahead has already started moving:

1. Press the RES button.

   Or: briefly press the accelerator pedal.

The ACC

does not stay active in the following scenarios:

— The stationary phase lasts several minutes.

— The driver door is opened.

— The ignition is switched off.

**WARNING**

If ACC is ready appears in the instrument cluster display and the vehicle driving ahead starts to move, your vehicle will start driving automatically. The vehicle may not be able to detect obstacles in the vehicle's path when this happens. This may cause accidents and serious injuries.

- Check the vehicle's path every time before you start driving and brake the vehicle if necessary.

### Right-side passing restriction (left-hand drive vehicles: left-side passing restriction)

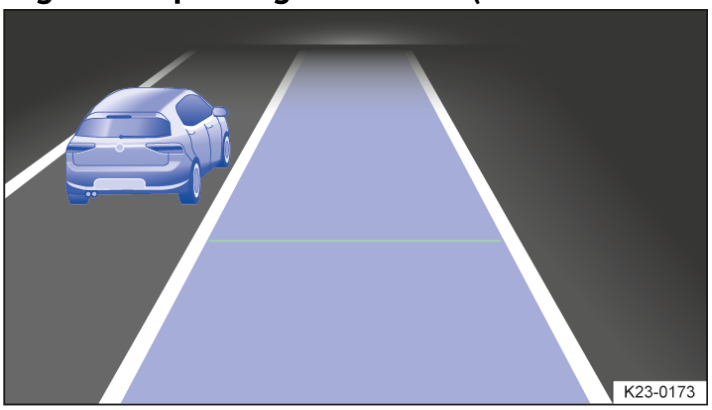



Fig. 1 In the instrument cluster display: slower vehicle detected in the left lane (general example).

Vehicles with right lane passing prevention: If the ACC

detects a slower vehicle in the left lane (for left-hand drive vehicles, in the right lane) the ACC will brake gently within the limits of the system and prevent you from overtaking illegally. The function is available from approx. 80 km/h (approx. 50 mph).

Vehicles without right-side passing restriction:Stop the regulation function when driving on roads with multiple lanes if vehicles are driving slowly in the passing lane.

## ACC system limitations

### Limits of the sensor system

ACC

detects driving situations using the radar and ultrasonic sensors in the front of the vehicle and the camera behind the windshield. The radar sensor has a range of up to approx. 160 m (approx. 520 ft).

**WARNING**

If you use the ACC

in situations outside system limitations, accidents and serious injuries may result and legal regulations may be violated.

- Be aware of the limits of the sensor system *(→ Sensor system)* and stop the regulation function in the specified situations.

### Unrecognizable objects

ACC

only detects vehicles that are moving in the same direction or are stationary. The following will not be detected:

— Pedestrians

— Animals

— Vehicles crossing the street or oncoming vehicles

— Other stationary obstacles

### Stationary vehicles

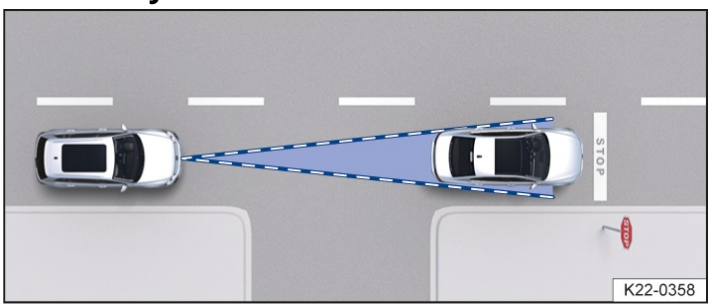



Fig. 1 Stationary vehicle.

Up to a speed of about 60 km/h (about 37 mph) ACC

only responds to a limited extent to stationary vehicles if a stationary vehicle is detected as such and the vehicle you are driving can be conveniently braked behind the stationary vehicle within the system limitations of ACC. ACC does not perform emergency braking → *fig. 1*.

The reaction to stationary vehicles depends on the vehicle equipment and is not available in all countries.

## Switching ACC on and off




Fig. 1 Left side of the multi-function steering wheel.

### Switching on

1. Press the MODE button on the left-hand side of the multi-function steering wheel repeatedly until ACC is selected.
2. Press the OK button on the right-hand side of the multi-function steering wheel or wait for a short time.

   ACC

   is switched on.

### Starting the regulation function

If you switch from the semi-automated driving assistance(Travel Assist) to ACC

and Travel Assist was in control, the vehicle will remain in control. ACC is active.

Otherwise, you will need to start the regulation function:

1. Press the SET button while driving forward.

   ACC

   saves the current speed and maintains the set distance. If the current speed is outside the specified speed range, the ACC adjusts the minimum speed when driving too slowly or the maximum speed when driving too quickly.

   Relevant braking assistance systems are also activated *(→ Braking assistance systems)*.

The following indicator lights may turn on depending on the driving situation:

 ACC

is regulating – no vehicle ahead detected.

 ACC

is regulating – vehicle ahead detected.

 ACC

is not regulating – no vehicle is detected driving ahead.

 ACC

is not regulating – a vehicle is detected driving ahead.

### Canceling the regulation function

1. Press the CNCL button briefly.

   Or: press the brake pedal while driving.

   If the respective indicator light for the driving situation lights up gray, the speed and distance are saved.

If a relevant braking assistance system is deactivated, the control will be canceled automatically *(→ Braking assistance systems)*.

### Resuming the regulation function

1. Press the RES button.

   ACC

   assumes the last set speed and the last set distance. The instrument cluster display shows the set speed, and indicator lights turn on corresponding to the driving situation.

## Adjusting the ACC settings

### Setting the distance

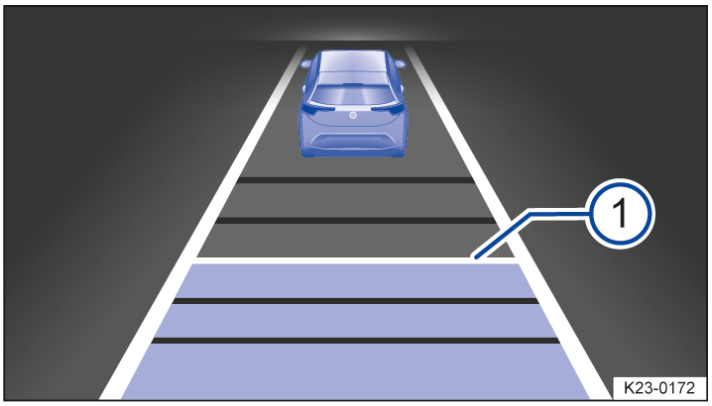



Fig. 1 In the instrument cluster display: set distance during control (general example).

You can set the distance at five levels from very short to very long:

1. Press the button.
2. Press the + or − button.

   Or: Press the button repeatedly until the preferred distance is set.

   The instrument cluster display shows the selected level → *fig. 1* (1). Heed the country-specific regulations for minimum distance.

The control always starts in the gear that the respective user had set at the end of the last journey.

## Setting the speed

You can adjust the stored speed within the specified speed range using the buttons on the multi-function steering wheel as follows:

+ 1 km/h (1 mph):
  Press the RES button only while ACC is regulating the speed.

- 1 km/h (1 mph):
  Press the SET button only while ACC is regulating the speed.

+ 10 km/h (5 mph):
  Press the + button. Pressing for the first time changes to the next-largest tens digit (km/h) or fives digit (mph).

- 10 km/h (5 mph):
  Press the − button. Pressing for the first time changes to the next-smallest tens digit (km/h) or fives digit (mph).

To change the stored speed continuously, press and hold the respective button.

**WARNING**

ACC
cannot detect all driving situations correctly. If the vehicle is less than the minimum distance from the vehicle ahead and the difference in speed between the vehicle ahead and your own vehicle is so great that the speed deceleration from the ACC is not sufficient, there is a risk of a rear end collision. This may result in serious injury or even death.

- Always be ready to apply the brakes yourself.
- To override the predictive cruise control and Adaptive Cruise Control (ACC), press the accelerator pedal. In this case, ACC will not brake automatically.
- Heed the country-specific regulations regarding minimum distance.
- Always set a longer distance when there is rain, snow, or poor visibility.

### Adjusting the regulation function system settings

You can influence how dynamically ACC

takes control:

— Vehicles with Driving Mode Selection:

Select the desired driving mode.

— Vehicles without Driving Mode Selection:

Select the desired driving mode in the Assistance systems menu in the Infotainment system.

Some settings can be saved in the driver personalization user profiles and change automatically when profiles are switched.

## Troubleshooting

### ACC is not available

The yellow indicator light turns on. In addition, a message is shown in the instrument cluster display.

— The radar sensors could be dirty. Clean the radar sensors *(→ Vehicle care)*.

— The visibility of the radar sensors is limited due to weather conditions, such as snow, or from soap residue or coatings. Clean the radar sensors *(→ Vehicle care)*.

— Radar sensor visibility is limited by attachments, decorative frames on license plate holders, or stickers. Clear the area around the field of view of the radar sensor *(→ Accessories and replacement parts)*.

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

— Malfunction or fault. Stop the engine and restart.

— Painting work was carried out on or structural modifications were made to the front of the vehicle *(→ Repairs and technical modifications)*.

— The original Volkswagen emblem is not used. Volkswagen recommends the use of Volkswagen original parts or Volkswagen original accessories, which you can acquire from an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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

### ACC is not functioning as expected

— The radar sensors or the camera field of vision are dirty. Clean the radar sensors and windshield *(→ Vehicle care)*.

— The ultrasonic sensors are dirty, obscured or damaged. Clean the ultrasonic sensors *(→ Vehicle care)*.

Clear the area around the ultrasonic sensors and check if there is noticeable damage *(→ Accessories and replacement parts)*.

— The system limitations are not adhered to *(→ Adaptive Cruise Control (ACC))*.

— The brakes are overheating, and the regulation function has been automatically canceled. Let the brakes cool down and check the function again.

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

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

### The Adaptive Cruise Control cannot start

Make sure the following requirements are met:

— A gear is engaged for driving forward.

— The brake lights on the vehicle are functioning.

— The brake lights on the electronically connected trailer are functioning.

— ESC
is not regulating.

— The brake pedal is not being pressed.

### Unusual noises during automatic braking

This is normal and not a cause for concern.

## Introduction

Predictive cruise control adapts the vehicle's speed to known speed limits and to the road layout ahead (e.g. bends, intersections and roundabouts).

Predictive cruise control is an extension of ACC
and uses the Dynamic Road Sign Display system and the navigation data from the Infotainment system.

Predictive cruise control depends on the vehicle equipment and is not available in all countries.

### Response to the end of a traffic jam

Vehicles with V2X technology (depending on the vehicle equipment and not available in all countries) can interact with other vehicles in their vicinity. This allows your vehicle to be warned about an upcoming traffic jam and reduce its speed preemptively.

Requirements:

— V2X is activated in the Infotainment system.

— The response to ends of traffic jams is activated in the Infotainment system *(→ Predictive cruise control)*.

**WARNING**

Predictive cruise control is not a replacement for the driver's attention and works only within the system limitations. Predictive cruise control cannot detect all enforced maximum speed limits and may not react, or may react with a delay, or may react in a way that is not desired. If you are careless, there is a risk of accidents, serious injuries and death.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for the stored speed of the vehicle.
- Observe the system limitations *(→ Predictive cruise control)*.
- Always adapt your speed to the visibility, weather, road and traffic conditions.
- Keep the navigation data up to date.
- Always observe the maximum permissible speed.
- Note that the speeds regulated by the system do not necessarily conform to your driving style.

Also observe the system limitations of and information on
ACC
.

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

## System Limitations of Predictive Cruise Control

Beside the system limitations of the Dynamic Road Sign Display system and the system limitations of the ACC , predictive cruise control also has the following additional, system-based limitations:

- Predictive cruise control only detects road signs that display a speed limit. In particular, predictive cruise control does not detect priority rules or traffic lights.
- Road signs that display a speed limit indirectly, such as city limit signs, are only detected on the basis of the navigation data.
- Road signs with additional signs that, for example, show time limits are only taken into consideration if they are included in the navigation data and detected by the Dynamic Road Sign Display system.
- The predictive cruise control function is not available on roads that are either not included or not mapped with complete accuracy in the navigation data.
- If a speed limit is announced on the basis of the navigation data but not detected by the Dynamic Road Sign Display, the announced speed is reset to the speed last saved.
- Predictive cruise control cannot take over speeds below the minimum speed *(→ Adaptive Cruise Control (ACC))*.
- The predictive cruise control may not detect a turning request, for example in the following situations:
  - A dashed lane marking was detected on the side in the direction in which you activated the turn signal.
  - You did not operate the turn signal for long enough.

### Functional limitations

In the following situations, the predictive cruise control may not change the speed, may change it with a delay or in a way that is not desired:

- Dynamic Road Sign Display is malfunctioning. No speed limit is displayed in the instrument cluster display.
- Road signs are not being detected or are not being detected correctly.
- The navigation data are out of date.
- You are driving without route guidance.
- You deviate from the route calculated by the navigation system.
- The position of the vehicle cannot be determined correctly due to inaccurate GPS data.
- A turning request was not or was incorrectly detected as such.
- You have signaled an intention to turn too late.

## Activating the predictive cruise control

You can set the events to which the vehicle should respond:

— Response to road layout.

— Response to permissible speed.

— Response to the end of traffic congestion.

In the Infotainment system:

1. Open the Assistance systems menu.
2. Select Adaptive Cruise Control (ACC ).
3. Configure the desired setting.

If you have activated at least one event, predictive cruise control will be automatically switched on as well when ACC is switched on.

# Driving with predictive cruise control

## Driving with Route Guidance

If you drive with route guidance, predictive cruise control will adjust the speed to the route you have entered in the system.

## Driving without Route Guidance

If you drive without route guidance, predictive cruise control will adjust the speed to the most likely route.

## Indicating an intention to turn

If you activate the turn signal to indicate an intention to turn, the predictive cruise control may slow the vehicle at the next turn-off option – irrespective of whether you are driving with or without route guidance.

## Displays

As soon as the system detects a speed limit or is going to reduce your speed due to the road layout, a notification appears in the instrument cluster display. This message shows the reason and the speed to which the vehicle will adjust.



Speed limit ahead, example.



Adjustment due to a speed limit, example.


End of speed limit ahead.


Adjustment due to a speed restriction being lifted.


Roundabout ahead.


Adjustment due to a roundabout.


Intersection ahead.


Adjustment due to an intersection.


Bend ahead.


Adjustment due to a bend.


Traffic jam ahead.


Adjustment due to the end of a traffic jam.

If the speed is adjusted due to a speed limit, the detected speed will be saved as a new desired speed. If the speed is adjusted due to the road layout, the vehicle will accelerate to the previously saved preferred speed afterwards.

Cornering speed notifications depend on the driving mode .

## To cancel speed adjustment

If you do not wish to adopt the speed shown in the notification, you can cancel the speed adjustment:

— Press the RES button.

The most recently saved speed is used again.

— Press the SET button.

The current speed is assumed.

— Press the CNCL button.

The control function is canceled.

### Bringing forward the speed adjustment

As soon as a higher speed than the currently saved speed is shown in the instrument cluster display, you can bring forward the speed adjustment:

1. Press the + button.

   The vehicle will accelerate to the detected speed.

### Adjusting the speed shown

The speed shown can only be adjusted when controlled due to speed restrictions.

+ 10 km/h (5 mph):
Press the + button. Pressing for the first time changes to the next-largest tens digit (km/h) or fives digit (mph).

- 10 km/h (5 mph):
Press the − button. Pressing for the first time changes to the next-smallest tens digit (km/h) or fives digit (mph).

If you adjust the speed shown in the notification too far, the predictive cruise control will be canceled.

If a speed limit is detected, the predictive cruise control system will adjust the saved speed, even if the ACC
is deactivated. However, it does not take control.

If a speed limit on a highway is lifted, the recommended speed will automatically be saved as the preferred speed. However, if a higher speed than the recommended speed was previously saved on a highway with no speed limit, this saved speed will be applied instead of the recommended speed.

## Troubleshooting

### A notification shows that the predictive speed limit control is currently unavailable or is not available in your country

1. If the message is displayed over a longer period and predictive cruise control is available in your country, seek assistance from suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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

# Introduction

Front Assist can recognize impending forward collisions and warn the driver. In addition, the system can provide support when braking and initiate an automatic braking maneuver.

The Front Assist system can help to avoid accidents but cannot replace the driver's attention.

Front Assist works solely within the system limitations. Warning times vary depending on the Traffic Situation and the driving behavior.

## Range of functions

Front Assist includes the following additional functions, depending on the vehicle equipment and the country:

— Emergency steering support.

— Oncoming vehicle braking when turning.

— Front Cross Traffic Assist.

## Recognizable objects

Autonomous Emergency Braking (Front Assist) can detect the following objects:

— Vehicles.

— Bikes.

— Pedestrians.

## Driving with Front Assist

You can cancel automatic braking interventions by moving the steering wheel or pressing the accelerator pedal.

You can override automatic steering interventions by countersteering.

## Automatic braking

Front Assist can brake the vehicle to a stop. The vehicle will not be held at a stop after that. Press the brake pedal.

The brake pedal feels more firm during an automatic braking maneuver.

**⚠ WARNING**

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

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Observe the system limitations *(→ Autonomous Emergency Braking (Front Assist))*.
- Always adapt your speed and distance to vehicles driving ahead based on the visual, weather, road, and traffic conditions.
- Consider interrupting automatic Autonomous Emergency Braking(Front Assist) interventions if necessary.
- When Front Assist warns you, brake the vehicle immediately or maneuver around the obstacle, depending on the driving situation.
- If you are unsure which functions are included with your vehicle depending on the vehicle equipment and country, consult suitably qualified professionals before starting your journey. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

# Warning levels and braking support

## Speed ranges

Front Assist assists in these maximum speed ranges:

— Response to vehicles: Approx. 5 km/h (approx. 3 mph) to approx. 250 km/h (approx. 155 mph).

— Response to bikes: Approx. 5 km/h (approx. 3 mph) to approx. 250 km/h (approx. 155 mph).

— Response to pedestrians: Approx. 5 km/h (approx. 3 mph) to approx. 85 km/h (approx. 53 mph).

The support system can involve an advance warning, an immediate warning, automatic braking or braking support. A distance warning may also be displayed.

## Influencing factors

Whether and in which speed range Autonomous Emergency Braking(Front Assist) reacts to the named objects is dependent on the following factors:

— Type of object.

— Movement direction of the object.

— Speed of the object.

— Speed of the vehicle.

The work area can therefore be limited if the vehicle approaches an object very quickly and thus has little time to react.

Furthermore, not all warning levels are passed through in all situations. Depending on the speed, there may not be, for example, an advance warning or immediate warning, but rather an automatic braking maneuver that occurs straight away, so as to best protect the detected object.

## Distance warning



Front Assist detects if there is a safety hazard from following the vehicle ahead too closely.

The indicator light turns on. Increase the distance.

## Advance warning



Front Assist detects a possible collision and prepares the vehicle for possible emergency braking.

A warning tone sounds and the warning light turns on. Apply the brakes or maneuver to avoid the collision.

## Immediate warning

If you do not respond to the advance warning, the brakes may be applied briefly to indicate the increasing risk of a collision. Apply the brakes or maneuver to avoid the collision.

## Automatic braking

Autonomous Emergency Braking (Front Assist) can brake the vehicle automatically in several stages of increasing braking force. Reducing the vehicle speed may help to reduce the damage resulting from a collision.

## Braking support

If the system detects that you are not braking enough before an impending collision, Front Assist can increase the braking force and thus help to reduce the risk of a collision. The braking support is only active as long as you are firmly pressing the brake pedal.

# Front Assist system limitations

## Limits of the sensor system

Front Assist detects driving situations using radar sensors in the front of the vehicle and the camera behind the windshield.

Note the limitations of the sensor system *(→ Sensor system)*. Always be attentive and intervene yourself if necessary!

## After starting the vehicle

Front Assist is not available or its availability is limited immediately after starting the vehicle. During this time, the white indicator light in the instrument cluster display comes on.

## Unrecognizable objects

Autonomous Emergency Braking (Front Assist) may not react or may react with a delay to the following objects:

— Pedestrians and cyclists who are not detected as such, for example because they are fully or partially hidden.

— Animals

In addition, depending on the vehicle equipment and country, Autonomous Emergency Braking(Front Assist) may not react or may react with a delay to the following objects:

— Oncoming vehicles.

— Vehicles crossing the street.

— Oncoming pedestrians or cyclists.

## Functional limitations

In addition to the situations specified in the sensor system limitations, Front Assist may not react, may react with a delay, or may react in a way that is not desired in the following situations, among others:

— When driving in reverse

— If ESC
is regulating or is malfunctioning.

— If multiple brake lights on the vehicle are malfunctioning.

— If there is a malfunction in at least one brake light on an electrically connected trailer or bicycle rack.

— If the vehicle is accelerating very quickly or the accelerator pedal is pressed all the way down.

— In unclear traffic situations, for example if vehicles driving ahead are braking quickly or are turning

— When entering or exiting a tunnel.

— If Front Assist is malfunctioning

## Switching off Front Assist

Depending on the system, Front Assist may not be suitable in the following situations and must be switched off if they occur →⚠:

— If the vehicle is not being driven on public roads, for example during off-road driving or on a racetrack.
— If the vehicle is being towed or transported
— If add-ons cover the radar sensors or camera.
— If there is a malfunction in the camera or radar sensors.
— Following a violent impact affecting components within the range of the radar sensors, e.g. following a rear-end collision.
— If the windshield is damaged in the camera field of view.
— If there are multiple unwanted activations

**WARNING**

Using Front Assist in these situations may result in accidents and serious or fatal injuries.
- Switch off Front Assist in the specified situations.

# Front Cross Traffic Assist

The Front Cross Traffic Assist can prevent the vehicle from colliding with a crossing vehicle, for example when driving into an intersection.

If there is a risk of collision with a crossing vehicle when leaving an exit or driving into an intersection, Front Cross Traffic Assist can warn the driver visually and audibly and brake the vehicle. This can reduce the risk of accidents.

## Displays

At low speed, the Park Distance Control display shows detected cross traffic through colored segments.

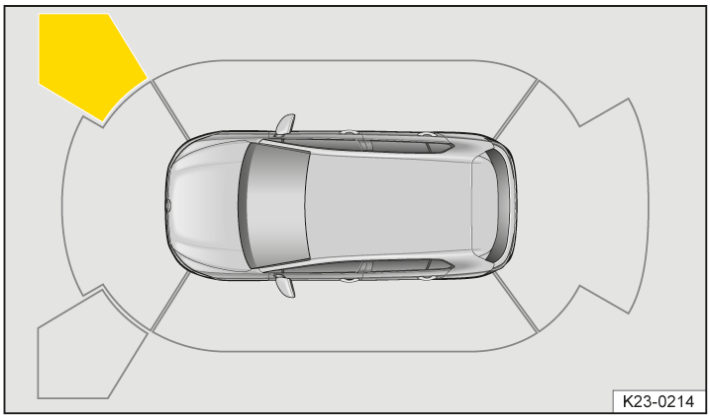



Fig. 1 In the Infotainment system: Front Cross Traffic Assist display (general example).

Yellow segment: The Front Cross Traffic Assist detects cross traffic. Stay alert and be ready to brake!

Red segment: The Front Cross Traffic Assist detects a possible collision with cross traffic. Brake!

Depending on the driving situation, additional colored directional arrows in the head-up display or in the main Driver assistance display are shown in the instrument cluster display. They indicate the direction from which cross traffic is approaching.

## Speed range

Front Cross Traffic Assist is available within a speed range of approx. 0 km/h(0 mph) to approx. 65 km/h (approx. 40 mph).

## Limits

The Front Cross Traffic Assist does not react to road users that are concealed by buildings or by other road users. Road users that appear from behind a concealment may be detected with a delay.

Also observe the system limitations of Front Assist *(→ Autonomous Emergency Braking (Front Assist))*.

## Swerve support

The swerve support can help to steer the vehicle around an obstacle in a critical driving situation.

If you steer to swerve around an obstacle after an urgent warning, the swerve support can help. Swerve support slows individual wheels and helps you by making a corrective steering intervention while you are steering.

### Speed range

The swerve support is available in a speed range from approx. 30 km/h (approx. 20 mph) to a maximum of approx. 150 km/h (approx. 90 mph).

### Limits

The swerve support does not respond to objects crossing the street. Also observe the system limitations of Front Assist *(→ Autonomous Emergency Braking (Front Assist))*.

# Oncoming vehicle braking when turning

Oncoming vehicle braking when turning can prevent the vehicle from colliding with an oncoming road users when turning.

If there is a danger that the vehicle can collide with an oncoming vehicle in an adjacent lane when turning, the oncoming vehicle braking when turning function brakes your vehicle. Depending on the equipment and the country, this also applies to pedestrians and oncoming cyclists. This may prevent a collision.

## Speed range

The oncoming vehicle braking when turning function is available up to approx. 20 km/h (approx. 15 mph).

## Limits

The oncoming vehicle braking when turning function is only available if you activate the turn signal, have turned the steering wheel and have thereby started the turning maneuver. However, after switching from driving on the right to driving on the left or vice versa, the oncoming vehicle braking when turning function will only be available after some time.

Also observe the system limitations of Front Assist *(→ Autonomous Emergency Braking (Front Assist))*.

# Using Front Assist

When you switch on the ignition, Front Assist with all of its equipment- and country-dependent functions is automatically switched on.

However, Front Assist is not available or its availability is restricted while the white indicator light is turned on.

Volkswagen recommends always leaving Front Assist and all of its equipment- and country-dependent functions switched on. Exceptions *(→ Autonomous Emergency Braking (Front Assist))*.

## Switching on and off

If the vehicle is stationary, you can manually switch Autonomous Emergency Braking(Front Assist) on and off.

In the instrument cluster display:

1. Press buttons △ or ▽ on the right side of the multi-function steering wheel until the view of the driver assistance systems appears in the main display area.
2. Press the OK button.

   The list of driver assistance systems is displayed.
3. Select Front Assist with buttons △ or ▽ and switch it on or off with OK.

In the Infotainment system:

1. Open the Assistance systems menu.
2. Switch Autonomous Emergency Braking on or off in the corresponding submenu.

If you switch off Front Assist, all of its equipment- and country-dependent functions are also switched off. The yellow indicator light turns on in the instrument cluster display.

If Front Assist was automatically deactivated, e.g. if towing is detected, the yellow indicator light also comes on.

## Settings

If Front Assist is switched on, you can set the following settings in the Assistance systems menu of the Infotainment system:

— Switch on and off distance warning; it will always initially be set according to your previous journey.

— Switch on and off swerve support.

— Switching on and off oncoming vehicle braking when turning.

— Switch the Front Cross Traffic Assist on and off.

### Autonomous Emergency Braking starts

The white indicator light comes on.

— Autonomous Emergency Braking (Front Assist) is temporarily not available or has limited availability. After driving straight for a short distance, Autonomous Emergency Braking is available again and the indicator light goes out. If the vehicle is not moving, the indicator light may come on continuously.

### Autonomous Emergency Braking (Front Assist) not available or has limited availability

The yellow indicator light turns on. In addition, a message is shown in the instrument cluster display.

— The radar sensors or the camera's field of vision are dirty. Clean the radar sensors and windshield *(→ Vehicle care)*.

— The radar sensors or camera's field of vision is limited due to weather conditions, such as snow, or due to soap residue or coatings. Clean the radar sensors and windshield *(→ Vehicle care)*.

— Radar sensor visibility is limited by attachments, decorative frames on license plate holders, or stickers. Clear the area around the field of view of the radar sensor *(→ Accessories and replacement parts)*.

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

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

— The camera was automatically deactivated due to a high ambient temperature or long exposure to direct sunlight. Front Assist will be available once the camera is available again.

— Painting work was carried out on or structural modifications were made to the front of the vehicle *(→ Repairs and technical modifications)*.

— The original Volkswagen emblem is not used. Volkswagen recommends the use of Volkswagen original parts or Volkswagen original accessories, which you can acquire from an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

— If the problem persists, turn off Autonomous Emergency Braking and contact suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

### Front Assist is not functioning as expected or has been triggered multiple times unnecessarily

— The sensor system does not work properly. Check remedial measures for non-availability or limited availability *→ Autonomous Emergency Braking (Front Assist) not available or has limited availability*.

— The system limitations are not adhered to *(→ Autonomous Emergency Braking (Front Assist))*.

— Low-lying sun or darkness.

— If the problem persists, turn off Autonomous Emergency Braking and contact suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

# Introduction

Lane Assist helps the driver to stay in a lane, within the system limitations. This function is not suitable for, and not designed for, autonomously keeping your vehicle in a lane.

If the system detects that the vehicle is coming too close to a lane marker, Lane Assist warns the driver with corrective steering. The driver can override the corrective steering at any time.

## Speed range

Lane Assist is ready to take control(active system status) when a lane marking is detected within the system limits between approx. 65 km/h (approx. 40 mph) and approx. 215 km/h (approx. 135 mph).

**⚠ WARNING**

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

- Always stay attentive and do not rely solely on the system. The driver is always responsible for keeping the vehicle within the lane.
- Observe the system limitations *(→ Lane Keeping System (Lane Assist))*.
- Always adapt your speed and distance to vehicles driving ahead based on the visual, weather, road, and traffic conditions.
- Always keep your hands on the steering wheel so that you are prepared to steer at any time.
- Override immediately by steering if the system intervenes when it should not.
- Pay attention to indicators in the instrument cluster display and respond to the prompts accordingly when the traffic situation allows.

# Lane Assist system limitations

## Limits of the sensor system

Lane Assist detects lane markings with the camera behind the windshield.

Observe the limits of the camera *(→ Sensor system)*. Always be attentive and intervene yourself if necessary!

## Lane markings not detected or not correctly recognized

Lane Assist does not correctly detect all lane markings. If lane markings are not detected or if markings are incorrectly detected as lane markings, Lane Assist may fail to intervene when it should or may intervene when not desired. In addition to the situations specified in the camera limitations, this may also occur in the following situations, among others:

— If lane markings are not present.

— When the driving style is very dynamic.

— When not on highways or well-developed roads.

— On poor road surfaces, road structures or objects.

— In the event of reflections or dazzling effects.

Always be attentive and intervene yourself if necessary by overriding unwanted interventions by the system immediately. Temporarily switch off Lane Assist if required.

## Lane Assist not ready to take control

Lane Assist is not ready to take control(system status inactive) under the following conditions:

— The Electronic Stability Control (ESC ) is switched off or ESC Sport is active.

— The vehicle speed is below approx. 60 km/h(approx. 35 mph) or above approx. 215 km/h (approx. 135 mph).

— Lane Assist has not detected a lane marking.

— If lanes and curves are too narrow.

— Temporarily, when the driving style is very dynamic.

— When the driver oversteers during a system intervention.

— During an intervention by Autonomous Emergency Braking(Front Assist).

Lane Assist is not ready to take control on at least one side in the following situations:

— When the turn signals are switched on in the direction of the intended lane change.

— On the inside of a bend that you are deliberately driving around well on the inside.

## Switching on and off

Depending on the country, Lane Assist always switches on after switching on the ignition. You can also switch Lane Assist on or off manually and view the current condition.

In the instrument cluster display:

1. Press buttons △ or ▽ on the right side of the multi-function steering wheel until the view of the driver assistance systems appears in the main display area.
2. Press the OK button.

   The list of driver assistance systems is displayed.
3. Select Lane Assist with the △ or ▽ buttons and switch it on or off with OK.

In the Infotainment system:

1. Open the Assistance systems menu.
2. Switch Lane Assist on or off in the corresponding submenu.

Depending on the country, if you switch off Lane Assist, the yellow indicator light will come on in the instrument cluster.

If there is a system malfunction, Lane Assist may turn off automatically.

## Displays

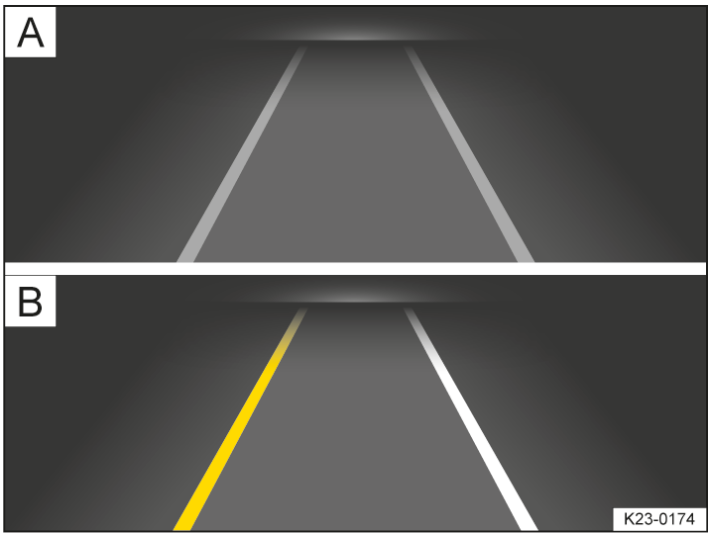



Fig. 1 In the instrument cluster display: Lane Assist displays.

(A) Grey line: lane marking detected. The system is not ready to monitor on the indicated side.

(B) Yellow line: Lane marking detected. The system is monitoring on the indicated side.

White line: Lane marking detected. The system is ready to monitor on the indicated side.

Depending on the vehicle equipment, further details about lane marking, such as broken road markings, may also be shown on the instrument cluster display.

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

Depending on the driving situation, one of the following indicator lights will light up in the instrument cluster:

System switched on, inactive and not ready to take control.

System active and ready to take control on at least one side.

System taking action on the side shown(corrective steering intervention).

If Travel Assist is actively controlling, there will not be any steering intervention and no Lane Assist display.

### Driver intervention request

If there is no steering activity, an indicator in the instrument cluster display will be displayed and audible warnings will sound.

If you do not respond to this, Emergency Assist will be activated, depending on the vehicle equipment.

If a corrective steering intervention is performed for an extended period, an indicator will be displayed in the instrument cluster display and audible warnings will also be sound regardless of the steering activity.

### Steering wheel vibration

You can select the Steering wheel vibration option in the Assistance systems menu in the Infotainment system. If you select this option, the steering wheel will vibrate if Lane Assist is active and you drift onto a road lane marking that the system has detected.

## Troubleshooting

### Lane Assist not available

The yellow indicator light turns on. In addition, a message is shown in the instrument cluster display.

— The camera field of view is dirty. Clean the windshield *(→ Vehicle care)*.

— The camera's view is limited due to weather conditions, such as snow, or from soap residue or coatings. Clean the windshield *(→ Vehicle care)*.

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

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

— The camera was automatically deactivated due to a high ambient temperature or long exposure to direct sunlight. Lane Assist will be available once the camera is available again. Stop the engine and restart.

— Malfunction or fault. Stop the engine and restart.

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

It can take a few seconds once the ignition has been switched on for a system fault to be recognized.

If Lane Assist is not available, Travel Assist is not available either.

### The system is functioning differently than expected

1. Do not mount any objects on the steering wheel

1. Do not mount any objects on the steering wheel.

# Introduction

Thanks to the comfort drive Travel Assist, within the system limitations, the vehicle can maintain a distance, which has been preselected by the driver, to the vehicle in front and hold the preferred position within the lane (adaptive lane guidance).

## Does this vehicle have Travel Assist?

If you can select Travel Assist using the MODE button on the left-hand side of the multi-function steering wheel, the vehicle has Travel Assist.

## Speed range

You can set a speed of between 20 km/h (15 mph) and 210 km/h (130 mph). This speed range may vary depending on the country.

## Travel Assist system limitations

Travel Assist detects driving situations using the same sensor technology as the Adaptive Cruise Control (ACC) and Lane Keeping System (Lane Assist).

Note the system limitations and information regarding ACC and Lane Assist. Always pay attention and intervene yourself if necessary!

## Driving with Travel Assist

Travel Assist automatically regulates the speed and steers the vehicle. Within the system limitations, Travel Assist can also bring the vehicle to a halt behind a stopping vehicle and drive on again.

You can override the Travel Assist regulation function at any time. The regulation function is canceled when you apply the brakes. If you accelerate, the distance control is interrupted for the duration of acceleration and the adaptive lane guidance remains active. This applies up to approximately 250 km/h (approximately 155 mph).

## Displays

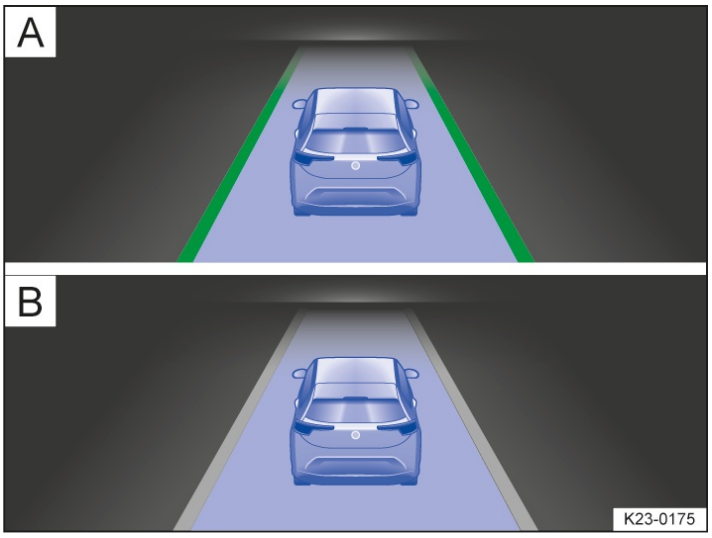



Fig. 1 In the instrument cluster display: displays during active control (general example).

Ⓐ Green line: adaptive lane guidance active.

Ⓑ Grey line: adaptive lane guidance inactive.

Depending on the vehicle equipment, additional details of the lane marking can also be shown, for example, dashed road markings and other road users driving in front.

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

Depending on the driving situation, one of the following indicator lights will light up in the instrument cluster:

Travel Assist active, Adaptive Cruise Control and adaptive lane guidance active.

Travel Assist inactive, Adaptive Cruise Control(ACC) active and adaptive lane guidance inactive.

Travel Assist deactivated, no regulation.

### Driver intervention request

If you remove your hands from the steering wheel, the system will ask you to take over the steering wheel after a few seconds with a message in the instrument cluster display and with audible warnings.

If you do not respond to this, Travel Assist is deactivated.

Alternatively, Emergency Assist is activated, depending on the vehicle equipment. If Emergency Assist is unavailable, Travel Assist will be deactivated.

**WARNING**

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

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Note the system limitations of ACC *(→ Adaptive Cruise Control (ACC))* and Lane Assist *(→ Lane Keeping System (Lane Assist))*.
- Always adapt your speed and distance to vehicles driving ahead based on the visual, weather, road, and traffic conditions.
- Always keep your hands on the steering wheel so that you are prepared to steer at any time.
- Take over steering immediately if a driver intervention prompt appears in the instrument cluster display or the deceleration by Travel Assist is not sufficient.
- Apply the brakes if the vehicle continues to roll unintentionally, e.g. after a driver intervention prompt.

## Operating Travel Assist




Fig. 1 Left side of the multi-function steering wheel.

## Switching on

1. Press the MODE button on the left-hand side of the multi-function steering wheel repeatedly until Travel Assist is selected.
2. Press the OK button on the right-hand side of the multi-function steering wheel or wait for a short time.

   Travel Assist is switched on.

## Starting the regulation function

If you switch from Adaptive Cruise Control (ACC

) to Travel Assist, the vehicle will switch to the following system status in the Travel Assist, depending on the driving situation:

— If ACC

is regulating, Travel Assist maintains the current speed and the preset distance from the vehicle driving ahead (system status inactive).
At the same time, the vehicle is kept in its lane by steering movements when road markings are detected (system status active).

— If ACC

is not regulating, Travel Assist is switched on, but stays deactivated.

If the vehicle was in a different assistance system during the previous drive or if Travel Assist remains deactivated after switching on, you must start the regulation function:

1. Press the SET button.

   Travel Assist switches the driving situation accordingly to an active or inactive system status.

   The indicator/warning light corresponding to the driving situation comes on in the instrument cluster display.

## Canceling the regulation function

1. Press the CNCL button briefly.

   Or: Press the brake pedal.

   The set distance remains saved.

### Adjusting further settings

The further operation of Travel Assist corresponds to the operation of theACC

*(→ Adaptive Cruise Control (ACC))*.

## Troubleshooting

### Comfort drive Travel Assist is not available or is not working as expected

The yellow indicator light turns on. In addition, a message is shown in the instrument cluster display.

— There is a malfunction in the sensor system. Check the causes and troubleshooting measures described in the information on ACC
and Lane Assist.
— Malfunction or fault. Stop the engine and restart.
— The system limitations are not adhered to.
— If the problem persists, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

### Take over the steering

The white indicator light will come on and a message will be shown on the instrument cluster display.

You have let go of the steering wheel for a few seconds.

1. Take hold of the steering wheel and take over steering the vehicle.

### Take over the steering immediately

The red warning light will come on and a message will be shown in the instrument cluster display. An audible warning will sound or the steering wheel will vibrate, depending on the driving situation.

You have let go of the steering wheel for a long period of time or the system limits have been reached.

1. Immediately take hold of the steering wheel and take over steering the vehicle.

### Comfort drive Travel Assist switches off automatically

— Vehicles without Emergency Assist:
You have let go of the steering wheel for a long period of time.
— Malfunction or fault. Stop the engine and restart.
— If the problem persists, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

### The regulation function is canceled unexpectedly

— You have operated the turn signal.

# Introduction

Emergency Assist can recognize driver inactivity and can automatically keep the vehicle in its lane and, if necessary, slow it down to a stop. The system can hereby actively help to avoid an accident or reduce the consequences of an accident.

## Emergency Assist system limitations

Emergency Assist detects driving situations using the same sensor technology as the Adaptive Cruise Control (ACC) and Lane Keeping System (Lane Assist).

**WARNING**

Emergency Assist is not a replacement for the driver's attention and works only within the system limitations. Emergency Assist cannot detect all driving situations and may not react, may react with a delay, or may react in a way that is not desired. Emergency Assist also cannot always avoid accidents and serious injury by itself. If you are careless, there is a risk of accidents, serious injuries and death.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Observe the system limitations of ACC *(→ Adaptive Cruise Control (ACC))* and Lane Assist *(→ Lane Keeping System (Lane Assist))*.
- Always adapt your speed and distance to vehicles driving ahead based on the visual, weather, road, and traffic conditions.
- If the vehicle behaves unexpectedly, stop the intervention by Emergency Assist.

# Driving with Emergency Assist

## Requirements

After the ignition has been switched on, Emergency Assist is always switched on and ready to intervene under the following conditions:

— Lane Keeping System (Lane Assist) or semi-automated driving assistance (Travel Assist) is switched on.

— As a minimum, the system must detect one lane marking on the left or right side of the vehicle.

If there is a system malfunction, Emergency Assist will not be available.

## Driver intervention request

Using warning chimes and brief braking maneuver, Emergency Assist prompts an inactive driver to take over control of driving. In addition, a message is shown in the instrument cluster display and the volume of the Infotainment system is decreased.

Depending on the vehicle equipment, the proactive passenger protection system is activated at the same time.

## System intervention

If you do not respond, the system can brake the vehicle and keep it in its lane if it detects lane markings.

Depending on the driving situation, one of the following warning lights comes on in the instrument cluster display:




System is taking control, adaptive lane guidance active.




System is taking control, adaptive lane guidance inactive.

You can cancel the regulation at any time by accelerating rapidly, braking or steering as the traffic situation allows.

If Emergency Assist is active, other road users will be warned as follows:

— The emergency flashers are switched on after a short delay.

— The vehicle's horn sounds, depending on the speed.

If the remaining stopping distance is sufficient, the vehicle slows down, if necessary, to a stop.

As soon as the vehicle comes to a standstill, the following happens:

— The electronic parking brake is switched on.

— Gear P is engaged.

— The doors are unlocked.

— The interior lighting is switched on.

— Depending on the vehicle equipment, an emergency call is made.

### Semi-automated vehicle assistance in a medical emergency (Emergency Assist) not available

Malfunction or fault. The yellow indicator light turns on. In addition, a message is shown in the instrument cluster display.

1. Stop the engine and restart.
2. If the problem persists, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

### The system is triggered unwantedly or is functioning differently than expected

Malfunction or fault.

— Switch off the Lane Keeping System (Lane Assist).

— Do not use semi-automated driving assistance (Travel Assist).

— Contact suitably qualified professionals to have the system checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

# Introduction

The Lane Change System (Side Assist) helps the driver to discern the traffic situation behind the vehicle.

Radar sensors behind the rear bumper cover monitor the area behind the vehicle. The system measures the distance and difference in speed to other vehicles and informs the driver through visual signals in the housing of the outside mirrors.

Only use Side Assist on secure roads.

## Speed range

If Side Assist is switched on, this function is available from approx. 10 km/h (approx. 6 mph). Side Assist is deactivated at speeds below approx. 5 km/h (approx. 3 mph).

**WARNING**

Side Assist is not a replacement for the driver's attention and works only within the system limitations. Side Assist cannot detect all driving situations and all objects in the surrounding environment, and may not provide warnings, may provide warnings with a delay, or may provide warnings in a way that is not desired. If you are careless, there is a risk of accidents, serious injuries and death.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle and changing lanes.
- Observe the system limitations *(→ Lane Change System (Side Assist))*.
- Always adapt your speed and distance to vehicles driving ahead based on the visual, weather, road, and traffic conditions.
- Always keep your hands on the steering wheel so that you are prepared to steer at any time.
- Pay attention to the displays in the outside mirror housings and in the instrument cluster display, and act accordingly.

# Side Assist system limitations

## Limits of the sensor system

Side Assist detects driving situations via the radar sensors in the rear area.

Note the limits of the radar sensors *(→ Sensor system)* and always pay attention!

## Functional limitations

In addition to the situations specified in the sensor system limitations, Side Assist may not correctly interpret the traffic situation in the following situations, among others:

— When driving in the center of two lanes.

— When lanes have different widths.

— When certain types of equipment are on the side of the road, such as high or offset guard rails.

The Lane Change System (Side Assist) does not detect any stationary vehicles either.

## Restricted visibility

Sunlight may reduce the visibility of the visual display in the outside mirror.

## Switching on and off

Side Assist always switches on after the ignition is switched on. You can also switch Side Assist on or off manually and view the current condition.

In the instrument cluster display:

1. Press buttons △ or ▽ on the right side of the multi-function steering wheel until the view of the driver assistance systems appears in the main display area.
2. Press the OK button.

   The list of driver assistance systems is displayed.
3. Select Side Assist with buttons △ or ▽ and switch it on or off with OK.

In the Infotainment system:

1. Open the Assistance systems menu.
2. Switch Side Assist on or off in the corresponding submenu.

When it is switched on, the yellow indicator light in the housing of the outside mirror comes on once briefly.

If there is a system malfunction, Side Assist may switch off automatically.

## Deactivation due to trailer mode

If you use the trailer hitch installed at the factory and have made the required electrical connection, Side Assist will switch off automatically. Once a trailer is connected to the vehicle electrical system and the driver starts to drive, a message will appear in the instrument cluster display stating that Side Assist is deactivated. Once you have disconnected the electrical connection, Side Assist will be automatically switched on again.

For trailer hitches that were not installed at the factory, you must switch Side Assist off and on again manually.

## Displays in the outside mirror



Fig. 1 In the outside mirror housing: displays of Side Assist.

Blinking: a vehicle in the blind spot has been detected and the turn signal is also activated towards the detected vehicle.

- Lights up: the vehicle you are driving is being overtaken or you are overtaking another vehicle with a difference in speed of up to approx. 15 km/h (approx. 9 mph).

  There is no indicator if the passing speed is clearly faster.

The faster another vehicle approaches, the sooner the display in the outside mirror housing will turn on.

### Lane change system “Side Assist Plus”

In vehicles with a Lane Keeping System (Lane Assist), a corrective steering intervention warns you when a possible critical situation is detected when changing lanes (information level, warning level), if Lane Assist is switched on and is ready to take control. The steering intervention also occurs if you activate the turn signal for the respective side. If you oversteer the steering intervention, an additional warning is provided by a steering wheel vibration. Steering wheel vibration must also be activated in the Assistance systems menu in the Infotainment system.

### Brightness

The brightness of the visual display adapts it self automatically to the ambient brightness.

You can set the default brightness of the display in the Assistance systems menu in the Infotainment system. Side Assist is not active while adjusting the settings.

Some settings can be saved in the driver personalization user profiles and change automatically when profiles are switched.

## Troubleshooting

### Side Assist malfunction

Malfunction or fault. The yellow indicator light in the instrument cluster display lights up. In addition, the yellow central warning light ⚠ comes on.

1. Stop the engine and restart.
2. If the problem persists, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

### Malfunctioning sensor view, malfunction message, system switches off automatically

— Clean the radar sensors and remove stickers or attachments from the radar sensors or the bumper *(→ Vehicle care exterior)*, *(→ Accessories and replacement parts)*.

— Check if there is any noticeable damage *(→ Accessories and replacement parts)*.

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

### The system is functioning differently than expected

— The radar sensors could be dirty. Clean the radar sensors *(→ Vehicle care exterior)*.

— The radar sensors could be covered by water.

— The view of the radar sensors is limited due to weather conditions, such as snow, or due to dirt, soap residue or coatings. Clean the radar sensors *(→ Vehicle care exterior)*.

— The system limitations are not adhered to *(→ Lane Change System (Side Assist))*.

— The vehicle could be damaged in the radar sensor area, for example from parking barriers. Check if there is any noticeable damage *(→ Accessories and replacement parts)*.

— The view of the radar sensors is limited by attachments, bicycle rack systems or stickers. Clear the area around the field of view of the radar sensor *(→ Accessories and replacement parts)*.

— Painting work was carried out on or structural modifications were made to the area around the radar sensors, to the rear of the vehicle or to the suspension *(→ Repairs and technical modifications)*.

— The side mirrors have been covered with after-market tinting films *(→ Repairs and technical modifications)*.

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

# Parking

1. Press and hold the brake pedal.
2. In vehicles with an automatic transmission, move the selector lever into theP position (parking lock).
3. Set the electronic parking brake.
4. On uphill and downhill slopes, turn the steering wheel so that the vehicle will roll into a curb if it begins moving.
5. Stop the engine and switch the ignition off.

   The red Ⓟ indicator light in the instrument cluster display will turn on→ ⚠.
6. Release the brake.
7. Exit the vehicle → ⚠. Pay attention to other road users.
8. Take all vehicle keys with you and lock the vehicle.

**⚠ WARNING**

Parking the vehicle incorrectly can result in the vehicle rolling, even on slight downhill slopes. Accidents and serious or fatal injuries could result.

- Before exiting the vehicle, make sure the electronic parking brake is activated and the red warning light Ⓟ comes on in the Volkswagen Digital Cockpit display once the ignition has been switched off.
- When parking the vehicle, always follow the steps in the specified order.

**⚠ WARNING**

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

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

## Parking spaces and surroundings

To avoid damage and dangerous situations, always park the vehicle in a suitable parking area.

***NOTICE***

The vehicle can slip on uneven, loose, slippery or icy surfaces and may not be able to be safely held despite the electronic parking brake being switched on. This can result in damage to the vehicle.

- Always park the vehicle on level and suitable ground.

***NOTICE***

Vehicle components that are low to the ground, such as the bumpers, spoilers, and parts of the suspension, may collide with objects protruding up from the ground when they are driven over. The vehicle can be damaged.

- Drive carefully over driveways, ramps, curbs and fixed barriers, as well as when driving through dips.

### Rear seat reminder

The function depends on the vehicle equipment.

If the ignition is switched off, a message appears in the Infotainment system to remind you not to leave behind passengers in the rear seats →⚠.

If a rear door was used prior to driving, a message will also be displayed in the instrument cluster and a warning tone will sound if necessary. The warning tone can be activated and deactivated in the vehicle settings in the Infotainment system.

Rear seat reminder muted.

## Electronic parking brake

The electronic parking brake secures the parked vehicle to prevent it rolling away. It can be used to brake the vehicle in an emergency.

### Switching on



Fig. 1 In the center console: button for the electronic parking brake.

1. When the vehicle is stationary, pull and hold the Ⓟ button for the electronic parking brake →*fig. 1*.

Ⓟ If the electronic parking brake is switched on, the red warning light comes on in the digital instrument cluster.

The yellow indicator light in the Ⓟ button comes on →*fig. 1*.

### Switching off

1. Switch the ignition on.
2. Press the brake pedal and press the Ⓟ button.

   The indicator light in the Ⓟ button and the red warning light Ⓟ in the digital instrument cluster turn off.

### Automatic switch-on if you leave the vehicle incorrectly

On vehicles with an automatic transmission, if the system detects that the vehicle has been exited improperly, it can switch on the electronic parking brake automatically →⚠.

**⚠ WARNING**

Parking the vehicle incorrectly can result in the vehicle rolling, even on slight downhill slopes. Accidents and serious or fatal injuries could result.

- When parking the vehicle, always follow the steps of the parking procedure in the specified order *(→ Parking)*.

- Before exiting the vehicle, make sure the electronic parking brake is activated and the red warning light Ⓟ in the digital instrument cluster comes on after switching off the ignition.

## Automatic switch-off when starting to drive

If a gear is engaged when the driver door is closed and the accelerator pedal is pressed, the electronic parking brake will release automatically when driving off →⚠.

**⚠ WARNING**

If the accelerator pedal is accidentally pressed when the electronic parking brake is activated, this may release the electronic parking brake. The vehicle will start moving. Accidents and serious injuries could result.

- If the vehicle is to remain stationary, do not press the accelerator pedal when the engine is running and a gear is engaged.

## Starting on slopes with an increased vehicle weight

If a higher engine output is required when driving off on a slope, the electronic parking brake can be automatically deactivated for a maximum of up to 30 seconds by pulling the Ⓟ button.

This makes it easier to drive away in trailer mode.

1. Select a gear.
2. Pull the Ⓟ switch.
3. Press the accelerator pedal.
4. If there is sufficient engine power, release the Ⓟ button.

   The electronic parking brake is disengaged.

## Holding force on large gradients

If the gradient of the parking area is too large, the vehicle may not be permanently held.

Ⓟ The warning light in the digital instrument cluster display blinks red and a message is displayed.

1. Park the vehicle in a different parking space with a lower gradient.

The vehicle is not held securely in place until the Ⓟ indicator light stays on.

## Deactivating the anti-roll function

In certain situations, e.g. for towing or in a car wash, the vehicle must remain able to roll and the electronic parking brake must not switch on automatically. To achieve this, the anti-roll function can be temporarily deactivated in the N selector lever position →ⓘ.

Requirements

✓ Vehicle is stationary.

✓ The ignition is switched on.

✓ The electronic parking brake has been switched off.

1. Press the brake pedal.
2. Put the vehicle in neutral N.
3. Confirm the Anti-roll function deactivated. message in the Infotainment system.
4. To reactivate the anti-roll function, press the brake pedal and engage a gear.

Or: switch the ignition off and on again.

The automatic message when selecting neutral N can be deactivated in the vehicle settings in the Infotainment system. The anti-roll function can also be deactivated in this menu.

**NOTICE**

If the electronic parking brake switches on automatically in a car wash or during towing, this could cause damage to the vehicle.

- Deactivate the anti-roll function in these situations.
- Leave the remote control vehicle key in the vehicle. Otherwise, the ignition will switch off automatically and the anti-roll function will be activated again.

### Driving through a car wash

— Automatic transmission: To prevent the electronic parking brake automatically engaging, deactivate the anti-roll function in the Infotainment system.

### Emergency braking function

Only use the emergency braking function in an emergency, if the vehicle cannot be stopped using the brake pedal→ ⚠.

1. Pull and hold the Ⓟ switch.

   The vehicle will brake abruptly. A warning chime will also sound at the same time.

   The electronic parking brake is activated when the vehicle is stationary.

**WARNING**

The electronic parking brake is not designed for braking the vehicle, as doing so increases the braking distance. This could result in accidents and serious or fatal injuries.

- Always use the brake pedal to brake the vehicle and never the electronic parking brake unless it is an emergency.

Noises can be heard when you switch the electronic parking brake on of off. This may also occur during an automatic check.

## Troubleshooting

### Electronic parking brake malfunction

The red Ⓘ warning light comes on. A message is displayed.

There is a system malfunction. The electronic parking brake is not fully closed.

STOP Do not continue driving!

1. Switch the ignition off and back on again.
2. Pull the Ⓟ button again.

   If the red warning light Ⓟ comes on in the digital instrument cluster without an additional warning light, the vehicle is safely parked.

The Ⓘ Red Warning Light Remains Lit

1. STOP Do not continue driving!
2. Park the vehicle on level ground, where possible, and engage the parking lock P to prevent it from rolling away.
3. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

### Electronic parking brake malfunction

The yellow warning light comes on continuously. A message is displayed.

There is a system malfunction.

1. Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

### / electronic parking brake button malfunction

If the electronic parking brake button is pressed, the red indicator light will flash and the yellow warning light will come on continuously.

The button may be faulty or is pulled for more than 30 seconds on a large uphill gradient.

1. If the button has been pulled for an extended period of time on an uphill gradient, press the brake pedal, release the button and switch the ignition off and on again.
2. To park the vehicle, switch on the electronic parking brake again if necessary, and check whether the indicator light comes on continuously.

   Or: to prevent the vehicle from rolling away, engage the parking lock P.
3. If there is a faulty button, contact a suitably qualified professional for assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

### The electronic parking brake is working, but does not switch off

— The 12 V vehicle battery is drained *(→ Jump-starting)*.

## Exit warning system

The exit warning system gives a warning when opening doors if other road users are approaching from behind.

### How it works




Fig. 1 In the outside mirror housing: display of the exit warning system (general example).

Radar sensors behind the rear bumper cover monitor the area behind the vehicle. If the vehicle is being approached by a cyclist, for example, the indicator lights in the outside mirror housing light up yellow → *fig. 1*. When the door is opened, the indicator lights will flash momentarily and a warning signal will sound →.

**WARNING**

The exit warning system is not a replacement for the driver's attention and works only within the system limitations. The indicator may not light up or may not light up in time in response to stationary, slow-moving or rapidly approaching objects. If you do not take care, there is a risk of accidents and serious injuries.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- When opening the doors, pay attention to the vehicle environment, e.g. pedestrians and cyclists.

### Requirements

✓ Vehicle is stationary.

✓ Function was switched on in the Infotainment system.

The exit warning system is active for about 3 minutes after the door is unlocked and opened for the first time or the ignition has been switched off after driving.

1. To reactivate the function after 3 minutes, switch the ignition back on.

### Switching on and off

Depending on the country, the exit warning system always switches on after the ignition is switched on.

1. Tap the P function key in the Infotainment system.

   The menu for parking systems is opened.
2. Tap the Settings function key.
3. Switch the exit warning system on or off.

The exit warning system can also switched on or off in the vehicle settings *(→ Vehicle settings menu)*.

Depending on the country, this setting can be saved in the driver personalization user profiles and can be changed automatically when the user account is switched.

### Driving with a trailer

If a trailer is electrically connected to a factory-installed trailer hitch, the exit warning system is deactivated. After disconnecting the electric trailer connection, the exit warning system is activated again automatically.

If the trailer hitch was not installed at the factory, the exit warning system must be activated and deactivated manually.

## Auto Hold

Auto Hold secures the vehicle from rolling away when it is stationary, without having to hold the vehicle with the brake pedal.

### Requirements

✓ The driver door must be closed.

✓ The engine must be stopped.

✓ Selector lever position D, R, S or P has been engaged.

With the transmission in neutral position, Auto Hold does not switch on or off. The vehicle will not be held automatically →⚠.

### Switching on

1. Open the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.
2. Open the Brakes menu.
3. Switch on Auto Hold.

   Auto Hold is ready to use, but the vehicle may not be kept stationary→ ⚠.

AUTO HOLD The grey indicator light in the digital instrument cluster comes on.

Auto Hold remains switched on after the ignition is turned on again.

### Keeping the vehicle stationary using Auto Hold

1. When Auto Hold is switched on, bring the vehicle to a stop using the brakes.
2. Release the brake →⚠.

   The vehicle is kept stationary.

AUTO HOLD The green indicator light in the digital instrument cluster comes on.

The hold on the vehicle will end when the vehicle starts to drive or the requirements for Auto Hold are not met.

### Switching off

1. Open the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.
2. Open the Brakes menu.
3. Switch off Auto Hold.

If you press the brake pedal when switching off Auto Hold, the electronic parking brake will not switch on automatically →⚠.

Auto Hold can be added as a quick access feature in theControl Center of the Infotainment system *(→ Overview of Infotainment system)*.

**⚠ WARNING**

Auto Hold is not a replacement for the driver's attention and works only within the system limitations. The vehicle cannot be secured in every single situation, for example on inclines or slippery ground. If you do not take care, there is a risk of accidents and serious injuries.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Make sure the green indicator light for Auto Hold in the digital instrument cluster display comes on if the vehicle is to be kept stationary.
- Never exit the vehicle when the engine is running, even if Auto Hold is switched on.

**NOTICE**

In car washes where the vehicle is pulled, the wheels may lock if Auto Hold is switched on. This can cause damage to the vehicle and the car wash.

- Switch off Auto Hold before going through a car wash.

## Safety instructions

### Sensor and camera boundaries

Various sensors and cameras that detect the vehicle surroundings ultrasonically, by radar waves, and visually are located on and in the vehicle. The various parking systems use different combinations of sensors. All sensors have technical and physical limits →⚠:

— In some situations, some objects may not be detected, e.g. trailer draw bars, narrow poles, fences, posts, and trees, extremely low or high obstacles, or trunk lids that are opening or already open →ⓘ.

— The parking system coverage areas have “blind” spots in their range where they cannot detect people and objects.

— Dirt, ice, or water on the sensors and cameras may be detected as obstacles or prevent the detection of objects in some cases. In addition to dirt and snow, soap residue or other coatings can also impair the sensor range *(→ Vehicle care exterior)*.

— External noises and certain surfaces on objects and clothing can affect the sensor signals. In some situations, people and objects may not be detected or may be detected incorrectly.

— Certain objects, such as small posts or grating, cannot be shown or cannot be adequately shown due to the resolution of the screen and if there is insufficient lighting.

— The cameras only show two-dimensional images on the screen. Due to the lack of depth of field, it may be difficult or impossible to identify protruding objects or recesses in the road.

**⚠ WARNING**

The parking systems cannot replace the driver's attention and can only operate within the limitations of the system. The parking systems cannot detect all driving situations and may not react, or may react with a delay, or may react in a way that is not desired. If you are careless, there is a risk of accidents, serious injuries and death.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Always keep an eye on the driving direction and the vehicle surroundings.
- When parking, pay particular attention to small children, animals and objects.
- Do not allow the parking system's display to distract you from the traffic around you.
- Bear in mind that the parking system may not react if the vehicle approaches too quickly and will not issue a warning.
- Always adapt your speed and driving style to the visibility, weather, road and traffic conditions.

**ⓘ *NOTICE***

When you maneuver in a parking space without a curb, the vehicle may be damaged by obstacles.

- Keep a safe distance of approx. 50 cm(around 20 in) from walls and buildings.

Volkswagen recommends practicing with the parking systems in a location or parking space with no traffic in order to become acquainted with the functions.

## Requirements

### General information

So that the sensors and cameras can detect the area surrounding the vehicle as well as possible and display this image on the Infotainment system screen, the following requirements must be met.

✓ The doors and trunk lid are closed.

✓ The outside mirrors must not be folded in.

✓ Sensors or cameras are not covered by attachments, e.g. bicycle rack systems, or license plate holders with decorative frames. The decorative license plate holder must not protrude at the sides or bottom.

✓ The vehicle must be on level ground.

✓ The vehicle must not be loaded primarily in the rear or on one side.

✓ Engine is running.

✓ Braking assistance systems such as ESC or ASR are switched on.
✓ The length and width of the parking space must be larger than the vehicle measurements and provide enough space to maneuver.

If you use any other functions in the Infotainment system while you are parking, the parking function and its warning chimes will be deactivated. This does not apply when the reverse gear is engaged. The parking function cannot be deactivated in this case.

The use of parking systems, e.g. with camera assistance, may not be allowed in some countries and regions according to legal provisions.

# Automatic braking intervention

The automatic braking function of the parking system helps to avoid collisions once an obstacle is detected.

## Parking systems with braking support

Depending on the vehicle equipment, the vehicle has parking systems with a maneuvering and/or emergency braking function →⚠.

**⚠ WARNING**

Automatic braking support is not a replacement for the driver's attention and works only within the system limitations. In some driving situations, the automatic braking support may be limited or may intervene in a way that is not desired or may not engage at all. If you are careless, there is a risk of accidents, serious injuries and death.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- In a hazardous situation, apply the brakes using the brake pedal before encountering an obstacle.
- React quickly to parking system warnings, e.g. Park Distance Control.

## When is automatic braking available?

✓ A parking system has been activated by the driver.
✓ Park Distance Control: Maneuver braking is activated in the Infotainment system.
✓ When maneuvering, the vehicle is not driving faster than approx. 10 km/h (approx. 6 mph).

## What happens during an automatic braking intervention?

The vehicle brakes to a stop and is kept stationary for around two seconds.

Automatic braking by the maneuver braking function. Stop the vehicle with the brake pedal!

Automatic braking intervention by Rear Traffic Alert. Stop the vehicle with the brake pedal!

Depending on the vehicle equipment, a message may be shown in the Infotainment system or in the digital instrument cluster display.

If Park Assist Plus or Park Assist Plus with memory function initiates automatic braking, the vehicle will brake to a stop and will be held in place by the electronic parking brake. The parking process is canceled and must be restarted.

## Maneuver braking for Park Distance Control

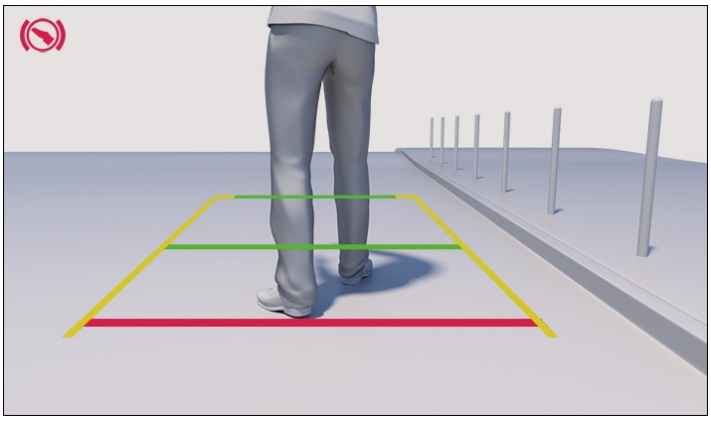


Fig. 1 Infotainment system: Obstacle detection by the Rear View Camera system.

The maneuver braking is automatically switched on each time the ignition is switched on.

Depending on the vehicle equipment, the Rear View Camera system may be able to detect pedestrians in particular in the rear area and trigger braking support → *fig. 1*. The function is available with Park Distance Control activated or when reverse gear is engaged.

Maneuver braking can be temporarily deactivated in the Park Distance Control settings in the Infotainment system.

Maneuver braking deactivated.

If Park Distance Control has activated automatically when driving forward, automatic braking does not take place in the front area *(→ Park Distance Control (PDC))*.

After braking support, maneuver braking may be inactive for a short distance or may only be ready for operation after a change of driving direction. Drive carefully for the first few meters, e.g. in case of further obstacles in the vicinity.

### Additional information

Switch the parking system off temporarily if automatic braking support happens too frequently or when undesired and maneuver the vehicle carefully, for example when driving off-road or parking in your garage.

Following a Rear Traffic Alert emergency braking intervention, it will take approx. 10 seconds before automatic braking support can occur again.

### Driving with a trailer

If a trailer is connected electrically, the automatic braking support in the rear area is deactivated.

If the trailer hitch was not installed at the factory, the parking system must be manually deactivated when towing a trailer.

## Troubleshooting

### The parking system is functioning differently than expected

— The requirements for the parking system are not met *(→ Parking systems)*.

— The sensors or camera may be dirty or covered with ice *(→ Vehicle care exterior)* →.

— Sources of noise interfere with the ultrasonic signal, e.g. driving over cobblestones→.

— The vehicle may be damaged in the radar sensor area, for example, due to parking barriers or an accident→.

— There may have been changes to the paint or vehicle structure in the area where the sensors or camera are located, for example on the front of the vehicle or the suspension →.

— The areas detected by the sensors or camera may be blocked by accessories such as bicycle racks.

Fault displays

1. Note any messages in the digital instrument cluster display and in the Infotainment system.

**NOTICE**

If the parking system is used despite a malfunction of the sensors or cameras or a limitation of the detection ranges, damage to the vehicle may occur.

- Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility in the event of a parking system malfunction. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

### Parking Function Screen Not Displayed Following Activation

The parking system has been switched on or activated, yet the display in the Infotainment system does not change to the function-specific screen, e.g. segment display for Park Distance Control, camera display during Park Assist.

1. Switch the parking system off and on again.
2. If the screen is still not displayed, a system malfunction has occurred. Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

### Exit warning system or Rear Traffic Alert malfunction

The exit warning system or Rear Traffic Alert has been deactivated. An error message is displayed.

1. Check the sensors on the vehicle for damage or dirt.
2. If the problem persists, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

## Introduction

Park Distance Control assists the driver when parking and warns if there are obstacles.

### How it works

Using ultrasonic sensors, Park Distance Control detects the distance between the vehicle and an obstacle.

The Park Distance Control warns you of a collision via colored segments on the screen of the Infotainment system and via warning chimes → *fig. 1*, →.

If the driver does not respond to an approaching obstacle, automatic braking support may kick in *(→ Automatic braking support)*.

**WARNING**

The Park Distance Control is not a replacement for the driver's attention and works only within the system limitations. Park Distance Control might not be able to detect some obstacles and may not react, may react late, or may react in a way that is undesired. If you do not take care, there is a risk of accidents and serious injuries.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- React quickly to the Park Distance Control visual warnings and chimes.
- Apply the brakes using the brake pedal before encountering an obstacle.

**NOTICE**

The system will only provide visual and audible warnings for obstacles within the vehicle's path. The collision area has been reached, at the latest, when the second to last segment is displayed in the Park Distance Control screen or a continuous warning tone sounds. There is a risk of damage to the vehicle.

- Always brake the vehicle in good time before encountering an obstacle.

**NOTICE**

Depending on the vehicle equipment, distances to obstacles in the side areas are also displayed. Any obstacles that enter these areas from the outside are not displayed. The vehicle may be damaged in this instance.

- In order to fully scan and display the side areas, move the vehicle a few meters forwards or backwards.

### Screen display

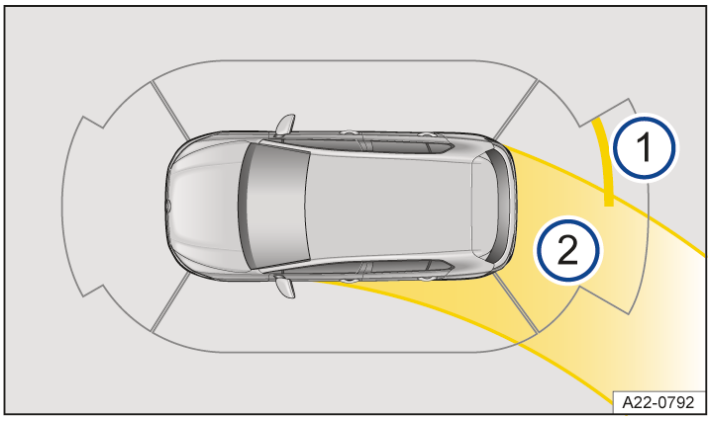



Fig. 1 Infotainment system: Display of Park Distance Control (general example).

(1) Obstacle detection.

(2) Steering lock.

Red section of the image: nearby obstacle. The vehicle is at risk. Brake!

Yellow section of the image: obstacle in the path of the vehicle. The vehicle is at risk. Steer around the obstacle.

Grey section of the image: obstacle outside of the vehicle's path or a malfunction in the sensor area.

Maneuver braking deactivated or malfunctioning.

Mute the warning chimes.

### Park Distance Control settings

1. Tap the P function key in the Infotainment system.
2. Tap Settings.
3. Tap Park Distance Control settings.
4. Select the setting, e.g. automatic activation when driving forward.

## Switching Park Distance Control (PDC) on and off

### Driving with a trailer

If a trailer electrical system is connected, the rear and side sensors of the Park Distance Control are not switched on:

— You are not warned about obstacles.

— The maneuver braking is also deactivated automatically.

You can save some PDC settings, like the volume of the warning chimes, in the driver personalization user profiles. The settings will automatically change when the account is switched.

### Switching on

1. Select the reverse gear.

   Or: Tap the P function key in the Infotainment system. Then tap the or function key.

   Or: The vehicle will roll backward.

### Switching off

1. Disengage an engaged reverse gear.
2. Then tap the home button ▢ or the function key in the top area of the Infotainment system.

   Or: switch on the electronic parking brake.

Park Distance Control also switches off when forward travel becomes faster.

### Automatic activation when driving forward

The function can be activated or deactivated in the Park Distance Control settings in the Infotainment system.

Park Distance Control is activated automatically in the event of an obstacle in the front area, e.g. in dense traffic or when driving into a garage.

1. To close the Park Distance Control screen again, tap the home button▢ or the function key in the Infotainment system.

No automatic braking intervention takes place *(→ Automatic braking support)*.

Automatic activation is available again under following conditions:

— The vehicle has been accelerated to more than approx. 15 km/h(approx. 9 mph) and then the speed has fallen below this again.

Or: the ignition has been switched off and on again.

If an obstacle is detected in front of the vehicle, the Park Distance Control display appears in the Infotainment system. If the vehicle continues to approach the obstacle, a warning chime also sounds.

## Troubleshooting

### ! No sensor range or Park Distance Control malfunction

If a sensor malfunctions, the sensor area is deactivated. The! symbol shows the affected sensor area in the Infotainment system.

If Park Distance Control is malfunctioning, a continuous tone will sound for several seconds when you switch it on. A

message is displayed if necessary.

If necessary, Park Distance Control will be switched off completely and the symbol will be displayed.

1. Check whether the parking system has a malfunction due to external factors *(→ Parking systems)*.
2. Once the source of the issue has been resolved, switch the system on again.
3. If the problem persists, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

### Maneuver braking restricted or not available

A message is displayed.

Automatic braking occurs unexpectedly or does not occur as usual. If the function is switched off, automatic braking does not occur.

1. Check the sensors on the vehicle for damage or dirt and clean them if necessary *(→ Vehicle care exterior)*.
2. Switch the ignition off and back on again.
3. If the problem persists, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

## Introduction

The Rear View Camera system in the rear of the vehicle makes it easier for the driver to see behind the vehicle and assists when parking.

### How it works

The Rear View Camera system shows the area behind the vehicle on the Infotainment system screen. Depending on the mode and vehicle equipment, orientation lines may assist in the view toward the rear →⚠.

If the driver does not respond to an approaching obstacle – in particular, pedestrians in the rear area – automatic braking support may intervene, depending on the vehicle equipment *(→ Automatic braking support)*→⚠.

**⚠ WARNING**

The Rear View Camera system is not a replacement for the driver's attention and works only within the system limitations. Using the camera image to estimate the distance to people or obstacles may not be precise. If you do not take care, there is a risk of accidents and serious injuries.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Bear in mind that camera lenses can enlarge and distort the field of vision.

The orientation lines superimposed on the camera image are shown by the system regardless of the vehicle's surroundings. The driver must evaluate whether the vehicle will fit in the parking space.

If a trailer is connected to the factory-installed trailer hitch, all orientation lines for the rear area are hidden in the camera image.

If a camera is installed in the trunk lid, the orientation lines are also hidden if the trunk lid is open.

# Switching the Rear View Camera system on and off

## Switching on

1. Select the reverse gear.

   Or: tap the P function key and then in the Infotainment system.

## Switching off

1. Disengage an engaged reverse gear.
2. Tap the home button or the function key in the top area of the Infotainment system.

The Rear View Camera system also switches off when forward travel becomes faster.

# Parking (Rear View Camera system with parking mode selection)

## Screen display

Perpendicular parking: Guide lines help when parking in reverse perpendicular to the road.

Cross traffic: Depiction of the area behind the vehicle and the areas to the side of the vehicle at a wide angle.

Trailer or terrain assistance: Depiction of the area immediately behind the vehicle with a high zoom factor and guide lines (depending on the vehicle equipment).

Red line: Boundary or safety distance from the vehicle.

Yellow lines: the vehicle's path based on the steering angle.

Green horizontal lines: Boundaries.

Zoom into the image.

Clean the Rear View Camera system.

## Parking mode: Parking perpendicular to the road

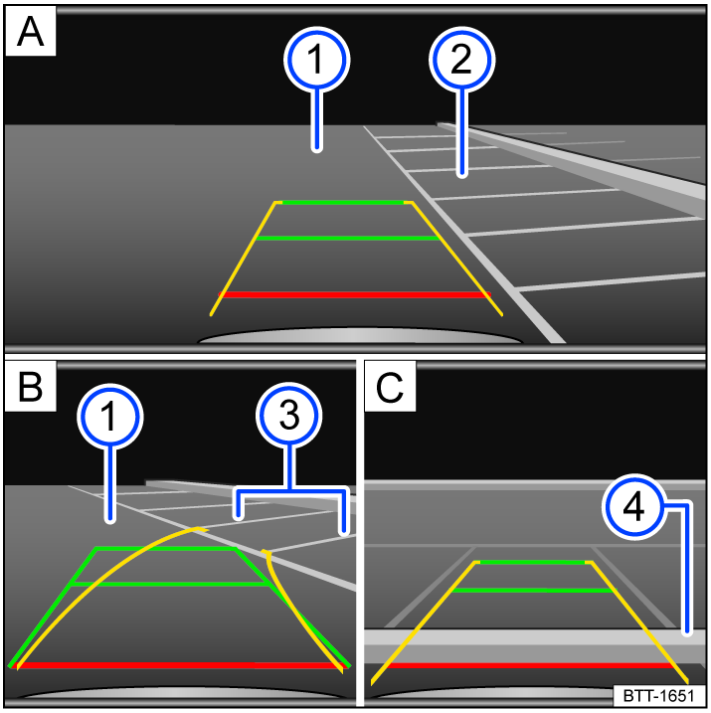



Fig. 1 Infotainment system: Parking perpendicular to the road.

(A) Searching for a parking space.

(B) Steering toward the selected parking space.

(C) Aligning the vehicle within the parking space.

(1) Road surface.

(2) Parking space.

(3) Side boundary of the parking space.

(4) Rear boundary of the parking space.

1. Before driving past the selected parking space, tap the P function key for the parking menu.
2. Tap the function key.
3. To select the parking mode, tap the function key in the Infotainment system.
4. Position your vehicle in front of the parking space → *fig. 1* A (2).
5. Steer the vehicle so that the yellow lines lead into the parking space. The green and yellow lines must align with the side boundary lines → *fig. 1* B (3).
6. Stop when the red line reaches the rear boundary → *fig. 1* C (4).

### Parking mode: Trailer support

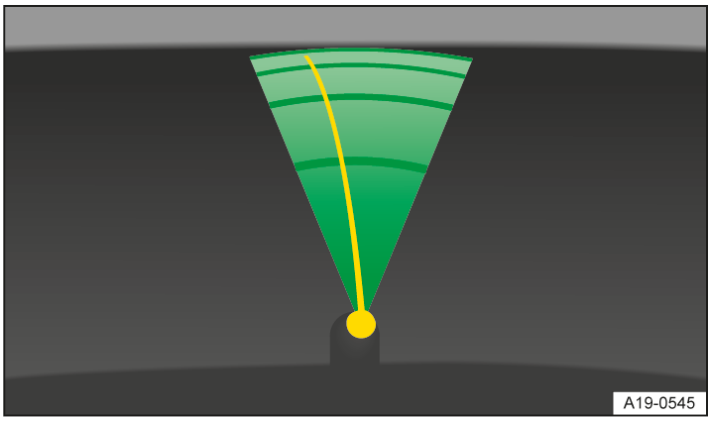



Fig. 2 Infotainment system: Trailer support.

On vehicles with a trailer hitch installed at the factory, trailer support can be used for assistance when attaching the trailer to a draw bar.

1. To select the parking mode, tap the function key.

The Rear View Camera system shows the vehicle's trailer hitch in the lower part of the image. Colored guide lines help you with the maneuvering process → *fig. 2*.

Green lines: distance to the trailer hitch.

Orange line: predicted direction of the trailer hitch based on the steering wheel angle.

## Troubleshooting

### Malfunction of Camera Image of the Rear View Camera System

The camera image is unclear, “flickering” or has been disabled.

A technical malfunction may have occurred.

In the event of a malfunction in image recognition, the automatic braking intervention of the maneuver braking in the rear area may be limited or not possible.

1. In the event of an unclear camera image, clean the Rear View Camera system *(→ Vehicle care exterior)*.
2. If the problem persists, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service

Facility.

# Introduction

The Area View function can display the entire vehicle surroundings in real time. This function helps you recognize obstacles in good time in situations where there might be blind spots.

## How it works

The Area View displays the vehicle surroundings with the aid of multiple cameras, e.g. the Rear View Camera system, front camera and in the outside mirrors →⚠.

**⚠ WARNING**

Area View is not a replacement for the driver's attention and works only within the system limitations. Using the camera image to estimate the distance to people or obstacles may not be precise. If you do not take care, there is a risk of accidents and serious injuries.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Bear in mind that camera lenses can enlarge and distort the field of vision.

# Switching on and off

## Switching on

1. Tap the Ⓟ function key in the Infotainment system and then ▭.

   Or: Engage reverse gear.

## Switching off

1. Disengage an engaged reverse gear.
2. Tap the home button ▢ or the Ⓟ function key in the top area of the Infotainment system.

Area View also switches off when forward travel becomes faster.

# Changing the camera perspective

## Sections of the screen

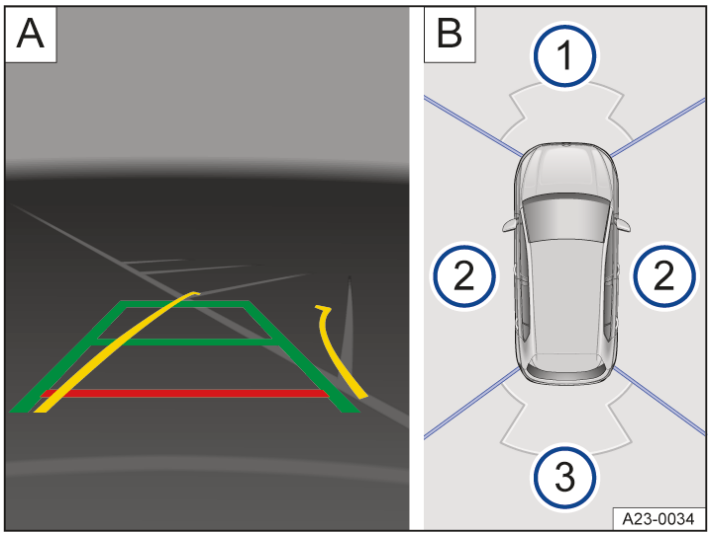



Fig. 1 Infotainment system: Area View with "Perpendicular parking mode" camera image (general example).

(A) Camera image.
(B) Bird's eye view with selectable sections of the screen.
(1) Screen area for the front camera image.
(2) Screen area for the camera image of both sides of the vehicle.
(3) Screen area for the rear camera image.

Two sections of the screen will be shown in the Infotainment system→ *fig. 1*:

1. To display the preferred camera image on the left→ *fig. 1* A, tap the front, rear or side screen area on the right → *fig. 1* B.

## Change screen display

Depending on the selected camera image, other displays of the surroundings on the screen are possible.

1. Tap the corresponding function key at the edge of the screen.

Front perpendicular parking.

Guide lines help when parking forwards perpendicular to the road.

Front cross traffic.

Area in front of the vehicle with a wide angle.

Rear perpendicular parking.

Guide lines help when parking in reverse perpendicular to the road.

Rear cross traffic.

Area behind the vehicle with a wide angle.

Switch to trailer or off-road support(depending on the country).

### Other screen displays

Red line: Boundary or safety distance from the vehicle.

Yellow lines: the vehicle's path based on the steering angle.

Green horizontal lines: Boundaries.

Zoom into the image.

Clean the Rear View Camera system.

### Top view of vehicle

1. In the *→ fig. 1* (B) section of the screen, tap on the vehicle graphic.

   All the areas around the vehicle are displayed in a large screen view.

## Troubleshooting

Take note of the information regarding troubleshooting for the Rear View Camera system *(→ Area View)*.

# Introduction

Park Assist (Park Assist Plus) detects a suitable parking space and automatically maneuvers the vehicle during the parking process.

## How it works

Park Assist Plus steers, controls the gears and accelerates and brakes the vehicle→ⓘ, →⚠.

Available functions

— Displaying suitable parking spaces in the Infotainment system.

— Loading a new parking space selection into the Infotainment system.

— Driving into a suitable parallel parking space or parking bay.

— Parking maneuver to exit a suitable parallel parking space. Perpendicular parking spaces are not supported.

The driver should continuously monitor the area surrounding the vehicle→⚠. Automatic braking support may intervene if there are obstacles in the vehicle's path or in dangerous situations *(→ Automatic braking support)*.

Automatic, hands-free parking with park assist plus may be prohibited or restricted in some countries or regions. Follow the legal regulations.

The speed when driving past the parking space should be as follows: forparking spaces parallel to the road, maximum approx. 40 km/h (approx. 25 mph), and forparking spaces across the road, maximum approx. 20 km/h (approx. 12 mph).

Park Assist Plus is not available in fast-moving traffic above approx. 50 km/h(approx. 32 mph) for safety reasons.

## Driving with a trailer

Park Assist Plus cannot be activated if a trailer is connected to the electrical system.

If the trailer hitch was not installed at the factory, Park Assist Plus must be manually deactivated.

**⚠ WARNING**

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

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- In a hazardous situation, apply the brakes using the brake pedal.
- Only drive the vehicle into the parking space if you possess a valid driving license.
- Abide by the traffic regulations in the relevant country.
- Do not leave the driver seat during the parking process.
- Do not park in parking spaces which do not have structural boundaries, e.g. near the water's edge or near inclines with no structural separation.

**⚠ WARNING**

The system only has limited reactions to quickly changing environmental conditions. This can result in collisions with other road users, damage to the vehicle and serious or fatal injuries.

- Do not use the parking system in fast-moving traffic.
- Always maintain a distance of at least one vehicle's length from junctions.
- Do not park on the side of oncoming traffic or across several lanes.

**WARNING**

During automatic parking, the vehicle may swing out or turn into oncoming traffic. Accidents and serious or fatal injuries could result.

- Pay close attention to the parking process and the traffic and brake the vehicle if necessary.

**WARNING**

If the road is icy, the parking process cannot be properly carried out and the vehicle may slide away. This could lead to accidents and damage to the vehicle.

- Do not use Park Assist Plus to park on slippery or icy roads.

*NOTICE*

Park Assist Plus may suggest parking spaces that are not suitable for the parking process due to the absence of a boundary or presence of intrusive adjacent objects. This can result in vehicle damage.

- Do not park next to overhanging objects, e.g. cargo bays, parked trailers, or beneath hanging objects.
- Pay particular attention to the parking process in parking garages if the parking space is bordered by pillars.

Park Assist Plus may not be available in some regions of the same country for technical reasons.

— Pay attention to the display in the Infotainment system.

## Searching for parking spaces

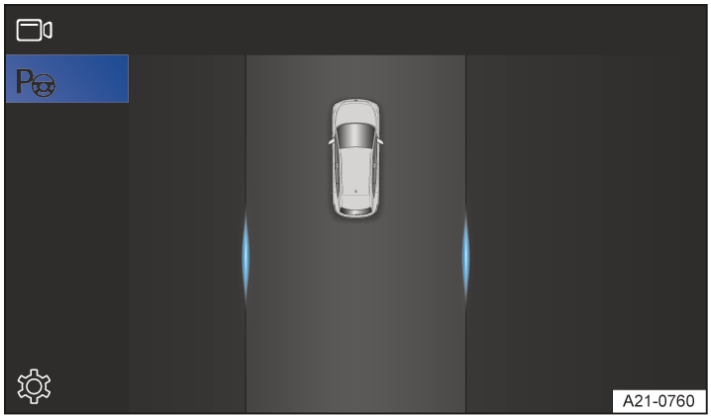



Fig. 1 Infotainment system: Park Assist Plus search drive (general example).




Fig. 2 Infotainment system: number of detected parking spaces (red digit).

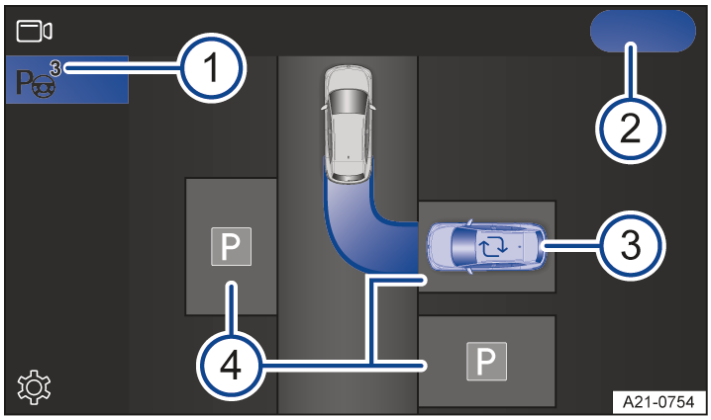



Fig. 3 Infotainment system: selecting a parking space (general example).

1. Number of parking spaces.
2. Start the parking process.
3. Selected preferred parking space (blue vehicle).
   Symbol ⟳: load new parking space selection.
4. Available parking spaces.

## Available parking mode

The following parking modes are displayed with the parking spaces arranged horizontally or vertically in the Infotainment system:

— Cross parking driving forward.

— Cross parking in reverse.

— Parallel parking in reverse.

## Searching for parking spaces

1. While paying attention to traffic around your vehicle, drive slowly past a row of parked vehicles.

   Park Assist Plus will automatically look for possible parking spaces.

   The number of detected parking spaces is displayed on the P function key or for Park Assist Plus → *fig. 2*.
2. To switch to Park Assist Plus, tap P.

   Park Assist Plus indicates a preferred parking space with a blue vehicle graphic → *fig. 3* (3).
3. Come to a complete stop and press and hold the brake pedal.

## Changing parking spaces

If multiple parking spaces have been detected along the road, you can switch to another parking space.

1. Tap the desired parking space on the Infotainment system screen → *fig. 3* (4).

   A new preferred parking space (blue vehicle) is displayed.

## Loading new parking spaces selection

1. If present, tap the ↻ symbol → *fig. 3* (3).

   A new parking view is displayed.

Park Assist Plus can be activated subsequently. If you drive past a suitable parking space, this will be indicated.

## Driving into parking spaces

Requirements

✓ Park Assist Plus has been activated.

✓ A parking space has been found and selected.

✓ The vehicle is in the starting position and its path is highlighted in blue in the Infotainment system.

### Driving into parking spaces

1. Stop the vehicle with the brake pedal.
2. Tap Start in the Infotainment system.

   The process of driving into a parking space starts.

   The P symbol and a message are displayed in the Infotainment system → ⚠.
3. Pay attention to further displays in the Infotainment system.

   If necessary, Park Assist Plus can change the direction of travel independently.
4. At the end of a parking maneuver, always wait until Park Assist Plus has completed all rotational movements of the steering wheel in order to achieve an optimum parking result → ⚠.

   When the process of driving into a parking space is finished, a message will appear in the Infotainment system and a chime will sound.

   The electronic parking brake is switched on.

   The parking lock P is engaged automatically.

**⚠ WARNING**

During maneuvering, the steering wheel turns quickly. Interfering with the steering wheel can result in serious injury.

- Do not take over the steering until the system prompts you to do so.
- Take over the steering in dangerous situations.

The lane shown on the Infotainment system during a parking process is a general example. It does not correspond to the actual parking process with Park Assist.

### Assistance during a parking attempt

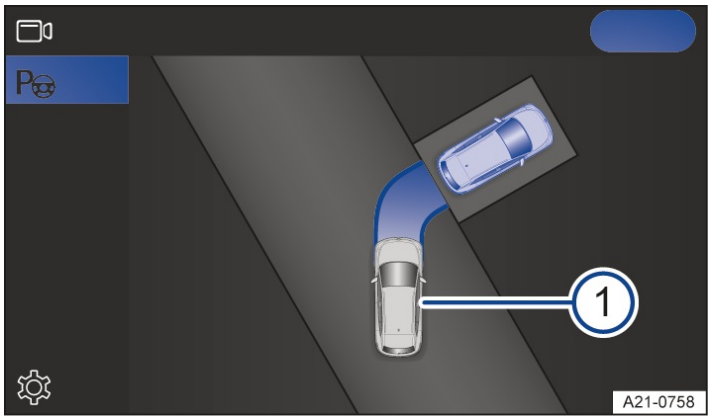



Fig. 1 Infotainment system: taking over the parking process from the driver.

(1) Vehicle “during” a parking attempt.

In difficult parking situations where an “attempt” at parking has already been made, Park Assist Plus can take over the parking process and guide the vehicle into the parking space → *fig. 1*.

Requirements

✓ Park Assist Plus is not activated.

✓ The vehicle has been driven forward or backward into a parking space.

1. Stop the vehicle with the brake pedal.

   In the Infotainment system, the P function key indicates a detected parking space.
2. To switch to Park Assist Plus, tap the P function key.
3. To start the parking process, tap START on the Park Assist Plus screen.
4. Pay attention to the displays in the Infotainment system.

You can reduce the speed when automatic parking by operating the brake pedal.

In parking spaces on gradients, the steering wheel is automatically turned at the end of the parking process to turn the wheels and secure the vehicle against rolling.

## Exiting a parking space

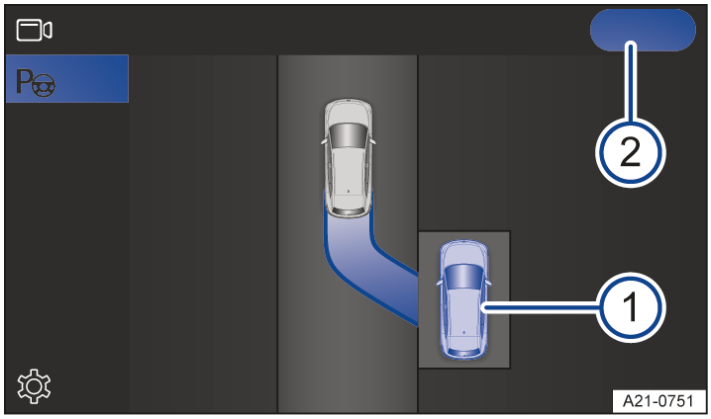



Fig. 1 Infotainment system: starting the exiting procedure (general example).

(1) Vehicle in a parallel parking space.

(2) Function key to start the exiting procedure.

1. Start the engine.
2. Press and hold the brake pedal.
3. Activate Park Assist Plus.
4. Activate the turn signal for the side of the road where the vehicle should drive out of the parking space.
5. Tap Start on the Infotainment system screen → *fig. 1* (2).

   The parking maneuver to exit the space starts.

   The symbol and a message are displayed in the Infotainment system.
6. Pay attention to further displays in the Infotainment system.

   The vehicle stops after a few meters. The end of the exiting procedure is signaled by a message and a chime.

   The parking system does not maneuver the vehicle further to the lane.
7. Resume control of the vehicle and fully exit the parking space in the direction of travel → ⚠.

The lane displayed in the Infotainment system is a general example. It does not correspond to the actual parking process.

**⚠ WARNING**

When you maneuver out of a parking space, there is a danger of pulling into moving traffic. Accidents and serious or fatal injuries may occur.

- Only drive the vehicle out of the parking space when the traffic situation allows it.

**⚠ WARNING**

Park Assist Plus does not support pulling out of perpendicular parking spaces because obstacles in road traffic cannot be detected fully. There is a risk of accidents and serious injuries.

- Pull out of a perpendicular parking space yourself and pay attention to the traffic situation.

## Park Assist Plus has been deactivated or canceled

The parking system has been deactivated or has malfunctioned. The warning light and a message are displayed in the Infotainment system.

1. After automatic braking support or after the end of the parking process, Park Assist Plus will be deactivated. Resume control of the vehicle if necessary.

   Or: if there is a fault, note the message, e.g.Trailer detected, and restart Park Assist Plus.

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

## After a wheel change, Park Assist (Park Assist Plus) parks inaccurately

If, after a wheel change, Park Assist Plus parks inaccurately, e.g. with an increased or reduced distance from the curb, the system may have to acquire the wheel sizes again.

1. Drive the vehicle over a longer distance, including around bends.

   Park Assist Plus automatically learns the new wheel sizes after an ignition cycle.

# Introduction

Park Assist (Park Assist Plus) with memory function helps drivers to park in parking spaces they frequently use, e.g. garages and driveways. The vehicle automatically maneuvers toward a parking space on a previously saved vehicle path.

## How it works

Park Assist Plus with memory function is an extension of Park Assist (Park Assist Plus).

The parking system uses the front camera to detect the surrounding area and saves the vehicle path to the parking space over a maximum distance of approx. 50 m (approx. 164 ft). Once the parking process has been saved in the Infotainment system, the vehicle can automatically drive the route to or from the parking space.

The driver should continuously monitor the area surrounding the vehicle→⚠.

Automatic braking support may intervene if there are obstacles in the vehicle's path or in dangerous situations *(→ Automatic braking support)*.

Automatic, hands-free parking with Park Assist Plus with memory function may be prohibited or limited in some regions. Use Park Assist Plus with memory function only where permitted by legal provisions.

Requirements

✓ There are geocoordinates available for the vehicle position.

✓ There is enough space to maneuver in. The vehicle may need to move a few meters to reach the calibrated vehicle path.

## Driving with a trailer

Park Assist Plus with memory function cannot be activated if a trailer is connected to the electrical system.

If the trailer hitch was not installed at the factory, Park Assist Plus with memory function must be manually deactivated.

**⚠ WARNING**

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

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- In a hazardous situation, apply the brakes using the brake pedal.
- Only drive the vehicle into the parking space if you possess a valid driving license.
- Abide by the traffic regulations in the relevant country.
- Do not leave the driver seat during the parking process.
- Do not use Park Assist with memory function for parking spaces which do not have structural boundaries, e.g. near the water's edge or near inclines with no structural separation.

**⚠ WARNING**

The system only has limited reactions to quickly changing environmental conditions. This can result in collisions with other road users, damage to the vehicle and serious or fatal injuries.

- Do not use the parking system in fast-moving traffic.
- Always maintain a distance of at least one vehicle's length from junctions.
- Do not park on the side of oncoming traffic or across several lanes.

**WARNING**

During automatic parking, the vehicle may swing out or turn into oncoming traffic. This may lead to vehicle damage and serious or fatal injuries.

- Pay close attention to the parking process and the traffic and brake the vehicle if necessary.

**WARNING**

If the road is icy, the parking process cannot be properly carried out and the vehicle may slide away. This may lead to accidents resulting vehicle damage and serious injuries.

- Do not use Park Assist Plus with memory function to park on slippery or icy roads.

Park Assist Plus may not be available in some regions of the same country for technical reasons.

— Pay attention to the display in the Infotainment system.

## Calibrating the parking process

### Finding a suitable parking space

✓ The parking space is clearly visible and free of obstacles→.

✓ The visibility is good, e.g. there is no heavy rain, fog or snow and it is not dark.

*NOTICE*

If the parking space does not have sufficient distance from curbs or other obstacles, the vehicle could be damaged during the parking process.

- Restart the parking process if Park Distance Control indicates an obstacle with a continuous tone.

### Calibrating driving into a parking space

1. Drive the vehicle to the chosen parking space as usual.
2. Safely park the vehicle.
3. Save the process of driving into a parking space as a parking space in the Infotainment system (version 1 or 2).

Version 1: saving a parking maneuver to enter a space in the menu of the Park Assist Plus with memory function

1. Tap the P function key in the Infotainment system.
2. Tap for Park Assist Plus.
3. Tap for Park Assist Plus with memory function.
4. Tap .
5. Name the function key, assign it your preferred symbol and confirm.

   The parking maneuver to enter the space is saved as a new parking space.

Version 2: saving a parking maneuver to enter a space in the exit menu of the vehicle

When leaving the vehicle, the exit menu is displayed in the Infotainment system.

1. Tap Save parking process.

Further information about teaching the parking maneuver to enter a space:

— Enter the space as evenly as possible.

— Avoid correcting the vehicle path on the last few meters to the parking space.

— Do not turn the steering wheel all the way, do not turn it too quickly and avoid changing direction too often.

To use a name in the Infotainment system rather than geocoordinates, edit the saved parking space in the parking system menu.

### Calibrating the exiting procedure

✓ The vehicle is located in a parking space for which a parking maneuver is saved and available in the Infotainment system.

1. Switch on the ignition and start the engine.
2. Tap the P function key in the Infotainment system.
3. Tap for Park Assist Plus with memory function.
4. Select the saved parking space(parking).

   A message is displayed in the Infotainment system.
5. Drive the vehicle out of the parking space.
6. Confirm the completion of the exiting procedure with the function key in the Infotainment system.

   The exiting procedure is also saved on the current parking space in the menu.

The teach-in procedure will be terminated automatically if the speed is too high or the distance traveled exceeds approx. 25 m (approx. 82 ft).

### Recalibrating the parking process

If you wish to recalibrate the parking process(e.g. to improve the parking result or to approach from a different direction of travel), you should first delete the saved parking space from the menu.

The processes of driving into and out of the space will always be deleted too.

## Displaying and editing parking spaces

### Opening the menu

In the menu for Park Assist Plus with memory function, up to five saved parking processes can be stored as favorites.

1. Tap the P function key in the Infotainment system.
2. Tap for Park Assist Plus with memory function.

### Managing parking spaces

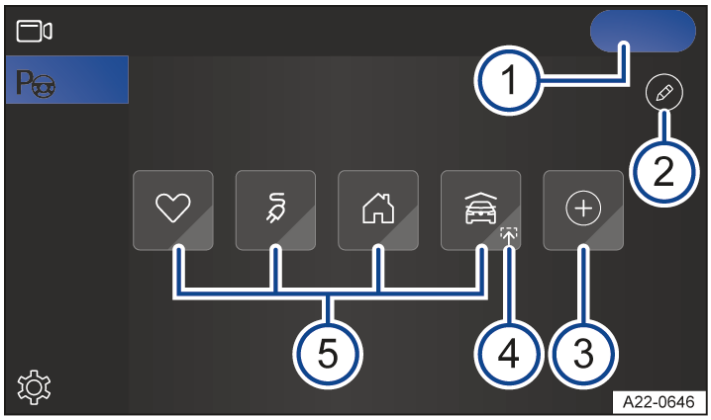



Fig. 1 Infotainment system: menu for Park Assist Plus with memory function.

1. Start the parking process.
2. Edit saved parking spaces.
3. Add last parking process.
4. Parking process available.
5. Maximum of five saved parking spaces.

Editing, sorting and deleting parking spaces

1. Tap → *fig. 1* (3).

   All saved parking spaces can be edited.

2. To rename a parking space or assign it a new symbol, tap on the parking space symbol.

   Or: to sort the parking spaces again, press and hold the function key for a parking space and push it to its new position.

   Or: to delete a parking space, tap on the parking space symbol.

   To delete all parking spaces, tap on the function key for all parking spaces.

## Status of saved parking spaces

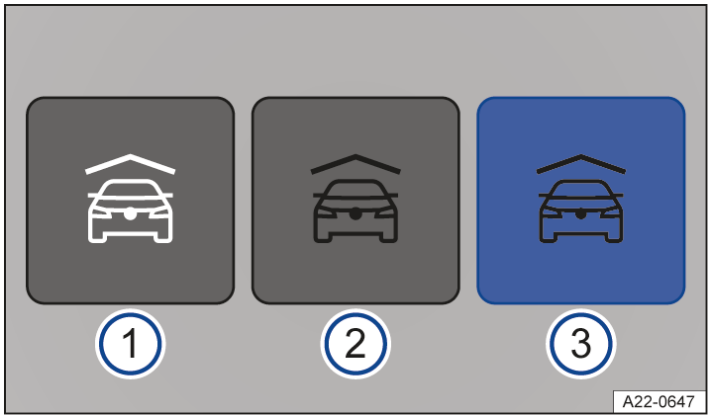



Fig. 2 Infotainment system: parking spaces without navigation.

1. Parking space is not available.
2. Parking space is available.

(3) Automatic parking process selected.

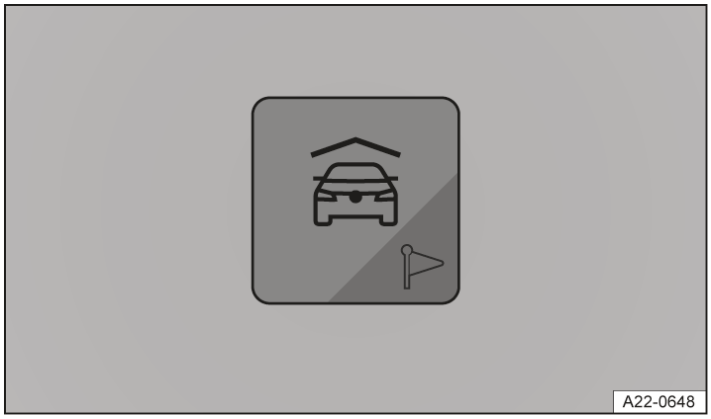



Fig. 3 Infotainment system: parking space with route guidance for navigation (depending on the country).

# Driving into or out of a parking space

## Driving into parking spaces

If the vehicle approaches a saved parking space, a parking maneuver to enter the space is automatically offered in the Infotainment system with a message.

1. Bring the vehicle to a stop using the brake pedal.
2. If necessary, open the menu of the parking system in the Infotainment system and tap the available parking space.

   The function key is highlighted in blue.
3. Tap Start.

   The process of driving into a parking space starts → ⓘ.

   The P symbol and a message are displayed in the Infotainment system → ⚠.
4. Pay attention to further displays in the Infotainment system.
5. At the end of a parking maneuver, always wait until Park Assist Plus with memory function has completed all rotational movements of the steering wheel in order to achieve an optimum parking result → ⚠.

   When the process of driving into a parking space is finished, a message will appear in the Infotainment system and a chime will sound.

   The electronic parking brake is switched on.

   The parking lock P is engaged automatically.

**⚠ WARNING**

During maneuvering, the steering wheel turns quickly. Interfering with the steering wheel can result in serious injury.

- Do not take over the steering until the system prompts you to do so.
- Take over the steering in dangerous situations.

***NOTICE***

When maneuvering in the vehicle path, the vehicle may adjust the steering angle or perform other corrections. If there are obstacles nearby, your vehicle may be damaged.

- Make sure that there is sufficient distance between the vehicle and obstacles.
- If necessary, brake the vehicle with the brake pedal.

Also observe the following information for Park Assist Plus with memory function.

— Stop as close as possible to the saved vehicle path, deviating by no more than around 1 m (around 3.28 ft).

— Always drive into the starting position from the same direction of travel.

— Where possible, avoid entering or exiting a parking space in very poor visibility conditions, as elements such as darkness or snow may result in limitations.

### Parking in underground car parks

A possible parking maneuver is not offered automatically with a message in the Infotainment system in parking garages. The driver starts the parking process in the parking system menu.

1. Bring the vehicle to a standstill on the correct level of the underground car park and close to the calibrated parking process.
2. To switch to the parking system, tap the P function key.
3. Follow the next steps as described above.

### Exiting a parking space

✓ The vehicle is situated in the target position of the saved parking process.

✓ The symbol is displayed in the saved parking space in the Infotainment system.

1. Start the engine.
2. Open the parking system menu in the Infotainment system.
3. Tap the available parking space with the saved exiting procedure.

   The function key is highlighted in blue.
4. Stop the vehicle with the brake pedal.
5. Tap Start in the Infotainment system.

   The parking maneuver to exit the space starts.

   The symbol and a message are displayed in the Infotainment system →.
6. Pay attention to further displays in the Infotainment system.
7. At the end of a parking maneuver, always wait until Park Assist Plus with memory function has completed all rotational movements of the steering wheel in order to achieve an optimum parking result →.
8. Resume control of the vehicle →.

**WARNING**

When you maneuver out of a parking space, there is a danger of pulling into moving traffic. Accidents and serious or fatal injuries may occur.

- Only drive the vehicle out of the parking space when the traffic situation allows it.

When exiting a parking space, the vehicle can be driven more slowly than usual for the first few meters. If there is an obstacle in the parking space, it can evade this and deviate from the stored travel path.

## Navigation to a parking space as a destination

### Which parking spaces are available as navigation destinations?

Saved parking spaces with the navigation symbol⚐ can be transferred to the navigation system as a destination. The function depends on the country.

### Starting route guidance

1. To select a destination, tap the parking space with the navigation symbol⚐ in the parking system menu in the Infotainment system.
2. Confirm the message in the Infotainment system.

   Route guidance will start and the parking menu will close.

   Or: follow the actions for exiting a parking space using the parking system.
3. Once the vehicle has arrived at the destination, note the message in the Infotainment system.

   Park Assist Plus with memory function is ready to automatically drive the vehicle into the parking space.

## Troubleshooting

### Park Assist Plus with memory function does not detect the saved parking space or travel path.

The vehicle may not be able to recognize the area surrounding the saved parking space.

1. Stop the vehicle in the immediate vicinity of the saved vehicle path.

   Or: do not use the parking system in very poor weather and lighting conditions.

   Or: if necessary, clean the windshield in the area of the front camera.

   Or: check whether an Internet connection is available. The parking system always uses geocoordinates to determine the vehicle position.

### Camera for Park Assist (Park Assist Plus) with Memory Function Deactivated

The assist systems camera was automatically deactivated due to a high ambient temperature or long exposure to direct sunlight. Park Assist Plus with memory function will be available once the camera is available again.

1. If necessary, stop the engine and restart.

# Introduction

The driver can control the parking process outside of the vehicle with a cell phone app.

## How it works

The Park Assist with remote control (Park Assist Pro), is an expansion of Park Assist Plus.

Park Assist Pro with remote parking capability is also possible using the park assist plus with memory function.

The driver carries all vehicle keys in the vicinity of the vehicle on their person and operates the app on their cell phone. The parking system steers, controls the gears and accelerates and brakes the vehicle →, →.

Function key or display in the Infotainment system.

Available functions of Park Assist Pro

— Driving into a suitable parallel parking space or parking bay.

— Exiting maneuvers from a suitable parallel or perpendicular parking space.

In the case of a parallel parking space, the vehicle is positioned so that the driver must fully drive out of the parking space.

Available memory functions for Park Assist Pro

— Driving into a saved parking space nearby.

The driver should continuously monitor the area surrounding the vehicle→. Automatic braking support may intervene if there are obstacles in the vehicle's path or in dangerous situations *(→ Automatic braking support)*.

Park Assist Pro with remote parking capability may be prohibited or restricted in some countries or regions. Follow the legal regulations.

**WARNING**

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

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Observe the remote-controlled parking process outside of the vehicle and cancel the parking process in the Volkswagen app in the event of a hazardous situation.
- Only drive the vehicle in and out of the parking space if you possess a valid driving license.
- Abide by the traffic regulations in the relevant country.
- Only leave the driver seat when you are prompted to do so by the vehicle.
- Do not use the parking system for parking spaces that do not have structural boundaries, e.g. near bodies of water or inclines with no structural separation.

**WARNING**

The system only has limited reactions to quickly changing environmental conditions. This can result in collisions with other road users, damage to the vehicle and serious or fatal injuries.

- Do not use the parking system in fast-moving traffic.
- Always maintain a distance of at least one vehicle's length from junctions.
- Do not park on the side of oncoming traffic or across several lanes.

**WARNING**

During automatic parking, the vehicle may swing out or turn into oncoming traffic. This may lead to vehicle damage

and serious or fatal injuries.

- Do not position yourself in the way of the vehicle.
- Observe the parking process and the road traffic attentively and cancel the parking process in the Volkswagen app in the event of a hazardous situation.

**WARNING**

If the road is icy, the parking process cannot be properly carried out and the vehicle may slide away. This may lead to accidents resulting vehicle damage and serious injuries.

- Do not use the parking system to park on slippery or icy roads.

***NOTICE***

The parking system may suggest parking spaces that are not suitable for the parking process due to the absence of a boundary or presence of adjacent objects. This can result in vehicle damage.

- Do not park next to overhanging objects, e.g. cargo bays, parked trailers, or beneath hanging objects.
- Pay particular attention to the parking process in parking garages if the parking space is bordered by pillars.

## Volkswagen App for Park Assist with Remote Control

The Volkswagen app for Park Assist Pro is available in the respective app stores→ ⚠, → ⚠.

**WARNING**

If an incompatible cell phone is used, this may result in functional limitations, e.g. delayed reaction of the vehicle during a remote-controlled parking process. Damage to the vehicle and/or serious injuries may occur.

- Observe the information in the app with regard to compatibility on your cell phone.

1. Install and launch the Volkswagen app on a compatible cell phone→ ⚠.
2. Pair the cell phone with the vehicle *(→ Park Assist (Park Assist Plus) with remote control)*.

**CAUTION**

If the mobile phone is damaged in any way(e.g. the touchscreen is broken) or its functions are limited (e.g. reactions are delayed during operation), this can impair the remote-controlled parking process. This could result in accidents with vehicle damage and injuries.

- Only use cell phones that are fully functional and compatible.

**CAUTION**

Technical manipulation by the user can impair the remote-controlled parking process. This could result in accidents with vehicle damage and injuries.

- Do not make any modifications to the software, the cell phone or its operating system, or the vehicle.

# Pairing and Connecting a Cell Phone

The cell phone must be paired with the vehicle via Bluetooth® once.

For subsequent use of the Volkswagen app, the cell phone only needs to be connected to the vehicle via Bluetooth®.

## Pairing the Cell Phone with the Vehicle

1. Switch the ignition on.
2. Tap the [P] function key in the Infotainment system.
3. Tap [Settings].
4. Tap the [Park Assist with remote control] function key.
5. Scan the displayed QR code with the Volkswagen app.

   The cell phone is paired.
6. Please note the additional information in the Volkswagen app.

## Removing the Pairing

Park Assist with remote control is no longer possible once the pairing in the app or in the vehicle has been removed.

The data from all cell phones and the app can be removed in the Infotainment system.

1. Tap the [P] function key in the Infotainment system.
2. Remove the cell phones from the Park Assist Pro with remote parking capability menu in the [Settings] menu.

   All cell phones are removed simultaneously.

To completely cancel the pairing, also remove the vehicle from the Volkswagen app.

# Driving into or out of a parking space

## Requirements

✓ Park assist plus has been started and a parking space has been selected in the Infotainment system .

Or: park assist plus with memory function has been started and a saved parking maneuver (parking space) is detected in the vicinity of the vehicle *(→ Park Assist Plus with memory function)*.

✓ There is a Bluetooth® connection between the vehicle and the paired cell phone.

✓ The driver has all the nearby vehicle keys.

✓ The driver with the cell phone is located a maximum of approx. 6 m (approx. 19 ft) away →⚠.

## Driving into parking spaces

1. Tap the function key for Park Assist with remote control in the Infotainment system.

   The symbol lights up white and the function is activated.

2. Exit the vehicle promptly and with all vehicle keys in the vicinity of the vehicle.

3. Check the travel path and start the parking process with the Volkswagen app →⚠.

   Once the parking process has been completed, a message appears in the Volkswagen app.

   The electronic parking brake is switched on in the vehicle and the engine is switched off.

   The parking lock P is engaged automatically.

**⚠ WARNING**

If the driver is too far away from the vehicle, the parking process may be canceled. Accidents and/or serious injuries may occur.

- Remain in a safe and suitable position in relation to the vehicle.

The lane shown on the Infotainment system during a parking process is a general example. It does not correspond to the actual parking process with Park Assist.

## Exiting a parking space

This function is only available for Park Assist Pro without memory function.

1. Open the Volkswagen app.
2. Start the engine with the Volkswagen app.
3. Select the desired exiting procedure.
4. Check the travel path and start the exiting procedure with the Volkswagen app.
5. Once the exiting procedure is complete, take control of the vehicle to continue driving and observe the messages in the Infotainment system →⚠.

**⚠ WARNING**

When you maneuver out of a parking space, there is a danger of pulling into moving traffic. Accidents and serious or fatal injuries may occur.

- Only drive the vehicle out of the parking space when the traffic situation allows it.

## Interrupting the parking process prematurely and resuming control of the vehicle

An active parking process can be interrupted at any time and you can take control of the vehicle to continue driving.

1. Release the function key in the Volkswagen app.
2. Get into the vehicle.
3. Press the brake pedal and engage a gear.

## Troubleshooting

### Bluetooth® Connection for Park Assist With Remote Control (Park Assist Pro) Is Lost

The parking process is started on the cell phone and is suddenly interrupted, for example in the event of an incoming telephone call.

— Driving into parking spaces: Drive past the parking space again and select the desired parking space in the Infotainment system.

— Exiting a parking space: Open the Volkswagen app and restart the exiting procedure.

# Introduction

The trailer maneuvering system (Trailer Assist) provides drivers with assistance when reverse maneuvering with a trailer.

Trailer Assist steers a trailer in the direction you set with the knob for adjusting the outside mirrors. You operate the accelerator pedal and the brake →⚠.

Trailer Assist determines the required data using the Rear View Camera system.

**⚠ WARNING**

Trailer Assist is not a replacement for the driver's attention and works only within the system limitations. Trailer Assist provides drivers with assistance when maneuvering a trailer and detects obstacles in the area around the vehicle. In rare cases, the trailer moves from the desired setting. If you do not take care, there is a risk of accidents and serious injuries.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Always monitor the movement of the trailer and if necessary interrupt the maneuvering process yourself.
- Do not rely solely on the information shown in the digital instrument cluster display.
- Brake the vehicle in good time using the brake pedal before reaching an obstacle.

Trailers with LED
taillights cannot always be detected correctly by Trailer Assist for technical reasons.

# Prerequisites for Trailer Assist

## Calibrating the trailer

To re-determine the drawbar length, the trailer must be calibrated with each change to the combination of vehicle and trailer.

There are a maximum of four limits on the angle display: Approximately 30°, 45°, 60° and 75°.

The more accurately the system is able to calculate the drawbar, the more angles are available when maneuvering.

1. Attach the one or two-axle trailer and electrically connect with the vehicle.
2. Perform multiple, ideally different, turning and cornering maneuvers with the trailer.

## Requirements

✓ The trailer with non-steering axles is properly connected.

✓ The drawbar must not be covered.

✓ The vehicle and trailer are stationary.

✓ The driver door and trunk lid are closed.

✓ The maximum trailer angle is not exceeded.

✓ The outside mirrors must not be folded in.

✓ ESC is switched on.

✓ A driver interaction must occur within around three minutes, otherwise the maneuvering process will be interrupted and Trailer Assist is deactivated.

# Maneuvering with the trailer

## Switching on

1. Stop the vehicle.
2. Select the reverse gear.
3. Tap the P function key in the Infotainment system.
4. Tap the function key.

   When the function is active, the symbol lights up.
5. Tap START.

   The maneuver can be started.

## Maneuvering

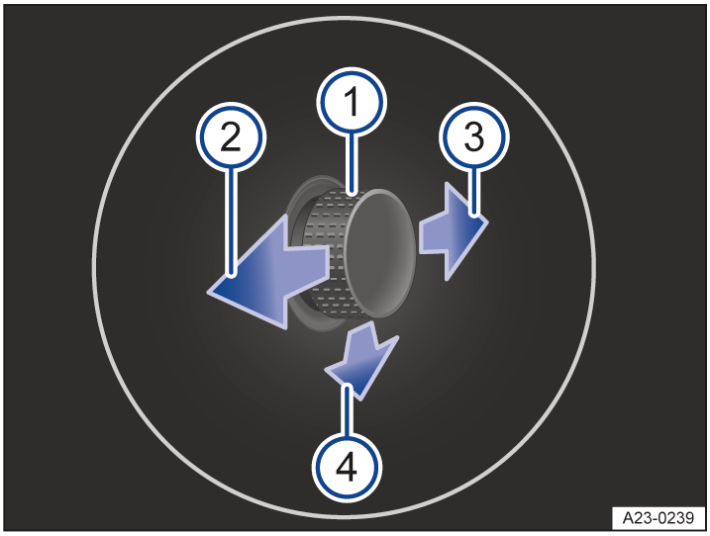



Fig. 1 In the digital instrument cluster display: turn the knob in the driver door.

1. Rotary knob for adjusting the exterior mirrors.
2. Trailer alignment to the left.
3. Trailer alignment to the right.
4. Drive in the direction of the trailer.

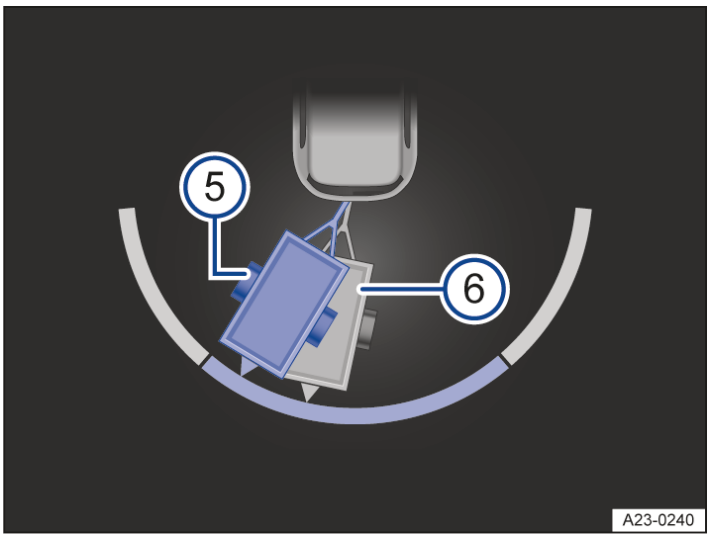



Fig. 2 In the digital instrument cluster display: adjust the trailer angle.

(5) Target position of the trailer.
(6) Current position of the trailer.

1. Check that the requirements for Trailer Assist have been met *(→ Trailer maneuvering system (Trailer Assist))*.
2. Release the steering wheel →⚠.
3. Tilt the knob in the driver door until the desired direction is reached.

   A representation of the target position → *fig. 2* (5) and the current position → *fig. 2* (6) of the vehicle and trailer is shown in the digital instrument cluster display to help guide you.
4. Slowly accelerate and reverse. Be aware of your surroundings.
5. With the knob → *fig. 1* (1), correct the angle to the left (2) or to the right (3), if necessary.

   Or: to travel in the direction of the trailer, press the knob downwards (4).

   The symbol indicates that the vehicle is steered straight ahead and in the direction of the trailer.
6. maneuver the vehicle until the preferred position is reached.

   The maneuvering process is completed when a message indicating this appears in the digital instrument cluster display and, where applicable, a chime sounds.

**⚠ WARNING**

During maneuvering, the steering wheel turns quickly. Interfering with the steering wheel can result in serious injury.
- Do not take over the steering until the system prompts you to do so.
- Take over the steering in dangerous situations.

The outside mirrors cannot be adjusted while Trailer Assist is active.

The vehicle cannot drive faster than approx. 6 km/h(approx. 4 mph) while Trailer Assist is active.

## Rear Traffic Alert

The Rear Traffic Alert monitors the cross traffic behind the vehicle when reversing out of a space or maneuvering.

## How it works

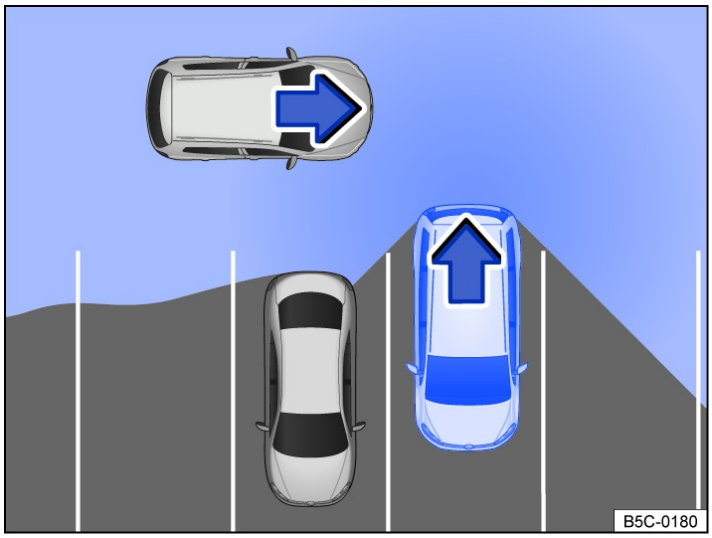



Fig. 1 Monitored area around the vehicle that is exiting a parking space (general example).

Radar sensors behind the cover of the rear bumper monitor the rear and side areas of the vehicle.

In the event of approaching, moving objects, the driver is warned of the obstacle → *fig. 2*, → ⚠. A warning signal sounds and a colored display of the obstacle area is shown in the Infotainment system → *fig. 2*.

If the driver does not respond, automatic braking support may kick in *(→ Automatic braking support)*.

**⚠ WARNING**

Rear Traffic Alert is not a replacement for the driver's attention and works only within the system limitations. All approaching objects, e.g. pedestrians or objects approaching quickly, may not be detected. If you are careless, there is a risk of accidents, serious injuries and death.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Pay attention to the traffic situation and the vehicle environment when leaving a parking space.
- React quickly to the visual warnings and warning chimes of the Rear Traffic Alert system.

## Switching on and off

1. Tap the P function key in the Infotainment system.
2. Tap the Settings function key.
3. Switch Rear Traffic Alert on or off.

The Rear Traffic Alert can also be switched on or off in the vehicle settings *(→ Vehicle settings menu)*.

Depending on the country, Rear Traffic Alert always switches on after the ignition is switched on.

Depending on the country, this setting can be saved in the driver personalization user profiles and can be changed automatically when the user account is switched.

## Screen display

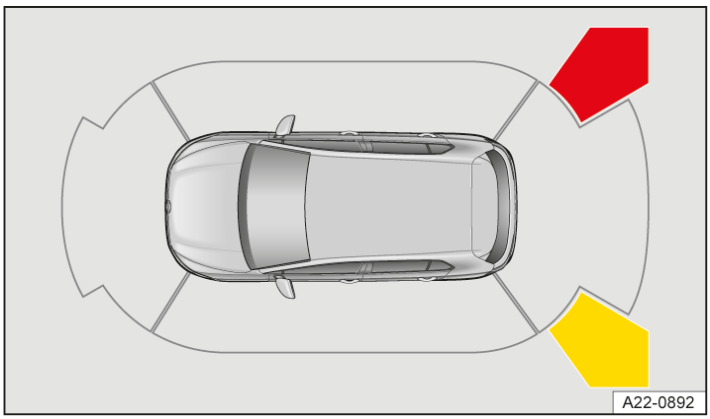



Fig. 2 Infotainment system: Rear Traffic Alert display (general example).

Red section of the image: nearby obstacle. The vehicle is at risk. Reverse out of the space carefully and brake if necessary.

Yellow section of the image: other road users in the vicinity of the vehicle.

### Driving with a trailer

If a trailer is electrically connected to a factory-installed trailer hitch, the Rear Traffic Alert is deactivated. After disconnecting the electric trailer connection, the Rear Traffic Alert is activated again automatically.

If the trailer hitch was not installed at the factory, the Rear Traffic Alert must be activated and deactivated manually.

## Introduction

**WARNING**

Loose objects can be thrown around the inside of the vehiclеduring sudden driving or braking maneuvers. This can cause a loss of vehicle control, and can cause accidents and serious or fatal injuries.

- Store objects in only closed storage compartments.
- Always keep the storage compartments closed while driving.
- Do not place mobile devices or similar objects in the rear center armrest storage system while driving.
- Only hang lightweight clothing, up to a maximum of 2.5 kg(approximately 5.5 lbs), from the coat hooks in the vehicle.
- Never leave heavy, hard or sharp objects in clothing pockets.

**WARNING**

Incorrect usage of the cup holders can cause injuries. While driving, during a sudden braking maneuver or in the event of an accident, objects in the cup holder may be thrown around and hot drinks may be spilled. This can cause serious injuries and serious burns.

- Only stow soft, break-resistant, closed vessels in the cup holder.
- Integrated storage systems of the rear center armrest must always be used in the locked end positions.
- Do not place hot beverages in the cup holders.
- Take care that only suitably sized drinks are stored in the cup holder. Drinks must always be steady and secure in the cup holder.

**WARNING**

If the glove compartment is open while you are driving, objects may be flung into the vehicle interior. This can cause a loss of vehicle control, and can cause accidents and serious or fatal injuries.

- Always keep the glove compartment closed while driving.

**WARNING**

Lighters in the vehicle can become damaged or ignite unintentionally, for example due to high surface temperatures. This can cause severe burns and vehicle damage.

- Before closing compartments or storage areas, always make sure that there are no cigarette lighters near the sections that will be closing.
- Never place lighters in compartments, in storage areas, or on other surfaces in the vehicle.

**WARNING**

Closed beverage bottles can explode from heat and burst from frost in the vehicle and cause serious injuries.

- Never leave closed beverage bottles in an extremely hot or extremely cold vehicle.

***NOTICE***

Objects stored in the vehicle may be damaged by strong sunlight or the effects of heat or cold or cause damage to the vehicle.

- Never leave any objects, groceries, or medications that are sensitive to temperature in the vehicle interior.
- Bear in mind that objects made from transparent materials, e.g. transparent suction cups on door windows, can concentrate sunlight.

***NOTICE***

Depending on the vehicle equipment, the rear center armrest may have a storage system. Folding in the rear center armrest with the storage system open can damage the cup holder.

- Before folding in the rear center armrest, make sure that objects have been removed and that integrated storage systems are closed or folded in.

## Extendable storage system




Fig. 1 In the backrest of the center seat: folding rear center armrest (general example).




Fig. 2 In the rear center armrest: extendable storage system (general example).

There is an extendable storage system in the rear center armrest.

— The storage system can be swiveled to the left and right→ *fig. 2*.

— The cup holder lowers automatically as soon as an object is placed in it.

### Opening the storage system

1. Pull the center armrest in the direction of the arrow with the loop→ *fig. 1*.
2. Pull the storage system forward in the direction of the arrow with the loop, until it locks into place→ *fig. 2*.

   The storage system is in the center detent position.

### Closing the storage system

1. If necessary, swivel the storage system back into the central detent position.
2. Press the storage system backward in the opposite direction to the arrow, until it locks into place→ *fig. 2*.

   The cup holder folds up automatically.
3. Fold the center armrest upward in the opposite direction of the arrow and press it all the way toward the seat backrest → *fig. 1*.

Passengers must not sit in the center rear seat when the center armrest is folded down.

## Introduction

Electrical devices can be connected to the sockets in the vehicle.

The 12 V socket only works when the ignition is switched on.

**⚠ WARNING**

Using sockets and connected electrical devices incorrectly can cause fires and serious or fatal injuries.

- If the electrical devices become too warm, turn off the devices immediately and disconnect them.
- Be aware that sockets and devices connected to them may still be used, e.g. by children in the vehicle, when the ignition is switched off.

**NOTICE**

Electrical devices that are unsuitable, not permitted, or connected incorrectly may cause damage to the vehicle or electronics.

- Never connect electrical devices that provide power, such as solar panels or battery chargers, to the 12 V socket in order to charge the 12 V vehicle battery.
- Only use electrical devices that have been tested for compliance with the applicable directives for electromagnetic compatibility.
- Do not use any malfunctioning devices.
- To reduce the risk of damage from voltage fluctuations, turn electrical devices off before switching the ignition on or off and before starting the engine.
- Refer to the operating instructions for the electrical devices.

**NOTICE**

The vehicle electrical system can be damaged when the maximum load is exceeded.

- Never connect electrical devices that draw more than the specified load of a 12 V socket.

The 12 V vehicle battery will drain if the ignition and electrical devices are switched on while the engine is switched off.

Unshielded devices can cause malfunctions in the radio, the Infotainment system and in the vehicle electronics, depending on the vehicle equipment.

## Sockets in the vehicle

Do not exceed the maximum power of the sockets. The power draw of the external devices is indicated on their identification labels.

### 12 V socket




Fig. 1 In the center console storage compartment under the center armrest, in the luggage compartment on the right side: folding 12 V socket (general example).

The total continuous output of all 12 V sockets in the vehicle is 120 W *(→ Sockets)*.

The maximum power of a 12 V socket in the vehicle with the engine running totals 180 W.

**NOTICE**

Using 12 V sockets for too long at maximum power can cause the fuse to blow.

- Never use 12 V sockets at their maximum power for longer than 10 minutes.
- Only ever use a single 12 V socket at maximum power.

**NOTICE**

When using two or more 12 V sockets at the same time, the total power draw of the connected electrical

accessories must not exceed 190 W. This can cause the fuse to blow.

- Only ever use a single 12 V socket at maximum power.

## 230 V socket




Fig. 2 In the luggage compartment on the left-hand side: 230-volt socket.

The maximum power is 150 W(peak power: 300 W).

The socket is activated automatically if you plug in a connector while the engine is running. If enough power is available, you may be able to use the socket, even if you have switched off the engine.

Connecting an electrical device

1. To unlock the integrated child safety lock, swing up the cover if necessary and insert the connector all the way into the socket.

   Electricity will not start to flow through the socket until the child safety lock is unlocked.

## Temperature cut-off

The inverter of the 230 V socket automatically shuts down when a certain temperature is exceeded. The cut-off prevents overheating due to devices that are connected drawing excessive power and overheating due to high ambient temperatures. You will not be able to use the 230-volt socket again until it has cooled down.

In order to use the 230-volt socket again once it has cooled down, if a device is connected you must remove the connector connecting it to the socket and then plug it back in again. This prevents electronic devices from inadvertently being switched back on.

**DANGER**

Contact with high voltage in the electrical system, e.g. sockets, may cause electric shocks, serious burns, and fatal injuries.

- Do not spill any liquids on the socket.
- Do not insert any adapters or extension cables into the 230-volt socket with earthing contact.
- Do not insert any conductive items(e.g. a screwdriver) into the contacts of the 230-volt socket with earthing contact.

*NOTICE*

The sockets on the vehicle can be damaged by improper operation. This may result in damage to the electronics and the vehicle.

- Only connect devices to the socket if the voltage of these devices matches the socket voltage.
- Do not suspend excessively heavy devices or connectors (e.g. power supply units) directly from the socket.

If electrical equipment with a high starting current is prevented from being switched on, the integrated overcurrent shutdown may be the cause. In this case, disconnect the power supply unit from the electrical device and reconnect it after about 10 seconds.

With some devices, the functionality of the 230-volt socket may be impaired due to the relatively low power (wattage).

## Charging Options for Mobile Devices

You can charge mobile devices in the vehicle either wirelessly or by using the built-in USB-C connectors.

### Charging with USB-C Connectors

The vehicle may contain the following USB

-C ports:

Symbol for a USB

port for data transmission and charging.

Symbol for a USB

port for charging only.

### Available Charging Power

Voltages up to 20 V are provided via the USB

port, which enables up to 45 W charging power.

Depending on the vehicle equipment, the following charging profiles may be supported by the USB

ports:

— Legacy charging (2.5 W).

— BC1.2 (7.5 W).

— USB

-C charging (15 W).

— USB

power delivery (up to 45 W).

The actual charging power of the connected device depends on the following aspects:

— Supported charging profiles.

— Device charge level.

— Device temperature.

— Charging cable used.

For double

USB

ports, the charging power can be split between both ports.

### Wireless charging function

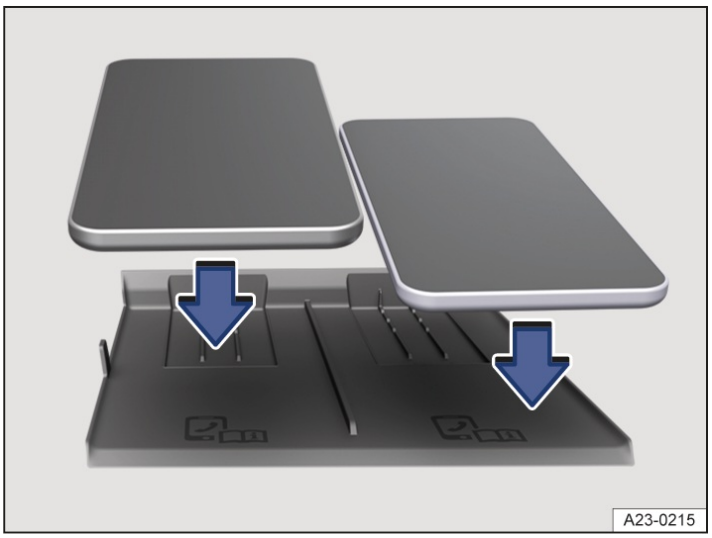



Fig. 1 In the front center console: liner pad for wireless charging function (general example).

The wireless charging function depends on the vehicle equipment and is not available in all countries.

Wireless charging enables wireless energy transfer through electromagnetic induction over a short distance for cell phones that are Qi-certified.

The liner pad with two shelves for the wireless charging function is located in the area of the front center console and each shelf is designed for only one Qi-certified cell phone at a time → *fig. 1*.

On some vehicles, the rear shelf has a telephone symbol indicating the center position → *fig. 1*.

The charging capacity is 15 W per rear shelf.

## Qi Standard

The Qi standard enables wireless charging of suitable Qi-certified cell phones. To find out whether a cell phone supports the Qi standard, see the cell phone operating instructions. An overview of Qi-certified cell phones can be viewed under the following external link of the Wireless Power Consortium, Inc:

*https://www.wirelesspowerconsortium.com/products*

Volkswagen AG assumes no liability for the completeness and accuracy of this list. The manufacturer of the cell phone may provide additional information regarding compatibility.

Cell phones that are not Qi-certified may be subject to limitations with regard to wireless charging.

The Qi symbol is displayed in the Infotainment system.

## Wireless Cell Phone Charging

Requirements

✓ A suitable cell phone that is no larger than the designated rear shelf and is Qi-certified.

1. Remove any foreign objects from the storage compartment prior to charging → ⚠.
2. Remove the protective case of the cell phone and any other foreign objects (if present), then place the cell phone flat against the rear shelf with the display facing upward.

   The charging process starts automatically.
3. Refer to the operating instructions for the cell phone.

The Infotainment system informs you when the charging process is starting and, if applicable, if there are any foreign objects with metal components in the storage compartment.

Depending on the vehicle equipment, the charging function can be deactivated manually in the Infotainment system.

To be able to charge two cell phones simultaneously, both must be correctly aligned to the respective shelf.

## Meaning of the Qi symbols

The white Qi symbol with the on and off switch symbol indicates that wireless charging is switched off.

The white Qi symbol indicates that the cell phone is charging.

The red Qi symbol indicates that wireless charging is not possible.

Tap the Qi symbol for an explanation of the status and, if necessary, to switch on wireless charging.

## Storage compartment cover




Fig. 2 In the front center console: storage compartment with folding intermediate floor (general example).

The storage compartment for the wireless charging function has a folding intermediate floor→ *fig. 2* (1).

The intermediate floor splits the storage compartment.

1. Place the cell phone on the liner mat in the storage compartment.
2. It is possible to place objects in the intermediate floor. This means that the wireless charging function is not disturbed by other objects.
3. While driving, fold down the intermediate floor in the direction of the arrow so that the cell phone display is covered → *fig. 2*.

**WARNING**

Notifications on the cell phone display may distract the driver. This can result in accidents and serious injury or death.

- Make sure that no objects interfere with the folding function of the intermediate floor.
- If the storage compartment is equipped with an intermediate floor, always lower the intermediate floor while driving.

**WARNING**

Metal objects on the liner pad can become very hot. This may cause burns or fires.

- Do not place metal objects or objects with metal components on the wireless charging shelf.
- Remove any foreign objects immediately.

**NOTICE**

If cards or other objects with magnetic strips or with chips are placed on the rear shelf for wireless charging, the data stored on these may be damaged.

- Do not place any ID cards, debit cards or credit cards with magnetic strips or chips on the wireless charging shelf.

The cell phone can become hot during cordless charging. Keep the vents clean as they improve the air supply around the cell phone → *fig. 1*.

# Troubleshooting

## Cell phone is not Charging

A message regarding a foreign object in the storage compartment may be displayed in the Infotainment system.

If the cell phone is in an unfavorable position on the liner mat, this can impair the charging function. This can be caused by changes in position – even small shifts that may occur as a result of vibrations, for example.

The position of the cell phone must be corrected in order to restore correct charging function.

1. Align the cell phone centrally on the charging surface.

The charging function can also be impaired by metallic parts – in particular, magnetic parts of a cell phone or its protective case.

1. Rotate the mobile phone approx. 180° with the display still facing upward on the charging surface.

If cards or other objects with magnetic strips or with chips are placed on the liner pad for wireless charging, the data saved on these may be damaged.

Depending on the model, an error message with the red Qi symbol can be displayed in the Infotainment system. In these conditions, it is not possible to use the cordless charging function.

1. Remove IDs, bank cards and credit cards with magnetic strips or with a chip from the liner pad. The error message is automatically closed.

   You can then charge the cell phone again with the wireless charging function.

If the cell phone on the liner pad becomes too hot, it may switch off for safety reasons. In these conditions, it is not possible to use the cordless charging function.

1. Take the cell phone off the liner pad and allow it to cool in another storage compartment. You can then charge it again with the wireless charging function.

# Cyber security

Cyber security describes measures that reduce the risk of illegal access to vehicle functions, data and control modules caused by malware or an Internet attack. Of all the components in the vehicle, connectivity components are most at risk of unauthorized access or cyber attacks.

Connectivity components comprise control modules for data transmission, interfaces, media and diagnostic connections through which information and data can be exchanged between the vehicle and mobile devices or the Internet.

Connectivity components are equipped with security mechanisms to minimize the risk of unauthorized access to vehicle systems.

Connectivity components include in particular:

— Diagnostic connection port

— Control module with installed eSIM card.

— Phone interface

— App-Connect.

— Wi-Fi ® hotspot.

— NFC radio technology.

— AUX -IN jack.

— Bluetooth® interface.

— USB port.

— SD card slot.

The type and number of connectivity components present in your vehicle depends on the vehicle equipment and the country.

## Software and security mechanisms

Software and security mechanisms available in the vehicle undergo continuous development. Similar to computers or operating systems on cell phones, software and security mechanisms in the vehicle may also be updated at various times.

Updates improve the security, stability and operating speed of vehicle systems. The update is a preventative measure, for example, to protect from malware and to optimize functionality.

An update is used to update the software of control modules in the vehicle.

Depending on the vehicle and country, there are two ways to update your vehicle:

— Updates by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

— Updates via an Over-the-Air Update.

**WARNING**

Malware can access data and information stored in the control modules, in the Infotainment system and on connected or paired mobile devices. In spite of the integrated security mechanisms and regular Over-the-Air Updates, malware can cause damage and malfunctions in control modules and the vehicle. In the same way,

connecting mobile devices that are infected with malware can result in damage and malfunctions in control modules and the vehicle. The damage can lead to a complete loss of your data and malfunctions can cause serious accidents and fatal injuries.

- If the vehicle works or reacts differently to normal, reduce your speed in a controlled manner and contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Perform pending updates as soon as possible once they are made available or have them performed by suitably qualified professionals.
- Protect your mobile devices with a suitable antivirus program and by taking commonly known precautions. Regularly update the antivirus program using the supplied updates provided by the vendor.

### Minimizing risks

You can actively help to reduce the risk of unauthorized access to vehicle systems and functions by following these guidelines:

— Only use data carriers, Bluetooth devices and cell phones in the vehicle that do not contain any manipulated data or malware.

— Ensure that updates provided by Volkswagen are carried out by suitably qualified professionals as soon as possible once they are made available. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility. If the option to perform Over-the-Air Updates is available, depending on the vehicle and country, carry out all updates provided by Volkswagen immediately. If the Over-the-Air Update is ignored multiple times by the driver, an authorized Volkswagen dealer or authorized Volkswagen Service Facility must be contacted for assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

— Only have the vehicle repaired and serviced by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

## Introduction

Over-the-Air Updates enable us to ensure that your vehicle is always kept up to date, e.g. to protect against malware and optimize functionality.

### Over-the-Air Updates and app updates

Two types of updates are made available for your vehicle: Over-the-Air Updates and app updates.

The Over-The-Air Updates are extensive and update the entire vehicle control software. Over-the-Air Updates are only available after signing a contract with Volkswagen AG for using online services.

There are app updates for the apps available in the vehicle and you do not need an active contract with Volkswagen AG for using online services.

Further information about app updates is available at *(→ In-Car Shop)*.

### How can you tell that an Over-the-Air Update is pending?

A pending Over-the-Air Update is displayed in the Infotainment system.

If multiple Over-the-Air Updates are available for the vehicle at the same time, one Over-the-Air Update must be completed successfully before the next Over-the-Air Update can be carried out.

It is in your best interests to perform Over-the-Air Updates as promptly as possible. If the Over-the-Air Update is ignored multiple times by the driver, an authorized Volkswagen dealer or authorized Volkswagen Service Facility must be contacted for assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

**WARNING**

In very rare circumstances, it is possible that a control module may no longer work properly after an Over-the-Air Update. Malfunctions in a control module and the vehicle can cause serious accidents and fatal injuries.

- If the vehicle works or reacts differently to normal while driving, reduce your speed in a controlled manner.
- Contact qualified professionals for assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

**WARNING**

If the digital instrument cluster malfunctions after an Over-the-Air Update, it will not be possible to display instruments, warning lights, symbols or messages. Driving with a malfunctioning instrument cluster can lead to serious accidents and fatal injuries.

- Do not use the vehicle. Contact Volkswagen Customer Care.

*NOTICE*

If special modifications are made to vehicles outside of the responsibility of Volkswagen AG, such as for service vehicles or taxis, there is a risk that these special functions, e.g. taximeter, will no longer work properly after an Over-the-Air Update.

- Contact your authorized Volkswagen dealer or authorized Volkswagen Service Facility before performing an Over-the-Air Update.

Measures to increase performance or efficiency (e.g. engine tuning) that are not performed by Volkswagen may be reverted by an Over-the-Air Update.

Depending on the vehicle equipment, "release notes" that describe the changes to the vehicle status may be displayed once before or after an Over-the-Air Update.

The Over-The-Air update will not update apps or, if available depending on the vehicle and model, functions or apps acquired via the In-Car Shop.

## Requirements for an Over-the-Air Update

The following requirements must be met for an Over-the-Air Update to be downloaded and the software installation for an Over-the-Air Update to be carried out.

✓ The "Over-the-Air Update" function is available in your country.

✓ You have set up a Volkswagen user account *(→ Volkswagen ID)*.

✓ You have concluded an active contract for using online services.

✓ You have assigned the vehicle to your active Volkswagen user account.

✓ In your Volkswagen user account, you have consented to theTTDSG

.

✓ There is a primary user; it may be necessary for you to log in as the primary user *(→ User management)*.

✓ The vehicle is in an area with enough mobile reception.

✓ Your current privacy settings allow sending and receiving of data and information *(→ Privacy settings)*.

✓ The 12-volt vehicle battery is sufficiently charged.

# Downloading and installing an Over-the-Air Update

## Download costs

An Over-the-Air Update is downloaded via the factory-installed control module with an eSIM card and is free of charge. Volkswagen pays the connection charges.

## Time of download

The download takes place automatically without a prior notification and is possible even while driving. Once the download has been completed, you will receive notification of a pending Over-the-Air Update.

The download time depends on the network quality, file size and Over-the-Air Update type. It may be the case that the download is interrupted. In this case, the download will resume when the ignition is switched on.

## Requirements for software installation

— The vehicle is parked safely in accordance with legal requirements and local conditions .

— The previous Over-the-Air Updates have been installed.

## Software Installation of the Over-the-Air Update

Select a time for the Over-the-Air Update during which the vehicle does not need to be driven by you or anyone else.

**WARNING**

Control units are deactivated and will not be operational for the duration of the software installation. Driving with deactivated or non-functioning control units can lead to accidents and fatal injuries.

- Carry out the software installation so that other road users are not affected.
- Never operate your vehicle during a software installation.

1. Stop the engine and set the electronic parking brake.
2. Close the engine hood, trunk lid, all windows, the tilting and sliding panoramic sunroof if necessary, and all doors.
3. Confirm the software installation in the Infotainment system.
4. Ensure that all vehicle occupants leave the vehicle and that no animals are left in the vehicle.
5. Exit the vehicle, taking all vehicle keys with you.
6. Lock the vehicle.

## Functional limitations during software installation

The control modules, the main computer, functions and displays will not be available during software installation. Do not use the vehicle during this process and do not operate the Infotainment system.

— Mobile online services are not available.

— The Emergency Call Service, Roadside Call Assist and the legally required eCall Emergency System are not available.

— Park Distance Control is not available.

— V2X technology is not available.

— Park Assist Plus is not available.

### Following the software installation

After the software installation and before starting the engine, read the message regarding completion of the software installation in the Infotainment system or instrument cluster. The vehicle will require up to 1 minute to display the status of the Over-the-Air Update.

— After a successful software installation, you can continue to use the vehicle again.

— If the software installation is unsuccessful: *(→ System update)*.

## Troubleshooting

### Installation of an Over-the-Air Update has failed

— If the installation of an Over-the-Air Update was not successful, a corresponding error message will appear in the Infotainment system or instrument cluster. Take note of corresponding messages and warning notifications.

If there was a critical installation error, control modules may no longer function or not function correctly. Functions and displays will not be available until the error is rectified. Do not use the vehicle. If this is the case, contact Volkswagen Customer Care.

### Can I interrupt the installation of an Over-the-Air Update?

No, this is not possible.

### What happens if installation of an Over-the-Air Update is interrupted?

If installation is interrupted, e.g. due to damage to the vehicle's electrical system, control modules may not be updated and may be damaged by the incomplete installation of the Over-the-Air Update.

# Introduction

V2X technology, hereafter referred to as V2X, enables communication between multiple nearby vehicles as well as between vehicles and nearby traffic infrastructure, hereafter referred to as “participants”.

## Functionality of V2X

Communication between the participants takes place in accordance with cross-manufacturer V2X technology and Wi-Fi

® standards.




Fig. 1 Communication among participants (general example).

When V2X technology is switched on, data is constantly being transferred between the participants, irrespective of whether the vehicle is in online or offline mode.

## Transferring data

If V2X technology is activated, the following data is sent and received:

— Vehicle data, e.g. speed.

— Positioning data.

— Incident data, e.g. accidents in the form of a traffic hazard alert.

Continually changing, temporary IDs attached to the V2X technology data minimize the risk that data sent out can be traced back to you or misused.

To update V2X technology certificates and consequently to ensure that V2X technology remains activated, activate online mode in the vehicle at least once a month.

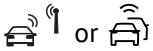
You can find further information on data processing in the Infotainment system .

## Activating V2X technology

V2X technology is available depending on the country. If you can activate V2X technology via the following path, the vehicle is equipped with V2X technology.

1. Tap ▶ ▶ Privacy settings or Privacy settings and services in the app overview.

When V2X technology is switched on, data is constantly being transferred between the participants, irrespective of whether the vehicle is in online or offline mode. If the vehicle is in Offline mode but V2X is nevertheless activated, the following symbol will be displayed in the Infotainment system:

 or 

Offline mode is active, V2X technology is sending data.

If you are in Online mode, there is no special display for V2X, regardless of whether or not V2X has been activated. To check whether V2X is sending data in online mode, check whether V2X has been activated in ▶ ▶ Privacy settings or Privacy settings and services in the app overview.

# V2X limitations

## Data transfer

The V2X system in your vehicle only communicates with those participants who are equipped with functioning and compatible V2X technology.

Participants with deactivated, faulty or incompatible V2X are not included.

## Range

Depending on the weather conditions and area surrounding the vehicle, V2X technology participants can communicate in an immediate area of up to around 800 m (around 2625 ft). Not all of the functions based on V2X use the full range possible.

## Functional limitations

The function of V2X may be restricted in the following cases:

— The environmental conditions prevent data from passing through to the participant.

— Trailer mode prevents data from passing through to the participant.

— Vehicle superstructures prevent data from passing through to the participant.

— The event is not detected by participants as such.

# Activating and deactivating V2X

When you log in as a user in the vehicle for the first time, check whether the V2X technology setting is as you want it and deactivate V2X technology manually if necessary.

## Activating V2X technology

1. In the app overview, tap ▶ ▶ Privacy settings and Services.
2. Activate V2X technology.

**WARNING**

With V2X technology, limit values for electromagnetic radiation outside the vehicle could be exceeded. Higher limit values for electromagnetic radiation could pose a risk to the health of persons with active medical implants, e.g. pacemakers.

V2X antennae are located on the roof of the vehicle and, if necessary, in the mirror triangle of the windshield.

- When outside the vehicle, keep a distance of 20 cm (approx. 8 in) from the activated V2X technology antenna.
- Deactivate V2X technology if you suspect it has affected an active medical implant, e.g. pacemaker, or another medical device.

## Manually deactivating V2X technology

1. In the app overview, tap ▶ ▶ Privacy settings and Services.
2. Deactivate V2X technology.

## Automatic deactivation of V2X

V2X can be automatically deactivated in certain cases *(→ V2X technology)*.

Once the reason for the automatic deactivation has been resolved, V2X technology is reactivated if necessary.

1. To check the activation status of V2X, tap ▶ ▶ Privacy settings and services in the app overview.

### V2X deactivates automatically

— V2X is not permitted in the country in which you are currently driving.

— The vehicle was offline for too long, meaning that certificates were not updated.

Adjust the privacy settings so that an online connection can be established and certificates can be updated.

— System error.

Contact suitably qualified professionals for assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

### No V2X data is being displayed

— The function of V2X is restricted.

— There are no participants sending data in the surrounding area.

— There are participants sending data in the surrounding area but they are not relevant to your vehicle.

— The V2X technology antennae are blocked by attachments or covers.

Keep the areas around the V2X antennae clear.

— Data exchange between the participants is limited or not possible due to weather conditions.

— The driver has already responded to the hazard ahead.

# Traffic hazard alert

The traffic hazard alert uses the V2X technology and gives warnings for nearby hazards according to the situation. This can prevent accidents and improve the traffic flow.

Depending on the type of hazard, the speed and the rate of deceleration of the vehicle, a warning will be given for the relevant hazard as follows:

— Warning tone.

— Message with symbol in the digital instrument cluster.

**⚠ WARNING**

The traffic hazard alert is not a replacement for the driver's attention and works only within the system limitations of V2X technology. The traffic hazard alert cannot detect all hazardous situations and may issue a warning with a delay or not at all. If you rely solely on the traffic hazard alert, there is a risk of accidents and serious injuries or even death.

- Always drive attentively and think ahead and be ready to intervene at any moment.
- Observe the system limitations *(→ V2X technology)*.
- Always adapt your driving style to the current visibility, weather, road, and traffic conditions.

**⚠ WARNING**

Ignoring traffic hazard alerts may cause serious accidents and fatal injuries.

- Never ignore traffic hazard alerts.

## Symbols for Critical Hazards

Red symbols warn against critical hazards.



Accident site ahead.



Emergency vehicle in action.



Traffic jam ahead.



Intervention by an assistance system in a vehicle driving ahead, e.g. Autonomous Emergency Braking(Front Assist).

## Symbols for Warning Level

Yellow symbols warn if a hazard has been detected.



Accident site ahead.



Emergency vehicle in action. If necessary, this symbol is accompanied by a symbol indicating the direction from which the emergency vehicle is coming.



Direction from which the emergency vehicle is coming, e.g. from behind.



Traffic jam ahead.



Stationary object or breakdown ahead.



Construction site ahead.

# Introduction

Mobile devices can be connected to the Infotainment system via the wired and wireless connections in the vehicle.

The type and number of wired and wireless connections depends on the vehicle equipment and the country. The connections may differ within a model line or in a model with optional equipment.

In wired connections, only use the original connecting cable that belongs to the device or the connecting cable that was placed in the vehicle at the factory, if available.

If the plug on the connector cable cannot be inserted, check the position and the connections.

**NOTICE**

If you use unsuitable or damaged connector cables and if you insert the plug on the connector cable with excessive force or in the wrong position, this can lead to malfunctions and damage to the device, e.g. the device connection and the plug on the connector cable can be damaged.

- Only use suitable and undamaged connector cables.
- Hold the plug on the connector cable in the correct position and insert it into the intended socket while pressing lightly.
- Make sure the connector cable is not trapped or bent excessively.

If a connected device is not recognized, disconnect all connected devices and then reconnect the device. Check the function of the connector cable used, if necessary.

If malfunctions occur in a connected device, restart the device. This sometimes fixes the error.

# USB port

Using the USB port, you can transfer data and charge devices or only charge devices.

## USB-C port



Fig. 1 USB-C connection in the vehicle(general example).

The vehicle may contain the following USB -C ports:

- Symbol for a USB port for data transmission and charging.
- Symbol for a USB port for charging only. You can find information about charging options and charging capacity in this Owner's Manual *(→ Charging Options for Mobile Devices)*.

## Possible USB port installation locations

The number and installation locations of the USB ports depend on the vehicle and vehicle equipment and are not available in all countries.

— In the storage compartment in the center console.

— Depending on the vehicle equipment: two USB ports at the rear on the center console for the second row of seats.

USB ports at the rear seats only come with a charging function.

## Available Data Transfer Functions

The following USB data transfer functions are available depending on the vehicle equipment.

— App-Connect .

— Media playback .

— Update, e.g. of the navigation data *(→ Navigation)*.

## Instructions and restrictions

— Only use suitable USB

connection cables. The USB connection cable must match the USB port installed in the vehicle.

— Dirty, overheated or damaged data carriers are not to be used. Read and heed the information provided by the manufacturer.

— Difference in quality between data carriers from different manufacturers can cause problems with media playback.

— Using USB extension cables, USB adapters or USB hubs may result in malfunctions or failure of the USB functions.

# Bluetooth® interface

The Bluetooth interface is a wireless connection.

In Bluetooth audio mode, audio files on a mobile device that is connected via Bluetooth, such as a cell phone, can be played through the vehicle speakers.

Bluetooth audio mode is only possible in vehicles equipped with a factory-installed mobile phone interface that supports this function.

## Bluetooth profiles

A maximum of three mobile devices can be connected simultaneously via Bluetooth: two for telephony and one for music playback.

The following Bluetooth functions are supported:

— Telephony and handsfree mode.

— Music playback.

— Display and operation for music playback.

— Transfer of cover art.

— Access to phone book and call lists.

— Access to SMS and e-mail.

## Requirements for using the Bluetooth interface for music playback

✓ The mobile device supports the Bluetooth profile Advanced Audio Distribution Profile (A2DP).

✓ The audio and media transfer to the Infotainment system must be allowed in the settings on the mobile device.

You can find more detailed information about using the mobile device for music playback in this Owner's Manual .

## Pairing your mobile device to your vehicle via Bluetooth

There are various options for pairing your cell phone with the vehicle via Bluetooth. The simplest option is pairing via one of the following main menus: Radio/Media or Phone.

Pairing via Phone

1. Open the app overview and tap Phone.
2. Follow the instructions in the Infotainment system.
3. To connect another cell phone if cell phones are already connected, tap ⚙ ▶ Select cell phone.
4. Select the cell phone to be connected.

Pairing via Radio/Media

1. Open the app overview and tapRadio/Media ▶ Media ▶ Source ▶ Bluetooth.
2. Follow the instructions in the Infotainment system.
3. If Bluetooth is already selected underSource but another cell phone is to be used, tapSource ▶ Bluetooth again.

   Or: tap ⚙ ▶ Media ▶ Select Bluetooth audio device.

### Mobile Devices **Menu**

If pairing via the phone interface or the Radio/Media menu should fail, pairing can also be performed in the⚙ ▶ Network ▶ Mobile devices menu.

1. In the app overview, tap ⚙ ▶ Network ▶ Mobile devices.
2. With the factory settings, both Bluetooth and visibility are always activated. If Bluetooth should be deactivated, tap ⚙ and activate Bluetooth and Visibility.
3. Open the list of available Bluetooth devices on your cell phone and select the Bluetooth device name for the Infotainment system. In the factory settings, the Bluetooth® device name of the Infotainment system is “my VW” and the last four digits of the VIN

   .
4. Pay attention to messages on the cell phone and in the Infotainment system and confirm these if necessary.

   If the pairing is successful, the data on the cell phone will be saved in the user profile.
5. *Optional:* Confirm the message for transferring the data on the cell phone.

You generally only need to pair a cell phone once. You can reestablish the cell phone's connection to the Infotainment system at any time via Bluetooth, without re-pairing the cell phone.

The extent to which the cell phone connected via Bluetooth can be controlled via the Infotainment system depends on the mobile device.

Please refer to this Owner's Manual for more detailed information on the use of a cell phone via a Bluetooth connection.

Generally, all warning and operation tones on a connected cell phone, such as touch tones, should be switched off to avoid interference and malfunctions.

## Introduction

You have two options for using the Internet in your vehicle: via the hotspot of a mobile device, e.g. a cell phone, or via the eSIM

of the vehicle, depending on the country and the vehicle equipment *(→ Wi-Fi)*.

In order to use the eSIM

, you need to purchase data plans via the web shop of Volkswagen's external mobile communications partner. However, you do not need any data plans from the external mobile communications partner in order to use Volkswagen AG's mobile online services. This requires a contract for using mobile online services, which may be subject to a charge.

Regardless of how you establish the Internet connection, whether via a mobile device hotspot or via theæSIM

of the vehicle, you can use the Infotainment system as a Wi-Fi® hotspot for eight other mobile devices *(→ Wi-Fi)*. This function depends on the vehicle equipment and is not available in all vehicles.

# Setting up the Internet connection

## Using the Internet in the vehicle via the eSIM

In order to use an Internet connection via the eSIM

of the vehicle, you need to purchase data plans via the web shop of Volkswagen's external mobile network provider.

Activating the Internet Connection via the eSIM

---

1. In the app overview, tap ⚙ ▶ Network ▶ Data connection.
2. Activate Streaming via integrated data connection (eSIM).

The option for using an Internet connection in the vehicle via the eSIM

depends on the vehicle equipment and the country.

## Using an Internet connection via a mobile device

Depending on your mobile data rate, additional costs, such as roaming fees, may result from downloading and using data plans online, especially in other countries. Volkswagen recommends using a mobile phone plan with a flat rate data package due to the possible volume of data. Information on this can be obtained from the mobile network provider.

1. Activate tethering/Wi-Fi

   ® hotspot on the mobile device, see the manufacturer's operating instructions.
2. In the app overview, tap ⚙ ▶ Network ▶ Wi-Fi ▶ Wi-Fi: ▶ Search for Wi-Fi.

   The Infotainment system scans for Wi-Fi

   hotspots in the area. It may take a few seconds to display the available Wi-Fi hotspots. Searching for available networks lasts until Search for Wi-Fi is deactivated again.
3. Select the Wi-Fi

   network for the preferred mobile device.
4. Enter the mobile device network key in the Infotainment system and confirm it.

   The Wi-Fi

   connection between the mobile device and the Infotainment system is established. It may be necessary to make further inputs on the mobile device in order to complete the connection.

Due to the large number of mobile devices that are available, there is no guarantee that all functions will always be available.

The availability of the function for using the Infotainment system as a Wi-Fi

hotspot depends on the country and may vary.

The Wi-Fi

connection can only be implemented for secured Wi-Fi networks that support the WPA2 or WPA3 standard. Older encryption methods and open networks are not supported.

# Setting Up and Deactivating a Wi-Fi® Hotspot

Depending on the vehicle equipment, the Infotainment system can be used as aWi-Fi

hotspot for Internet access for up to eight mobile devices, e.g. tablets.

To enable the Infotainment system to be used as aWi-Fi

hotspot, an Internet connection is required, e.g. via the eSIM in the vehicle or via the hotspot of a mobile device *(→ Wi-Fi)*.

The possible types of Internet connections depend on the country and the Infotainment system being used.

## Setting Up a Wi-Fi Hotspot

You will need to enter information both in the Infotainment system and on the mobile device.

1. In the app overview, tap ⚙ ▶ Network ▶ Wi-Fi ▶ Infotainment system as hotspot.
2. Tap Use as hotspot and activate it.
3. Search for the network names displayed in the Infotainment system on the mobile device.
4. Enter the password displayed in the Infotainment system on the mobile device and confirm.

   The Wi-Fi

   connection between the mobile device and the Infotainment system is established. It may be necessary to enter additional information on the mobile device to complete the connection.
5. *Optional:* to connection additional mobile devices, repeat this process.

The network name and network key are generated automatically. You can then change the network name and network key yourself.

## Deactivating a Wi-Fi Hotspot

1. In the app overview, tap ⚙ ▶ Network ▶ Wi-Fi ▶ Infotainment system as hotspot.
2. Tap Use as hotspot and deactivate it.

## Quick connection with the Infotainment system

The quick connection function can be used to quickly and easily establish an encrypted Wi-Fi ® connection by scanning a QR code®.

Requirements

✓ A suitable application for scanning QR codes® is installed on the mobile device.

1. In the app overview, tap ⚙ ▶ Network ▶ Wi-Fi ▶ Quick connection to Infotainment system.
2. Scan the QR code® in the Infotainment system with the mobile device.

   The Wi-Fi connection will be established. It may be necessary to make further inputs on the mobile device in order to complete the connection.

# Technical Properties

The technical properties of the vehicle's Internet connections listed below depend on the vehicle equipment and are only available in some countries.

— Wi-Fi

® according to IEEE 802.11 a/b/g/n/ac.

— 2.4 GHz and 5 GHz data transfer.

— Up to eight mobile devices can be connected at the same time.

— Internet connection via Wi-Fi

:

— Tethering via cell phone.

— Hotspot for clients in the vehicle.

— Apple CarPlay™ via Wi-Fi

.

— Android Auto via Wi-Fi

.

— Simplified pairing process via QR code

®.

## Possible data connection types

The available types of possible data connections depend on the vehicle equipment and are only available in some countries.

Mobile device:

Use the Wi-Fi

hotspot on a mobile device *(→ Wi-Fi)*.

eSIM (embedded SIM):

The vehicle has a control module with installed SIM

card (eSIM). In order to use the Wi-Fi hotspot, you need to purchase data plans via the In-Car Shop or via the web shop of Volkswagen's external mobile network provider.

Requirements

✓ Network settings ▶ Allow Internet connection is activated in the settings menu.

Or: Data connection ▶ Integrated data connection is activated.

# Introduction

App-Connect makes it possible to display and control content and functions displayed on the cell phone through the Infotainment system screen.

To do this, the cell phone must be connected to the Infotainment system via aUSB

interface with a data transfer function.

Some technologies can also be used withApp-Connect Wireless via the Bluetooth interface and aWi-Fi

hotspot for the Infotainment system.

## The following technologies may be available:

— Apple CarPlay.

— Apple CarPlay Wireless.

— Android Auto.

— Android Auto Wireless.

The technologies listed above are operated by third parties and provided by Volkswagen. Volkswagen is not responsible if these technologies are canceled, discontinued or deactivated during the service life of the vehicle. Apps from third-party providers may be incompatible. It cannot be guaranteed that the apps that are offered will be able to run on all cell phones and with all operating systems.

Which App-Connect technologies are available to you depends on the country and on the cell phone in use. Apps can be based on many different designs and can also differ depending on the vehicle and country. The content, scope, and providers of the apps may vary. The apps provided by Volkswagen can also be changed, canceled, deactivated, reactivated, and enhanced without notice. Furthermore, some apps depend on the availability of services from third party providers.

You can find more information on the Volkswagen website.

The use of apps and the required mobile phone connection may be subject to additional charges.

**WARNING**

Using apps while driving can distract from traffic. Driver distraction can cause serious accidents and fatal injuries.

- Only use apps and functions when the vehicle is stationary.
- Always drive attentively and responsibly.

**WARNING**

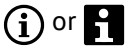
If unsuitable apps are used or apps are not used correctly, this may result in vehicle damage and accidents with serious or even fatal injuries.

- Protect the cell phone and its apps from misuse.

Volkswagen is not responsible for vehicle damage that is caused by low-quality or malfunctioning third-party apps, inadequate programming of third-party apps, insufficient network strength, data loss, misuse of mobile devices, or malware on data carriers, computers, tablets and cell phones.

# Symbols

The symbol display depends on the vehicle equipment and the country.

 Show further information.

 Select the Apple CarPlay technology.

 Select the Android Auto technology.

# Connecting a cell phone with App-Connect

In order to use App-Connect or App-Connect Wireless, connect the cell phone with the Infotainment system in the app overview via App-Connect. When using App-Connect Wireless, the connection is initiated via Bluetooth and then established via the Wi-Fi

® hotspot of the Infotainment system.

As long as a cell phone is connected viaApp-Connect, no further cell phones can be used via the Infotainment system, e.g. for phone calls via the Bluetooth phone interface.

When using Apple CarPlay, the Bluetooth connection is disconnected again when the connection via theWi-Fi

hotspot for the Infotainment system is established.

When using Android Auto, the Bluetooth connection remains

active.

Connecting the cell phone via USB cable

1. For App-Connect, connect the cell phone to the Infotainment system viaUSB

   cable.
2. Allow the Infotainment system the required access. To do this, confirm authorization requests on the cell phone.

   App-Connect is set up.

Connecting a Cell Phone forApp-Connect Wireless

1. Tap App-Connect ▶ ⓘ/ℹ in the app overview.
2. Select the desired technology, Apple CarPlay™ or Android Auto, from the pop-up menu.
3. In the cell phone's Bluetooth menu, search for the displayed device name and pair the cell phone with the Infotainment system.

   In the factory settings, the device name of the Infotainment system is “my VW” and the last four digits of the VIN

   .
4. Allow the Infotainment system the required access. To do this, confirm authorization requests on the cell phone.

   App-Connect Wireless set-up is complete.

If any pop-up menus were dismissed during the connection process,App-Connect or App-Connect Wireless will not be available. In this case, Volkswagen recommends deleting the devices from the cell phone settings and Infotainment system and restarting the connection process.

# Apple CarPlay

## Requirements

The following requirements must be met in order to use Apple CarPlay:

✓ The iPhone must support Apple CarPlay.

✓ The voice assistant (Siri) must be activated on the iPhone.

✓ Apple CarPlay must be activated in the iPhone settings without restrictions.

✓ For Apple CarPlay Wireless, Bluetooth® and the Infotainment system must be activated on the iPhone as a Wi-Fi® hotspot.

✓ If Apple CarPlay Wireless cannot be used, the iPhone must be connected to the infotainment system via a USB connection with data transfer. Only USB ports with data transfer are suitable for use with Apple CarPlay.

✓ The used USB cable should be a USB cable certified and approved by Apple, e.g. the original Apple cable, or one from the Genuine Volkswagen Accessories.

These technologies may not be available in all countries.

Information on technical requirements, compatible iPhones, certified apps and availability can be found at the Volkswagen and Apple CarPlay website or at an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

## Opening Apple CarPlay

1. To start Apply CarPlay, open the app overview and tap Apple CarPlay.

## Disconnecting

1. Tap in Apple CarPlay mode to open the App-Connect main menu.
2. To end the active connection, tap or .

The presentation of the function keys in the display may vary.

## Special conditions

During an active connection with Apple CarPlay, the following conditions apply:

— For an iPhone connected with the Infotainment system via Apple CarPlay, the phonebook can only be accessed via Apple CarPlay. Other phone functions can also be executed via the phone interface in the Infotainment system.

— It is not possible to use the internal navigation and Apple CarPlay navigation at the same time. The route guidance which was started last ends the previous active one.

— Depending on your Infotainment system, you can view information about telephone operation in the instrument cluster display.

— The iPhone only transmits navigation information to the Infotainment system if the Apple Maps navigation app is used. When using other navigation apps, the navigation instructions are not transmitted to the instrument cluster by the iPhone.

— You can accept or decline incoming calls or end a call in progress using the buttons on the multi-function steering wheel.

### Voice assistant

The availability of the “voice assistant” function depends on the vehicle equipment.

1. To start the IDA voice assistant of the Infotainment system, briefly tap on the multi-function steering wheel.

   Or: to start the voice assistant(Siri) on the connected iPhone, tap and hold on the multi-function steering wheel.

## Android Auto

### Requirements

The following requirements must be met in order to useAndroid Auto:

✓ The smartphone must supportAndroid Auto.

✓ An Android Auto app must be installed on the smartphone.

✓ For Android Auto Wireless, Bluetooth® must be activated on the smartphone and in the Infotainment system. The Infotainment system must also be activated as a Wi-Fi ® hotspot.

✓ If Android Auto Wireless cannot be used, the smartphone must be connected to the Infotainment system with a USB connection that allows data transfer. Only USB ports with data transfer are suitable for use withAndroid Auto.

✓ Use a USB cable certified and approved by the smartphone manufacturer or a USB cable from the Genuine Volkswagen Accessories.

These technologies may not be available in all countries.

Information on technical requirements, compatible smartphones, certified apps and availability can be found on the Volkswagen and Android Auto websites or at an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

### Opening Android Auto

1. To start Android Auto, open the app overview and tap Android Auto.

### Disconnecting

1. Tap in Android Auto mode to open the App-Connect main menu.
2. To end the active connection, tap or .

The presentation of the function keys in the display may vary.

### Special conditions

During an active connection with Android Auto, the following conditions apply:

— An active Android Auto device can also be connected with the Infotainment system via Bluetooth (hands-free profile, HFP ) at the same time.

— Phone functions are possible through Android Auto. The Infotainment system phone function can also be used if the Android Auto device is connected to the Infotainment system via Bluetooth at the same time.

— It is not possible to use the internal navigation and Android Auto navigation at the same time. The route guidance which was started last ends the previous active one.
— You can view information about telephone operation in the instrument cluster display.
— Depending on your Infotainment system and the navigation app used, you can view upcoming turns in the instrument cluster display.
— You can accept or decline incoming calls or end a call in progress using the buttons on the multi-function steering wheel.

### Voice assistant

The availability of the “voice assistant” function depends on the vehicle equipment.

1. To start the IDA voice assistant of the Infotainment system, briefly tap on the multi-function steering wheel.

   Or: to start the voice assistant for the connected smartphone, tap and hold on the multi-function steering wheel.

## Introduction to online services

You can use the mobile online services (hereafter referred to as "online services") to connect your vehicle to the Internet. This gives you the option of expanding the scope of various vehicle functions with online functionalities, e.g. receiving real-time data for navigation. The basic availability of online services depends on the country. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility to find out whether online services are available in your country. You can find a description of all the available online services and further information about registration and Help online at:

www *https://connect.volkswagen.com*

You can find the myVolkswagen customer area online at:

www *https://www.myvolkswagen.net/start/en.html*

Online services can only be activated after signing a contract with Volkswagen AG for using online services, which may be subject to a charge. Online services are subject to a country-dependent term limitation.

The usage and availability of online services can differ depending on the country, vehicle and vehicle equipment. For more information, refer to the General Terms and Conditions for the online services.

Emergency calls and phone calls cannot be made and data cannot be transmitted in areas with poor mobile phone and GPS reception.
Observe the warnings .

Volkswagen is not responsible for vehicle damage that is caused by low-quality or malfunctioning third-party apps, inadequate programming of third-party apps, insufficient network strength, data loss, misuse of mobile devices, or malware on data carriers, computers, tablets and cell phones.

An overview of the online services that are activated for you is available in the Infotainment system in the Privacy settings and services *(→ Privacy settings)* menu, on the Internet in the myVolkswagen customer area, or in the Volkswagen app (hereafter referred to as "app").

Performing online services via the app may use data and lead to costs. If the contractually agreed volume of data is exceeded, the transfer rate will decrease, which may cause delays in performing online services.

### Registering for online services

To be able to use online services in the vehicle, you must carry out the following steps:

1. Create a Volkswagen ID *(→ Volkswagen ID)*.
2. Create a new user *(→ User management)*.
3. Become a primary user *(→ User management)* and, if necessary, perform Volkswagen Ident procedures for using safety-relevant online services *(→ Volkswagen Ident procedure)*.

## Data processing

Applies to EU countries where the General Data Protection Regulation is in effect.

When using services, vehicle information is sent and processed online. This data can provide indirect information about the respective driver, e.g. regarding vehicle handling. You can find the privacy policy regarding the use of Volkswagen's mobile online services in the Infotainment system in the app overview under Legal.

### Restricting data transfer

Directly via the Infotainment system, you have the option of restricting your vehicle communication with the Volkswagen data server and the processing of vehicle and personal data *(→ Privacy settings)*.

### Permanent transfer of the vehicle

If the vehicle has been purchased used or if the vehicle has been permanently transferred to you, mobile online services may already be activated and the previous user may be able to view data acquired by mobile online services and control certain functions of your vehicle.

You can delete all existing users by resetting the Infotainment system to the factory settings.

# Requirements for Using Online Services

To be able to make full use of the online services, the following requirements must be met.

✓ The hardware for using online services has also been ordered for the vehicle and installed ex works.

✓ The vehicle and user are in the area of use.

✓ It is possible to transfer data at the user's location and the vehicle's location without restrictions.

✓ The cell phone is compatible with the app.

✓ The privacy settings in the Infotainment system allow data to be transferred for the online services.

✓ The settings on the cell phone allow data to be transferred for the online services.

✓ A personal Volkswagen user account,Volkswagen ID, has been set up *(→ Volkswagen ID)*.

✓ There is a valid contract with Volkswagen AG for using online services.

✓ A vehicle has been added to the Volkswagen user account *(→ Virtual vehicle)*.

✓ Neither the emergency call and communication control module nor individual online services are deactivated or disabled.

**⚠ WARNING**

Using apps, services and functions while driving can distract you from the road. Driver distraction can cause serious accidents and fatal injuries.

- Always drive attentively and responsibly.

**⚠ WARNING**

If you use services without due care or inadvertently, this may lead to people in and around the vehicle suffering serious or even fatal injuries, e.g. if they are inadvertently locked inside the vehicle.

- Always use services carefully and responsibly.

The vehicle added to the Volkswagen user account must first be driven a few kilometers before individual services can record, send and display correct data.

Do not share your login details, password orS-PIN with others, keep them safe from unauthorized access and ensure that they are not seen by others.

Change your password on a regular basis.

## Situations that can affect system functions

Even if requirements for the usage of these services have been met, the performance of online services may be impaired or blocked by various factors that are outside of the control of Volkswagen. In particular, this includes:

- Maintenance, repairs, deactivations, updates and technical improvements to the telecommunications systems, satellites, servers and databases.
- Switching the mobile network standard to transmit mobile data through the telecommunications provider, for example, from LTE
  Or UMTS to EDGE or GPRS.
- Switching off an existing mobile network standard via the telecommunications provider.
- Malfunction, impairment, or interruption of the mobile network andGPS
  reception, for example due to high speeds, solar storms, weather conditions, regional circumstances, malfunctioning equipment, and high mobile network usage in the applicable radio cells.
- If you are in a location with no or very poor cell phone orGPS
  reception. These locations may include tunnels, areas between tall buildings, garages, parking ramps, underpasses, mountains, and valleys.
- Limited availability of information or incomplete or incorrect information from third-party providers, such as on map displays.
- In countries, federal states and regions where online services are not offered.

## Services That Do Not Require Activation

The following services can still be used if the vehicle has not been added to a Volkswagen user account.

This is the maximum scope possible. Not all services are available in all vehicles and countries.

— Information call.

— Emergency Call Service .

— eCall Emergency System.

— Roadside Assistance Call without transfer of vehicle data.

The Emergency Call Service is available even if you are not logged into the Infotainment system.

Further information is available online in Europe and on Volkswagen's website.

# Setting Up Volkswagen ID

Volkswagen ID offers personal access to Volkswagen's digital world. The Volkswagen ID enables users to log in to Volkswagen's apps and websites.

To use the services, you will need a Volkswagen ID. You can register with Volkswagen ID via myVolkswagen or the Volkswagen app (hereafter referred to as "app").

## Registration via myVolkswagen

1. Open www.myvolkswagen.net.
2. Create a Volkswagen user account in the Log in or register area.
3. Follow the instructions on the screen.

## Registration via the App

1. Install the app.
2. Follow the instructions in the app.

# Changing and Deleting Volkswagen ID User Data

You can change or delete your user data or login details. Any changes to your login details will also apply to all other Volkswagen systems that use Volkswagen ID at the same time.

## Changing User Data via myVolkswagen

1. In the myVolkswagen customer area, open Profile & settings and open one of the following areas:
   — Volkswagen ID.
   — Privacy settings and consent.
2. Click Volkswagen ID ▶ Change details.
3. Change and save user data.
4. Adjust and save information in the Privacy settings and consent area as needed.

## Deleting User Data via myVolkswagen

1. In the myVolkswagen customer area, click Profile & settings ▶ Volkswagen ID ▶ Delete data.
   Your data will be deleted. Your Volkswagen ID will not be deleted.

# Carrying Out Volkswagen Ident

In order to use security-related services, you must confirm the identity of the primary user. You can provide proof of identity either in person at an authorized Volkswagen dealer or authorized Volkswagen Service Facility, or via Volkswagen Ident directly in the Volkswagen app.

1. If a message about identity verification appears when you use a security-related service for the first time, refer to the information and tap Start.
2. Have an identification document ready.
3. Follow the instructions on the screen.

   If the identity verification is successful, this will be confirmed by a message.

# Managing Vehicles

After you have set up yourVolkswagen ID and created your Volkswagen user account in the process, you must add your vehicle to your Volkswagen user account using the 17-digit vehicle identification number (VIN). You will be prompted to do this during the creation of your Volkswagen user account. Once your vehicle has been added to your Volkswagen user account, you can activate online services.

## Adding Further Vehicles via myVolkswagen

1. Click Add vehicle under myVolkswagen in the My vehicles & products▶ area.
2. Enter the vehicle identification number (VIN
   ) and confirm.
   The added vehicle is listed in the vehicle overview.

You can add additional vehicles via myVolkswagen in the same way.

## Adding Further Vehicles via the App

1. Start the app and open the vehicle overview.
2. To add another vehicle, tap .
3. Enter or scan the VIN
   and confirm.
   The added vehicle is listed in the vehicle overview.

## Removing the Vehicle via the App or via myVolkswagen

If you remove the vehicle with which you are registered in your vehicle as a primary user, this is the same as resetting the user management to factory settings. All users are deleted in the vehicle, and lose the rights assigned to their respective role to use online services.

1. Open the vehicle overview and tap Delete vehicle or Remove vehicle.

# Setting, Changing and Resetting the S-PIN

In addition to the password, the security pin(S-PIN) will also be requested during user authentication. This acts as a second level of security and protects security-related services against unauthorized access.

The security PIN

S-PIN is a sequence of several numbers that you can freely select as part of registration for online services.

When creating your S-PIN

, avoid numbers that are easy to guess and widely known dates of birth. You must keep your S-PIN strictly confidential. For security reasons, you should change your S-PIN immediately if your S-PIN becomes disclosed to a third party.

## Setting the S-PIN via myVolkswagen and the App

You must have added your vehicle to your Volkswagen user account before you set or change the S-PIN

.

— During the registration process in myVolkswagen or in the app, you will be prompted to set the S-PIN in your Volkswagen user account.

The S-PIN should consist of four non-identical, non-consecutive (neither ascending nor descending) numbers.

## Changing the S-PIN via myVolkswagen and the App

To change your S-PIN

, you must enter and confirm both the previous and the new S-PIN.

— In myVolkswagen, you can change your S-PIN in your Volkswagen user account.
Please note that changing the S-PIN in myVolkswagen is only possible if your vehicle is listed under My vehicles & products.

— On the app, you can change your S-PIN in your user profile.

If you enter the S-PIN incorrectly multiple times, the input field will be locked for a period of time.

# Getting Help

There are various sources of information for getting help with the function and use of individual services.

## Help via myVolkswagen or the App

You will find information (depending on the country) on registering, individual services and frequently asked questions (FAQ

) in the Help & contact area under Help for apps and digital services.

# Introduction

You can create Volkswagen user accounts for different vehicle users in your vehicle. This enables you to save individual vehicle settings, such as the air conditioner, to one Volkswagen user account.

## User selection after turning on the ignition

If Volkswagen user accounts have been created in the vehicle, a welcome menu will be opened when the ignition is switched on. In this welcome menu, the vehicle user can select a Volkswagen user account. If the selected Volkswagen user account has been protected with an S-PIN

, the S-PIN must be entered.

If you activate the Save S-PIN option, you will no longer be prompted to enter your S-PIN

when selecting the Volkswagen user account. However, bear in mind that third parties then have access to your personal data.

As soon as a user is selected, the settings saved in the user profile are loaded in the vehicle.

## Automatic assignment of a Volkswagen user account to the vehicle key

The vehicle settings are automatically assigned to the vehicle key that is active in the vehicle when a Volkswagen user account is successfully created in the vehicle. When opening the vehicle with a vehicle key assigned to a Volkswagen user account, the Volkswagen user account assigned to the vehicle key is suggested for selection in the welcome menu. If the Volkswagen user account is switched, the vehicle settings for the selected Volkswagen user account are assigned to the active vehicle key.

Opening user management

1. Tap User in the app overview or in the top display bar.

## Description of user roles

The following user roles are available in the vehicle:

Primary user

— The “primary user” role is intended for the registered keeper or for a user of the vehicle who is not merely a temporary user, e.g. lessee or company car driver. The primary user has unrestricted permissions and can assign additional permissions to other users of the vehicle by inviting them as secondary users. When a new vehicle primary user is confirmed, the previous primary user automatically loses the primary user role and permissions.

Secondary user

— The “secondary user” role is intended for users who regularly use the vehicle. The secondary users' position differs from that of primary users, in that they must be invited by the vehicle's primary user. The primary user can withdraw the authorizations for using online services at any time for the secondary user. This Owner's Manual describes how secondary users are invited *(→ User management)*.

Guest users

— The “guest user” role is intended for users who use the vehicle only occasionally or just once. The guest user can log in to any vehicle that can be used for this purpose. The cooperation of the primary user is not required. The guest user only has limited access to certain services.

Guest

— The “Guest” Volkswagen user account is not assigned to one person. The account is local to the vehicle and cannot

be synchronized with the server. The “Guest” Volkswagen user account is designed for anonymous users. These are users who have access to the vehicle but do not log in. There is only one such Volkswagen user account in vehicles with online personalization and it cannot be deleted. If the “Guest” Volkswagen user account is activated in the vehicle, e.g. by deleting a currently selected Volkswagen user account, all users logged in to the vehicle are temporarily logged out. The current vehicle settings are saved in the “Guest” Volkswagen user account and retained until a personal Volkswagen user account is selected again.

## Creating new users

To create a new user in the vehicle, you must create a Volkswagen user account in the app on the cell phone or via myVolkswagen on the Internet.

### No user has been created in the vehicle yet

1. Switch the ignition on.
2. Tap Log in.

   The Connect with Volkswagen in a few steps menu opens.
3. If a Volkswagen user account has already been created, tap Log in again.

   Or: if no Volkswagen user account has been created, tap Register.

   When registering a new user, you will be asked to create an S-PIN

   . Please note additional information on this *(→ S-PIN)*.
4. Follow the instructions in the Infotainment system.
5. Log in using the displayed QR code

   ®, or alternatively via Log in with e-mail.

   As soon as login is successful, the user is displayed in the user management.

### There are already users in the vehicle

1. Switch the ignition on.
2. Tap Change user ▶ ⊕.

   Or: open the app overview and tap Users ▶ Others ▶ ⊕.

   The Connect with Volkswagen in a few steps menu opens.
3. If a Volkswagen user account has already been created, tap Log in again.

   Or: if no Volkswagen user account has been created, tap Register.
4. Follow the instructions in the Infotainment system.
5. Log in using the displayed QR code

   ®, or alternatively via Log in with e-mail.

   As soon as login is successful, the user is displayed in the user management.

# Becoming the primary user

The “primary user” role is intended for the registered keeper or for a user of the vehicle who is not merely a temporary user, e.g. lessee or company car driver. There is only one primary user for each vehicle.

For verification as the primary user, you will need the two vehicle keys of your vehicle and a valid contract to use the online services. If you have not yet concluded a contract for using the online services, you can complete this contract during the process. You will need the Volkswagen app for this purpose.

1. Open the Become primary user menu:
   - If no primary user is present in the vehicle yet, you will be asked if you want to become the primary user when the first user is created. If you want to become the primary user, tap Become primary user.
   - If a primary user already exists, but a different user should be the primary user, tapUser ▶ Settings ▶ Become primary user.
2. Press on the first vehicle key.
3. Press on the second vehicle key.

   After the Infotainment system has processed the radio signals, you will become the primary user of the vehicle.

## Inviting secondary users via myVolkswagen

After successful registration and verification as the primary user, you can assign permissions to other vehicle users.

1. Open the area Vehicle user ▶ Manage users.
2. Click Invite as secondary user next to the user who you want to invite as a secondary user.

   The invited person receives a notification in the app that they were invited as a secondary user. Once the person has accepted the invitation, you can activate the services for this person.
3. You can revoke invitations as needed in theManage users area.

# Protecting the user profile

Your Volkswagen user account is protected by your personal password and your S-PIN. The password and the S-PIN can be changed via the app or on the Internet via myVolkswagen.

An S-PIN

protects your user profile against unwanted changes as standard. If you have activated the Save S-PIN function in the welcome menu, your user profile is no longer protected. If you wish to protect your user profile again with an S-PIN, you can activate the S-PIN. It is then only possible to log in by entering theS-PIN. If you protect your user profile with an S-PIN, you must always enter yourS-PIN before you begin driving.

1. Tap User ▶ ⚙ ▶ Protect user profile.
2. Activate Protect with S-PIN.

# Deleting Users or User Profiles

Every vehicle user can delete every user profile in the vehicle. Only the user profile is deleted from user management, but not the Volkswagen ID or data linked with the Volkswagen ID.

## Deleting a primary user

To delete the primary user, you have three different options:

1. Reset the Infotainment system to factory settings.
   — All users and vehicle settings are deleted.
   — All users will lose the rights to the online services assigned to the respective role.
2. Delete the user profile of the primary user.
   — The primary user is deleted. All other users are still available in the vehicle.
   The rights assigned to the respective role are still available to all users.
3. Delete the user profile of the primary user and remove rights.
   — The primary user is deleted. All other users are still available in the vehicle.
   The rights assigned to the respective role are no longer available to all users.
4. Verify as new primary user.
   — The former primary user and all other users are deleted. The former primary user loses their rights to the online services.
   — The rights assigned to the respective role are no longer available to all other users.

### Deleting the primary user by resetting the Infotainment system to factory settings

1. In your privacy settings, activate “Share my position” or “Online” mode.
2. Reset the Infotainment system to factory settings *(→ First steps in the Infotainment system)*.

If you choose a different privacy setting, the primary user can remain on the server.

### Deleting a primary user

You can see in the Infotainment system if your vehicle is assigned to a person as a primary user.

1. Tap Users ▶ ⚙ ▶ Become primary user.
2. Under Current primary user, check whether a primary user is already assigned to your vehicle.
3. To delete the current primary user, tap Delete primary user. You are asked whether you want to delete the primary user profile from the vehicle or remove the rights of the primary user.
   — What happens if you delete the user profile viaDelete or Delete profile?
   This has the result that only the current user profile of the primary user is deleted from the vehicle. The rights to fully use online services and to manage the roles of the other users are retained. All other users also remain available in the vehicle and keep their assigned role, and therefore also retain the rights to use the online services as secondary users.
   — What happens if you give back the rights as primary user viaRemove rights or Remove?
   The user profile of the primary user is deleted from the vehicle. You will lose your rights to use online services as a primary user. The secondary users will therefore also lose their rights to use online services as secondary users, even if the users are still available in the vehicle.

### Becoming the primary user

The verification of a new primary user deletes the former primary user from the vehicle.

### Deleting a user

Any vehicle user can delete a Volkswagen user account. Either the logged-in user deletes their own Volkswagen user account or that of another user.

When deleting users, the data is only deleted from the vehicle. The corresponding Volkswagen ID is retained in the saved vehicle settings and can be reloaded via the login process in the vehicle. Agreements or online services made during the registration process are not saved.

1. Tap Users ▶ ⚙ ▶ Delete user profile.

   The logged in user is deleted.

   Or: tap Users ▶ ✎.

   Users that can be deleted are marked with 🗑.

2. Tap 🗑 next to the user you wish to delete.

   The selected user is deleted.

   All vehicle settings are saved in the “Guest” user role.

3. To return to the user management, tap ✎.

## Troubleshooting

### Where is my user?

If you have already created a Volkswagen user account in the vehicle and you can no longer see it in the user management, it may have been deleted. Log in to the vehicle again *(→ User management)*.

### I have forgotten my S-PIN

If you have forgotten your S-PIN

, you can have it reset again undermyVolkswagen or in the app.

# Managing privacy settings

Using the privacy settings, the data transfer between the vehicle and the Internet can be approved or blocked in several stages via the Infotainment system.

Note that every vehicle user can set up individual settings within the “Privacy settings and services” function. These settings may be different to those desired by the vehicle owner.

If data transfer is restricted, online vehicle functions, such as updates or tracking services like vehicle positioning, cannot be carried out.

Data transfer from mobile devices and their communication with the vehicle or services required by law cannot be blocked or deactivated via the “Privacy settings and services” function.

Some online vehicle functions and tracking services are only available in certain countries and vehicle models.

New online vehicle functions and tracking services provided for the vehicle in future will be subject to the same restrictions.

## Internet connection

The following symbols are displayed in the top display bar of the Infotainment system, depending on the status selected:

Offline mode:

Your vehicle is offline. The mobile online services are not available.

Online mode (currently no connection):

Online mode is selected, but there is currently no connection to the Internet.

Online mode:

Your vehicle can send and receive data for activated online services.

or

Offline mode – V2X technology active.

Your vehicle is in Offline mode and continues to transmit data via the “V2X technology” function *(→ V2X technology)*.

## Setting Up Privacy Settings

Opening the Privacy settings and services menu

1. Tap User ▶ ⚙ ▶ Privacy settings and services.

When you tap the relevant symbol, the corresponding mode is selected. You can see which mode is selected from the highlighted symbol or in the top display bar in the Infotainment system.

## Selecting offline mode

Offline mode.

— All services are deactivated and cannot send any data.

All tracking functions do not function.

— The eSIM

card is deactivated.
All vehicle functions that require an online connection via the eSIM
card are deactivated.

In offline mode, the information and data stored in the control modules, such as emergency numbers, cannot be updated. Outdated information and data can impair functions and services or make them unavailable.

### Selecting online mode without position data

"No position data" mode.

— The vehicle's current position is not transmitted.

All tracking functions do not function.

— The eSIM

card remains activated.
All vehicle functions that require an online connection via theeSIM
card are activated.

### Selecting online mode with Use position data

"Use my position" mode.

— The vehicle's current position is not shared with other people.

All tracking functions do not function.

— The eSIM

card remains activated.
All vehicle functions that require an online connection via theeSIM
card are activated.

### Selecting online mode with Share position data

"Share my position" mode.

— Online services can send and receive data without restriction.

All tracking services are activated.

Primary and secondary users can access the vehicle's positioning data online viamyVolkswagen or the app.

— The eSIM

card is activated.
All vehicle functions that require an online connection via theeSIM
card are activated.

## Manage services

The following functions are available with the Manage services tool in the Infotainment system:

— Query which online services are currently available in the vehicle.

— Display the number of activated and deactivated online services.

— Activate or deactivate individual online services.

Further information:

https://connect.volkswagen.com

Opening Manage services

1. Tap User ▶ ⚙ ▶ Privacy settings and services.

If you individually deactivate all online services, the control module with the integrated eSIM
card can continue to transfer data.

## Setup

Using the Filter by: function, you can select the online services that you wish to view in the overview:

— All – Display all online services.

— Activated – Only display activated online services.

— Deactivated – Only display deactivated online services.

— Not available – Only display unavailable online services.

## Activating or deactivating online services

Services can be individually activated or deactivated.

1. Open Manage services.
2. Tap Service and activate or deactivate Allow in the vehicle.

If data transfer is restricted due to the “Privacy settings” function, activation or deactivation of individual services is not possible.

Alternatively, you can activate or deactivate the online services via myVolkswagen or in the app.

Some online services can only be jointly activated or deactivated, even if they are listed individually in the menu.

Legally required services and the associated data transfer cannot be turned off or deactivated, such as the “eCall Emergency System”.

# Introduction

Using the personalization function, individual vehicle settings, such as the air conditioner, can be saved to your Volkswagen user account. The user is identified by logging into the Infotainment system. Changes to the settings are assigned to the Volkswagen user account active for the vehicle and if there is an Internet connection, they are automatically saved online in the Volkswagen user account.

## Opening the Configuration Wizard for Customizable Vehicle Settings

1. In the app overview, tap ⚙ ▶ Configuration ▶ Configuration wizard.

# Customizable vehicle settings

The vehicle functions that can be set depend on the equipment. Some functions that can be personalized are not stored online, rather only assigned locally to the user profile in the vehicle.

The following functions can be personalized:

— Date and time display.

— Driving data menu and selection of displays in the digital instrument cluster and head-up display.

— Window and mirror settings when locking.

— Radio and station settings.

— Seat settings

— Navigation settings.

— Climate control system settings

— Driver assistance system settings.

# Synchronising vehicle settings

Depending on the vehicle equipment and the country, the vehicle has online personalization. With online personalization, vehicle settings that are changed in the vehicle are automatically assigned to the active Volkswagen user account and stored online periodically. The vehicle settings are synchronized automatically with the data saved online in the following situations, when there is an internet connection:

— When switching on the ignition and the Infotainment system: synchronizes all recently used Volkswagen user accounts saved in the vehicle.
— When switching to another Volkswagen user account: synchronizes the newly activated and the now deactivated Volkswagen user account.
— At the end of the trip and when switching off the ignition: synchronizes the Volkswagen user account that was last active.

You can also start synchronization manually in the user administration menu, e.g. if automatic synchronization upon login was not successful. Synchronization cannot take place automatically if the vehicle's online status is impaired, e.g. in underground garages, or if you have activated offline mode.

If an inactive user profile is active in another vehicle and if settings are synchronized from there, these settings will also be loaded to your vehicle and assigned to the corresponding user profile.

# In-Car Shop

The In-Car Shop offers you the option to extend or purchase the following online services or functions directly from the vehicle:

— Enable additional functions for your vehicle(upgrades) .

— Extend the term of the online services.

— Purchase and download apps and update and delete apps acquired in the In-Car Shop.

— Depending on the country and the vehicle equipment: purchase data plans.

You can also select the country and the language of the In-Car Shop under ▶ . Depending on the country selected, the range and availability of the products may vary.

## App Update

There are two different procedures for an app update.

— The apps purchased from the In-Car Shop are updated in the In-Car Shop. If an app update is available, you will be notified about it. In order to perform the app update, you must log in as the primary user.

— If an app update is available for other apps, you will be notified and can perform the app update without opening the In-Car Shop. Any vehicle user can perform these app updates.

# Introduction

With Upgrades, your vehicle can be temporarily or permanently equipped after delivery with new optional functions.

## Functions

Depending on the vehicle model, convenience and Infotainment system functions, as well as driver assistance systems, can be enabled for a limited time or permanently for a fee.

Enabling functions depends on the country and vehicle.

Certain Infotainment systems contain a list of activated functions.

Activated functions are not bound to the term of the Volkswagen user account.

When lending or selling your vehicle, inform the buyer or user about the functions which have been permanently enabled, or those which are enabled for a limited period.

**WARNING**

Enabling functions while driving can distract from traffic. Driver distraction can cause serious accidents and fatal injuries.

- Enable functions only when the vehicle is stationary.
- Always drive attentively and responsibly.

In some cases, if the necessary hardware for enabling the function is not present in the vehicle, it can be retrofitted by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If the necessary software for enabling the function is not present in the vehicle, the software can be retrofitted . Retrofitting may have associated charges, depending on the type of software.

## Status of the function

Function enabled.

Function malfunctioning or temporarily not available.

Depending on the vehicle equipment, the runtime of the respective function can be viewed in the Volkswagen Connect Shop in the myVolkswagen customer area or in the Infotainment system under ▶ ▶ Privacy settings and services.

# Viewing and enabling functions

Before restarting the engine, read the message in the Infotainment system about completion of activation. If activation was not successful, observe the related note.

## Requirements

✓ The vehicle has its own installed Infotainment system.
✓ Compatibility and performance of the hardware in the vehicle is ensured.
✓ There is a valid contract for use of the services between you and Volkswagen AG.
✓ Your vehicle is assigned to your user account.
✓ You have the “primary user” role for the vehicle *(→ User management)*.
✓ There is sufficient cell phone reception at your vehicle's current location.
✓ The vehicle electrical system is functioning.
✓ The 12-volt vehicle battery is sufficiently charged.
✓ There is a factory-installed control module with an integratedeSIM card.

## Viewing functions

1. Tap ▶ in the app overview.
2. Open the Privacy settings and services menu.

All functions offered for the vehicle can also be viewed in the In-Car Shop of the Infotainment System.

The primary user can enable the available functions for the vehicle in the In-Car Shop of the Infotainment system or in the Volkswagen Connect Shop.

## Activate functions

Do not drive the vehicle during activation.

In the In-Car Shop of the Infotainment system, all possible functions available for the vehicle are displayed.

1. To open the In-Car Shop of the Infotainment system, tap in the app overview.
2. Tap the function in the In-Car Shop and follow the instructions in the Infotainment system.

During enabling and after enabling, observe the messages in the Infotainment system.

After successful activation, it is necessary to first park the vehicle for approx. 10 minutes for some functions.

1. Stop the engine and, depending on the vehicle equipment, set the electronic parking brake and apply the parking brake if necessary.
2. Close the engine hood, trunk lid, all windows and all doors.
3. Ensure that all vehicle occupants leave the vehicle and that no animals are left in the vehicle.
4. Exit the vehicle, taking all vehicle keys with you.
5. Lock the vehicle and remove the vehicle key from the sensor range of the vehicle.

If you have the “primary user” role for the vehicle *(→ User management)*, you can also view activated functions in the app.

## Troubleshooting

### Where can I find functions?

Through an online shop, you can find functions which you can access via your Volkswagen user account.

Depending on the vehicle equipment, functions can also be enabled directly via the Infotainment system in the In-Car Shop.

### Are there functional limitations during activation?

While activation is in progress, the function is not available.

### Where is successful activation displayed?

Successful enabling is displayed in the Infotainment system.

### When is the enabled function available?

Depending on the enabled function, the function is available either immediately or after the ignition is switched on again.

# Introduction

The functions and settings of the Infotainment system depend on the vehicle equipment and are not available in all countries.

## Prior to the first use

Before using the Infotainment system for the first time, read the following points to be able to fully use the available functions and settings:

— Observe the safety instructions *(→ First steps in the Infotainment system)*.

— Reset the Infotainment system to factory settings *(→ First steps in the Infotainment system)*.

— Refer to the chapter on vehicle interior maintenance for instructions on cleaning the Infotainment system screen *(→ Vehicle care interior)*.

— Find your favorite radio stations, also referred to in the following as "stations", and save them to storage locations to quickly access them .

— Only use suitable audio sources and data carriers .

— Use current map data for the navigation system.

— Pair a cell phone in order to use the phone interface to make calls .

— Register for the mobile online services to use the relevant services .

## Other applicable documents

In addition to this manual, please refer to the following documentation when using this Infotainment system and its components:

— Supplements to your Owner's Manual.

— Operating instructions for the cell phone or audio sources.

— Operating instructions for external data carriers and players.

— Instructions for retrofitted or additional Infotainment accessories.

— Digital instructions in the Infotainment system, depending on the vehicle equipment and not available in all countries.

# Safety instructions

Some functions may contain links to websites that are administered by third parties. Volkswagen does not assume ownership of third-party sites reached through links and is not responsible for their content.

Some functions may contain third-party information that originates from third-party providers. Volkswagen is not responsible for the accuracy, currentness, and completeness of this non-proprietary information, and for ensuring that the rights of third parties are not violated.

The radio stations and owners of the data carriers and audio sources are responsible for the transmitted content.

Parking garages, garages, underpasses, tunnels, high buildings, mountains and valleys and any other electrical devices being used, e.g. battery chargers, may interfere with the reception of cell phone, GPS

and radio signals.

Foil stickers or stickers with a metal layer placed on the antenna and on the windows can impair radio reception.

Read and follow the applicable manufacturer's operating instructions when using cell phones, data carriers, external devices, and external audio and media sources.

**⚠ WARNING**

The Infotainment system's central processor is networked with the control modules installed in the vehicle. If the central processor is incorrectly repaired, removed or reinstalled, there is an increased risk of accident and injury due to the control module functioning incorrectly or not functioning at all.

- Never replace the central processor with a used central processor from a scrap vehicle or from recycling.
- Always have the central processor repaired, removed and reinstalled by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

**⚠ WARNING**

Reading information on the screen, operating the Infotainment system and connecting, inserting or removing a data carrier or audio source while driving can distract from traffic. Displays and information on the screen may be difficult to read if the lighting conditions are unfavorable or if the screen is damaged or dirty. This may distract the driver from the traffic situation. Driver distraction can cause accidents and injuries.

- Always drive attentively and responsibly.

**⚠ WARNING**

Setting the volume too high prevents you from hearing audible signals. Failure to hear audible signals from outside the vehicle can lead to accidents.

- Adjust the volume settings in the Infotainment system so that audible signals from outside the vehicle (such as sirens on emergency service vehicles) can still be heard.

**⚠ WARNING**

Setting the volume too high can cause hearing damage even if you are exposed to a loud volume for only a short time.

- Select a volume that is at a comfortable level for all vehicle occupants.
- Avoid excessive volume levels.

**⚠ WARNING**

Sudden volume fluctuations can distract the driver, e.g. when an audio or media source is connected or changed. This could cause accidents and injuries.

- Reduce the volume level before changing or connecting an audio or media source, for example.

**⚠ WARNING**

The following conditions may restrict, interrupt or prevent emergency calls, phone calls and data transfers:

- The emergency call location is in an area with no cell phone and satellite reception, or insufficient reception.
- You are in a location where there is sufficient mobile phone and satellite reception, but the telecommunications provider's mobile communications network is unavailable.

- The vehicle components required for emergency calls, phone calls and data transfers are damaged, do not work or do not have sufficient power.
- The cell phone battery is empty or has an insufficient charge level.

**WARNING**

Radio stations can broadcast messages about disasters and dangers. If messages about disasters or dangers are not received or issued, accidents and injuries may occur. It may not be possible to receive or send messages under the following conditions:

- The current location is in an area with no cell phone or insufficient radio signal reception.
- In areas with sufficient radio signal reception, where the radio station's frequency bands are malfunctioning or not available.
- The speakers and the vehicle components required for radio reception are damaged, do not work or do not have sufficient power.

**WARNING**

In some countries and mobile networks, emergency calls can only be made under the following conditions:

- A cell phone with an unlocked SIM card and sufficient calling credit is connected to the vehicle's phone interface.
- Adequate network coverage is available.

**WARNING**

If a cell phone or CB radio is used inside the vehicle without connection to an outside antenna, the limit values for electromagnetic radiation inside the vehicle may be exceeded and endanger the health of all vehicle occupants.

- Keep the cell phone antenna at least 20 cm (approximately 8 inches) away from any active medical implants, such as pacemakers, because cell phones can impair the function of active medical implants.
- Do not carry a cell phone that is turned on directly above or in the immediate vicinity of any active medical implants, for example by keeping a phone in a shirt pocket.
- Immediately switch off cell phones if you suspect they could impair an active medical implant, e.g. pacemaker, or other medical device.

**WARNING**

Loose, unsecured or incorrectly mounted cell phones, external devices and accessories can be thrown through the vehicle interior in the event of sudden driving or braking maneuvers or a collision. This can cause accidents and serious injuries.

- Secure or stow cell phones, external devices and Genuine Volkswagen Accessories safely outside of the airbags' deployment zones.
- Always secure or store cell phones, external devices, audio sources and accessories in the dedicated compartments and holders in the vehicle so that they cannot be thrown through the vehicle interior and cannot impede the driver.
- Never leave heavy, hard or sharp objects in the pockets of clothing.
- Arrange cables for external devices and audio sources so that they are not in the way of the driver.

**WARNING**

Driving recommendations and traffic signs displayed in the navigation system may differ from the actual traffic situation and you must not be tempted to take safety risks.

- Always drive attentively and be ready to intervene at any moment.
- Always bear in mind that traffic signs, signal systems, traffic regulations and local circumstances have priority over the driving recommendations and displays in the navigation system.
- Always adapt your speed and driving style to the current visibility, weather, road and traffic conditions.

*NOTICE*

Radiation from cell phones that are switched on can interfere with sensitive technical and medical devices, potentially causing malfunctions or damage to the devices.

- Always switch off the cell phone in areas with special regulations relating to or prohibiting the use of cell phones.

**NOTICE**

Setting the volume too high and excessively loud or distorted playback can damage the speakers.

- Select the volume setting so that the speakers are not damaged.

## User information

The Infotainment system requires a few seconds to perform a complete system start, and will not respond to inputs during that time. During the system start, only the Rear Assist camera can be displayed.

The Infotainment system must start completely before all displays can appear and functions can be performed. The length of time that it takes for the system to start depends on the scope of functions in the Infotainment system, and it can take longer to start at low and high temperatures.

Observe local regulations and legal requirements when using the Infotainment system and corresponding accessories, such as headphones.

For the Infotainment system to function, it must be switched on and the vehicle must be set to the current date and time if necessary.

A missing function key in the screen is not the result of a device error, but instead corresponds to the country-dependent equipment.

Some Infotainment system functions can only be selected when the vehicle is stationary. In some countries, it is also necessary to turn the driving mode selector to neutral position N or press the (P) electronic parking brake button on the driving mode selector. This is not a malfunction, but rather compliance with legal regulations.

Some countries may have restrictions regarding the use of Bluetooth® devices. Information can be obtained from the local authorities.

If the 12 V vehicle battery has been disconnected, switch on the ignition before switching on the Infotainment system.

Displays on the screen may vary due to differences in the settings, and the Infotainment system may function differently than described in this manual.

The Infotainment system will switch off automatically when the engine stops and if the 12 V vehicle battery charge level is low.

In some vehicles with a parking system, the volume of the current audio source may be automatically lowered when you shift into reverse. The volume reduction can be adjusted.

The Infotainment system contains information about the software contained in the system and the licensing terms: depending on the vehicle, under Settings ▸ Info.

If you sell or loan your vehicle to someone, ensure that all of the saved data, files and settings are deleted and, if necessary, that the external audio sources and data carriers are removed.

Some functions in the Infotainment system require an active Volkswagen user account for the vehicle for the mobile online services and a connection to the Internet . In order to enable functions to be carried out, data transfer must not be restricted.

# Brands, licenses, copyright

## Brands and licenses

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## Copyright

Audio and video files saved on data carriers and audio sources are generally subject to copyright regulations in compliance with applicable international and national laws. Observe legal regulations.

# Overview of Infotainment system




Fig. 1 Overview of the Infotainment system (general example).

1. Menu button: ⁙.
2. Sensor area for switching the Infotainment system on and off.
3. Touch control for volume setting.
4. Home button: ▢ (hereinafter: HOME).
5. Pages.
6. Vehicle favorites.
7. App favorites.
8. Control Center.
9. Notifications and status displays (availability depends on the country).

Further information and tips for operating the Infotainment system can be found in this Owner's Manual *(→ First steps in the Infotainment system)*.

## 1 Menu button: ⁙

1. To open the app overview, tap ⁙.

## 2 Sensor area for switching the Infotainment system on and off

— To switch the Infotainment system on or off manually, tap the sensor area and hold it until the screen switches on or off.

— To mute the Infotainment system, tap the sensor area.

## (3) Touch control for volume setting

— Swipe left to reduce the volume.

— Swipe right to increase the volume.

— Swipe left or right with two fingers to zoom in or out of the map view.

## (4) Home button: ▢ (hereinafter: HOME)

1. To open the home screen, tap HOME.

## (5) Pages

Certain menus and functions have multiple pages with different content. The current page is highlighted.

— Tap a selection to switch to a page.

— To switch between pages, swipe left or right on the screen.

## (6) Vehicle favorites

Vehicle functions, e.g. Auto Hold, can be saved in the vehicle favorites to enable quick access. The vehicle favorites can be personalized *(→ First steps in the Infotainment system)*.

1. To open vehicle favorites, tap 🚗.

## (7) App favorites

Main menus can be saved in the app favorites to enable quick access. The app favorites can be personalized *(→ First steps in the Infotainment system)*.

1. To open a main menu in the app favorites, tap the corresponding function key.

## (8) Control Center

The Control Center contains additional function keys for functions and notifications, e.g. the screen brightness can be set here or the Auto Hold function can be switched on and off. Displayed functions can be configured *(→ First steps in the Infotainment system)*.

1. Tap the selection and swipe down to open the control center.

## (9) Notifications and Status Displays(availability depends on the country)

Notifications and status displays for user management and the “Privacy settings” function with signal strength display of the eSIM

(availability depends on country).

1. To open notifications, tap Notifications.

   Or: to open the user management menu or the “Privacy settings” function, tap Status display for user management or the “Privacy settings” function.

## Scroll bars (without position numbers)

Certain menus and functions contain additional content above and below the content currently displayed on the screen.

1. Tap the scroll bar and swipe down or up to display additional content.

Restoring the Infotainment System to Factory Settings

1. Open the app overview and tap ⚙ ▶ Settings ▶ Restore factory settings.

When restoring factory settings, the vehicle settings are deleted, and personal data may also be deleted. Mobile online services can no longer be used in this vehicle. The services can only be used again after reactivation. If there is a primary user in the vehicle, they will also be deleted and informed of this via e-mail. Please note additional information on this in the chapter on the mobile online services . If Digital Keys have been created, they will be irrevocably deleted.

Opening the Quick Guide to the Infotainment System(if available)

Further information and tips on operation can be found in the quick guide to the Infotainment system.

1. Open the app overview and tap ? ▶ .

## Switching the Infotainment System On or Off

In the following case, the Infotainment system switches on automatically:

— If the Infotainment system was not previously switched off manually, it will switch on when the ignition is switched on.

The Infotainment system starts at the volume that was last set, as long as this does not exceed the preset maximum switch-on volume.

In the following cases, the Infotainment system will switch off automatically:

— If you leave the vehicle while the ignition is not active.

— If you switch on the Infotainment system manually while the ignition is not active, it will switch off after approximately 30 minutes without user input.

— If you stay in the vehicle while the ignition is not active, after approximately 30 minutes without user input.

If the Infotainment system is no longer responding, it automatically restarts. If restarting does not work, tap and hold the sensor area for approximately 15 seconds to switch the Infotainment system on and off.

**⚠ WARNING**

During a restart of the Infotainment system, functions such as the Rear View Camera system display, acoustic and visual warnings of the Park Distance Control and Rear Traffic Alert, the Park Distance Control, the Rear Traffic Alert and other warning tones may not be available for a short time. This can cause accidents and serious injuries.

- Always stay attentive and do not rely solely on the systems. The driver is always responsible for control of the vehicle.
- Pay attention to the traffic situation and the vehicle environment when entering and leaving a parking space.
- In a hazardous situation, apply the brakes using the brake pedal.
- Wait until the Infotainment system and the other systems are fully started.

Operating the Screen (Touchscreen)

You can operate the Infotainment system functions via the screen. The screen brightness can be adjusted via the control center *(→ Overview of Infotainment system)* (8). You will find detailed explanations of the different finger movements in the digital manual for the Infotainment system, if available.

1. Open the app overview and tap ? ▶ ▶ Operation.

## Main Menus in the App Overview

Main menus appear as function keys in the app overview and on the home screen. You can configure the position of the function keys.

Opening Main Menus

1. To open a main menu, tap the corresponding function key e.g. for navigation.

The following main menus may be included as function keys in the app overview:

- Ambient lighting, Ambient light .
- App-Connect .
- Assistance systems .
- Experience.
- Driving mode.
- Vehicle .
- IDA: Voice assistant .
- Sound *(→ First steps in the Infotainment system)*.
- Climate control .
- Navigation .
- User, User management .
- Parking.
- Radio/Media , .
- Legal.
- Setup *(→ First steps in the Infotainment system)*.
- Shop.
- Seats.
- Stationary air conditioning: Stationary air conditioning .
- Telephone .
- Tips/Help: Here, you can find additional information about Infotainment system functions and operation, e.g. the quick guide *(→ First steps in the Infotainment system)*.

Configuring the App Overview

In the app overview, you can configure the layout of the function keys, pages and displays or have them positioned

using standard layout templates.

1. Open the app overview.
2. Tap and hold the function key until an additional window opens.
3. Tap the function key in the additional window and hold until the function key is highlighted.
4. Move the function key to the preferred position and release it.
5. Tap Finished.

### Personalization

Depending on the vehicle equipment, you can personalize function keys and pages *(→ First steps in the Infotainment system)*.

Adjusting the volume using the Control for Driving Mode Selection

The driving experience control is available depending on model.

1. To decrease the volume, turn the Control for Driving Mode Selection *(→ Center console)* to the left.

   Or: to increase the volume, turn the Control for Driving Mode Selection to the right.

### Control pause

Frequent operation of the Infotainment system within a short time period during the journey may lead to a control pause. The control pause is automatically rectified after a short delay.

## Personalizing the Infotainment system

Depending on the vehicle equipment, you can personalize the Infotainment system to access your favorite and frequently used functions quicker.

The Infotainment system pages contain tiles for accessing additional menus and functions.

Configuring tiles

Configure the tiles by removing or adding pages.

1. Tap HOME.
2. Tap and hold the tile until an additional window opens.
3. To add a new page with tiles, tap ⊕, tap on your preferred template and tapOK. New tiles are created without any functions.

   Or: to delete a page with tiles, tap Delete page and confirm.
4. To return to the page, tap Finished.

There are always at least two pages available. They cannot be removed.

Adjusting tiles

Adjust the tiles and displayed tile functions in the Infotainment system pages in order to manage the Infotainment system as you wish.

1. Tap HOME.
2. Tap and hold the tile until an additional window opens.

3. To add functions to a tile, tap on the desired tile.
4. Tap the desired function in the additional window. Various functions are available depending on the size of the tile.
5. To remove a function from a tile, tap on the tile of your choice and tap your preferred function in the additional window.
6. Tap Finished.

For some tiles, more functions are available than can be seen initially in the additional window. Swipe to the left or right in the additional window to see all the functions.

### Adjusting the control center

Adapt the Infotainment system's Control Center for quicker access to your favorite and frequently used functions, such as the Auto Hold function.

1. Open the Control Center.
2. Tap and hold the function until an additional window opens.
3. Tap the required function in the additional window.
4. Tap Finished.

For the control center, more functions are available than can be seen initially in the additional window. Swipe to the left or right in the additional window to see all the functions.

### Personalizing App Favorites

1. To add a main menu, tap ⊕.

   Or: to adjust a main menu, tap and hold an occupied storage location until an additional window opens.
2. Tap the required function in the additional window.
3. Tap Finished.

### Deleting App Favorites

1. Tap ⊕.

   Or: tap and hold an occupied storage location until an additional window opens.
2. Tap the relevant favorites in the app favorites.
3. Tap ≡ ▸ Delete favorite and confirm.
4. Tap Finished.

All app favorites can also be reset to factory settings. To do this, tap≡ ▸ Factory settings.

### Personalizing Vehicle Favorites

1. Open the vehicle favorites.
2. To add vehicle favorites, tap ⊕.

   Or: to adjust vehicle favorites, tap and hold an occupied storage location until an additional window opens.
3. Tap the required function in the additional window.
4. Tap Finished.

### Deleting Vehicle Favorites

1. Open the vehicle favorites.
2. Tap ⊕.

   Or: tap and hold an occupied storage location until an additional window opens.
3. Tap the relevant favorites in the vehicle favorites.
4. Tap ≡ ▸ Delete favorite.
5. Tap Finished.

All vehicle favorites can also be reset. To do this, tap≡ ▸ Reset all and confirm.

Opening personalization tips (if available)

Further information and tips on personalization can be found in the digital manual for the Infotainment system.

1. Open the app overview and tap? ▸ ▸ Adjustment.

# System and sound settings

## Changing settings

The meanings of the following symbols apply to all system and sound settings.

Changes will be automatically applied when the menu is closed.

☑, ◉ or ⬭ The setting is selected and activated or switched on.

☐, ◯ or ⬭ The setting is not selected and deactivated or switched off.

▽ or ﹀ Open the drop-down list.

\+ Increase the set value.

− Reduce the set value.

< Go back stepwise.

> Go forward stepwise.

Use the slide control to continuously change the set value.

## System settings

The Over-the-Air Update may mean that there may no longer be some of the system settings listed here or new ones may be added.

The system settings may include the following functions, information, and setting options:

— Restore factory settings.

— Screen.

— V2X technology.

— Copyright.

— Data connection.

— Units.

— Wireless charging for mobile devices.

— Configuration assistant.

— Mobile devices.

— Offline mode.

— Voice assistant.

— Language.

— System information.

— Time and date.

— Upgrades.

— Connect VW Connect.

— Wi-Fi
®.

— Additional keyboard languages.

Opening system settings

1. Open the app overview and tap.

## Sound settings

The sound settings may include information and setting options for equalizer, position, volume and setup.

Opening sound settings

1. Open the app overview and tap.

## Adjusting the volume of external audio sources

Lower the volume of the Infotainment system before turning up the volume of an external audio source.

If the connected audio source plays too quietly, increase the output volume of the external audio source. If that does not correct the problem, set the input volume to Medium or Maximum.

If the connected external audio source plays too loudly or the sound is distorted, lower the output volume of the external audio source. If that does not correct the problem, set the input volume to Medium or Quiet.

## Voice Enhancer

The Voice Enhancer is dependent on the model and the vehicle equipment, and is only available in some countries.

If the Voice Enhancer is activated, the words spoken by the driver and front passenger are transmitted via the microphone of the hands-free system to the speakers at the rear seats. This ensures a good understanding between the driver, front passenger, and passengers on the rear seats, even at high speeds. The driver can talk to the passengers on the rear seats while driving, without having to turn around or speak louder.

Activating or deactivating the Voice Enhancer

1. Tap the touch control for volume setting.

   In addition to the volume display, the Voice Enhancer symbol is displayed:.

2. Tap .

The sound settings open.

3. To activate the function, increase the volume under Voice Enhancer.

   Or: to deactivate the function, lower the volume to the minimum under Voice Enhancer.

Setting the Voice Enhancer volume

1. Tap the touch control for volume setting.

   In addition to the volume display, the Voice Enhancer symbol is displayed: .

2. Tap .

   The sound settings open.

3. Set the volume under Voice Enhancer.

Voice Enhancer is not active during a phone call or during audible navigation instructions.

If the Voice Enhancer is activated, this impacts the detection of the activation word for the voice assistant . In this case, start the voice assistant via the multi-function steering wheel *(→ Voice assistant)*.

## Introduction

In radio mode, you can receive available radio stations available via various reception modes and save your favorites to enable quick access.

Available reception modes depend on the model and the vehicle equipment and are not available in all countries. Frequency bands and reception modes may be discontinued, switched off or no longer offered in individual countries.

In some countries, depending on the vehicle equipment, you can also use Internet Radio *(→ Radio online functions)*.

The radio stations are responsible for transmitted content.

Other electrical devices connected in the vehicle can impair radio signal reception and cause noise in the speakers.

Decals or metal-coated stickers on the vehicle windows can impair radio reception in vehicles with window antennas.

Selecting a Reception Mode

Various stations are available, depending on the reception mode. The available reception modes depend on the vehicle equipment and are not available in all countries.

1. To open the list of reception modes, tap ∨.
2. Select the reception mode, e.g. FM

   .

## Searching For and Selecting a Station

You can search for and select stations in a variety of ways. The options vary based on the reception mode.

Searching for a Station in SCAN mode

In SCAN mode, the stations in the reception mode are set automatically in succession and played for approx. five seconds each. SCAN mode is only possible in the additional window in which the current playback is displayed.

1. Tap ♫.
2. To start SCAN mode, tap SCAN.

   SCAN mode starts and the current station is shown on the display.
3. To select a station, tap SCAN.

   SCAN mode stops and the station is tuned.

Selecting a Station Using the Multi-function Steering Wheel

You can select stations from the station list or from favorites via the multi-function steering wheel.

— To select the previous station, press ⏮ on the multi-function steering wheel.

— To select the next station, press ⏭ on the multi-function steering wheel.

Selecting a Station Using a Frequency Band

1. Select the AM

   or FM reception mode.
2. To open the frequency band, tap 🎚.
3. Tap the cursor to press and slide to the frequency band and release at the desired frequency.

   Or: tap a point on the frequency band. The cursor automatically jumps to the corresponding frequency.

   The station at the set frequency will be tuned.

Selecting a station from the station list

The station list displays the stations that currently can be received. The station list updates automatically. Depending on the country, in the factory settings the station list of the reception mode FM

/DAB is set as the active station list and the stations in the station list are sorted alphabetically.

1. Select reception mode.
2. Tap the desired station.

   The selected station will be tuned. The best reception mode is selected automatically depending on station availability.

Changing the sorting of the station list

The current sorting of the stations can be seen in the station list. The station list can be sorted alphabetically, by group and by genre.

1. Open the station list.
2. Tap next to the display of the current sorting∨.
3. Select the desired sorting.

   The selected sorting will be set.

## Selecting a Station and Saving as a Favorite

You can save up to 36 stations or frequencies from different reception modes as favorites.

Saving a Station as a Favorite

1. Select reception mode.
2. Tune the desired station.
3. Tap ♡.

   Or: tap and hold the station on the station list.

   The storage locations are displayed.
4. Tap ⊕.

   Or: Tap and hold a storage location that is already occupied until the station is saved.

   The station is saved at the selected storage location.

   If a station was already saved at the storage location, this station will be removed from the storage location and replaced by the new station.

Showing or hiding the display of station logos and the DAB slideshow

1. Tap ♫ and swipe from right to left.
2. Tap radio text in the display for the current playback.

## Other Functions in Radio Mode

The functions listed below are available depending on the vehicle equipment and only in some countries.

## Traffic program function (TP function)

The traffic program function (TP

function) monitors communications from a set traffic report station for traffic program monitoring, and automatically interrupts the current radio mode or media mode to pass them on. To enable traffic reports to be received, there must be reception for a traffic report station and the TP function must be activated in the settings *→ Activating the TP function*. Traffic news stations are not available in all countries. Some stations without their own traffic program still support the TP function using a corresponding traffic report station (EON).

If there is reception for a traffic report station, a traffic report station will be tuned automatically in the background in media mode.

If it is not possible to receive a traffic news station,No TP appears on the display. The device automatically searches for a traffic news station that can be received. As soon as a new traffic news station can be received, the status on the display switches back to TP.

Activating the TP function

1. Tap ⚙ ▸ Radio, and tap and activate Traffic program (TP).

   Or: in media mode, tap ⚙ ▸ Media and tap and activate Traffic program (TP).

### Station logos

Station logos can be preinstalled for some frequency bands in the Infotainment system.

If the Automatic station logo selection function is activated in the settings, the station logos are automatically assigned to the stations.

In Internet radio mode, the Infotainment system obtains the station logos from an online database and assigns them automatically to the stations.

Activating automatic assignment of the station logos

1. Tap ⚙ ▸ Radio, and tap and activate Automatic station logo selection.

Assigning station logos manually

1. Tap ⚙ ▸ Radio ▸ Station logos.
2. Select a station to which a station logo is to be assigned.
3. Select the station logo.
4. This process can be repeated for additional stations.
5. To finish assigning station logos, tap ⮌.

### Switching to Similar Stations

If the reception of a station becomes poor or breaks off, the station will automatically switch to an alternative station, according to the station availability and depending on the reception quality, for example between stations of neighboring regions.

Activating Switching to Similar Stations

1. Tap and activate ⚙ ▸ Switch to a similar station when reception is poor.

### Additional DAB Announcements

In addition to the messages via the TP

function, you can also receive further announcements from the stations, e.g. about the weather, with the DAB reception mode.

Activating Additional DAB Announcements

1. Tap and activate ⚙ ▸ Additional DAB announcements.

## Functions and Symbols

### Functions

The functions and possible reception modes depend on the vehicle equipment and are not available in all countries.

— AM

tuner.

— FM

dual tuner (diversity aerial).

— Summarized station list.
  — Merging of FM
    and DAB stations in a single list.
— Summarized preset list for favorites.
— Display of station logos.
— Antenna amplifier
— DAB
  /DAB+.
— DAB
  slideshow.
  — Still images are transmitted ongoing parallel to the current program.
— Internet radio.

## Symbols

The symbols depend on the vehicle equipment and are not available not in all countries and may look different depending on the Infotainment system.

## General symbols

1. To open the main menu, open the app overview and tap  *(→ Overview of Infotainment system)*.

 AM Select reception mode AM
.

 FM Select reception mode FM
.

 FM/DAB Select FM
/DAB reception mode.

 Internet Radio Select the Internet Radio reception mode.

 Select the band or reception mode.

 Open Favorites.
Displayed small in a station list: stations already saved as favorites.

 Open current playback.

 Mute the radio.

 Open the frequency band for manually selecting the FM
frequency.
Only possible when the summarized station list is switched off in the settings in radio mode.

 Switch between radio and media mode.

 My playlist.

Add stations as favorites.

Select the last station from the station list or from favorites.

Select the next station from the station list or from favorites.

Opening the settings.

TP
Traffic program function (TP function) for traffic news monitoring is activated.

No TP
The selected report news station is not available.

AF Off
Automatic station tracking (AF ) is deactivated.

RDS Off
Radio Data System (RDS ) is deactivated.

## Symbols for the FM and, depending on the country, FM/DAB reception modes

DAB reception not possible.

The DAB station supports Slideshow.

Slideshow is not available for theDAB station.

## Symbols for Internet Radio operation

Open full-text search.

Unable to receive Internet radio.

Open the Internet radio station that was last listened to.

Open the 100 most popular Internet radio stations.

Open available Internet Radio podcasts.

Open Internet radio stations that originate from the preferred country.

Open Internet radio stations that transmit programs in the preferred language.

Open Internet radio stations whose programs are of the preferred genre.

Open podcast episodes.

Open the station selection.

Open associated stations and podcasts.

Skip 15 seconds of podcast episode.

Jump back 15 seconds of podcast episode.

## Online Functions

Depending on the vehicle equipment, the Infotainment system features online functions in radio mode.

Online functions in radio mode are not available in all countries and vehicle models.

Online functions in radio mode include Internet Radio, for instance.

Prerequisites for using online functions in radio mode:

✓ The prerequisites for using the services have been met *(→ Online services)*.

✓ You have ordered the service and activated it in your vehicle.

### Internet radio

Internet Radio is a reception mode for Internet Radio stations and podcasts independent of FM and DAB. Due to its transmission over the internet, receipt is not regionally limited. Internet Radio is only available if the Infotainment system has an active Internet connection . Costs for streaming data online may result when using Internet radio.

This function of the Internet Radio in some countries depends on your vehicle privacy settings.

Searching For and Filtering Stations

In Internet Radio mode, stations can be filtered according to category or searched for using a full-text search.

1. To start the full-text search, tap .
2. Enter the name of the desired station.

   The list of the found stations updates automatically during input.
3. Tap the desired station.

# Introduction

In media mode, you can play back media files from data carriers via the Infotainment system and, depending on the vehicle equipment, save your favorites for quick access.

Depending on the vehicle equipment, the following data carriers can be used as media sources:

— USB
storage medium, e.g. USB flash drive.
— Bluetooth device, e.g. cell phone.

Depending on the vehicle equipment, the following types of media files can be played:

— Audio files, e.g. music.

— Video files.

## Restrictions and instructions for data carriers

Dirty, overheated or damaged data carriers are not to be used. Read and heed the information provided by the manufacturer.

Difference in quality between data carriers from different manufacturers can cause problems with media playback.

Wrong configuration of data carriers can lead to the data carriers being unreadable.

The storage volume, condition (copy and delete processes), file system, folder structure and the amount of saved data can increase the time taken to read data carriers.

Playlists only define the order of play and refer to the saved location of the media files within the folder structure. No media files are saved in playlists. To play a playlist, the media files must be present in the data storage device memory location, to which the playlist refers.

Volkswagen is not responsible for damaged, altered or lost files on data carriers.

# Playing a Media File

Connecting and Selecting a Media Source

1. Connect the media source.
2. Tap My media and select your preferred media source.

## Searching For and Playing Media Files

You can search for and play media files from a media source in a variety of ways.

Searching the Selected Media Source

You can find all of the media files on the connected media source via a folder structure or by using the full-text search.

1. Open the folder structure.
2. Searching the folder structure for a desired track.

   Or: to start the full-text search, tap ○ and enter the name of your desired track.

   The list of the found tracks updates automatically when you enter the name of a track.
3. Tap the desired track.

   When playback starts, if the selection is located in a folder on a media source, all of the media files located in the folder will be added for playback.

   If a playlist is played back, all available tracks on the playlist will be added for playback.
4. Close the selection with ×.

Saving the Media File as a Favorite

Only media files saved in My media in the Music folder can be saved as favorites. You can save individual tracks, albums, artists and genres as favorites.

1. Start playback of the desired track.
2. Tap ♡.
3. Tap ⊕.

   Or: tap on an already occupied favorite position, and press and hold for approx. three seconds.
4. Select from the selection list:, e.g. title.

   The selection options in the selection list depend on the data attached to the media file. If a genre is not indicated for music files, the genre cannot be saved as a favorite.

   The selection is saved in the selected favorite position as a favorite. If the favorite position was already occupied, the previously saved favorite will be replaced by the selection.

Selecting a Media File from Favorites

1. Tap ♡.
2. Tap on your favorites.

   Depending on the selection, all tracks heard during the current playback will be added to favorites.

## Entertainment Playback

The Infotainment system can play music.

Depending on the country, videos can also be played.

### Video mode

In video mode, the Infotainment system display can play a video from a data carrier or the internal memory.

The video sound is played back via the vehicle speakers.

The video image is only displayed when the vehicle is stationary. The Infotainment system display will be switched off when the vehicle is moving. The video sound will continue to be played.

In some countries, for road safety reasons, no video image is shown even when the vehicle is stationary.

## Functions and Symbols

### Functions

The functions and possible media formats depend on the vehicle equipment and are not available in all countries.

— Media playback and media control via Bluetooth.

— Audio playback in these formats:

  — AAC

    .

  — APE

    .

  — ALAC

    .

  — FLAC

    .

  — MP2

    .

  — MP3

    .

  — MP4

    .

  — Vorbis.

  — OPUS.

  — WMA

    .

  — WAV

    .

— Video playback in these formats:

  — MPEG

    -1 and MPEG-2 (.mpg, .mpeg, .mkv, .avi).

  — ISO

    MPEG-4 ASP; Xvid (.mp4, .m4v, .mov, .mkv, .avi).

  — ISO

    MPEG-4 AVC/H.264 (.mp4, .m4v, .mov, .mkv, .avi).

  — Windows Media Video 9 (.wmv, .asf, .mkv, .avi).

— Cross-device playlists.

— Cross-source media database: My media.

  — Data from all media sources connected to the Infotainment system are stored in My media, a media database.

  — If My Media is selected, the categories (e.g. music) and connected media sources are displayed.

— All media files from USB

devices are filtered by category (e.g. albums). This category view is always displayed In My Media. The classic folder structure of the individual USB data carriers can also be found in the My Media menu.

— Media search.

## Symbols

The symbols depend on the vehicle equipment and are not available not in all countries and may look different depending on the Infotainment system.

## General symbols

1. To open the main menu, open the app overview and tap ▶ *(→ Overview of Infotainment system)*.

Open current playback.

Start replay.

Pause replay.

Go to the previous track.

Skip to the next track.

Repeats the current track.

Repeats all tracks.

Activate random playback.

Top right: Select media source.

Open Search.

Add media file to favorites list.

Open the favorites list.

Go back one folder level in the media source.

Opening the settings.

## Symbols for media sources

My media: select cross-source media database My media as the media source. Connected USB devices and their folder structures may be selected under My media.

Bluetooth: select a device connected via Bluetooth as a media source. Devices that are not yet connected via Bluetooth can also be selected and connected here.

# Introduction

## Symbols for categories and groups of media files

Music tracks.

Videos.

Playlists.

Albums.

Artists.

Genres.

Podcasts.

Audiobooks.

Compilations.

## Video replay symbols

Replay video in full-screen mode.

Minimize replay.

The current vehicle position is determined by a global satellite system. In order to enable optimum navigation to your destination, all measured values and possible traffic information are compared with the available map material. Acoustic navigation announcements and graphic displays lead you to your destination.

Depending on the country, it may not be possible to select some Infotainment system functions on the screen when driving above a certain speed. This is not a malfunction, but rather compliance with legal regulations.

If you sell or lend the vehicle, Volkswagen recommends resetting the Infotainment system to the factory settings *(→ First steps in the Infotainment system)*. This only deletes all personal data, such as information about navigation. Please note additional information on this in the chapter on the mobile online services .

**WARNING**

If settings are adjusted, destinations entered and changes made to navigation information while driving, the driver may be distracted and cause accidents and injuries.

- Always drive attentively and responsibly.
- Only adjust settings, enter destinations, or change navigation information when the vehicle is stationary.

If you missed a turn on your route, the navigation system may recalculate the route.

The quality of the driving directions depends on the available navigation data and, depending on the country, any reported traffic incidents.

Depending on the vehicle and country, before using the online services of the navigation, select “Online mode” and a mode with location data in the privacy settings *(→ Privacy settings)*.

In order to use online services, e.g. Online Traffic Information, the corresponding online service needs to be activated and, depending on the country, the privacy settings need to be adapted . Only then can online traffic information, for example, be displayed in the navigation system. If no online traffic information is available, the following symbol will be displayed depending on the vehicle equipment: .

### Navigation restrictions

If the Infotainment system cannot receive data from GPS

satellites, for example in a tunnel, navigation will still be possible using the vehicle's sensors.

In areas that are not digitized or only partially digitized in the Infotainment system memory, the Infotainment system will still try to provide route guidance.

If navigation data is missing or incomplete, the vehicle position may not be determined accurately. This may result in navigation that is not as accurate as usual.

The road layout is subject to constant changes, e.g. construction sites. Using outdated navigation data can lead to errors or uncertainty when using route guidance.

## Function descriptions

### Voice guidance

Navigation messages are acoustic driving directions for the current route. The type and frequency of navigation messages depend on the settings and the driving situation, for example the start of the route guidance and whether you are driving on a highway or roundabout.

If the destination cannot be reached exactly, for example because it is not in a digitized area, there will be a navigation announcement that the Destination area has been reached. Messages about the direction and distance to your destination will also be displayed on the screen.

Depending on the vehicle equipment and in some countries, reported traffic incidents on the route are announced during dynamic route guidance. There will be an additional navigation announcement if the route is recalculated due to a traffic incident or a change in driving style.

You can adjust or mute the volume during a traffic announcement. All other navigation announcements will be given at that volume or will be muted. Additional settings for navigation announcements are available in the navigation settings *(→ Navigation)*.

If you have missed a navigation announcement, you can repeat the navigation announcement by tapping the function key on the map with the next route information.

Navigation messages will not be given if the Infotainment system is muted.

### Adapting the Navigation Map

To ensure an optimum view, you can also adapt the navigation map and map view using enhanced finger movements.

Moving the navigation map

Recommendation: Use index finger.

1. Move the navigation map with your finger.

Zooming in or out on the map view

Recommendation: Use index finger.

1. Tap and hold the map twice in a row.

2. To zoom out of the map view, move your finger upwards.

   Or: to zoom in on the map view, move your finger downwards.

Zooming in or out on the map view

Recommendation: Use thumb and index finger.

1. Tap and hold the map with two fingers at the same time.
2. To zoom out of the map view, slowly slide your fingers toward one another.

   Or: to zoom into the map view, slowly slide your fingers away from one another.

Tilting the map view

Recommendation: Use index and middle finger.

1. Tap and hold the map with two fingers at the same time, held horizontally next to each other.
2. To tilt the map view to the front, move your fingers upwards.

   Or: to tilt the map view to the back, move your fingers downwards.

Rotating the map view

Recommendation: Use thumb and index finger.

1. Tap and hold the map with two fingers at the same time.
2. Turn your fingers clockwise or anti-clockwise to turn the map view.

You can also use the touch control for adjusting the volume to zoom in on or zoom out of the map view *(→ Overview of Infotainment system)*.

## Route plan

The route plan contains your route and possible stopovers. In the route plan, destinations and stopovers can be set, moved, or deleted one after the other. The starting point is always the vehicle position as determined by the Infotainment system. The route plan contains information about relevant events, such as waypoints and destination suggestions, if the relevant data is available to the navigation system. Tapping an event will open a dialog box with additional options. The options available depend on the event and the current settings.

Opening and closing the route plan

1. To open the route plan, tap the route plan preview on the right of the map.
2. To close the route plan, tap | .
3. To stop the route guidance to the destination or waypoint, tap⊗ in the route plan preview on the right of the map.

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 the desired destination until it is visibly highlighted.
2. Move the destination to the desired position and release it.

   The route will be recalculated.

## Additional dialog box in the route plan

Tapping the route plan entries may cause a dialog box to open with additional options for these entries. The options available depend on the entry that is tapped.

Functions in the split screen:

Display on map
: Displays the selection on the map.

Direct route
: Starts direct route guidance.

Add waypoint
: Adds a waypoint to the route guidance.

Delete
: Delete waypoint from route guidance.

Avoid
: Avoid traffic disruptions. The route will be recalculated.

Stop route guidance
: Ends the current route guidance.

Closing an additional dialog box in the route plan

1. Tap a free area outside of the additional window.

## Setting preferred POI categories

The system offers different points of interest, e.g. gas stations, using the quick select symbol when entering destinations, in the route plan and on the map. You can prioritize the display of these symbols.

1. Tap ⚙ ▸ Basic functions ▸ Set preferred POI categories.

## Saved data

In order to enable you to enter destinations quickly and to optimize route guidance, the Infotainment system saves certain data, such as frequently driven routes.

Delete saved data

1. Tap ⚙ ▸ Basic functions ▸ Delete usage pattern.
2. Tap confirm to delete the data.

## Learning usage patterns

While driving, the Navigation system saves routes traveled and destinations reached in order to create automatic destination suggestions. Destinations are learned with reference to the time of day and the day of the week.

The navigation system can suggest pre-learned routes. Selecting one of the suggested routes will cause route guidance to begin.

The route guidance follows the selected route until you deviate from it. The route will then be recalculated and will lead back to the selected route via the most direct path.

Relevant traffic disruptions are taken into consideration in route guidance. If an alternative route and the navigation data are available, relevant disruptions will be avoided.

If you are driving a pre-learned route without active route guidance, the destination is added to the route plan. Route guidance does not need to be actively started for a journey to a pre-learned destination. You are warned about traffic disruptions if necessary and an estimated arrival time is displayed.

You can activate or deactivate this function at any time as well as delete the saved data for this function.

Activating or deactivating “Learn usage pattern”

1. To open this function's settings, tap ⚙ ▸ Basic functions.
2. Tap and activate Learn usage pattern.

Displaying Suggested Routes

1. 🔍 Tap ▸ Suggestions.

Deleting saved “Learn usage pattern” data

1. To open this function's settings, tap ⚙ ▸ Basic functions.
2. Tap Delete usage pattern.

# Functions and Symbols

## Functions

The functions of the navigation system depend on the vehicle equipment and are not available in all countries.

— Entering a destination and route calculation.

— Personal destinations.

— 3D City Maps.

— Online Map Update.

— Online Traffic Information.

## Symbols

The symbols depend on the vehicle equipment and are not available not in all countries and may look different depending on the Infotainment system.

## General symbols

1. To open the main menu, open the app overview and tap△ *(→ Overview of Infotainment system)*.

🔍 Destination search: enter and search for destinations.

Open navigation map.

Open saved addresses or contact list for the connected cell phone.

⚙ Opening the settings.

Here you can find, for example, settings for the navigation announcements.

## Symbols on the map

The function keys and displays shown depend on the settings and the current driving situation.

Symbols for traffic information, e.g. traffic disruptions, andPOI

s, e.g. gas stations, are displayed on the map if the data is available to the navigation system *(→ Traffic information)*.

Current position.

Tap to center the map on the vehicle or to display details of the vehicle position.

Map scale.

Determine the map orientation and inclination.

Fully automatic map mode.

Alignment in the direction of travel, position, zoom and tilt

With active route guidance: display route overview and alternative routes to the current route guidance.

## Symbols in the route plan

Display current position.

Destination for the current route guidance.

Close route plan.

Predicted distance to the route destination.

Tap to switch to the display of the predicted arrival time or the time to reach the route destination.

Predicted arrival time at the route destination.

Tap to switch to the display of the predicted time to reach the route destination.

Predicted time to reach the route destination.

Tap to switch to the display of the predicted arrival time at the route destination.

## Additional symbols

Display route information in the route overview.

Display route options when route guidance is active in the route overview.

In the additional window: Display route overview. Does not start route guidance directly, but rather shows details of the route and alternative routes beforehand.

In the additional window: Save as favorites.

In the destination search: open detailed destination input for an address. In the contact list: open address.

Work (company).

Home (private).

## Traffic disruptions

Traffic disruptions are displayed on the map if the data is available to the navigation system *(→ Traffic information)*.

Depending on the country, the display of the “Online Traffic Information” online service may need to be activated.

1. Tap a traffic disruption to open an additional window with details *(→ Navigation)*.

Traffic information not available. Activate the “Online Traffic Information” online service if necessary.

Traffic jam.

Accident.

Ice.

Road closed.

Slip hazard.

Danger.

Construction zone.

Strong wind.

## Inputting destinations and starting route guidance

Depending on the vehicle equipment, different functions are available for inputting destinations. Some functions are only available in some countries.

You can further restrict your search with specific suggestions in the results list, e.g. “nearby”.

For further information about symbols on the Infotainment system screen, see *(→ Navigation)* in this Owner's Manual.

### Enter address

Start route guidance by entering an address. During input, the navigation system suggests already known destinations. You can also enter a new, unknown address for route guidance.

When inputting the address, input the name of the destination, not the postcode of the destination.

Selecting the destination and starting the navigation system

1. Tap .

   Or: tap .
2. Enter the destination address and select your desired destination.
3. Tap Start.

   Or: tap .

Quick start

1. Tap .
2. Enter the address of the destination, tap the desired destination and hold for a few seconds.

Enter the destination as accurately as possible. If there is an error in the destination entered, route guidance cannot take place or may lead to the wrong destination.

## Destination suggestions

Navigation uses saved data such as your last destinations, learned destinations, favorites, home address and work address to provide you with route guidance.

Selecting the destination and starting the navigation system

1. ◯ Tap ▸ Suggestions.
2. Tap on the desired destination.

   The route guidance starts automatically.

## Last destinations

The navigation system saves up to 25 of the most recent destinations to make them available for route guidance. A new destination automatically overwrites the oldest destination.

Selecting the destination and starting the navigation system

1. Tap ◯ ▸ Last destinations.
2. Tap on the desired destination.
3. Tap Start.

   Or: tap .

Quick start

1. Tap ◯ ▸ Last destinations.
2. Tap and hold the preferred destination for a few seconds.

## Favorite destinations

You can save up to 50 journey destinations as favorites.

Saving a journey destination as a favorite

1. While entering a destination, tap on♡ in the additional window.

Selecting the destination and starting the navigation system

1. Tap ◯ ▸ Favorites.
2. Tap on the desired destination.
3. Tap Start.

   Or: tap .

Quick start

1. Tap ◯ ▸ Favorites.
2. Tap and hold the preferred destination for a few seconds.

## Selecting on the map

The navigation map contains active areas at many points which are suitable for the input of a destination. To enter a destination, tap on your preferred position or preferred location on the map. If map data is available at this point, you

can launch route guidance.

Entering a destination via the navigation map is dependent on data status and not possible for all positions.

### Using a contact's address data

Start route guidance via the saved address data for a contact. You cannot use contacts for whom you have not saved any address data for route guidance.

Starting the navigation

1. Tap .
2. Tap the desired contact with address data.
3. Tap Start.

   Or: tap .

If the address data for a contact is out of date, the stored address will be used when route guidance is activated and may take you to the wrong destination.

— When starting route guidance, make sure that the stored address for a contact is up to date. The phonebook must be updated completely in the Infotainment system *(→ Phone interface)*.

— Wait until the phonebook update is complete in the Infotainment system *(→ Phone interface)*.

## Navigation data

The Infotainment system is equipped with an internal navigation data storage medium. Depending on the country, the required navigation data may already be installed.

The Infotainment system always requires up-to-date navigation data to ensure that route guidance can be implemented correctly and that the functions provided are fully available.

**NOTICE**

If you use outdated navigation data, there may be adverse effects on the navigation system. It may not be possible to determine up-to-date routes, or route guidance may guide you to an incorrect destination.

- Always ensure that your navigation data is kept up-to-date.

Navigation Data Online – Additional Information

Regions in the navigation data that you do not use can be removed from the system under certain circumstances, e.g. navigation data memory low on space. If you subsequently need these regions again at a later time, the navigation system will download them again on request. No contract for mobile online services is required for this purpose. This service depends on the vehicle equipment and is only available in some countries.

1. Switch the ignition on.
2. Establish an Internet connection if you have not already done so.
3. Depending on the country, select the “Online mode with location data” mode in the privacy settings *(→ Privacy settings)*.

Users who use the vehicle as an anonymous guest will need to reselect the privacy settings each time the vehicle starts *(→ Privacy settings)*.

Updating navigation data manually

Up-to-date navigation data for larger regions, such as Western Europe, can be downloaded online at www.volkswagen.com and stored on a suitableUSB

data carrier, available to buy in stores. If the Infotainment system is switched off during the process, installation will be interrupted and it will continue automatically once the system is turned on again.

1. Download and save the navigation data onto a USB data storage device.
2. Switch the vehicle ignition on.
3. Link the USB data carrier to the Infotainment system when the vehicle is stationary.
   The navigation data for frequently driven regions is automatically updated in the background.

While and after updating the navigation data, no message appears in the Infotainment system.

If you update the navigation data manually, the USB data carrier must remain permanently connected. You will not receive a notification when the update is complete.

Do not disconnect the USB data carrier from the Infotainment system for a few days until the navigation data for visited regions has been fully downloaded and installed. The installation will start automatically in the background during the journey. Doing so will cancel the update process.

If you disconnect the data carrier and visit a new region in offline mode, the navigation data is not updated due to the lack of a USB data carrier and an Internet connection.

Displaying the map data version

1. Open the app overview and tap ⚙ ▸ Info ▸ System information.

# Traffic information

Reception of traffic information depends on the vehicle equipment and is not available in every country. In order to be able to use the Online Traffic Information function, you must select the “online mode” and a mode with location data in the privacy settings (depending on the country) *(→ Privacy settings)*.

The Infotainment system automatically receives detailed traffic information when there is an active Internet connection. This information is displayed on the map via symbols and color coding on the road network *(→ Navigation)* *→ Traffic flow display*.

Reception of traffic information is possible in some countries if permitted by the privacy settings selected. No traffic information is received in offline mode *(→ Privacy settings)*.

## Traffic disruptions

Traffic disruptions such as traffic jams are displayed on the navigation map as symbols *(→ Navigation)*.

The route plan displays current traffic disruptions if the relevant data is available to the Navigation system.

If route guidance is active, traffic disruptions on the current route will be displayed on the route plan. You can avoid these traffic disruptions by modifying the route plan.

Avoiding traffic disruptions

1. Tap the traffic disruption.
2. Tap Avoid.
   The route will be recalculated.

Only one traffic disruption can be avoided in this manner for each route guidance.

Local warnings, e.g for severe weather, can be played via the Infotainment system as a pop-up notification.

### Traffic flow display

The traffic flow for current traffic disruptions is displayed on the navigation map via color coding on the road network.

Orange

Stop-and-go traffic.

Red

Traffic jam.

## Introduction

Using the phone interface, you can connect your cell phone to the Infotainment system and control the phone functions via the Infotainment system. The sound is played back via the vehicle speakers. Depending on the vehicle equipment, you can connect up to three cell phones to the Infotainment system at the same time *(→ Phone interface)*.

The functions depend on the vehicle equipment, are not available in all countries and depend on the cell phone used and its operating system.

High speeds, poor weather and road conditions, a lot of background noise, even outside the vehicle, and the network quality can impair phone calls in the vehicle.

The phone interface may contain an antenna amplifier that improves the reception quality of the cell phone.

You generally only need to pair a device like a cell phone once per technology, Bluetooth or Wi-Fi®. The connection of the device with the Infotainment system via Bluetooth or Wi-Fi can be restored at any time without re-pairing the device.

For a phone call via the hands-free system or at a high volume, a conversation may also be heard by third parties outside the vehicle.

### Locations with special regulations

Switch off the cell phone and phone interface at locations where there is a risk of explosions. These locations are not always clearly identified. These include, for example:

— Areas near pipes and tanks containing chemicals

— Lower decks in ships and ferries

— Areas near vehicles powered by liquefied petroleum gas, such as propane and butane.

— Areas with chemicals or particles in the air, such as flour, dust, or metal powder

— All other locations where the engine or the cell phone must be switched off.

**WARNING**

In potentially explosive environments, e.g. in the vicinity of gas stations and at other similar locations with specific regulations, ignition sparks caused by electrostatic discharge or cell phones, for example, can cause an explosion or a fire and lead to serious or fatal injuries.

- Switch off the cell phone and phone interface at locations where there is a risk of explosions, e.g. in the vicinity of gas stations, and locations with specific regulations.
- Do not use the cell phone and cell phone interface at locations where there is a risk of explosions, e.g. in the vicinity of gas stations, and locations with specific regulations.

### Types of phone interface

Depending on the country and vehicle equipment, your vehicle may have the following mobile phone interfaces:

— Phone interface basic configuration.

The phone interface uses the Hands-Free Profile (HFP ) Bluetooth profile for transmission. This profile enables the use of phone functions via the Infotainment system and playback via the vehicle speakers.

— Convenience phone interface.

Just like the basic configuration of the phone interface, theConvenience phone interface uses the HFP Bluetooth profile.

The Convenience phone interface can be equipped with the wireless charging function *(→ Charging Options for Mobile Devices)*. In order to use the wireless charging function, you need to place a suitable cell phone correctly in the storage compartment for the wireless charging function. Depending on the vehicle equipment and cell phone compatibility, the cell phone connects to the vehicle aerial when you place the phone in the storage compartment *→ Connecting to the vehicle antenna*.

### Connecting to the vehicle antenna

Depending on the model and the vehicle equipment, and in some countries, using the storage compartment for the wireless charging function *(→ Charging Options for Mobile Devices)* connects the cell phone to the vehicle antenna. This improves the reception and the call quality, and it can reduce interfering signals in the cell phone reception, if necessary.

If the reception or the call quality is not improved or there are still audible interfering signals in the mobile phone reception, the cell phone must be positioned the other way around, with the screen facing up, in the storage compartment for a better connection.

Depending on the vehicle model and equipment and in some countries, the wireless charging function can charge multiple cell phones simultaneously. If several cell phones are being charged at the same time, only one of the cell phones will connect to the vehicle antenna.

## Coupling, connecting and managing

To use the phone interface functions, pair and connect a cell phone with the Infotainment system. You can connect up to three cell phones to the Infotainment system simultaneously. However, only one device is active at a time and can be used to make calls. The second connected device can receive calls via the Infotainment system and a third device can be used to play media.

The following listed functions may not be available in all Infotainment systems in some countries and depending on the vehicle equipment. The available functions depend on the cell phone used and its operating system.

Pairing a cell phone

Before connecting for the first time, you need to pair the cell phone with the Infotainment system. A user profile is then automatically saved in the Infotainment system *(→ Phone interface)*. The coupling process may take a few minutes. To ensure that the pairing is successful, the cell phone must support the current safety standards of Bluetooth technology. Otherwise the pairing will be rejected.

1. To activate Bluetooth in the Infotainment system when no cell phone is connected, press and hold on the multi-function steering wheel, pay attention to the messages in the Infotainment system and confirm them if necessary.

Or: to activate Bluetooth in the Infotainment system if a cell phone is already connected, tap ⚙ ▶ Select cell phone ▶ ⚙, and tap and activate ▶ Bluetooth and Visibility.

2. Activate Bluetooth and Bluetooth visibility on the cell phone.
3. Open the list of available Bluetooth devices on your cell phone and select the device name for the Infotainment system.
4. Pay attention to messages on the cell phone and in the Infotainment system and confirm these if necessary.

   If the pairing is successful, the data on the cell phone will be saved in the user profile.
5. *Optional:* Confirm the message for transferring the data on the cell phone.

**⚠ WARNING**

If you as the driver carry out the pairing when driving, this may cause accidents or injuries.
- Only carry out the pairing as the driver when the vehicle is stationary.

Connecting a cell phone

1. Pair a cell phone with the Infotainment system.
2. Activate Bluetooth in the cell phone.
3. Pay attention to messages on the cell phone and in the Infotainment system and confirm these if necessary.

If the connection is not automatically established, tap ⚙ ▶ Select cell phone and the name of the desired cell phone.

# Function descriptions

## User profiles

An individual user profile is automatically created for each paired cell phone. Data from this cell phone, e.g. contact data, is stored in the user profile. A maximum of ten user profiles may be saved in the Infotainment system simultaneously.

Deleting a user profile

1. Tap 📞 ▶ ⚙.

   The user profiles are located in the Select cell phone area or in Mobile devices.
2. Tap the desired user profile and tap 🗑 to delete.

## Active and passive connection

In order to use the phone interface functions, at least one cell phone must be connected to the Infotainment system. If several cell phones are connected to the Infotainment system, you can switch between an active and an inactive connection. In order to operate the phone interface with your preferred cell phone, establish an active connection to the Infotainment system.

Paired cell phones are saved in the Infotainment system even if they are not currently connected.

Difference between the types of connection

Active

The cell phone is paired and connected. You can carry out phone interface functions using data from this cell phone.

Passive

The cell phone is paired and connected. You can only take incoming calls via the phone interface. Other functions are not available.

## Change connection type (inactive to active)

Precondition:

✓ Several cell phones are connected to the Infotainment system simultaneously.

1. Tap ∨.

   The actively connected cell phone is highlighted.

2. Tap the name for the preferred cell phone.

   The connection with the other cell phones will be inactivated automatically.

## Connection management

Precondition:

✓ The cell phone is paired and connected.

1. Open the app overview and tap ⚙ ▸ Mobile devices.
2. Tap to connect the desired technology.

## Phonebook

This first time a cell phone is paired with the Infotainment system, the phonebook is saved in the Infotainment system. You may need confirm the transfer on your cell phone. Depending on the vehicle equipment, you can save up to 5000 contacts in your phonebook. The phonebook is updated after each new connection of the cell phone with the Infotainment system. During the update, the present phone directory can still be used. If changes are detected in the phonebook and the phonebook update is complete in the Infotainment system, a pop-up appears.

If teleconferences are supported by the mobile network provider and by the cell phone, the phonebook can be opened during a phone call and another participant can be added to the phone call.

If an image is stored for the contact, it can be displayed in the list next to the entry.

## Using a phone

Select a telephone number to make a call. Various functions are available for selecting a telephone number.

Using contact data

If a contact has multiple telephone numbers, you must select the number you wish to call accordingly.

1. Tap 👤.
2. To search for a contact, tap 🔍 and enter the name of the contact.

   Or: To call a favorite, tap Favorites.

   Or: Tap All.

3. To make the call, tap the contact you would like to speak to in the list.

When searching for a contact, enter the last name and first name separated by a space.

Using a call list

The mobile phone interface stores the incoming and outgoing calls on a call list. Recently used telephone numbers are saved under favorites. Make a call via the call list.

1. Tap and filter entries in the call list, e.g. by missed calls.
2. Tap on a number or, where applicable, a contact in the list to make the call.

Manually entering the telephone number

1. Tap and enter a telephone number.
2. Tap to make the call.

While you are entering a telephone number or a contact name, the contact related to the number is displayed on the Infotainment system screen.

## Favorites and Favorite Position

A contact from the phonebook can be saved as a favorite. If the entry contains an image, this is displayed in the favorite position.

Favorite positions must be programmed manually and are assigned to a user profile *(→ Phone interface)*.

Saving a Contact as a Favorite

1. Tap Favorites ▸ ⊕.
2. Tap a contact in the phonebook. If a contact has multiple telephone numbers, tap the desired number on the list.

Editing a Favorite Position

1. Tap Favorites.
2. Tap and hold the favorite position until the phonebook opens.
3. Tap the new contact in the phone directory. If a contact has multiple telephone numbers, tap the desired number on the list.

Calling a favorite

1. Tap Favorites.
2. Tap an occupied favorite position.

Favorites are not automatically updated. If the phone number for a contact changes, the favorite position must be reassigned.

Removing Favorites

1. Tap Favorites ▸ .
2. Tap at the desired favorite position.

## Sending text messages

Depending on the cell phone and the Infotainment system in use, you can send and receiveSMS

text messages and, depending on your country, e-mails via the phone interface.

Sending and receiving e-mails is also dependent on the app used on the cell phone.

Sending an SMS

1. Tap ✉ ▸ SMS ▸ New message and enter the message.
2. Enter the desired contact in the search bar and tap.
3. Tap OK to send the message.

Sending an e-mail

1. Tap ∨ ▸ E-MAIL and enter the message.
2. Enter the desired contact in the search bar and tap. If required, a contact can be searched for using Search for contact.
3. Tap OK to send the message.

Switching between SMS and e-mail

To send an e-mail or SMS

, activate the relevant option. The active option is displayed on the screen, e.g. SMS.

1. Tap ✉.
2. Tap the desired option.

# Functions and Symbols

## Functions

The functions depend on the vehicle equipment and are not available in all countries. The available functions depend on the cell phone used and its operating system.

— Hands-free system.

— SMS

functions via Bluetooth:

— Read SMS

.

— Write SMS

, inc. templates.

— Have an SMS

read out.

— Message thread.

— E-mail functions via Bluetooth:

— Read e-mail.

— Write e-mail.

## Symbols

The symbols depend on the vehicle equipment and are not available not in all countries and may look different depending on the Infotainment system.

## General symbols

1. To open the main menu, open the app overview and tap *(→ Overview of Infotainment system)*.

Open the contact list for the connected cell phone.

Open calls lists of incoming and outgoing calls and the list of frequently used numbers or contacts.

Open favorites and the list of frequently used numbers or contacts of the active connected cell phone, if supported by the cell phone.

Dial telephone number.

Open messages (SMS and, depending on your country, e-mail).

Select the active device from two or more connected cell phones.

Opening the settings.

## Symbols for telephone calls

Handle and display a call.

End or decline a call.

Mute the hands-free system.

Put a call on hold.

Decline a call with aSMS template.

Add participants to a phone conference or merge calls and begin a phone conference.

Make an emergency call (SOS).

Receive roadside assistance.

Voice mail.

Receive information about Volkswagen and various value added traffic and travel services.

## Symbols in the contact list

1. To open the contact list, tap .

Input to search for contacts.

Address.

Editing favorites.

Add favorites.

Remove favorites.

### Call list symbols

1. To open the call lists, tap on.

Received incoming call.

Outgoing call.

Missed call.

Frequent calls or favorites from your cell phone, if supported by your cell phone.

Telephone number (company).

Telephone number (private).

Cell phone number.

Fax device.

Fax device (company).

Fax device (private).

### Text message symbols

1. To open the text messages, tap on.

Top left: Select active input.

Received text message.

Sent text message.

Open the template for text messages.

Write a text message by voice.

Open further options, e.g. display number.

## Introduction to the Voice Assistant

With the voice assistant, you can carry out certain functions and access information by voice command.

### Does my vehicle have the voice assistant?

If your vehicle has the voice assistant, you will find the relevant app in your Infotainment system:IDA *(→ First steps in the Infotainment system)*.

Test the voice assistant before driving to get to know the function.

### Features of the Voice Assistant

Depending on the set language and country, the voice assistant will be available both online and offline in the Infotainment system.

Depending on which language has been set in the Infotainment system, voice commands can be freely worded in common speech. For example, depending on the system language, the statement “I'm cold” leads to an increase in the vehicle's temperature. Voice commands that are analyzed online enable optimized searches for points of interest or queries in various categories, e.g. the weather.

In some languages, voice commands must be formulated according to a certain pattern in order to be successfully recognized, e.g. “navigate to [*city, street name, house number*]”.

The number of languages available in your country depends on the country.

The welcome page of the IDA app shows whether the voice assistant is online. To do this, tap IDA ▸ ⓘ.

## Activation command and voice commands

### Activation command

The spoken words are continuously analyzed in the vehicle and overwritten after approximately 15 seconds. As soon as the Infotainment system recognizes the activation command, the voice assistant will begin. If voice assistant is available online and activated, (voice) data will also be derived from the vehicle from this point onwards. Otherwise, there is no transmission of data or words spoken in the vehicle.

Detection of the activation command can be deactivated in the settings.

The voice assistant recognizes “Hello Volkswagen” and “HelloIDA” as activation commands if these are activated in the settings. You can create your own activation command in the IDA app → *Activation command and voice commands*.

In the following, “Hello Volkswagen” is used as the activation command, as an example.

BG Здравей 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.

N Hallo Volkswagen.

NL Hallo Volkswagen.

P Olá Volkswagen.

PL Cześć Volkswagen.

RUS Привет Volkswagen.

S Hej Volkswagen.

TR Merhaba Volkswagen.

USA Hello Volkswagen.

Displaying the activation command

The activation command for your language can also be found in your IDA app.

1. Tap IDA ▶ Activation.

Activating or deactivating the activation command

If the activation command is deactivated, the voice assistant cannot be started via the activation command.

1. Tap and activate or deactivate IDA ▶ Activation ▶ Activate IDA by voice.

Personalizing the activation command

Refer to the information under IDA ▶ Activation ▶ ⓘ.

1. Tap IDA ▶ Activation.
2. Tap Set your own activation command.

### Voice commands

The voice assistant will only recognize voice commands in the language that is set in the Infotainment system.

Open suggestions for speech commands

The suggestions may vary according to the language that is set or through the use of the online mode.

1. Tap IDA ▶ Tips.

## Starting and Ending the Voice Assistant

Starting the Voice Assistant

1. Activate Activation command in the IDA app *(→ Voice assistant)*.
2. Say the activation command *(→ Voice assistant)*.

   Or: press on the multi-function steering wheel.

Ending the Voice Assistant

1. To open suggestions for a voice command to cancel the voice assistant, tap IDA ▸ Tips ▸ Basic functions.

   Or: press on the multi-function steering wheel.

The voice assistant will end automatically in the following scenarios:

— If you use functions in the Infotainment system.

— If you activate the parking system.

— If phone calls are received.

— If any speech is output.

If the Voice Enhancer *(→ First steps in the Infotainment system)* is activated, this impacts the detection of the activation command for the voice assistant. In this case, start the voice assistant via the multi-function steering wheel *(→ Voice assistant)*.

## Troubleshooting

### Voice Assistant Not Responding

— The voice assistant is not available in your language.

— Set the correct system language in the Infotainment system.

— Say the correct activation word for the system language set in the Infotainment system.

— Check the activation word in the settings. If necessary, activate and adjust it.

— Restart the Infotainment system *(→ First steps in the Infotainment system)*.

### Voice Assistant Gives Unsuitable Answers

— The voice assistant interpreted the question incorrectly.

— Clearly give your voice command again.

— Rephrase the voice command.

### Voice Assistant Does Not Carry Out Function

— The function cannot be carried out using the voice assistant.

— The function is not available in all languages. You can find suggestions for voice commands in the set language in the Infotainment system.

— Settings configured within the relevant function prevent it from being switched on or carried out.

— Rephrase the voice command.

## Stowing luggage securely in the vehicle

— Distribute luggage as evenly as possible in the vehicle. Do not cover any vent openings.

— Always stow luggage and heavy objects in the luggage compartment and place them as far forward in the compartment as possible →⚠.

— Adhere to the Gross Axle Weight Rating and Gross Vehicle Weight Rating .

— Secure objects in the luggage compartment using suitable securing cords, fixation belts or tensioning straps on the tie-downs.

— Also store small objects securely.

— If necessary, fold the rear seat backrest down and lock it securely.

— If necessary, adjust the headlight range. Vehicles with dynamic headlight range control will adjust automatically.

— Adjust the tire pressure based on the load. Follow the tire pressure label *(→ Tire pressure)*.

— If necessary, calibrate the Tire Pressure Monitoring System(TPMS) to the new load.

**⚠ WARNING**

Objects or animals that are not secured or are secured incorrectly can cause serious or fatal injuries in the event of sudden driving and braking maneuvers or a collision. This is especially true if the airbags deploy and strike objects, causing them to fly through the vehicle interior.

- Store all objects securely in the vehicle. Follow the legal regulations whilst doing so.
- Stow objects in the vehicle interior in such a way that they will not enter the airbag deployment zone while you are driving.
- Secure animals in the vehicle restraint systems that are appropriate for their weight and size.
- Always keep the storage compartments closed while driving.
- Do not leave hard, heavy, or sharp objects loose in the open storage compartments in the vehicle, on the surface behind the rear seat backrest, or on the instrument panel.
- Remove hard, heavy, or sharp objects from clothing and bags in the vehicle interior and store them securely.

**⚠ WARNING**

If objects stowed in the vehicle cause people to sit in the wrong position, serious or fatal injuries may occur in the event of sudden driving and braking maneuvers or accidents.

- Never stow objects on a seat if a person is going to use it.

**⚠ WARNING**

When transporting heavy objects, the vehicle's handling performance may change because of the altered center of gravity and the braking distance may increase. Heavy loads that have not been stowed or secured properly may change the vehicle handling, e.g. if the load slides around. This can result in a loss of vehicle control and lead to serious or fatal injuries.

- Never overload the vehicle. Both the load and the distribution of the load in the vehicle affect driving behavior and braking efficiency.
- Always distribute the load evenly and as low down in the vehicle as possible.
- Secure heavy objects in the luggage compartment as far in front of the rear axle as possible.
- Secure any loose objects to prevent them from sliding around.
- Always adapt your speed and driving style to the visibility, weather, road and traffic conditions.
- Take extra care and caution when accelerating.
- Avoid sudden braking or driving maneuvers.
- Brake earlier than usual if the vehicle has a heavy load.

**! *NOTICE***

Abrasive objects on the rear windows can cause damage, e.g. to the heating conductors of the rear window defroster.

- Do not load the luggage compartment to a height where objects rest against the rear window.

**NOTICE**

Carrying systems fixed to the rear spoiler may damage the vehicle.

- Do not attach a luggage rack or any other kind of carrying system, e.g. bicycle rack, to the vehicle's rear spoiler.

## Luggage compartment cover

When opening and closing the trunk lid, the luggage compartment cover is raised or lowered on the attached retaining straps.

The luggage compartment cover is not suitable for use as storage for objects, even lightweight items of clothing→ ⚠.

**WARNING**

Objects or animals on the luggage compartment cover can damage the luggage compartment cover and cause serious injury or death in the event of sudden driving and braking maneuvers or an accident.

- Never transport objects on the luggage compartment cover.
- Never allow animals to ride on the luggage compartment cover.

**NOTICE**

Incorrect handling of the luggage compartment cover can cause damage.

- Do not load the luggage compartment so high that the luggage compartment cover presses on the load when the trunk lid is closed.
- Never close the trunk lid while the luggage compartment floor is open or locked.

# Installing and removing the luggage compartment cover

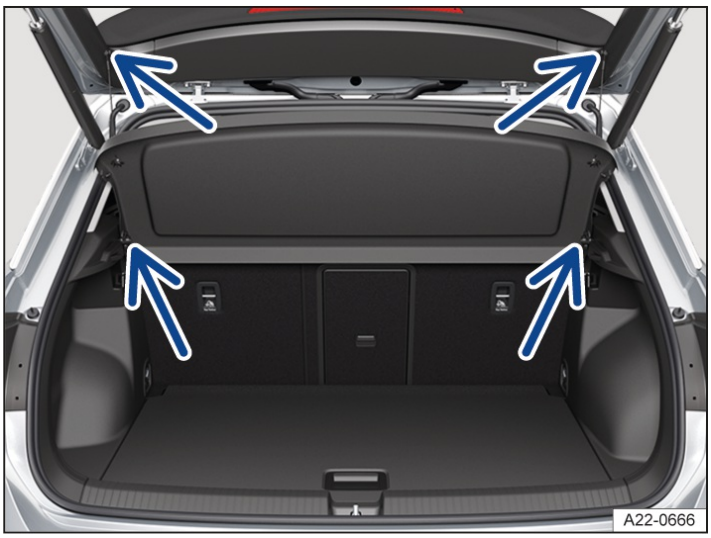



Fig. 1 In the luggage compartment: installing and removing the luggage compartment cover (general example).

## Removing the luggage compartment cover

1. Unhook the top retaining straps from the trunk lid→ *fig. 1* (upper arrows).
2. Push the luggage compartment cover out of the side holders from below→ *fig. 1* (lower arrows).

## Installing the luggage compartment cover

1. Press the luggage compartment cover into the side holders in the luggage compartment→ *fig. 1* (lower arrows).
2. Hook the retaining straps onto the trunk lid → *fig. 1* (upper arrows).

# Luggage compartment floor - functions

## Opening the luggage compartment floor




Fig. 1 In the luggage compartment: Lifting up the luggage compartment floor.

1. Grasp the recessed grip in the luggage compartment floor and fold up the luggage compartment floor in the direction of the arrow → *fig. 1* (arrow).

## Closing the luggage compartment floor

1. Lower and replace the luggage compartment floor.

## Adjusting the height of the luggage compartment floor

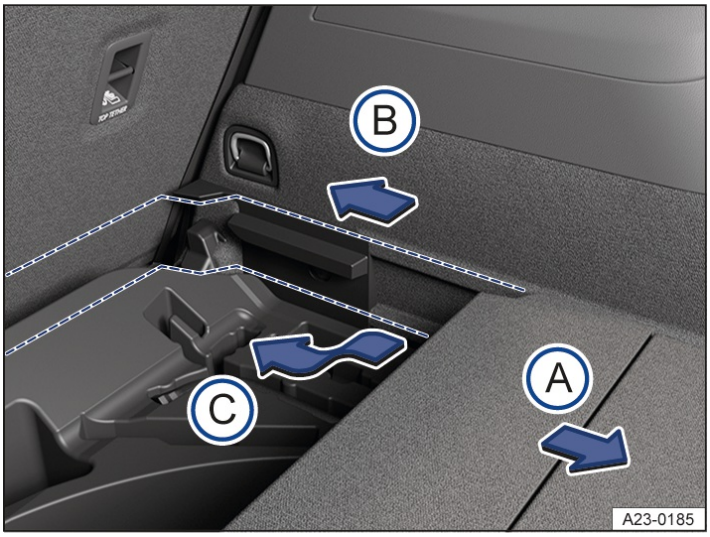



Fig. 2 In the luggage compartment: Adjusting the height of the luggage compartment floor.

Depending on vehicle equipment, you can adjust the height of the luggage compartment floor.

1. If necessary, remove the fixation belts or tensioning straps.
2. Lift the luggage compartment floor and pull it backwards out of the guides on the sides of the luggage compartment → *fig. 2* (arrow Ⓐ).

3. Insert the luggage compartment floor into the guides at the desired height and push forwards as far as it will go → *fig. 2* (arrow B or C).

**NOTICE**

Improper use may damage the variable luggage compartment floor or the luggage compartment trim.

- When closing the luggage compartment floor, always carefully guide it downward, and do not drop it.
- Always distribute loads (max. 75 kg (165 lbs)) as evenly as possible across the luggage compartment floor to avoid concentrating the load in a single place.
- Only transport heavy loads if the luggage compartment floor is in the lower position.

Depending on the vehicle equipment, there may be storage space under the luggage compartment floor for small objects.

Volkswagen recommends tying down objects to the tie-downs using fixation belts or tensioning straps.

## Installing and removing a net partition

A fitted screen separator can help prevent objects from being thrown out of the luggage compartment into the passenger compartment during a braking maneuver, for example.

The screen separator can be installed behind the rear bench seat→ *fig. 1* or, depending on the equipment, behind the front seats → *fig. 2* if the second row of seats is folded forward.

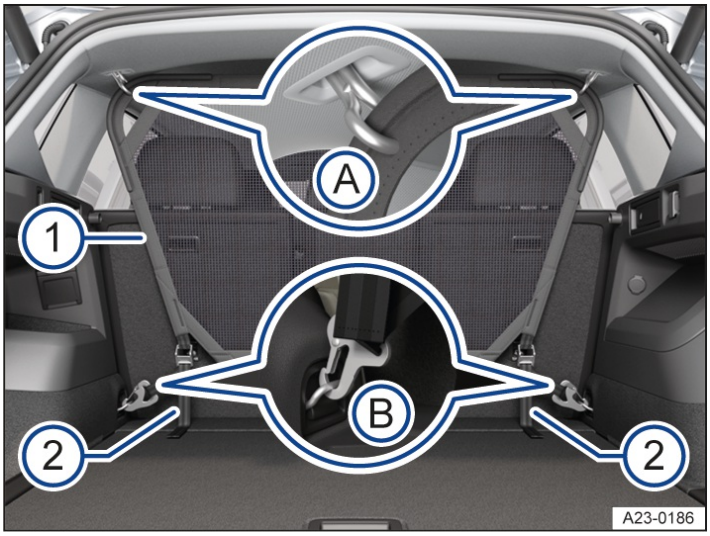



Fig. 1 In the luggage compartment: screen separator behind the rear bench seat (general example).

(1) Screen separator.
(2) Fastening straps.
(A) Holders in roof.
(B) Tie-downs for attaching the hooks.

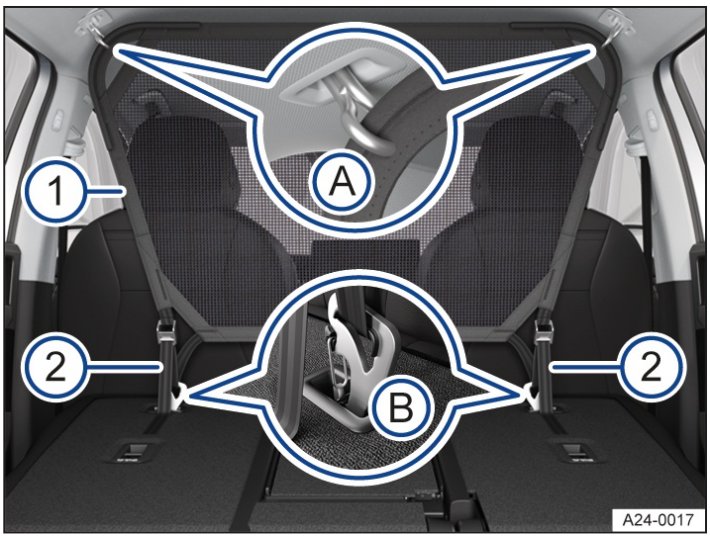



Fig. 2 In the luggage compartment: screen separator behind the front seats (general example).

(1) Screen separator.
(2) Fastening straps.
(A) Holders in roof.
(B) Tie-downs in the rear seat backrests for attaching the hooks.

## Installing the net partition

1. Remove the luggage compartment cover if necessary.
2. Remove the screen separator from the storage bag and unfold it.
3. When fitting the net partition behind the front seats→ *fig. 2*, fold the backrests of the second row of seats forward.
4. Bring the backrests in front of the screen separator into the upright position and engage them as close as possible to the screen separator.
5. Place the screen separator → *fig. 1* (1) or → *fig. 2* (1) into position with the decal on the screen separator facing rearward.
6. Attach the screen separator to the corresponding mounts in the roof→ *fig. 1* (A), → *fig. 2* (A).
7. Attach both hooks of the screen separator to the corresponding tie-downs in the luggage compartment → *fig. 1* (B) or to the corresponding retaining eyes in the rear seat backrest→ *fig. 2* (B).
8. Tighten the screen separator evenly with the fastening straps→ *fig. 1* (2), → *fig. 2* (2), →⚠.
9. Check the tension of the screen separator again if the position of the backrests in front of the screen separator has been adjusted, and retighten if necessary.

## Removing the net partition

1. Remove the luggage compartment cover if necessary.
2. Loosen the fastening straps of the screen separator → *fig. 1* (2), → *fig. 2* (2).
3. Unhook the lower hooks of the screen separator → *fig. 1* (B), → *fig. 2* (B).

4. Unhook the screen separator from the upper fasteners in the roof→ *fig. 1* (A), → *fig. 2* (A).
5. Fold and store the screen separator.
6. Install the luggage compartment cover if necessary.

**WARNING**

In the case of sudden braking maneuvers or an accident, objects could being thrown through the vehicle interior, causing serious or fatal injuries.

- Check that the screen separator is undamaged.
- Never use a damaged screen separator.
- Move all backrests in front of the screen separator into the upright and engaged position.
- Check that the upper fasteners are properly engaged.
- Check regularly that the screen separator is well tensioned.
- Secure all objects in the luggage compartment even if a luggage screen separator is fitted.
- Make sure that no persons are behind the installed screen separator when the vehicle is moving.

*NOTICE*

Securing the net partition to unintended points can cause damage.

- Always secure the screen separator only at the points designed for it.

## Tie-downs

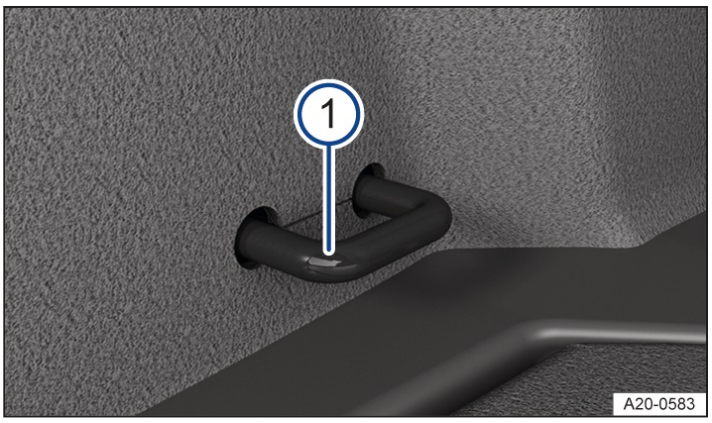



Fig. 1 In the luggage compartment: rigid tie-down (general example).

(1) Rigid tie-down.




Fig. 2 In the luggage compartment: Foldable tie-down (general example).

In the luggage compartment, there are rigid tie-downs → *fig. 1* (1) or fold-out tie-downs → *fig. 2* (arrow) for securing loose items and luggage with lashing, fastening or tensioning straps.

**WARNING**

Unsuitable or damaged tie-down straps or tensioning straps could break during braking maneuvers or an accident. This could result in objects being thrown through the vehicle interior and causing serious or fatal injuries.

- Use only suitable and undamaged tie-downs, fixing and tensioning straps.
- Secure cords, fixation belts and tensioning straps diagonally and tightly across the items placed on the luggage compartment floor, and fasten the cords, fixation belts and tensioning straps securely to the tie-downs.
- Make sure that the upper edge of the load is above the tie-downs, especially on flat objects.
- Follow the signs about storing cargo in the luggage compartment, depending on the vehicle equipment.
- Never secure a child restraint to the tie-downs.

**WARNING**

Elastic tensioning straps must be stretched for securing to the tie-downs and are therefore under tension. If elastic tensioning straps slip off and spring back toward your body, the hooks attached to them may cause serious injuries.

- Protect your eyes and face when securing and releasing the straps.
- Always hold on to the hooks of the luggage net to prevent them springing out of the tie-down when hooking and unhooking them.
- Always secure elastic tensioning straps to the tie-downs in the front part of the luggage compartment first. Then pull them to the loading edge. Secure the elastic tensioning straps to the tie-downs so that they will spring away from your body if they come off.

Suitable straps and cargo securing systems are available from an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

# Shopping bag hooks

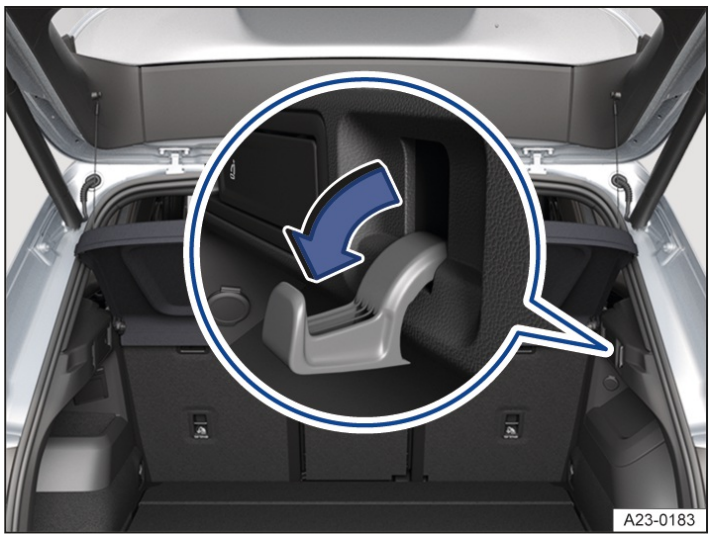



Fig. 1 In the luggage compartment on the right: shopping bag hook folding in the direction of the arrow.

You may have shopping bag hooks in your luggage compartment for hanging light shopping bags.

**⚠ WARNING**

Luggage or other items tied to the shopping-bag hooks may tear off and be thrown into the vehicle interior during a braking maneuver or accident. This may cause you to lose control of the vehicle and result in serious or fatal injuries.

- Never use the shopping bag hooks to tie down pieces of luggage or objects.
- Only hang lightweight items, up to a maximum of 2.5 kg(approximately 5.5 lbs), from the shopping bag hooks in the vehicle.

# Load-through hatch

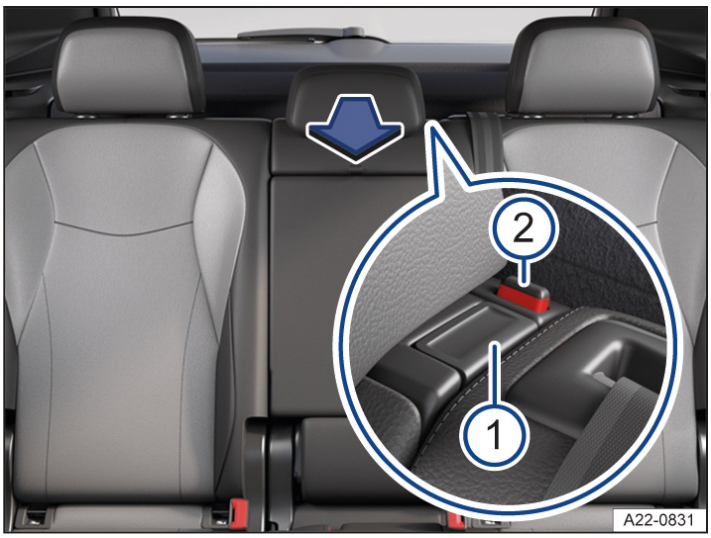



Fig. 1 In the rear seat backrest: Open load-through hatch.

(1) Release button.

(2) Locking indicator.

Depending on the vehicle equipment, there may be a load-through hatch behind the center armrest in the rear seat backrest for transporting long objects, such as skis, inside the vehicle.

## Opening load-through hatch

1. Press the release button → *fig. 1* (1) and fold the luggage compartment pass-through forwards →⚠.
2. Open the trunk lid.
3. Insert long objects from the luggage compartment side and slide them forward through the load-through hatch.
4. Secure objects with the safety belt.
5. Close the trunk lid.

## Closing the load-through hatch

1. Fold the luggage compartment pass-through back and press firmly into the catch until you feel it lock into place securely. The red marking on the catch indicator → *fig. 1* (2) must no longer be visible →⚠.

**⚠ WARNING**

Folding and unfolding the load-through hatch in an uncontrolled or careless manner may result in serious injury or death.

- Never fold the luggage compartment pass-through forward or back while driving.
- When folding up the pass-through, make sure that the safety belt does not become trapped or damaged.
- Keep hands, fingers, feet and other body parts away from the pivot range of the pass-through when folding it forward or back.
- Always check that the red mark on the catch indicator is not visible when the pass-through is in the upright position. A red marking indicates that the luggage compartment pass-through is not locked into place.
- If the luggage compartment pass-through is folded down or is not securely engaged, no passengers, especially

children, are to be transported on this seat.

# Introduction

If equipped correctly, the vehicle can be used to tow a trailer.

Driving a trailer not only increases the vehicle load, but requires more concentration from the driver.

The increased weight from towing affects vehicle wear, fuel consumption, and vehicle performance and may shorten the service intervals.

If the vehicle is driving with a heavy load, functions such as the air conditioner power may be reduced or deactivated to prevent the vehicle from becoming stranded in traffic. Avoid long or large inclines. In the event of prolonged loads, the engine torque can be reduced temporarily to prevent the engine or transmission overheating. Reduce the speed and observe the information and warning and indicator lights in the instrument cluster. When the engine and the transmission are working at the optimal temperature range again, the engine torque reduction is canceled.

The load that a vehicle is able to pull decreases under the following conditions:

— Driving on slopes.

— Driving at high altitudes.

— Driving in high outside temperatures.

— Driving with a fully loaded vehicle, e.g. with passengers and luggage.

— With increasing speed.

## Vehicles with a start/stop system

Before trailer towing using towing brackets which have not been retrofitted by Volkswagen, the start/stop system must be manually deactivated and remain deactivated during the entire trailer towing process *(→ Start-stop system)*.

## Trailer with function check for the lighting

No trailer with tail lights and brake lights that require a function check for the tail light or brake light in order to be approved may be operated on this vehicle. Consult the trailer manufacturer to find out what approval applies to your trailer.

## Unused ball mount

Swivel the ball mount or remove it if there is no trailer, bicycle rack or similar attached to the ball mount. This is especially applicable if the vehicle's license plate or lighting is obscured by the unused ball mount. Note the country-specific regulations for using a ball mount →⚠.

## Special conditions

Before driving with a trailer, please note that the functions of the assistance and parking systems may be limited.

**⚠ DANGER**

Transporting persons in a trailer can cause life-threatening injuries and may be against the law.

- Never transport anyone in a trailer.

**⚠ WARNING**

Using the trailer hitch incorrectly can result in loss of control of the vehicle, accidents and serious or fatal injuries.

- Install and use the trailer in accordance with the instructions provided by the corresponding manufacturer.
- Only use the ball mount if it is undamaged and secured correctly.

- Do not modify or repair the ball mount. Removal of the coating on the ball mount is permitted if the installation instructions of the trailer manufacturer require this.

**WARNING**

If the ball mount is swiveled out, there is an increased risk of accidents and serious injuries for pedestrians and cyclists near parked vehicles and if rear collisions occur.

- Swivel the ball mount in or remove it when it is not in use.

**WARNING**

The vehicle has not been designed for “weight-bearing” or “load-compensating” trailer hitches. The trailer hitch could malfunction and the trailer could disconnect from the vehicle. This can cause accidents and serious injuries.

- Never install “weight distributing” or “load equalizing” ball mounts.

**WARNING**

Driving with a trailer and transporting heavy or large objects can change the vehicle handling performance, increase the braking distance and cause accidents and serious or fatal injuries.

- Always secure cargo correctly with suitable and undamaged cords, fixation belts or tensioning straps.
- Note that trailers with a high center of gravity may tip sooner than trailers with a low center of gravity.
- Always adapt your speed and driving style to the visibility, weather, road and traffic conditions.
- Always drive carefully and try to anticipate what may be ahead.
- Take extra care and caution when accelerating.
- Avoid abrupt and sudden driving and braking maneuvers.
- Do not drive faster than 80 km/h(50 mph), or 100 km/h (60 mph) if absolutely necessary, when towing a trailer. This also applies in countries where higher speeds are permitted.
- Reduce the vehicle speed, especially when driving uphill or downhill.
- Always observe the country-specific maximum permissible speed for vehicles with trailers.
- Overtake especially carefully and reduce vehicle speed as soon as you detect the slightest swaying movement in the trailer.
- Never try to “straighten out” a swaying trailer by accelerating.
- Look out for potential messages and warning and indicator lights turning on in the Volkswagen Digital Cockpit because of the increased load for the towing vehicle.

**WARNING**

When towing with towing brackets which have not been retrofitted by Volkswagen the start/stop system must always be manually deactivated. Otherwise this can lead to a failure in the brake system and can cause accidents and severe injury.

- Always switch off the start-stop system manually if you have fitted a trailer hitch which has not been retrofitted by an authorized dealer and are driving with a trailer.

If you have integrated a trailer into the anti-theft alarm system, breaking the connection to the trailer may trigger the anti-theft alarm system *(→ Anti-theft alarm system)*.

Do not tow a trailer during the first 1000 km(600 miles) driven with a new engine *(→ Breaking in the engine)*.

Some retrofitted trailer hitches cover the mount for the towing eye. If this is the case, it will not be possible to use the towing eye to tow other vehicles. Because of this, you should always keep the ball mount from a retrofitted trailer hitch inside the vehicle when it is removed.

## Hitching a trailer

## Trailer socket

The towing vehicle and the trailer are connected electrically using a 13-pin trailer socket. The pin assignment conforms to DIN

ISO 11446.

If the trailer has a 7-pin connector, a suitable adapter must be used.

1. Lift the socket cap and insert the plug.
2. Rotate the plug clockwise by a quarter of a rotation until it fully engages into the socket.
3. To lock the connector in place, release the cap.
4. Check that the entire lighting system is working properly before starting the journey.

If you are not sure how to connect the trailer with the towing vehicle's electrical system correctly, consult an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

## Integrating into the anti-theft alarm system

The trailer is integrated into the anti-theft alarm system if the following requirements are met:

✓ If the vehicle is equipped with a factory-installed anti-theft alarm system and trailer hitch.

✓ If the trailer is connected to the electrical system in the towing vehicle.

✓ If the vehicle and trailer electrical systems are functioning correctly and are not damaged.

✓ If the vehicle was locked using the vehicle key and the anti-theft alarm system is active.

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When the vehicle is locked, the alarm will be triggered if the electrical connection to the trailer is disconnected.

Trailers with LED

taillights cannot be integrated into the anti-theft alarm system due to the technology involved.

When the vehicle is locked, the alarm will not be triggered if the electrical connection to the trailer with LED taillights is disconnected.

## Securing cables

In some countries, unbraked and braked trailers must be secured by means of securing or breakaway cables.

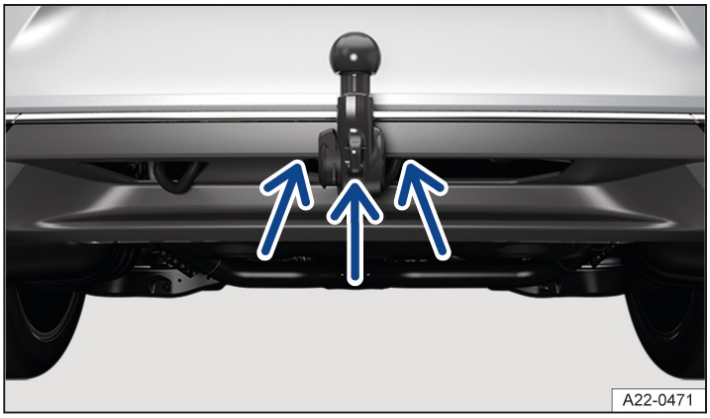



Fig. 1 On the trailer hitch: eye for fastening the securing or breakaway cable (general example).

Depending on the model, the eye for fastening the securing or breakaway cable can be located on the neck of the ball head or next to the ball head directly on the base plate of the ball mount → *fig. 1* (arrows).

Follow the country-specific regulations for using a securing cable.

Fastening a securing or breakaway cable to the eye on the ball mount provided for this purpose→ *fig. 1*:

1. Guide the cable through the eyelet and hook it in the carabiner→⚠.

**⚠ WARNING**

Improperly or incorrectly connected electrical wires can electrify the trailer and lead to malfunctions in the entire vehicle electronics system as well as accidents and serious or fatal injuries.

- Have all work on the electrical system performed only by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Never connect the electrical system on a trailer to the electrical connectors for the taillights or other power sources on the towing vehicle.

**⚠ WARNING**

Contact between the pins on the trailer socket can cause short circuits, overloading of the electrical system, or malfunction of the lighting system, which can result in accidents and serious or fatal injuries.

- Never connect the pins in the trailer socket to one another.
- Have bent pins repaired only by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

**⚠ WARNING**

An improperly secured trailer can cause accidents and serious injuries or death.

- Never drape the securing or breakaway cable of the trailer loosely over the ball mount.

**NOTICE**

If a trailer hitched to the vehicle is resting on a supporting wheel or on the trailer support, the vehicle may lift and lower due to changes in the load or tire damage. This would put great stress on the trailer hitch and the trailer. This can cause damage to the vehicle and trailer.

- Note that a trailer that is resting on a supporting wheel or on the trailer support should not remain hitched to the vehicle.

If the engine is stopped and accessories on the trailer are on while there is an electrical connection through the trailer socket, then the 12 V vehicle battery will drain.

The electrical connection to the trailer will be automatically disconnected if the charge level of the 12 V vehicle battery becomes too low.

# Loading a trailer

## General information

If the vehicle is approved for trailer mode, note applicable local rules and regulations for driving with a trailer and the use of a trailer hitch.

Always ensure that the vehicle and trailer are well balanced. Do not load the trailer unevenly by putting more weight at either the front or the back. Always store heavy objects as close as possible to or above the axle. Always secure the load on the trailer properly →⚠.

## Trailer load and tongue weight

The trailer load is the weight that the vehicle can tow.

The trailer tongue weight rating is the load that presses down vertically from above onto the ball mount of the trailer hitch.

Volkswagen recommends always using the maximum permissible trailer tongue weight rating . An insufficient trailer tongue weight rating negatively affects the handling of the vehicle and trailer. The maximum permissible trailer tongue weight rating of the trailer drawbar on the trailer hitch ball head must not be exceeded →⚠.

The actual trailer tongue weight rating increases the weight on the rear axle and reduces the possible load in the vehicle.

In some countries, under certain conditions, a higher trailer tongue weight rating can be used. Follow the local specifications and regulations.

### Towing weight

The towing weight consists of the actual weights of the loaded towing vehicle and the loaded trailer.

In some countries, trailers are divided into classes. Volkswagen recommends consulting with an authorized Volkswagen dealer or authorized Volkswagen Service Facility about suitable trailers. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

### Tire pressure

The tire pressure for the tires on the trailer is based on the recommendation of the trailer manufacturer.

When towing a trailer, inflate the tires on the towing vehicle to the maximum permissible tire pressure *(→ Tire pressure)*.

**⚠ WARNING**

Sliding loads can considerably impair driving stability and trailer safety and increase the risk of accidents and serious injuries or death.

- Always load trailers correctly.
- Always secure cargo with suitable and undamaged cords or tensioning straps.

**⚠ WARNING**

If the gross axle weight rating, trailer tongue weight rating, gross vehicle weight rating or towing weight of the vehicle and the trailer are exceeded, accidents and serious injuries or death can result.

- Never exceed the specified values .

## Driving with a trailer

### Headlight adjustment

When a trailer is attached, the front part of the vehicle may be lifted, and the dipped beam headlights may dazzle other road users. Lower the beam correspondingly using the headlight range control. Vehicles with dynamic headlight range control adjust automatically and do not need to be manually adjusted.

### Characteristics when driving with a trailer

— When driving with a trailer with an overrun brake, first brake gently then rapidly. This avoids braking jolts due to the trailer wheels locking.

— The braking distance increases due to the gross combination weight(of the trailer and vehicle).

— Use the engine as an additional brake on slopes. Otherwise the brake system may overheat and possibly fail.

— Vehicles with an automatic transmission: Select a lower gear when driving in Tiptronic mode.

— The vehicle's center of gravity, and thereby also its driving characteristics, are changed by the towing weight and the increased total weight of the vehicle and trailer.

— An empty towing vehicle and loaded trailer create a very unfavorable weight distribution. Drive very carefully and

slowly with this combination.

### Driving on hills with a trailer

Depending on the angle of the hill and the total weight of the trailer, a parked trailer may roll back slightly when you start driving.

When towing a trailer, start on a hill as follows:

1. Press and hold the brake pedal.
2. Press the Ⓟ button once to switch off the electronic parking brake.
3. Vehicles with an automatic transmission: Engage the gear to drive forward.
4. Pull and hold the Ⓟ button to hold the vehicle and trailer with the electronic parking brake.
5. Release the brake pedal.
6. Start driving slowly.
7. Only release the Ⓟ button once the engine has generated enough drive power to start driving.

**⚠ WARNING**

Towing a trailer incorrectly can result in loss of control of the vehicle and cause serious injuries or death.

- Bear in mind that the driving characteristics change when driving with a trailer and transporting heavy or large objects.
- Always adapt your speed and driving style to the visibility, weather, road and traffic conditions.
- Always drive carefully and try to anticipate what may be ahead.
- Take extra caution when overtaking.
- Reduce the vehicle speed as soon as you detect the slightest swaying movement in the trailer.
- Take extra care and caution when accelerating.
- Brake earlier than usual as the braking distance may be longer.
- Avoid abrupt and sudden driving and braking maneuvers.
- Reduce the vehicle speed, especially when driving downhill.
- Never try to “straighten out” a swaying vehicle and trailer by accelerating.
- Adhere to the applicable local maximum speed limit, which may be lower for vehicles towing a trailer than it is for vehicles that are not towing a trailer.

**⚠ WARNING**

A poor rear view when pulling a trailer may result in accidents and serious or fatal injuries.

- Ensure sufficient visibility behind you.
- Install additional rearview mirrors to ensure you have a clear rear view.

## Trailer stabilization

If a trailer is hitched to the vehicle and it begins to sway, the trailer stabilization can detected this and countersteer.

Trailer stabilization is an additional feature of the Electronic Stability Control (ESC

).

If the system detects that the trailer is swaying, the trailer stabilization will automatically provide counter-steering assistance to the reduce the “vibration” of the trailer.

### Trailer stabilization requirements

— The trailer hitch must be installed at the factory or a compatible trailer hitch must be retrofitted.

— Electronic Stability Control (ESC
) and anti-slip regulation (ASR) are active. The or indicator light in the instrument cluster must not be on.
— The trailer must be connected to the electrical system in the towing vehicle via the trailer socket.
— The driving speed must be less than 60 km/h(37 mph).
— The maximum tongue weight must be used.
— The trailer must have a fixed drawbar.
— Braked trailers must have a mechanical overrun protection device.

### System limitations

The trailer stabilization may not respond or may have a limited response in the following driving situations.

— The trailer stabilization switches off when ESC
is deactivated.
— Trailer stabilization may not always detect if a light trailer is swaying and stabilize it.
— When driving on slippery roads with poor traction, the trailer can still jackknife despite the trailer stabilization.
— Trailers with a high center of gravity can tip before you notice any swaying back and forth.
— If there is no trailer hitched to the vehicle but there is a connector in the trailer socket, for example from a bike carrier with lights, sudden braking maneuvers may occur automatically in extreme driving situations.

**WARNING**

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

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Observe the system limitations → *System limitations*.
- Accelerate carefully on slippery roads.
- Take your foot off the accelerator pedal when a system is taking control.
- Always adapt your speed and driving style to the visibility, weather, road and traffic conditions.

## Swiveling out the ball mount

The ball mount of the trailer hitch is located in the bumper. The electrically releasing ball mount is swiveled out mechanically for use and cannot be removed.




Fig. 1 On the left side of the luggage compartment: button

for releasing the ball mount.

## Releasing and swiveling out the ball mount

1. Park the vehicle .
2. Open the trunk lid.
3. Briefly pull the → *fig. 1* (1) button in the luggage compartment.

   The ball mount is electrically released and swivels out automatically. The indicator light in the button flashes.
4. Swivel the ball mount further until you can hear and feel it engage and the indicator light in the button comes on continuously.
5. Close the trunk lid.

## Swiveling in the ball mount

1. Park the vehicle .
2. Detach the trailer and disconnect the electrical connection between the vehicle and the trailer. Also remove the adapter from the trailer socket.
3. Open the trunk lid.
4. Briefly pull the → *fig. 1* (1) button in the luggage compartment.

   The ball mount is electrically released.
5. Swivel the ball mount under the bumper until you can hear and feel it engage and the indicator light in the button comes on continuously.
6. Close the trunk lid.

## Meaning of the indicator light in the button

— The indicator light in the button → *fig. 1* is illuminated continuously and the trunk lid is open: The ball mount is securely engaged in its position (either swiveled in or swiveled out).

— The indicator light in the button is blinking: The ball mount is not yet securely engaged or the ball mount is damaged →⚠.

— The indicator light in the button goes out approx. one minute after the trunk lid is closed.

**⚠ WARNING**

Improper use of the trailer hitch can cause accidents and serious injuries or death.

- If the diameter of the ball at the smallest point is less than 49 mm (1.9 inches), never use the trailer hitch.
- Only use the ball mount when it is engaged properly and there are no malfunctions in the electrical system or trailer hitch itself.
- Make sure that no persons, animals or objects are in the swivel range of the ball mount.
- Never intervene in the swivel procedure of the ball mount with aids or tools.
- Never press the button while a trailer is hitched or a luggage rack or other attachment is connected to the ball mount.
- If the ball mount cannot be installed or if the electrical system or trailer hitch has malfunctioned, have the ball mount checked by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

**NOTICE**

Improper vehicle cleaning can cause damage to the seals or wash out the grease needed for lubrication.

- Never direct a high pressure cleaner or steam jet directly toward the swiveling ball mount or the installed trailer socket.

In the case of extremely low outside temperatures, it may not be possible to swivel the ball mount. In this case, simply move the vehicle to warmer areas, such as in a garage.

## Dimensions and mounting points for retrofitting a trailer hitch

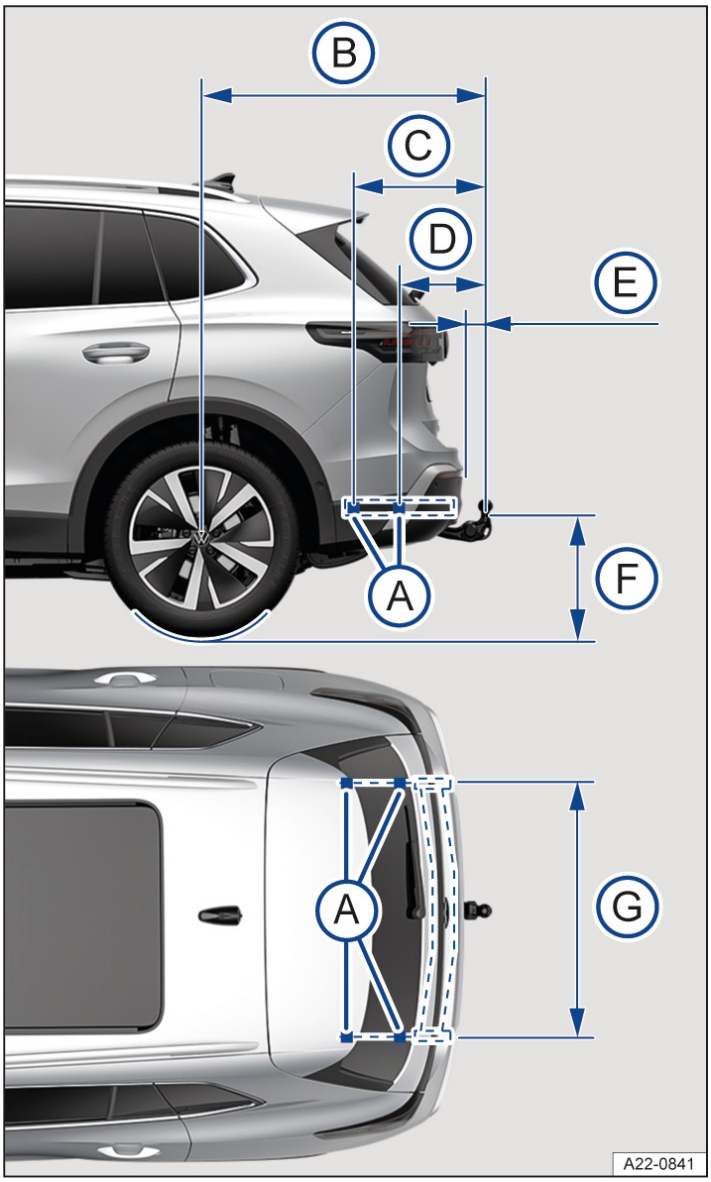



Fig. 1 Dimensions and mounting points for retrofitting a trailer hitch.

The correct dimensions → *fig. 1* must always be used when retrofitting a trailer hitch. The smaller specified dimension from the center of the ball mount to the road surface (F) must always be met. This also applies when the vehicle is fully loaded including the maximum tongue weight.

(A) Mounting points.

(B) 1019 mm (approx. 40.1 in)

(C) 629 mm (approx. 24.8 in)

(D) 382 mm (approx. 15 in)

(E) Min. 65 mm (approx. 2.6 in)

(F) 350 to 420 mm (approx. 13.8 to 16.5 in)

(G) 1050 to 1055 mm (approx. 41.3 to 41.5 in)

Volkswagen recommends having a trailer hitch retrofitted by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. For example, modifications to the cooling system or the installation of heat shields may be necessary. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Mount the trailer hitch in accordance with the instructions supplied.

A retrofitted, non-removable trailer hitch must not cover the label or the lighting system on the rear of the vehicle. Note the country-specific regulations for using a ball mount.

Depending on the country, the vehicle may not be approved for trailer towing due to legal and technical requirements.

If this is the case, no trailer hitch may be retrofitted.

Please contact suitably qualified professionals if you have any questions about retrofitting a trailer hitch. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

**WARNING**

Improperly or incorrectly connected electrical wires can lead to malfunctions in the entire vehicle electronics system as well as accidents and serious or fatal injuries.

- Never connect the electrical system on a trailer directly to the electrical connectors for the taillights or other unsuitable power sources.
- Only use suitable connectors to connect the trailer.
- If retrofitting the vehicle with a trailer hitch, have the work performed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

**WARNING**

Incorrect mounting or the use of an unsuitable trailer hitch can lead to the trailer becoming detached from the towing vehicle during the journey, potentially causing accidents and serious injuries or death.

- Only have work on your trailer hitch or the retrofitting of a trailer hitch carried out by an authorized Volkswagen dealer or authorized Volkswagen service facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Only use trailer hitches that are provided for the vehicle model, model year and vehicle equipment by the corresponding manufacturer.

Volkswagen recommends the use of Volkswagen original parts or Volkswagen original accessories, which you can acquire from an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

### Ball mount of the trailer hitch not secured

The yellow indicator light turns on.

1. Do not use towing bracket. Check towing bracket catch *(→ Electric ball mount)*.
2. If the problem persists, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

# Attaching a rear carrier system or bicycle rack to the ball mount

Rear carrier systems are understood to include, for instance, bicycle racks or storage containers, which are attached to the ball mount.

Only use rear carrier systems that are provided for the vehicle model, model year and vehicle equipment by the corresponding manufacturer →⚠.

Volkswagen recommends the use of Volkswagen original parts or Volkswagen original accessories, which you can acquire from an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Attach the rear carrier system according to the manufacturer's instructions.

## Maximum load of the rear carrier system

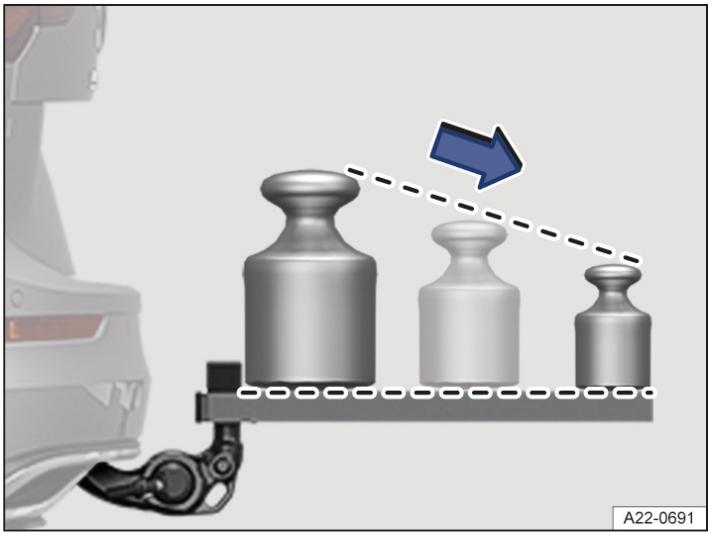



Fig. 1 Recommended weight distribution on the rear carrier system.

The carrying load is made up of the rear carrier system and the load transported on it.

The maximum recommended carrying load for the rear carrier system attached to the ball mount may vary from the vehicle-specific trailer tongue weight rating for the vehicle.

However, do not exceed the model-dependent, maximum drawbar load of the towing bracket.

The carrying load is reduced due to the effect of leverage, the further the center of gravity of the rear carrier system is from the ball mount.

Position heavy items as close to the ball mount as possible→ *fig. 1*.

## Vehicle-specific maximum carrying load

To find out the recommended carrying load for your vehicle, check the trailer tongue weight rating of your vehicle . The carrying load can then be found in the following table. In accordance with Directive UN-R 55, Volkswagen recommends complying with the specified number of bicycles on the rear carrier system.

| Vehicle-specific trailer tongue weight rating | Maximum carrying load | Number of bicycles |
|---|---|---|
| 50 kg (110 lbs) | 50 kg (110 lbs) | 2 |
| 55 kg (121 lbs) | 55 kg (121 lbs) | 2 |
| From 75 kg (165 lbs) | 75 kg (165 lbs) | 3 |

### Maximum overhang of the rear carrier system

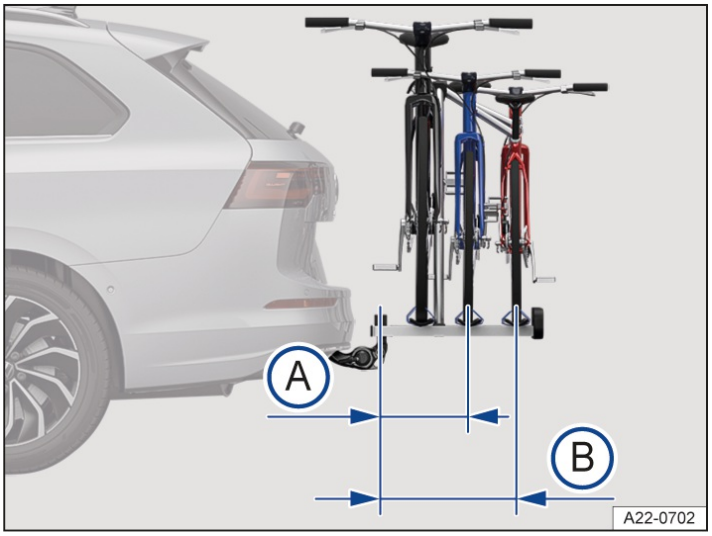



Fig. 2 General example of the maximum overhang on one bicycle rack for two or three bicycles.

(A) For a carrying load up to 55 kg (121 lbs): 500 mm (approx. 19.7 inches).

(B) For a carrying load of 75 kg (165 lbs): 700 mm (approx. 27.6 inches).

On bicycle rack systems with two bicycles, the maximum overhang must not exceed 500 mm (approx. 19.7 inches) from the center of the ball mount to the center of the bar on the last bicycle rack → *fig. 2* (A). On bicycle rack systems with three bicycles, it must not exceed 700 mm (approx. 27.6 inches) → *fig. 2* (B).

**WARNING**

Improper use of a rear carrier system mounted on the ball mount of the trailer hitch can cause accidents and serious injury or death.

- Ensure that the rear carrier system is suitable for use on your vehicle.
- Always read and follow the assembly instructions provided by the rear carrier system manufacturer.
- Never secure a rear carrier system on the ball mount below the coupling ball. The rear carrier system could slip because of the shape of the ball mount.

Volkswagen recommends removing as many attachments as possible from the items to be loaded onto the rear carrier system before the journey. This includes bicycle baskets and paniers, child seats and batteries. This improves the wind load and the center of gravity of the rear carrier system.

## Introduction

Depending on the model, the vehicle may be designed to have a roof rack installed.

Bulky objects can be transported on the vehicle roof using the roof rack.

If you are not sure if your vehicle is designed to have a roof rack installed, check with an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Only use roof racks that are approved by Volkswagen for use with your vehicle.

Do not use or retrofit a roof rack if this is not approved for your vehicle.

**WARNING**

When transporting large, heavy, long, or flat loads on the roof rack, the vehicle's driving characteristics and

aerodynamics change because of the different center of gravity and increased wind resistance. This may cause accidents and serious or fatal injuries.

- Always secure cargo correctly with suitable and undamaged cords, fixation belts or tensioning straps.
- Avoid abrupt and sudden driving and braking maneuvers.
- Always adapt your speed and driving style to the visibility, weather, road and traffic conditions.

**WARNING**

If the use of a roof rack is not approved for your vehicle or a roof rack that is incompatible with the vehicle is fitted, it may detach and fall from the roof of the vehicle while you are driving. This may cause accidents and serious or fatal injuries.

- Only use roof racks that are approved by Volkswagen for the vehicle.
- Do not fit roof racks if they are not approved for your vehicle.

*NOTICE*

Installing any type of roof rack onto a vehicle that is not approved for use of a roof rack can cause serious damage.

- Do not fit roof racks if they are not approved for your vehicle.

Driving with a roof rack fitted increases the air resistance of the vehicle and thus also the fuel consumption. This reduces the potential range of the vehicle. This applies to all roof racks and any objects transported on them, such as bicycles and skis.

## Mounting a roof rack

For safety reasons, special roof racks are needed to transport luggage, bicycles, surfboards, skis and boats safely. The roof racks for installation on the roof rail in particular are referred to as roof rack bars, and are used as a base supports for direct installation on the vehicle roof.

Only use roof racks that are provided for the vehicle model, model year and vehicle equipment by the corresponding manufacturer.

Volkswagen recommends the use of Volkswagen original parts or Volkswagen original accessories, which you can acquire from an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

### Installing the Base Supports

Mount the base supports in accordance with the instructions supplied.

The holes or markings for securing the roof rack can only be seen when the doors are open. If necessary, unscrew the plastic screw from the hole opening.

The front holes or markings are located on the undersides of the roof pillars near the door seal.

The rear holes or markings are located on the undersides of the roof pillars near the door seal or, depending on the vehicle equipment, at the top of the rear side windows.

The respective base can be attached after successfully installing the base supports→⚠.

### Mounting the Roof Rack Bars on the Roof Rail

Mount the roof rack bars in accordance with the supplied installation instructions.

The respective base can be attached after successfully installing the roof rack bars→⚠.

### Remove the roof rack in the following scenarios

— If the roof rack is no longer needed.

— Before driving through an automatic car wash

— If the height of the vehicle exceeds the maximum height limit, for example in a garage

**NOTICE**

The height of the vehicle changes when a roof rack is installed and when there is cargo secured on it. The vehicle may be badly damaged if you drive into entrances with low heights, e.g. underpasses and garages.

- Compare the height of the vehicle with the clearance height.

**NOTICE**

If parts on the roof of your particular vehicle(depending on the vehicle equipment), e.g. the roof antenna, and the trunk lid's range of movement are impaired by the roof rack and the luggage, the vehicle may be damaged.

- Ensure that the roof rack is positioned correctly on the roof and that it will not affect any components of the vehicle.

**WARNING**

Securing the roof rack and base incorrectly or using them incorrectly may cause the luggage or the entire assembly to come loose from the vehicle roof. This can result in accidents and serious or fatal injuries.

- Always mount the roof rack and base correctly in accordance with the manufacturer's instructions.
- Secure the roof rack only at the locations intended for this.
- Always mount special rack assemblies for bicycles, skis, surfboards, etc. correctly and in accordance with the manufacturer's installation instructions.
- Only use the roof rack and base if they are undamaged and secured correctly.
- Check the roof rack mounts before starting a journey and, if necessary, retighten them after a short distance.
- On long trips, check the threaded connections and fasteners each time you take a break.
- Do not make any modifications or repairs to the roof rack or base.

A fitted roof rack increases air resistance and therefore may reduce the vehicle's range.

# Loading the roof rack

## Maximum permissible roof weight

The maximum permissible roof load is 75 kg(165 lbs).

The roof load consists of the weight of the roof rack and the items carried on the roof rack→⚠.

Always check the weight of the roof rack and the items that will be transported on it. Weigh the items if necessary.

When using a roof rack with a low load limit, do not load the rack with the maximum permissible roof load. In this case, only load the roof rack to the weight limit listed in the installation guide.

## Distributing the load

Distribute the load evenly and secure it correctly→⚠.

## Checking that everything is secure

Once you have fitted the roof rack, drive a short distance and then check all the fasteners. Keep checking them regularly →⚠.

**WARNING**

Exceeding the maximum permitted roof load can result in accidents, damage to the vehicle and serious or fatal injuries.

- Never exceed the specified roof load, the Gross Axle Weight Rating, and the Gross Vehicle Weight Rating of the vehicle.
- Do not exceed the load limit of the roof rack, even if the roof load is below the limit.

**WARNING**

If loose and incorrectly secured luggage falls off the roof rack, accidents and serious or fatal injuries may occur.
- Use only suitable and undamaged tie-downs, fixing and tensioning straps.

***NOTICE***

If the trunk lid hits the roof load, the vehicle may be damaged.
- Make sure the trunk lid does not run into the roof load when opening the lid.

## Safety precautions for handling fuel

**WARNING**

Handling fuel incorrectly can cause explosions, fires, severe burns, and other injuries.
- Before refueling, switch off the engine, the ignition and your cell phone, as well as other radio equipment.
- Before refueling, switch off the auxiliary heater.
- To reduce the risk of discharging static electricity, do not enter the vehicle while refueling.
- Make sure that the fuel tank cap is sealed correctly and no fuel is leaking out.
- Note the applicable safety precautions and local regulations for handling fuel.

**WARNING**

Refueling incorrectly can cause fires, serious or fatal injuries, and vehicle damage.
- Only use fuel that is approved for your vehicle.
- Do not use any fuels containing metal and only use service additives approved by Volkswagen in the respective proportion.
- Immediately remove any fuel that has spilled on vehicle components.

**CAUTION**

Fuel may leak out of reserve canisters and ignite. This can cause fires and injuries.
- Do not transport any reserve canisters in the vehicle.

Fuels can contaminate the environment. Collect any leaking operating fluids and dispose of them according to legal regulations.

The fuel filler flap does not have an emergency release. If necessary, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

# Introduction

The fuel filler flap is located on the right rear side of the vehicle.

# Designation of fuels and fuel standards




Fig. 1 On the inside of the fuel filler flap: fuel label (general example)

## Fuel label

The type of fuel to use depends on the vehicle engine. The factory has placed a fuel information label on the fuel filler flap, which specifies the fuel type to be used for the vehicle → *fig. 1*.

In accordance with European Standard DIN EN 16942, the compatibility labels for ethanol content can be found at the following locations:

— On the vehicle, on the fuel information label in the fuel filler flap → *fig. 1*.

— On the fuel pumps or nozzles suitable for your vehicle.

The name and limits specify which fuels are suitable for the vehicle. The vehicle must not be refueled with fuels of lower quality or other fuel types →.

## Fuel standards and compatibility

The fuel used must meet one of the following standards. The vehicle must not be refueled with other fuels →.

If fuel with the specified standards is not available, contact suitably qualified professionals for information about which fuels are suitable for the vehicle. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

## Ethanol content of gasoline types

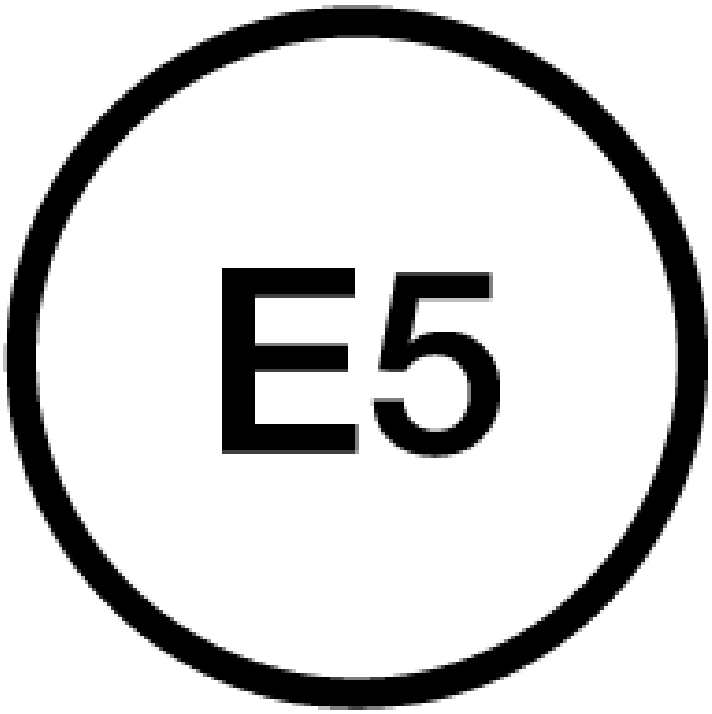



Fig. 2 Label for gasoline containing 5% ethanol.

E5 stands for gasoline withEthanol content of maximum 5%.

Gasoline containing 5% ethanol is available across the EU.




Fig. 3 Label for gasoline containing 10 % ethanol.

E10 stands for gasoline withEthanol content of maximum 10 %.

Gasoline containing 10 % ethanol is available across the EU.




Fig. 4 Label for gasoline containing 20 % ethanol.

E20 stands for gasoline withEthanol content of maximum 20 %.

Gasoline containing 20% ethanol will only be available in the EU in the future.

Fuel standard:

— EN 228 in the current version.

— DIN EN 228 in the current version.

— Resolucao ANP N° 40 (Brazil) in the current version.

— Resolucion 576/2019 (Argentina) in the current version.

— NOM-016-CRE-2016 (Mexico) in the current version.

— AZS 388-2011 (Azerbaijan) in the current version.

## Fuels for diesel engines



Fig. 5 Label for diesel fuel containing 7% biodiesel.

B7 stands for diesel fuel with Biodiesel content of maximum 7%.

Fuel standard:

— EN 590 in the current version.

— DIN EN 590 in the current version.

— AZS 380-2011 (Azerbaijan) in the current version.

— AZS 381-2011 (Azerbaijan) in the current version.

— AZS 443-2011 (Azerbaijan) in the current version.




Fig. 6 Label for synthetic diesel fuels.

XTL stands for X - To - Liquid and refers to synthetic diesel fuels.

Fuel standard:

— EN 15940 in the current version.

— DIN EN 15940 in the current version.

**NOTICE**

Refueling with non-standard and non-approved fuels can cause reduced performance and considerable damage to the engine and the fuel system.

- Only use fuels of the named grades that correspond to the fuel information label in the fuel filler flap.

# Gasoline

## Gasoline types

The information label on the inside of the fuel filler flap provides information about the fuel to be used.

Gasoline types are differentiated by the Research Octane Number (RON

). The vehicle may also be refueled with gasoline that has a higher RON than is required by the engine. However, this will not improve fuel consumption or engine power.

The fuel information label may have multiple gasoline types, for example RON

95 min. 91. The highlighted octane number, RON 95 in this example, is the preferred gasoline type for which the

vehicle is designed and optimized. The listed alternative gasoline type, RON 91 in this example, should only be used if the preferred type, RON 95 in this example, is not available.

If your vehicle has a gasoline engine, only fill it with gasoline that does not contain metal (no lead, manganese, or iron) and that does not have a higher ethanol content than specified on the fuel information label →.

The fuel quality affects the performance, output, and life of the engine. Fuel with gasoline that already contains the correct fuel additives →.

Fuels in special fuel grades are available in some regions, e.g. North America, Central America and South America. Volkswagen recommends using "TOP TIER Detergent Gasoline" for the aforementioned countries. For more information on "TOP TIER Detergent Gasoline", visit the official website at:

https://www.toptiergas.com

**NOTICE**

Using incorrect fuel and unsuitable fuel additives can result in vehicle damage.

- Only use fuels of grades that correspond to the fuel information label in the fuel filler flap.
- Only fuel with gasoline that meets or exceeds the specified Research Octane Number (RON ).
- If necessary, only use service additives approved by Volkswagen in the correct amounts.

**NOTICE**

If you must refuel your vehicle with gasoline with a lower octane number, this may lead to engine damage when driving with a high engine load.

- Only drive at moderate engine RPM and low engine load.
- Refuel your vehicle with fuel with a sufficient octane number as soon as possible.

## Diesel fuel

The information label on the inside of the fuel filler flap provides information about the fuel to be used.

Only use diesel or diesel with a maximum biodiesel content of 7% to fill vehicles with a diesel engine →.

Shorter service intervals apply to diesel with a high sulfur content. For information on the countries in which diesel fuel contains a high sulfur content, contact suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The fuel quality affects the performance, output, and life of the engine. Fuel with gasoline that already contains the correct service additives →.

### Winter-grade diesel fuel and filter preheater system

During cold seasons, diesel with an improved cold flow rating(winter-grade diesel fuel) must be used. Filling up with winter-grade diesel fuel can prevent operating faults. Winter-grade diesel fuel is offered by gas stations during cold seasons.

Country-specific fuel standards may specify different climate- and time-dependent cold classes → *Diesel fuel*.

Diesel vehicles are equipped with a filter preheater system. The filter preheater system ensures the cold flow rating of the diesel fuel while the vehicle is being driven. Gas stations in the respective country of use provide information on the cold properties of diesel fuel.

In order to be able to start the vehicle even in low outside temperatures, Volkswagen recommends parking the vehicle in a sheltered location such as a garage.

### Misfuelling prevention device

The fuel filler neck of diesel vehicles can be equipped with a misfuelling prevention device, which is intended to ensure that the vehicle can only be refuelled using a diesel nozzle.

If the nozzle cannot be inserted correctly into the fuel filler neck, check that you are using a diesel nozzle. Once you have checked that you are using the correct nozzle, turn the diesel nozzle back and forth while applying gentle pressure. This can cause the misfuelling prevention to open and enables the vehicle to be filled with fuel. If the misfuelling prevention device remains closed, go to a suitably qualified professional and have the system checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If the vehicle must be refuelled with a spare fuel canister in an emergency, the misfuelling prevention device will not open

To be able to fill the fuel tank nonetheless, add the diesel fuel in very small quantities and very slowly. Use a suitable adapter for the spare fuel canister, to make it easier to add the diesel. Appropriate adapters can be obtained from suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

**⚠ WARNING**

Refueling incorrectly can cause fires, serious or fatal injuries, and vehicle damage.

- Before refueling, check if the fuel standard listed on the fuel pump meets the vehicle specifications.
- Do not refuel with pure biodiesel, gasoline, heating oil or other unsuitable fuels.
- Only use service additives approved by Volkswagen in the correct amounts.

At winter temperatures, diesel engines may make more noise and the exhaust gases can appear blue.

## Refueling




Fig. 1 Behind the fuel filler flap: fuel tank cap(general example)

### Refueling procedure

1. To unlock the fuel filler flap, unlock the vehicle with the button on the remote control vehicle key *(→ Vehicle key)*.

   Or: to unlock the fuel filler flap, unlock the vehicle with the button in the driver door *(→ Central locking button)*.

   On vehicles with Keyless Access, the fuel filler flap is automatically unlocked when the vehicle is unlocked.
2. Open the fuel filler flap.
3. Remove the fuel tank cap and insert it into the opening at the fuel filler flap provided for this *→ fig. 1*.
4. Insert the nozzle into the fuel filler neck and start the refueling process.

Hold the fuel pump nozzle handle down to ensure optimum refueling.

The fuel tank is full once the fuel pump nozzle turns off for the first time→ ⚠.

5. Screw the fuel tank cap onto the fuel filler neck.
6. Close the fuel filler flap.

Do not continue filling after disconnection. The expansion area in the fuel tank may fill with fuel, e.g. due to heating. This may mean that the fuel overflows or the automatic ventilation process cannot work .

**⚠ WARNING**

Fuel may spray out and overflow if the fuel tank is overfilled. This can cause explosions, fires, and serious or fatal injuries.

- Do not continue filling after the pump nozzle switches off for the first time.

***NOTICE***

If the tank content is not consumed up to the reserve quantity at regular intervals, it may not be possible to maintain the fuel quality and system function required for driving, under certain circumstances.

- Refuel at least every six months, but only when the warning light turns on.

Fuels can contaminate the environment. Collect any leaking operating fluids and dispose of them according to legal regulations.

## Introduction

The exhaust-relevant components reduce exhaust emissions:

— AdBlue® *(→ AdBlue)*.

— Catalytic converter *(→ Catalytic converter)*.

— Particulate filter (depending on the vehicle equipment) *(→ Particulate filter)*.

**⚠ WARNING**

If the engine runs in enclosed spaces, poisonous gases may enter the vehicle interior. This can cause serious injuries and death due to asphyxiation.

- Never start the engine in confined spaces.
- Do not allow the engine to run in confined spaces.
- Do not leave your vehicle unattended while the engine is running.

**⚠ WARNING**

The parts of the exhaust system become very hot and can ignite flammable materials, for example shrubs, leaves, dry grass or spilled fuel. This can lead to a fire and cause accidents and serious or fatal injuries.

- Never park the vehicle in such a way so that the exhaust system components come into contact with flammable materials under the vehicle.
- Never use additional undercoating or corrosion protection for exhaust pipes, catalytic converters, heat shields, or particulate filters.

# AdBlue®

The SCR catalytic converter uses AdBlue® to convert nitrogen oxides into nitrogen and water. AdBlue® is a registered brand and also known as AUS32 or DEF (Diesel Exhaust Fluid).

## Legal notes

No technical changes may be made to the emission control system that influence emission control by AdBlue®.

Only the use of AdBlue® that corresponds to the ISO-22241-1 standard is approved by Volkswagen and corresponds to the certificate of conformity issued for this vehicle type.

It can be a punishable offense to operate the vehicle without AdBlue® that corresponds to the ISO-22241-1 standard.

If the emission control system is not operated as intended, the exhaust emissions can deteriorate.

## Information on AdBlue®

AdBlue® consumption is dependent on driving style, operating temperature, and the ambient temperature. The remaining range and refilling quantity can be checked in the instrument cluster display .

Since AdBlue® freezes below -11°C (+12 °F), you may encounter restrictions when filling up at very low temperatures. During vehicle operation, the system is heated to ensure emission control also at very low temperatures.

It is possible that AdBlue® cannot be thawed in long, cool periods at temperatures below -11 °C (+12 °F) and in very poor conditions, and the emission control system is not available *(→ AdBlue)*.

You should top up AdBlue® regardless of service events. This can be necessary more often and between service intervals.

The AdBlue® tank must not be empty .

## Warning and prompt system at low fill level

Always top up AdBlue® when a refilling prompt appears in the instrument cluster display.

If the white indicator light turns on, AdBlue® is still in the standard operating range. It is possible but not necessary to top up AdBlue®.

From a remaining range of 2000 km (1200 miles), you will be prompted to refill AdBlue® in the instrument cluster display. The current remaining range is also displayed together with this prompt *(→ AdBlue)*.

Failure to observe this prompt will cause the yellow indicator light to come on when the remaining range drops below 1000 km (600 miles). A message stating that it will no longer be possible to restart the engine in XXX km (XXX miles) appears in the instrument cluster display.

If the yellow indicator light is still ignored and the displayed remaining range is 0 km (0 miles), it will no longer be possible to restart the engine. The red warning light lights up.

## Warning and prompt system in the event of errors

If the emission control system is malfunctioning or you have filled up non-standard-compliant AdBlue® as per ISO-22241-1, the white or yellow indicator lights will come on. A remaining range of 1000 km (600 miles) is available once the yellow indicator lights turn on.

If the yellow indicator lamps are still ignored, the red warning lamps will light up. The remaining range is then 0 km (0 miles) and it is no longer possible to restart the engine.

**⚠ CAUTION**

AdBlue® is an irritant and corrosive fluid that can cause injuries if it comes into contact with skin, eyes, or respiratory organs.

- Observe the application instructions when using AdBlue®.
- Always store AdBlue® in its sealed original container.
- Never use empty food cans, bottles, or other containers.
- Always store AdBlue® in a secure location out of the reach of children.
- If AdBlue® comes into contact with eyes or skin, immediately rinse the eyes or affected area with plenty of water for at least 15 minutes and consult a doctor.
- If you have swallowed AdBlue®, immediately rinse out your mouth for at least 15 minutes with a lot of water. Do not induce vomiting unless it ordered to do so by a doctor. Call for medical assistance immediately.

**NOTICE**

It is not possible to restart the vehicle after switching off the ignition when the AdBlue® fill level is too low. Jump-starting will also not work.

- At the latest, refill AdBlue® with the volume shown in the instrument cluster display when there is a remaining range of approx. 1000 km (approx. 600 miles).
- Never drive with the AdBlue® tank empty.

**NOTICE**

Improper handling of AdBlue® can cause vehicle damage that is excluded from the warranty.

- Use only AdBlue® that corresponds to the ISO 22241-1 standard.
- Never add water, fuel, or additives to the AdBlue®.
- Never fill AdBlue® into the diesel fuel tank.

**NOTICE**

The bottle can develop leaks due to temperature fluctuations and damage. The AdBlue® can then damage the vehicle interior.

- Keep the refiller bottle with you in the vehicle at all times.

## Filling up with AdBlue®




Fig. 1 Behind the fuel filler flap: fuel tank cap for AdBlue (general example).




Fig. 2 Behind the fuel filler flap: refuel AdBlue with the fuel pump nozzle (general example).

## Preparing for filling up fuel

The AdBlue® filler neck is located behind the fuel filler flap next to the fuel filler neck → *fig. 1*.

1. Park the vehicle on a level surface and switch off the ignition.
2. Open the fuel filler flap.
3. Unscrew the fuel tank cap of the AdBlue® filler neck.

Use only AdBlue® that corresponds to the ISO 22241-1 standard.

## Filling up with the fuel pump nozzle

The AdBlue® tank can be filled at all AdBlue® fuel pumps.

Do not fill the vehicle with fuel and AdBlue® at the same time.

The AdBlue® fuel pump nozzle works the same way as a regular fuel pump nozzle.

1. Hold the handle of the AdBlue® fuel pump nozzle facing downward to guarantee optimum refueling → *fig. 2*.
2. Fill up with at least the minimum refill quantity indicated in the instrument cluster display and do not fill up above the AdBlue® maximum refill quantity.

   To prevent overfilling the AdBlue® fuel tank, do not continue filling once the AdBlue® maximum refill quantity has been reached → *Filling up with AdBlue®*.

The AdBlue® tank is full once the fuel pump nozzle turns off for the first time → *Filling up with AdBlue®*.

## Refueling with the fuel can

1. Remove the fuel can cap.
2. Use the integrated spout to fill the AdBlue® fuel tank.
3. Fill up with at least the minimum refill quantity indicated in the instrument cluster display and do not fill up above the AdBlue® maximum refill quantity.

   To prevent overfilling the AdBlue® fuel tank, do not continue filling once the AdBlue® maximum refill quantity has been reached → *Filling up with AdBlue®*.

## Preparing to continue driving

1. Screw in the fuel tank cap of the AdBlue® filler neck until it snaps into position → *fig. 1*.

2. Close the fuel filler flap.
3. Switch on the ignition for at least 30 seconds so that the system can detect the AdBlue® fueling process.
4. Start the engine.

**NOTICE**

Overfilling AdBlue® can potentially damage the tank system and the vehicle.

- Do not fill up more than the maximum refilling quantity shown in the instrument cluster display.
- Remove any spilled AdBlue® as quickly as possible using a damp cloth and plenty of cold water.
- Remove any crystallized AdBlue® using warm water and a sponge.

## Troubleshooting

### SCR malfunction

The white indicator light comes on.

The SCR

system is malfunctioning or has been filled with AdBlue® that does not comply with the relevant standard.

1. Go to a suitably qualified authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the system checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If the fault is not rectified in the next approx. 50 km (approx. 30 miles), the yellow indicator lights will come on and the remaining range will be approx. 1000 km (approx. 600 miles).

### SCR malfunction

The yellow indicator light turns on.

The message AdBlue error! Engine will not start in XXX km (XXX miles) will appear in the instrument cluster display.

The SCR

system is malfunctioning or has been filled with AdBlue® that does not comply with the relevant standard.
The remaining range will be approx. 1000 km (approx. 600 miles).

1. Go immediately to a suitably qualified authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the system checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Or: AdBlue® cannot be thawed in long, cool periods at temperatures below -11 °C (+12 °F) and in very poor conditions, and the emissions control system is not available.

1. Move the vehicle within the specified distance into warmer surroundings with an ambient temperature above -11 °C (+12 °F), e.g. a garage.

If a sufficient quantity of AdBlue® is available and has thawed, the error message will turn off.

### SCR malfunction

The red warning light turns on.

The message AdBlue error! Engine cannot be started! will appear in the instrument cluster display.

The SCR

system is malfunctioning or has been filled with AdBlue® that does not comply with the relevant standard.
The yellow indicator lights and the message in the instrument cluster have been ignored. It is no longer possible to restart the engine.

1. Without switching off the engine, go immediately to a suitably qualified authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the system checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

### AdBlue® level low

The white indicator light comes on.

AdBlue® is still in the standard operating range.

The remaining range will be up to 2000 km(approx. 1200 miles).

It is possible but not necessary to top up AdBlue®.

### AdBlue® level low

The yellow indicator light turns on.

The message Add AdBlue! Engine will not start in XXX km(XXX miles) will appear in the instrument cluster display.

The remaining range will be approx. 1000 km(approx. 600 miles).

1. Top up the AdBlue® within the specified distance *(→ AdBlue)*.

### AdBlue® level too low

The red warning light turns on.

The message Add AdBlue! Engine can no longer be started!will appear in the instrument cluster display.

The AdBlue® level is too low.

The yellow indicator light and the message in the instrument cluster have been ignored. It is no longer possible to start the engine.

1. Park the vehicle.
2. Top up the AdBlue® to at least the minimum permitted level *(→ AdBlue)*.

## Catalytic converter

To ensure that the exhaust system and the engine catalytic converter can work correctly for a long time, observe the following:

— Only refuel with fuel permitted for the vehicle.

— Never drive until the fuel tank is completely empty *(→ Fuel types and refueling)*.

— Never add too much engine oil *(→ Engine oil)*.

— Do not tow-start the vehicle; use jump-start assistance instead *(→ Jump-starting)*.

If there are engine misfires, loss of power, or poor engine operation while driving, reduce the speed immediately and have the vehicle checked by suitably qualified professionals . Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Otherwise, uncombusted fuel could be present in the exhaust system and then enter the atmosphere. The catalytic converter may also be damaged from overheating.

The exhaust may smell like sulfur when the emissions control system is running correctly.

# Particulate filter

## Function

The particulate filter depends on the vehicle equipment and filters out soot from the exhaust gas.

## Regeneration

With normal vehicle usage, the filter cleans itself. If the filter is unable to clean itself, e.g. if you only make short trips for an extended period of time, the filter can become blocked with soot. The particulate filter needs to be cleaned (regenerated).

Noises, light odors, and increased engine speeds may occur during the regeneration. The radiator fan may continue to run while driving and after turning off the engine.

To assist in particulate filter regeneration, Volkswagen recommends avoiding driving short distances too frequently.

The soot in the particulate filter is burned periodically at high temperatures. The yellow indicator light does not turn on during a periodic regeneration.

## If the engine does not run smoothly and malfunctions

If the engine does not run smoothly or malfunctions while driving, it can indicate poor fuel quality.

1. Reduce your speed immediately.
2. Drive with a moderate RPM and low engine load to the nearest suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
3. If these symptoms occur directly after refueling, stop the engine immediately to prevent subsequent damage.
4. Do not continue driving! Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

## Particulate filter clogged with soot

The yellow indicator light turns on.

The particulate filter is clogged with soot and a regeneration is necessary.

Prerequisite for the regeneration drive: The engine is at operating temperature.

For gasoline engines

1.0 l to 1.8 l

1. Drive at a speed of between approx. 50 km/h and 120 km/h(approx. 30 mph and 75 mph).

   The resulting temperature increase burns off the soot in the filter.
2. Only end the regeneration drive once the indicator light turns off.
3. If the indicator light is still illuminated after driving for approximately 40 minutes, drive immediately to suitably qualified professionals for assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

2.0 l and 3.0 l

1. Drive at a speed of at least 80 km/h(approx. 50 mph).
2. Take your foot completely off the accelerator pedal for a few seconds to let the vehicle roll when a gear is engaged.
3. Repeat this process of accelerating and letting the vehicle roll until the indicator light turns off.
4. If the indicator light does not turn off after some time, immediately consult an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

For diesel engines

1. Drive at a speed of between approx. 50 km/h and 120 km/h(approx. 30 mph and 75 mph).

   The resulting temperature increase burns off the soot in the filter.
2. Only end the regeneration drive once the indicator light turns off.
3. If the indicator light is still illuminated after driving for approximately 40 minutes, drive immediately to suitably qualified professionals for assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If, during the regeneration drive, the prompt to refuel appears in the display of the instrument cluster, the particulate

filter regeneration process can be interrupted.

— If necessary, refuel and then continue the regeneration drive.

### Exhaust-related malfunction

The yellow indicator light turns on.

An exhaust-related component is malfunctioning, which could damage the vehicle.

1. Contact a suitably qualified professional and have the engine and the exhaust system checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

### Misfire

The indicator light flashes yellow.

There is misfire which could damage the vehicle.

1. Contact a suitably qualified professional and have the engine and the exhaust system checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

**WARNING**

Sudden braking or driving maneuvers, e.g. if an indicator light turns on or if the engine does not run smoothly, can cause accidents. This can result in serious injury or death.

- Always adapt your speed and driving style to the visibility, weather, road and traffic conditions.
- Follow the road traffic laws and regulations that apply in the country you are driving in.

If the indicator lights are on or flashing, it is likely that there is an engine malfunction and that fuel consumption will increase.

## Introduction

When securing the vehicle in the event of a vehicle breakdown, follow the legal regulations applicable in the respective country.

**WARNING**

A loose tire mobility set, spare wheel, compact spare wheel or loose vehicle tool kit can be thrown through the vehicle interior during sudden driving or braking maneuvers or in the event of an accident. This could result in serious or fatal injuries.

- Always make sure the vehicle tool kit, tire mobility set, and spare wheel or compact spare wheel are secured in the luggage compartment.

**WARNING**

Working with an unsuitable or damaged vehicle tool kit may result in accidents. This could result in serious or fatal injuries.

- Never work with an unsuitable or damaged vehicle tool kit.
- Seek assistance from an authorized Volkswagen dealer or authorized Volkswagen Service Facility if there is no suitable vehicle tool kit available.

## Placement

There are a number of different storage locations for the tool box in the vehicle, such as under the luggage compartment floor or in a side storage compartment of the luggage compartment.

Depending on the equipment variant, the vehicle may contain a loose box with the vehicle tool kit in the luggage compartment. This supplied vehicle tool kit is intended for a possible winter tire change and doesn't have to be permanently stored in the vehicle .

# Vehicle tool kit components

The scope of the tool box depends on the country and equipment. The following information describes the full scope of items that may be included.

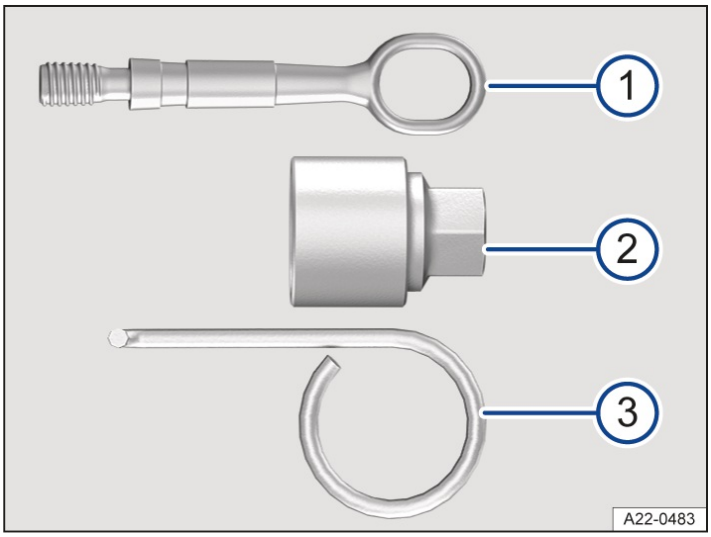



Fig. 1 Vehicle tool kit components (general example).

1. Towing eye that can be screwed in.
2. Adapter for the anti-theft wheel bolt. Volkswagen recommends always keeping the adapter for the wheel bolts in the vehicle with the vehicle tool kit. The code number for the wheel bolt lock is stamped on the front of the adapter. A replacement adapter can be ordered based on this number if the adapter is lost. Note the wheel bolt lock code number and keep it separate from the vehicle.
3. Extraction hook for removing the center wheel covers, wheel hub covers, or wheel bolt covers.

## Additional vehicle tool kit

Depending on the vehicle equipment, the additional vehicle tool kit may include a jack. The additional vehicle tool kit with jack does not always have to be carried in the vehicle.

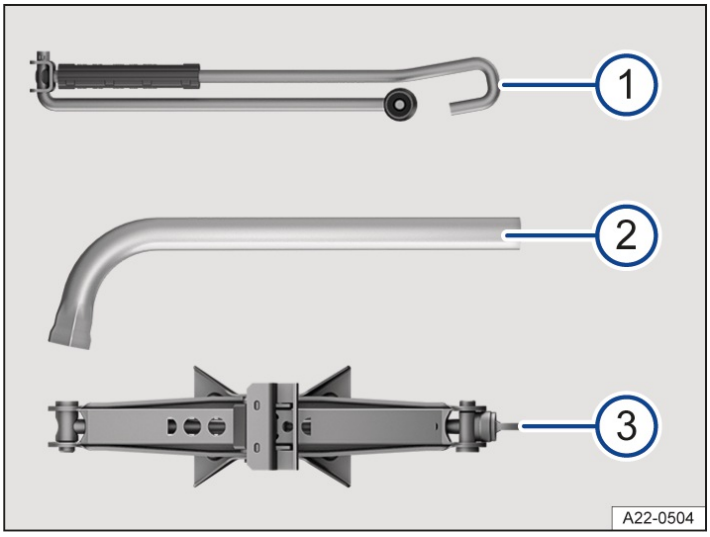



Fig. 2 Additional vehicle tool kit components (general example).

1. Crank.
2. Lug wrench for loosening and tightening wheel bolts.

(3) Vehicle jack.

If used, crank the vehicle jack back down so that it can be securely stowed in the vehicle.

### Jack maintenance

If a jack is included in the scope of the vehicle tool kit, the jack is generally not subject to any maintenance cycles.

1. If necessary, apply universal lubricant to the jack.

### Tire Pressure Gage

In some countries, there may also be a tire pressure gauge in the vehicle.

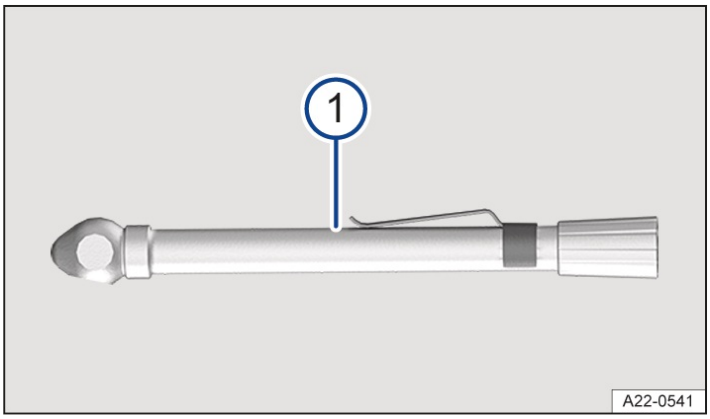



Fig. 3 Additional vehicle tool kit component (general example).

(1) Tire pressure tester (depending on the country).

## Putting the windshield wipers in the service position

In the service position, the wiper arms can be lifted off of the windshield.




Fig. 1 Windshield wipers in service position (general example).

### Activating service position with the lever

1. Close the hood, driver and front passenger door.
2. Switch the ignition on and off again.
3. Operate one-tap wiping *(→ Windshield wipers)*.

### Activate the service position using the exit menu

The service position of the wiper blades can also be activated in the exit menu for a limited period of time. To do this, the ignition must be switched off.

### Lifting the windshield wiper arms

1. Move the windshield wiper arms into the service position before lifting →ⓘ.
2. Only hold and lift wiper arms in the area where they attach to the wiper blade.

### Placing the windshield wiper arms back

1. Before driving, carefully place the wiper arms back against the windshield, holding them only in the area where they attach to the wiper blade.
2. To return the wiper arms to the home position, operate “one-tap wiping” when the ignition is switched on *(→ Windshield wipers)*.

   The wiper arms move back to the original position.

**NOTICE**

Failing to take care when working on the wiper arms can damage the hood, windshield, or wiper arms.

- Lift the wiper arms with care, and only in the service position.
- Never open the hood when the wiper arms are raised up.
- Always place the wiper arms carefully against the windshield before driving.

## Cleaning and changing wiper blades

Wiper blades with a graphite coating are installed at the factory. The graphite coating allows the wiper blade to glide easily over the window. A damaged graphite coating creates an increased noise level when wiping the window.

— Check the condition of the wiper blades regularly.

— If wiper blades are rubbing, replace them if they are damaged or clean them if they are dirty →⚠.

Damaged wiper blades should be replaced immediately. Wiper blades can be obtained from suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

### Cleaning the wiper blades

1. Put the wiper arms into the service position *(→ Wiper blades)*.
2. Lift the wiper arms and only hold in the area where they attach to the wiper blade.
3. Clean the wiper blades carefully with a damp sponge →ⓘ.
4. Place the wiper arms carefully on the windshield.

## Changing the windshield wiper blades

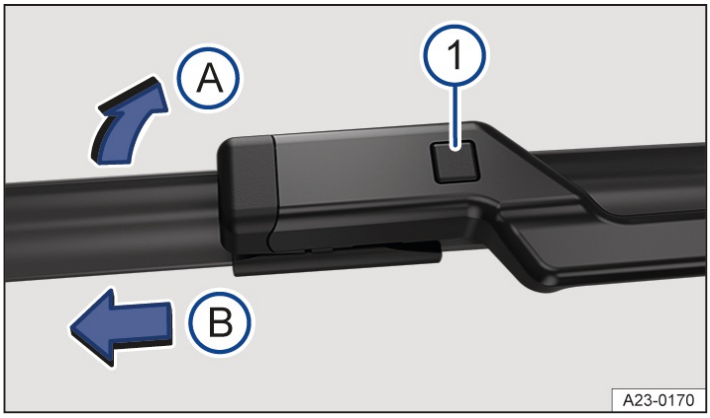



Fig. 1 Changing the windshield wiper blades.

(1) Wiper blade release button.

1. Move the windshield wiper arms into the service position before lifting *(→ Wiper blades)*.
2. Lift the wiper arms and only hold in the area where they attach to the wiper blade.
3. Press and hold the release button → *fig. 1* (1).
4. Tilt the wiper blade toward the wiper arm → *fig. 1* (A) while removing it in the direction of the arrow (B). You may need to use more force to do this.
5. Slide a new wiper blade with the same length and design onto the wiper arm in the opposite direction to the arrow until it engages → *fig. 1* (B). For this to work, the wiper blade has to be folded out → *fig. 1* (A).
6. Place the wiper arms carefully on the windshield.

## Changing the rear window wiper blade

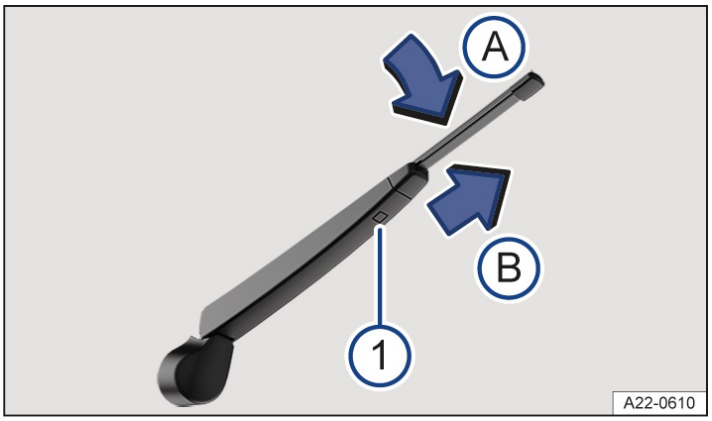



Fig. 2 Changing the rear window wiper blade.

(1) Wiper blade release button.

1. To lift a windshield wiper arm, hold it only in the area where it attaches to the wiper blade.
2. Lift the wiper arm and fold it out.
3. Press and hold the release button → *fig. 2* (1).
4. Tilt the wiper blade toward the wiper arm → *fig. 2* (A) while removing it in the direction of the arrow (B). You

may need to use more force to do this.

5. Slide a new wiper blade with the same length and design onto the wiper arm in the opposite direction to the arrow until it engages → *fig. 2* (B). For this to work, the wiper blade has to be folded out→ *fig. 2* (A).
6. Place the wiper arm carefully on the rear window.

**WARNING**

Worn or dirty wiper blades reduce visibility and increase the risk of accidents and serious injuries.

- Always clean dirty wiper blades.
- Always replace wiper blades if they are damaged or worn and are no longer cleaning the window glass sufficiently.

*NOTICE*

Cleaning wiper blades or door windows with unsuitable cleaning agents may cause damage.

- Do not clean the wiper blades and windshield and windows with fuel, nail polish remover, paint thinner, or other similar fluids.
- Do not clean the wiper blades with rough sponges or other sharp objects.

If there is wax residue on the windshield and rear window from car wash systems and other products, this can cause the windshield wipers to rub. Remove any wax residue with a special cleaner or cleaning towels.

## Exterior lighting using LED technology

The exterior lighting uses LED

technology. It is not possible to change LEDs by yourself. The malfunction of individual LEDs may be an indication that more will malfunction. If this is the case, have the lights checked and replaced if necessary by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Driving with exterior lighting that is inoperative may be against the law.

**WARNING**

If the vehicle lighting is not used appropriately for the weather conditions, the road will not be illuminated sufficiently. The vehicle will not be visible to other road users or will be difficult to see. This can cause accidents and serious or fatal injuries.

- Regularly check the lighting equipment of the vehicle.
- Have the vehicle lighting system repaired immediately, when necessary.

# Introduction

Due to the constant development of the vehicle, equipment-dependent fuse allocations, and the combined protection of multiple electrical equipment items using one fuse, a complete overview of the fuse layout is not available at the time of print. Detailed information about fuse allocations can be obtained from suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Generally, multiple electrical equipment items can be protected together through by fuse. On the other hand, some equipment items may use multiple fuses.

Only replace fuses if the cause for the malfunction has been fixed.

1. If a new fuse blows again after a short time, have the electrical system checked by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

**WARNING**

The high voltage in the electrical system may cause electric shocks and severe burns. Contact with electric wires in the ignition system may result in serious or fatal injuries.

- Never touch the electrical wires in the ignition system.

**WARNING**

Using unsuitable fuses, repairing fuses or bridging a circuit without fuses can lead to serious damage or a fire in the vehicle. This could result in serious or fatal injuries.

- Replace fuses only with fuses of same rating and size. Make sure that the color and label are identical to the faulty fuse.
- Never repair fuses.
- Never use metal strips, paper clips or similar objects as substitutes for fuses.

***NOTICE***

Changing a fuse when the ignition is switched on, the engine is running, the light is switched on, or other electrical equipment is switched on could cause damage to the electrical system.

- Switch off the engine and turn off the light and other electrical equipment.
- Make sure that the engine cannot be started while a fuse is being replaced.

***NOTICE***

If a fuse is replaced by another fuse with a higher amp rating, this could also damage the vehicle's electrical system in another location.

- Never replace a fuse with a fuse that has a higher current rating.

***NOTICE***

Dirt and moisture in the fuse boxes can damage the electrical system.

- Protect open fuse boxes from dirt and moisture.
- Avoid short circuits in the electrical system.
- Check that the fuse box covers are tightly sealed again and are not damaged.

There are other fuses in the vehicle. These should only be replaced by an authorized Volkswagen dealer or authorized Volkswagen Service Facility qualified in this respect. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

# Fuses in the hood space

## Opening the fuse box in the hood space

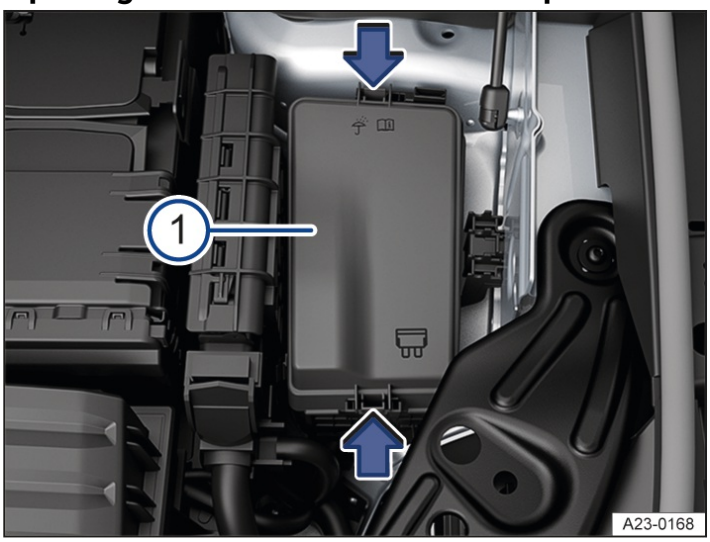



Fig. 1 In the hood space: fuse box.

(1) Fuse box cover.

The plastic pliers for removing fuses can be found on the inside of the fuse box cover or on the fuse panel.

## Removing the cover

1. Open the hood.
2. Press the catches in the direction of the arrow to unlock the fuse box cover→ *fig. 1* (1).
3. Remove the cover upward.

## Fitting the cover

1. Place the cover onto the fuse box.
2. Push the cover downwards until it audibly clicks into place on both sides.

# Overview of Fuses in the Hood Space

The overview shows the fuse positions of the electrical equipment relevant to the driver. The first column of the overview contains the fuse location; the other columns indicate the rated current, the fuse version, and the protected electrical equipment.

Depending on the country and equipment of the vehicle, there may be deviations from the fuse numbers and slots listed in the overview. If necessary, ask for the exact fuse assignment from suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

## Fuse assignment

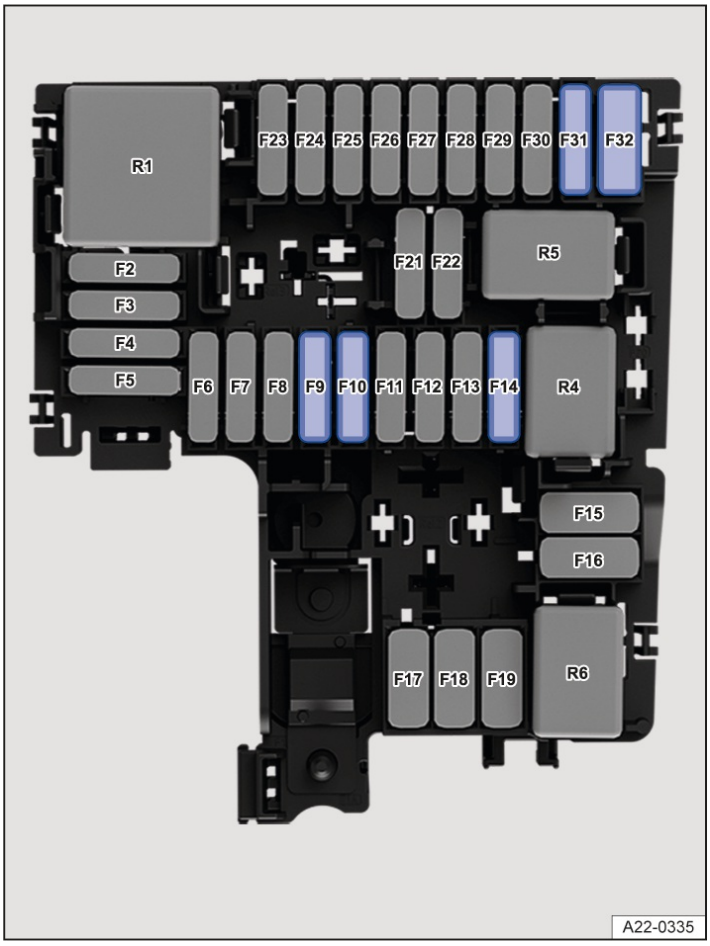



Fig. 1 In the hood space: Fuse locations.

Fuse location → *fig. 1*:

F9

15 Amp, ATO®, horn.

F10

30 Amp, ATO®, windshield wipers.

F14

20 Amp, ATO®, auxiliary heating.

F31

7.5 Amp, ATO®, brake light sensor.

F32

40 Amp, MAXI+®, windshield defroster.

# Fuses in the instrument panel

## Opening and Closing the Fuse Box in the Instrument Panel (Left-hand Drive Vehicles)

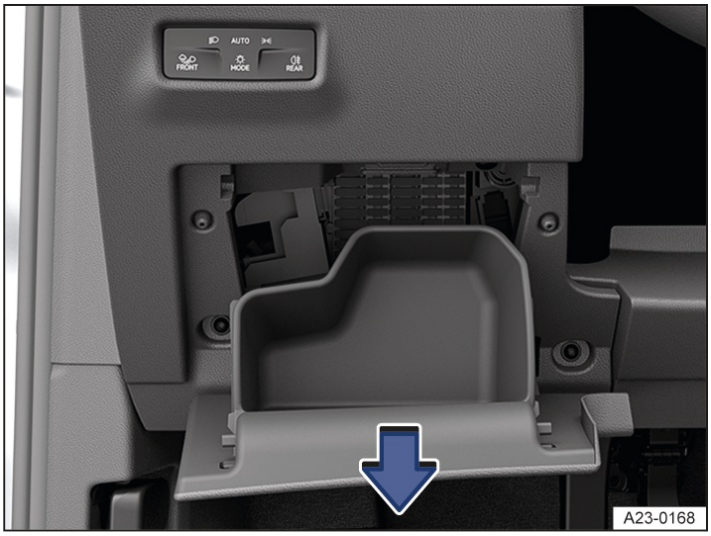



Fig. 1 To the left of the steering wheel: Fuse box cover in the instrument panel (left-hand drive vehicles).

Removing the cover

1. Open the storage compartment on the driver's side and empty it, if necessary.
2. Continue opening the storage compartment in the direction of the arrow and pull it out→ *fig. 1*.

Fitting the cover

1. Push the storage compartment into the holders of the instrument panel until it engages on both sides.
2. Close the storage compartment in the opposite direction to the arrow→ *fig. 1*.

## Opening and Closing the Fuse Box in the Instrument Panel (Right-hand Drive Vehicles)

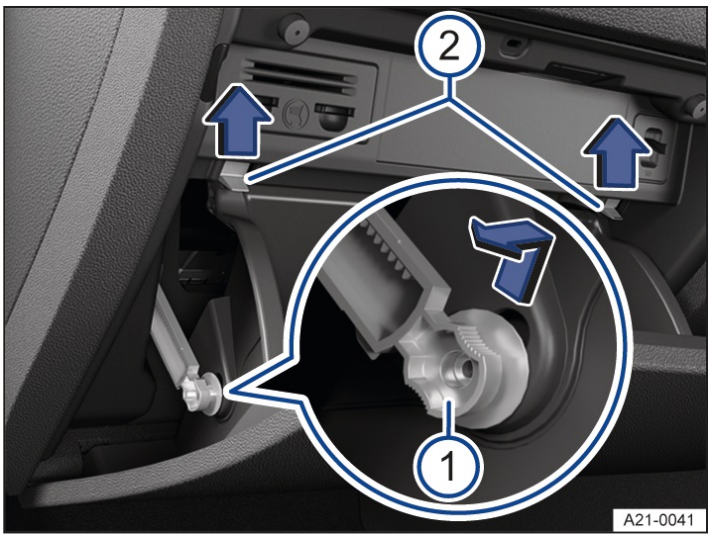



Fig. 2 On the passenger's side: Fuse box cover in the instrument panel (right-hand drive vehicles).

(1) Damper element.

(2) Stop pin.

Removing the cover

1. Open the glove compartment and empty it if necessary.
2. Push the brake element upward into the opening of the bracket and pull it out sideways in the direction of the arrow → *fig. 2* (1).
3. Press the stop pin upwards in the direction of the arrow, while at the same time opening the glove compartment further → *fig. 2* (2).

Fitting the cover

1. Move the glove compartment into position.
2. Insert the brake element into the opening of the bracket and push it in the opposite direction to the arrow until it engages → *fig. 2* (1).
3. Carefully push the glove compartment forward over the resistance of the stop pins→ *fig. 2* (2).

## Overview of the Fuses in the Instrument Panel

The overview shows the fuse positions of the electrical equipment relevant to the driver. The first column of the overview contains the fuse location; the other columns indicate the rated current, the fuse version, and the protected electrical equipment.

Depending on the country and equipment of the vehicle, there may be deviations from the fuse numbers and slots listed in the overview. If necessary, ask for the exact fuse assignment from suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

### Fuse assignment

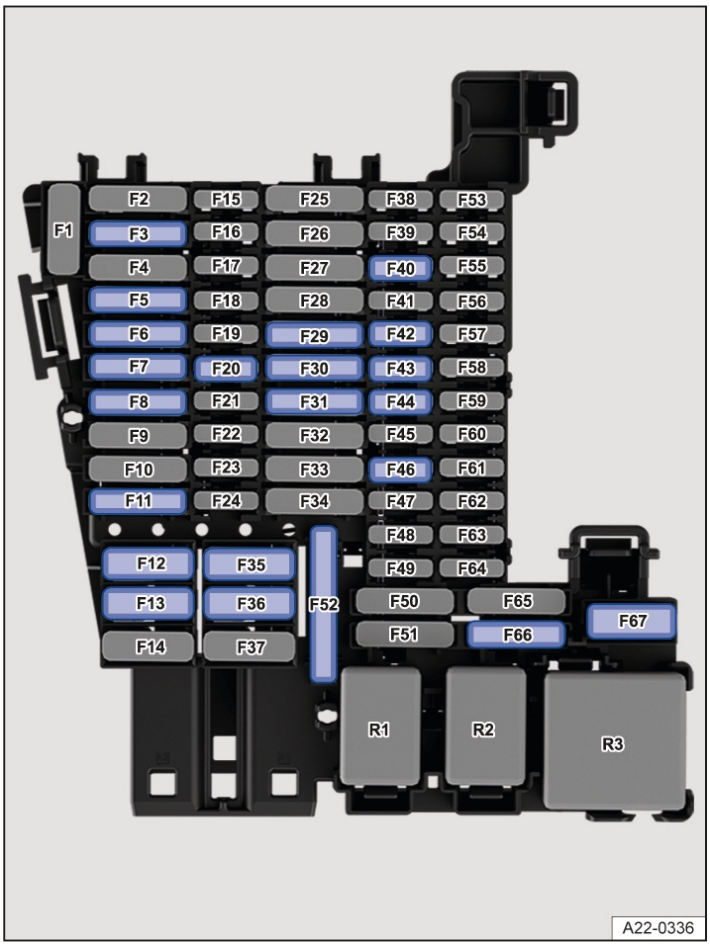



Fig. 1 Fuse assignment in the instrument panel.

Fuse location → *fig. 1*:

F6

30 Amp, ATO®, interior lighting.

F7

30 Amp, ATO®, seat heating.

F8

20 Amp, ATO®, electrical tilting and sliding panoramic sunroof.

F12

40 Amp, MAXI+®, exterior lighting (right-side).

F13

40 Amp, MAXI+®, central locking.

F20

7.5 Amp, MINI®, telephone.

F30

20 Amp, ATO®, Infotainment system scope.

F32

25 Amp, ATO®, rear seat heating.

F35

40 Amp, MAXI+®, exterior lighting (left-side).

F36

40 Amp, MAXI+®, blower regulator.

F40

7.5 Amp, MINI®, anti-theft alarm system.

F42

7.5 Ampere, MINI®, selector mechanism for the automatic transmission.

F43

10 Amp, MINI®, climate control bar, rear window defroster relay.

F44

7.5 Amp, MINI®, light switch (low beam), rain/light sensor, electronic parking brake.

F46

7.5 Amp, MINI®, Display, Infotainment system control panel.

F52

20 Amp, ATO®, cigarette lighter, sockets. Note the installation position, factory-standard fuse location as shown in the illustration.

F66

15 Amp, ATO®, rear window wiper.

F67

30 Amp, MAXI+®, rear window heating.

Sockets in vehicles with trailer hitch installed in the factory→ *fig. 1*:

F3

25 Amp, ATO®, left trailer control module.

F11

15 Amp, ATO®, trailer control module.

F29

15 Amp, ATO®, trailer charging cable.

F31

25 Amp, ATO®, right trailer control module.

Power windows and seats can be protected by circuit breakers, which switch back on automatically several seconds after correcting the overload, for example when power windows are frozen shut.

# Replacing blown fuses

## Preparations

1. Switch off the ignition, lights and all electrical equipment.

## Detecting blown fuses

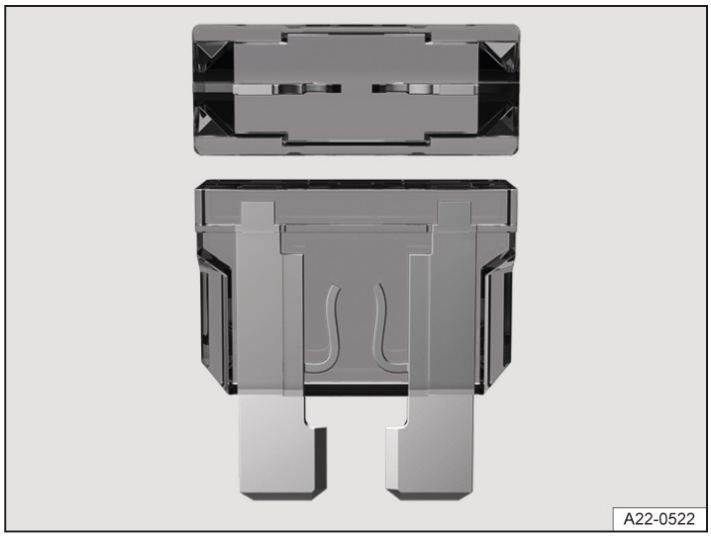



Fig. 1 Blown fuse (general example).

1. Shine a flashlight on the fuses.

A blown fuse can be recognized from above and from the side through the transparent casing, as its metal strip will be burnt through *→ fig. 1*.

## Fuse versions

— Standard flat connector fuse (ATO®).

— Small flat connector fuse (MINI®).

— Large flat blade fuse (MAXI® or MAXI+®).

## Fuse color codes

Fuses (ATO® - MINI® - MAXI® or MAXI+®).

*Color*

*Current rating*

Black

1 A

Purple

3 A

Light brown

5 A

Brown

7.5 A

Red

10 A

Blue

15 A

Yellow

20 A

White or transparent

25 A

Green

30 A

Orange

40 A

Red

50 A

## Replacing fuses

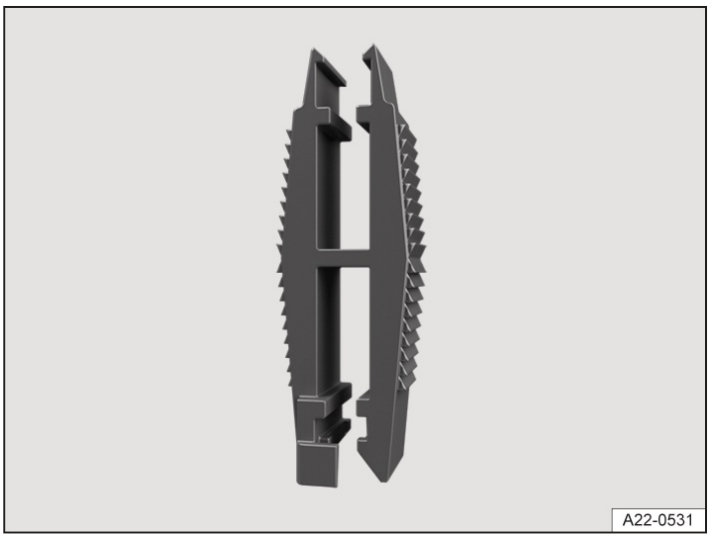



Fig. 2 Plastic pliers for removing or inserting a fuse (general example).

1. If present, remove the plastic pliers from either the fuse box or the cover of the fuse box→ *fig. 2*.
2. Depending on the design of the fuse, slide the appropriately sized clamp on the plastic pliers onto the fuse from above or from the side.
3. Remove the fuse.
4. If a fuse is blown, replace with a fuse with the same rating(same color and same label) and the same size →ⓘ.
5. After inserting the new fuse, place the plastic pliers back in the cover, if necessary.
6. Reinstall the cover or close the fuse box cover.

**NOTICE**

If a fuse is replaced by a fuse with a higher current rating, this could damage the electrical system in another location.

- Never replace a fuse with a fuse that has a higher current rating.

## Introduction

For technical reasons the vehicle must not be tow-started→ⓘ. If the engine cannot start because the 12 V vehicle battery is dead, the 12 V vehicle battery on another vehicle can be used to start your vehicle.

For vehicles with a 12 V vehicle battery in the vehicle interior or luggage compartment, the jumper cables may only be connected to the jump-start points in the hood space.

**WARNING**

Using jumper cables incorrectly and performing a jump-start incorrectly could cause the 12 V vehicle battery to explode. Serious injuries may result.

- Always read and heed the warnings and safety precautions before working on the 12 V vehicle battery *(→ 12-V vehicle battery)*.
- Never confuse the positive battery terminal with the negative battery terminal.
- Never jump-start a vehicle with a frozen or thawed 12 V vehicle battery.

**WARNING**

During a jump-start, a highly explosive gas mixture builds up at the 12 V vehicle battery. Sparks produced during a jump-start could ignite the flammable gas. Serious injuries may result.

- Always keep fires, sparks, open flames, and lit cigarettes far away from the 12 V vehicle battery.
- Avoid discharging static electricity near the 12 V vehicle battery.

**NOTICE**

Tow-starting can cause severe damage to the vehicle.

- Jump-start the vehicle to start the engine.

## Preparing to jump-start

If the engine cannot be started because the 12 V vehicle battery is drained, another vehicle can jump-start it.

**NOTICE**

A drained 12 V vehicle battery can freeze at temperatures around approx. 0 °C (approx. +32 °F), suffer damage and fail.

- Always replace a frozen or thawed 12 V vehicle battery.

### Preparations

Observe the following for jump-starting:

— Wear suitable eye protection and safety gloves →⚠.

— Pay attention to the operating instructions provided by the manufacturer of the jump-start cables.

— Open the hood.

— Always use a jumper cable with fully insulated terminal clamps and without any insulation defects for jump-starting →⚠.

— Ensure that there is sufficient distance between the vehicle providing the jump-start and the vehicle receiving the jump-start. If metallic parts of the vehicles come into contact with each other, even just connecting the positive battery terminals is enough to cause current to flow →ⓘ.

— Make sure the terminal clamps have sufficient contact with metal.

**WARNING**

Performing a jump-start incorrectly can cause the 12 V vehicle battery to explode, which can cause serious injuries.

- Always wear suitable eye protection and safety gloves.
- Never lean over the 12 V vehicle battery.
- Always connect the positive cable first and then the negative cable.
- Never connect the negative terminal to parts of the fuel system or to the brake lines.
- Ensure that there is no contact between the non-insulated parts of the terminal clamps.
- Make sure the cable insulation is free from any defects.
- Make sure that the cable that is connected to the positive battery terminal on the 12 V vehicle battery does not come into contact with any vehicle components that conduct electricity.

### Jumper cable

So that vehicles can be jump-started and can jump-start others, an appropriate jumper cable is required.

The cable cross-section of the jumper cables must be at least 25 $mm^2$ (0,038 $in^2$). The cable cross-section of the jumper cables for vehicles with diesel engines must be at least 35 $mm^2$ (0.054 $in^2$).

### Vehicle Receiving Jump-start

1. Check that the discharged 12 V vehicle battery is properly connected to the 12 V vehicle electrical system.
2. If a 12 V vehicle battery with a viewing window has been installed, check the color of the viewing window. If the viewing window is light yellow or has no color, do not perform a jump-start; instead, contact an authorized

Volkswagen dealer or authorized Volkswagen Service Facility.

### Vehicle to be Jump-started

1. Pay attention to the operating instructions provided by the vehicle manufacturer.
2. Check that the battery providing the jump-start has the same voltage(12 V) and approximately the same battery capacity as the dead 12 V vehicle battery. Pay attention to the information printed on the battery of the vehicle providing the jump-start.

**NOTICE**

To reduce the risk of damage to the electrical system due to short-circuiting, please note the following:

- Always connect the jumper cables as described.
- Avoid contact between the vehicles.

## Connecting the Jumper Cable

### Ground jump-start point

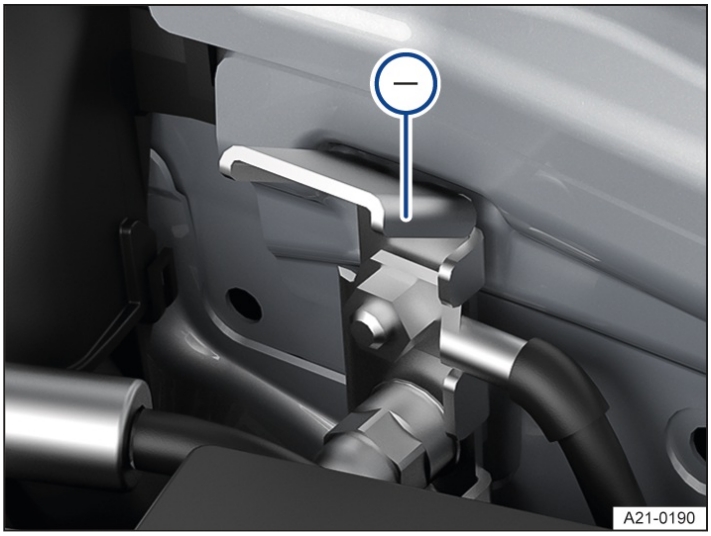



Fig. 1 In the hood space: Negative terminal jump-start point.

(–) The jump-start point(negative terminal) is for connecting the black jumper cable.

The vehicle can give and receive a jump-start using this negative terminal jump-start point.

### Connecting the jumper cables

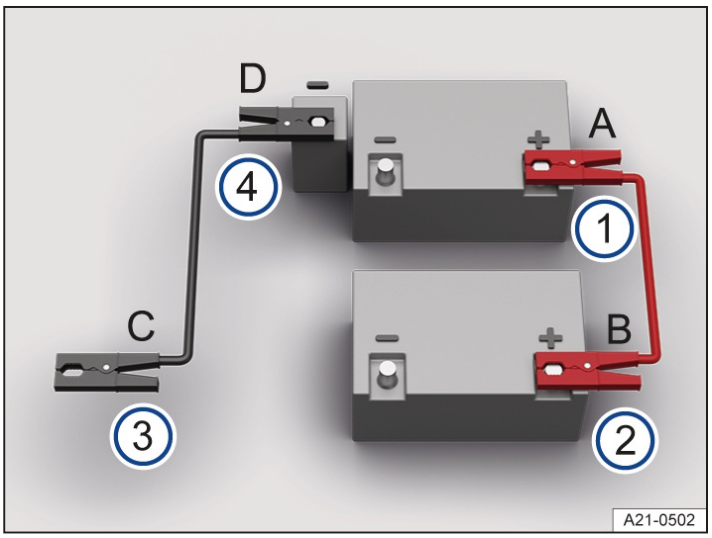



Fig. 2 Diagram for connecting the jumper cables.

1. Positive battery terminal of the vehicle receiving the jump-start.
2. Positive battery terminal of the vehicle providing the jump-start.
3. Suitable negative terminal of the vehicle providing the jump-start: Preferably a jump-start point (negative connection), a large metal part that is bolted securely to the engine block, or the engine block itself.
4. Jump-start point (negative terminal) of the vehicle receiving the jump-start.

Only connect the jumper cables in the sequence A – B – C – D → *fig. 2*.

1. Switch the ignition off on both vehicles.
2. In the hood space, open the cover on the positive battery terminal + of the 12 V vehicle battery, if fitted.
3. Connect one end of the red jumper cable to the positive battery terminal + of the discharged 12 V vehicle battery → *fig. 2* (1).
4. Connect the other end of the red jumper cable to the positive battery terminal (+) on the vehicle providing current → *fig. 2* (2).
5. Connect one end of the black jumper cable to a negative terminal jump-start point – on the vehicle providing current → *fig. 2* (3).

   Or: if no negative terminal jump-start point – is available, connect to a large metal part that is bolted securely to the engine block or connect to the engine block itself → *fig. 2* (3).
6. Connect the other end of the black jumper cable to the negative terminal jump-start point – on the vehicle receiving the jump-start → *fig. 2* (4).
7. Route the jumper cables so that they cannot become caught in moving parts in the hood space.

## Start the engine

1. Start the engine in the vehicle that is providing current and allow it to idle.
2. Wait a few minutes and then start the vehicle's engine with the discharged 12 V vehicle battery. If the engine does not start, stop the starting process after ten seconds, and try again after approximately one minute.

If the engine still will not start, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

## Removing the jumper cables

1. Before disconnecting the jumper cables, switch off the low beam headlight if necessary.
2. In the vehicle with the drained 12 V vehicle battery, switch on the blower for the air conditioner and the rear window defroster. This will reduce any voltage surges that may occur when disconnected.
3. Once the vehicle has been jump-started, always disconnect the jumper cables in the order D – C – B – A .
4. Close the cover of the positive terminal (+), if fitted.

After successful jump-starting, have the 12 V vehicle battery checked by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

# Introduction

If a vehicle can no longer be moved under its own power, the vehicle can be transported away with a tow truck or towed with another vehicle.

Make sure that both drivers are familiar with towing a vehicle. This applies especially if no tow bar is used.

Follow all applicable laws when towing.

**NOTICE**

Tow-starting can cause severe damage to the vehicle.

- Jump-start the vehicle to start the engine.

**NOTICE**

When towing, there is always the risk of the coupling becoming overloaded when driving off-road, and consequently of the vehicles being significantly damaged

- Always make sure the towing force does not exceed the permitted level and there are no shock loading conditions when towing.

# Important information about transporting the vehicle away

Transporting the vehicle away refers to using a tow truck to transport a vehicle that cannot be driven.

**WARNING**

Vehicle components can be badly damaged by incorrectly attached tow ropes or tow bars. This increases the risk of accident and could result in serious or fatal injuries.

- Only ever secure the vehicle to be transported away and towed at the points designed for this purpose.
- Never secure the tow rope or the tow bar to axle or suspension components.
- Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the vehicle taken away on a tow truck, if necessary.

*NOTICE*

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

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

## When must your own vehicle be transported away on a tow truck?

If one of the following situations applies, the vehicle must be transported away with all four wheels situated on the tow truck in the event of damage *(→ Towing)*.

# Transporting the Vehicle Away with a Tow Truck

The vehicle can be towed with all four wheels standing on a tow truck or with a raised front axle.

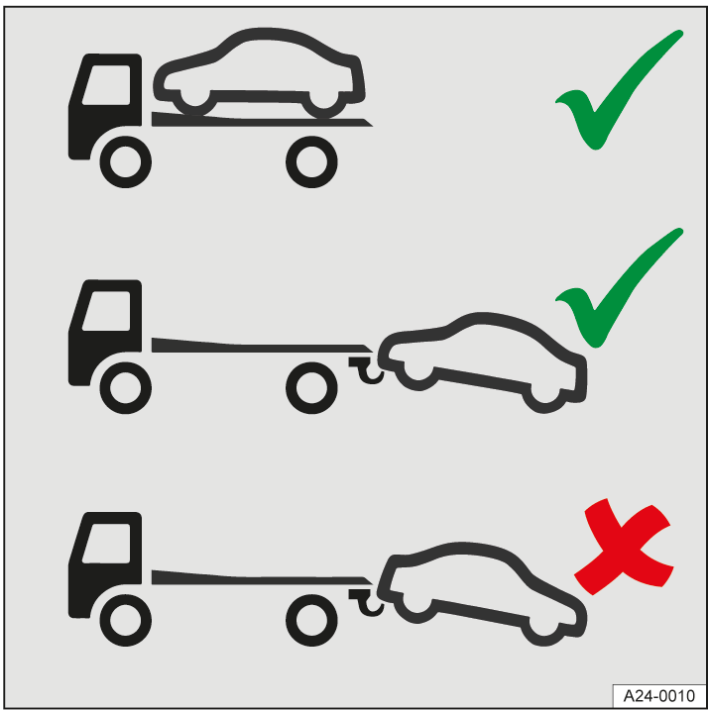



Fig. 1 Transporting the vehicle away with a tow truck.

Information about the attachment points for transporting the vehicle away at the front and rear *(→ Front towing eye)* *(→ Rear towing eye)*.

If the vehicle is transported away with a raised front axle:

— The maximum permissible speed is 50 km/h (approx. 30 mph).

— The maximum permissible distance is 50 km (approx. 30 miles).

— With an automatic transmission, deactivate the anti-roll function .

— Deactivate Auto Hold.

— Make sure the vehicle key is always in the vehicle during the towing process *(→ Keyless Access)*.

— Deactivate Autonomous Emergency Braking (Front Assist).

**NOTICE**

If the electronic parking brake switches on during the towing process, wheels may lock. Serious damage to the vehicles may result.

- End the towing process immediately.
- Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the vehicle taken away on a tow truck, if necessary.

# Towing the Vehicle with Another Vehicle

Towing refers to using a vehicle to pull another vehicle that cannot be driven. The vehicle can be towed using a tow bar or tow rope:

— The maximum permissible speed is 50 km/h (approx. 30 mph).

— The maximum permissible distance is 50 km (approx. 30 miles).

## When may this vehicle not be towed?

If one of the following situations applies, the vehicle must be transported away with all four wheels situated on the tow truck in the event of damage.

— If the 12 V vehicle battery is drained.

— The indicator in the instrument cluster display does not function perfectly.

— The towing distance is greater than 50 km (approx. 30 miles).

— Idle (N selector lever position) cannot be selected.

— With an automatic transmission, the anti-roll function cannot be deactivated .

— The steering lock cannot be released.

— If the wheel clearance or the steering function can no longer be secured after an accident.

If the towing conditions have not been met, the vehicle must only be pushed or towed rolling on its own four wheels in emergency situations. The vehicle may be towed to the tow truck only at walking pace and up to a maximum of 100 meters.

The easiest and safest way to tow is using a tow bar. You should use a towing cable only if a tow bar is not available. The towing cable should be elastic to protect both vehicles. Use a cable made of synthetic rubber or a similar elastic material.

**⚠ WARNING**

The vehicle handling and braking efficiency will change considerably when it is towed. This may cause you to lose control of the vehicle and result in accidents and serious or fatal injuries.

- Bear in mind that more force is required for steering and braking during towing.

Secure the tow rope or tow bar only at the permitted points:

— Towing lug.

— Ball mount.

**⚠ WARNING**

Vehicle components can be badly damaged by incorrectly attached tow ropes or tow bars. This increases the risk of accident and could result in serious or fatal injuries.

- Only ever secure the vehicle to be recovered and towed at the points designed for this purpose.
- Never secure the tow rope or the tow bar to axle or suspension components.
- Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the vehicle taken away on a tow truck, if necessary.

## Preparations

— Make sure the tow rope is not twisted. Otherwise it could disconnect from the towing eye while towing.

— Switch the ignition and emergency flashers on in both vehicles. However, do not do this if it is prohibited by law.

— Observe the legal regulations and instructions for towing in the Owner's Manual of the other vehicle.

### Towing vehicle (front)

1. Only start to drive when the tow rope is taut.
2. Take extra caution when pressing the accelerator pedal.
3. Avoid sudden braking and driving maneuvers.
4. Do not exceed the permitted towing weight of the vehicle.

### Vehicle being towed (rear)

A vehicle being towed can still signal a turn using the turn signals even if the emergency flashers are switched on. To do this when the ignition is switched on, activate the turn signal for the desired direction. The emergency flashers will stop while the turn signal is active. The emergency flashers will automatically activate again once the turn signal and high beam lever returns to the neutral position.

1. Make sure that the ignition is always switched on so that the steering wheel is not locked and the turn signals and windscreen wipers can be operated if necessary. The brake booster and power steering only work when the engine is running. Otherwise, the brake pedal needs to be pressed much harder and more force is required to steer.
2. Make sure the vehicle key is always in the vehicle during the towing process *(→ Keyless Access)*.
3. Deactivate Autonomous Emergency Braking (Front Assist).
4. Deactivate the anti-roll function .

   Or: The driver remains seated in the driver seat throughout the towing process and always wears their safety belt, and the driver door is closed.
5. Make sure the tow rope is always taut.

**NOTICE**

If the electronic parking brake switches on during the towing process, wheels may lock. Serious damage to the vehicles may result.

- End the towing process immediately.
- Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the vehicle taken away on a tow truck, if necessary.

**NOTICE**

If the battery charge level of the 12 V vehicle battery is insufficient, you will not be able to release the electronic parking brake and steering lock. The vehicle may be damaged when towed.

- To release the electronic parking brake and the steering lock, switch the ignition on or start the engine, if necessary by means of a jump-start in the event of a loss of power or malfunctions.
- Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the vehicle taken away on a tow truck, if necessary.

## Front Attachment Point

Depending on the country and vehicle equipment, the mount for the towing eye is situated behind the bumper cover.

1. Before having it towed, check that your vehicle has a threaded mount for the towing lug.
2. Otherwise, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the vehicle taken away by a tow truck if necessary.

The towing eye must always be kept in the vehicle→ⓘ.

**NOTICE**

Using a towing eye that is not suitable for the vehicle can damage the vehicle.

- Always use the towing eye from the supplied vehicle tool kit or another suitable towing eye for towing.

## Installing the front towing eye

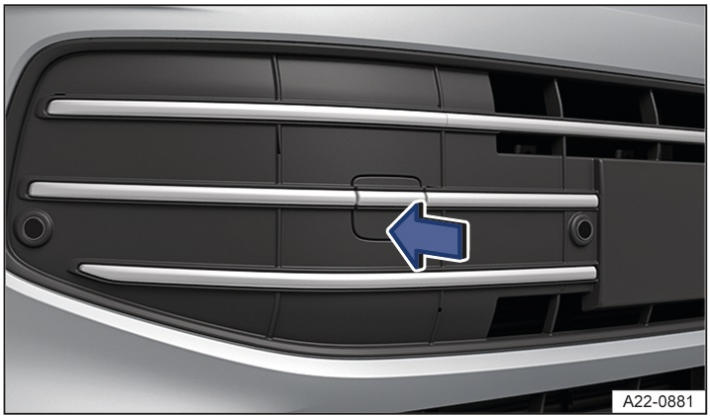



Fig. 1 In the right front bumper: Remove the cover, variant 1.




Fig. 2 In the right front bumper: Remove the cover, variant 2.




Fig. 3 In the right front bumper: Screw in the towing eye, variant 1.




Fig. 4 In the right front bumper: Screw in the towing eye, variant 2.

1. Remove the towing eye from the vehicle tool kit in the luggage compartment.
2. Press on the marked area of the cover in the direction of the arrow to release the catch on the cover→ *fig. 1*.
3. Remove the cover, let it hang from the vehicle or place it in the vehicle if necessary→ⓘ.
4. Rotate the towing eye in the direction of the arrow as far as possible to install it in the mount→ *fig. 3* , →⚠. Use a suitable object to tighten the towing eye completely and securely in the mount.
5. After the vehicle has been towed, unscrew the towing eye with a suitable object in the opposite direction to the arrow.
6. Insert the cap into the respective opening and press in until it engages.
7. If necessary, clean the towing eye and return it to the vehicle tool kit in the luggage compartment.

**⚠ WARNING**

If the towing eye is not fully and tightly screwed into the mount, it may tear out of the mount. This may result in accidents and serious injuries during the towing process.

- Before towing, check that the towing eye is fully screwed in.

**ⓘ *NOTICE***

Removing and fitting the cover and towing eye incorrectly may cause damage to the vehicle's paint and body.

- Always remove and fit the cover and towing eye carefully.

## Rear Attachment Point

Depending on the country and vehicle equipment, the mount for the towing eye is situated behind the bumper cover.

1. Before having it towed, check that your vehicle has a threaded mount for the towing lug.
2. Otherwise, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the vehicle taken away by a tow truck if necessary.

The towing eye must always be kept in the vehicle→ⓘ.

**ⓘ *NOTICE***

Using a towing eye that is not suitable for the vehicle can damage the vehicle.

- Always use the towing eye from the supplied vehicle tool kit or another suitable towing eye for towing.

### Installing the rear towing eye, variant 1

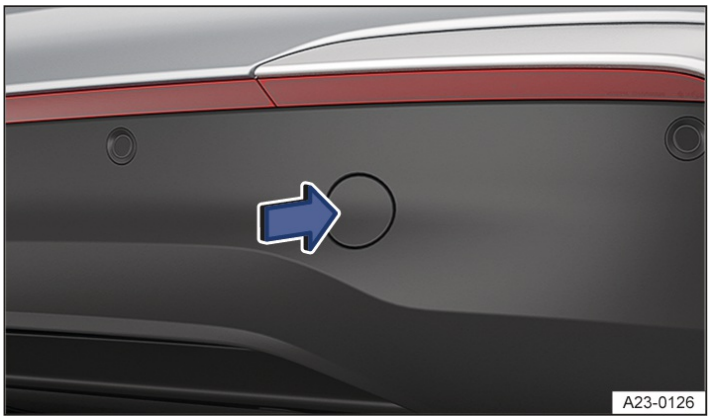



Fig. 1 In the right rear bumper: Remove cover.




Fig. 2

1. Remove the towing eye from the vehicle tool kit in the luggage compartment.
2. Press on the marked area of the cover in the direction of the arrow to release the catch on the cover → *fig. 1*.
3. Remove the cover, let it hang from the vehicle or place it in the vehicle if necessary→ⓘ.
4. Rotate the towing eye in the direction of the arrow as far as possible to install it in the mount→ *fig. 2* , →⚠.
   Use a suitable object to tighten the towing eye completely and securely in the mount.
5. After the vehicle has been towed, unscrew the towing eye with a suitable object in the opposite direction to the arrow.
6. Insert the cap into the respective opening and press in until it engages.
7. If necessary, clean the towing eye and return it to the vehicle tool kit in the luggage compartment.

## Installing the rear towing eye, variant 2




Fig. 3 In the right rear bumper: Remove cover.




Fig. 4 In the right rear bumper: Screw in towing eye.

1. Remove the towing eye and extraction hook from the vehicle tool kit in the luggage compartment.
2. Insert the extraction hook into the cutout of the cover from below and pull the cover out of the catches in the direction of the arrow → *fig. 3*.
3. Remove the cover, let it hang from the vehicle or place it in the vehicle if necessary→ⓘ.
4. Rotate the towing eye in the direction of the arrow as far as possible to install it in the mount→ *fig. 4* , →⚠. Use a suitable object to tighten the towing eye completely and securely in the mount.
5. After the vehicle has been towed, unscrew the towing eye with a suitable object in the opposite direction to the arrow.
6. Take the cover out of the vehicle and insert the upper lugs of the cover into the opening in the bumper. Press on the lower part of the cover until the lower lug latches into the bumper.
7. If necessary, clean the towing eye and return it to the vehicle tool kit in the luggage compartment.

**⚠ WARNING**

If the towing eye is not fully and tightly screwed into the mount, it may tear out of the mount. This may result in accidents and serious injuries during the towing process.

- Before towing, check that the towing eye is fully screwed in.

***NOTICE***

Removing and installing the towing eye and the cover can cause vehicle damage, such as paint damage.

- Remove and install the towing eye and cover carefully to reduce the risk of vehicle damage.

### Vehicles with a trailer hitch

In vehicles with a factory-equipped trailer hitch, there is no mount for the threaded towing eye behind the cover.

1. To tow, swivel the ball mount out or attach and use it.

***NOTICE***

Using an unsuitable towing bar could damage the ball hitch and the vehicle.

- Always use a tow bar specifically designed for mounting on a ball mount for towing.
- If you do not have a suitable tow bar, use a tow rope for towing.

## Safety precautions for working in the hood space

The hood space of a vehicle is a dangerous area. Only perform work in the hood space if you are familiar with the necessary activities and the general safety precautions, and if the correct operating equipment, fluids and suitable tools are available. Work performed incorrectly can result in serious injuries →⚠. Have all work performed by suitably qualified professionals if necessary. Volkswagen recommends contacting an authorized Volkswagen dealer

or authorized Volkswagen Service Facility.

**WARNING**

The hood space is a dangerous area. Any work in the hood space could lead to accidents and serious or fatal injuries.

- Always work as cautiously and carefully as possible.
- Do not perform work in the hood space unless you are familiar with the required activities.
- If you are not sure how to do the work in the hood space, have the work required carried out by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Set the electronic parking brake before working in the hood space.
- Move the selector lever to the P selector lever position.
- Switch off the ignition and store the remote control vehicle key securely and far enough away from the vehicle to ensure that the engine cannot be started accidentally.
- Never touch hot components in the engine.
- Do not leave any items, such as cleaning cloths or tools, in the hood space.
- Always keep children away from the hood space and never leave them unattended.

**WARNING**

The hood space contains moving components. When working in the hood space, particularly when starting the vehicle or if the engine is running, contact with moving parts, e.g. fan blades in the radiator fan, may cause serious or fatal injuries.

- Never reach into the radiator fan or into the area near the radiator fan, even if the engine is switched off or the ignition is switched off. The ventilator is temperature-controlled and may switch on by itself.
- Always remove any jewelry and/or ties, tie back long hair, and avoid wearing loose-fitting clothing when performing work.
- Always press the accelerator pedal extremely carefully and never press it without paying close attention. The vehicle could begin moving, even if the electronic parking brake is set.

**WARNING**

Escaping hot steam or hot coolant and hot components may cause serious burns.

- Never open or close the hood if steam or coolant are escaping.
- Always wait until you can no longer see or hear steam or coolant escaping from the hood space.

**WARNING**

The cooling system is under pressure when the engine is hot. If the cover is opened carelessly, coolant may spray out and cause serious burns or fatal injuries.

- Never open the cap of the coolant expansion tank when the engine is hot.
- Always protect your face, hands and arms from hot coolant or steam with a large, thick cloth if you have to open the cap of the coolant expansion tank.
- Slowly and very carefully turn the cap of the coolant expansion tank counterclockwise while pressing down lightly on the cap.

**WARNING**

Additional insulation, such as blankets in the hood space or discarded items such as cleaning cloths or tools, can cause malfunctions, damage to the engine, or fires. This could result in serious or fatal injuries.

- Never cover the engine with blankets or other insulating materials.
- Never leave items in the hood space.

Always park the vehicle safely on a horizontal and firm surface before carrying out any work in the hood space ⚠ *(→ Parking)*.

**WARNING**

If the vehicle is not secured against rolling away during maintenance procedures, the vehicle may move

unintentionally. This could result in accidents and serious or fatal injuries.

- Manually deactivate the start-stop system.
- Never carry out any work underneath the vehicle unless it is adequately secured to prevent it from rolling.
- Ensure that the vehicle is situated on a horizontal and firm surface and that the wheels are blocked to prevent them from moving when carrying out work underneath the vehicle with its wheels touching the ground.
- If you are working underneath the vehicle, additionally support the vehicle securely with suitable stands. The vehicle jack is not sufficient for this purpose and may collapse.

**⚠ WARNING**

The high voltage in the electrical system may cause electric shocks and burns. This could result in serious or fatal injuries.

- Never short-circuit the electrical system. The 12 V vehicle battery could explode.

## Preparing the vehicle for work in the hood space

Always perform the following activities in the specified sequence before all work in the hood space:

1. Safely park the vehicle on a horizontal and firm surface *(→ Parking)*.
2. Secure the vehicle against rolling away.
3. Remove the remote control vehicle key from the vehicle and store it outside of the vehicle, so that the vehicle does not start accidentally.
4. Let the engine cool down sufficiently.
5. Always keep other people away from the hood space.

# Opening and closing the hood




Fig. 1 In the driver's side footwell: Release lever for the hood (general example).




Fig. 2 Above the radiator grille: Opening lever for the hood.

## Opening the hood

1. Open the driver door and pull the release lever in the direction of the arrow→ *fig. 1*.

   The hood will pop open from the locking mechanism in the lock carrier→ⓘ.
2. To open the hood fully, slightly lift the hood while pushing the actuating lever in the direction of the arrow → *fig. 2*. In the fully open position, the hood is held by the gas-pressure strut.

## Closing the hood

1. Push the hood down until you override the force of the gas-pressure strut→⚠.
2. Allow the hood to fall out a distance of approx. 20 cm(approx. 8 inches) into the catch of the lock carrier, without pressing down on it.

   When the hood is closed correctly, it will be flush with the surrounding sections of the vehicle body →⚠.

**⚠ WARNING**

If the hood is not closed correctly, it could open suddenly while driving and block the view through the windshield. Accidents and serious or fatal injuries could result.

- After closing the hood, check that the catch is engaged correctly in the lock carrier.

- If you realize when driving that the hood is not closed properly, park the vehicle safely and close the hood.

**WARNING**

Failing to take care when opening and closing the hood can result in serious injuries.

- Do not open or close the hood if any persons are in the closing range of the hood.

***NOTICE***

Opening and closing the hood incorrectly can cause damage to the hood or wiper arms.

- Only open the hood when wiper mode is switched off and with the windshield wipers folded in.
- Always fold the wiper arms against the windshield before driving.

### Indicator for opened engine hood




Fig. 3 In the instrument cluster display: the hood is open or not closed correctly (general example).

An image in the instrument cluster display indicates if the hood is open or has not closed correctly→ ⚠.

STOP Do not continue driving!

1. Stop the vehicle as soon as it is safe to do so.
2. If necessary, lift the hood and close it again.

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

**WARNING**

Disregarding warning notifications could lead to breakdowns while driving, accidents and serious or fatal injuries.

- Never ignore warning notifications.
- Stop the vehicle as soon as it is safe to do so.
- Do not continue driving and seek professional assistance if the warning light does not go out.

## Operating fluids and operating equipment

All operating fluids and operating equipment, such as coolant, engine oil and vehicle batteries, are continuously being developed.

1. Have fluids and operating equipment replaced by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

**WARNING**

Carrying out work on the fuel system may cause fires and serious or fatal injuries due to electrical discharge and flying sparks.

- Always disconnect the 12 V vehicle battery.
- Always have a fully-functioning, checked fire extinguisher nearby.
- Make sure that the vehicle is unlocked when the 12 V vehicle battery is disconnected. Otherwise, the anti-theft alarm system will be activated.

**WARNING**

Fluids may be poisonous. Improper use and storage may cause serious or fatal injuries.

- Only store fluids in their sealed original containers.
- Never use empty food cans, bottles, or other containers to store fluids, because someone could drink the fluids by mistake.
- Keep children away from all fluids and operating equipment.
- Always read and heed the information and warnings on the packaging for the fluids.
- When using products that emit harmful vapors, always work outdoors or in a well-ventilated area.

**WARNING**

Fluids and some materials in the hood space are highly flammable and may ignite on contact with hot surfaces, sparks, or naked flames. This can lead to a fire and cause accidents and serious or fatal injuries.

- Never smoke near the hood space.
- Never work near open flames or sparks.
- Never perform work near sources of heat, boilers, or other open flames.
- Never pour or spill fluids on the engine.
- Always have a fully-functioning, checked fire extinguisher nearby.

*NOTICE*

The use of fluids that do not correspond to the specification can cause serious malfunctions and damage to the engine.

- When topping up or changing fluids, make sure that the fluids correspond to the respective specification.
- Only fill fluids into the designated filler openings.

Fluids leaking from the vehicle can cause environmental damage.

- Regularly check the ground beneath the vehicle.
- If you see spots of fluid on the ground under the vehicle, have the vehicle checked by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Dispose of leaking fluids according to legal and environmental regulations.

# Washer fluid

## General information

The windshield washer fluid reservoir is located in the hood space.




Fig. 1 In the hood space: Cap on the washer fluid reservoir (general example).

The washer fluid reservoir is identified with the symbol on the cap → *fig. 1*.

1. Check the washer fluid level regularly and fill if necessary.

## Preparations

1. Prepare the vehicle for work in the hood space .
2. Open the hood.

## Checking and refilling

1. Check if there is enough washer fluid in the reservoir.
2. To top it up, mix clean water with a suitable alcohol-based windshield cleaner. Follow the mixing instructions on the packaging of the windshield cleaner →⚠, →ⓘ.
3. When the outside temperatures are cold, an anti-freeze agent should be added to the water so that it does not freeze. Follow the mixing instructions on the packaging of the anti-freeze agent.

There is a screen in the filler tube in the windshield washer fluid reservoir. The screen keeps large particles of contaminants from entering the washer nozzles when you refill the washer fluid →ⓘ.

Depending on the vehicle equipment and the vehicle, the washer fluid reservoir filling quantity is approximately 3.0 to 6.0 l (approximately 3.1 to 6.3 qt).

Do not use distilled water to fill the windshield washer fluid tank. This is the only way that the windscreen wiper washer fluid level can be monitored.

**⚠ WARNING**

Unsuitable additives in the windshield washer fluid can create an oily film on the vehicle windshield. This may reduce visibility and increase the risk of accidents and serious or fatal injuries.

- Never add coolant additive or similar unsuitable additives to the windshield washer fluid.

***ⓘ NOTICE***

Using a cleaning agent that contains acid may result in damage and cause the spray nozzles to malfunction.

- Never top up the windshield washer fluid tank using a cleaning agent that contains acid, e.g. vinegar-based

cleaners.

**NOTICE**

Mixing different windshield cleaners can cause the components to flocculate and the spray nozzles to clog.

- Only use suitable alcohol-based windshield cleaners.
- Never mix different windshield cleaners together.

**NOTICE**

When you top up the windshield washer fluid, if you use a damaged screen or do not use a screen at all, dirt particles may get into the windshield washer fluid tank. The spray nozzles may become clogged.

- Take the screen out only to clean it.
- Replace a damaged or missing screen.

## Introduction

The engine oils are determined based on the requirements of the engines, emissions control systems, and the fuel quality. On all combustion engines, the engine oil comes into contact with combustion residue and fuel, which affects the aging of the engine oil. Using the correct engine oil is essential for the function and service life of the engine. The vehicle is filled at the factory with a special multi-purpose, low-viscosity oil that can generally be used year-round.

The vehicle can consume engine oil. The engine oil consumption can vary and can change throughout the service life of the vehicle. Depending on the driving style and the usage conditions, the engine oil consumption can be up to 1 l (1 qt) per 2000 kilometers (approximately 1200 miles); it can also be higher within the first 5000 kilometers (approximately 3100 miles) on new vehicles. Because of this, the engine oil level must be checked regularly and it is best to check the level before long drives.

**WARNING**

Engine oil gets extremely hot when the engine is running. Failure to take care when handling hot engine oil can cause serious bodily burns. This could result in serious or fatal injuries.

- Always allow the engine to cool down before starting work with the engine oil.

**WARNING**

Engine oil is poisonous. Contact with engine oil, especially swallowing engine oil, may result in serious or fatal injuries.

- If you swallow engine oil, seek urgent medical help.
- If you have health problems after working with engine oil, seek medical help.
- Always store engine oil in the sealed original container and keep it out of the reach of children. This also applies to used oil until it is disposed.
- Never use empty food cans, bottles, or other containers to store engine oil, because someone could drink the engine oil by mistake.
- Avoid regular contact with engine oil to prevent damage to your skin.
- Protect your skin, face and particularly your eyes when working with engine oil.
- Do not eat, drink or smoke when working with engine oil.
- Wash your skin with soap and water after working with engine oil.

Engine oil that has dripped and spilled can pollute the environment.

- Collect any leaking fluids and dispose of them according to legal and environmental regulations.

# Engine oil standards

## Vehicles with engine oil label

There is a label on the lock carrier at the front of the hood space that shows which engine oil should be added *→ fig. 1*.

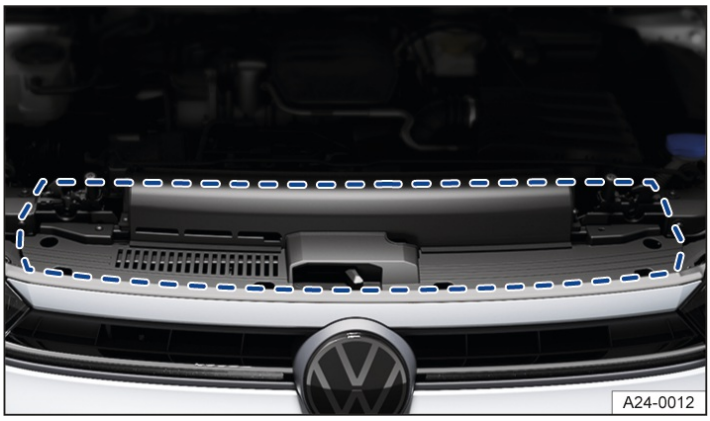



Fig. 1 Area for the engine oil label (general example).

If you need to top up the engine oil, use an oil with the prescribed engine oil standard and engine oil viscosity *→ fig. 2*.

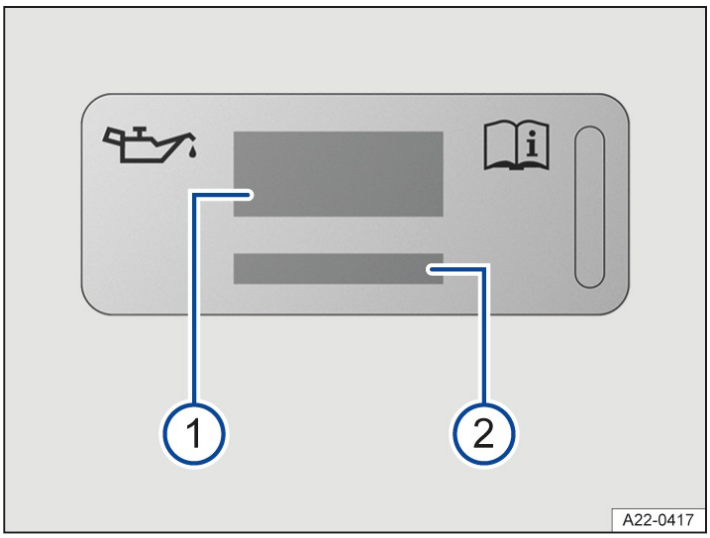



Fig. 2 Engine oil standard and engine oil viscosity label (general example).

1 Engine oil standard information.

2 Engine oil viscosity information.

If the prescribed engine oil *→ fig. 2* is used, the engine oil level can be corrected any number of times as needed *(→ Engine oil)*.

If no engine oil that meets the prescribed standard is available, you may, in an emergency, top up the engine oil no more than once before your next standard oil change using no more than 0.5 l (0.5 qt) of engine oil that meets the following deviating standards:

— Gasoline engines: VW standard 504 00 and ACEA C3, ACEA C4, API SP or ILSAC GF-6A. All viscosity classes in these standards are permitted.

— Diesel engines: VW standard 507 00 and ACEA C3, ACEA C4 or API CK-4. All viscosity classes in these standards are permitted.

Having the oil change carried out by an authorized Volkswagen dealer or authorized Volkswagen Service Facility is recommended. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

### Vehicles without an engine oil label

Information regarding the prescribed engine oil standard and engine oil viscosity can be obtained from suitably qualified professionals. If engine oil needs to be topped up, use an engine oil with the prescribed engine oil standard and engine oil viscosity. If the prescribed engine oil is used, the engine oil level can be corrected any number of times as needed *(→ Engine oil)*.

**NOTICE**

Using engine oils that have not been approved in accordance with the respective VW standard can cause damage to the engine.

- When refilling, only use engine oils that comply with the quality requirements of the respectively applicable VW standard.
- Only if you absolutely must, add max. 0.5 l(0.5 qt) of engine oil that does not comply with the specified engine oil standards.

Volkswagen recommends Volkswagen Genuine oil.

## Changing the engine oil

The engine oil must be changed regularly and in line with the service intervals *(→ Service)*.

Additives in the engine oil can make new engine oil appear dark after a brief engine run time. This is normal and is no reason to change the engine oil more frequently.

**WARNING**

If care is not taken when changing engine oil, the oil can cause environmental damage, serious burns, or fire. This could result in serious or fatal injuries.

- Always allow the engine to cool down completely before the engine oil change.
- Always wear eye protection for the engine oil change.
- Keep your arms horizontal when using your fingers to unscrew the oil drain plug, so that the draining oil does not drip down your arm.
- Use a container suitable for collecting used oil that can hold at least the entire quantity of oil in the engine.

**NOTICE**

Changing the engine oil and filter requires special tools and specialist knowledge. Failing to act properly may cause damage to the vehicle.

- For this reason, always have the engine oil and filters changed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Engine oil can pollute the environment. Dispose of the engine oil according to legal and environmental regulations and only at a collection point for used oil, e.g. a recycling center or specialist retailer.

# Checking the engine oil level and adding oil

## Preparations




Fig. 1 In the hood space: engine oil filler cap (general example).

To avoid an incorrect oil level reading, observe the following steps:

1. With the engine warm from operation, safely park the vehicle on a horizontal and firm surface *(→ Parking)*.
2. Wait at least five minutes for the engine oil to flow back into the oil pan.
3. Open the hood.
4. Find the engine oil filler and the dipstick.

You can identify these by the → *fig. 1* symbol on the engine oil filler cap and the colored handle on the oil dipstick.

## Checking the engine oil level on the oil dipstick

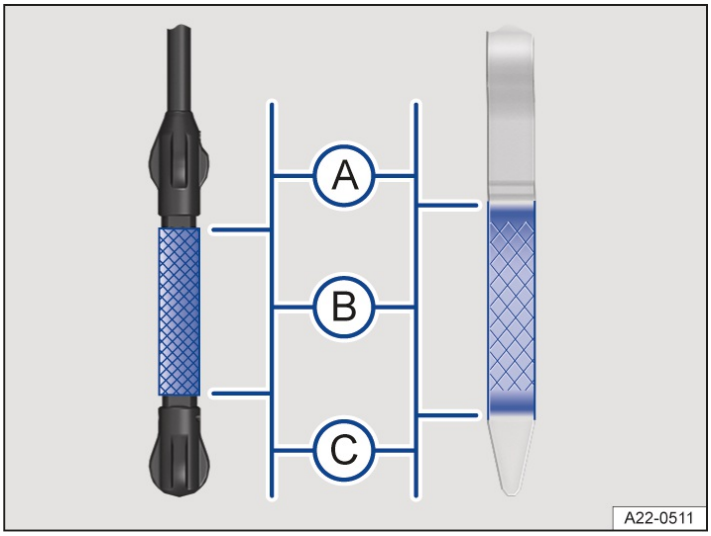



Fig. 2 Engine oil level markings on the oil dipstick (versions).

(A) The engine oil level is too high.

(B) Oil level in the normal range.

(C) The engine oil level is too low.

Only perform these activities in the specified order:

1. Remove the dipstick from the guide tube and wipe the dipstick off using a clean cloth.
2. Reinsert the dipstick into the guide tube and push it all the way in. If there is a marking on the engine oil dipstick, make sure it lines up with the notch at the top of the guide tube, and that the oil dipstick goes all the way in.
3. Remove the dipstick again and read the oil level on the dipstick as described below→ *fig. 2*:

   (A) The engine oil level is too high. If necessary, follow the messages in the instrument cluster display or contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

   (B) Oil level in the normal range. Engine oil can be added up to the upper edge of this area, for example if there is heavy engine load →⚠.

   (C) The engine oil level is too low. Add engine oil immediately and, if necessary, pay attention to the messages in the instrument cluster display.
4. After reading the oil level, reinsert the oil dipstick into the guide tube and push it all the way in.

For high vehicle loads, for example when driving long distances on highways in the summer or when driving through high mountains, the engine oil level should be in the upper section of the permitted area.

## Checking the engine oil level with the digital display

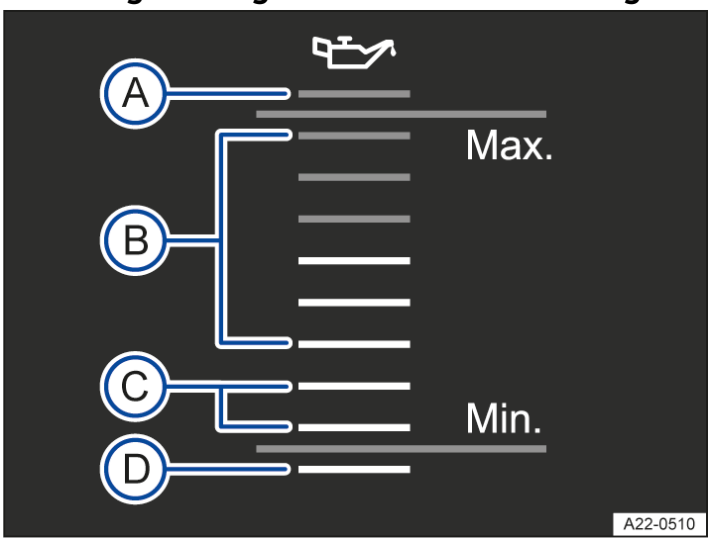



Fig. 3 In the Infotainment system: oil level display (general example).

(A) Do not add engine oil.
(B) Oil level in the normal range.
(C) Engine oil level low – you should add oil.
(D) Engine oil level low – you must add oil.

To check the engine oil level on the Infotainment system, perform the following steps:

1. Switch the ignition on.
2. Tap the ⌨ function key.

3. Tap the Status function key.
4. Tap the Oil level function key.

Possible measures after reading the engine oil level in the Infotainment system:

— (A) Do not add any engine oil, do not restart the engine and contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

— (B) Oil level in the normal range.

— (C) Engine oil level low. You should add engine oil → ⚠.

— (D) Engine oil level below minimum. You must add engine oil.

If the engine oil level is in the lower section (B) or in section (C), you can add engine oil up to the middle of section (B), e.g. if there is heavy engine load.

## Adding engine oil

**⚠ WARNING**

When topping up, engine oil can spill out or overflow and can ignite if it comes into contact with engine parts that are hot or can become hot. This may cause burns or a fire. This could result in serious or fatal injuries.

- Always make sure that the engine oil cap is installed securely on the engine filler opening after adding oil and that the oil dipstick is inserted correctly in the guide tube.
- Always use a suitable filling aid when topping up the engine oil.

Only perform these activities in the specified order → ⚠ → ⓘ:

1. Remove the cap on the engine oil filler → *fig. 1*.
2. Top up the engine oil gradually in small quantities, not more than 0.5 l (0.5 qt) in total, or follow the recommendation in the display of the Volkswagen Digital Cockpit. Volkswagen recommends using the approved engine oils in accordance with the respective VW standard.
3. To avoid overfilling, you must wait at least one minute each time you add engine oil so that the engine oil can flow into the oil pan up to the marking on the oil dipstick.
4. Read the oil level on the dipstick again before adding a little more. When you are done adding oil, the engine oil level should come up to the middle of the → *fig. 2* or → *fig. 3* (B) range.
5. If you accidentally add too much engine oil and the engine oil level is in the area above → *fig. 2* or → *fig. 3* (A), do not start the engine → ⓘ. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.
6. Close the cap on the engine oil filler when you are done adding engine oil → *fig. 1*.
7. Close the hood.

**NOTICE**

Starting the engine with the engine oil level too high after refilling can cause engine damage.

- Do not start the engine, and seek professional assistance.

**NOTICE**

Using incorrect fluids can result in malfunctions and engine damage.

- When topping up fluids, make sure the correct fluids are added to the correct reservoirs.

### Displaying the service information in the Infotainment system

When the ignition is on, the engine is off and the vehicle is stationary, the current service due date can be checked here: *(→ Service interval display)*.

After a service has been carried out, the service notification is updated after approximately five days or a distance driven of approx. 500 km (approx. 311 miles). Until then, the screen of the Infotainment system will showInspection - -- km / --- days Oil change: in --- km / --- days.

Volkswagen recommends using the approved engine oils in accordance with the respective VW standard.

If you are not sure where the cap and the oil dipstick are located, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

## Troubleshooting

### Engine oil pressure too low

The red warning light blinks. A message is shown in the instrument cluster display.

Do not continue driving! Engine damage could result.

1. Stop the vehicle as soon as it is safe to do so *(→ Parking)*.
2. Stop the engine.
3. Check the engine oil level *(→ Engine oil)*.
4. If the warning light flashes, do not continue driving or let the engine run, even if the oil is at the correct level. Engine damage could result. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

### Engine oil level very low

The red warning light blinks. A message is shown in the instrument cluster display.

Do not continue driving! Engine damage could result.

1. Stop the vehicle as soon as it is safe to do so *(→ Parking)*.
2. Stop the engine.
3. Check the engine oil level *(→ Engine oil)*.
4. If necessary, top up the engine oil gradually in small quantities(not more than 0.5 l (0.5 qt) in total)or observe the top-up recommendation in the display of the Volkswagen Digital Cockpit.
5. If the warning light lights up, do not continue driving or let the engine run, even if the oil is at the correct level. Engine damage could result. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

### Engine oil level too low

The yellow indicator light turns on. A message is shown in the instrument cluster display.

1. Stop the vehicle as soon as it is safe to do so *(→ Parking)*.
2. Stop the engine.

3. Check the engine oil level *(→ Engine oil)*.
4. If necessary, top up the engine oil gradually in small quantities(not more than 0.5 l (0.5 qt) in total)or observe the top-up recommendation in the display of the Volkswagen Digital Cockpit.
5. If the indicator light comes on, do not continue driving or let the engine run, even if the oil is at the correct level. Engine damage could result. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

### Engine oil level too high

The yellow indicator light turns on. A message is shown in the instrument cluster display.

1. Stop the vehicle as soon as it is safe to do so *(→ Parking)*.
2. Stop the engine.
3. Check the engine oil level *(→ Engine oil)*.
4. If the engine oil level is too high, do not drive any further or leave the engine running. Engine damage could result. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

### Engine oil system malfunction

The indicator light flashes yellow. A message is shown in the instrument cluster display.

1. Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

## Introduction

Only perform work on the cooling system if you are familiar with the necessary activities and the general safety precautions, and if the correct operating equipment, fluids and suitable tools are available. Work performed incorrectly can result in serious injuries →⚠. Have all work performed by suitably qualified professionals if necessary. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

**⚠ WARNING**

Coolant is toxic. Contact with coolant, especially swallowing coolant, may result in serious or fatal injuries.

- If you swallow coolant, seek urgent medical help.
- If you have health problems after working with coolant, seek medical help.
- Always store coolant in the sealed original container and keep it out of the reach of children.
- Never use empty food cans, bottles, or other containers to store coolant, because someone could drink the coolant by mistake.
- Avoid regular contact with coolant to prevent damage to your skin.
- Protect your skin, face and particularly your eyes when working with coolant.
- Do not eat, drink or smoke when working with coolant.
- Wash your skin with soap and water after working with coolant.

**⚠ WARNING**

In extremely low temperatures, the coolant can freeze and the vehicle could break down. This can cause the heating to stop working in the vehicle. Vehicle occupants could die of exposure if they do not have sufficient warm clothing.

- Make sure that the quantity of coolant additive is adjusted to the lowest expected ambient temperature in which the vehicle is operating.
- Only use coolant additive approved by the manufacturer.

Coolant and coolant additives can pollute the environment.

- Collect any leaking fluids and dispose of them according to legal and environmental regulations.

## Coolant specification

The cooling system is filled at the factory with a mixture of specially prepared water and at least 40% coolant additive G12evo (TL 744-L).

The proportion of coolant additive must always be at least 40% to protect the cooling system. If greater freeze protection is needed due to the climate, the proportion of coolant additive can be increased. However, the proportion of coolant additive must not exceed 55%, because otherwise the freeze protection will be reduced and the cooling effect will be decreased.

The coolant additive can be recognized by its violet color. The mixture of water and coolant additive provides freeze protection down to approx. -25 °C (approx. -13 °F), protects the light-alloy parts in the cooling system against corrosion, prevents calcium deposits and significantly increases the boiling point of the coolant.

If the coolant is being topped up, a blend of distilled water and at least 40% of the G12evo coolant additive must be used to ensure optimum corrosion protection →.

**NOTICE**

The coloring of the coolant results from the mixture of the purple coolant additive and distilled water. If the fluid in the coolant expansion tank is not purple, but another color, e.g. brown, the appropriate coolant has been mixed with another coolant that is not suitable. This may result in serious malfunctions or damage to the drive and cooling system.

- Only use coolant additive approved by the manufacturer.
- If the coolant turns brown, have it changed immediately by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Never mix original Volkswagen coolant additives with coolant additives that are not approved by Volkswagen when topping up.

**NOTICE**

The engine coolant must always have a correct mixing ratio. If the mixing ratio is not correct, this may result in serious malfunctions or damage to the drive and cooling system.

- Have the correct mixing ratio checked by a suitably qualified professional, and restore if necessary, i.e. if there is doubt about the mixing ratio. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

# Checking the coolant level and refilling coolant

## Preparations

1. Safely park the vehicle on a horizontal and firm surface *(→ Parking)*.
2. Allow the engine to cool →⚠.
3. Open the hood.

The coolant expansion tank can be identified by the red symbol on the cap → *fig. 1*.




Fig. 1 In the hood space: cap of the coolant expansion tank (general example).

**⚠ WARNING**

Escaping hot steam or hot coolant and hot components may cause serious burns.

- Never open the hood if you can see or hear steam or coolant escaping from the hood space.
- Always wait until you can no longer see or hear steam or coolant escaping from the hood space.

**⚠ WARNING**

The cooling system is under pressure when the engine is hot. If the cover is opened carelessly, coolant may spray out and cause serious burns or fatal injuries.

- Never open the cap of the coolant expansion tank when the engine is hot.
- Always protect your face, hands, and arms from hot coolant or steam with a large, thick cloth if you have to open the cap of the coolant expansion tank.
- Slowly and very carefully turn the cap of the coolant expansion tank counterclockwise while pressing down lightly on the cap.

## Checking the coolant level




Fig. 2 In the hood space: markings on the coolant expansion tank (general example).

When new vehicles are delivered or after repairs to the cooling system, the coolant level may be above the marked area. This is normal. The coolant does not need to be extracted.

The coolant level cannot be checked exactly for every model, because the view of the fluid level in the coolant expansion tank may be obstructed. If you cannot read off the coolant level accurately, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

1. When it is cold, check the coolant level using the markings on the side of the coolant expansion tank → *fig. 2*. The coolant level must be between the markings.
2. If the fluid level in the coolant expansion tank is below the minimum mark (“min”), ensure that the coolant is topped up. When the coolant is warm, the coolant level may be slightly above the upper marking.
3. If coolant is no longer visible in the coolant expansion tank, do not add coolant → ⓘ.

## Refilling coolant

1. Carefully unscrew the cap → ⚠.
2. Only add new coolant that conforms to the Volkswagen specification up to as far as the upper fill level marking. *(→ Engine coolant)*. After topping up the coolant, the coolant level must be between the markings on the coolant expansion tank → *fig. 2*.
3. Install the cap securely.
4. Check the coolant level after one day. If the fill level of the coolant expansion tank drops below the minimum marking (“min”) again, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the cooling system checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If there is no coolant available that conforms to the required specification, initially only top up with distilled water. Then have the correct mixture ratio using the specified coolant additive restored as soon as possible by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility → ⓘ.

**NOTICE**

Coolant expands when it heats up. If coolant is topped up above the marked level, excess coolant may leak out and cause damage to the vehicle.

- Do not refill the system with coolant above the upper edge of the marked area of the coolant expansion tank.

**NOTICE**

If there is no more coolant in the coolant expansion tank, air can get into the cooling system. This could result in damage to the engine.

- Do not continue driving.
- Do not top up the coolant.
- See an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

**NOTICE**

The chemical components contained in water that is not distilled can cause considerable corrosion damage in the engine. This can cause engine malfunctions.

- Only use distilled water for refilling the system!
- If you have added water that is not distilled, have the fluid in the cooling system changed completely by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

**NOTICE**

The use of incorrect fluids can cause serious malfunctions and damage to the engine.

- When filling or changing fluids, make sure the correct fluids are added to the corresponding reservoirs.

# Troubleshooting

## Coolant

The red warning light blinks. The coolant temperature is too high or the coolant level is too low.

Do not continue driving! Engine damage could result.

1. Stop the vehicle as soon as it is safe to do so *(→ Parking)*.
2. Stop the engine.
3. Allow the engine to cool.
4. Check the coolant level on the coolant expansion tank *(→ Engine coolant)*.
5. If the warning light does not turn off, do not continue driving or let the engine run, even if the coolant is at the correct level.
6. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

# Introduction

Brake fluid absorbs moisture from the air over the course of time. Too much water in the brake fluid causes damage to the brake system. Water lowers the boiling point of the brake fluid. If the water content in the brake fluid is too high, vapor lock may form in the brake system during heavy braking and full braking. Vapor lock reduces the braking efficiency, increases the braking distance considerably, and can lead to a total failure of the brake system. Your own safety and the safety of others on the road depends on your brake system functioning correctly at all times.

**WARNING**

Brake fluid is poisonous. Contact with brake fluid – in particular, if brake fluid is swallowed – may result in serious injury or death.

- If you swallow brake fluid, seek urgent medical help.
- If you have health problems after working with brake fluid, seek medical help.
- Always store brake fluid out of the reach of children and only within the sealed original container.
- Never use empty food cans, bottles, or other containers to store brake fluid, because someone could drink the brake fluid by mistake.
- Avoid regular contact with brake fluid to prevent damage to your skin.
- Protect your skin, face, and particularly your eyes when working with brake fluid.
- Do not eat, drink, or smoke when working with brake fluid.
- Wash your skin with soap and water after working with brake fluid.

***NOTICE***

Spilled or leaking brake fluid will damage the vehicle's surfaces. The vehicle's paint, plastic parts, and tires may be damaged.

- Immediately wipe up any spilled or leaking brake fluid that comes into contact with vehicle components.
- Then rinse all vehicle parts with plenty of water.

Brake fluid can pollute the environment.

- Collect any leaking fluids and dispose of them according to legal and environmental regulations.

# Brake fluid specifications

Volkswagen has developed a special brake fluid that is optimized for the vehicle's brake system. For optimum performance of the brake system, Volkswagen recommends only using brake fluid that complies with the VW standard 501 14.

Before using brake fluid, check that the brake fluid specification on the bottle matches the vehicle requirements.

Brake fluid that complies with the VW standard 501 14 can be obtained from an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If this type of brake fluid is not available and it is therefore necessary to use a different high-quality brake fluid instead, a brake fluid that meets the requirements of DIN

ISO 4925 or the US standard FMVSS 116 DOT 4 CLASS 6 can be used.

Not all brake fluids that comply with the requirements of DIN ISO 4925 or US Standard FMVSS 116 DOT 4 CLASS 6 have the same chemical composition. Some of these brake fluids can contain chemicals that can destroy or damage components of the vehicle brake system over time.

Brake fluid that complies with the VW standard 501 14 meets the requirements of DIN ISO 4925 or the US Standard FMVSS 116 DOT 4 CLASS 6.

# Checking the Brake Fluid

## Preparations

1. Safely park the vehicle on a horizontal and firm surface *(→ Parking)*.
2. Open the hood.

## Checking the Brake Fluid Level




Fig. 1 In the hood space: Cap on the brake fluid reservoir.

The brake fluid reservoir can be recognized by its cap→ *fig. 1*.

The brake fluid level cannot be checked precisely on all models because the hood or engine components may obstruct the view of the fluid level in the reservoir.

— If you cannot read the brake fluid level clearly, see an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

— If the brake fluid level is not between the min. and max. marking on the brake fluid reservoir, Volkswagen recommends consulting an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance →⚠.

The brake fluid level decreases slightly when the vehicle is being used as the brake pads wear and the brakes automatically adjust themselves.

**⚠ WARNING**

A low brake fluid level or unsuitable brake fluid may cause the brakes to fail or may reduce braking efficiency. Accidents and serious or fatal injuries could result.

- Have the brake system and brake fluid level checked regularly.
- Be sure to use the correct brake fluid.
- Only use brake fluid that expressly complies with the VW standard 501 14.
- Only use a high-quality brake fluid that complies withDIN

  ISO 4925 CLASS 6 or the US standard FMVSS 116 DOT 4 in the exceptional case that a brake fluid that conforms to VW standard 501 14 is not available.
  ●

## Changing brake fluid

An authorized Volkswagen dealer or authorized Volkswagen Service Facility can provide information about the

interval for changing the vehicle brake fluid. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

— Have the brake fluid changed regularly.

— Only have brake fluid added that meets the required specifications.

**WARNING**

Vapor lock may occur in old brake fluid due to absorbed moisture during hard braking, reducing braking efficiency and potentially causing total brake failure. Accidents and serious or fatal injuries could result.

- Have the brake fluid changed regularly.
- Only have new brake fluid added.

## Troubleshooting

### Brake fluid level

The red warning light turns on. The brake fluid level is too low.

Do not continue driving! This could result in the brake failing.

1. Stop the vehicle immediately as soon as it is safe to do so *(→ Parking)*.
2. Check the brake fluid level.
3. If the brake fluid level is too low, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

# Introduction

The 12-volt vehicle battery is a component of the electrical system and serves to supply energy to the vehicle. During maintenance procedures, the 12 V vehicle battery is checked and replaced if necessary.

You may only perform procedures on the electrical system yourself if you are familiar with the necessary activities and the general safety precautions, and if the correct operating equipment and fluids and suitable tools are available. Work performed incorrectly can result in serious injuries →⚠.

Information about warning and indicator lights can be found in the troubleshooting section at the end of the chapter *(→ 12-V vehicle battery)*.

## Battery switch-off in an accident with triggering of the airbag

In vehicles with a 12 V vehicle battery in their vehicle interior or luggage compartment, the electrical connection to the 12 V vehicle battery is pyrotechnically disconnected in an accident with airbag deployment. This prevents a short circuit. For more information on the installation location of the vehicle battery, refer to section *(→ 12-V vehicle battery)*.

## Detailed warnings for the 12 V vehicle battery

Always wear eye protection.

Battery acid is highly corrosive. Always wear protective gloves and eye protection.

Fire, sparks, open flame, and smoking are forbidden.

A highly explosive mixture of gases forms when charging the 12 V vehicle battery.

Always keep children away from battery acid and the 12 V vehicle battery.

Always heed the Owner's Manual.

**⚠ WARNING**

Performing work on the 12 V vehicle battery and the electrical system can cause serious injuries, fires, or electric shocks. This could result in serious injuries.

- Always read and follow the warning information on the 12 V vehicle battery.
- Before performing any work on the 12 V vehicle battery, switch off the ignition and all electrical equipment and disconnect the 12 V battery negative cable.
- Always keep children away from battery electrolyte and the 12 V vehicle battery.
- When handling 12 V vehicle batteries, always protect your hands, arms, and face from spraying battery acid.
- Always wear eye protection and safety gloves.
- Never short circuit the battery terminals.
- Have all work performed by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

**⚠ WARNING**

When work is carried out on the 12 V vehicle battery, a highly explosive, flammable gas mixture builds up. Sparks could form and ignite the flammable gas that is released by the 12 V vehicle battery. This can result in serious injury or death.

- Always keep fires, sparks, open flames, and lit cigarettes far away from the 12 V vehicle battery.
- Avoid creating sparks when working with wires and electrical equipment or when discharging static electricity.

**NOTICE**

UV rays can damage the battery housing.

- Do not expose the 12 V vehicle battery to direct sunlight for a long period of time.

**NOTICE**

The 12 V vehicle battery could freeze and be destroyed.

- Protect the 12 V vehicle battery against freezing temperatures if the vehicle is parked for long periods of time.

### System settings after a battery change

If the 12 V vehicle battery is replaced or after a successful jump-start, system settings may be changed or deleted.

1. Check the date and time and adjust them if necessary.
2. Check personal convenience settings and adjust and save them as necessary.

12 V vehicle batteries can contain toxic substances such as sulfuric acid and lead. Dispose of the 12 V vehicle battery according to legal and environmental regulations and only at a collection point for old batteries, e.g. a recycling center or specialist retailer.

Battery acid can pollute the environment. Collect any leaking fluids and dispose of them according to legal and environmental regulations.

## Checking the 12 V vehicle battery acid level

The 12 V vehicle battery does not require any maintenance.

Check the acid level of the 12 V vehicle battery regularly if mileage is high, in countries with warm climates, or if the 12 V vehicle battery is old. Otherwise, the 12 V vehicle battery is maintenance-free.

### 12 V vehicle battery location

The 12 V vehicle battery is located in the hood space.

### Preparations

1. Prepare the vehicle for work in the hood space.
2. Wear suitable eye protection and safety gloves.
3. Open the hood.

### Checking the Acid Level

**WARNING**

Battery acid is corrosive. Contact with battery acid, especially swallowing battery acid, can result in serious burns.

- Never open a 12 V vehicle battery.
- Never tilt the 12 V vehicle battery. Acid can leak out of the vent openings.
- Protect your skin, face, and particularly your eyes when working with the 12 V vehicle battery.
- Do not eat, drink, or smoke when working on the 12 V vehicle battery.
- Wash your skin with soap and water after working on the 12 V vehicle battery.
- If acid comes into contact with your skin or hair, remove all soiled or wet clothing and wash your skin and hair with water. Consult a doctor.

- If acid comes into contact with your eyes, rinse the affected area carefully with water for several minutes. Then consult a doctor immediately.
- If you swallow battery acid, immediately drink plenty of water and swallow activated charcoal. Consult a doctor immediately.
- If you have inhaled acid vapors, leave the hazard area and breathe in fresh air. Consult a doctor immediately.

**⚠ WARNING**

When work is carried out on the 12 V vehicle battery, a highly explosive, flammable gas mixture builds up. Sparks could form and ignite the flammable gas that is released by the 12 V vehicle battery. This can result in serious injury or death.

- Always keep fires, sparks, open flames, and lit cigarettes far away from the 12 V vehicle battery.
- Avoid creating sparks when working with wires and electrical equipment or when discharging static electricity.

Depending on the vehicle equipment, an additional bracket must be removed to see the viewing window. An additional tool that is not available in the vehicle tool kit is required to do this. Always have the acid level of the 12 V vehicle battery checked by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

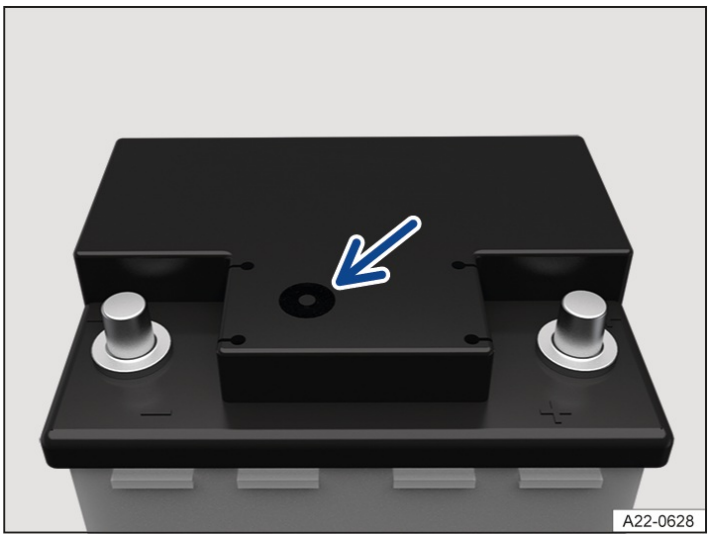



Fig. 1 On the top of the 12 V vehicle battery: Window (general example).

Make sure there is enough lighting to clearly see the color indicator in the circular window on the top of the 12 V vehicle battery → *fig. 1*.

*Light yellow* or *colorless*

— The 12 V vehicle battery acid level is too low. Have the 12 V vehicle battery replaced by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

*Black*

— The 12 V vehicle battery acid level is OK.

The acid level of 12 V vehicle batteries labeledAGM

cannot be checked for technical reasons. Suitably qualified professionals can inspect the battery. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

## Charging, replacing, disconnecting, or connecting the 12 V vehicle battery

If you suspect that the 12 V vehicle battery is damaged or malfunctioning, see suitably qualified professionals to have the 12 V vehicle battery checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

## Charging the 12 V vehicle battery

The 12 V vehicle battery should be charged by suitably qualified professionals because the 12 V vehicle battery that is installed at the factory requires a charging process where the voltage is limited →⚠. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

## Replacing the 12 V vehicle battery

The 12 V vehicle battery is designed to fit the location where it is installed and is equipped with safety features. If a 12 V vehicle battery needs to be replaced, have the replacement part fitted by qualified professionals. Check with qualified professionals to find out the component information regarding size and the required maintenance, performance, and safety features. They must possess the necessary technical documentation and equipment. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility. The vent opening on the 12 V vehicle battery must always be located on the negative terminal side. The vent opening on the positive terminal side must always be sealed →⚠.

Only use a maintenance-free 12 V vehicle battery that conforms to the TL 825 06 and VW 7 50 73 standards. These standards must be from October 2014 or later.

Always have the 12 V vehicle battery replaced by qualified professionals because the vehicle electronics must be adapted as part of the replacement. In addition, the battery parameters for functional safety can only be determined with the OEM battery. Only qualified professionals have the necessary equipment to perform the adaptation and have access to the correct replacement batteries. If a battery is used that does not comply with the qualitative specifications of Volkswagen AG or the battery capacity is too low, the operating license and therefore the approval of the vehicle will be invalid →⚠.

## Disconnecting the 12 V vehicle battery

If the 12 V vehicle battery must be disconnected from the vehicle electrical system, note the following:

1. Switch off all electrical consumers.
2. Unlock the vehicle before disconnecting the battery. Otherwise, the anti-theft alarm system will be triggered.
3. Disconnect the negative cable first, and then the positive cable →⚠.

## Connecting the 12 V vehicle battery

If the 12 V vehicle battery must be connected to the vehicle electrical system, note the following:

1. Switch off all electrical consumers.
2. Connect the positive cable first, and then the negative cable →⚠.

Various indicator lights may turn on after connecting the 12 V vehicle battery and switching the ignition on. They will turn off after driving a short distance at a speed of approx. 15 to 20 km/h (approx. 10 to 12 mph). If the indicator lights light up and remain on, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the vehicle checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If the 12 V vehicle battery was disconnected for a long period of time, the next scheduled maintenance may not display correctly or it may not be calculated correctly *(→ Service interval display)*. Follow the maximum permissible service intervals .

If the ignition cannot be switched on after connecting the 12 V vehicle battery, carry out the following activities:

1. Lock and unlock the vehicle from the outside.
2. Try to switch the ignition on again.

3. If the ignition will not switch on, see an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

## Automatic equipment deactivation

If the parking light is switched on when parking for a very long time when the engine is stopped, the intelligent power management cannot always prevent the 12 V vehicle battery from being drained.

If the 12 V vehicle battery is under a heavy load, the intelligent power management will automatically begin certain measures to prevent the 12 V vehicle battery from draining.

— If necessary, equipment that uses a lot of power will have its performance limited or will be switched off.

## 12 V Vehicle Battery Draining

If the battery is drained, it may not be possible to start the engine. The 12 V vehicle battery will be drained in the following situations:

— Due to long periods of time without starting the engine.

— If electrical equipment is used when the engine is stopped.

— If the auxiliary heater or stationary air conditioning is operated.

**WARNING**

Use of a 12 V vehicle battery that does not have identical specifications and dimensions to the 12 V vehicle battery that was installed at the factory may cause short circuits or fire. This could result in serious or fatal injuries.

- Always use a maintenance-free and leak-proof 12 V vehicle battery that has the same characteristics, specifications, and dimensions as the 12 V vehicle battery that was installed at the factory.

**WARNING**

Fitting 12 V vehicle batteries incorrectly may cause short circuits or fire. This could result in serious or fatal injuries.

- Always attach the 12 V vehicle battery to the attachment points provided in the vehicle.
- Replace all covers that are required for the vehicle back on the battery.

**WARNING**

A highly explosive mixture of oxyhydrogen can form when charging the 12 V vehicle battery. Sparks or naked flames could ignite the gas mixture. This could cause serious burns.

- Only charge 12 V vehicle batteries in well-ventilated areas.
- Keep sparks and naked flames away from the 12 V vehicle battery.

**WARNING**

If the degassing tube is not attached to the 12 V vehicle battery correctly, the highly explosive gas mixture that builds up when the vehicle is running may enter the vehicle interior. The flammable gas could ignite and cause serious injuries or death.

- For vehicles with the 12 V vehicle battery in the vehicle interior or luggage compartment, ensure that the degassing hose is connected to the 12 V vehicle battery correctly. The degassing hose must always be connected to the negative terminal side of the 12-volt vehicle battery.
- Always ensure that the opening on the positive terminal side of the 12 V vehicle battery is capped.

**CAUTION**

A drained 12 V vehicle battery can freeze at temperatures around 0 °C (+32 °F). Acid can escape from a frozen and defrosted 12 V vehicle battery. This can cause injuries and long-term damage to the vehicle.

- Never charge a frozen or thawed 12 V vehicle battery.
- Always replace the 12 V vehicle battery if it freezes.

**CAUTION**

Cables that are connected incorrectly can cause a short circuit. This could damage the on-board electronics and result in serious injuries.

- Connect the positive cable first and then the negative cable.

***NOTICE***

If the 12 V vehicle battery is connected or disconnected when the ignition is switched on or the engine is running, this could damage the electrical system or electronic components, resulting in electrical malfunctions.

- Never connect or disconnect the 12 V vehicle battery when the ignition is on or the engine is running.

***NOTICE***

If accessories that provide power for charging the 12 V vehicle battery are connected to the 12 V socket, this could damage the electrical system or electronic components, resulting in electrical malfunctions.

- Never connect accessories that provide power, such as solar panels or battery chargers, to the 12 V socket in order to charge the 12 V vehicle battery.

## Troubleshooting

### 12-volt power supply

The red warning light turns on.

Do not continue driving! Possible failure of the electrical system.

A message is shown in the instrument cluster display.

1. Stop the vehicle immediately and park it safely.
2. Turn off electrical equipment that is not needed.
3. Stop the engine and switch the ignition off.
4. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

If the red warning light comes on, the start-stop system is switched off. The start-stop system will only be automatically switched on again after the engine is restarted.

### 12-volt power supply

The yellow indicator light turns on.

A message regarding the battery charge level of the 12 V vehicle battery is shown in the instrument cluster display.

1. Let the engine run so that the 12 V vehicle battery can be recharged.
2. If the message about the battery charge level of the 12 V vehicle battery does not turn off after a few minutes despite the measures having been taken, then contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

A message regarding the 12 V power supply is shown in the instrument cluster display.

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

If the yellow indicator light lights up, the start-stop system will not be able to start the engine. If the yellow indicator light has turned off, the 12 V vehicle battery has a sufficient battery charge level to automatically restart the engine.

## 48-volt power supply

The red warning light lights up while driving.

Do not continue driving!

The 48 V energy supply has a malfunction.

1. Stop the vehicle as soon as it is safe to do so.
2. Switch the ignition off.
3. Leave the vehicle.
4. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

## 48-volt power supply

The yellow indicator light turns on.

The 48 V energy supply has a malfunction.

1. Stop the vehicle as soon as it is safe to do so.
2. Switch the ignition off.
3. Wait several seconds.
4. Switch the ignition back on.

If the indicator light stays on, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

## 48 V vehicle battery

In this status, the yellow indicator light comes on.

Messages about the battery charge level of the 48 V vehicle battery are displayed.

1. Start the engine.
2. Let the engine run for a few minutes at a standstill or drive away immediately.

If the indicator light remains illuminated after a few minutes, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Or:

If the engine cannot be started.

1. Switch the ignition off.
2. Jump-start *(→ Jump-starting)*.

If the engine still will not start, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

# Introduction

Wheels are the parts of the vehicle that are under the most demand, yet are also the most underestimated. Wheels are very important because the narrow contact surfaces of the tires are the only contact that the vehicle has with the road.

The tire and rim combinations approved by Volkswagen are specifically designed for each other.

The service life of the tire depends on the tire pressure, the driving style, the way the tires are handled, and correct mounting of the tire.

## Rims, tires and wheel bolts

Rims, tires, and wheel bolts are determined based on the vehicle model. Whenever another rim is installed, the wheel bolts to be used must have the correct length and bolt head shape. This ensures that the brakes can work correctly and that the vehicle drives smoothly and safely. For technical reasons, standard rims from other vehicles cannot be used. Under certain circumstances, this may even apply to rims for the same vehicle model. You must consult a suitably qualified professional to replace rim/tire combinations. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The correct wheel bolts must always be used for each vehicle model, and these bolts must always be tightened to the correct torque *(→ Wheel bolts)*.

## Declaration of conformity for wheels and tires

Applies only to India: The tires fitted on the vehicle meet the requirements ofBIS and the requirements of theCentral Motor Vehicle Rules (CMVR), 1989.

**⚠ WARNING**

Incorrect handling of wheels can reduce driving safety and cause serious accidents and fatal injuries.

- Regularly check the tire pressure when the tires are cold and always maintain the specified pressure *(→ Tire pressure)*. If the tire pressure is too low, the tire can heat up so much while driving that the tread separates or the tire ruptures.
- Check the tires regularly for damage and wear.
- Never exceed the maximum permissible speed and tire load specified for the tires fitted to your vehicle.
- For all four wheels, use only radial tires of the same design, size(rolling circumference), and tread pattern.
- While driving, if unusual vibrations can be heard or the vehicle pulls to one side, stop immediately and check the wheels and tires for damage.
- Never loosen the bolts on rims with a bolted rim ring.

**⚠ WARNING**

New tires or tires that are old, worn, or damaged cannot provide the maximum vehicle control and braking effect. This can cause accidents and fatal injuries.

- Break in new tires because they have reduced traction and braking efficiency when they are new. Therefore drive carefully for the first 600 km (370 miles).
- Never drive with tires that are worn or damaged, e.g. punctured, cut, cracked, or bulging.
- While driving, if unusual vibrations can be heard or the vehicle pulls to one side, stop immediately and check the wheels and tires for damage.
- Do not use any tires or rims if you do not know how they have been used in the past. Used tires and rims may be damaged in a way that may not even be visible.
- Only use tires that are more than six years old if absolutely necessary and drive with extreme caution if doing so, even if the tires have never been used.
- Replace worn or damaged tires immediately.

**⚠ WARNING**

If the wheel bolts are not tightened enough to meet the specification, the wheel bolts and consequently the wheel could come loose while driving. Exceeding the tightening specification could damage the wheel bolts and threads.

Wheel bolts that are tightened incorrectly or missing could cause you to lose control of the vehicle and lead to serious accidents and fatal injuries.

- Always tighten the wheel bolts to the correct tightening torque. If you do not have a torque wrench, tighten the wheel bolts with the lug wrench and then have the tightening torque checked as soon as possible by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Never drive with missing or loose wheel bolts.
- Always use wheel bolts that are correct for the rim and the vehicle model.
- Never grease or oil the wheel bolts and the threads in the wheel hub. Even when tightened to the specification, the wheel bolts could become loose while driving.
- Ensure the wheel bolts and threads in the wheel hubs are clean, easy to move and free of oil and grease.
- Never loosen the bolts on rims with a bolted rim ring.

**⚠ WARNING**

Improper installation of the tires on the rim can result in damage to the rim and cause tires to suddenly lose air or go flat while driving.

This can cause accidents and fatal injuries.

- Always have tires installed on the rim by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

# Handling tires

## Preventing damage to the tires

— Always drive over curbs and other low obstacles slowly and at a right-angle so that both front wheels come into contact with the obstacle at the same time.

— There is a high risk of damage to tires and rims, especially for low-profile tires, on poor road surfaces or when driving on unpaved roads or off-road.

— Check the tire pressure regularly.

— Check tires regularly for damage, e.g. punctures.

— Never exceed the load index and maximum speed of the tire *(→ Tire labeling and tire classifications)*.

— Have damaged or worn rims replaced immediately .

— Protect tires from coming into contact with corrosive materials such as grease, oil, gasoline, and brake fluid→ ⚠.

— Replace missing dust caps on the valves immediately.

— Remove any objects provided they have not punctured the inside of the tire .

— Observe all tire pressure monitoring system warnings *(→ Tire Pressure Monitoring System)* *(→ Tire Pressure Monitoring System)*.

**⚠ WARNING**

Corrosive fluids and materials can cause visible and invisible damage to the tires, which can cause the tires to fail.

This can cause accidents and fatal injuries.

- Always keep chemicals, oils, grease, fuel, brake fluid, and other corrosive materials away from the tires.

## Storing tires

— Only store tires in a cool, dry location that is as dark as possible.

— Do not stand tires that are mounted on rims up vertically.

— Protect tires that are not mounted on rims from dirt with suitable covers and store them standing on the tread surface.

## Tires that are more than six years old

Tires age due to physical and chemical processes that affect their function. Tires that have been stored and unused for long periods of time age more quickly than tires that are used continuously.

Volkswagen recommends replacing tires that are more than six years old with new tires. This even applies to tires that may appear to be usable and whose tread depth is still greater than the minimum requirement →⚠.

Winter and all season tires lose their characteristics to a large extent due to aging, regardless of the remaining tread depth.

The age of the tire can be determined based on the production date *(→ Tire labeling and tire classifications)*.

**⚠ WARNING**

Old tires can suddenly lose air or rupture, particularly at high speeds.
This can cause accidents and fatal injuries.

- Only use tires that are more than six years old if absolutely necessary and drive with extreme caution if doing so, even if the tires have never been used.

## New tires

— Drive particularly carefully during the first 600 km(370 mi) with new tires because they must be broken in. Tires that have not yet been broken in have reduced gripping abilities and braking efficiency →⚠.

— For all wheels, use only radial tires of the same design, size(rolling circumference), and tread pattern.

— The tread depth of new tires may vary between tire models and manufacturers due to different design features and tread designs.

**⚠ WARNING**

New tires must be broken in because they have reduced traction and braking efficiency when they are new.
This could cause you to lose control of the vehicle and lead to serious accidents and fatal injuries.

- Break in new tires. Drive carefully for the first 600 km(370 miles).

The size specifications for new tires may vary significantly from the actual tire dimensions for different tire brands.

## Replacing tires

— At the factory, the vehicle can be equipped with reduced rolling resistance tires. The specified fuel consumption values can only be achieved using these tires. When purchasing new tires, always make sure the tires are optimized for rolling resistance *(→ Eco tips)*.

— Before buying new reduced rolling resistance tires, seek advice from an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

— At a minimum, replace both tires on a single axle.

— Only replace old tires with tires that have been approved by Volkswagen for your vehicle model.

— Never use tires whose size exceeds the measurement of tires that are approved by Volkswagen→⚠.

## Volkswagen Genuine tires

At the factory, the vehicle can be equipped with Volkswagen Genuine tires. These tires are marked with the⊕ symbol

and are specially adapted for this vehicle. Volkswagen Genuine tires fulfill the highest standards of safety and driving characteristics when used appropriately.

## Recalibrating the Tire Pressure Monitoring System

The Tire Pressure Monitoring System must be recalibrated each time one or more wheels is replaced. This also applies if the tires are rotated, for example from front to back *(→ Tire Pressure Monitoring System)*.

## Vehicles with tire pressure monitoring system

— When replacing the factory-installed wheels, make sure the new wheels are equipped with sensors that are compatible with the TPMS *(→ Tire Pressure Monitoring System)*.
— You must drive for a little while at a speed above approximately 25 km/h (approximately 15 mph) for the new wheels to be detected.

When replacing or reinstalling the sensors, Volkswagen recommends always using a new valve set and seal set.

Additional information about the TPMS *(→ Tire Pressure Monitoring System)*.

**WARNING**

Improper replacement or modification of the sensors of the tire pressure monitoring system can introduce leaks in the valves, causing the tire to lose air.

If the tire pressure is too low, the tire can heat up so much while driving that the tread separates or the tire ruptures, which in turn can lead to serious accidents and/or serious injuries.

- Always use a new valve and seal kit when replacing or modifying the sensors.

**WARNING**

Wheels must have enough clearance from vehicle components. If there is not enough clearance, tires could rub against components of the suspension, the body, and the brake lines.

This may cause the brake system to fail, the tread to separate, and the tire to rupture, resulting in serious accidents and fatal injuries.

- Only use tires with dimensions that do not exceed the dimensions of the tire brands approved by Volkswagen and that do not rub against other components of the vehicle.

**WARNING**

Dirt can damage the valves and introduce leaks, causing the tire to lose air.

If the tire pressure is too low, the tire can heat up so much while driving that the tread separates or the tire ruptures, which in turn can lead to serious accidents and/or fatal injuries.

- Never drive without caps on the valves.

*NOTICE*

Driving over potholes and curbs can cause the tires to become deformed.

Damage to the tires and rims can result.

- Avoid strong impacts and drive around obstacles where possible.

*NOTICE*

The valves may be damaged by dirt.

- Never drive without caps on the valves.

*NOTICE*

The valves can be damaged when replacing wheels.

- Do not let wheels that you have removed fall on the rim.

Always dispose of old tires correctly and according to regulations.

When replacing or modifying the sensors of the Tire Pressure Monitoring System, a new valve set and seal set must always be used. Otherwise the Tire Pressure Monitoring System may indicate there is a malfunction *(→ Tire Pressure Monitoring System)*.

If the spare wheel is different from the regular vehicle wheels, e.g. in the case of winter tires or a temporary spare wheel, only use the spare wheel temporarily and in the event of a breakdown, and drive especially carefully. Replace the compact spare wheel with a regular wheel as soon as possible.

Using tires approved by Volkswagen ensures that the dimensions will fit correctly on your vehicle. If other tires are used, the seller must provide a certificate from the tire manufacturer stating that the tires are suitable for the vehicle. Keep the certificate stored safely in the vehicle.

# Handling rims

## Preventing damage to the rims

— Missing hubcaps can cause damage to the rims and wheel bolts.

Always install missing hubcaps before driving.

— Always drive over curbs and other low obstacles slowly and at a right-angle so that both front wheels come into contact with the obstacle at the same time.

— Replace missing dust caps on the valves immediately.

— Check the tire pressure regularly.

## Rims with bolted rim ring or accent elements

Rims with a bolted rim ring or accent element consist of multiple pieces. These pieces are connected together with special bolts. Damaged rims must be replaced and may only be repaired by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

## Rim identification

In some countries, new rims must include information about certain properties. The following information may be on the rim:

— Seal of conformity

— Rim size

— Manufacturer or brand name

— Production date (month/year)

— Country of origin

— Serial number

— Raw material batch number

— Commodity code

**WARNING**

Using unsuitable or damaged rims can impair driving safety and cause accidents and serious injuries.

- Only use rims permitted for the vehicle.

- Check the rims regularly for damage and replace them if necessary.

**WARNING**

Loosening and tightening bolts incorrectly on rims with bolted rim rings can cause severe accidents and death.

- Never loosen the bolts on rims with a bolted rim ring.
- Have all procedures on rims with bolted rim rings performed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

## Checking the tire pressure

Incorrect tire pressures negatively affect vehicle handling and can cause increased tire wear or even a flat tire→ ⚠. Above all, the correct tire pressure is especially important when driving at high speeds.

— Check the tire pressure at least once a month.

— Check the tire inflation pressure of the spare wheel or compact spare wheel at least once a month.

— Check the tire pressure only when tires are cold. The specified tire pressure only applies to a cold tire. The tire pressure on warm tires is higher than on cold tires. Therefore, never release air from a warm tire to adjust the tire pressure.

— Always adjust the tire pressures to the vehicle load→ *fig. 2*.

— After adjusting tire pressures, always screw the caps on the valves and note the information about the tire pressure monitoring system.

— Always use the tire pressures specified on the label. Never exceed the maximum tire pressure specified on the side of the tire.

— If the size of the tires installed at the factory differs from the details on the identification label or on the tire pressure label, the correct tire pressure must be determined.

### Geolocation of the tire inflation pressure label

The label specifies the correct tire pressures for approved tires and is either on the driver door pillar→ *fig. 1* or on the inside of the fuel filler flap.




Fig. 1 On the driver door pillar: tire pressure label (may also be on the inside of the fuel filler flap).

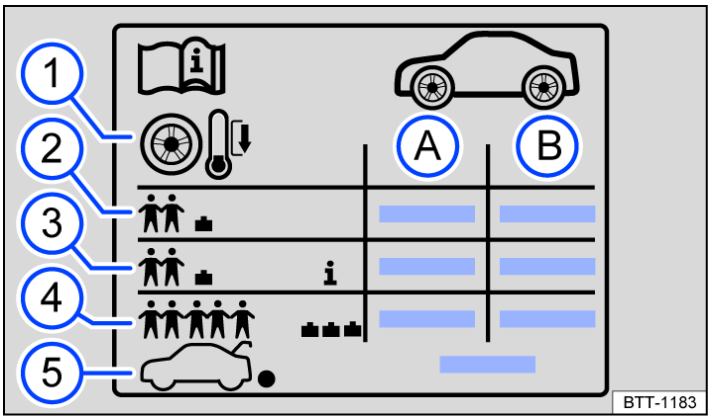



Fig. 2 Symbols on the tire pressure label.

(A) Tire pressure for the tires on the front axle.

(B) Tire pressure for the tires on the rear axle

(1) Note: check the tire pressure when the tires are cold

(2) Tire pressure when partially loaded

(3) *Depending on vehicle equipment:* comfort tire pressure when partially loaded

(4) Tire pressure when fully loaded

(5) Tire pressure for the spare wheel, collapsible spare wheel or compact spare wheel.

The appearance of the label may vary depending on the vehicle. Additional tire sizes can be included that are not approved for your specific vehicle. The tire sizes approved for your vehicle can be found in the vehicle registration document or the EC Certificate of Conformity (CoC paper); alternatively, you can query this with an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

## Comfort tire pressure

Depending on the vehicle equipment, the label may include a comfort tire pressure→ *fig. 2*. The comfort tire pressure allows the driving comfort to be increased. Fuel consumption may increase when driving with the comfort tire pressure.

**⚠ WARNING**

A tire pressure that is too low can result in a sudden loss of air, separation of the tire tread or bursting of the tire while driving. An incorrect tire pressure shortens the service life of the tire and negatively affects driving behavior.

An incorrect tire pressure can cause accidents and fatal injuries.

- Check the tire pressures regularly, at least once a month and also before driving long distances.
- Always adjust the tire pressure according to your load.
- Never reduce the tire pressure when tires are warm.

**⚠ WARNING**

Excessive speeds and vehicle overloading can cause overheating, sudden tire damage(including tire blow-outs) and separation of the tread.

This can cause accidents and fatal injuries.

- Never exceed the maximum load for the tires fitted *(→ Tire labeling and tire classifications)*.
- Never exceed the maximum permitted speed for the tires fitted *(→ Tire labeling and tire classifications)*.

**! *NOTICE***

Careless handling of the tire pressure gage may damage the valve.

- When positioning the tire pressure gauge, make sure it is not tilted at the valve stem.

Tire pressures that are too low increase fuel consumption.

## Tire Pressure for the Spare Wheel or Compact Spare Wheel

Depending on the vehicle equipment, the vehicle can be delivered ex factory with different versions of a spare wheel or compact spare wheel:

### Full-size Spare Wheel

The full-size spare wheel is a wheel that corresponds to the regular tire size and tread pattern. The tire pressure for the full-size spare wheel corresponds to the tire pressure of the regular tires and is specified on the tire pressure label *(→ Tire pressure)*.

### Space-saving Spare Wheel




Fig. 1 Space-saving spare wheel.

The space-saving spare wheel is identified by a sticker and a label stating “80 km/h” or “50 mph”*→ fig. 1*. This label indicates the permitted maximum speed at which the tire may be driven. Do not cover the sticker while the wheel is in use. Even if the space-saving spare wheel is a normal wheel, the space-saving spare wheel must only be used in the event of a breakdown and on a temporary basis.

The tire pressure for the space-saving spare wheel is 3.5 bar(51 psi/350 kPa).

### Compact spare wheel



Fig. 2 Compact spare wheel.

The compact spare wheel consists of a special rim with a significantly narrower tire than the regular tire.

The compact spare wheel can be identified by a label stating “80 km/h” or “50 mph” *→ fig. 2*. This label indicates the permitted maximum speed at which the tire may be driven. Do not cover the sticker while the wheel is in use.

The tire pressure for the compact spare wheel is 4.2 bar(61 psi/420 kPa).

## Monitoring the tightening torque

The correct wheel bolts must always be used for each vehicle model, and these bolts must always be tightened to the correct torque. The wheel bolt tightening torque must be checked regularly with a functional torque wrench. In addition, the tightening torque must be checked immediately after each wheel change with a functional torque wrench. If the wheel bolts are not tightened enough to meet the specification, the wheel bolts and consequently the wheel could come loose while driving. Exceeding the tightening specification could damage the wheel bolts and threads.

Wheel bolts that are corroded and difficult to turn must be replaced and the threads in the wheel hub must be cleaned before checking the tightening torque. Never grease or oil the wheel bolts and the threads in the wheel hub.

### Wheel bolt tightening specification

The tightening torque of the wheel bolts is specified in the chapter on replacing wheels *(→ Wheels and tires)*.

**⚠ WARNING**

If the wheel bolts are not tightened enough to meet the specification, the wheel bolts and consequently the wheel could come loose while driving. Exceeding the tightening specification could damage the wheel bolts and threads.

Wheel bolts that are tightened incorrectly or missing could cause you to lose control of the vehicle and lead to serious accidents and fatal injuries.

- Always tighten the wheel bolts to the correct tightening torque. If you do not have a torque wrench, tighten the wheel bolts with the lug wrench and then have the tightening torque checked as soon as possible by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Never drive with missing or loose wheel bolts.
- Always use wheel bolts that are correct for the rim and the vehicle model.
- Never grease or oil the wheel bolts and the threads in the wheel hub. Even when tightened to the specification, the wheel bolts could become loose while driving.
- Ensure the wheel bolts and threads in the wheel hubs are clean, easy to move and free of oil and grease.
- Never loosen the bolts on rims with a bolted rim ring.

# Replacing tires

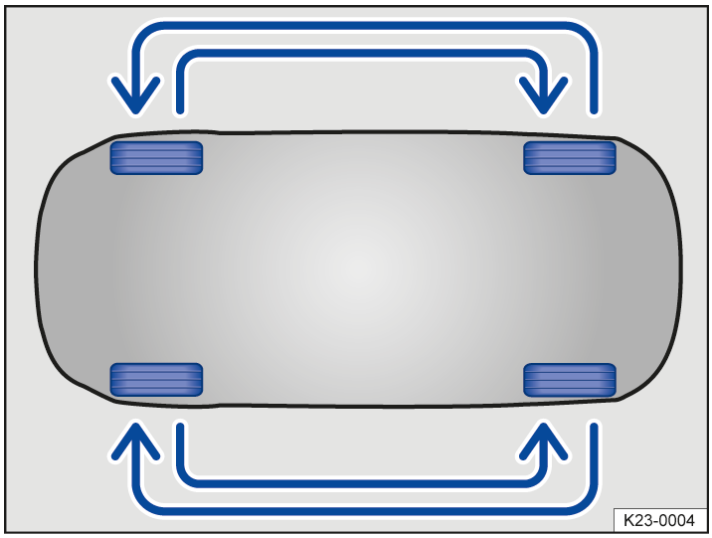



Fig. 1 Diagram for rotating the wheels(general example).

To ensure that the tires wear evenly, rotating the tires regularly according to the diagram is recommended→ *fig. 1*. This will allow the tires to have approximately the same length of service life.

Volkswagen recommends having the wheel replacement carried out by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

# Monitoring the tread depth

## Tread depth

Most driving situations require a tire tread that is as deep as possible. All tires, or at least tires on the same axle, must have an even tread depth →⚠. This applies in particular to wet or wintry road conditions.

In most countries, the legal minimum tread depth is 1.6 mm(1/16 of an inch). This is measured in the tread grooves next to the wear indicators. Observe any legal regulations specific to the country where you are driving.

Note the legal requirements in the applicable country for minimum tread depths on winter and all-season tires.

## Tire wear

Tire wear depends on various factors:

— Driving style.

— Wheel balancing.

— Running gear alignment.

An imbalance can occur while driving, which can be noticed by uneven steering. Tire imbalances also affect tire wear. In these situations, have the wheels balanced again.

Incorrect wheel alignment impairs driving safety and increases tire wear. If there is high degree of tire wear, have the wheel alignment checked by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

## Tire Wear when Driving with a Sporty Driving Style

Driving quickly around curves, rapid acceleration, and heavy braking increase tire wear.

If you drive with a sporty driving style, check the tread depth every 5000 to 10,000 km(approx. 3107 to 6214 miles).

## Tread wear indicator in tires




Fig. 1 In the tread grooves: wear indicator.

The tread wear indicator is 1.6 mm(1/16 in) above the base of the tread → *fig. 1*. Markings on the sides of the tire indicate the location of the tread wear indicator → *fig. 1*.

The tread wear indicator indicates if a tire is worn out. At the latest, the tire must be replaced if the tread depth is worn down to the tread wear indicator.

When you check the tread depth, you must check the wear indicators of all tread grooves.

**⚠ WARNING**

Worn tires are a safety risk and make it difficult to control the vehicle well. They increase the braking distance and the risk of skidding.
Worn tires have significantly less grip. Particularly on wet roads, the vehicle is more likely to “hydroplane”.
Worn tires could cause loss of vehicle control, serious accidents and death.
● Replace tires with new tires when the tires are worn down to the tread wear indicator.

## Winter tires

Summer tires offer very little holding force on icy or snowy roads. Winter or all-season tires improve vehicle handling and braking performance in winter road conditions. Volkswagen recommends using winter tires on the vehicle at temperatures below +7 °C (+45 °F) or in winter road conditions. This also applies to vehicles with all-wheel drive (4MOTION).

The effectiveness of winter tires or all-season tires is greatly reduced when the tire tread is worn down to a depth of 4 mm (approx. 5/32 in).

### The following applies when using winter tires:

— Follow all applicable laws in the country of operation.

— Use winter tires on all four wheels at the same time.

— Only use in winter road conditions.

— Only use the tire sizes permitted for the vehicle.

— Only use winter tires that have the same belt construction, size, and tread pattern .

— Follow the speed restriction based on the speed rating.

### Speed restriction

Winter tires have a speed restriction based on their speed rating *(→ Tire labeling and tire classifications)*.

A speed warning can be set in theVehicle settings menu in the Infotainment System under theTires menu.

On V winter tires, the speed restriction and required tire pressure depend on the engine. Always ask an authorized Volkswagen dealer or authorized Volkswagen Service Facility about the permitted speed and required tire pressure. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

**⚠ WARNING**

In winter road conditions, do not let the improved driving characteristics of winter tires tempt you to take safety risks, as otherwise you may lose control of the vehicle, resulting in serious injuries.
● Adapt your speed and driving style to the visibility, weather, road and traffic conditions.

When temperatures are above +7 °C(+45 °F), summer tires provide better vehicle handling. There is less road noise, the tires wear more slowly, and economy is better.

For vehicles with a Tire Pressure Monitoring System, the system must be recalibrated after changing to winter tires *(→ Tire Pressure Monitoring System)*.

Winter tires fitted to vehicles with a tire pressure monitoring system must have sensors that are compatible with the tire pressure monitoring system to ensure that the system functions correctly *(→ Tire Pressure Monitoring System)*. If the dimensions of the winter tires do not match the dimensions of the summer tires and require a different cold tire pressure, you will need to adapt the tire pressures for the tire pressure monitoring system *(→ Tire Pressure Monitoring System)*.

The speed limit and tire load of winter tires may differ from those of summer tires.

You can contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for permitted winter tire sizes. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

## Snow chains

Note the legal requirements and the permitted maximum speed when driving with snow chains.

Snow chains improve driving and braking handling when on roads covered with ice or snow.

Snow chains may only be mounted on the front wheels and only on the following tire/rim combinations:

| Tiguan | | |
|---|---|---|
| Tire size | Rim | Type of snow chains to be used |
| 215/65 R 17 | 6 1/2 J x 17 ET 38 | Only use fine-mesh snow chains which are no larger than approx.13.5 mm (approx. 17/32 in). |
| | 7 J x 17 ET 40 | Only use fine-mesh snow chains which are not larger than around9 mm (approx. 23/64 in). |

Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility for more information about wheel, tire, and snow chain sizes. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Snow chains may only be used on tire/rim combinations that are approved for snow chain operation.

If using snow chains, remove the wheel covers and rim accent rings before mounting the snow chains. However, the wheel bolts must be covered with caps for safety reasons. Caps can be obtained from a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

### Using snow chains on the compact spare tire or collapsible spare tire

Using snow chains on the compact spare tire or collapsible spare tire is not permitted for technical reasons.

1. If a front tire is flat, mount the compact spare tire or collapsible spare tire on the rear axle.
2. Replace the damaged front wheel with the removed rear wheel. Pay attention to the running direction when doing this.

Volkswagen recommends attaching the snow chains before mounting the wheel.

**WARNING**

Using unsuitable snow chains or installing snow chains incorrectly can cause serious accidents and death.

- Always use the correct snow chains.
- Only use snow chains on the tire/rim combinations approved by Volkswagen.
- Follow the installation instructions provided by the snow chain manufacturer.
- Never drive faster than intended according to the specifications of the snow chain manufacturer or permitted by law when snow chains are mounted.

*NOTICE*

If snow chains are used on routes that are not snowy, they will impair the driving characteristics, damage the tires, and be quickly destroyed.

- Remove snow chains when driving on roads without snow.

*NOTICE*

Snow chains that come into contact with the rim directly can scratch or damage the rim.

- To prevent damage, use snow chains with integrated rim protection.

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On vehicles with a Tire Pressure Monitoring System, the system must be reprogrammed after snow chains are mounted *(→ Tire Pressure Monitoring System)*.

## Troubleshooting

Damage to tires and rims can often occur where it is not visible→⚠.

If you suspect that a wheel is damaged, slow down and stop as soon as traffic allows and it is safe to do so.

### Vehicle pulls to one side or unusual vibrations

The vehicle pulls to the left or right when driving, or there are unusual vibrations. This could indicate tire damage or too low a tire inflation pressure.

STOP Check the tires!

Slow down immediately and stop the vehicle as soon as the traffic situation allows and it is safe to do so.

1. Check the tires and rims for damage.
2. Do not continue driving if there is tire damage.
3. Replace the damaged wheel *(→ Wheel change)*. If necessary, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

   Or: seal the damaged tire using the tire mobility set and inflate it with air *(→ Tire mobility set)*.
4. If no exterior damage is visible, drive slowly and carefully to the nearest authorized Volkswagen dealer or authorized Volkswagen Service Facility to have the vehicle checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

### Foreign object stuck in the tire

A foreign object is stuck in the tire or between the tread segments.

1. If an object has punctured through to the inside of a tire, leave the object in place. Objects stuck between the tire tread segments can be removed.
2. Replace the damaged wheel *(→ Wheel change)*. If necessary, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

   Or: seal the damaged tire using the tire mobility set and inflate it with air *(→ Tire mobility set)*.
3. Check and adjust the tire pressure.
4. Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

### Tires lose traction

The vehicle loses traction when driving along curved stretches, and swerves. The braking distance is longer and the anti-slip regulation (ASR

) and the anti-lock brake system (ABS) take control earlier.

The tire may be too worn down to guarantee sufficient traction *(→ Tread depth and wear indicator)*.

1. Go slowly and carefully to the nearest suitably qualified professional to have the vehicle checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

### Wheel bolts can only be undone with difficulty

Wheel bolts can corrode over time. This means that the wheel bolts can only be undone with difficulty.

1. Contact professional assistance, or drive slowly and carefully to the nearest qualified professional to have the vehicle checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

**WARNING**

Unusual vibrations or the vehicle pulling to one side while driving may indicate tire damage.
Tire damage could cause loss of vehicle control, accidents and serious or fatal injuries.

- Slow down immediately and stop the vehicle as soon as the traffic situation allows and it is safe to do so.
- Check the tires and rims for damage.
- Never continue driving with damaged tires or rims. Instead, seek professional assistance.
- If no exterior damage is visible, drive slowly and carefully to the nearest authorized Volkswagen dealer or authorized Volkswagen Service Facility to have the vehicle checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

## How the Tire Pressure Monitoring System Works

The tire pressure monitoring system warns the driver if tire pressures are too low.

The tire pressure monitoring system monitors tire pressure and uses theABS

sensors to monitor the RPM and therefore the rolling circumference of the individual wheels during travel.
If a tire loses air or the tire pressure is too low, the rolling circumference is reduced and the RPM increases.

The tire pressure monitoring system shows a change in the rolling circumference of the tires via the (!) indicator light in the instrument cluster.

The following situations can also cause the RPM to change:

— The tire pressure has changed

— The tire has structural damage

— One side of the vehicle has a heavier load than the other

— Snow chains are installed on the tires

— A compact spare wheel has been installed

— Only one wheel was replaced on each axle

The tire pressure monitoring system (!) may be delayed or not be displayed at all when driving with a sporty style, in wintry road conditions or on unpaved roads, or when driving with snow chains.

The recommended tire pressure of the tire sizes approved by Volkswagen for the vehicle type is indicated on the tire pressure label on the driver door pillar *(→ Tire pressure)*.

The Tire Pressure Monitoring System will not work if the
ESC
or ABS is malfunctioning *(→ Braking assistance systems)*.

### Reference Pressure

The reference pressure for the tire pressure monitoring system is the recommended tire pressure for the factory-installed tires when the tires are cold. The reference pressure corresponds to the details on the tire pressure label *(→ Tire pressure)*.

If the tire pressure has been correctly adjusted on all four tires, the tire pressure monitoring system must be re-calibrated *(→ Tire Pressure Monitoring System)*. This adapts the reference pressure to the current tire pressure.

Each tire, including the spare (if provided), should be checked monthly when cold and inflated to the inflation pressure recommended by the vehicle manufacturer on the vehicle placard or tire inflation pressure label. (If your vehicle has tires of a different size than the size indicated on the vehicle placard or tire inflation pressure label, you should determine the proper tire inflation pressure for those tires).

As an added safety feature, your vehicle has been equipped with a tire pressure monitoring system(TPMS) that illuminates a low tire pressure telltale when one or more of your tires is significantly under-inflated. Accordingly, when the low tire pressure telltale illuminates, you should stop and check your tires as soon as possible, and inflate them to the proper pressure. Driving on a significantly under-inflated tire causes the tire to overheat and can lead to tire failure. Under-inflation also reduces fuel efficiency and tire tread life, and may affect the vehicle's handling and stopping ability.

Please note that the TPMS is not a substitute for proper tire maintenance, and it is the driver's responsibility to maintain correct tire pressure, even if under-inflation has not reached the level to trigger illumination of the TPMS low tire pressure telltale.

Your vehicle has also been equipped with a TPMS malfunction indicator to indicate when the system is not operating properly. The TPMS malfunction indicator is combined with the low tire pressure telltale. When the system detects a malfunction, the telltale will flash for approximately one minute and then remain continuously illuminated. This sequence will continue upon subsequent vehicle start-ups as long as the malfunction exists.

When the malfunction indicator is illuminated, the system may not be able to detect or signal low tire pressure as intended. TPMS malfunctions may occur for a variety of reasons, including the installation of replacement or alternate tires or wheels on the vehicle that prevent the TPMS from functioning properly. Always check the TPMS malfunction telltale after replacing one or more tires or wheels on your vehicle to ensure that the replacement or alternate tires and wheels allow the TPMS to continue to function properly.

**⚠ WARNING**

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

- Always stay attentive and do not rely solely on the tire pressure monitoring system. The driver is always responsible for maintaining the correct tire pressures.
- Observe the system limitations *(→ Tire Pressure Monitoring System)*.
- Regularly check the tire pressure when the tires are cold and always maintain the specified pressures as stated on the tire inflation pressure label for the tires fitted on the vehicle *(→ Tire pressure)*.
- Check the tires regularly for signs of wear or damage and replace worn or damaged tires immediately.
- Never exceed the maximum permissible speed and tire load specified for the tires fitted to your vehicle.

**⚠ WARNING**

If you drive with insufficient tire pressure, the tire could become so hot that the tread could separate, the tire could rupture, and you could lose control of the vehicle.

Tire pressure that is too high or too low shortens the service life of the tire and affects driving behavior.

Different tire pressures or low tire pressures can increase tire wear, decrease vehicle stability, increase braking distance, and result in tire damage, tire failure and loss of vehicle control.

This can cause serious accidents and fatal injuries.

- Always pay attention to the warnings given by the tire pressure monitoring system. If the (!) warning light turns on, stop the vehicle immediately but safely with regard for other traffic and check all of the tires *(→ Tire pressure)*.
- The driver is responsible for maintaining the correct tire pressure. Regularly check the tire pressure when the tires are cold and always maintain the specified pressures as stated on the tire inflation pressure label for the tires fitted on the vehicle *(→ Tire pressure)*. The tire pressure monitoring system can only function correctly when all tires are inflated to the correct pressure when they are cold.
- If the tire is not “flat” and the tire does not need to be replaced immediately, drive slowly to the nearest

authorized Volkswagen dealer or authorized Volkswagen Service Facility to have the tire pressure checked and corrected *(→ Tire pressure)*. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

- Always set up the Tire Pressure Monitoring System correctly *(→ Tire Pressure Monitoring System)*.

**WARNING**

Excessive speeds and vehicle overloading can cause overheating, sudden tire damage(including tire blow-outs) and separation of the tread.

This can cause accidents and fatal injuries.

- Never exceed the maximum load for the tires fitted *(→ Tire labeling and tire classifications)*.
- Never exceed the maximum permitted speed for the tires fitted *(→ Tire labeling and tire classifications)*.

Low tire pressure increases fuel consumption and tire wear.

New tires may expand slightly the first time they are driven at high speeds, which can trigger a tire pressure warning.

Only replace old tires with tires that have been approved by Volkswagen for the vehicle model.

Do not solely rely on the tire pressure monitoring system. Inspect the tires regularly to make sure the tire pressure is correct and check the tires for any signs of damage, such as punctures. Remove any objects stuck in the tire tread as long as they have not punctured the inside of the tire.

## Limitations of the Tire Pressure Monitoring System

### Regular Maintenance

The Tire Pressure Monitoring System is not intended to replace regular inspection and maintenance of the tires. The driver is responsible for ensuring that the correct tire pressure is used at all times, even if the tire pressure monitoring system is not showing a warning that the tire pressure is too low.

The tire pressure of all tires must be checked once a month when the tires are cold and must correspond to the vehicle manufacturer's specifications on the tire inflation pressure label.

This also applies to the tire pressure of the spare wheel or compact spare wheel.

The recommended tire pressure of the tire sizes approved by Volkswagen for the vehicle type is indicated on the tire pressure label *(→ Tire pressure)*.

### Unresolved Malfunctions

If the tire pressure monitoring system displays a malfunction, the tire pressure cannot be monitored correctly. A malfunction in the Tire Pressure Monitoring System can have a number of causes, e.g. a wheel or a tire being replaced. After replacing a wheel or tire, you must check whether the (!) indicator light displays a system malfunction to make sure that the tire pressure monitoring system is working properly *(→ Tire Pressure Monitoring System)*.

### Delayed or no display

In the following situations, the Tire Pressure Monitoring System cannot display anything or can only respond with a delay:

— Driving with snow chains.

— Driving on winter or unpaved roads.

— Driving with a sporty driving style.

# Calibrating the Tire Pressure Monitoring System

The Tire Pressure Monitoring System must be recalibrated under the following conditions:

— If the tire pressures were adjusted.

— If one or more wheels were changed.

— If the wheels were rotated, for example from front to rear.

The tire pressure monitoring system must only be recalibrated if all tires are inflated to the correct pressure when they are cold. Before you measure the tire pressure on a cold tire, you must park the vehicle for 1 hour away from direct sunlight.

If the tire pressure is too low, you can only recalibrate the Tire Pressure Monitoring System when you have met one of the following two conditions:

— Switch the ignition off and back on again.

— Wait for 60 seconds with the engine running and the vehicle stationary.

1. Open the app overview in the Infotainment system.
2. Tap Vehicle.
3. Tap Status.
4. Tap Tire pressure.
5. Tap SET.
6. If all four tires meet the required tire pressure values, tap OK.

   The indicator light flashes for approx. 6 seconds. In addition, a chime is emitted and a message is shown in the instrument cluster display.

   After travel times of at least 20 minutes and at different vehicle speeds, the system adapts to the new values and monitors them.

If the indicator light blinks for approx. 6 seconds without the tire pressure monitoring system having been reprogrammed beforehand, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility immediately.

**WARNING**

If the tire pressure monitoring system has been calibrated with a tire pressure that is too high or too low, the tire pressure monitoring system may give false warnings or fail to give a warning when the tire pressure is dangerously low.

This can cause accidents and serious or fatal injuries.

- Ensure that the tire pressure is correct on all wheels before calibrating the tire pressure monitoring system.

# Troubleshooting the Tire Pressure Monitoring System

## Tire pressure low

The yellow indicator light turns on.

The tire pressure of one or more tires has decreased or the tire is structurally damaged.

1. Stop the vehicle immediately where it is safe to do so.
2. Check the tires for visible damage.
3. If there is no visible damage on the tires, drive at reduced speed to the nearest gas station and check the tire pressure. Adjust it if necessary.
4. If one of the tires is damaged, change the damaged wheel . If necessary, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

   Or: seal the damaged tire using the tire mobility set and inflate it with air .
5. Recalibrate the Tire Pressure Monitoring System *(→ Tire Pressure Monitoring System)*.
6. If the malfunction persists, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

## Tire pressure monitoring system malfunction

The yellow indicator light flashes for approximately one minute and then stays on.

There is a system malfunction.

1. Stop the vehicle immediately where it is safe to do so.
2. Switch the ignition off and back on again.
3. Recalibrate the Tire Pressure Monitoring System *(→ Tire Pressure Monitoring System)*.
4. If the malfunction persists, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Driving on unpaved roads for a long period of time or sporty driving can deactivate the Tire Pressure Monitoring System temporarily. If there is a malfunction, the indicator light flashes for approximately one minute and then stays on. However, the indicator light will turn off if the road conditions or driving style changes.

# Function of the Tire Pressure Monitoring System

The tire pressure monitoring system warns the driver if tire pressures are too low.

The tire pressure monitoring system (TPMS

) monitors tire pressure in the four tires while driving using pressure sensors installed on the tires.

Each tire, including the spare (if provided), should be checked monthly when cold and inflated to the inflation pressure recommended by the vehicle manufacturer on the vehicle placard or tire inflation pressure label. (If your vehicle has tires of a different size than the size indicated on the vehicle placard or tire inflation pressure label, you should determine the proper tire inflation pressure for those tires).

As an added safety feature, your vehicle has been equipped with a tire pressure monitoring system(TPMS) that illuminates a low tire pressure telltale when one or more of your tires is significantly under-inflated. Accordingly, when the low tire pressure telltale illuminates, you should stop and check your tires as soon as possible, and inflate them to the proper pressure. Driving on a significantly under-inflated tire causes the tire to overheat and can lead to tire failure. Under-inflation also reduces fuel efficiency and tire tread life, and may affect the vehicle's handling and stopping ability.

Please note that the TPMS is not a substitute for proper tire maintenance, and it is the driver's responsibility to maintain correct tire pressure, even if under-inflation has not reached the level to trigger illumination of the TPMS low tire pressure telltale.

Your vehicle has also been equipped with a TPMS malfunction indicator to indicate when the system is not operating properly. The TPMS malfunction indicator is combined with the low tire pressure telltale. When the system detects a malfunction, the telltale will flash for approximately one minute and then remain continuously illuminated. This sequence will continue upon subsequent vehicle start-ups as long as the malfunction exists.

When the malfunction indicator is illuminated, the system may not be able to detect or signal low tire pressure as intended. TPMS malfunctions may occur for a variety of reasons, including the installation of replacement or alternate tires or wheels on the vehicle that prevent the TPMS from functioning properly. Always check the TPMS malfunction telltale after replacing one or more tires or wheels on your vehicle to ensure that the replacement or alternate tires and wheels allow the TPMS to continue to function properly.

## Tire pressure display in the instrument cluster

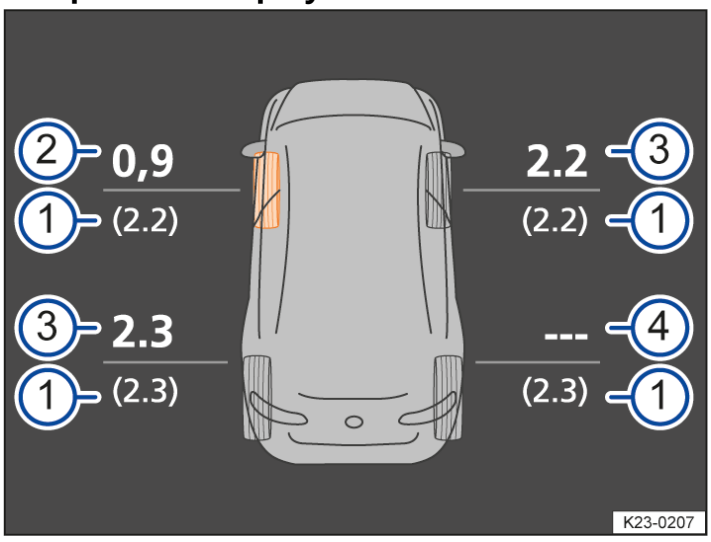



Fig. 1 Indicator in the instrument cluster display or Infotainment system: current tire pressures (general example).

(1) Specified pressure in bar.

(2) Loss of pressure in the left front tire.

(3) Actual pressure in bar.

(4) System malfunction in the right rear tire.

1. Open the Vehicle settings menu *(→ Vehicle settings menu)*.

   Or: open the Vehicle status menu in the instrument cluster display.

   The vehicle is shown with the actual and specified pressures for all tires *→ fig. 1*.

When the ignition is switched on, the display initially shows the tire pressures that were last received by the system. When you begin driving, the display will update.

If the tire pressure is too low or the pressure is reduced briefly, the affected tires are highlighted *→ fig. 1*.

A message will also appear in the instrument cluster display if there is a pressure loss or a puncture *(→ Tire Pressure Monitoring System)*.

The sensors do not send any tire pressures when the tires are not moving. This helps to conserve the sensor batteries.

If no tire pressures are sent, the last tire pressures received will be shown in grey.

If a tire set that does not contain tire pressure sensors or whose tire pressure sensors are not compatible with the vehicle is installed, the (!) indicator light will blink for about one minute and then stay on. The tire pressures will not be monitored. It is not possible to switch the system off.

Follow the local applicable legal regulations regarding the tire pressure monitoring system.

**WARNING**

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

- Always stay attentive and do not rely solely on the tire pressure monitoring system. The driver is always responsible for maintaining the correct tire pressures.
- Observe the system limitations *(→ Tire Pressure Monitoring System)*.
- Regularly check the tire pressure when the tires are cold and always maintain the specified pressures as stated on the tire inflation pressure label for the tires fitted on the vehicle *(→ Tire pressure)*.
- Check the tires regularly for signs of wear or damage and replace worn or damaged tires immediately.
- Never exceed the maximum permissible speed and tire load specified for the tires fitted to your vehicle.

**WARNING**

If you drive with insufficient tire pressure, the tire could become so hot that the tread could separate, the tire could rupture, and you could lose control of the vehicle.

Tire pressure that is too high or too low shortens the service life of the tire and affects driving behavior.

Different tire pressures or low tire pressures can increase tire wear, decrease vehicle stability, increase braking distance, and result in tire damage, tire failure and loss of vehicle control.

This can cause serious accidents and fatal injuries.

- Always pay attention to the warnings given by the tire pressure monitoring system. If the (!) warning light turns on, stop the vehicle immediately but safely with regard for other traffic and check all of the tires *(→ Tire pressure)*.
- The driver is responsible for maintaining the correct tire pressure. Regularly check the tire pressure when the tires are cold and always maintain the specified pressures as stated on the tire inflation pressure label for the tires fitted on the vehicle *(→ Tire pressure)*. The tire pressure monitoring system can only function correctly when all tires are inflated to the correct pressure when they are cold.

- If the tire is not “flat” and the tire does not need to be replaced immediately, drive slowly to the nearest authorized Volkswagen dealer or authorized Volkswagen Service Facility to have the tire pressure checked and corrected *(→ Tire pressure)*. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

**WARNING**

Excessive speeds and vehicle overloading can cause overheating, sudden tire damage(including tire blow-outs) and separation of the tread.

This can cause accidents and fatal injuries.

- Never exceed the maximum load for the tires fitted *(→ Tire labeling and tire classifications)*.
- Never exceed the maximum permitted speed for the tires fitted *(→ Tire labeling and tire classifications)*.

Low tire pressure increases fuel consumption and tire wear.

New tires may expand slightly the first time they are driven at high speeds, which can trigger a tire pressure warning.

Only replace old tires with tires that have been approved by Volkswagen for the vehicle model.

Do not solely rely on the tire pressure monitoring system. Inspect the tires regularly to make sure the tire pressure is correct and check the tires for any signs of damage, such as punctures. Remove any objects stuck in the tire tread as long as they have not punctured the inside of the tire.

## Limitations of the Tire Pressure Monitoring System

### Regular Maintenance

The tire pressure monitoring system is not intended to replace regular inspection and maintenance of the tires. The driver is responsible for ensuring that the correct tire pressure is used at all times, even if the tire pressure monitoring system is not showing a warning that the tire pressure is too low.

The tire pressure of all tires must be checked once a month when the tires are cold and must correspond to the vehicle manufacturer's specifications on the tire inflation pressure label.

This also applies to the tire pressure of the spare wheel or compact spare wheel.

The recommended tire pressure of the tire sizes approved by Volkswagen for the vehicle type is indicated on the tire pressure label *(→ Tire pressure)*.

### Transmission Malfunction

Transmitters that operate in the same band as the tire pressure sensors can temporarily stop the system from working properly *(→ Tire Pressure Monitoring System)*.

### Spare wheel or compact spare wheel

The pressure of the spare wheel or compact spare wheel in the vehicle trunk is not monitored. The wheels in the luggage compartment are in idle mode.

*NOTICE*

Handling the tire valves incorrectly can damage the pressure sensors and stop the tire pressure monitoring system from working properly.

- The pressure sensors are installed on special aluminum valves that are fixed in place. When filling and checking the tire pressure, do not bend the valves “into position”.
- The valves and sensors can be damaged if valve caps are missing. For this reason, always make sure all valve caps

are fully tightened when driving.

- Do not use metal valve caps.
- Do not use “comfort valve caps”, because these do not form a seal and the sensors could be damaged. “Convenience valve caps” are valve caps that do not need to be unscrewed to inflate the tires.

## Adjusting the Tire Pressure Monitoring System settings

### Selecting the specified pressures for a vehicle with a partial or a full load

The tire pressure must be checked and adapted after each relevant change in the vehicle load. The recommended tire pressure for the vehicle and the vehicle load is shown on the tire inflation pressure label *(→ Tire pressure)*.

If the tire pressure has been adapted to the vehicle load, the current vehicle load must be set for the TPMS . This will update the target pressures to pressures that apply to the vehicle load.

1. Switch the ignition on.
2. Switch the Infotainment system on.
3. Open the app overview in the Infotainment system.
4. Tap Vehicle.
5. Tap Vehicle (left-hand side).
6. Select Tires in the menu.
7. Select the Loading menu item.
8. Select the load condition.

The values read by the pressure gage when inflating the tires may differ from the values detected by the TPMS . The TPMS is more accurate!

### Selecting the tire size (vehicle-dependent)

When changing to a tire in a different size, it may be necessary to adapt the specified pressure of the Tire Pressure Monitoring System to the new tires. If no adaptation is needed, the selection menu will not be available.

1. Switch the ignition on.
2. Switch the Infotainment system on.
3. Open the app overview in the Infotainment system.
4. Tap Vehicle.
5. Tap Vehicle (left-hand side).
6. Select Tires in the menu.
7. Select the right tire size.

If tires in a size that was not intended at the factory are installed, the specified pressure for these tires can be set by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

# Troubleshooting the Tire Pressure Monitoring System

## Tire pressure warning

The yellow indicator light turns on.

The Puncture message is displayed in the instrument cluster.

The pressure of one or more tires is below 1.4 bar (20 psi/140 kPa) or there is a critical loss of tire pressure.

1. Stop the vehicle immediately where it is safe to do so. Only turn the steering wheel slightly and slowly, and brake carefully.
2. Check the tires for visible damage .
3. If there is no visible damage on the tires, drive at reduced speed to the nearest gas station and check the tire pressure. Adjust it if necessary.
4. If one of the tires is damaged, change the damaged wheel *(→ Wheel change)*. If necessary, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

   Or: Seal the damaged tire with the tire mobility set and inflate it with air *(→ Tire mobility set)*.

The yellow indicator light turns on.

The message Tire pressures too low is displayed in the instrument cluster.

This warning indicates a critical loss of pressure in at least one tire.

1. Drive on carefully and go to the nearest gas station immediately. Only turn the steering wheel slightly and slowly, and brake carefully.
2. Check the pressure in all tires and adjust it if necessary *(→ Tire pressure)*.
3. If the tires cannot maintain the tire pressure, get the tires replaced.

   Or: replace the damaged wheel with a spare wheel or compact spare wheel and contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility .

   Or: seal the damaged tire with the tire mobility set and contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility .

The message Check tire pressures is displayed in the instrument cluster.

The warning indicates a minor loss of pressure in at least one tire.

1. Avoid driving long distances and at high speeds when the message is displayed.
2. Check the pressure in all tires and adjust it if necessary *(→ Tire pressure)*.

## Tire pressure monitoring system malfunction

The yellow indicator light flashes for approximately one minute and then stays on.

The message Temporary system malfunction is displayed in the instrument cluster.

One or more tires with tire pressure monitoring sensors were installed but not detected.

1. Drive for a few minutes until the indicator light turns off.

One or more tires without tire pressure monitoring sensors were installed or a tire pressure monitoring sensor is malfunctioning.

1. Install tires with functioning tire pressure monitoring sensors.

There is a malfunction between a sensor and the system. Because of overlap among sensors that function in the same frequency range, the system function may be temporarily impaired.

1. Switch off or avoid using sources of interference, such as mobile devices, remote controls, or children's toys.

The yellow indicator light flashes for approximately one minute and then stays on.

The message Static system malfunction is displayed.

No tire pressure sensors have been detected or the system is damaged.

1. Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

## Introduction

Only change the wheel yourself if the vehicle is parked securely, you are familiar with the safety precautions and the necessary procedures and you have the necessary tools. Some vehicles are delivered from the factory without a vehicle jack and lug wrench. In such cases, have the wheel changed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If the vehicle is delivered ex works with a jack, this jack may only be used if one wheel on the vehicle has been damaged and needs to be replaced. If both tires on one side of the vehicle, or both tires on one axle, or all tires are damaged, do not use the jack delivered ex works. Instead, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

You must carry out the following steps to change a wheel.

1. Prepare the vehicle for the wheel change *(→ Wheel change)*.
2. Depending on the vehicle and vehicle equipment, remove the subwoofer *(→ Subwoofer)*.
3. Take out the spare wheel *(→ Spare wheel and compact spare wheel)*.
4. Remove the wheel hub cover or wheel bolt caps *(→ Wheel covers)* *(→ Wheel bolt caps)*.
5. Loosen the wheel bolts *(→ Wheel bolts)*.
6. Jack up the car *(→ Vehicle jack)*.
7. Remove the damaged wheel and fit the spare wheel or compact spare wheel *(→ Wheels and tires)*.

**⚠ WARNING**

It can be dangerous to change a wheel at the roadside.
If the vehicle and work area are not secured properly, serious accidents and fatal injuries may occur.

- Only carry out the wheel change yourself if you are familiar with the necessary steps. Instead, seek assistance from an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Stop the vehicle as soon as it is safe to do so.
- To reduce the risk of the vehicle moving unintentionally, park the vehicle properly at a safe distance from moving traffic *(→ Parking)*.
- Set the electronic parking brake.
- Move all passengers, particularly children, to a safe distance away from the working area on the side facing away from moving traffic.
- Switch on the emergency flashers to warn other road users and set up the warning triangle.
- Only jack up the vehicle on level, firm ground. Sloped or soft ground can cause the vehicle to slip off the jack. If necessary, place a large, stable surface under the jack.
- If you are on a slippery surface such as tile, place a non-slippery object such as a rubber mat on the ground to

prevent the jack from slipping.
- Only use suitable and undamaged tools for wheel changes.
- After changing a wheel, immediately check the tightening torque of the wheel bolts with an undamaged torque wrench that is functioning correctly.
- If your vehicle is equipped with a Tire Pressure Monitoring System, you must recalibrate the system immediately after a wheel is changed *(→ Tire Pressure Monitoring System)*.

## Preparing Your Vehicle

Checklist

Always perform the following steps in the specified order to prepare for a wheel change→ ⚠:

1. Park the vehicle a safe distance from moving traffic. Observe all important information on parking when doing so *(→ Parking)*. The ground must be level and firm. Sloped or soft ground can cause the vehicle to slip off the jack. If necessary, place a large, stable surface under the vehicle jack.
2. Switch on the emergency flashers *(→ Center console)*.
3. Have all vehicle occupants exit the vehicle on the side facing away from traffic and move to a safe area, such as behind a guard rail. Follow the local regulations regarding wearing a reflective vest.
4. Set up the warning triangle to warn others on the road about the vehicle.
5. Adjust the steering wheel so that the wheels are not pointing straight forward.
6. Block the tire that is diagonal from the one you will be changing with a stone, chocks, or another suitable object.
7. In trailer mode: Disconnect the trailer from the towing vehicle and park it .
8. If the luggage compartment is full: remove the contents from the luggage compartment.
9. Remove the collapsible spare wheel, full-size spare wheel or compact spare wheel and the vehicle tool kit from the luggage compartment.

**⚠ WARNING**

Failing to heed this checklist that is provided for your own safety can cause accidents and serious injuries.
- Always follow the tasks in the checklist.
- Observe the general safety precautions.

# Subwoofer

The subwoofer is located on the wheel recess under the luggage compartment floor. Never repair or remove the subwoofer yourself.

*NOTICE*

Leaking liquids in the luggage compartment can damage the subwoofer.

- Immediately remove any spilled liquids, e.g. with a dry cloth.

# Removing the spare wheel or compact spare wheel




Fig. 1 Under the luggage compartment floor: handwheel to secure the spare wheel or compact spare wheel.

## Removing the spare wheel or compact spare wheel

1. Open the trunk lid.
2. Lift up or remove the luggage compartment floor.
3. If present, lift up and remove the carpet.
4. Remove the vehicle tool kit with the container.
5. Turn the handwheel in the center of the spare wheel all the way counterclockwise.
6. Remove the spare wheel or compact spare wheel.

## Stowing the removed tire

1. If the removed wheel fits in the spare wheel well: place the removed wheel with the front of the rim facing down into the spare wheel well so that the center hole on the rim is directly above the hole or the threaded pin.

   If the removed wheel does not fit in the spare wheel well, securely stow the wheel in the luggage compartment on the luggage compartment floor.
2. Turn the handwheel clockwise on the threaded pin until the removed wheel is securely fastened.
3. Place the vehicle tool kit back in the container and stow it in the luggage compartment.
4. Place the carpet (if there is one) in the luggage compartment.
5. Reinsert the luggage compartment floor.
6. Close the trunk lid.

## If the spare wheel is different from the regular tires

If the spare wheel is different from the regular wheels, then the spare wheel must only be used in the event of a vehicle breakdown and only for a short period of time →⚠.

Note the driver information:

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

— Avoid hard acceleration, heavy braking, and fast cornering.

— Do not use snow chains on the compact spare wheel *(→ Snow chains)*.

— After installing the spare wheel or compact spare wheel, check the tire pressure as soon as possible *(→ Tire pressure)*.

The tire pressure of the spare wheel or compact spare wheel must be checked every time the tire pressure of the regular wheels is taken, or at least once a month. The tire pressure of the spare wheel or compact spare wheel when the tires are cold must correspond to the details on the tire inflation pressure label *(→ Tire pressure)*.

**⚠ WARNING**

Incorrect handling of the spare wheel or compact spare wheel can result in loss of vehicle control, serious accidents or death.

- Never use the spare wheel or compact spare wheel if it is damaged or if it is worn down to the wear indicator.
- If the spare wheel is different from the regular wheels or you are using a compact spare wheel, never drive faster than 80 km/h (50 mph).
- Some vehicles may be equipped with a compact spare wheel instead of a spare wheel. The compact spare wheel can be identified by a label stating “80 km/h” or “50 mph”. This label indicates the permitted maximum speed at which the tire may be driven. Do not cover the sticker while the wheel is in use.
- Never drive more than 200 km(125 miles) with a temporary compact spare wheel fitted to the drive axle.
- Avoid hard acceleration, hard braking, and driving fast around curves.
- Replace the compact spare wheel as soon as possible with a regular wheel. The spare wheel is only intended for short-term use.
- Always secure the compact spare wheel with the wheel bolts supplied by the factory.
- Never drive with more than one compact spare wheel.
- Never drive with more than one spare wheel that differs from the regular tires.
- After mounting the spare wheel or compact spare wheel, check the tire pressure as soon as possible *(→ Tire pressure)*.
- Do not use snow chains on the compact spare wheel.
- Never mount a compact spare wheel on the rear axle when in trailer mode .

# Removing and Fitting Wheel Hub Covers

## Removing wheel hub covers




Fig. 1 Remove the wheel hub cover.

The full wheel covers protect the wheel bolts and must be reattached after a wheel change.

1. Take the extraction hook out of the vehicle tool kit *(→ Vehicle tool kit)*.
2. Engage the extraction hook in one of the openings on the wheel hub cover.

3. Remove the wheel hub cover with extraction hook in the direction of the arrow. If necessary, use a lug wrench for removal → *fig. 1*.

### Installing the full wheel cover

1. Make sure the anti-theft wheel bolts are positioned correctly *(→ Wheels and tires)*.
2. Press the full wheel cover onto the rim so that the opening for the valve aligns with the tire valve. Make sure that the entire outer edge of the cover is secured.

**WARNING**

Unsuitable wheel covers and assembling wheel covers incorrectly can cause accidents and serious injuries.
Wheel covers that are installed incorrectly can loosen while driving and endanger other road users.
- Do not use damaged hubcaps.
- Check whether the wheel hub cover is securely engaged all the way around.

**WARNING**

Hubcaps that are installed incorrectly can cause the air supply for cooling the brakes to be interrupted or reduced. This also applies when wheel covers are retrofitted. An insufficient air supply can cause the braking distance to increase significantly.
This can cause accidents and fatal injuries.
- Check whether the cut-out for the tire valve in the wheel hub cover is in the right position.
- Check whether the wheel hub cover is securely engaged all the way around.

*NOTICE*

The wheel hub cover might be screwed on tightly and may be damaged if it is pulled off.
- Do not use force to remove tightly screwed wheel hub covers.

## Removing and Fitting the Wheel Bolt Caps

### Removing the Caps




Fig. 1 Remove the caps from the wheel bolts.

The caps are for protecting the wheel bolts and must be completely reattached after a wheel change.

1. Take the extraction hook out of the vehicle tool kit *(→ Vehicle tool kit)*.
2. Insert the extraction hook into the opening in the cap.

3. Remove the cap with extraction hook in the direction of the arrow→ *fig. 1*.

### Putting on Caps

1. Push the cap all the way onto the wheel bolts.

The anti-theft wheel bolt has a separate cap. This cap only fits on the anti-theft wheel bolt and not on conventional wheel bolts.

## Loosening wheel bolts




Fig. 1 Loosening wheel bolts.

Use a suitable lug wrench to loosen the wheel bolts.

Only loosen the wheel bolts a few turns while the vehicle is not raised with the vehicle jack.

1. Slide the lug wrench all the way onto the wheel bolt.
2. Hold the end of the lug wrench and turn the wheel bolt about one turn counterclockwise→ ⚠.

If a wheel bolt cannot be loosened, carefully press on the end of the lug wrench using your foot. Hold onto the vehicle firmly while doing this and make sure you have secure footing.

### Loosening anti-theft wheel bolts

1. Remove the adapter for anti-theft wheel bolts from the vehicle tool kit.
2. Slide the adapter all the way onto the anti-theft wheel bolt.
3. Slide the lug wrench all the way onto the adapter.
4. Hold the end of the lug wrench and turn the wheel bolt about one turn counterclockwise→ ⚠.

If a wheel bolt cannot be loosened, carefully press on the end of the lug wrench using your foot. Hold onto the vehicle firmly while doing this and make sure you have secure footing.

**⚠ WARNING**

If the wheel bolts are removed or loosened by more than one rotation before the vehicle is jacked up, the wheel could fall off and the vehicle might tip.

This can result in serious injuries.

- Only loosen the wheel bolts about one turn while the vehicle is not lifted with the jack.
- Never place any part of your body, such as your arm, under the vehicle while you loosen the wheel bolts.

# Raising the vehicle with the vehicle jack

## Lift points




Fig. 1 On the side sill: markings for the jack lift points.

The vehicle jack must only be positioned at the reinforced areas on the underbody that are located behind the markings on the vehicle body → *fig. 1*. Always use the lift point that is nearest to the wheel you are changing→ ⚠.

## Positioning the vehicle jack

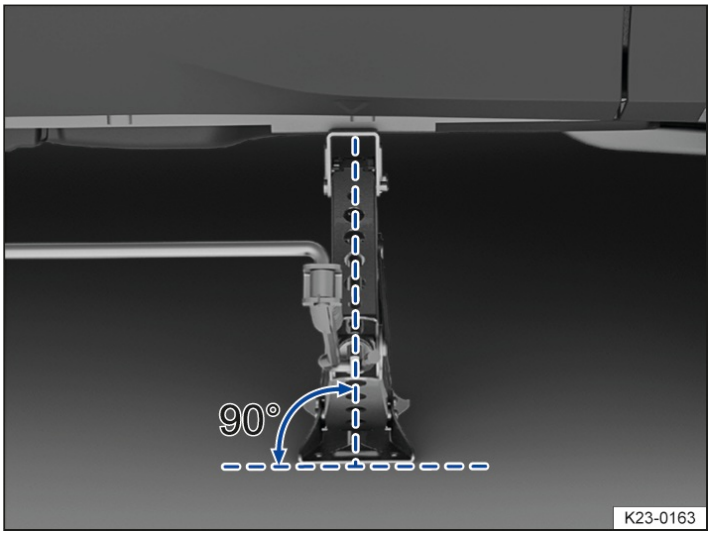



Fig. 2 Correct jack setup.

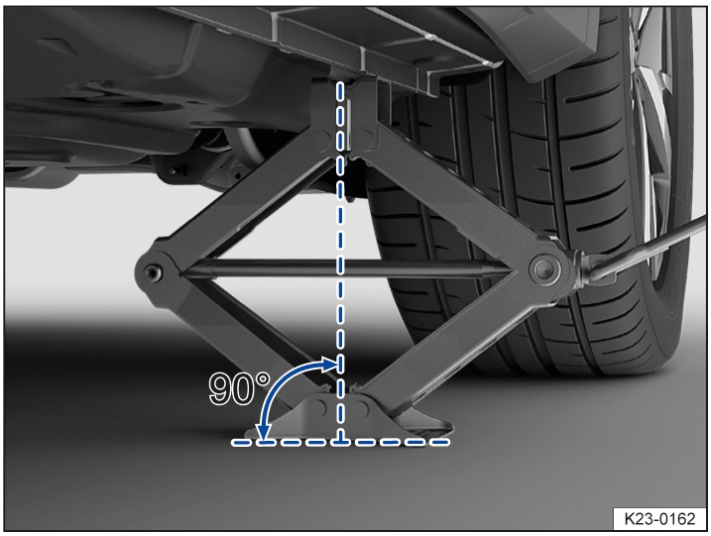



Fig. 3 On the left side of the vehicle at the rear: jack in position.

Checklist

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

1. Position the hand crank in the mount on the jack.
2. Find the vehicle lift point → *fig. 1* under the vehicle that is closest to the wheel you will be changing.
3. Crank the jack upward so that it is still positioned under the vehicle lift point.
4. Make sure the entire base of the jack is seated securely on the ground and that the base of the jack is located exactly directly below the lift point → *fig. 2* and → *fig. 3*.
5. Straighten the jack and continue cranking the claw on the top of the jack upward until the claw is positioned on the jacking point under the vehicle → *fig. 3*.
6. Continue raising the vehicle jack until the wheel is lifted off the ground.

**⚠ WARNING**

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

- Always follow the tasks in the checklist.
- Observe the general safety precautions.

**⚠ WARNING**

Using the vehicle jack incorrectly can cause the vehicle to slip from the jack, resulting in serious injuries or death.

- Never raise the vehicle if more than one wheel is damaged.
- Never jack up the vehicle when the engine is running.
- Never start the engine if the vehicle is raised. Engine vibrations could cause the vehicle to fall off the jack.
- Only place the vehicle jack at the lift points described. The bracket on the vehicle jack must firmly grip the sill → *fig. 3*.
- Only use jacks that are approved by Volkswagen for the vehicle. Other vehicle jacks, including those approved for other Volkswagen models, could slip.
- Only jack up the vehicle on level, firm ground. Sloped or soft ground can cause the vehicle to slip off the jack. If necessary, place a large, stable surface under the jack.
- If you are on a slippery surface such as tile, place a non-slippery object such as a rubber mat on the ground to prevent the jack from slipping.
- Never place any part of your body, such as your arm, under the vehicle when it is supported only by the jack. If you must work underneath the vehicle, additionally support the vehicle securely with suitable stands.

# Changing a wheel

## Removing a wheel




Fig. 1 Removing wheel bolts with the lug wrench.

1. Follow the checklist *(→ Wheel change)*.
2. Loosen the wheel bolts *(→ Wheel bolts)*.
3. Raise the vehicle *(→ Vehicle jack)*.
4. Remove loose wheel bolts completely using the lug wrench → *fig. 1* and place the bolts on a clean surface.
5. Remove the wheel.

## Installing a spare wheel or compact spare wheel

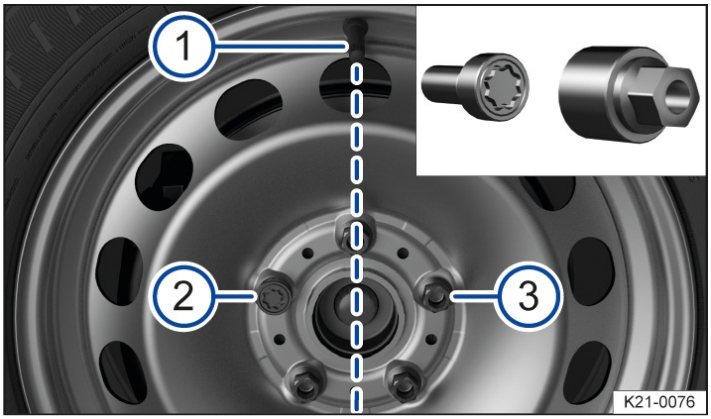



Fig. 2 Make sure the anti-theft wheel bolts are positioned correctly.

1. Note the running direction of the tire *(→ Tire labeling and tire classifications)*.
2. Position the wheel.
3. Install the anti-theft wheel bolt clockwise using the adapter in the correct position and lightly tighten.

   On wheels with full wheel covers, the anti-theft wheel bolt must be fitted in position → *fig. 2* (2) or (3), based on the position of the tire valve (1). Otherwise, it will not be possible to install the full wheel cover.
4. Screw in the other wheel bolts clockwise, tightening them slightly.
5. Lower the vehicle with the vehicle jack.
6. Tighten each wheel bolt securely clockwise with the lug wrench → ⚠. Do not go in order around the wheel while doing this, but rather always switch to a wheel bolt on the opposite side.
7. Fit the caps or hubcap *(→ Wheel covers)* *(→ Wheel bolt caps)*.

## After a wheel change

1. Clean the vehicle tool kit and place it back in the foam piece in the luggage compartment.
2. Stow the old wheel securely in the luggage compartment.
3. Get the tightening torque of the wheel bolts checked as soon as possible at the nearest authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
4. Get the damaged tires replaced as soon as possible.

## Wheel bolt tightening specification

Tightening specification for wheel bolts in steel and aluminum alloy rims:

— 140 Nm (103 ft-lbs).

Wheel bolts that are corroded and difficult to turn must be replaced and the threads in the wheel hub must be cleaned before checking the tightening torque.

Never grease or oil the wheel bolts and the threads in the wheel hub.

Check the tightening torque using a functioning torque wrench immediately after changing a wheel.

**WARNING**

If the wheel bolts are not tightened enough to meet the specification, the wheel bolts and consequently the wheel could come loose while driving. Exceeding the tightening specification could damage the wheel bolts and threads.

Wheel bolts that are tightened incorrectly or missing could cause you to lose control of the vehicle and lead to serious accidents and fatal injuries.

- Always tighten the wheel bolts to the correct tightening torque. If you do not have a torque wrench, tighten the wheel bolts with the lug wrench and then have the tightening torque checked as soon as possible by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Never drive with missing or loose wheel bolts.
- Always use wheel bolts that are correct for the rim and the vehicle model.
- Never grease or oil the wheel bolts and the threads in the wheel hub. Even when tightened to the specification, they could become loose while driving.
- Ensure the wheel bolts and threads in the wheel hubs are clean, easy to move and free of oil and grease.
- Never loosen the bolts on rims with a bolted rim ring.

**WARNING**

Incorrect wheel bolts can loosen while driving and cause loss of vehicle control, serious accidents, and fatal injuries.

- Always use wheel bolts that are correct for the rim and the vehicle model.
- Never use different wheel bolts.

The tire pressure monitoring system indicator light may indicate a system malfunction after a wheel is changed *(→ Tire Pressure Monitoring System)* *(→ Tire Pressure Monitoring System)*.

If the dimensions of the new tires do not match the dimensions of the tires that have been removed and require a different cold tire pressure, you will need to adapt the tire pressures for the tire pressure monitoring system *(→ Tire Pressure Monitoring System)*.

## Introduction

The tire mobility set can be used to temporarily and reliably seal tire damage in the tread surface that was caused by foreign objects or punctures up to approximately 6 mm (approx. 15/64 in) in diameter. Do not remove the foreign body, such as a screw, from the tire!

Once the sealant has been filled into the tire, check and adjust the tire pressure again approx. 10 minutes after commencing driving.

If more than one vehicle tired is damaged, seek advice from an authorized Volkswagen dealer or authorized Volkswagen Service Facility. The tire mobility set is only designed to fill one tire.

Only use the tire mobility set when the vehicle is safely parked and you are confident of the necessaries skills and safety precautions! Otherwise, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

### The tire sealant must not be used:

— When the wheel rim is damaged.

— In outside temperatures of below -30 °C (-22 °F).

— For cuts or punctures in the tire that are larger than 6 mm(approx. 15/64 in).

— If you have driven with a very low tire pressure or an empty tire.

— If the tire filler bottle is past its use-by date.

— If a foreign body has been removed from the tire.

**WARNING**

It can be dangerous to use the tire mobility set at the roadside.

If the vehicle and work area are not secured properly, serious accidents and fatal injuries may occur.

- Only use the tire mobility set yourself if you are familiar with the necessary steps. Instead, seek assistance from an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Stop the vehicle as soon as it is safe to do so.
- Park the vehicle a safe distance from moving traffic *(→ In case of an emergency)* *(→ Parking)*.
- Make sure the vehicle is on level and solid ground.
- All passengers, especially children, must keep a safe distance and be clear of the work area.
- Switch on the emergency flashers to warn other road users and set up the warning triangle.
- When using the tire mobility set, never raise the vehicle using a jack, even if the jack is approved for the vehicle.

**WARNING**

A tire filled with sealant does not have the same driving characteristics as an undamaged tire.

Over-stressing a sealed tire may result in serious accidents and fatal injuries.

- Never drive faster than 80 km/h(50 mph).
- Avoid hard acceleration, hard braking, and driving fast around curves.
- Drive at a maximum of 80 km/h(50 mph) for no more than 10 minutes and then check the tire.
- Tires sealed with the tire mobility set should be replaced immediately. The tire mobility set is only intended for emergency use in order to reach the nearest authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

**CAUTION**

The sealing agent can be harmful if it comes into contact with your skin.

- If the sealing agent comes into contact with your skin, clean it off immediately with a cloth or other suitable item.
- Store the tire mobility set out of the reach of children.

Dispose of used or out-of-date sealant in accordance with statutory requirements.

Your authorized Volkswagen dealer or authorized Volkswagen Service Facility can provide you with a new tire inflation bottle. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Read the separate operating instructions provided by the tire mobility set manufacturer.

## Preparing Your Vehicle

### Checklist

Always carry out the following tasks in the specified order→ ⚠.

1. Park your vehicle a safe distance from traffic and on level and firm ground. Observe all important information on parking when doing so *(→ Parking)*.
2. Switch on the emergency flashers *(→ Center console)*.

3. Have all vehicle occupants exit the vehicle on the side facing away from traffic and move to a safe area, such as behind a guard rail. Follow the local regulations regarding wearing a reflective vest.
4. Set up the warning triangle to warn others on the road about the vehicle.
5. Check whether a repair with the tire mobility set is possible *(→ Tire mobility set)*.
6. In trailer mode: Disconnect the trailer from the towing vehicle and park it .
7. If the luggage compartment is full: remove the contents from the luggage compartment.
8. Remove the tire mobility set from the luggage compartment.
9. Do not remove the foreign body, e.g. screw, from the tire.

**WARNING**

Failing to heed this checklist that is provided for your own safety can cause accidents and serious injuries.
- Always follow the tasks in the checklist.
- Observe the general safety precautions.

## Sealing and pumping up tires

The tire mobility set is located in the luggage compartment under the luggage compartment floor.

### Sealing tires

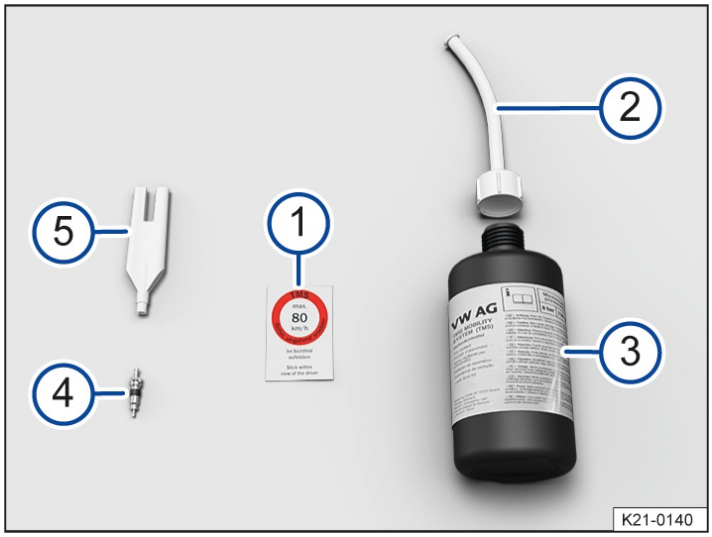



Fig. 1 Components of the tire mobility set(general example).

(1) Label with the speed specification “max. 80 km/h” or “max. 50 mph”.
(2) Tire inflation hose with plug
(3) Tire filler bottle
(4) Replacement valve insert
(5) Valve insert tool

The valve insert tool → *fig. 1* (5) has a slot on the bottom end where the valve insert will fit. Only in this way can the valve insert be removed from the tire valve and reinstalled. This also applies to the replacement valve insert (4).

1. Stick the label from the tire mobility set → *fig. 1* (1) in the field of vision of the driver on the instrument panel.

2. Unscrew the valve cap from the tire valve.
3. Use the valve insert remover → *fig. 1* (5) to remove the valve insert from the tire valve and place it on a clean surface.
4. Shake the tire inflation bottle → *fig. 1* (3) vigorously back and forth a few times.
5. Attach the tire inflation hose → *fig. 1* (2) to the tire inflation bottle by screwing it on firmly in a clockwise direction. This automatically tears the film on the seal.
6. Remove the sealing plug from the tire inflation hose→ *fig. 1* (2) and insert the open end fully onto the tire valve.
7. Hold the bottle with the base pointing upward and fill all the sealing agent from the tire inflation bottle into the tire.
8. Remove the empty tire inflation bottle from the valve.
9. Use the valve insert remover to screw the valve insert→ *fig. 1* (5) back into the tire valve.

## Pumping up tires

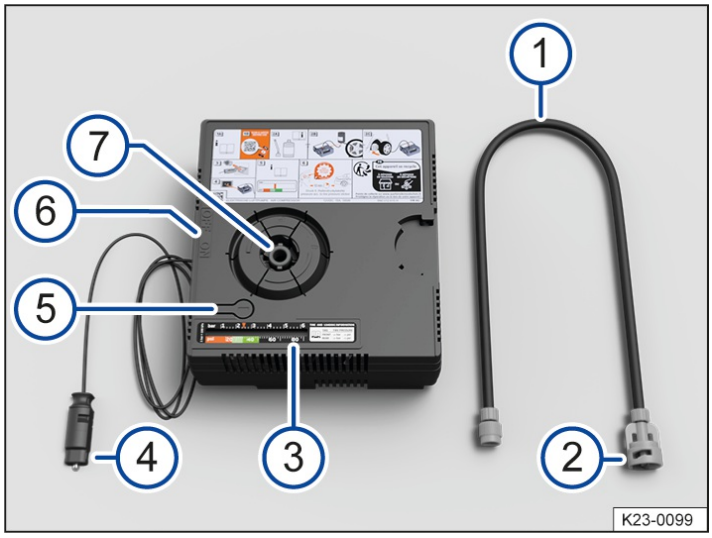



Fig. 2 Compressor in the tire mobility set (general example).

(1) Tire inflation hose
(2) Wing nut.
(3) Tire pressure gauge
(4) 12 V cable connector
(5) Air vent button.
(6) ON and OFF switch
(7) Holder for tire inflation hose.

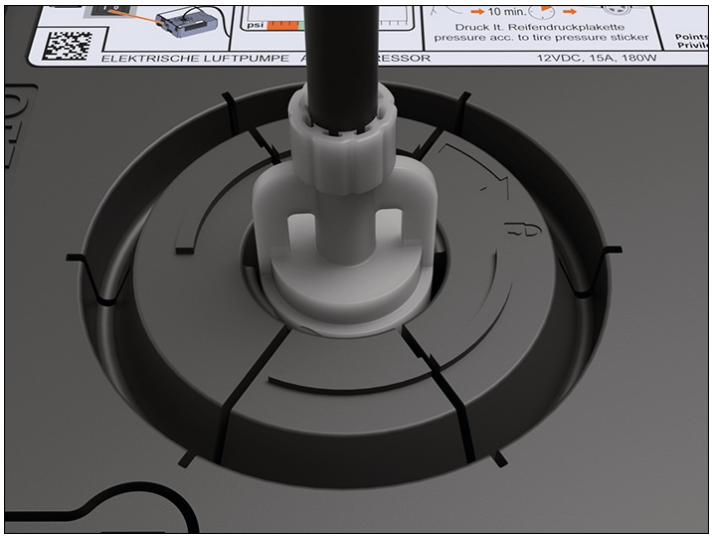



Fig. 3 Attach the tire inflation hose.

The compressor from the tire mobility set may be operated at the 12 V socket, even if the power specification on the compressor label exceeds the maximum power draw of the socket.

1. Remove the tire inflation hose → *fig. 2* (1) from the rear of the compressor.
2. Insert the tire inflation hose → *fig. 2* (1) with the wing nut (2) into the holder for the tire inflation hose (7) so that the wing nut points to .
3. Turn the wing nut → *fig. 2* (2) clockwise until the wing nut points to → *fig. 3*.
4. Screw the tire filler hose → *fig. 2* (1) of the compressor firmly onto the tire valve.
5. Start the vehicle's engine and let it run.
6. Insert the 12-volt plug → *fig. 2* (4) into a 12-volt-socket in the vehicle *(→ Sockets)*.
7. Switch the compressor on with the ON and OFF switch → *fig. 2* (6).
8. Leave the compressor running until 2.0 – 2.5 bar (29 – 36 psi/200 – 250 kPa) is reached.
9. Switch off the compressor.

If a tire pressure of 2.0 – 2.5 bar (29 – 36 psi/200 – 250 kPa) cannot be reached:

1. Unscrew the tire inflation hose from the tire valve.
2. Drive the vehicle around 10 meters (approx. 33 ft) forward or backward so that the sealing agent is distributed in the tire.
3. Firmly screw the tire filler hose of the compressor back onto the tire valve and repeat the inflation process.
4. If the required tire pressure still cannot be achieved, the tire is too badly damaged. The tire cannot be sealed with the tire mobility set. Do not continue driving → ⚠. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

Continuing Your Journey

1. Disconnect the compressor and unscrew the tire inflation hose from the tire valve.
2. Immediately drive at a maximum of 80 km/h (50 mph), if a tire pressure of 2.0 – 2.5 bar (29 – 36 psi/200 – 250 kPa) has been reached.
3. After 10 minutes of driving, check the tire pressure.

### Check after 10 minutes of driving

1. Park the vehicle on level and solid ground at the next safe opportunity, in a parking lot for example.
2. Reconnect the tire filler hose → *fig. 2* (1) and read the tire pressure off the tire pressure gage → *fig. 2* (3).

1.3 bar (19 psi/130 kPa) and less:

1. Do not continue driving! The tire cannot be adequately sealed with the tire mobility set → ⚠. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

20 psi/140 kPa (1.4 bar) and above:

1. Readjust the tire pressure to the correct value.
2. Carefully drive to the nearest authorized Volkswagen dealer or authorized Volkswagen Service Facility at a maximum of 80 km/h (50 mph). Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
3. Have the damaged tire replaced at an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

**⚠ WARNING**

The tire inflation hose and the compressor may become hot during pumping and can cause burns if touched.

- Protect your hands and skin from hot parts.
- Do not place the hot tire inflation hose or compressor onto flammable materials.
- Allow the tire inflation hose and compressor to cool before you put them away.

**⚠ WARNING**

If the damaged tire cannot be adequately sealed with the tire mobility set, the tire will lose air while driving. This could cause tire failure, loss of vehicle control, accidents, and serious injuries and death.

- If the tire cannot be pumped to at least 2.0 bar(29 psi/200 kPa), the damage is too great. The sealing agent cannot seal the tire. Do not continue driving and instead seek professional assistance.
- Do not continue driving if the tire pressure is 1.3 bar(19 psi/130 kPa) or less after 10 minutes of driving. Instead, seek professional assistance.

## Tire labeling and tire classifications

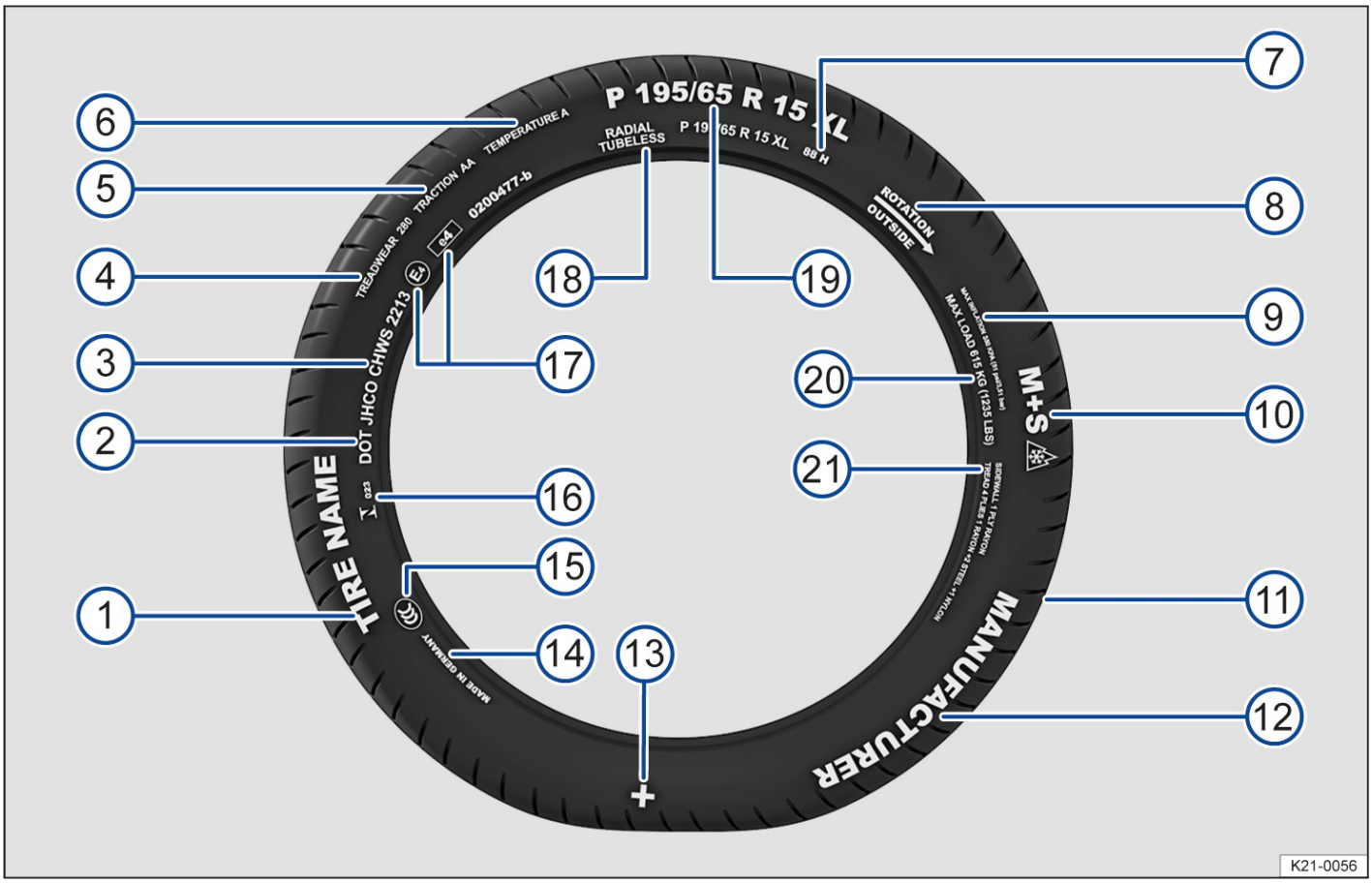



Fig. 1 International tire labeling.

| → *fig. 1* Tire labeling (example), meaning | | |
|---|---|---|
| 1 | *Product name* | Individual manufacturer tire designation. |
| 2 | DOT | The tire conforms to the legal requirements of the Department of Transportation in the USA, which is responsible for tire safety standards. |
| 3 | JHCO CHWS 2213 | Tire identification number (TIN – may only be on the inner side of the tire) and production date: |
| | JHCO CHWS | Code for the factory that produced the tire and specifications from the tire manufacturer for the tire size and tire characteristics. |
| | 2213 | Production date: 22nd week in the year 2013. |
| Information for the end consumer about comparative values for specified base tires (standardized test procedures): | | |
| 4 | TREADWEAR 280 | Relative service life expectancy for the tire, based on a US-specific standard test. A tire with the specification *280* will wear 2.8 times more slowly than a standard tire with a tread wear value of 100. The tire performance depends on the usage conditions and may differ significantly from the standard values depending on the driving behavior, maintenance, different road conditions, and climate conditions. |
| 5 | TRACTION AA | Wet braking capability of the tire (*AA*, *A*, *B* or *C*). The wet braking capability is measured under controlled conditions on certified test courses. Tires marked with *C* have low traction performance. The traction value assigned to tires is based on straight-line traction test and includes neither acceleration and cornering, nor hydroplaning and traction under maximum load. |

| → *fig. 1* Tire labeling (example), meaning | | |
|---|---|---|
| 6 | TEMPERATURE A | ~~traction under maximum load.~~<br>~~Temperature stability of the tire at high speeds on the test stand (*A*, *B* or *C*). Tires~~ marked with *A* and *B* exceed the legal requirements. The temperature rating is based on the tires being inflated to the correct pressure and not overinflated. Excess speed, incorrect tire pressure, and overinflation either alone or in combination can cause heat to build up and cause tire damage. |
| 7 | 88 H | Load index → *Tire load* and speed rating → *Speed rating*. |
| 8 | Rotation and arrow | Tire running direction code → *Unidirectional tires*. |
| | Or: Outside | Code on the outside of the tire → *Asymmetrical tires*. |
| 9 | MAX INFLATION 350 KPA (51 psi/3.51 bar) | US limit for the maximum inflation pressure. |
| 10 | M+S *or* M/S *or* ⛄ | Code for tires that can be used in the winter (mud and snow tires) *(→ Winter tires)*. Studded tires are marked with an *E* after the *S*. |
| 11 | TWI | Indicates the location of the tread wear indicator *(→ Tread depth and wear indicator)*. |
| 12 | *Brand name*, *logo* | Manufacturer. |
| 13 | ⊕ | Symbol for Volkswagen Genuine tires . |
| 14 | Made in Germany | Country of manufacture. |
| 15 | ㊾ | Country-specific code for China (China Compulsory Certification). |
| 16 | ⋈ 023 | Country-specific code for Brazil. |
| 17 | E4 e4 0200477-b | Identification according to international regulations with the number of the country that issued the approval. Approved tires in accordance with ECE regulations are marked with an *E*. Tires in accordance with EU regulations are marked with an *e*. The multi-digit approval number follows that. |
| 18 | RADIAL TUBELESS | Tubeless radial tires. |
| 19 | P 195 / 65 R 15 XL | Size designation:<br>P — Code for passenger vehicles.<br>195 — Tire width from one sidewall to the other in mm.<br>65 — Height and width ratio in %.<br>R — Belt construction code for radial.<br>15 — Rim diameter in inches.<br>XL — Reinforced tires (“Extra Load”). |
| 20 | MAX LOAD 615 KG (1235 LBS) | US load capacity for the maximum load per tire. |
| 21 | SIDEWALL 1 PLY RAYON | Specification for the components of the tire body.<br>1 layer rayon. |
| | TREAD 4 PLIES<br>1 RAYON +<br>2 STEEL + | Specification for the components of the running surface.<br>In the example, there are the following 4 layers under the running surface: 1 rayon layer, 2 steel belts, and 1 nylon layer. |

→ *fig. 1* Tire labeling (example), meaning

1 NYLON

The labeling is on both sides of the tire. In some cases, certain codes may only be on one side of the tire, such as the tire ID number and the production date.

Other digits that may be present are part of the internal labeling from the tire manufacturer or country-specific labeling.

## Low-profile tires

Compared to other tire-rim combinations, low-profile tires offer a wider tread surface and a larger rim diameter with shorter tire sidewalls. Low-profile tires improve handling performance and precision. However, they may reduce the level of comfort when driving on roads in poor condition.

## Unidirectional tires

The sidewalls on unidirectional tires are marked with arrows. The specified running direction must be followed. This ensures the optimum running characteristics.

If a tire is mounted opposite from the specified running direction, drive more carefully because the tire is not being used the way it was designed to be used. The tire must be replaced or mounted in the correct running direction as soon as possible.

## Asymmetrical tires

Asymmetrical tires factor in the behavior of the inner and outer areas of the tread pattern. The sidewalls on asymmetrical tires are marked as the inner and outer side. Maintain the correct position of the tire on the rim.

## Tire load

The tire load index indicates the maximum load of an individual tires in kilograms.

Some examples:

78

425 kg (936 lbs)

81

462 kg (1018 lbs)

83

487 kg (1073 lbs)

85

515 kg (1135 lbs)

87

545 kg (1201 lbs)

88

560 kg (1234 lbs)

91

615 kg (1355 lbs)

92

630 kg (1388 lbs)

93

650 kg (1433 lbs)

95

690 kg (1521 lbs)

97

730 kg (1609 lbs)

99

775 kg (1708 lbs)

100

800 kg (1763 lbs)

101

825 kg (1818 lbs)

102

850 kg (1873 lbs)

103

875 kg (1929 lbs)

104

900 kg (1984 lbs)

## Speed rating

The speed rating indicates the maximum speed that may be driven with the tire.

P

max. 150 km/h (93 mph)

Q

max. 160 km/h (99 mph)

R

max. 170 km/h (106 mph)

S

max. 180 km/h (112 mph)

T

max. 190 km/h (118 mph)

U

max. 200 km/h (125 mph)

H

max. 210 km/h (130 mph)

V

max. 240 km/h (149 mph)

W

max. 270 km/h (168 mph)

Y

max. 300 km/h (186 mph)

Z

above 240 km/h (149 mph), depending on manufacturer also ZR

## Tire load and speed range

Vehicles within the EU and EU member states receive a Certificate of Conformity (COC). The COC contains specifications about the size and diameter as well as load capability and speed range of the tires approved by Volkswagen for the applicable vehicle model.

The model plate will indicate if the vehicle has a COC .

— If the model plate contains a line labeled “Authorization”, then the vehicle has a COC.

— If there is no model plate or the “Authorization” line is not included, then the vehicle does not have a COC.

## Saving maintenance procedures that have been performed (“digital maintenance schedule”)

The certificate of maintenance is saved by suitably qualified professionals in a central system. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility. This transparent documentation of the service history allows you to verify which maintenance work has been performed. Volkswagen recommends receiving a printed record of the maintenance procedures that were performed and stored in the system each time maintenance work is performed.

Having the vehicle maintenance performed regularly not only maintains the value of the vehicle, but also contributes to operational safety and roadworthiness. Therefore, have maintenance procedures performed according to Volkswagen instructions.

Each maintenance is performed on the vehicle, the printed record from the previous maintenance should be replaced with a new record from the current maintenance.

The digital maintenance schedule is not available in some countries. If this is the case, suitably qualified professionals will tell you how the maintenance service is documented. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

## Maintenance procedures

The following information is documented in the digital maintenance schedule by suitably qualified professionals or an authorized Volkswagen dealer or authorized Volkswagen Service Facility:

— When and which service was performed.

— If a repair recommendation was given, for example that the brake pads should be replaced soon.

— If you had special requests for or during maintenance. Your service advisor will note these on the order.

— Which components and operating fluids have been replaced.

— When your next service appointment is.

The LongLife Mobility Guarantee applies until your next inspection that is due. This is documented at every due inspection.

The type and scope of maintenance procedures can vary from vehicle to vehicle. The vehicle-specific maintenance items can be requested from suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

**⚠ WARNING**

Performing inadequate maintenance and disregarding service intervals can cause vehicle breakdowns while driving as well as accidents and serious or fatal injuries.

- Have all maintenance work performed by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Volkswagen is not responsible for damage to the vehicle caused by insufficient maintenance or a lack of available parts.

# Fixed Service Interval or Flexible Service Interval

The service events are divided into either oil change service or inspection service. The service interval display in the instrument cluster serves as a reminder for the due date of the next service event.

Depending on the vehicle equipment, the engine, and the operating conditions, either the fixed service interval or flexible oil change service interval can be used for the oil change service.

The engine codes can be checked via the service menu *(→ Driving data menu)*.

## How do I find out which service type my vehicle has?

You can find out the service type of the vehicle from suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

## Special conditions for the flexible oil change service interval

With the flexible oil change service interval, you only need to have an oil change service performed when your vehicle requires it. The specific operating conditions and the personal driving style are used to calculate the time. A standard feature of the flexible oil change service interval is the use of LongLife engine oil instead of conventional engine oil.

Note the information on engine oil specifications in accordance with the Volkswagen standard .

If you do not want to use the flexible oil change service interval, you can also opt for the fixed service interval. However, a fixed service interval can increase the service costs. Your service advisor will provide you with information.

## Service interval display

Depending on the vehicle equipment, service due dates for your vehicle may displayed in the service interval display in the instrument cluster *(→ Service interval display)* and in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*. The service interval display indicates when services that include an engine oil change or an inspection are due. When the oil change or inspection service is due, other procedures that are also due, such as brake fluid and spark plug replacement, can be performed.

# Information about operating conditions

The specified service intervals and procedures are determined based on normal operating conditions.

Under extreme operating conditions, it is necessary to have some work performed before the next service that is due or between the specified service intervals.

Extreme operating conditions may include:

— Sulfur fuel.

— Frequent short trips.

— Prolonged engine idling, such as taxis.

— Operating in areas with high dust levels

— Frequent use of trailer mode.

— Primarily stop-and-go driving, for example in the city.

— Heavy winter operation.

This especially applies to the following components(depending on the equipment):

— Active combination filters.

— Air Care active combination filters.

— Air filter

— Toothed belt

— Particulate filter

— Engine oil.

The service advisor at your authorized Volkswagen dealer or authorized Volkswagen Service Facility will advise you if your vehicle's operating conditions require procedures to be performed between the regular service intervals.

**WARNING**

Performing inadequate maintenance and disregarding service intervals can cause vehicle breakdowns while driving as well as accidents and serious or fatal injuries.

- Have all maintenance work performed by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Volkswagen is not responsible for damage to the vehicle caused by insufficient maintenance or a lack of available parts.

# Scope of service

All inspection work and maintenance procedures necessary to maintain your vehicle's operational safety and roadworthiness are included in the scope of services (depending on the operating conditions and vehicle equipment, such as engine, transmission, or operating materials). You can find out more information about which jobs are required for your vehicle from suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Or find out from the electronic repairs and workshop information system erWin *(→ Repairs and technical modifications)*.

## Inspection procedures

For example, the following systems can be checked.

*Electrical equipment*

— 12 V vehicle battery: replace if necessary.

— Lighting.

— Horn.

— Headlight adjustment.

— Resetting the service interval display.

*Engine and transmission*

— Exhaust system.

— Transmission and final drive.

— Ribbed belt.

— Cooling system.

— Engine and components in the hood space.

— Engine oil level.

*Suspension*

— Ball joints and tie rods.

— Tires.

— Brake system.

— CV boots.

— Coupling rods and stabilizer bars.

— Tire mobility set.

— Steering.

— Shock absorbers and coil springs.

*Body*

— Roof systems.

— Windshield.

— Vehicle body corrosion.

— Windshield wiper system and windshield washer system.

— Door arrester.

— Underbody.

— Drip rails.

1. Test drive.

### Maintenance procedures

In addition to the inspection procedures, additional maintenance procedures must be performed on your vehicle depending on the operating conditions and vehicle equipment, such as the engine, transmission, and operating materials. These are either *time-dependent* and *mileage-dependent*, or only *time-dependent* or *mileage-dependent*.

For example, the following operating materials or components can be changed.

— Additives.

— Active combination filters.

— Brake fluid.

— Diesel fuel filter.

— Transmission oil and transmission oil filter, if necessary.

— Air filter

— Engine oil and engine oil filter, if necessary.

— Oil in the final drive and differential.

— Particulate filter

— Toothed belt and tensioning roller.

— Spark plugs.

Additional maintenance procedures that are beyond the scope of what is listed can also be performed.

The scope of services may change for technical reasons, for example due to continuous development of components. Suitably qualified professionals can provide up-to-date information about changes. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

## Vehicle care information

Regular, proper care helps to maintain your vehicle.

The longer dirt remains on the surfaces of vehicle components, the more difficult it may be to clean and care for them. Long-term exposure can make it impossible for dirt to be removed.

For questions regarding care products or for vehicle components that are not listed, consult a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Suitably qualified professionals can provide you with suitable accessories. Volkswagen recommends the use of Genuine Volkswagen Accessories, which you can acquire from an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Read and follow the usage instructions on the packaging.

**⚠ WARNING**

Cleaning, impregnating and caring for vehicle components incorrectly can irreparably damage and impair the vehicle's safety equipment, such as the airbag modules. This may cause serious injuries in the event of an accident.

- Always use suitable cleaning agents. More information can be obtained from suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Never use cleaning solutions that contain solvents.
- Clean and maintain vehicle components only according to the manufacturer’s instructions.

**⚠ WARNING**

Cleaning the vehicle incorrectly may result in serious injuries.

- Protect your hands and arms against components with sharp edges, for example when cleaning the inside of the wheel housings.
- Always follow the manufacturer's instructions when using cleaning agents.

**WARNING**

Dirty, foggy, or icy door windows reduce visibility and can impair the vehicle's safety equipment. This can cause accidents and serious or fatal injuries.

- Only drive when there is clear visibility through all windows.
- Do not use water-repellent window solutions on the windshield. This can cause intense glare under poor visual conditions.

**WARNING**

Care products may be poisonous, highly flammable and corrosive. Using care products incorrectly or using unsuitable care products can cause burns and poisoning and may lead to accidents and serious or fatal injuries.

- Note the package insert.
- Only store care products in their sealed original containers.
- Keep children away from all care products.
- Only use care products outside or in well-ventilated areas so that no harmful vapors are inhaled.
- Never use turpentine, engine oil, fuel, nail polish remover, or other highly volatile fluids for vehicle care.

*NOTICE*

Cleaning dirt with aggressive and solvent-based products can cause permanent damage to vehicle equipment, for example even with only brief exposure on seat cushions or decorative parts.

- Do not allow dirt to dry.
- Have stubborn spots removed by a suitably qualified, authorized Volkswagen dealer or authorized Volkswagen Service Facility.

## Washing the vehicle

Washing your vehicle regularly prevents exposure to contamination, which may damage the paint.

Matte-finish vehicles require special care due to the particular properties of the paint.

To ensure that your vehicle is washed correctly and appropriately, note the following information→ , →.

**WARNING**

After the vehicle has been washed, the braking efficiency may be delayed due to damp or (in the winter) icy brake discs and brake pads. This will increase the braking distance. This can cause a loss of vehicle control, accidents, and serious or fatal injuries.

- Press the brake pedal carefully several times to dry the brakes and clear the ice from them, as long as the visibility, weather, road, and traffic conditions permit.

*NOTICE*

Improper car washes can increase the risk of severe vehicle damage.

- Always follow the steps described for vehicle care and cleaning.
- Always follow the manufacturer's instructions.
- Do not wash the vehicle in direct sunlight.

*NOTICE*

Wet vehicle components may freeze in cold weather, which will stop them from working properly.

- In cold weather, never direct a jet of water at locks, doors, or the trunk lid.

### Removing stubborn dirt on matte paint

— Soak insects or bird excrement that have adhered to the surface immediately with water and spray with a special cleaner for matte paint.

— Remove tar splashes on the paint surface with commercially available tar removers. Residue must not be removed by intensive rubbing.

— Remove tree resin and rust particles with special cleaner for matte paint and a cleaning clay bar. Slide the cleaning clay bar over the affected areas without pressing down on it.
— Spray grease and fingerprints with matte paint finish spray and rub with a soft microfiber cloth.
— Rinse gasoline residue immediately with plenty of water.

## Automatic car washes

— If your vehicle has matte paint, never select a wash program with wax or drying aids.
— If your vehicle has matte paint, only use textile car washes, never brush car washes.
— For vehicle with decorative and protective decals, never use a wash package with hot wax.
— Choose car washes without brushes.
— Also ensure that the underside of the vehicle is washed regularly and thoroughly to remove any residue.
— Observe the information provided by the car wash operator, particularly with regard to attachments on the vehicle, e.g. spoilers →ⓘ.

✓ The windows are closed and the outside mirrors are folded in.
✓ Auto Hold is switched off.
✓ Vehicles with steering lock: If the vehicle is mechanically towed in the car wash, the steering must not be locked *(→ Steering)*.
✓ Vehicles with an automatic transmission: If the vehicle is mechanically towed toward the car wash, the transmission must be in the neutral position **N**.
The anti-roll function is deactivated .
✓ The windshield wiper and the rain/light sensor *(→ Rain/light sensor)* are switched off.
✓ If applicable: the roof antenna has been removed.

**NOTICE**

Car washes which mechanically scan contours may damage the vehicle and attachments, e.g. spoiler.
- Follow the information provided by the car wash operator, especially if there are attachments on the vehicle.

## Pressure washers




Fig. 1 In the hood space: do not use a pressure washer.

— Never use rotating nozzles. Observe the manufacturer's instructions.
— Only use water up to maximum +60 °C(+140 °F).
— Move the water jet evenly with a distance of at least 50 cm(20 inches) between the spray nozzle and all parts of the vehicle.
— Do not direct the water at the same spot for a long period of time.

— If possible, do not direct the water straight at sensitive vehicle components, e.g. rubber seals, side windows, glossy trims, tires, sensors, camera lenses, decorative and protective decals.

— Never clean icy or snow-covered door windows with a pressure washer.

### Hand washing

Individual contaminations on the paint can be removed with a cleaning clay bar.

1. Clean dust and large dirt deposits from the vehicle with plenty of water.
2. If your vehicle has matte paint, remove insects, grease spots and fingerprints with a special cleaner for matte paint. Apply the product using a microfiber cloth with gentle pressure.
3. Clean the vehicle with a soft sponge, a washing glove, or a washing brush with light pressure. Start at the roof, and continue to work from the top down. Only use a cleansing shampoo on stubborn dirt.

   If your vehicle has matte paint, clean from top to bottom with a neutral cleansing shampoo and a microfiber cloth. Wash the microfiber cloth thoroughly at frequent intervals.
4. Clean the wheels and side members with a clean sponge.
5. Rinse with plenty of water.
6. Let the vehicle air dry. Remove water residue with a leather cloth.

**NOTICE**

Washing the vehicle incorrectly can damage the paint surface and destroy the matte paint finish.

- Never use washing programs with wax treatment.
- Only use cleaning agents free of solids and abrasives, such as cleansing shampoos or insect removers, for cleaning purposes.
- Do not use insect sponges or rough sponges.

**NOTICE**

The plenum chamber drain can be blocked by leaves and dirt. Water that cannot drain may leak into the vehicle interior and cause damage.

- Remove leaves and other loose objects with a vacuum or by hand.
- Have the area under the perforated cover cleaned at regular intervals by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Ensure that large amounts of water do not collect in the plenum chamber, for example if you use a pressure washer.

Only wash the vehicle in facilities specifically designed for that purpose. This will reduce the risk of water contaminated with oil from entering the sewer system.

**NOTICE**

Strong streams of water or vapor could activate the sensors in the door handles if a valid vehicle key is located near the vehicle. This may cause the windows to open and moisture may enter the vehicle interior. This could lead to damage to the vehicle interior.

- Never direct the jet of a high pressure cleaner or a steam jet directly towards the sensors in the door handles.

If the jet of a pressure washer or a steam jet is directed towards the sensors in the door handles, the vehicle can be unlocked.

## Exterior care and cleaning

The following overview gives recommendations for cleaning and caring for individual vehicle components.

**NOTICE**

Incorrect cleaning and care can cause vehicle damage.

- Always follow the manufacturer's instructions.
- Never use cleaning objects that are too hard or abrasive.

## Door windows, glass surfaces

— Remove wax residue, for example from care products, with a suitable glass cleaner or the Volkswagen Genuine cleaning cloth.

— Remove snow with a hand brush.

— Remove ice with a plastic scraper. When doing so, scrape in one direction only.

— Defrost the ice with a suitable deicer or Volkswagen Genuine deicer.

— Clean the wiper blades or, if necessary, replace them.

## Paint

Always treat surfaces with extreme care to prevent paint damage.

— Immediately clean any slight contamination, e.g. deposits, insect residues, cosmetics with a clean, soft cloth and mild soap solution of maximum two tablespoons of neutral soap to one liter of water or with cleaning clay.

— Clean spilled fuel or operating materials immediately.

— Dampen rust spots with soap solution. Then remove with a cleaning clay bar.

— Have corrosion removed by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

— In the event of paint damage, consult suitably qualified professionals and have the paint damage repaired. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

A preservation treatment protects the vehicle paint. When water no longer clearly beads up and drips off clean vehicle paint, the vehicle should be retreated with a wax protectant if not earlier.

— For matte paint, apply a special wax for matte paint with a soft sponge to the cleaned vehicle. Remove excess wax with a microfiber cloth.

Polishing is only needed if the appearance of the vehicle paint is poor and a shiny finish can no longer be achieved using protectants.

**NOTICE**

For matte finishes, the surface will be irreparably damaged if you polish the paint.

- Never polish matte-finish surfaces.

Even if a wax protectant is applied regularly in an automatic car wash, Volkswagen recommends protecting the vehicle paint at least twice a year with a suitable hard wax or Volkswagen Genuine hard wax.

## Plenum chamber, hood space

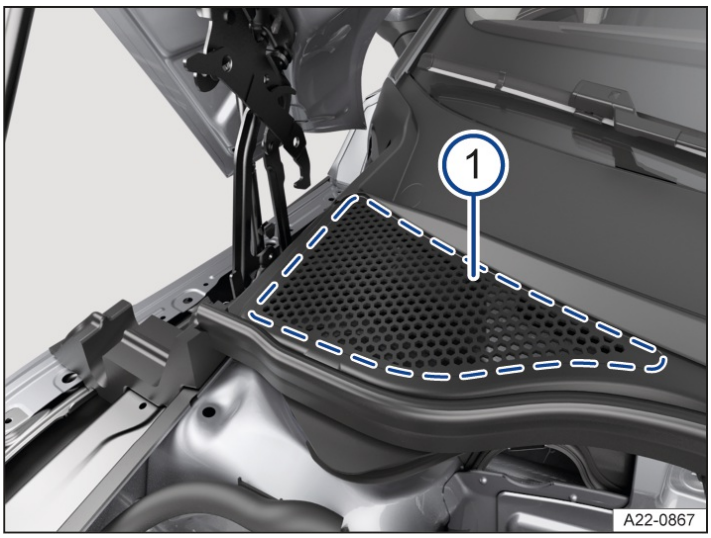



Fig. 1 Between the hood space and windshield: Plenum chamber (general example).

(1) Perforated cover of the water box.

**WARNING**

Working on the engine or in the hood space carries a risk of accidents and fire. Serious injuries may occur.

- Always note the necessary actions and the safety precautions every time before working in the hood space *(→ In the engine compartment)*.
- If you are not familiar with this type of work, arrange for it to be done by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

***NOTICE***

The plenum chamber drain can be blocked by leaves and dirt. Water that cannot drain may leak into the vehicle interior and cause damage.

- Have the area under the perforated cover regularly cleaned by an authorized Volkswagen dealer or authorized Volkswagen Service Facility qualified in this respect *→ fig. 1* (1). Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

***NOTICE***

Water introduced manually into the plenum chamber, for example with a pressure washer, can cause considerable vehicle damage.

- Remove leaves or other loose objects on the perforated cover with a vacuum or by hand *→ fig. 1* (1).
- Always have the hood space cleaned by a qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

## Sensors, camera lenses



Fig. 2 In the rear of the vehicle: Rear View Camera system on the handle (general example).

— Clean the area in front of the sensors or the camera with a soft cloth and solvent-free cleaning solution.
— Clean the sensor areas of the rain/light sensor, the camera window on the windshield and the glass surfaces (depending on the vehicle equipment).
— Remove snow with a hand brush.
— Never use warm or hot water.
— Defrost the ice with a suitable deicer or Volkswagen Genuine deicer.

Cleaning the Rear View Camera system

The Rear View Camera system is equipped with a cleaning function. To activate this function, perform the following steps:

1. Switch the ignition on.
2. Engage reverse gear R.

   Or: tap the P function key in the Park menu and then in the Infotainment system.

   The camera image is displayed.
3. Tap the function key for rear view camera system cleaning in the Infotainment system.

   The Rear View Camera system is cleaned.

## Decorative and protective decals

— Remove contaminants as described for paint. For matte decorative decals, use a suitable plastic cleaner or a Volkswagen Genuine plastic cleaner.
— Treat the vehicle every three months with liquid hard wax. The vehicle must be free of dirt and dust before treating. Apply using only clean, soft microfiber cloths. Do not use hot wax, even in a car wash.
— Remove hard contaminants gently with ethyl alcohol and then wash with warm water.

For decorative and protective decals, the durability and coloring are influenced by environmental factors, such as solar radiation. Decorative decals may show signs of wear and aging after approximately one to three years, and protective decals after approximately two to three years. In very hot climates, the decorative decals may fade slightly within one year and the protective decals within two years.

## Trims made out of chrome-plated plastic, aluminum or stainless steel

— Clean surfaces with a suitable chrome and aluminum product or Volkswagen Genuine chrome and aluminum products.
— Chrome-plated trims can be protected with a suitable hard wax or Volkswagen Genuine hard wax.

### Headlights, taillights

— Remove contamination with a soft, damp sponge with a mild soap solution of maximum two tablespoons of neutral soap to one liter of water. Do not use cleaning solutions containing alcohol and/or solvents.
— Remove stubborn dirt with a suitable chrome and aluminum product or Volkswagen Genuine chrome and aluminum products.

### Wheels

— Remove contaminants and road salt with plenty of water.
— Clean dirty alloy wheels with a suitable rim cleaner or with Volkswagen Genuine rim cleaner. Volkswagen recommends applying a suitable hard wax or Volkswagen Genuine hard wax to the rims every three months.
— Repair damaged protective paint layers immediately with a paint pen. If necessary, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
— Remove brake dust with a suitable rim cleaner or Volkswagen Genuine rim cleaner.

### Door lock cylinder

1. Defrost the door lock cylinder with a suitable door lock deicer or Volkswagen Genuine deicer.

   Do not use any door lock deicers with degreasing substances.

## Care and cleaning of the vehicle interior

The following overview gives recommendations for cleaning and caring for individual vehicle components.

*NOTICE*

Incorrect cleaning and care can cause vehicle damage.
- Always follow the steps described for vehicle care and cleaning.
- Do not use steam cleaners, brushes, hard sponges, etc.
- Have tough spots removed by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

### Door windows

— Clean the door window with a glass cleaner.
— Wipe the door windows dry with a clean chamois or a lint-free cloth.

### Textiles, microfiber, leatherette

— Regularly remove dirt particles that adhere to the surface with a vacuum cleaner so that the material is not permanently damaged by scrubbing.
— Remove contaminants with a suitable interior cleaner or Volkswagen Genuine interior cleaner.
— For grease-based contaminants such as oil, use a suitable interior cleaner or Volkswagen Genuine interior cleaner. Blot away the dissolved grease or dye with an absorbent towel. If necessary, treat afterwards with water.

— For contaminants, for example from pens or nail polish, use a suitable interior cleaner or Volkswagen Genuine interior cleaner. If necessary, treat afterward with a mild soap solution of maximum two tablespoons of neutral soap in a liter of water.
— Never use leather cleaners, solvents, floor polish, shoe polish, paint remover, or other similar substances.
— Never use pressure washers, steam cleaners or cooling sprays.

### Natural leather

— Remove fresh dirt with a cotton cloth and a mild soap solution of maximum two tablespoons of neutral soap in a liter of water. Do not let any fluids seep into the cracks.
— For contaminants, for example from pens or nail polish, use a suitable leather cleaner or Volkswagen Genuine leather cleaner.
— Treat dried spots with a suitable leather cleaner or with Volkswagen Genuine leather cleaner.
— Remove any fresh spots of grease such as oil with an absorbent cloth.
— Apply leather care to seats regularly and each time you clean. If leaving the vehicle parked for long periods of time, you should cover the leather to protect it from direct sunlight.

Never treat leather with solvents, floor polish, shoe polish, paint remover, or other similar substances.

### Plastic parts

— Clean with a soft, damp cloth.
— If a mild soap solution of maximum two tablespoons of neutral soap in a liter of water cannot remove stubborn stains, use a solvent-free plastic cleaner or Volkswagen Genuine plastic cleaner, if necessary.

### Trims, decorative trims made out of chrome, aluminum or stainless steel

— Clean using a clean, soft cloth and mild soap solution of maximum two tablespoons of neutral soap in a liter of water, in a dust-free area.
— Treat anodized surfaces with a suitable chrome and aluminum product or Volkswagen Genuine chrome and aluminum products.

### Controls

1. Use a soft brush to remove large dirt deposits as well as any dirt that is difficult to reach.
2. Use a clean, soft cloth and a fairly mild soap solution of maximum two tablespoons of neutral soap in a liter of water. Fluids must not enter into the controls.

### Displays and screens

Do not clean the instrument cluster display and the Infotainment system screen when they are dry.

1. Switch the Infotainment system off to clean it.
2. Use a suitable clean and soft cleaning cloth or Volkswagen Genuine cleaning cloth with some water, suitable glass cleaner, or an LCD cleaner →ⓘ.

For stubborn dirt:

1. Wet and soak dirt with just a little water→ⓘ.

2. Carefully remove dirt using a soft, clean cloth.

**NOTICE**

If the screen is cleaned with incorrect cleaning agents or when dry, it may be darkened, damaged or scratched.

- Only apply gentle pressure.
- Do not use any aggressive cleaners or products which contain solvents.

**NOTICE**

If the cloth used to clean the screen is too moist, the screen can no longer be operated or switched off.

- Dry the screen and then leave the vehicle locked from the outside for at least two minutes.

## Rubber seals

— Clean with a soft, lint-free cloth and plenty of water.

— Treat regularly with a suitable rubber care product or Volkswagen Genuine rubber care product.

## Safety belts

1. Unreel the safety belt completely and leave the belt unreeled.
2. Remove large spots of dirt with a soft brush.
3. Clean the safety belt with a mild soap solution of maximum two tablespoons of neutral soap in a liter of water.
4. Let the belt webbing dry completely, then allow the belt to retract.

**WARNING**

Improper cleaning of the safety belts, their anchors and the automatic safety belt retractors can cause damage and impair their function. This can cause serious or fatal injuries in the event of accidents.

- Never alter the safety belts for cleaning purposes.
- Never use chemical products to clean the safety belts and their components.
- Do no use any corrosive fluids, solvents, or sharp objects.
- Do not allow fluids and objects to enter the safety belt buckle.
- Let the safety belt dry after cleaning before allowing it to retract completely.

## Wood trims

Clean with a soft cloth and fairly mild soap solution of maximum two tablespoons of neutral soap in a liter of water.

## Cleaning the seat covers

If dye from clothing such as denim stains the seat covers, this is not considered a defect in the vehicle upholstery. If you want to clean the seat covers yourself, be aware that airbag system components and electrical connectors are installed in the seat covers. Incorrect cleaning, impregnation or moisture may damage these components or cause them to malfunction. This may then cause damage elsewhere in the vehicle's electrical system →⚠.

Depending on the equipment, electrical components and connectors may be installed in the seat surface with seat heating, which can be damaged by incorrect cleaning or handling. This can also result in damage to other areas of the vehicle electrical system.

— Never use pressure washers, steam cleaners or cooling sprays.

— Never soak seat covers.

— Never switch on seat heating to dry the seats.

— Never use impregnation agents.

— Do not use detergent pastes or mild detergent solutions.

— If there is uncertainty, contact suitably qualified professionals for assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

**⚠ WARNING**

Cleaning, impregnating and caring for vehicle components incorrectly can irreparably damage and impair the vehicle's safety equipment, such as the airbag modules. This may cause serious injuries in the event of an accident.

- Always use suitable cleaning agents. More information can be obtained from suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Never use cleaning solutions that contain solvents.
- Clean and maintain vehicle components only according to the manufacturer's instructions.

Needless to say, it is easier to see signs of wear and dirt caused by normal usage on bright materials in the vehicle interior. These signs of use are unavoidable and also indicate the unavoidable deterioration caused by normal usage. Please follow the corresponding care instructions.

## Accessories and replacement parts

Consult an authorized Volkswagen dealer or authorized Volkswagen Service Facility before purchasing Genuine Volkswagen Accessories, replacement parts, or operating equipment, for example if you would like to retrofit the vehicle with Genuine Volkswagen Accessories or if parts need to be replaced. The authorized Volkswagen dealer or authorized Volkswagen Service Facility is aware of legal regulations and factory recommendations for Genuine Volkswagen Accessories, replacement parts, and operating equipment. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Volkswagen recommends the use of Volkswagen original parts or Volkswagen original accessories, which you can acquire from an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen has verified their reliability, safety, and suitability. A suitably qualified authorized Volkswagen dealer or authorized Volkswagen Service Facility also specializes in correct installation. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Products that are not approved by Volkswagen may not have been evaluated by Volkswagen regarding the reliability, safety, and suitability for the vehicle, despite ongoing market observation. Therefore, Volkswagen can also not be responsible in individual cases if approval is given by an officially-recognized technical inspection and control authority or clearance is given by a government agency.

You must consult a suitably qualified authorized Volkswagen dealer or authorized Volkswagen Service Facility to replace rim/tire combinations. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Retrofitted devices that have a direct effect on vehicle control, must have an e symbol (the approval symbol for the European Union) and be approved by Volkswagen for the vehicle. Such devices could include a cruise control system or an electronically-controlled damping system.

Additional electrical devices that do not have a direct effect on vehicle control must have a CE symbol (manufacturer's Declaration of Compliance for the European Union). Such devices could include refrigerators, computers, or ventilators.

**⚠ WARNING**

Using unsuitable replacement parts and accessories may lead to malfunctions in the vehicle. These problems may also occur if work, modifications and repairs are done incorrectly. This could lead to damage to the vehicle and accidents resulting in serious or fatal injuries.

- Only have suitably qualified professionals make repairs or modifications to a vehicle. Authorized Volkswagen dealers and authorized Volkswagen Service Facilities have the required tools, diagnostic devices, repair information, and qualified personnel. Volkswagen recommends contacting an authorized Volkswagen dealer or

authorized Volkswagen Service Facility.

- Only install parts on the vehicle whose design and function are identical to the parts installed at the factory.
- Only use rim/tire combinations that are approved by Volkswagen for your vehicle model. More information can be obtained from suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

**WARNING**

Objects in the airbag deployment zone may be thrown around the vehicle interior if the airbags deploy. This can cause serious or fatal injuries.

- Never attach or position objects in the airbag deployment zone.

***NOTICE***

Retrofitting an engine preheating system may cause malfunctions and vehicle damage with certain engines.

- Consult an authorized Volkswagen dealer or authorized Volkswagen Service Facility about retrofitting an engine preheating system. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

## Sensors and Cameras

The sensors or cameras could shift or become damaged as a result of incorrect repairs, structural changes to the vehicle (such as “lowering”), installation of after-market equipment, or changes to the trim panels. This may impair important functions in the driver assistance systems →⚠.

— When carrying out repairs or modifications, please note the positions of sensors and cameras on the vehicle in the vehicle overview.

### Attachments or Modifications around Sensors and Cameras

**WARNING**

If the area in front of and around sensors and cameras is covered, for example by the improper attachment of license plates, license plate holders with decorative frames, any additional films or paintwork on the sensors or similar, this may impair the functions of the driver assistance systems. The failure of driver assistance systems can result in accidents and serious or fatal injuries.

- Always contact suitably qualified professionals to find out whether it is possible to attach a license plate or license plate holder with a decorative frame to your vehicle. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- When attaching, make sure that there is sufficient distance from sensors and cameras.
- Make sure that the license plate or license plate holder with decorative frame is only attached at the designated position.
- Do not stick additional films over or around sensors.

***NOTICE***

Improper attachment of license plate holders with decorative frame or license plates may damage vehicle components, e.g. wires or sensors.

- Always contact suitably qualified professionals to find out whether it is possible to attach a license plate or license plate holder with a decorative frame to your vehicle. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Decorative frames for license plate holders are designed for holding the license plate.

The radar sensor can be installed either below the license plate or behind the VW emblem. The license plate or the VW emblem can influence the view of the radar sensor in the front area. Therefore fit the license plate at an adequate distance from the radar sensor or only operate the vehicle with the original VW emblem or an emblem approved by Volkswagen.

### Damage around Sensors and Cameras

**WARNING**

If the area around sensors and cameras is damaged, for example due to stone chips or collisions when parking, this may impair the functions of the driver assistance systems. The failure of driver assistance systems can result in accidents and serious or fatal injuries.

- If there is damage in the area of the sensors and cameras, have the component replaced by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

After components have been replaced, it may be necessary for sensors and cameras to be set and calibrated by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If the windshield is damaged within the sensors' and camera's range, for example by a stone chip, then the windshield must be replaced. Stone chip repairs can cause malfunctions in the driver assistance system. After the windshield has been replaced, the cameras and sensors must be set and calibrated by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

## Repairs and technical modifications

Volkswagen guidelines must be followed when performing repairs and technical modifications→⚠.

Interference with electronic components and their software can cause malfunctions. Because of the way electronic components are interconnected, such malfunctions can also impair systems that are not directly involved. This means that you risk both a substantial reduction in the operational safety of your vehicle and increased wear of vehicle components.

An authorized Volkswagen dealer or authorized Volkswagen Service Facility cannot assume any liability for damage resulting from repairs and technical modifications that were performed incorrectly.

An authorized Volkswagen dealer or authorized Volkswagen Service Facility is not responsible for damage resulting from repairs and technical modifications that were performed incorrectly. Such damages are also not covered by the Volkswagen warranty.

Have all repairs and technical modifications performed by suitably qualified professionals. Volkswagen recommends contacting your authorized Volkswagen dealer or authorized Volkswagen Service Facility for Volkswagen Genuine Parts®.

### Volkswagen repair information

Volkswagen service information and official Volkswagen repair information can be purchased.

Customers in Europe, Asia, Australia, Africa, Central and South America:

Contact suitably qualified professionals for assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Or register with the erWin (electronic repair and service information) web portal:

*https://erwin.volkswagen.de*

Customers in North America and Canada:

If you wish to order the printed service information, please contact:

Volkswagen Technical Literature Ordering Center

*literature.vw.com*

You can also register for theerWin web portal:

*https://erwin.vw.com*

## Diagnostic connection (on-board diagnosis)

In the vehicle interior, there is a diagnostic connection (OBD

) to read event memories. Event memories document faults that have occurred and deviations from specified values from the control module →⚠.

The diagnostic connection (OBD

) is located in the footwell on the driver's side on the underside of the instrument panel or next to the hood release lever behind a cover.

Only have the event memory read out and reset by suitably qualified professionals. Additional information about the saved data can be obtained from suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

After a malfunction is fixed, the information about it will be deleted from the event memory. Other memory content is overwritten continuously.

## Vehicles with special modifications and mountings

The attachment and mounting manufacturer should make sure that the applicable environmental laws and regulations are met for the attachments and mountings, especially the EU directive 2000/53/EG about old vehicle and EU directive 2003/11/EG about market introduction restrictions and the use of certain hazardous materials and compounds.

The installation instructions for any retrofitted equipment should be saved by the vehicle owner and provided to the removal facility if the vehicle is scrapped. This ensures that even vehicles with retrofitted equipment will be disposed of in a way that will not harm the environment.

## Engine/motor protection

Engine/motor protection can reduce the risk of damage to the vehicle underbody and the oil pan, for example if driving over curbs, entering driveways, or on unpaved roads.

Have the retrofitting work performed by suitable qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Engine/motor protection may not be available in all countries.

**⚠ WARNING**

Repairs and modifications to the vehicle that are performed incorrectly can impair the effectiveness of the driver assistance systems and deploying airbags. This can cause malfunctions and accidents and serious injuries or death.

- Only have suitably qualified professionals make repairs or modifications to a vehicle. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

**⚠ WARNING**

Repairs and modifications to the vehicle that are performed incorrectly, for example due to the use of unsuitable parts, may cause vehicle damage, accidents, and serious or fatal injuries.

- Only install parts on the vehicle whose design and function are identical to the parts installed at the factory.
- Only use rim/tire combinations that are approved by Volkswagen for your vehicle model. More information can be obtained from suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Only have suitably qualified professionals make repairs or modifications to a vehicle. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Volkswagen recommends the use of Volkswagen original parts or Volkswagen original accessories. Volkswagen has verified their reliability, safety, and suitability.

**⚠ WARNING**

Incorrect use of the diagnostic connection may cause malfunctions, resulting in accidents and serious or fatal injuries.

- Never read out the event memory yourself using the diagnostic connection.
- Never load data yourself using the diagnostic connection in the vehicle.
- Only have the event memory read out with the diagnostic connection by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

## Airbag system repairs and situations that can affect the system function

Volkswagen guidelines must be followed when performing repairs and technical modifications→⚠.

Only have modifications and repairs on the front bumper, doors, front seats, headliner, or vehicle body performed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Airbag system components and sensors may be located on these vehicle components.

Airbag system components can be damaged during all procedures on the airbag system and when removing and installing system components while performing other repair procedures. This may prevent the airbags from deploying or cause them to deploy incorrectly in the event of an accident.

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

A modification to the vehicle suspension can impair the functionality of the airbag system during a collision. For example, using a rim/tire combination that is not approved by Volkswagen, lowering the vehicle, or changing the suspension stiffness including the springs, suspensions struts, shock absorbers, etc., can change the force that is measured by the airbag sensors and transmitted to the electronic control module. For example, some changes to the suspension can increase the force measured by the systems and trigger the airbag system in accidents where the airbags would normally not be deployed if the modifications had not been made. Other modifications can reduce the force measured by the sensors and prevent the airbag from deploying when it should have deployed.

**⚠ WARNING**

Using unsuitable replacement parts and accessories may cause damage and malfunctions in the vehicle and impair the effectiveness of the airbag system. These problems may also occur if work, modifications and repairs are done incorrectly. This could lead to damage to the vehicle and accidents resulting in serious or fatal injuries.

- Only have suitably qualified professionals make repairs or modifications to a vehicle. Authorized Volkswagen dealers and authorized Volkswagen Service Facilities have the required tools, diagnostic devices, repair information, and qualified personnel. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Note that the airbag module cannot be repaired but must instead be replaced.
- Never install airbag components removed from old vehicles or from recycling.
- Only install parts on the vehicle whose design and function are identical to the parts installed at the factory.

**⚠ WARNING**

Modifications to the vehicle suspension including using a rim/tire combination that is not permitted may change the functionality of the airbag. This can cause serious or fatal injuries in the event of an accident.

- Never install suspension components that do not have the same properties as the original parts installed in the vehicle.
- Only use rim/tire combinations that are approved by Volkswagen for your vehicle model. More information can be obtained from suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

# Mobile phone usage in the vehicle

## Electromagnetic waves

When using a mobile phone or radio equipment without connecting to the exterior antenna, the electromagnetic waves will not be deflected outward in an optimum way. Increased waves in the vehicle interior can occur, especially when reception is poor, for example in rural areas. This could be a potential health risk →⚠.

Depending on the equipment, it may be possible to use a suitable telephone interface to connect the mobile phone to the exterior antenna. This will improve the connection quality and increase the range.

## Using a phone

In many countries, using a phone in the vehicle is only permitted if there is a hands-free connection, for example using a Bluetooth® connection. Before using the phone, secure it in a suitable holder→⚠ or store it in a storage compartment, such as in the center console, to prevent it from sliding around.

## Radio

If operating radio devices, follow the legal regulations and the user guide from the manufacturer. The aftermarket installation of radio devices is subject to approval.

Contact qualified professionals for more information about installing radio equipment. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

**⚠ WARNING**

Mobile devices that are loose or not secured correctly can be thrown through the vehicle interior during sudden driving or braking maneuvers or in the event of a collision and cause severe injuries.

- Secure or store the mobile phone and accessories safely and outside of the deployment range of the airbags.

**⚠ WARNING**

Using a cell phone or radio equipment without a connection to an external aerial may create electromagnetic energy inside the vehicle that exceeds permissible limits. This also applies if the exterior antenna is not installed correctly. This may be dangerous to your health and that of the other vehicle occupants.

- Maintain a minimum distance of approx. 20 cm(approx. 8 inches) between the device antennae and any active medical implants, such as pacemakers.
- Do not carry a mobile device that is turned on directly above or in the immediate vicinity of any active medical implants, for example by keeping a phone in a shirt pocket.
- Switch off the mobile device immediately if you suspect there is interference with an active medical implant or other medical device.

# Volkswagen dealer warranty

Authorized Volkswagen dealers or authorized Volkswagen Service Facilities guarantee that vehicles purchased from them are free of defects and meet warranty requirements.

Please find details of the guarantee and warranty conditions in your sales contract or contact your authorized Volkswagen dealer or authorized Volkswagen Service Facility.

# Paint and vehicle body warranty

Authorized Volkswagen dealers and authorized Volkswagen Service Facilities provide warranties for paint or vehicle body defects in purchased vehicles.

In addition to the warranty conditions for factory-delivered Volkswagen automobiles, in accordance with the sales contract, authorized Volkswagen dealers and authorized Volkswagen Service Facilities provide warranties for paint defects and corrosion perforation in the vehicles they sell.

— A three-year warranty for paint defects.
— A twelve-year warranty for corrosion perforation. Corrosion perforation in this context means corrosion that perforates through the metal on the body, which forms from the inside (hollow space) to the outside.

If this type of damage occurs, it will be repaired by any authorized Volkswagen dealer or authorized Volkswagen Service Facility without charging for labor or materials.

## Exclusion of warranty

Warranty claims are not valid in the following situations:

— If damage is caused by external factors or insufficient vehicle care
— If there are body or paint defects that were not corrected in a timely manner according to the manufacturer's specifications
— If the corrosion was caused by body repairs that were not performed according to the manufacturer's specifications

After body or paint repair has been performed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility, they will provide a warranty against corrosion in the serviced area.

# LongLife mobility guarantee

In many European countries, the authorized Volkswagen dealer or authorized Volkswagen Service Facility provides a comprehensive LongLife mobility guarantee for all factory-delivered vehicles that it sells. This applies from delivery until your first inspection service is due.

If you purchase your new vehicle directly from Volkswagen, Volkswagen will provide you with the LongLife mobility guarantee, which is valid from when you take possession of the vehicle and lasts until its first inspection is due.

Each time your vehicle is due to be inspected and you have it inspected by your authorized Volkswagen dealer or authorized Volkswagen Service Facility, they will renew the LongLife mobility guarantee until the next inspection is due. The service cost covers the cost of the entire service package.

For details of the terms, conditions and scope of the LongLife mobility guarantee, contact your authorized Volkswagen dealer or authorized Volkswagen Service Facility.

# Data Storage and Data Protection Information

## Data processing in the vehicle

Electronic control modules are installed in your vehicle. Control modules process data, such as data received by vehicle sensors, self-generated data, or data exchanged between control modules. Some control modules are required to ensure the safe operation of your vehicle. Other control modules assist you while driving (driver assistance systems), and others provide convenience functions or additional Infotainment system functions.

## Operational data in the vehicle

Control modules process assigned data necessary for the vehicle operation.

Amongst other, this includes:

— Vehicle status information, e.g. movement delay, deactivation times of speed warning function, safety belt wearing display.

— Environmental conditions, such as temperature, data from sensors for Adaptive Cruise Control(ACC).

— Image recordings, e.g. data from camera-assisted driver assistance systems.

Generally, recordings and other data intended for specific purposes are temporary, are only processed within the vehicle and are not stored.

However, in addition, control modules can contain a data memory to temporarily or permanently record information about vehicle status, component load, maintenance needs, technical incidents, and malfunctions.

The following information may be stored, depending on vehicle equipment:

— Operating conditions of system components, such as fluid levels, tire pressures, and vehicle battery status.

— Malfunctions and faults in important system components, such as lights and brakes.

— System reactions in special driving situations, such as airbag deployment and interventions by driver assistance systems.

— Information about incidents that cause damage to the vehicle.

In some cases, like if the vehicle detected a malfunction, it may be necessary to store data that would otherwise be temporary.

If you utilize services such as repair or maintenance services, the stored operational data associated with the VIN may be read out and used if necessary. Employees in the service network, such as employees at authorized Volkswagen dealers or authorized Volkswagen Service Facilities or at third party companies like roadside assistance services, can read out data from the vehicle. The same applies for warranty cases and quality assurance measures.

The data is read out using theOBD

(on-board diagnosis) connection that is legally required to be in the vehicle. The operational data that is read out documents the technical status of the vehicle or individual components and assists with vehicle diagnosis, with meeting warranty requirements, and with quality improvement. This data, particularly information about wear and tear of components, technical incidents, operating errors, and other malfunctions, is transmitted together with the VIN to Volkswagen if appropriate. In addition, Volkswagen may use this data for reasons of product liability and product safety, such as for recalls. This data can also be used to verify customer claims concerning warranties and guarantees.

The event memory in the vehicle can be reset by an authorized Volkswagen dealer or authorized Volkswagen Service Facility during a repair or service procedure, or by request.

## Personal reference

Every vehicle is labeled with a unique VIN(Vehicle Identification Number). Depending on the country, this vehicle identification number can be traced back to the current and former owners of the vehicle by providing it to the relevant authorities. There are also other ways data collected by the vehicle can be traced back to the owner or driver,

such as through the license plate.

Therefore, the data processed or generated by the control modules can have personal references or become personalized under certain conditions. Depending on the present vehicle data, it could be possible to come to conclusions about your driving behavior, your location or driving route, or to user handling.

## Your data protection rights

According to applicable data protection rights in your country, you may have certain rights with Volkswagen if your personal data is being processed.

Therefore, you have a right to obtain free and comprehensive information from Volkswagen and third parties, such as contracted qualified professionals, if they have saved personal data about you. You can request information about which data is stored about you and why it was stored, as well as where the data originated. Your right to obtain information may also include the transmission of data to other locations.

Data that is only stored locally in the vehicle can be read out by means of specialist support, e.g. by specially qualified professionals, sometimes for a fee. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Additional information about your legal rights, such as your right to deletion or authorization of data, can be found in the applicable data privacy notices on the Volkswagen website. The contact information and a note about the parties engaged in data privacy are also included here.

You can find detailed information on data processing in the privacy policy in your Infotainment system under Menu ▸ Legal or Home ▸ Legal.

## Legal requirements for disclosure of data

As the vehicle manufacturer, Volkswagen AG is legally obliged to deliver the following information regarding the use of driver assistance systems, depending on the country, e.g. ACC

, to the responsible authority:

— Proportional ratio of the times or distances driven with the driver assistance systems switched on and off.

— Proportional ratio of the times or distances driven when complying with or exceeding the detected speed limits.

— If necessary, the average time between the activation and deactivation of the driver assistance system by the driver.

The data mentioned is read out from vehicles by an authorized Volkswagen dealer or authorized Volkswagen Service Facility when visiting the specialist workshop and transmitted to Volkswagen AG. Volkswagen AG processes this data such that there is no longer direct reference made to you, your vehicle or your vehicle's VIN

. The information processed in this way is delivered by Volkswagen AG to the responsible authority, which processes the data in order to meet the statutory duties.

To the extent of the legal regulations, Volkswagen is principally obligated to provide stored data when requested by state authorities in given cases, like when information is needed to resolve a crime.

Within the scope of applicable rights, state authorities are also authorized to read out data from the vehicles in individual cases. For example, in the event of a collision, information could be read out from the airbag control module to help clarify the situation.

## Reprogramming control modules

All data for controlling components is generally stored in the control modules. Some convenience functions can be reprogrammed using special workshop equipment. If convenience functions are reprogrammed, the corresponding information and descriptions in this Owner's Manual will no longer match the original functions. Depending on the country, the reprogramming can be entered into the digital maintenance schedule by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Information about possible reprogramming can be obtained from a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

## Comfort Functions

Convenience settings can be personalized, saved in the vehicle and changed; if online services are used, data can be derived from the vehicle, reset or deleted.

Depending on the equipment, they may include:

— Seat and steering wheel position settings.

— Suspension and climate control settings.

— Customizations such as mirror and ambient lighting settings.

## Infotainment system

Within the scope of the selected equipment, you can import data into the vehicle Infotainment system.

Depending on the equipment, they may include:

— Media data for playing music, movies, or photos in an Infotainment system.

— Contact details to use in conjunction with a hands-free system or a navigation system.

— Entered destinations.

— Depending on the vehicle equipment and the country, data about online service usage.

This data can be stored locally in the vehicle or on a device you have connected to the vehicle, such as a cell phone. If this data is stored in the vehicle, you can delete it at any time.

## Cell phone integration

If your vehicle is equipped accordingly, you can connect your cell phone or another mobile device to the vehicle. This feature allows you to control your mobile device using the controls integrated in the vehicle. The image and sound from the cell phone can be played through the Infotainment system. At the same time, certain information will be transferred to your cell phone. Depending on the type of integration, this may include the position data and other general vehicle information.

This feature allows you to use selected apps from the cell phone, such as navigation. An additional interaction between the cell phone and the vehicle does not happen, particularly an active access to vehicle data. The type of additional data processing is determined by the provider of the app in use. If and which settings can be applied depend on the respective app and the operating system on your cell phone.

## Online services

If your vehicle has a mobile network connection, then this enables the transfer of data between your vehicle and other systems. Online functions can be used with this mobile network connection. This includes online services and apps that are provided by Volkswagen or by other providers.

## Services from the manufacturer

The respective functions of Volkswagen online services are described by Volkswagen in a suitable location, like in a separate service description or online. The applicable data privacy information is also provided there. Personal data may be used for the provision of online services. This data transfer occurs through a secure connection, for example with the IT systems designed for this purpose by the manufacturer. The collection, processing, and usage of personal data for the purpose of providing services only occurs on the basis of a legal agreement, a contractual understanding, or consent.

You can partially activate or deactivate paid services and functions, and in some cases, the entire data connection for the vehicle. Legally-required functions and services like the emergency call systems are excluded from this.

### Third party services

If there is an option to use online services from a provider other than the manufacturer, then these services, the data privacy policy, and usage conditions are the sole responsibility of the respective provider. Volkswagen does not have any influence on the data processing and the content transferred in this case.

Familiarize yourself with the type, scope, and purpose of the collection and usage of personal data by these third party services from the respective service provider.

## Event data recorder (EDR)

This vehicle is equipped with an event data recorder (EDR

). The main purpose of an EDR is to record, in certain crash or near crash-like situations, such as an air bag deployment or hitting a road obstacle, data that will assist in understanding how a vehicle's systems performed. The EDR is designed to record data related to vehicle dynamics and safety systems for a short period of time, typically 30 seconds or less. The EDR in this vehicle is designed to record such data as:

— How various systems in your vehicle were operating;

— Whether or not the driver and passenger safety belts were buckled/fastened;

— How far (if at all) the driver was depressing the accelerator and/or brake pedal; and,

— How fast the vehicle was traveling.

These data can help provide a better understanding of the circumstances in which crashes and injuries occur.

In addition, data from the driver assistance systems is also collected. In addition to information about whether these systems were switched on or off, had limited availability, or were inactive, it can also be understood if these functions steered, accelerated, or braked the vehicle in the situations listed above. Depending on the vehicle equipment, systems may include:

— Adaptive Cruise Control (ACC
  ).
— Lane Assist

— Park Assist.

— Parking systems

— Autonomous Emergency Braking Function (Front Assist)

NOTE: EDR

data are recorded by your vehicle only if a non-trivial crash situation occurs; no data are recorded by the EDR under normal driving conditions and no personal data (e.g., name, gender, age, and crash location)are recorded. However, other parties, such as law enforcement, could combine the EDR data with the type of personally identifying data routinely acquired during a crash investigation.

To read data recorded by an EDR

, special equipment is required, and access to the vehicle or the EDR is needed. In addition to the vehicle manufacturer, other parties, such as law enforcement, that have the special equipment, can read the information if they have access to the vehicle or the EDR.

Volkswagen will not access, read or process the event data recorder(EDR) data unless the vehicle owner gives permission. This excludes contractual or legal regulations.

Due to the legal obligation to monitor products, Volkswagen is allowed to use data for field observation as well as for research purposes and quality improvement of vehicle safety systems. For research purposes, Volkswagen provides the data to third parties in an anonymous format. This means the data does not reference the individual vehicle or the vehicle owner.

# Infotainment system and aerials

The aerials for the Infotainment system are fitted in various places in the vehicle:

— On the inside of the rear window.

— On the inside of the rear side windows

— On the inside of the windshield

— On the roof of the vehicle

Antennas on the inside of the door windows can be detected as thin conductors.

**NOTICE**

Antennas that are located on the inside of the window glass can be damaged by abrasive objects or by corrosive and acidic materials.

- Never apply stickers over metal conductors, for example on the rear window.
- Never clean the antennas with corrosive or acidic materials.

**NOTICE**

A retrofitted Infotainment system that is incompatible with the antenna amplifier installed in the vehicle by the manufacturer may damage the antenna amplifier.

- Before retrofitting an Infotainment system, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

# Component protection

Some electronic components and control modules, such as the Infotainment system, are equipped with component protection at the factory.

The component protection allows suitably qualified professionals to legitimately install or replace components and control modules. Volkswagen recommends contacting your Volkswagen dealership.

In the following situations, component protection reduces the risk of components supplied by the factory being operated without restrictions outside the vehicle.

— Installation in other vehicles, for example the components have been stolen

— Operating components outside of the vehicle

If a message about component protection appears in the instrument cluster display or on the Infotainment system screen, contact a suitably qualified professional for assistance. Volkswagen recommends contacting your Volkswagen dealership.

# Third Party Copyright Information

## Open Source

Some products installed in this vehicle contain software components that are covered under Open Source licenses.

A list of the Open Source software components being used, including copyright information, the relevant Open Source license conditions, and those applicable license texts, are available at the website given below. The source code of specific Open Source software components can be requested from the vehicle manufacturer. The manufacturer will provide the source code in accordance with the relevant license conditions, whereby you will only be charged for the provision costs, e.g. delivery costs. You can obtain the necessary information on the website

*https://www.volkswagen.com/softwareinfo*

# Labels and signs

Factory installed labels and plates with important information regarding vehicle operation are located in the engine compartment and on several vehicle components.

— Never remove these labels and signs or make them illegible.

— If vehicle components equipped with labels and signs are replaced, suitably qualified professionals must place identical labels and signs correctly in the same locations on the new components. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

## Safety certificate

A safety certificate on the driver's door jamb specifies all necessary safety standards and guidelines of the traffic safety authorities in the applicable country at the time of manufacture. The month and year of production as well as the VIN may also be listed. Read the information in the Owner's Manual.

## High-voltage warning label

There are labels warning about the high-voltage vehicle electrical system on the high-voltage components for the 48-volt system →ⓘ.

**⚠ WARNING**

Removing labels and signs reduces the amount of information about potential hazards and may cause reduced vigilance when working on the vehicle. This can cause serious or fatal injuries.

- Never remove these labels and signs or make them illegible.
- Follow the legal regulations.
- Follow the Owner's Manual instructions.

**ⓘ *NOTICE***

Removing labels and signs increases the risk of operating errors and can cause damage to the vehicle.

- Never remove these labels and signs or make them illegible.
- Follow the legal regulations.
- Perform service according to the specifications.

**ⓘ *NOTICE***

If the ventilation openings on the covers of the 48 V system's high-voltage components are covered, this may cause vehicle damage.

- Please note that ventilation openings on the covers for the high-voltage components of the 48-volt system must not be covered.

# Fluids in the air conditioning system

## Refrigerant in the air conditioning system

The label in the hood space provides information about the type and amount of refrigerant used in the vehicle air conditioner. The label is in the front section of the hood space near the refrigerant filler tubes →⚠.

## Refrigerant oil in the air conditioner

The air conditioner is filled with refrigerant oil. For information about the type and volume of refrigerant oil used, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ Warning: maintenance of the air conditioner requires qualified personnel.

Refrigerant type.

Type of refrigerant oil.

See service information (only available for authorized Volkswagen dealers and authorized Volkswagen Service Facilities).

Maintenance of the air conditioner requires qualified personnel.

Flammable refrigerant.

Make sure all components are disposed of correctly and never install components removed from old vehicles or from recycling in the vehicle.

**⚠ DANGER**

Maintenance of the air conditioner by unqualified qualified personnel can cause serious and fatal injuries.

- For maintenance of the air conditioner, contact qualified personnel who have been trained according to the required national standards, e.g. SAE standard J2845.
- Follow the service intervals specified by Volkswagen. Contact suitably qualified professionals for assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

**⚠ DANGER**

The refrigerant is flammable and may cause serious or fatal injuries if maintenance is carried out incorrectly.

- Have the air conditioner serviced by suitably qualified professionals.
- Keep the vehicle away from naked flames, sparks and other ignition sources.

**⚠ DANGER**

The refrigerant is under pressure and may explode if heated. This may cause serious or fatal injuries.

- Have the air conditioner serviced by suitably qualified professionals.
- Keep the vehicle away from naked flames, sparks and other ignition sources.

**⚠ DANGER**

The refrigerant may form toxic fumes if it comes into contact with hot surfaces. Inhaling them may cause poisoning

or even death.

- Have the air conditioner serviced by suitably qualified professionals.

*NOTICE*

Repairing or replacing the evaporator with replacement parts from scrap vehicles or recycled parts may damage the air conditioner.

- Never have repairs to the evaporator carried out with replacement parts from scrap vehicles or recycled parts.

## Information under the EU's REACH chemicals regulation

On the basis of the European chemical law regulationREACH

, Volkswagen wishes to inform you about materials that your vehicle may contain.

By entering your vehicle identification number, you can access this information on the Internet :

*https://reachinfo.volkswagen.com*

# Product recycling

## Disposal of Old Batteries

Old batteries must be collected and recycled separately by the end user. These batteries are indicated by the crossed-out wheeled garbage can symbol. You, as the end user, are legally obliged to return old batteries→ ⚠.

— In EU member states and other states, device and vehicle batteries can be handed in to an authorized Volkswagen dealer or authorized Volkswagen Service Facility or authorized recycling systems.

— You can obtain more information on return and recycling from your authorized Volkswagen dealer or authorized Volkswagen Service Facility, or at:

https://www.volkswagen.com

## Disposal of Old Electric/Electronic Devices

Your vehicle contains electric/electronic devices, such as remote controls. You can recognize these from the symbol of the crossed-out wheeled garbage can.

Old devices with this marking must be collected separately from normal household garbage and disposed of in accordance with legal requirements. You can hand these in at local collection points or nationally commissioned return systems if applicable.

In Germany, businesses with a retail space of 400 m² or more for electrical appliances and food stores with a total retail space of 800 m² and that offer new electrical devices are obliged to accept the return of such devices free of charge. When they purchase a new device, the end user is permitted to return an equivalent old device. This also applies to deliveries to private households and Internet sales. Small old devices can be returned to stores without making a new purchase. Your authorized Volkswagen dealer or authorized Volkswagen Service Facility is also obliged to accept to three old devices with a side length of less than 25 cm free of charge.

— Batteries or bulbs within devices that are not permanently installed must be removed beforehand and disposed of accordingly.

— Any saved personal data must be erased before disposal of old devices.

You can obtain more information on return and recycling from your authorized Volkswagen dealer or authorized Volkswagen Service Facility.

**⚠ WARNING**

If batteries containing lithium are damaged, gaseous or liquid substances may escape, posing a significant risk to health and the environment. A short circuit at the battery terminal may result in a fire or explosion. This could result in serious or fatal injuries.

- Take extreme care when handling batteries containing lithium.
- Never heat up lithium-containing batteries.
- Never damage lithium-containing batteries.
- Never short circuit the battery terminals.

Batteries containing heavy metals are marked with the chemical symbols Hg (mercury), Cd (cadmium) and/or Pb (lead). Heavy metals can be harmful to the health of humans and animals and accumulate in the environment.

- In order to avoid these consequences, it is imperative to ensure you collect batteries separately and return them properly.

## Recycling Information For France




Fig. 1 Recycling information for France.

Observe the recycling information → *fig. 1*, which includes the following objects:

— Vehicle key.

— Remote control for the auxiliary heater and auxiliary ventilation.




Fig. 2 Recycling information for France.

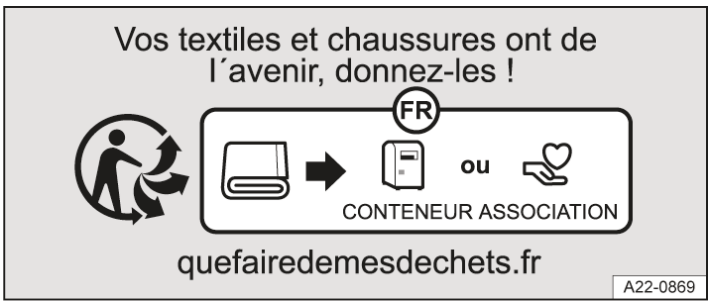



Fig. 3 Recycling information for France.

Observe the recycling information → *fig. 2*, → *fig. 3* for accompanying documentation and packaging or bags. This recycling information includes the following objects:

— Manual.

The Triman logo and Infotri symbol contain important sorting information for the end consumer.

# Old vehicle return and scrap disposal

## Old vehicle return

At the end of its life cycle, your vehicle should be recycled/disposed of in an environmentally friendly manner. This is why the last owners of vehicles in the EU and many other states are legally obliged to hand their vehicles over to a recognized collection point, recycling center or recognized removal facility.

Volkswagen has already made provision for this point:Recycling centers where you can hand over your vehicle are available throughout all EU states and many other states. If you are fulfilling national legal requirements, handing over your scrap vehicle within the EU is free of charge for you.

The recycling center issues a recycling certificate, which provides you with proof that the scrap vehicle has been processed properly.

Find out more information about recycling centers from your authorized Volkswagen dealer or authorized Volkswagen Service Facility.

## Scrap disposal

If scrapping the vehicle or its individual parts such as the airbag system and the safety belt pretensioners, the applicable safety regulations must always be followed. Suitably qualified professionals will be familiar with these provisions. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

# Declaration of conformity

## Placing Finished Products on the British Market (England, Wales, and Scotland):

UK
CA

UKCA marking (UK Conformity Assessed) is a new British product marking used for products being placed on the market in Great Britain (England, Wales, and Scotland).

British regulations for product safety and metrology

Various devices are installed in this vehicle that are subject to UKCA product regulations. The importer of these devices for the British market in the United Kingdom as per the product safety and metrology regulations for the sections below is:

Volkswagen Group United Kingdom Ltd.

Yeomans Drive, Blakelands

Milton Keynes, MK14 5AN

United Kingdom

# Simplified EU declaration of conformity

Your vehicle has various radio systems. The manufacturer of these radio systems declares that these systems meet the legal requirements of directive 2014/53/EU.

The complete text of the EU declaration of conformity can be found at the following website:

www.volkswagen.com/generalinfo CE



Radio systems with this marking must be collected separately from normal household garbage and disposed of in accordance with legal requirements. You can hand these in at local disposal facilities or nationally commissioned return systems if applicable *(→ Product recycling)*.

Symbol for limited use of certain hazardous substances in electrical and electronic devices in accordance with the RoHS

directive.

# Declaration of conformity for radio systems in EU member states and outside the European Union




Fig. 1 Overview of some approval symbols for radio systems.

1. Argentina
2. Zambia
3. Brunei
4. The Philippines.
5. Paraguay
6. South Africa

CE Approval symbol for radio systems in countries outside the EU that authorize and allow radio systems in accordance with European guidelines.

UKCA Approval symbol for radio systems in England, Wales and Scotland.

Approval symbol for radio systems in Ukraine.

Approval symbols for radio systems in Brazil.

Approval symbol for radio systems in Argentina.

Approval symbols for radio systems in Malaysia.

Approval symbols for radio systems in Australia or in Australia and New Zealand.

R-NZ Approval symbol for radio systems in New Zealand.

EAC Approval symbol for radio systems in Russia and in countries that authorize and allow radio systems in accordance with EAC guidelines.

Approval symbols for radio systems in Vietnam.

 Approval symbols for radio systems in Belarus.

 Approval symbol for radio systems in Serbia.

 Approval symbol for radio systems in the USA and in countries that authorize and allow radio systems in accordance with the US FCC guideline.

 Approval mark for radio systems in Mexico.

Approval mark for radio systems in Mexico.

 Approval symbol for radio systems in Armenia.

 Approval symbol for radio systems in Mongolia.

 Approval symbol for radio systems in Sierra Leone.

 Approval mark for radio systems in Thailand.

 Approval symbol for radio systems in the United Arab Emirates.

 Approval symbol for radio systems in Ghana.

 Approval symbol for radio systems in Pakistan.

With this document, the manufacturer declares that the radio equipment listed in the following is in compliance with the basic requirements and other relevant regulations and laws at the time of production:

The following radio systems are not available in every market or every vehicle.

— Connection to the outside antenna
— Antenna
— Antenna amplifier
— Bluetooth.
— Remote control (auxiliary heater).
— Remote control key (vehicle)
— Digital instrument cluster
— Infotainment system.
— Wireless charging function
— Keyless Access.
— Instrument cluster, electronic immobilizer
— Radar sensors for assistance systems
— Tire pressure sensors
— Auxiliary heating (transceiver)
— Control modules with an integrated eSIM card.
— Phone interface
— Wi-Fi hotspot.

— Central control module
— NFC
digital key card.
— USB
charging connector.

For more information, please visit:www.volkswagen.com/generalinfo.

EU-related documents, e.g. for Ghana, can be found on the website under the EU English button.

Radio systems with this marking must be collected separately from normal household garbage and disposed of in accordance with legal requirements. You can hand these in at local disposal facilities or nationally commissioned return systems if applicable *(→ Product recycling)*.

Symbol for limited use of certain hazardous substances in electrical and electronic devices in accordance with the RoHS
directive.

## Manufacturer addresses

For components on which the manufacturer address cannot be displayed due to their size or nature, where legally required, the relevant manufacturer addresses are listed below:

### Door handle with NFC radio technology

HELLA GmbH & Co. KGaA
Rixbecker Straße 75
59552 Lippstadt
GERMANY

WITTE VELBERT GmbH & Co. KG
Höferstraße 3-15
42551 Velbert
GERMANY

### Remote control operation (auxiliary heater), auxiliary heater (transceiver)

Digades GmbH
Äußere Weberstraße 20
02763 Zittau

GERMANY

Webasto Thermo & Comfort SE
Friedrichshafener Straße 9
82205 Gilching
GERMANY

Bury GmbH & Co. KG
Robert-Kochstraße 1-7
32584 Löhne
GERMANY

## Tire pressure sensors

HUF Baolong Electronics Bretten GmbH
Gewerbestraße 40
75015 Bretten
GERMANY

## Wireless charging function

Molex Technologies GmbH
Mizarstrasse 3
12529 Schönefeld
GERMANY

Molex CVS Dabendorf GmbH
Märkische Straße 72
15806 Zossen
GERMANY

Bury Sp. Z o.o.
Wojska Polskiego 4
39-300 Mielec
POLAND

BCS Automotive Interface Solutions (Suzhou) Co., Ltd.

No. 2052 Taidong Road Xiangcheng Economic Development District

215413 Suzhou

CHINA

# Mapping tables

Meaning of the letter pairs in the tables(e.g. AF): *(→ Radio Equipment Directive (RED))*.

## Safety

This section contains certificate numbers for the following components:

— *HomeLink® Universal Transmitter, Keyless Access, remote control vehicle key, digital instrument cluster, electronic immobilizer*.

*HomeLink® Universal Transmitter:*

| | |
|---|---|
| ADHL5D, EHL2, CB2JCIBUSHL4 | AG |
| ADHL5D, EHL2, CB2JCIBUSHL4 | AK |

*Keyless Access:*

| | |
|---|---|
| RSB19 | AO |
| Kessy MQB37W | AF |
| Kessy MQB-A, 5ZA 010 176, MQB-B B, MQB-B H, | AC |
| 013854 | AD |
| VWTOUA PKETOUA | AJ |

*Remote control vehicle key:*

| | |
|---|---|
| VK2, FS19, FS19S, FS191S, FS197 | AF |
| FS09, FS12A, FS12P, FS12PM, FS125C, FS14, FS14K, FS14T, FS14TK, FS1744, FS1744M, FS94 | AI |
| VWTOUA RKETOUA | AJ |

*Instrument cluster, electronic immobilizer:*

| | Frequency band, maximum transmitting power |
|---|---|
| COLOUR5C, MEDIUM 5C, MEDIUM 5C_21 | AB |
| eNSF, LCW05-VWE1, LCW05-VWE5, LCW05-SEE5, EZS-VW-Touareg, Immobilizer integrated in dashboard module instrument cluster, 17101001, 17101002, 17101010, 17101021, 17101022, 17101023, 17101031, 17101032, 17101033, 17101034, 17101041, 17101042, 17101043, 17101051, 17101052, 17101053, 17101054, 17101055, 17101056, 17101057, 17101071, 17101072, 18020501, 18020531, 18020532, 18020533, 18020534, 18031410, 18100931 | AC |
| FPK8 IMMO5D, Instrument cluster 1, Instrument cluster 2, Instrument cluster 3, BNF_HL, BNF_LL, NSF_HL, NSF_LL1, NSF_LL3, FPK8I5DTR2, FPK GEN1, FPK GEN2 | AD |
| MQB_A0 Clusters, MQBG01, MQBM01, MQBS01 | BE |
| DTCO 1381 | AT |
| EFAS-4.10 | |

## Climate control

This section contains certificate numbers for the following components:

— *Remote control operation (auxiliary heater), auxiliary heater (transceiver).*

*Remote control (auxiliary heater):*

| | |
|---|---|
| EasyStart R, Funkfernbedienung, STH VW-50000884, STH VW D-50001194, Telestart | AK |

*Auxiliary heater (transceiver):*

| | |
|---|---|
| Funkempfänger STH, 50000864 D208L VW, 50001219 D208L VW | AK |

## Tires

This section contains certificate numbers for the following components:

— *Tire pressure sensors*

*Tire pressure sensors:*

| | |
|---|---|
| AG2FW4, TSSRE4Dg, TSSRE4Uf, TSSSG4G5, TSSSG4G5b, TSSTsc, TMSE6A4, A55BT | AG |

## Control modules

This section contains certificate numbers for the following components:

*— Central control module, door control module, digital key card, wireless charging function, wireless safety belt monitor.*

*Central control module:*

| | |
|---|---|
| 5WK50254 | AH |
| BCM MQB37W, BR21, BR22, MQB37W | AF |
| KFG: Max | BG |
| BCM2, BCM2R, BCMevo, BCMevoC, BCMevo5 | BH |
| BCM MQB27, BCM PQ25, BCM PQ26 ROW (502N1xFOx), BCM PQ35, BCM PQ37H, BR11, 5WK50248, MIB2H | XX |
| BC-Module, 5WK50474 | |

*Door control module:*

| | |
|---|---|
| HUF71110, HUF71254, DHA20, DHSEQ5NFCNFCTGS, Mobile Key 4K0.959.754.xx, 3G0.837.205, 3G0.837.206 | AD |
| DHSEQ5NFC | AE |
| CDIS 2.0 | BD |

*Wireless charging function:*

| | |
|---|---|
| WCH-183, WCH-185, WCH-186, WCH-304, WPC003-1, WPC003-5, 3G0.980.611, Koppelantenne Gen.3, SCB, DCB, SCB-Lite | AA |
| 3G0.980.611, SCB, DCB | BK |

*Wireless safety belt monitor:*

| | |
|---|---|
| wSBR F-SG, wSBR S-SG | AL |

## Driver assistance systems

This section contains certificate numbers for the following components:

*— Radar sensors for assistance systems*

*Radar sensors for assistance systems:*

| | |
|---|---|
| LCA 2.0A, BSD 3.0 | AP |
| RS4 | AQ |
| ARS4-B, ARS5-B, FR5CPEC, LRR3, MRR1Plus, LRR4, MRR1Rear, LRR4R, MRRe14FCR, MRRevo14F, R3TR, F5CP42 | AR |
| CPD001 | BN |

## Infotainment system and online communication

This section contains certificate numbers for the following components:

— *Infotainment system, Bluetooth, Wi-Fi hotspot, phone interface, OCU, Volkswagen Car-Net "Security & Service", Volkswagen Car-Net "e-Remote".*

*Infotainment system:*

| | |
|---|---|
| New Radio Ultra Low SBB, New Radio Ultra Low SBB DAB, New Radio Ultra Low SBT, 7CO.035.153, 7LA.035.153.A, Radio Ultra Low Touch, Radio Ultra Low Touch DAB | AL |
| A473/A476/A750, A475/A754, L40VW2, L41VW2, L42VW2, L53VW2, L56VW2, L62VW2, L69VW2, L73VW2, L77VW2, MIB Global Entry/Standard, MIB2, MIB2 PQ MIN, MIB2STD, MIB Standard 2 – PQ +/NAV with BT, MIB Standard 2 – ZR with BT, MIB Standard 2 – ZR +/Nav with BT, MIB3E_MQB_BT, MIB3E_MQB37w_BT, OE-PP 87BT | AL |
| MIB3TOP, MIB3TOP2, TKCMOD11000, , TKCMOD12C000 | AV |
| MEB ICAS3, MEB ICAS3GP, MEB ICAS3CHNGP | AW |
| MIB3 OI (LGE) | AX |
| MIB3 OI, MIB3 OI nf | AY |
| MIB Standard 2 – ZR +/Nav mit BT and WLAN, MIB Standard 2 – PQ +/NAV with BT and WLAN, MIB2STD Nav, MIB2STD Radio | AZ |
| MIB3E_MQB_BTWIFI, MIB3E_MQB37w_BTWIFI | BA |
| A580/A270 | BB |
| MIB HS, MIB2H | BC |
| MMI3G | BF |
| CONBOX-High, CB20CHN08, CONBOX-Low | BM |
| MMI3G RU | XX |
| RRVW402B, RRVW401*, RRVW402* | XX |

*Bluetooth:*

| | |
|---|---|
| HT-5 | BI |

*Wi-Fi hotspot:*

| | |
|---|---|
| HT-5 | BI |
| CCU4 | BJ |

*Phone interface:*

| | |
|---|---|
| HT-5 | BI |

*OCU (online connectivity unit):*

| | |
|---|---|
| DataPlug | AL |
| HT-6d, HT-6e, TUVM01IU-G, TUVM02IU-C, TUVM02IU-E, TUVM03IU-C, TUVM03IU-E | AS |
| TLAHW3IU-E, TLAHW3IU-R, TLVHM3IU-E, TLVHM3IU-R, TLVHW3IU-E, TLVHW3IU-R, TLVLM3IU-E, TLVLM3IU-R, TLVUM3IU-W, TLVUW3IU-W, TLVHE4IU-E, TLVHE4IU-R, TLVHM3IU-W, TLVHW3IU-W, TLVHE4IU-W, TLVUM3IU-E, TLVUM3IU-R, TLVUW3IU-E, TLVUE4IU-E, TLVUE4IU-W, TLVLM3IU-N, TLVHE4IU-N, TLVUM3IU-N, TLVUW3IU-N, TLVHM3IU-N, TLVLP3IU-N, TLAHW3IU-N, TXVLP3IN-N, TLVLM3IU-CR, TLVLM3IU-CM, TLVLM3IU-C, TLAHW3IU-CM, TLAHW3IU-W, TLVHW3IU-N, TLVUW3IU-R, TLVHE4IU-C, TLVUE4IU-N | AU |
| TLVHM3IU-C, TLVHM3IU-CM, TLVHW3IU-CM, TLAHW3IU-CM | AU (China) |

### Aerials

This section contains certificate numbers for the following components:

*— Aerials, aerial amplifiers, connection to the external aerial.*

*Connecting to the exterior antenna:*

| | |
|---|---|
| LTE-MBC-EU, LTE-MBC-EU2 | BC |
| CM01TN-VWW, CM01XN-VWE, CM02XN-VWE, CM02TN-VWW | AN |
| UMTS/GSM-MMC, UMTS/GSM-MMC-AG2, UMTS/GSM-MMC-AG3 | AS |

*Antenna amplifier:*

## Approval numbers

| | |
|---|---|
| CSA-1 | AN |
| DDAECE01, 4N0.035.503.E, 4N0.035.503.F, 4N0.035.503.J, 4N0.035.503.L, 4N0.035.503.M, 4N0.035.503.Q, 4N0.035.503.AB, 4N0.035.503.AC, 4N0.035.503.AF, 4N0.035.503.AG, 4N0.035.503.BP, 4N0.035.503.DC, 4N0.035.503.DG | AL |
| FAM027, FAM028 | BL |
| 0-07-26-1912-00, 756xxxx, AM/FM1/DAB2/TV ECE (Impedance Converter), AM/FM Antenna Base | XX |
| , 1S0.035.577.A, 2G0.035.577.A, 2GM.035.577.A, 2S0.035.577.A | XX |
| 3G5.035.577, 3G5.035.577.A, 3G5.035.577.B, 3G5.035.577.G, 3G5.035.577.H, 3G5.035.577.J, 3G5.035.577.K, , 3G8.035.577, 3G8.035.577.A, 3G8.035.577.B, 3G8.035.577.E, 3G8.035.577.F, 3G8.035.577.G, 3G8.035.577.H, 3G8.035.577.J, 3G8.035.577.K, 3G9.035.577, 3G9.035.577.A, 3G9.035.577.B, 3G9.035.577.G, 3G9.035.577.H, 3G9.035.577.J, 3G9.035.577.K, 3V5.035.577.A, 3V5.035.577.B, 3V5.035.577.F, 4S0.035.225.A, 4S0.035.225.D, 2G7.035.577.A, 4K0.035.456, 4K0.035.456.B | XX |
| 510.035.577, 510.035.577.A, 510.035.577.B, 565.035.577, 565.035.577.A, 565.035.577.C, 575.035.225, 575.035.225.A, 575.035.225.B, 5C3.035.552, 5C3.035.552.A, 5C3.035.552.B, 5C5.035.552, 5C5.035.552.A, 5C5.035.552.B, 5E6.035.577, 5E6.035.577.A, 5E6.035.577.B, 5E7.035.577, 5E7.035.577.A, 5E7.035.577.B, 5G9.035.577, 5G9.035.577.A, 5G9.035.577.B, 5G9.035.577.G, 5G9.035.577.H, 5G9.035.577.J, 5G9.035.577.K, 5L0.035.501.A | XX |
| 6C0.035.501, 6C0.035.501.A, 6C0.035.501.C, 6C0.035.501.D, 6C0.035.501.G, 6C0.035.501.J, 6C0.035.501.N, 6C0.035.501.P, 6C0.035.501.Q, 6R0.035.501, 6R0.035.501.A, 6R0.035.501.C, 6R0.035.501.D, 6R0.035.501.F, 6R0.035.501.L, 760.035.577, 760.035.577.A, 760.035.577.S, 760.035.577.T, 7C0.035.501, 7C0.035.501.C, 7C0.035.501.D, 7C0.035.501.F, 7C0.035.501.G, 7H0.035.507.E, 7P6.035.552, 7P6.035.552.A, 7P6.035.552.M, 8S7.035.503.B | XX |
| 920446A, 920554A, 920611A, 920639A, 920627A, 920627B, SAA-101, SAA-102, SAA-103, SAA-104, SAA-105, SAA-106, SAA-107, SAA-108, SAA-109, SAA-110, SAA-111, SAA-112, 5G-NRC-EU, 5G-NRC-CN,5G Compenser, | XX |

*Antenna:*

| | |
|---|---|
| DSRC CAN Module / EFAS-4 DU(200046-8), DSRC CAN Module / EFAS-4 DU(200046-9) | AM |
| RAN-102, RAN-103, RAN-104, RAN-105, RAN-106, RAN-107, RAN-108, RAN-109, RAN-110, RAN-111, RAN-112 | XX |
| , 3789.01, 754xxxx, 76xxxxx, 77xxxxx, 790xxxx, 7540xxx, 7542xxx | XX |
| 1K8.035.552.C, 1K8.035.552.F, 2GC.035.577, 2GC.035.577.A, 2GC.035.577.S | XX |
| 5Q0.035.507.A, 5Q0.035.507.B, 5Q0.035.507.C | XX |
| 6R0.035.501.F | XX |

As long as nothing else is specified, these specifications apply to all Volkswagen models or vehicles equipped with the respective radio system.

In some countries, approval for setting up radio technology and using it may be restricted, may be lacking, or may be possible only with additional requirements.

Reference radio systems (e.g. AA) *(→ Radio Equipment Directive (RED))*.

Frequency band.

Maximum transmitting power.

µW = Microwatt, mW = Milliwatt, W = Watt.

| | | |
|---|---|---|
| AA | 105 kHz – 138 kHz | 15 W |
| AB | 116 kHz – 134 kHz | 148,70 dBµV/m |
| AC | 125 kHz +/- 10 kHz | 5,4 dBµA/m |
| AD | 125 kHz | 40 dBµA/m |
| AE | 13,56 MHz | 500 mW |
| AF | LF<br>125 kHz | |
| | UHF<br>433,05 MHz – 434,79 MHz<br>433,92 MHz<br>315 MHz<br>433,05 MHz – 434,79 MHz | 0,1(ERP) mW / -10dBm (ERP)<br>0,15 mW (EIRP)<br>0,05(EIRP) mW / -13 dBm (EIRP)<br>80,8 dBµA/m @ 3m (Ave.) |
| | UWB<br>6520 MHz<br>6988,8 MHz<br>7040 MHz<br>7488,0 MHz<br>7560 MHz | 1 mW (EIRP) / 0dBm (EIRP) Mean Power Spec. Dens: -41,3 dBm / MHz (EIRP) |
| AG | 433,92 MHz | 10 mW |
| AH | 433,92 MHz, 434,42 MHz | 5 dBm EIRP |
| AI | 434,79 MHz | 25 mW |
| AJ | 433,47 MHz – 434,37 MHz | -17 dBm |
| | 868,00 MHz – 868,60 MHz | -17 dBm |
| AK | 868,0 MHz – 869,2 MHz | 25 mW |
| AL | 2400 MHz – 2483,5 MHz | 10 mW |

| | | |
|---|---|---|
| AM | 5795 MHz – 5815 MHz (DSRC) | 0,04 mW |
| AN | 5855 MHz – 5925 MHz | 2 W EIRP |
| AO | 6,0 GHz – 8,5 GHz (6,52 GHz, 7,04 GHz, 7,56 GHz)<br>BLE:<br>2402-2480 MHz<br><br>UWB:<br>Ch5: 6489.6 MHz<br>CH6: 6988.8 MHz<br>Ch8: 7488.0 MHz<br>Ch9: 7987.2 MHz | 9.9 dBm EIRP<br><br><br><br><br><br>-0.75 dBM EIRP |
| AP | 24,05 GHz – 24,25 GHz | 0,05 W |
| AQ | 24,075 GHz – 24,250 GHz | 15,1 dBm EIRP |
| AR | 76,0 GHz – 77,0 GHz | 37,79 dBm EIRP |
| AS | GSM 900 (uplink: 880 MHz – 915 MHz / downlink: 925 MHz – 960 MHz) | 2 W |
| | GSM 1800 (uplink: 1710 MHz – 1785 MHz / downlink: 1805 MHz – 1880 MHz) | 1 W |
| | WCDMA FDDI (uplink: 1920 MHz – 1990 MHz / downlink: 2110 MHz – 2170 MHz) | 0,25 W |
| | WCDMA FDDVIII (uplink: 880 MHz – 915 MHz / downlink: 925 MHz – 960 MHz) | 0,25 W |
| AT | 5,795 GHz – 5,815 GHz (DSRC)<br>1599 MHz – 1610 MHz (GNSS) | -19,9 dBm EIRP |
| AU | WCDMA Band 1: 1922,4 MHz – 1977,6 MHz,<br>WCDMA Band 3: 1712,4 MHz – 1782,6 MHz,<br>WCDMA Band 8: 882,4 MHz – 912,6 MHz | 23.5dBm +2.2 / -2.7dB |
| AU | LTE Band 1: 1920 MHz – 1980 MHz,<br>LTE Band 3: 1710 MHz – 1785 MHz,<br>LTE Band 7: 2500 MHz – 2570 MHz,<br>LTE Band 8: 880 MHz – 915 MHz,<br>LTE Band 20: 832 MHz – 862 MHz,<br>LTE Band 28: 703 MHz – 718 MHz,<br>LTE Band 32: 1452 MHz –1496 MHz | 23 dBm ± 2dB |
| AU | GSM 900: 880 MHz – 915 MHz<br>DCS 1800: 1710 MHz – 1785 MHz<br>GNSS: 1559 MHz –1610 MHz<br>Offline | 33 dBm ± 2dB<br>30 dBm ± 2dB<br>--<br>-- |
| AU (China) | 889-915MHz<br>1710-1750MHz / 1880-1900MHz<br>2010-2025MHz/1940-1965MHz<br>909-915MHz/1880-1915MHz<br>2300-2370MHz<br>2575-2635MHz/1920-1965MHz<br>1710-1780MHz<br>909-915MHz | 33/30dBm ± 2dB<br>24dBm +1.7 / -3.7dB<br>23dBm ± 2.7dB |

| | 824-835MHz | |
|---|---|---|
| AV | Bluetooth: 2402 MHz – 2480 MHz | 13 dBm |
| | WLAN 2.4 GHz: 2412 MHz – 2480 MHz | 20 dBm |
| | WLAN 5 GHz: 5725 MHz – 5850 MHz | 14dBm |
| AW | Bluetooth: 2402 MHz – 2480 MHz | 6,9 dBm |
| | WLAN 2.4 GHz: 2412 MHz – 2472 MHz, WLAN 5 GHz: 5150 MHz – 5250 MHz, WLAN 5 GHz: 5725 MHz – 5850 MHz | 18,52 dBm |
| AX | Bluetooth: 2402 MHz – 2480 MHz | 2,30 dBm EIRP |
| | GNSS: 1559 MHz – 1610 MHz | -- |
| | WLAN 2.4 GHz: 2412 MHz – 2472 MHz, WLAN 5 GHz: 5150 MHz – 5250 MHz, WLAN 5 GHz: 5725 MHz – 5850 MHz | 16,80 dBm EIRP |
| AY | Bluetooth: 2402 MHz – 2480 MHz | 8,94 dBm EIRP |
| | WLAN 2.4 GHz: 2412 MHz – 2472 MHz, WLAN 5 GHz: 5745 MHz – 5825 MHz | 16,63 dBm EIRP |
| AZ | Bluetooth: 2402 MHz – 2480 MHz | 4,63 dBm EIRP |
| | WLAN 2.4 GHz: 2412 MHz – 2472 MHz | 17,70 dBm EIRP |
| BA | Bluetooth: 2400 MHz – 2483,5 MHz | 4,9 dBm EIRP |
| | WLAN 2.4 GHz: 2400 MHz – 2483,5 MHz, WLAN 5 GHz: 5150 MHz – 5250 MHz, WLAN 5 GHz: 5725 MHz – 5850 MHz | 13,8 dBm EIRP |
| BB | Bluetooth: 2402 MHz – 2480 MHz | 0,9 dBm EIRP |
| | WLAN: 2400 MHz – 2483,5 MHz | 8 dBm EIRP |
| | GSM: 900/1800 MHz | 27 dBm EIRP |
| | UMTS FDDI/III | 24 dBm EIRP |
| | LTE FDD 3, 7, 8, 20 | 23 dBm EIRP |
| BC | Bluetooth: 2402 MHz – 2480 MHz | 10 dBm EIRP |
| | WLAN: 2400 MHz – 2483,5 MHz | 20 dBm EIRP |
| BC | GSM 900 (uplink: 880 MHz – 915 MHz / downlink: 925 MHz – 960 MHz) | 33 dBm EIRP |
| | GSM 1800 (uplink: 1710 MHz – 1785 MHz / downlink: 1805 MHz – 1880 MHz) | 30 dBm EIRP |
| BC | WCDMA FDDI (uplink: 1920 MHz – 1980 MHz / downlink: 2110 MHz – 2170 MHz) | 24 dBm |

| | | |
|---|---|---|
| BC | WCDMA FDDI (uplink: 1920 MHz – 1980 MHz / downlink: 2110 MHz – 2170 MHz) | 24 dBm EIRP |
| | WCDMA FDDVIII (uplink: 880 MHz – 915 MHz / downlink: 925 MHz – 960 MHz) | 24 dBm EIRP |
| BC | LTE FDD1 (uplink: 1920 MHz – 1980 MHz / downlink: 2110 MHz – 2170 MHz) | 23 dBm EIRP |
| | LTE FDD3 (uplink: 1710 MHz –1785 MHz / downlink: 1805 MHz – 1880 MHz) | 23 dBm EIRP |
| | LTE FDD7 (uplink: 2500 MHz – 2570 MHz / downlink: 2620 MHz – 2690 MHz) | 23 dBm EIRP |
| | LTE FDD8 (uplink: 880 MHz – 915 MHz / downlink: 925 MHz – 960 MHz) | 23 dBm EIRP |
| | LTE FDD20 (uplink: 832 MHz – 862 MHz / downlink: 791 MHz – 821 MHz) | 23 dBm EIRP |
| BD | LTE Band 1: 2100 MHz, LTE Band 3: 1800 MHz, LTE Band 5: 850 MHz, LTE Band 7: 2600 MHz, LTE Band 8: 900 MHz, LTE Band 20: 800 MHz | 23 dBm |
| BD | UMTS Band 1: 2100 MHz , UMTS Band 2: 1900 MHz, UMTS Band 5: 850 MHz, UMTS Band 8: 900 MHz | 24 dBm |
| BD | GSM: 850 MHz, E-GSM: 900 MHz | 33 dBm |
| | DCS: 1800 MHz, PCS: 1900 MHz | 30 dBm |
| | BLE: 2400 MHz – 2483,5 MHz | 3,5 dBm |
| | WCDMA FDDI (uplink: 1920 MHz – 1980 MHz / downlink: 2110 MHz – 2170 MHz) | 30 dBm |
| BE | 125 kHz | 0,56 W |
| BF | Bluetooth: 2400 MHz – 2483,5 MHz | 20 dBm |
| | GSM/GPRS: 880,2 MHz –914,8 MHz | 33 dBm |
| | GSM/GPRS: 1710,2 MHz –1784,8 MHz | 30 dBm |
| | WCDMA Band 1: 1922,4 MHz – 1977,6 MHz, WCDMA Band 8: 882,4 MHz – 912,6 MHz | 24 dBm |
| BG | Bluetooth: 2400 MHz – 2483,5 MHz | 4 dBm EIRP |
| | WLAN: 2400 MHz – 2483,5 MHz | 19 dBm EIRP |
| BH | 21,13 kHz – 22,75 kHz | 42 dBµA/m |
| BI | GSM 850 (uplink: 824 MHz – 849 MHz / downlink: 869 MHz – 894 MHz) | 2 W |
| | GSM 900 (uplink: 880 MHz – 915 MHz / downlink: 925 MHz – 960 MHz) | 2 W |
| | GSM 1800 (uplink: 1710 MHz – 1785 MHz / downlink: 1805 MHz – 1880 MHz) | 1 W |
| | GSM 1900 (uplink: 1850 MHz – 1910 MHz / downlink: 1930 MHz – 1990 MHz) | 1 W |
| | WCDMA FDDI (uplink: 1920 MHz – 1980 MHz / downlink: 2110 MHz – 2170 MHz) | 0,25 W |
| | WCDMA FDDV (uplink: 824 MHz – 849 MHz / downlink: 869 MHz – 894 MHz) | 0,25 W |
| | Bluetooth: 2402 MHz – 2480 MHz | 0,001 W |
| | WLAN: 2412 MHz – 2462 MHz | 0,1 W |
| BJ | WiFi IEEE 802.11 b/g/n: 2412 MHz – 2472 MHz | 18,4 dBm |

| | | |
|---|---|---|
| | WLAN 802.11 b/g/n: 2412 MHz – 2472 MHz | 20,7 dBm EIRP |
| | GSM/GPRS/eGPRS 900: 880,2 MHz – 914,8 MHz | 37,64 dBm EIRP |
| | GSM/GPRS/eGPRS 1800: 1710,2 MHz – 1784,8 MHz | 34,64 dBm EIRP |
| | UMTS FDDI: 1922,4 MHz – 1977,6 MHz, UMTS FDDVIII: 882,4 MHz – 912,6 MHz, LTE FDD1: 1920 MHz – 1980 MHz, LTE FDD3: 1710 MHz – 1784,9 MHz, LTE FDD7: 2500 MHz – 2569,9 MHz, LTE FDD8: 880 MHz – 914,9 MHz, LTE FDD20: 832 MHz – 861,9 MHz | 27,84 dBm EIRP |
| BK | 13,56 MHz | 500 mW |
| BL | 5855 MHz – 5925 MHz | 24 dBm EIRP |
| BM | Bluetooth: 2402 MHz – 2480 MHz | 9,7 dBm EIRP |
| | Bluetooth LE: 2402 MHz – 2480 MHz | -1,5 dBm EIRP |
| | WLAN: 2412 MHz – 2472 MHz | 13,3 dBm EIRP<br>12,7 dBm EIRP<br>33 dBm rated<br>30 dBm rated<br>23 dBm rated<br>24 dBm rated |
| | WLAN: 5745 MHz – 5825 MHz | 12,7 dBm EIRP |
| | GSM 900: 880 MHz – 960 MHz | 33 dBm rated |
| | GSM 1800: 1710 MHz – 1880 MHz | 30 dBm rated |
| | LTE FDD Band 1, 3, 7, 8, 20, 28, 34, 38, 40 | 23 dBm rated |
| | WCDMA Band I: 1920 MHz – 1980 MHz, 2110 MHz – 2170 MHz, WCDMA Band III: 1710 MHz – 1880 MHz, WCDMA Band VIII: 880 MHz – 960 MHz | 24 dBm rated |
| BN | 60 - 63,2 GHz | 6 dBm (3.98 mW) |
| XX | No transmission, only reception. | |

## Algeria

Agréé par l' ARPT:

1247/TR/AGR/PC/ARPT/2017, 1910/1-36.DA/617/DT/DG/ARPT/18, 2320/1-41.MS/1191/DT/DG/ARPT/16

Agréé par l' ARPCE:

13/1-88.DA/1419/DT/DG/ARPCE/18, 14/1-88.DA/1420/DT/DG/ARPCE/18, 18/1-88.DA/1424/DT/DG/ARPCE/18, 20/1-88.DA/1426/DT/DG/ARPCE/18, 22/1-88.DA/1428/DT/DG/ARPCE/18, 23/1-88.DA/1429/DT/DG/ARPCE/18, 1140/1-17.MS/601/DT/DG/ARPCE/19, 1145/1-17.MS/604/DT/DG/ARPCE/19, 1146/1-17.MS/603/DT/DG/ARPCE/19, 1372/1-24.BT/762/DT/DG/ARPCE/19, 1692/1-28.BT/922/DT/DG/ARPCE/19, 2112/1-36.BT/.../DT/DG/ARPCE/19, 2113/1-36.DA/.../DT/DG/ARPCE/19, 2114/1-36.DA/.../DT/DG/ARPCE/19, 2115/1-36.BT/.../DT/DG/ARPCE/19, 2764/1-58.DA/911/DT/DG/ARPCE/18, 2766/1-58.DA/913/DT/DG/ARPCE/18, 2767/1-58.DA/914/DT/DG/ARPCE/18, 2768/1-58.DA/915/DT/DG/ARPCE/18, 2904/1-59.DA/968/DT/DG/ARPCE/18, 3559/1-1604/DT/DG/ARPCE/19

Homologué par l'ARPCE:

№ 029/IR/HMG/PC/ARPCE/2021, № 130/IR/HMG/PC/ARPCE/2020, № 134/IR/HMG/PC/ARPCE/2020, № 184/IR/HMG/PC/ARPCE/2019, № 879/IR/HMG/PC/ARPCE/2018, № 753/IR/HMG/PC/ARPCE/2021, № 039/IR/HMG/DG/ARPCE/2023, № 539/IR/HMG/PC/ARPCE/2023

Homologué par l'ANF:

№ CC:22/H/ANF/2021, № CC:38/H/ANF/2021, № CC:39/H/ANF/2021, № CC:40/H/ANF/2021, № CC:53/H/ANF/2021
№ CC:138/H/ANF/2020, № CC:139/H/ANF/2020, № CC:164/H/ANF/2020, № CC:165/H/ANF/2020, № CC:174/H/ANF
№ CC:322/H/ANF/2021, № CC:323/H/ANF/2021, № CC:324/H/ANF/2021, № CC:325/H/ANF/2021, № CC:326/H/ANF
№ CC:332/H/ANF/2021, № CC:342/H/ANF/2021, № CC:372/H/ANF/2020, № CC:405/H/ANF/2021, № CC:406/H/ANF
№ CC:410/H/ANF/2020,№ CC:198/H/ANF/2021,№ CC:007/H/ANF/2022,№ CC:009/H/ANF/2022,№ CC:010/H/ANF/2
№ CC:019/H/ANF/2022,№ CC:024/H/ANF/2022,№ CC:028/H/ANF/2022, № CC:027/H/ANF/2022,№ CC:026/H/ANF/2
№ 053/H/ANF/2023, № 050/H/ANF/2023, № 051/H/ANF/2023, № 157/H/ANF/2023, № 156/H/ANF/2023, № 159/H

## Argentina

CNC C-8752, CNC C-13277, CNC C-13393, CNC C-13823, CNC C-14175, CNC C-14176, CNC C-14387, CNC C-14451, CNC C-14520, CNC C-14569, CNC C-14733, CNC C-15807, CNC C-16345, CNC C-16741, CNC C-17001, CNC C-17582, CNC C-17583, CNC C-17604, CNC C-17629, CNC C-17985, CNC C-18005, CNC C-18053, CNC C-20030, CNC C-20288, CNC C-20323, CNC C-21672, CNC C-21673, CNC C-21797, CNC C-21798, CNC C-22036, CNC C-22394, CNC C-23301, CNC C-23466, CNC C-23776, CNC C-24233, CNC C-24447,

CNC H-12657, CNC H-12663, CNC H-12664, CNC H-12665, CNC H-12689, CNC H-12804, CNC H-15700, CNC H-16681, CNC H-17001, CNC H-17562, CNC H-17563, CNC H-17567, CNC H-17568, CNC H-17708, CNC H-20369, CNC H-20370, CNC H-20497, CNC H-20718, CNC H-20731, CNC H-20732, CNC H-20733, CNC H-21049, CNC H-21050, CNC H-21796, CNC H-21901, CNC H-21902, CNC H-21961, CNC H-21962, CNC H-22190, CNC H-22191, CNC H-22192, CNC H-22240, CNC H-22301, CNC H-22302, CNC H-22362, CNC H-22363, CNC H-22364, CNC H-22377, CNC H-22378, CNC H-22379, CNC H-22380, CNC H-22381, CNC H-22382, CNC H-22383, CNC H-22390, CNC H-22391, CNC H-22383, CNC H-22524, CNC H-22757, CNC H-22793, CNC H-22794, CNC H-22855, CNC H-22856, CNC H-22961, CNC H-23129, CNC H-23480, CNC H-23481, CNC H-23844, CNC H-24102, CNC H-24153, CNC H-24224, CNC H-24258, CNC H-24260, CNC H-24261, CNC H-24361, CNC H-24442, CNC H-24469, CNC H-24470, CNC H-24559, CNC H-24598, CNC H-24623, CNC H-24820, CNC H-24892, CNC H-24931, CNC H-14349.

R C-17908, R C-22292, R H-26251,R H-27278,R C-26978,R C-22036,R H-27598,R H-27726,R H-22390,R H-22391,R H-22794,R H-22793,R C-15806,R C-15807,R H-22757,R H-27976,R C-23301,R C-23466, R H-23129, R H-27923, R H-15700, R H-22961, R C-23301, R C-23466, R H-24102, R H-16681, R H-24262, R H-24260, R H-

24258, ® H-24470, ® H-24469, ® H-24442, ® H-28829, ® H-28830, ® H-24261, ® H-25893, ® H-27977, ® H-29401, ®H-17568, ®H-24892, ®H-17563, ®H-17567, ®H-17562, ® C-25101, ® C-25102, ® H-12804, ® H-21050, ® H-24931, ® H-20030, ® H-28774, ® H-28773, ® C-25803, ® H-25531, ® C-17604, ® C- 30067

## Benin

AGREE PAR L'ARCEP BENIN

Numéro d'agrément_Date d'agrément:

016/ARCEP/SE/DJPC/DR/GU/2021, 018/ARCEP/SE/DR/DAJRC/GU/2019, , 069/ARCEP/SE/DR/DAJRC/GU/2019, 073/ARCEP/SE/DR/DAJRC/GU/2019, 074/ARCEP/SE/DR/DAJRC/GU/2019, 075/ARCEP/SE/DAR/DJPC/GU/2020, 114/ARCEP/SE/DR/DAJRC/GU/2017, 115/ARCEP/SE/DR/DAJRC/GU/2017, 115/ARCEP/SE/DR/DAJRC/GU/2019, 121/ARCEP/SE/DR/DAJRC/GU/2019, 123/ARCEP/SE/DR/DAJRC/GU/2018, 124/ARCEP/SE/DR/DAJRC/GU/2018, 124/ARCEP/SE/DR/DAJRC/GU/2019, 133/ARCEP/SE/DR/DAJRC/GU/2018, 137/ARCEP/SE/DR/DAJRC/GU/2019, 138/ARCEP/SE/DR/DAJRC/GU/2019, 143/ARCEP/SE/DR/DAJRC/GU/2018, 165/ARCEP/SE/DR/DAJRC/GU/2018, 166/ARCEP/SE/DR/DAJRC/GU/2018, 167/ARCEP/SE/DR/DAJRC/GU/2018, 171/ARCEP/SE/DJPC/DAR/GU/2020, 173/ARCEP/SE/DR/DAJRC/GU/2018, 175/ARCEP/SE/DR/DAJRC/GU/2018, 176/ARCEP/SE/DR/DAJRC/GU/2018, 177/ARCEP/SE/DR/DAJRC/GU/2018, 179/ARCEP/SE/DR/DAJRC/GU/2018, 209/ARCEP/SE/DR/DAJRC/GU/2019, 211/ARCEP/SE/DR/DAJRC/GU/2019, 213/ARCEP/SE/DR/DAJRC/GU/2018, 216/ARCEP/SE/DR/DAJRC/GU/2018, 316/ARCEP/SE/DJPC/DAR/GU/2020,065/ARCEP/SE/DJPC/DAR/GU/2021,016/ARCEP/SE/DJPC/DAR/GU/2021

2018-149/ARCEP/PT/DAJRC/GU, 2018-150/ARCEP/PT/DAJRC/GU, 2020-274/ARCEP/PT/SE/DAF/DJPC/DAR/GU, 2021-069/ARCEP/PT/SE/DAF/DJPC/DAR/GU, 2021-097/ARCEP/PT/SE/DJPC/DAR/GU, 2022-019/ARCEP/PT/DAJRC/GU, 2022-286/ARCEP/PT/DAJRC/GU, 2022-287/ARCEP/PT/DAJRC/GU, 2023-034/ARCEP/PT/DJPC/DAR/DCT/GU, 2023-075/ARCEP/SE/DJPC/DAR/DCT/GU, 2023-072/ARCEP/SE/DJPC/DAR/DCT/GU, 2023-088/ARCEP/SE/DJPC/DAR/DCT/GU, 2023-118/ARCEP/SE/DJPC/DAR/DCT/GU, 2023-137/ARCEP/SE/DAR/DCT/GU, 2023-176/ARCEP/SE/DAR/DCT/GU, 2023-180/ARCEP/SE/DAR/DCT/GU, 2023-183/ARCEP/SE/DAR/DCT/GU, 2023-181/ARCEP/SE/DAR/DCT/GU, 2023-182/ARCEP/SE/DAR/DCT/GU, 2023-184/ARCEP/SE/DAR/DCT/GU, 2023-345/ARCEP/SE/DAR/DCT/GU, 2023-250/ARCEP/SE/DAR/DAR/GU

## Botswana

BTA REGISTERED No:

BOCRA/TA/2016/2691, BOCRA/TA/2017/3412, BOCRA/TA/2017/3441, BOCRA/TA/2018/2026, BOCRA/TA/2018/3012, BOCRA/TA/2018/3913, BOCRA/TA/2018/3941, BOCRA/TA/2018/3991, BOCRA/TA/2018/3992, BOCRA/TA/2018/4129, BOCRA/TA/2018/4130, BOCRA/TA/2018/4131, BOCRA/TA/2018/4132, BOCRA/TA/2018/4133, BOCRA/TA/2018/4134, BOCRA/TA/2018/4135, BOCRA/TA/2018/4136, BOCRA/TA/2018/4193, BOCRA/TA/2018/4194, BOCRA/TA/2018/4195, BOCRA/TA/2018/4196, BOCRA/TA/2019/2174, BOCRA/TA/2019/3433, BOCRA/TA/2019/4309, BOCRA/TA/2019/4311, BOCRA/TA/2019/4582, BOCRA/TA/2019/4648, BOCRA/TA/2019/4649, BOCRA/TA/2019/4666, BOCRA/TA/2019/4701, BOCRA/TA/2019/4978, BOCRA/TA/2019/4982, BOCRA/TA/2019/4997, BOCRA/TA/2019/4998, BOCRA/TA/2019/5045, BOCRA/TA/2019/5046, BOCRA/TA/2019/5079, BOCRA/TA/2019/5080, BOCRA/TA/2019/5895, BOCRA/TA/2019/6030, BOCRA/TA/2020/2551, BOCRA/TA/2020/3908, BOCRA/TA/2020/3991, BOCRA/TA/2020/3992, BOCRA/TA/2020/5158, BOCRA/TA/2020/5159, BOCRA/TA/2020/5188, BOCRA/TA/2020/5191, BOCRA/TA/2020/5261, BOCRA/TA/2020/5470, BOCRA/TA/2020/5487, BOCRA/TA/2020/5511, BOCRA/TA/2020/5846, BOCRA/TA/2021/2175, BOCRA/TA/2021/4040, BOCRA/TA/2021/4057, BOCRA/TA/2021/4701, BOCRA/TA/2021/5894, BOCRA/TA/2021/5886, BOCRA/TA/2021/5895, BOCRA/TA/2021/5957, BOCRA/TA/2021/6030, BOCRA/TA/2021/6071, BOCRA/TA/2021/6093, BOCRA/TA/2021/6098, BOCRA/TA/2021/6187, BOCRA/TA/2021/6422, BOCRA/TA/2021/6536, BOCRA/TA/2021/6581, BOCRA/TA/2020/3372, BOCRA/TA/2020/5261, BOCRA/TA/2020/5191, BOCRA/TA/2022/6705, BOCRA/TA/2022/6820, BOCRA/TA/2022/6864, BOCRA/TA/2021/6581, BOCRA/TA/2021/6536, BOCRA/TA/2022/7424, BOCRA/TA/2022/7619, BOCRA/TA/2022/7617, BOCRA/TA/2022/15329, BOCRA/TA/2021/6419, BOCRA/TA/2021/6420, BOCRA/TA/2023/8031, BOCRA/TA/2018/3913, BOCRA/TA/2023/8560, BOCRA/TA/2023/8793, BOCRA/TA/2023/8133, BOCRA/TA/2023/8134,

## General information about specifications

### Brazil

Para maiores informações, consulte o site da ANATEL - www.anatel.gov.br.

00716-15-03745, 00850-13-03745, , 0939-14-2856, 0940-14-2856, 00231-20-09215, 00716-15-03745, 00720-19-05364, 00939-19-06673, 01094-17-03226, 01095-17-03226, 01138-12-02856, 01140-12-02856, 01202-15-06815, 01618-20-02149, 01760-20-02149, 01812-19-05364, 01813-19-05364, 01814-19-05364, 01834-18-02856, 02018-18-04557, 02144-17-03430, 02294-15-03616, 02318-12-02856, 02393-19-05364, 02450-17-02010, 02452-17-02010, 02992-14-06673, 03002-09-03745, 03080-14-06828, 03184-18-05364, 03323-18-02930, 03563-17-05364, 03604-16-05364, 03764-17-05386, 03833-18-06353, 03834-18-06353, 03993-19-10188, 04057-14-06068, 04282-19-01925, 04383-18-06673, 04708-15-05364, 04998-19-02405, 04999-19-02405, 05273-18-02496, 05292-18-06353, 05293-18-06353, 05296-18-06353, 05297-18-06353, 05310-19-10188, 05505-18-06353, 05506-18-06353, 05507-18-06353, 05508-18-06353, 05509-18-06353, 05511-18-06353, 05512-18-06353, 05531-16-02149, 05674-16-06830, 05676-19-01925, 05803-21-03745, 06029-18-05364, 06215-16-03430, 06763-18-06353, 06950-18-10457, 06962-18-06353, 07084-18-03745, 07137-19-08137, 07183-18-06353, 07184-18-06353, 07185-18-06353, 07186-18-06353, 07188-18-06353, 07189-18-06353, 07191-18-06353, 07830-17-08001, 08057-19-05179, 09036-19-01925, 09087-19-07978, 09275-19-06353, 10313-20-06353, 12001-20-10944, 13806-20-09215, 00533-22-03745, 05310-19-10188, 11718-22-05364, 11502-22-05364, 05507-18-06353, 11718-22-05364, 11502-22-05364, 01812-19-05364, MT-6270/2022_20/12/2024, MT-6272/2022_20/12/2024 21404-22-05364_28/12/2024 00082026_04/01/2022, 00085600_01/07/2021, 00086092_23/10/2020, 00089079_01/07/2021, 00092837_16/03/2021, 00098955_27/08/2018, 00116286_03/12/2021, 00124518_10/07/2020, 00124917_25/07/2018, 00125904_21/07/2020, 00126531_21/01/2021, 00128334_12/05/2021, 00129984_22/06/2021, 00130938_09/04/2021,

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Este equipamento não tem direito à proteção contra interferência prejudicial e não pode causar interferência em sistemas devidamente autorizados. Para maiores informações, consulte o site da ANATEL- www.anatel.gov.br

0148-15-7978, 0263-16-9946, 0278-15-7978, 0456-15-9946, 0646-13-5452, 0716-15-3745, 0850-13-3745, 0918-14-5364, 1140-14-2856, 1202-14-6815, 1497-14-9946, 1498-14-9946, 1546-10-2886, 1690-15-5364, 1711-12-5364, 2115-15-6815, 2220-14-3745, 2230-14-3745, 2294-15-3616, 2483-14-6324, 3002-09-3745, 3080-14-6828, 3557-15-5364, 4057-14-6068, 02128-16-05364, 02530-16-09946, 03323-18-02930, 05531-16-02149, 05674-15-06830, 05674-16-06830, 07084-18-03745, 17186-20-10539, 00278-15-07978, 08004-23-09215,

11743-23-07978 UL-BR 17.0958, MT-4903/2020_29/04/2024, MT-6015/2022_06/08/2024, MT-6112/2022_26/10/2024, MT-6109/2022_04/02/2025, MT-5040/2020_17/09/2024, MT-6123/2022_09/10/2024, MT-6294/2022_17/01/2025, MT-6412/2023_12/04/2025, MT-6452/2023_14/06/2025, MT-6401/2023_12/04/2025, NCC10909/14, NCC10809/14, DEKRA-00025-22, DKTEL-00198-23_05/02/2025, UL-BR 23.0140_03/07/2025, UL-BR 23.1314_08/09/2025, UL-BR 23.1378_27/11/2025 UL-BR23.1707_04/12/2025, BRC-24.2893_14/10/2026, MT-3003/2014_22/08/2026, BRC-23.1869_22/06/2025, 20117-23-10187_07/02/2026, UL-BR 24.0099_07/02/2026.

Este equipamento opera em caráter secundário, isto é, não tem direito à proteção contra interferência prejudicial, mesmo de estações do mesmo tipo, e não pode causar interferência a sistemas operando em caráter primário. Para maiores informações, consulte o site da ANATEL- www.anatel.gov.br

10530-23-04457, 10531-23-04457, 10532-23-04457, 10537-23-04457, 10538-23-04457, 03131-24-04457, 00526-24-12217, 01898-24-12217, 01901-24-12217, 15772-23-12217, 15786-23-12217, 20316-23-15296

## Position of the vehicle identification number

### Brunei

AITI TA No:

AA-000081, DTA-001795, DTA-002302, DTA-002306, DTA-003623, DTA-004928, DTA-004929, DTA-005012, DTA-005532, LPD-25389, LPD-37256, LPD-39126, DTA-016411, DTA-008519.

// DRQ-D-GMSD-12-2011-111457: DTA-005345, DTA-005525

// DRQ-D-MAJU-02-2011-111083: DTA-001090, DTA-001120, DTA-001793, DTA-001794, DTA-001977, DTA-001978, DTA-001980, DTA-001981, DTA-001982, DTA-001983, DTA-001985, DTA-001986, DTA-002030, DTA-002302, DTA-002307, DTA-002308, DTA-002401, DTA-002402, DTA-002403, DTA-002404, DTA-002405, DTA-002433, DTA-002966, DTA-002967, DTA-003220, DTA-003488, DTA-003621, DTA-003622, DTA-003623, DTA-003639, DTA-003640, DTA-003621, DTA-003852, DTA-004050, DTA-004051, DTA-004427, DTA-004928, DTA-005011, DTA-005012, DTA-005273, DTA-005400, DTA-005532, DTA-005816, DTA-005975, DTA-010519, LPD-31504, LPD-31505, LPD-31506, LPD-31818, LPD-31820, LPD-34244, LPD-37258, LPD-37259, LPD-39126, LPD-39514, LPD-39515, LPD-39517, DTA-025029, DTA-025024

// DRQ-D-QEURO-05-2015-114400: DTA-005830, DTA-006261, DTA-013305, DTA-025022

// DTL-D-TCY-09-2011-111328: DTA-008534, DTA-008940, DTA-010056, DTA-010637, DTA-010671, DTA-011811, DTA-013569, DTA-004048, DTA-014211, DTA-014363, DTA-014434, DTA-016409, DTA-025022, DTA-027159, DTA-027424, DTA-027939, DTA-027328, DTA-032535

// DTL-D-MAJU-02-2011-111083: DTA-008519, DTA-008520, DTA-010056, DTA-012822// DTL-D-QEURO-05-2015-114400: DTA-01331, DTA-018912, DTA-018257, DTA-018899, DTA-018907, DTA-019078, DTA-016411, DTA-016410, DTA-016411, DTA-016410, DTA-018086, DTA-018257, DTA-018899, DTA-018907, DTA-018912, DTA-

019078, DTA-020730, DTA-020492, DTA-021806, DTA-023898, DTA-025514 DEKRA-00025-22, DTA-023889, DTA-023890, DTA-025513.

//DTL-D-20004-11-2021-1727: DDTA-017797

## England, Wales and Scotland

Further information on radio systems and EU declarations of conformity can be found at www.volkswagen.com/generalinfo.

## Countries which allow radio systems in accordance with EU directives:

Further information on radio systems and EU declarations of conformity can be found at www.volkswagen.com/generalinfo.

## Gabon

D'HOMOLOGATION D'EQUIPEMENTS DE TELECOMMUNICATIONS

CERTIFICAT No:

033/ARCEP/2021, 045/ARCEP/2020, 070/ARCEP/2021, 100/ARCEP/2019, 112/ARCEP/2020, 337/ARCEP/2020, 369/ARCEP/2020, 371/ARCEP/2020, 419/ARCEP/2021, 421/ARCEP/2021, 433/ARCEP/2020, 440/ARCEP/2019, 441/ARCEP/2019, 443/ARCEP/2019, 444/ARCEP/2019, 445/ARCEP/2019, 446/ARCEP/2019, 450/ARCEP/2019, 452/ARCEP/2020, 513/ARCEP/2019, 554/ARCEP/2020, 608/ARCEP/2019, 609/ARCEP/2019, 644/ARCEP/2021, 645/ARCEP/2021, 675/ARCEP/2021, 697/ARCEP/2021, 698/ARCEP/2021, 865/ARCEP/2020, 869/ARCEP/2020, 885/ARCEP/2020, 970/ARCEP/2020, 1012/ARCEP/2020, 1013/ARCEP/2020, 1016/ARCEP/2021, 1017/ARCEP/2020, 1365/ARCEP/2021, 699/ARCEP/2021, 203/ARCEP/2022, 044/ARCEP/2022, 112/ARCEP/2022, 096/ARCEP/2022, 264/ARCEP/2022, 263/ARCEP/2022,
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## Ghana

NCA Appoved: XXX-XX-XXX-XXX

BRE-1M-GE2-15A, BR3-1M-GE2-X72, BR3-1M-GE2-X69, BR3-1M-GE2-080, BR3-1M-GE2-087, BR3-1M-GE2-088, BR3-1M-GE2-089, BR3-1M-GE2-09E, BR3-1M-GE2-0AF, BR3-1M-GE2-0BA, BR3-1M-GE2-0BB, BR3-1M-GE2-0BC, BR3-1M-GE2-0B0, BR3-1M-GE2-0B3, BR3-1M-GE2-0B4, BR3-1M-GE2-0B7, BR3-1M-GE2-0B8, BR3-1M-GE2-0D2, BR3-1M-GE2-0BA, BR3-1M-GE2-0BC, BR3-1M-GE2-0EC, BR3-1M-GE2-0ED, BR3-1M-GE2-0EE, BR3-1M-GE2-10A, BR3-1M-GE2-10B, BR3-1M-GE2-15A, BR3-1M-GE2-130, EX6-6M-GE2-17B, ORG-4H-7E3-X98, SRO-1M-7E4-2A9, SRO-1M-7EA-24B, SRO-1M-7E4-25D, SRO-1M-7E4-243, SRO-1M-7E4-244, SRO-1M-7E4-246, ZRO-M8-7E3-11B, ZRO-M8-7E3-19A, ZRO-M8-7E3-19C, ZRO-M8-7E3-X26, ZRO-M8-7E3-X43, ZRO-M8-7E3-X73, ZRO-M8-7E3-X75, ZRO-M8-7E3-X90, ZRO-M8-7E3-X92, ZRO-M8-7E3-X96, ZRO-M8-7E3-11B, ZR0-M8-7E3-20B, ZRO-M8-7E3-209, ZRO-M8-7E3-229, ZRO-M8-7E3-27B, ZRO-1H-7E3-14E, ZRO-1H-7E3-150, 1R3-1M-7E1-0B7, 1R3-1M-7E1-09B, 1R3-1M-7E1-09C, 1R3-1M-7E1-160, 2R9-1H-7E0-xAC, 2R9-1H-7E0-X71, 2R9-1H-7E0-X75, 2R9-1H-7EO-X90, 2R9-1H-7E0-0DA, 3R2-1M-7DF-287, 3R2-1M-7DF-288, 3R8-8M-7DF-2AA, 6X6-4H-7EO-OF3, 7E5-7M-X0B-RDR, 7E5-

7M-X24-RDR, 7E5-7M-X43-RDR, 7E5-7M-X47-RDR, 7E5-7M-X74-RDR, 7T6-5H-7DF-17F, 7T6-5H-7DF-182,7E5-7M-101-RDR,7E5-7M-156-RDR,7E6-M1-X36-SRD,7E6-M1-XDC-SRD,7E6-M1-X0F-SRD, 7E6-M1-X92-SRD, 7E6-M1-XDC-SRD, 7E6-M1-X0F-SRD, 7E6-M1-216-SRD, 7E6-SH-215-SRD, 7E6-M1-12D-SRD, 7M-7E7-X93-DSR, 7M-7E7-X48-DSR, 7E6-M1-12E-SRD, 7E6-M1-12C-SRD, 7M-7E7-XE7-DSR, 7M-7E7-XA8-DSR, 7E5-7M-151-RDR.

## India

ETA Certificate No:

ETA-0044/2018/RLO(WR), ETA-0073/2019/RLO(NR), ETA-0082/2018/RLO(NR), ETA-0096/2019/RLO(NR), ETA-101/2017-RLO(SR), ETA-102/2017-RLO(SR), ETA-113/2017/RLO(SR), ETA-140/2013/ERLO, ETA-141/2013/ERLO, ETA-142/2013/ERLO, ETA-143/2013/ERLO, ETA-144/2013/ERLO, ETA-145/2013/ERLO, ETA-146/2013/ERLO, ETA-249/2010, ETA-554/2010/WRLO, ETA-747/2017-RLO(SR), ETA-769/2017-RLO(SR), ETA-770/2017-RLO(SR), ETA-861/2017-RLO(SR), ETA-862/2017-RLO(SR), ETA-863/2017-RLO(SR), ETA-864/2017-RLO(SR), ETA-894/2017-RLO(SR), ETA-895/2017-RLO(SR), ETA-920/2016/ERLO, ETA-982/2017-RLO(SR), ETA-983/2017-RLO(SR), ETA-1284/2017-RLO(SR), ETA-1285/2017-RLO(SR), ETA-1360/2017-RLO(SR), ETA-1609/17-RLO(NE), ETA--2013-RLO(GHY)/1752, ETA-2965/15-RLO(WR), ETA-3000/16-RLO(WR), ETA-3001/16-RLO(WR), ETA-3057/16-RLO(WR), ETA-3217/16-RLO(WR), ETA-3415/17-RLO(WR), ETA-3416/17-RLO(WR), ETA/9778-RLO(NR)

ETA-SD-20190500531, ETA-SD-20190500547, ETA-SD-20190500710, ETA-SD-20190500818, ETA-SD-20190601758, ETA-SD-20190601779, ETA-SD-20190702496, ETA-SD-20190702597, ETA-SD-20190702602, ETA-SD-20190702752, ETA-SD-20190904868, ETA-SD-20190904870, ETA-SD-20191005584, ETA-SD-20200100480, ETA-SD-20200201296, ETA-SD-20200503318, ETA-SD-20210201239, ETA-SD-20210503115.

NR-ETA/1215, NR-ETA/1420, NR-ETA/1421, NR-ETA/2015, NR-ETA/2221, NR-ETA-3373, NR-ETA/3544, NR-ETA/4717, NR-ETA/7218-RLO(NR), NR-ETA/7219-RLO(NR), NR-ETA/7220-RLO(NR), NR-ETA/9168-RLO(NR), SR-ETA/201900419,ETA-SD-20210201419,ETA-SD-20210201425,ETA-SD-2021070517,ETA-SD-20210704875,ETA-SD-20210805474,ETA-SD-20211007711,ETA-SD-20220100173,ETA-SD-20220302289,ETA-SD-20220605444,ETA-SD-20220604919, R-41175277, ETA-SD-2030100482, ETA-SD-20220201488, ETA-SD-20230101052, ETA-SD-20230302468, ETA-SD-20221009137, ETA-SD-20221009136, ETA-SD-20231110260.

## Identification label

## Indonesia

⚠ Dilarang melakukan perubahan spesifikasi yang dapat menimbulkan gangguan fisik dan/atau elektromagnetik terhadap lingkungan sekitarnya.

57027/SDPPI/2018, PLG ID: 7696

57059/SDPPI/2018, PLG ID: 7696

60924/SDPPI/2019, PLG ID: 4334

61642/SDPPI/2019, PLG ID: 4334

61855/SDPPI/2019, PLG ID: 4334

61981/SDPPI/2019, PLG ID: 4334

62361/SDPPI/2019, PLG ID: 8837

- 62404/SDPPI/2019, PLG ID: 4334
- 64520/SDPPI/2019, PLG ID: 4334
- 67149/SDPPI/2020, PLG ID: 4334
- 67359/SDPPI/2020, PLG ID: 4334
- 67495/SDPPI/2020, PLG ID: 4334
- 67512/SDPPI/2020, PLG ID: 4334
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89688/SDPPI/2023, PLG ID: 4334

- 89689/SDPPI/2023, PLG ID: 4334
- 89700/SDPPI/2023, PLG ID: 4334
- 87909/SDPPI/2023, PLG ID: 4334
- 92017/SDPPI/2023, PLG ID: 4334
- 92503/SDPPI/2023, PLG ID: 4334
- 92503/SDPPI/2023, PLG ID: 4334
- 92503/SDPPI/2023, PLG ID: 4334
- 95274/SDPPI/2023, PLG ID: 4334
- 95470/SDPPI/2023, PLG ID: 4334

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PLG ID: 4334: 39689/SDPPI/2015, 58849/SDPPI/2018, 60544/SDPPI/2019, 62443/SDPPI/2019, 62637/SDPPI/2019, 62638/SDPPI/2019, 62825/SDPPI/2019, 62826/SDPPI/2019, 62827/SDPPI/2019, 62828/SDPPI/2019, 62957/SDPPI/2019, 62958/SDPPI/2019, 63076/SDPPI/2019, 63077/SDPPI/2019, 63078/SDPPI/2019, 63079/SDPPI/2019, 63080/SDPPI/2019, 63081/SDPPI/2019, 63082/SDPPI/2019, 63128/SDPPI/2019, 63129/SDPPI/2019, 63130/SDPPI/2019, 63131/SDPPI/2019, 63132/SDPPI/2019, 63133/SDPPI/2019, 63134/SDPPI/2019, 63135/SDPPI/2019, 63136/SDPPI/2019, 63137/SDPPI/2019, 63138/SDPPI/2019, 63139/SDPPI/2019, 63140/SDPPI/2019, 63147/SDPPI/2019, 63160/SDPPI/2019, 63161/SDPPI/2019, 63162/SDPPI/2019, 63286/SDPPI/2019, 63577/SDPPI/2019, 63578/SDPPI/2019, 63579/SDPPI/2019, 63580/SDPPI/2019, 63581/SDPPI/2019, 63582/SDPPI/2019, 63583/SDPPI/2019, 64515/SDPPI/2019, 64516/SDPPI/2019, 64639/SDPPI/2019, 64640/SDPPI/2019, 66006/SDPPI/2020, 66074/SDPPI/2020, 66603/SDPPI/2020, 67154/SDPPI/2020, 68316/SDPPI/2020, 71563/SDPPI/2020, 71835/SDPPI/2020, 72274/SDPPI/2020, 73488/SDPPI/2021, 73816/SDPPI/2021, 73954/SDPPI/2021, 74360/SDPPI/2021, 74525/SDPPI/2021, 74928/SDPPI/2021, 75296/SDPPI/2021, 76862/SDPPI/2021, 76974/SDPPI/2021, 77920/SDPPI/2021, 78452/SDPPI/2021, 80130/SDPPI/2022, 80858/SDPPI/2022, 82116/SDPPI/2022,80846/SDPPI/2022,81032/SDPPI/2022,81094/SDPPI/2022,82886/SDPPI/2022,82926/SDPPI/2022, 74998/SDPPI/2022.

**Israel**

MoC:

11-12320, 51-07681, 51-10011, 51-10360, 51-10361, 51-37428, 51-41889, 51-42830, 51-42841, 51-43949, 51-46980, 51-47851, 51-54730, 51-55347, 51-57375, 51-63653, 51-64296, 51-65008, 51-65009, 51-65839, 51-65860, 51-65909, 51-65953, 51-66171, 51-66172, 51-66173, 51-66259, 51-66383, 51-66390, 51-66415, 51-66601, 51-66602, 51-69416, 51-69417, 51-70460, 51-70461, 51-71498, 51-71601, 51-73078, 51-73720, 51-74243, 51-74291, 51-74339, 51-74361, 51-74441, 51-74442, 51-74443, 51-74356, 51-74537, 51-74636, 51-74989, 51-75000, 51-75054, 51-74632, 51-74633, 51-74634, 51-74635, 51-74636, 51-74896, 51-74989, 51-75000, 51-75054, 51-75515, 51-76029, 51-76422, 51-76971, 51-77001, 51-77882, 51-80024, 51-81786, 51-81807, 51-82314, 55-02626, 55-06864, 55-06893, 55-06894, 55-07102, 55-07460, 55-07477, 55-07480, 55-07680, 55-07681, 55-07789, 55-08250, 55-08456, 55-08739, 55-08803, 55-09135, 55-09396, 55-09600, 55-09601, 55-09617, 55-09618, 55-09683, 55-10011, 55-10360, 55-10361, 55-10614, 55-11599, 63-63304, 63-66687, 63-67691, 63-67736,63-67180,63-73362,63-67180,63-73361,63-71587,11-12330,63-70375, 51-90346, 55-13788, 55-13787, 55-13785, 55-13789, 55-13786, 55-13903, 55-13946, 55-13947, 55-13949, 55-13947, 55-13951, 55-14175, 55-14172, 55-14187, 55-14188, 51-87213, 55-14395, 55-14410, 55-14409, 51-888032, 55-14866, 55-14888, 51-88306, 51-88548, 51-88870, 51-89881, 11-11252, 51-89766, 51-89882, 51-89883, 55-15760, 55-15761, 51-91118, 51-91119, 51-91460, 51-88548, 55-12193, 55-12326, 55-10408, 51-91756, 51-92318, 51-92728, 55-16701, 51-93926, 51-93201, 51-93487, 51-95837, 51-95140, 51-96151, 51-96511, 51-96450, 51-96575, 51-96572, 51-96573, 51-96570, 51-96571, 51-96574, 51-97056, 55-17931, 51-97313, 51-97311, 51-97312, 51-97316, 51-97641, 51-97647, 51-97644, 51-88746, 51-88751, 51-96151, 51-91527; 11-11252, 51-99873, 51-99874, 51-99051, 51-97822, 51-97824, 56-02588, 56-02269

HCTIMP_SI62368.42656, HCTIMP_SI62368.42673

LT-0083880B, LT-0066086

הוראות בטיחות

1. להתקנה על ידי אנשי שירות מוסמכים בלבד.

2. אין לבצע שינויים כלשהם במוצר זה. לשינויים אלו יכולה להיות השפעה שלילית על ביצועי המוצר, בטיחותו ועמידותו ובנוסף, יש בהם כדי לחרוג מתנאי האחריות.

חל איסור לבצע פעולות במכשיר שיש בהן כדי לשנות את תכונותיו האלחוטיות של המכשיר , ובכלל זה שינויי תוכנה , החלפת אנטנה מקורי ת או הוספת אפשרות לחיבור לאנטנה חיצונית , בלא קבל ת אישור משרד התקשורת , בש ל החשש להפרעות אלחוטיות .

אסור להחליף את האנטנה המקורית של המכשיר ולא לעשות בו כל שינוי טכני אחר.

## Jamaica

This product contains a Type Approved Module by Jamaica:

SMA Equipment Identifier:

FR5CUEC, RS5.3, MQBS01, TSSRE4Uf, TSSSG4G5b, WPC003-1, Medium 5C_21, TSSRE4Td, FPK8 IMMO5D, CB2JCIBUSHL4, LTE-MBC-NAR2, TLVHM3IU-W, LTE-MBC-NAR2, LTE-MBC-NARTSSSG4G4, TSSTSc, TLAHW3IU-W, FS14T and FS14TK, WCH-186, WCH-185, WCH-183, 17101031, CONBOX-HIGH, MQB3 OI, MEDIUM 5C & COLOUR 5C, 17101023, 17101022, 17101032, 17101043, 17101041, 18020534, ARS5-B, 18020534, TSSRE4A, VK2, VW MIB2 Entry, MIB GLOBAL STANDARD PLUS, RS4, 18020534, 5WK50257/254/252/250/248/40398036/40406557/4038279, FS94, FS09,VW India 2.0 Low Radio,VW MIB Regio,F5CP42, MQBS01, WPC003-5, WPC003-1, MQBS01, BR22, FPK8I5DTR2, TLVUM3IU-W, TLVUW3IU-W, FS19S, FS191S, TLVUW3IU-W, TLVUM3IU-W, WCH-304

## Jordan

TRC no.:

TRC/LPD/2010/91, TRC/LPD/2014/9, TRC/LPD/2014/186, TRC/LPD/2014/214, TRC/LPD/2014/241, TRC/LPD/2014/248, TRC/LPD/2014/258, TRC/LPD/2014/274, TRC/LPD/2015/387, TRC/LPD/2016/170, TRC/LPD/2016/215, TRC/LPD/2016/216, TRC/LPD/2016/252, TRC/LPD/2016/353, TRC/LPD/2016/478, TRC/LPD/2016/538, TRC/LPD/2016/584, TRC/LPD/2016/591, TRC/LPD/2017/63, TRC/LPD/2017/254, TRC/LPD/2018/1, TRC/LPD/2018/128, TRC/LPD/2018/162, TRC/LPD/2018/193, TRC/LPD/2018/228, TRC/LPD/2018/272, TRC/LPD/2018/274, TRC/LPD/2018/381, TRC/LPD/2018/399, TRC/LPD/2018/489, TRC/LPD/2018/528, TRC/LPD/2018/529, TRC/LPD/2019/67, TRC/LPD/2019/152, TRC/LPD/2019/153, TRC/LPD/2019/155, TRC/LPD/2019/227, TRC/LPD/2019/233, TRC/LPD/2019/234, TRC/LPD/2021/215.

TRC/SS/2010/48, TRC/SS/2014/127, TRC/SS/2015/221, TRC/SS/2015/222, TRC/SS/2016/476, TRC/SS/2019/212, TRC/31/7615/2020, TRC/31/5862/2022, TRC/32/6684/2023, TRC/31/11434/2023, TRC/31/11517/2023, TRC/34/6696/2023, TRC/31/11516/2023, TRC/31/9121/2021, TRC/34/12409/2023, TRC/36/7651/2022, TRC/31/712/2020, TRC/34/13027/2023, TRC/32/7603/2020, TRC/32/7604/2020.

TRC No.: T/4/11/11/... 194, 0354, 1200, 2394, 2538, 2926, 2950, 3338, 3339, 3474, 3502, 3506, 3512, 3641, 3680, 3681, 3900, 4215, 4350, 4352, 4387, 4549, 4554, 4555, 5616, 5621, 5649, 5653, 5896, 5898, 5974, 5976, 5977, 6082, 6435, 7192, 7216, 7218, 7716, 7777, 8007, 8163, 8164, 8205, 8225, 8226, 8227, 8230, 8278, 8281, 8660, 8677, 8680, 8793, 8910, 9184, 9229, 9236, 9351, 9352, 9585, 9851, 10124, 10354, 10488, 10752, 10753, 11026, 11078, 12260,194200,1199,2950,3512,4215,5397,5739,8102,9215,9217,932,2517,2612,2609,2608, 258, 382, 9177, 9343, 976, 1142, 1417, 1626, 1748, 2498, 2855, 2854, 2912, 3097, 3196, 3248, 3391, 3392, 3658, 3731, 4537, 3820, 4099, 4087, 4100, 4423, 4422, 4586, 5159, 5200, 4099, 5318, 5365, 5874, 5872, 5875, 7103, 7042, 7068, 7067, 7045, 7710, 7814, 11932

TRC/34/11842/2023, TRC/34/11841/2023, TRC/34/12409/2023.

## Cameroon

AGENCE DE REGULATION DES TELECOMMUNICATIONS CAMEROUN

HOMOLOGATION D'EQUIPEMENT:

106/ART/DG/DT/SDNSEA/SNH/CA, 125/ART/DG/DT/SDNSEA/SNH/CA, 137/ART/DG/DT/SDNA/SNH/CA1, 139/ART/DG/DT/SDNA/SNH/CA1, 152/ART/DG/DT/SDNA/SNH/CA2, 167/ART/DG/DT/SDNA/SNH/CA3, 170/ART/DG/DT/SDNA/SNH/CA2, 172/ART/DG/DT/SDNA/SNH/CA2, 271/ART/DG/DT/SDNA/SNH/CA2, 273/ART/DG/DT/SDNA/SNH/CA2, 287/ART/DG/DT/SDNA/SNH/CA2, 293/ART/DG/DT/SDNA/SNH, 301/ART/DG/DT/SDNSEA/SNH/CA, 305/ART/DG/DT/SDNA/SNH/CA1, 309/ART/DG/DT/SDNA/SNH/CA1, 318/ART/DG/DT/SDNA/SNH/CA1, 428/ART/DG/DT/SDNA/SNH/CA1, 458/ART/DG/DT/SDNSEA/SNH, 459/ART/DG/DT/SDNSEA/SNH, 465/ART/DG/DT/SDNA/SNH, 469/ART/DG/DT/SDNA/SNH/CA2, 475/ART/DG/DT/SDNA/SNH/CA2, 581/ART/DG/DT/SDNA/SNH/CA2, 616/ART/DG/DT/SDNA/SNH/CA2, 628/ART/DG/DT/SDNA/SNH/CA1, 631/ART/DG/DT/SDNA/SNH/CA1, 720/ART/DG/DT/SDNA/SNH/CA2, 722/ART/DG/DT/SDNA/SNH/CA2, 726/ART/DG/DT/SDNA/SNH/CA2, 734/ART/DG/DT/SDNA/SNH/CA2, 778/ART/DG/DT/SDNA/SNH/CA1, 788/ART/DG/DT/SDNSEA/SNH/CA, 851/ART/DG/DT/SDNA/SNH/CA2, 856/ART/DG/DT/SDNA/SNH/CA2, 870/ART/DG/DT/SDNA/SNH/CA2, 1129/ART/DG/DT/SDNSEA/SNH/CA, 1151/ART/DG/DT/SDNSEA/SNH, 1789/ART/DG/DT/SDNA/SNH, 1150/ART/DG/DT/SDNSEA/SNH, 1152/ART/DG/DT/SDNSEA/SNH, 135/ART/DG/DT/SDNSEA/SNH, 289/ART/DG/DT/SDNSEA/SNH,295/ART/DG/DT/SDNSEA/SNH, 492/ART/DG/DT/SDNSEA/SNH, 655/ART/DG/DT/SDNSEA/SNH, 656/ART/DG/DT/SDNSEA/SNH, 663/ART/DG/DT/SDNSEA/SNH, 2784/ART/DG/DT/SDNSEA/SNH, 834/ART/DG/DT/SDNSEA/SNH, 837/ART/DG/DT/SDNSEA/SNH, 941/ART/DG/DT/SDNSEA/SNH, 36/ART/DG/DT/SDNSEA/SNH, 79/ART/DG/DT/SDNSEA/SNH, 78/ART/DG/DT/SDN/SEA/SNH, 333/ART/DG/DT/SDN/SEA/SNH/CA, 442/ART/DG/DT/SDN/SEA/SNH/CA, 113/ART/DG/DT/SDN/SEA/SNH/CA, 111/ART/DG/DT/SDN/SEA/SNH/CA, 653/ART/DG/DT/SDNSEA/SNH, 974/ART/DG/DT/SDNSEA/SNH, 58/ART/DG/DT/SDNSEA/SNH, 856/ART/DG/DT/SDNSEA/SNH/CA

## Malaysia

CIDF15000490, CIDF15000578, CIDF17000143, MRR14F, ARS4-B, MIB3 OI

RAAT/44A/0219/S(19-0487), RAAU/05C/0415/S(14-3022), RAAU/33C/1015/S(15-0535), RAAU/35C/1115/S(15-0536), RAAU/40C/1215/S(15-4937), RAAU/48C/0716/S(16-2025), RAAU/57A/0111/S(10-2112), RAAY/84A/0618/S(18-2241), RAAY/85A/0618/S(18-2242), RAAY/86A/0618/S(18-2378), RAAY/87A/0718/S(18-2596), RAAY/89A/0718/S(18-3107), RAAY/92A/1218/S(18-4731), RAAY/98A/0620/S(20-2103), RAFC/18A/0618/S(18-2470), RALM/22A/0315/S(15-0480), RALM/30B/1020/S(20-4379), RALM/34A/0616/S(16-0899), RALM/35A/0716/S(16-2324), RALM/43B/0221/S(21-0619), RALM/44A/0517/S(17-1383), RALM/45A/0517/S(17-1576), RALM/66A/0618/S(18-2468), RALM/67A/0618/S(18-2474), RALM/68A/0618/S(18-2473), RALM/69A/1018/S(18-3829), RALM/77A/0219/S(19-0174), RANI/26C/1215/S(15-4798, RANI/27B/0314/S(14-0418), RANI/27C/1215/S(15-4802), RANI/72B/0215/S(14-3024), RAQP/76A/1121/S(21-5310), RBEF/04A/0317/S(17-0584), RBEF/30A/0919/S(19-3760), RCCT/61D/0719/S(19-2714), RCCT/64B/0517/S(17-0741), RCCT/82C/0718/S(18-2447), RDDC/72A/0518/S(18-1697), RDDK/02B/0419/S(19-1401), RDDK/08A/0416/S(16-1233), RDDK/08B/0416/S(16-1233), RDDK/17A/0816/S(16-2023), RDDK/22A/1016/S(16-3306), RDDK/23A/0916/S(16-3288), RDDK/68A/0418/S(18-1521), RDDK/69B/1220/S(20-5452), RDDK/72A/0518/S(18-1697), RDDK/74A/0618/S(18-2223), RDDK/83A/1018/S(18-4152), RDDK/84A/1018/S(18-4153), RDDS/27A/0319/S(19-1029), RDFX/09A/0821/S(21-4059), RDFX/10A/0921/S(21-4061), RDFX/11A/0921/S(21-4060), RFCL/09A/0218/S(18-0609), RFCL/13A/0618/S(18-2379), RFCL/14A/0618/S(18-2543), RFCL/15A/0718/S(18-2544), RFCL/18A/0718/S(18-2529), RFCL/19A/0718/S(18-2545), RFCL/20A/0718/S(18-2718), RFCL/21A/0718/S(18-2717), RCFL/22A/0818/S(18-3109), RFCL/23A/0818/S(18-3153), RCFL/24A/0818/S(18-3152), RFCL/26A/0918/S(18-3810), RFCL/27A/0918/S(18-3812), RFCL/28A/1018/S(18-3977), RFCL/29A/1018/S(18-4127), RFCL/30A/1018/S(18-4129), RFCL/31A/1018/S(18-3976), RFCL/33A/0619/S(19-2422), RFCL/34A/0619/S(19-2421), RFCL/35A/0719/S(19-2874), RFCL/36A/0719/S(19-2875), RFCL/41A/0220/S(20-0390), RFCL/42A/0220/S(20-0391), RFCL/44A/0320/S(20-1385), RFCP/36A/0321/S(21-1381), RFGF/05A/0519/S(19-2090), RGBZ/01A/0318/S(18-0918), RGBZ/03A/0320/S(20-1253), RGEZ/25A/0920/S(20-3544), RGEZ/31A/0421/S(21-1529), RGEZ/36A/0521/S(21-2216), RGIG/01A/0220/S(20-0593), RGIG/02A/0220/S(20-0591), RGLA/06A/1220/S(20-5384), RGNU/03A/0221/S(21-0560),RCCT/02G/1021/S(21-4512),RAQP/73A/1121/S(21-5209),RAQP/76A/1121/S(21-5310),RAQP/75A/1121/S(21-5309),RRCCT/19G/1121/S(21-4614),RFGF/05A/0519/S(19-2090),RALM/77A/0219/S(19-0174),RALM/54B/1221/S(21-5945),RALM/34A/0616/S(16-0899),RGLN/26A/0122/S(22-0336),RAQP/77A/0222/S(22-0908),RGEZ/45A/0322/S(22-1385),RAVG/39U/0616/S(16-1865),RCCT/46B/0317/S(17-0740),RCCT/47B/0317/S(17-0739),RCCT/64B/0517/S(17-0741), RAAU/40C/1215/S(15-4937),RAAU/57A/0111/S(10-2112), RAVG/39U/0616/S(16-1865), RDDK/23A/0916/S(16-3288), RAQP/84A/0822/S(22-3841), RBEF/30A/0919/S(19-3760), RAQP/84A/0922/S(22-4095), RAQP/88A/1022/S(22-4485), RALM/75B/1122/S(22-5510), RALM/74B/1122/S(22-5508), RALM/22A/0315/S(15-0480), RAQP/84A/0223/S(23-0548), RGLA/06A/1220/S(20-5384), RGIH/67A/0522/S(22-2480), RALM/90B/0323/S(23-0831), RALM/89B/0323/S(23-0830), RALM/90B/0323/S(23-0831), RFCP/23A/0323/S(23-1490), RALM/44A/0517/S(17-1383) RGLN/01A/0620/S(20-2413), RALM/20B/0820/S(20-3382), RALM/21B/0820/S(20-3381), RGLN/46A/0523/S(23-2144), RFCL/83A/0623/S(23-2566), RFCL/84A/0623/S(23-2507), RFCL/85A/0623/S(23-2508), RFCL/86A/0623/S(23-2693), RFCL/94A/0623/S(23-2789), RFCL/87A/0623/S(23-2595), RFCL/88A/0623/S(23-2694), RFCL/89A/0623/S(23-2684), RFCL/94A/0623/S(23-2789), RFCL/95A/0623/S(23-2791), RFCL/91A/0623/S(23-2786), RFCL/92A/0623/S(23-25787), RFCL/93A/0623/S(23-2788), RFCL/04C/0623/S(23-2911), RFCL/97A/0723/S(23-3079), RFCL/96A/0723/S(23-3078), RFCL/99A/0723/S(23-3077), RFCL/98A/0723/S(23-3076), RALM/33B/1120/S(20-4706), RAQP/07B/0823/S(23-3721), RAQP/06B/0823/S(23-3720), RDDK/75C/0223/S(23-0474), RDDK/74C/0223/S(23-0472), RGGY/20A/1222/S(22-5600), RGGL/38A/1023/S(23-4773), RGGK/39A/1023/S(23-4774), RGGK/40A/1023/S(23-4775), RGSC/06A/0723/S(23-3045), RGSC/07A/0723/S(23-3046).

## Morocco

AGREE PAR L'ANRT MAROC

Numéro d'agrément_Date d'agrément

MR 5371ANRT2010_05.12.2019, MR 5611ANRT2010_27.05.2010, MR 5835ANRT2010_28.08.2020,

MR 7906ANRT2013_06.03.2013, MR 8106ANRT2013_29.04.2013, MR 9102ANRT2014_14.03.2014,
MR 9107ANRT2014_18.03.2014, MR 9126ANRT2014_26.03.2014, MR 9186ANRT2014_22.04.2014,
MR 9668ANRT2014_30.09.2014, MR 9741ANRT2014_24.10.2014, MR 9778ANRT2014_11.11.2014,
MR 9904ANRT2014_19.12.2014, MR 9918ANRT2014_22.12.2014, MR 11030ANRT2015_04.11.2015,
MR 11264ANRT2016_08.01.2016, MR 11554ANRT2016_15.03.2016, MR 12089ANRT2016_15.06.2016,
MR 12123ANRT2016_22.06.2016, MR 12372ANRT2016_16.08.2016, MR 12623ANRT2016_11.10.2016,
MR 12755ANRT2016_07.11.2016, MR 12756ANRT2016_07.11.2016, MR 12901ANRT2016_30.11.2016,
MR 13217ANRT2017_27.01.2017, MR 13255ANRT2017_09.02.2017, MR 13576ANRT2017_20.03.2017,
MR 13772ANRT2017_13.04.2017, MR 13774ANRT2017_13.04.2017, MR 13851ANRT2017_03.05.2017,
MR 13892ANRT2017_03.05.2017, MR 13900ANRT2017_04.05.2017, MR 14830ANRT2017_28.09.2017,
MR 15171ANRT2017_22.11.2017, MR 15669ANRT2018_31.01.2018, MR 15674ANRT2018_31.01.2018,
MR 15675ANRT2018_31.01.2018, MR 15925ANRT2018_27.02.2018, MR 16263ANRT2018_06.04.2018,
MR 16606ANRT2018_17.05.2018, MR 16657ANRT2018_23.05.2018, MR 16726ANRT2018_30.05.2018,
MR 16794ANRT2018_05.06.2018, MR 16860ANRT2018_18.06.2018, MR 16861ANRT2018_18.06.2018,
MR 16905ANRT2018_21.06.2018, MR 16906ANRT2018_21.06.2018, MR 16907ANRT2018_21.06.2018,
MR 16908ANRT2018_21.06.2018, MR 17015ANRT2018_03.07.2018, MR 17016ANRT2018_03.07.2018,
MR 17079ANRT2018_11.07.2018, MR 17080ANRT2018_11.07.2018, MR 17201ANRT2018_06.08.2018,
MR 17202ANRT2018_06.08.2018, MR 17203ANRT2018_06.08.2018, MR 17204ANRT2018_06.08.2018,
MR 17504ANRT2018_14.09.2018, MR 17505ANRT2018_14.09.2018, MR 17528ANRT2018_20.09.2018,
MR 17576ANRT2018_26.09.2018, MR 17678ANRT2018_11.10.2018, MR 17679ANRT2018_11.10.2018,
MR 18103ANRT2018_30.11.2018, MR 18334ANRT2018_21.12.2018, MR 18335ANRT2018_21.12.2018,
MR 18615ANRT2019_21.01.2019, MR 18736ANRT2019_04.02.2019, MR 18928ANRT2019_25.02.2019,
MR 19106ANRT2019_14.03.2019, MR 19108ANRT2019_14.03.2019, MR 19315ANRT2019_04.04.2019,
MR 19338ANRT2019_09.04.2019, MR 19339ANRT2019_09.04.2019, MR 19505ANRT2019_22.04.2019,
MR 19520ANRT2019_23.04.2019, MR 19767ANRT2019_15.05.2019, MR 19768ANRT2019_15.05.2019,
MR 19769ANRT2019_15.05.2019, MR 20859ANRT2019_11.09.2019, MR 20901ANRT2019_13.09.2019,
MR 20902ANRT2019_13.09.2019, MR 20944ANRT2019_19.09.2019, MR 21472ANRT2019_26.11.2019,
MR 21473ANRT2019_28.11.2019, MR 21807ANRT2019_23.12.2019, MR 22495ANRT2020_26.02.2020,
MR 23231ANRT2020_26.05.2020, MR 23405ANRT2020_16.03.2020, MR 24001ANRT2020_13.05.2020,
MR 24106ANRT2020_20.05.2020, MR 25982ANRT2020_14.10.2020, MR 26081ANRT2020_22.10.2020,
MR 26333ANRT2020_12.11.2020, MR 27808ANRT2021_13.03.2021, MR 30377ANRT2021_14.10.2021,
MR 31268ANRT2022_04.01.2022,MR 29628ANRT2021_02.08.2021,MR 30406ANRT2021_24.10.2021,MR 30494ANRT2
MR 30377ANRT2021_14.10.2021, MR 30377ANRT2021_26.10.2022, MR 8106ANRT2013_26.10.2022,
MR 9186ANRT2014_26.10.2022, MR 9668ANRT2014_26.10.2022, MR 11264ANRT2016_27.10.2022,
MR 17528ANRT2018_27.10.2022, MR 9126ANRT2014_27.10.2022, MR 35384ANRT2022_21.11.2022,
MR 35382ANRT2022_21.11.2022, MR 35387ANRT2022_21.11.2022, MR 35393ANRT2022_21.11.2022,
MR 36711ANRT2023_10.02.2023, MR 25982ANRT2020_14.10.2020, MR 31772ANRT2020_17.02.2022,
MR 35739ANRT2022_12.12.2022, MR 36711ANRT2020_10.02.2023, MR 31772ANRT2020_03.04.2023,
MR 37224ANRT2023_23.06.2023, MR 31774ANRT2017_10.08.2023, MR 12122ANRT2016_10.08.2023,
MR 12123ANRT2016_10.08.2023, MR 35351ANRT2022_17.11.2022, MR 35350ANRT2022_17.11.2022,
MR 37357ANRT2023_17.03.2023, MR 37442ANRT2023_22.03.2023, MR 39161ANRT2023_13.07.2023.

## Mauritania

AGREE PAR L'ARE MAURITANIE

Numéro d'agrément_Date d'agrément:

0483/ARE/2018_05.04.2018, 0491/ARE/2018_15.05.2018, 0493/ARE/2018_16.05.2018,
0518/ARE/2018_19.06.2018, 0519/ARE/2018_19.06.2018, 0520/ARE/2018_19.06.2018,
0523/ARE/2018_19.07.2018, 0524/ARE/2018_19.07.2018, 0525/ARE/2018_19.07.2018,
0537/ARE/2018_30.07.2018, 0538/ARE/2018_30.07.2018, 0542/ARE/2018_08.08.2018,

0587/ARE/2018_04.12.2018, 0588/ARE/2018_04.12.2018, 0591/ARE/2018_05.12.2018, 0597/ARE/2018_13.12.2018, 0598/ARE/2018_13.12.2018, 0630/ARE/2019_25.02.2019, 0647/ARE/2019_30.04.2019, 0649/ARE/2019_30.04.2019, 0650/ARE/2019_30.04.2019, 0664/ARE/2019_27.05.2019, 0665/ARE/2019_27.05.2019, 0667/ARE/2019_27.05.2019, 0712/ARE/2018_04.11.2019, 0713/ARE/2018_04.11.2019, 0742/ARE/2020_20.01.2020, 0796/ARE/2020_11.05.2020, 0839/ARE/2020_21.09.2020, 0840/ARE/2020_21.09.2020, 0874/ARE/2020_26.11.2020, 0971/ARE/2021_20.07.2021, 0979/ARE/2021_09.08.2021, 1128/ARE/2021_27.06.2022, 1127/ARE/2021_27.06.2022, 1173/ARE/2022_17.10.2022, 232/ARE/2023_13.02.2023, 1212/ARE/2022_22.12.2022, 1251/ARE/2023_16.03.2023, 1252/ARE/2023_20.03.2023, 1263/ARE/2023_17.04.2023, 1267/ARE/2023_17.05.2023, 1269/ARE/2023_17.05.2023, 1270/ARE/2023_17.05.2023, 1296/ARE/2023_13.06.2023, 1297/ARE/2023_13.06.2023, 1303/ARE/2023_03.07.2023, 1306/ARE/2023_03.07.2023, 1304/ARE/2023_03.07.2023, 1303/ARE/2023_03.07.2023, 1305/ARE/2023_03.07.2023, 1218/ARE/2023_02.02.2023, 1219/ARE/2023_02.02.2023

## Mexico

NYCE: NYC-2202C0E14311, NYC-2202C0E14310, NYC-2202C0E14309, NYC-CEDT1456-21, NYC-2202C0E22124, NYC-2202C0E22129, NYC-2202C0E22336, NYC-2202C0E22232, NYC-2102C0E19765, NYC-2202C0E21270, NYC-CEDT0106-23, NYC-CEDT2073-23

ANCE:ANC2101C00017489,ANC2201C00003403,ANC2201C00004471

IFETEL:

IFT/223/UCS/DG-AUSE/0311/2018, IFT-008-2015, IFT/223/UCS/DG-AUSE/10559/2021, IFT/223/UCS/DG-AUSE/9797/2021, IFT/223/UCS/DG-AUSE/9793/2021, IFT/223/UCS/DG-AUSE/9791/2021, IFT/223/UCS/DG-AUSE/9792/2021, IFT/223/UCS/DG-AUSE/9796/2021, IFT/223/UCS/DG-AUSE/9788/2021, IFT/223/UCS/DG-AUSE/0029/2021, IFT/223/UCS/DG-AUSE/7577/2020, IFT/223/UCS/DG-AUSE/6918/2022, IFT/223/UCS/DG-AUSE/6915/2022, IFT/223/UCS/DG-AUSE/1911/2022, IFT/223/UCS/DG-AUSE2294/2022, IFT/223/UCS/DG-AUSE/2516/2022, IFT/223/UCS/DG-AUSE/1766/2022, IFT/223/UCS/DG-AUSE/3659/2022, IFT/223/UCS/DG-AUSE/3672/2022, IFT/223/UCS/DG-AUSE/4769/2022, IFT/223/UCS/DG-AUSE/1540/2022, IFT/223/UCS/DG-AUSE/3129/2022, IFT/223/UCS/DG-AUSE/4898/2022, IFT/223/UCS/DG-AUSE/4897/2022, IFT/223/UCS/DG-AUSE/4551/2022, IFT/223/UCS/DG-AUSE/xxxx/2022, IFT/223/UCS/DG-AUSE/4432/2022, IFT/223/UCS/1365/2023, IFT/223/UCS/1940/2023, IFT/223/UCS/2740/2023, IFT/223/UCS/3554/2023, IFT/223/UCS/3942/2023, IFT/223/UCS/3950/2023, IFT/223/UCS/1175/2023, IFT/223/UCS/1174/2023, IFT/223/UCS/DG-AUSE/7603/2020, IFT/223/UCS/DG-AUSE/2408/2021, IFT/223/UCS/7549/2023

RCPVIVW21-4222, RCPAPR318-2005, RCPBOBR21-0911, RCPBOFR18-1885, RCPBOLR09-0828, RCPBOLR16-0518, RCPBOMR12-1538, RCPBOMR14-0766, RCPBOMR14-0922, RCPBOMR17-0598, RCPBOMQ19-0594, RCPCOAR18-1800, RCPGEAD16-1700, RCPHAMM10-0514, RCPHEBS14-0180, RCPHEBC18-2099, RCPHEFS19-1702, RCPHEFS20-1469, RCPHERS19-1678, RCPGEAD16-1700, RCPGECB14-0464, RCPLGLG16-0952, RCPLGMI19-1163, RCPVIVW20-0478, RCPVOHT13-1485, RCPVOMI15-0115, RCPVWFS16-0693, RCPVWL414-0775, RCPVWL414-0775-A1, RCPVWL617-0023, RCPVWMI17-0707, RCPVWMI17-0902, RCPVWMI18-2151, RCPVWMI18-2169, RCPVWMI14-0755, RCPVWMI14-1819, RCPVWMI14-1819, RCPVWMI14-1820, RCPVWMI15-0640, RCPVWMI16-0590, RCPVWMI16-1445, RCPVWMM17-1053, RCPVWVW17-0714, RCPVWVW17-0714-A1, RLVBHTS19-1995, RLVBOLR14-1873, RLVCO1820-0821, RLVCOAR15-0008, RLVCOBC16-1823, RLVCO1820-0821, RLVCOFS18-2029, RLVCOFS18-2030, RLVDER316-1666, RLVDER316-2005, RLVHE0119-0720, RLVHEBC15-0293, RLVHEBC16-0682, RLVHEFS13-1688, RLVHEFS13-1690, RLVHEFS14-1515, RLVHEFS18-1288, RLVHEFS18-1565, RLVHEFS19-0647, RLVHEFS19-1298, RLVHEFS20-0533, RLVHEFS20-1335, RLVHEFS20-1336, RLVHEFS20-1420, RLVHELC11-1185, RLVHEMQ19-1757, RLVHEMQ19-1758, RLVHEMW19-1757, RLVHERS17-0286, RLVHUHU19-1065, RLVHUTS20-1781, RLVMABN18-1512, RLVMABN18-1512-A1, RLVMAMQ18-0363, RLVMAMQ20-2464, RLVVENB20-1419, RLVVICO19-1023, RLVVIFP20-1412, RLVVIKO18-0155, RLVVIME19-1022, RLVVIME19-1023, RLVVIME20-2934, RLVVWFS17-2122, RLVVWFS17-2122-A1, RLVVW1718-1092, RLVVW1718-1169, RLVVW1718-1170, RLVVW1718-

1171, RLVVW1718-1314, RLVVW1718-1315, RLVVW1718-1316, RLVVW1718-1317, RLVVW1718-1507, RLVVW1718-1508, RLVVW1718-1509, RLVVW1718-1517, RLVVW1718-1518, RLVVW1718-1519, RLVVW1718-1567, RLVVW1718-1568, RLVVW1718-1789, RLVVW1718-1790, RLVVW1718-1928, RLVVW1718-1929, RLVVW1719-1795, RLVVW1818-1248, RLVVW1818-1249, RLVVW1818-1258, RLVVW1819-0009, RLVVW1819-0023, RTIAUCB18-0153, RTIAUMI14-1863, RTILECO19-1805, RTILECO21-2443, RTILGTL19-0483, RTILGTL19-1617, RTILGTL20-727, RTIMOLT20-0870, RTIMOLT20-1047, RTIVWCO19-1185,RCPHEPS21-4334,RCPHERS21-4335,RCPSCAG21-4523,RCPBOF522-0910,RCPVWMI22-1384,RLVBOFR22-2006,RCPVWL922-2123,RLVMAMQ22-3409

VOVWTK23-30067, VOVWCP23-19309

SYMOWC23-01151.

La operación de este equipo está sujeta a las siguientes dos condiciones:

— (1) es posible que este equipo o dispositivo no cause interferencia perjudicial y

— (2) este equipo o dispositivo debe aceptar cualquier interferencia, incluyendo la que pueda causar su operación no deseada.

## Mongolia

Монгол Улсад баталгаажсан

ID: A17000102, A17000116b, A17000165, A18000077, A18000240, A18000261, A18000266, A18000267, A19000462, A19000474, A19000548, A19000579, A19000574, A19000569, A19000578, A19000580, A20000040, A20000074, A20000098, A20000240, A20000253, A20000270,A20000124,A17000128,A17000122,A20000186,A18000201,A180002013,A18000073,A18000216,A18000 A19000423, A19000447, A19000446, A19000462, A19000474, A19000475, A19000476, A19000473, A19000724, A19000751, A19000547, A19000548, A19000569TSSRE4Uf, A19000578, A19000580, A19000579, A19000581, A16000088, A20000040, A20000253, A22000651, A22000874, A2300913, A22000812, A22000813, A23001011, A23001015, .

## Nigeria

Connection and use of this communications equipment is permitted by the Nigerian Communications Commission.

NCC/TSNi/WN/TA/CERT/: 0043/2011, 0679/2015, 0884/2015, 0922/2015, 0923/2015, 0947/2016, 1071/2016, 1247/2016, 1454/2017, 1567/2017, 1571/2017, 1650/2017, 1691/2017, 1692/2017, 2061/2018, 2062/2018, 2236/2018, 2332/2018, 2333/2018, 2334/2018, 2335/2018, 2338/2018, 2339/2018, 2340/2018, 2383/2018, 2384/2018, 2385/2018, 2427/2018, 2466/2018, 2467/2018, 2525/2018, 2838/2019, 2862/2019, 2935/2019, 2951/2019, 3137/2019, 3138/2019, 3223/2019, 3224/2019, 3401/2020, 3492/2020, 3493/2020, 3738/2020, 3948/2020, 3983/2020, 3989/2020, 4019/2021, 4176/2021, 4218/2021, 4683/2021,4231/2021,4660/2021,4658/2021,4682/2021,01798/2022,01878/2022,01985/2022, 4683/2021, 3948/2020, 02000/2022, 00047/2023, 00320/2023

NCC/TSNi/TA/VOL: 161/2021/124

NCC/TSNi/TA/CERT: 435/2022, 00186/2023

NCC/CERT: 2356/2022, 00561/2023, 00088/2023

## Oman

TRA/TA-R/0555/12_D172338, TRA/TA-R/0984/13_D100428, TRA/TA-R/1049/09, TRA/TA-R/1298-01/10_D090258, TRA/TA/R/1448/10_D090258, TRA/TA-R/1575/13_TRAUSR001251, TRA/TA-R/1585/13_TRAUSR001251, TRA/TA-

R/1630/13_D100428, TRA/TA-R/1697/14_D100428, TRA/TA-R/1733/14_D080134, TRA/TA-R/1743/14_D090016, TRA/TA-R/1849-14_D090258, TRA/TA-R/1995/14_D100428, TRA/TA-R/2160/14_D080134, TRA/TA-R/2197/14_D100428, TRA/TA-R/2210/14_D080134, TRA/TA-R/2235/14_D080134, TRA/TA-R/2289/14_D080134, TRA/TA-R/2444/15_D090016, TRA/TA-R/2609/15_D100428, TRA/TA-R/2903/15_D080134, TRA/TA-R/3007-16_D080314, TRA/TA-R/3315/16_DA80134, TRA/TA-R/3331/16_D080134, TRA/TA-R/3370/16, TRA/TA-R/3621/16_D080134, TRA/TA-R/3701/16_D080134, TRA/TA-R/3848/17_D080134, TRA/TA-R/3957/17_D080134, TRA/TA-R/4227/17_D090024, TRA/TA-R/4353/17_D080134, TRA/TA-R/5130/18_23/01/2018, TRA/TA-R/5241/18_D172249, TRA/TA-R/5442/18_D100428, TRA/TA-R/5443/18_D100428, TRA/TA-R/5617/18_D100428, TRA/TA-R/5725/18_D100428, TRA/TA-R/5772/18_D100428, TRA/TA-R/5774/18_D100428, TRA/TA-R/5819/18_D100428, TRA/TA-R/5820/18_D100428, TRA/TA-R/5884/18_D100428, TRA/TA-R/5885/18_D100428, TRA/TA-R/5886/18_D100428, TRA/TA-R/5887/18_D100428, TRA/TA-R/6021/18_D100428, TRA/TA-R/6022/18_D100428, TRA/TA-R/6023/18_D100428, TRA/TA-R/6024/18_D100428, TRA/TA-R/6132/18_D172249, TRA/TA-R/6166/18_D100428, TRA/TA-R/6188/18_D172249, TRA/TA/R/6348/18_D090258, TRA/TA/R/6363/18_D090258, TRA/TA-R/6366/18_D100428, TRA/TA-R/6372/18_D100428, TRA/TA-R/6527/18_D172249, TRA/TA-R/6535/18_D100428, TRA/TA-R/6537/18_D177249, TRA/TA-R/6616/18_D100428, TRA/TA-R/6695/18_D100428, TRA/TA-R/6696/18_D100428, TRA/TA-R/7145/19_D172338, TRA/TA-R/7240/19_D100428, TRA/TA-R/7244/19_D100428, TRA/TA-R/7383/19_D100428, TRA/TA-R/7384/19_D100428, TRA/TA-R/7481/19_D172338, TRA/TA-R/7524/19_D100428, TRA/TA-R/7604/19_D100428, TRA/TA-R/7704/19_D090024, TRA/TA-R/7752/19_D090024, TRA/TA-R/7867/19_D192564, TRA/TA-R/7871/19_D192564, TRA/TA-R/8052/19_D090024, TRA/TA-R/8056/19_D090024, TRA/TA-R/8084/19_D192564, TRA/TA-R/8150/19_D172338, TRA/TA-R/8158/19_D172338, TRA/TA-R/8171/19_D100428, TRA/TA-R/8240/19_D172338, TRA/TA-R/8480/19_D192564, TRA/TA-R/8649/19_D090024, TRA/TA-R/8749/19_D172338, TRA/TA-R/9347/20_D172338, TRA/TA-R/9664/20_D172338, TRA/TA-R/9675/20_D192564, TRA/TA-R/9676/20_D192564, TRA/TA-R/9682/20_D100428, TRA/TA/R/10209/20_D172249, TRA/TA-R/10345/20_D090024, TRA/TA-R/10363/20_D100428, TRA/TA-R/11110/21_D172338, TRA/TA-R/11179/21_D172249,TRA/TA-R/10614/20_D172249,TRA/TA-R/11980/21_D172338,TRA/TA-R/12440/21_D172338,TRA/TA-R/12742/21_D090258,TRA/TA-R/12743/21_D090258,TRA/TA-R/13040/22_D172338, TRA/TA-R/11110/21_D172338, TRA/TA-R/14975/23_D100428, TRA/TA-R/14722/22_D202897, TRA/TA/6945/2014_17/09/2014, TRA/TA-R/15114/23_D172338, TRA/TA-R/13211/22_D172338, TRA/TA-R/15008/23_D172338, TRA/TA-R/13781/23_D100428, TRA/TA-R/15396/23_D090024, TRA/TA-R/12904/21_D213125, TRA/TA-R/12905/21_D213125, TRA/TA-R/16919/23_D202897, TRA/TA-R/16056/23_D100428, TRA/TA-R/15420/23_D172338.

## Pakistan

Pakistan Telecom Authority (TAC No:)

Approved by PTA (2015), Approved by PTA (2016), Approved by PTA (2018), Approved by PTA (2020), Approved by PTA...,

9.090/2017, 9.10026/2019, 9.1048/2018, 9.1184/2021, 9.160/2021, 9.164/2021, 9.215/2015, 9.222/2015, 9.245/2020, 9.283/2020, 9.3012/2018, 9.399/2020, 9.484/2020, 9.499/2018, 9.581/2020, 9.652/2016, 9.687/2017, 9.9112/2019, 9.9227/2019, 9.9288/2019, 9.929/2018, 9.93/2021, 9.977/2015, 9.9837/2019, 9.9838/2019, 9.9903/2019, 9.10026/2019, 9.283/2020, 9.245/2020, 9.399/2020, 9.283/2020, 9.245/2020, 9.399/2020, 9.484/2020,9.581/2020,9.93/2021, 9.1000/2021,9.338/2022,9.331/2022, 9.164/2021, 9.160/2021, 9.184/2021, 9.124/2023, 9.567/2022, 9.37/2023, 9.374/2023, 9.373/2023, 9.391/2023, 9.440/2023, 9.236/2022, 9.1098/2022, 9.1101/2022, 9.1216/2022, 9.1288/2022, 9.950/2023.

## Paraguay

CONATEL PY:

2013-02-I-0027, 2014-06-I-000122, 2014-12-I-000352, 2015-02-I-000054, 2015-03-I-000085, 2015-03-I-000092, 2015-11-I-000344, 2015-11-I-000346, 2016-02-I-000036, 2016-03-I-000072, 2016-05-I-000138, 2016-07-I-000174, 2016-07-I-000186, 2016-10-I-000256, 2016-11-I-000293, 2016-11-I-000311, 2017-06-I-0000173, 2017-06-I-0000194, 2017-07-I-0000220, 2018-04-I-000169, 2018-05-I-000179, 2018-05-I-000192, 2018-06-I-000212, 2018-06-I-000220, 2018-07-I-000299, 2018-07-I-000322, 2018-07-I-000353, 2018-08-I-000364, 2018-08-I-000369, 2018-08-I-000380, 2018-08-I-000381, 2018-09-I-000419, 2018-09-I-000421, 2018-09-I-000422, 2018-09-I-000423, 2018-09-I-000424, 2018-10-I-000480, 2018-10-I-000481, 2018-10-I-000492, 2018-11-I-000585, 2018-11-I-000586, 2018-11-I-000596, 2018-11-I-000597, 2018-11-I-000612, 2019-01-I-000071, 2019-03-I-000155, 2019-03-I-000156, 2019-05-I-000236, 2019-05-I-000237, 2019-05-I-000243, 2019-05-I-000245, 2019-05-I-000253, 2019-06-I-0289, 2019-06-I-0295, 2019-07-I-0335, 2019-07-I-0341, 2019-07-I-0353, 2019-07-I-0396, 2019-08-I-0442, 2019-09-I-0517, 2019-10-I-0560, 2019-10-I-0561, 2019-11-I-0595, 2019-11-I-0596, 2019-11-I-0640, 2020-02-I-0111, 2020-02-I-0125, 2020-02-I-0140, 2020-03-I-00198, 2020-07-I-0417, 2020-07-I-0455, 2020-07-I-0531, 2020-07-I-0532, 2020-09-I-0664, 2020-11-I-0783, 2020-11-I-0825, 2020-11-I-0826, 2020-11-I-0832, 2020-11-I-0851, 2020-11-I-0868, 2020-12-I-0881, 2021-01-I-0035, 2021-03-I-0130, 2021-09-I-0539, 2021-09-I-0560,2021-11-I-0678,2021-12-I-0781,2021-12-I-0783,2022-02-I-0086 2022-02-I-0072,202-02-I-0089,2022-04-I-0275,2022-08-I-0497, 2022-08-I-04517, 2022-08-I-0516, 2022-08-I-0528 y 2017-09-I-0000328, 2023-01-I-0044, 2023-01-I-0052 y 2018-07-I-000299, 2023-01-I-0049 y 2018-06-I-000220, 2020-11-I-0832, 2022-03-I-00130, 2022-08-I-0517, 2019-07-I-0353, 2014-12-I-000352, 2023-02-I-0090, 2023-03-I-0140, 2023-03-I-0213, 2023-03-I-0249, 2018-06-I-000279, 2013-05-I-0093 , 2023-05-I-0000323, 2023-05-I-0000321, 2023-05-I-0000322, 2023-05-I-0372, 2023-05-I-0373, 2023-05-I-0353, 2023-05-I-0354, 2023-06-I-0404, 2023-07-I-0495, 2023-07-I-0496, 2023-07-I-0511, 2022-09-I-0620, 2022-09-I-0621.

1297/2019, 1298/2019, 3414/2023.

Este vehiculo posee el siguiente componente de radiofrecuencias, homologado por la CONATEL – Paraguay: Llave Inalámbrica Marca HELLA, Modelo FS19. Fabricado por HELLA Germany.

## Philippines

NTC, Type Approved No.:

ESD-1105427C, ESD-1105633C, ESD-1206775C, ESD-1308271C, ESD-1408668C, ESD-1408747C, ESD-1408917C, ESD-1409834C, ESD-1409181C, ESD-1409770C, ESD-1510139C, ESD-1510297C, ESD-1510396C, ESD-1510397C, ESD-1511095C, ESD-1612168C, ESD-1612188C, ESD-1613057C, ESD-1613431C, ESD-1613454C, ESD-1714358C, ESD-1714837C, ESD-1714838C, ESD-1714839C, ESD-1715123C, ESD-1716172C, ESD-1816403C, ESD-1816404C, ESD-1816419C, ESD-1816997C, ESD-1817283C, ESD-1817335C, ESD-1817369C, ESD-1817501C, ESD-1817548C, ESD-1817853C, ESD-1817897C, ESD-1817898C, ESD-1817899C, ESD-1817900C, ESD-1818098C, ESD-1818419C, ESD-1918733C, ESD-1918734C, ESD-1918735C, ESD-1918843C, ESD-1918844C, ESD-1919228C, ESD-1919230C, ESD-1919232C, ESD-1919296C, ESD-1919297C, ESD-1919418C, ESD-1919559C, ESD-1919739C, ESD-1919803C, ESD-1919804C, ESD-1919996C, ESD-1920171C, ESD-1920172C, ESD-1920173C, ESD-1920174C, ESD-1920175C, ESD-1920724C, ESD-1920725C, ESD-1919739C, ESD-1920803C, ESD-2021903C, ESD-2021997C, ESD-2021998C

ESD-CPE-1817719C, ESD-CPE-1920803, ESD-CPE-2003542, ESD-CPE-2003561, ESD-CPE-2103674, ESD-GEC-1402882, ESD-RCE-2022725, ESD-RCE-2023283, ESD-RCE-2024041, ESD-RCE-2024379, ESD-RCE-2125478,ESD-CPE-2103674,ESD-RCE-21257185,ESD-RCE-2127184,ESD-RCE-2127226,ESD-RCE-2128032,ESD-RCE-2228946, ESD-RCE-2024041, ESD-RCE-2229380, ESD-RCE-2230291, ESD-RCE-2332287, ESD-RCE-2333421, ESD-RCE-2334226, ESD-RCE-2334225, ESD-RCE-2231728, ESD-RCE-2231727, ESD-RCE-2334235, ESD-RCE-2231777, ESD-RCE-2231753, ESD-RCE-2436027

## Qatar

ICT/QATAR/RT/2010/R-1978, ICT/QATAR/RT/2012/R-1878, ICT/QATAR/RT/2013/R-3240, ICT/QATAR/RT/2014/R-

3818, ICT/QATAR/RT/2014/R-3856, ICT/QATAR/RT/2014/R-3957

CRA/SA/2014/R-4097, CRA/SA/2014/R-4122, CRA/SA/2014/R-4315, CRA/SA/2014/R-4361, CRA/SA/2014/R-4412, CRA/SA/2015/R-4596, CRA/SA/2015/R-4714, CRA/SA/2015/R-5136, CRA/SA/2015/R-5137, CRA/SA/2015/R-5151, CAR/SA/2016/R-5255, CRA/SA/2016/R-5455, CRA/SA/2016/R-5667, CRA/SA/2016/R-5808, CRA/SA/2017/R-5980, CRA/SA/2017/R-6015, CRA/SA/2017/R-6245, CRA/SA/2017/R-6311, CRA/SA/2018/R-6820, CRA/SA/2018/R-6910, CRA/SA/2018/R-7044, CRA/SA/2018/R-7073, CRA/SA/2018/R-7074, CRA/SA/2018/R-7091, CRA/SA/2018/R-7153, CRA/SA/2018/R-7207, CRA/SA/2018/R-7208, CRA/SA/2018/R-7210, CRA/SA/2018/R-7211, CRA/SA/2018/R-7212, CRA/SA/2018/R-7213, CRA/SA/2018/R-7214, CRA/SA/2018/R-7262, CRA/SA/2018/R-7263, CRA/SA/2019/R-7728

CRA/SM/2018/R-7418, CRA/SM/2018/R-7422, CRA/SM/2018/R-7417, CRA/SM/2018/R-7447, CRA/SM/2018/R-7460, CRA/SM/2018/R-7447, CRA/SM/2018/R-7551, CRA/SM/2018/R-7553, CRA/SM/2018/R-7554, CRA/SM/2018/R-7562, CRA/SM/2019/R-7682, CRA/SM/2019/R-7689, CRA/SM/2019/R-7761, CRA/SM/2019/R-7763, CRA/SM/2019/R-7812, CRA/SM/2019/R-7827, CRA/SM/2019/R-7874, CRA/SM/2019/R-7983, CRA/SM/2019/R-8053, CRA/SM/2019/R-8054, CRA/SM/2019/R-8113, CRA/SM/2019/R-8147, CRA/SM/2019/R-8148, CRA/SM/2019/R-8187, CRA/SM/2019/R-8205, CRA/SM/2019/R-8206, CRA/SM/2019/R-8300, CRA/SM/2020/R-8451, CRA/SM/2020/R-8465, CRA/SM/2020/S-0004065, CRA/SM/2020/S-0004790, CRA/SM/2020/S-0005129, CRA/SM/2020/S-0005140, CRA/SM/2020/S-0005156, CRA/SM/2020/S-0005157, CRA/SM/2020/S-0005255, CRA/SM/2020/S-0005662, CRA/SM/2020/S-0005786, CRA/SM/2021/S-0006561, CRA/SM/2021/S-0006995,CRA/SM/2020/S-0006251,CRA/SM/2021/S-0008089,CRA/SM/2021/S-0008566,CRA/SM/2021/S-0008868,CRA/SM/2021/S-0008893,CRA/SM/2022/S-0009072,CRA/SM/2022/S-0009977, CRA/SM/2023/S-0012794, CRA/SM/2020/S-0005662, CRA/SM/2022/S-009342, CRA/SM/2022/S-010181, CRA/SM/2022/S-0012517, CRA/SM/2023/S-0013173, CRA/SM/2023/S-0013119, CRA/SM/2023/S-0013179, CRA/SM/2022/S-0011867, CRA/SM/2023/S-0013173, CRA/SM/2023/S-0013179, CRA/SM/2023/S-0014123, CRA/SM/2023/S-0014130, CRA/SM/2023/S-0012863, CRA/SM/2023/S-0014492

## Rwanda

RURA/1010402/2019/L123_23.10.2019, RURA/1010402/2019/L128_21.10.2019, RURA/1010402/2020/L1069, RURA/1010402/2020/L1705_20.05.2020, RURA/101042/2020/L6997_24.09.2020,

RURA/ICT/AUT/200140090_17.11.2020, RURA/ICT/AUT/200140122_17.11.2020, RURA/ICT/AUT/210165696_10.06.2021, RURA/ICT/AUT/210172215_21.07.2021, RURA/ICT/AUT/210172964_30.07.2021, RURA/ICT/AUT/210178685_30.08.2021, RURA/ICT/AUT/210190642_22.10.2021,RURA/ICT/AUT/210148185_31.01.2021,RURA/ICT/AUT/210149593_18.02.202 RURA/ICT/AUT/220264765_05.10.2022, RURA/ICT/AUT/220270155_28.10.2022, RURA/ICT/AUT/220272401_14.11.2022, RURA/ICT/AUT/220273457_15.11.2022, RURA/ICT/AUT/220275518_22.11.2022, RURA/ICT/AUT/220280879_19.12.2022, RURA/ICT/AUT/230211868_10.05.2023, RURA/ICT/AUT/220271948_09.11.2022, RURA/ICT/AUT/220271951_09.11.2022, RURA/ICT/AUT/230311868_10.05.2023.

026HD/ICT/RURA/018_11.01.2018, 093HD/ICT/RURA/018_19.02.2018, 181HD/ICT/RURA/019_07.03.2019, 192HD/ICT/RURA/018_13.04.2018, 265HD/ICT/RURA/018_22.05.2018, 266HD/ICT/RURA/018_22.05.2018, 277HD/ICT/RURA/019_11.04.2019, 278HD/ICT/RURA017_25.07.2017, 279HD/ICT/RURA/019_11.04.2019, 313HD/ICT/RURA/018_08.06.2018, 334HD/ICT/RURA/018_13.06.2018, 335HD/ICT/RURA/018_14.06.2018, 343HD/ICT/RURA/017_22.08.2017, 348HD/ICT/RURA/019_10.05.2019, 349HD/ICT/RURA/018_22.06.2018, 355HD/ICT/RURA/018_22.06.2018, 356HD/ICT/RURA/018_22.06.2018, 357HD/ICT/RURA/018_22.06.2018, 368HD/ICT/RURA/018_29.06.2018, 399HD/ICT/RURA/019_03.06.2019, 401HD/ICT/RURA/018_09.07.2018, 433HD/ICT/RURA/019_19.06.2019, 444HD/ICT/RURA/019_19.06.2019, 448HD/ICT/RURA/018_27.07.2018, 449HD/ICT/RURA/018_27.07.2018, 537HD/ICT/RURA/018_14.09.2018, 607HD/ICT/RURA/018_11.10.2018, 645GM/ICT/RURA/019_11.09.2019, 646GM/ICT/RURA/019_11.09.2019, 712HD/ICT/RURA/018_04.12.2018, 742HD/ICT/RURA/018_14.12.2018, 1350HD/CMR/RURA/015_08.12.2015 .

## Zambia

Type Approval Ref:

ZMB/ZICTA/TA/2015/3/20, ZMB/ZICTA/TA/2015/3/21, ZMB/ZICTA/TA/2015/10/19, ZMB/ZICTA/TA/2015/12/3, ZMB/ZICTA/TA/2015/12/4, ZMB/ZICTA/TA/2016/1/2, ZMB/ZICTA/TA/2016/11/1, ZMB/ZICTA/TA/2016/9/21, ZMB/ZICTA/TA/2017/6/7, ZMB/ZICTA/TA/2017/6/17, ZMB/ZICTA/TA/2017/9/27, ZMB/ZICTA/TA/2018/5/23, ZMB/ZICTA/TA/2018/6/20, ZMB/ZICTA/TA/2018/8/38, ZMB/ZICTA/TA/2018/8/39, ZMB/ZICTA/TA/2018/8/40, ZMB/ZICTA/TA/2018/8/41, ZMB/ZICTA/TA/2018/9/10, ZMB/ZICTA/TA/2018/10/10, ZMB/ZICTA/TA/2018/10/15, ZMB/ZICTA/TA/2018/10/16, ZMB/ZICTA/TA/2018/10/17, ZMB/ZICTA/TA/2018/10/18, ZMB/ZICTA/TA/2018/10/19, ZMB/ZICTA/TA/2018/10/20, ZMB/ZICTA/TA/2018/10/21, ZMB/ZICTA/TA/2018/10/24, ZMB/ZICTA/TA/2018/10/25, ZMB/ZICTA/TA/2018/10/26, ZMB/ZICTA/TA/2018/10/27, ZMB/ZICTA/TA/2018/12/16, ZMB/ZICTA/TA/2019/2/44, ZMB/ZICTA/TA/2019/2/45, ZMB/ZICTA/TA/2019/3/23, ZMB/ZICTA/TA/2019/3/37, ZMB/ZICTA/TA/2019/4/8, ZMB/ZICTA/TA/2019/5/13, ZMB/ZICTA/TA/2019/6/13, ZMB/ZICTA/TA/2019/7/7, ZMB/ZICTA/TA/2019/11/47, ZMB/ZICTA/TA/2019/11/48, ZMB/ZICTA/TA/2020/2/35, ZMB/ZICTA/TA/2020/7/121, ZMB/ZICTA/TA/2020/10/51, ZMB/ZICTA/TA/2020/10/57, ZMB/ZICTA/TA/2020/11/18, ZMB/ZICTA/TA/2021/3/95, ZMB/ZICTA/TA/2021/7/63, ZMB/ZICTA/TA/2021/8/104, ZMB/ZICTA/TA/2021/9/17, ZMB/ZICTA/TA/2021/11/9,ZMB/ZICTA/TA/2021/9/40,ZMB/ZICTA/TA/2021/11/10,ZMB/ZICTA/TA/2020/07/121, ZMB/ZICTA/TA/2023/2/30, ZMB/ZICTA/TA/2023/4/88, ZMB/ZICTA/TA/2023/5/53.

## Senegal

AGREE PAR ARPT SENEGAL

Numéro d'agrément : XXXXXX/AG/ER

071845/AG/ER,071821/AG/ER,071755/AG/ER,071710/AG/ER,071617/AG/ER,071414/AG/ER,071395/AG/ER,071394/A 072100/AG/ER, 072164/AG/ER, 072164/AG/ER, 072183/AG/ER, 072231/AG/ER, 072453/AG/ER, 072469/AG/ER, 072536/AG/ER, 072588/AG/ER, 072485/AG/ER, 072474/AG/ER, 072613/AG/ER, 072588/AG/ER

## Serbia

И005 17, И005 18, И005 19, ИН005 19, И005 20, И005 21, И005 22, И005 23

И011 17, И011 18, И011 19, И011 20, И011 21 , И011 22, И011 23

И038 19, И038 20, И038 21, И038 22, И038 23

И038 21/00583 01025,И038 21/00719 01145,И038 21/00738 01159,И038 21/00790 01208,И038 22/00861 01272, И038 22/01072 01264, И038 22/01219 01264, И038 22/00319 00774i, И038 22/01301 01264, И038 22/01403 01356, И038 22/01475 01356, И038 22/01524 01363, И038 23/01623 01363

P1615004100, P1617143100, P1617143200, P1617197200, P1618131400, P1619000500, P1619047400, P1619048600, P1619053300, P1619073700, P1619073800, P1619083400, P1619095800, P1619127100, P1619130700, P1619134100, P1619135700, P1619153400, P1619154200, P1619193000, P1620011000, P1620037400, P1620052200, P1620093500, P1620106000, P1620166400, P1620167300, P1621036300, P1620069300, P1620151500, P1620169600, P1621036300, P1621077600, P1621134700,P1621089400,P1621105500,P1621134400,P1621134600,P1621134500,P1621136600,P1621147800,P P1622022300, P1622046900, P1622047300, P1622056200, P1622022100, P1620166400, P1620167500, P1620167600.

И1622110000, И1622123100, И1622122900, И1622131100, И1622131700, И1622135700, И1622135600, И1622139200, И1622141800, И1622147900, И1622178100, И1622178000, И1623010900, И1623016700, И16221888000, И1623039900, И1623028600, И1623041300, И1623097100, И1623097000, И1623096900, И1623096700, И1623103700, И162310500, И1623126400, И1623126300, И1622160000, И1622160100, И1623030500, И1623110300,

34540-23/19-11, 34540-24/19-9, 34540-49/21-6, 34540-194/21-3, 34540-200/17-5, 34540-242/18-4, 34540-242/21-334540-307/19-3, 34540-263/19-4, 34540-436/19-3, 34540-768/18-5, 34540-871/18-4, 34540-1313/16-3,34540-194/21-3,34540-198/21-13,34540-228/21-5,34540-242/21-3,34540-25/22-5,34540-40/22-13,34540-77/22-10, 34540-146/22-5, 34540-144/22-3, 34540-148/22-6, 34540-147/22-8, 34540-165/22-5, 34540-306/20-7, 34540-107/23-3

И038 23: 0141_01375, 01340_01351, 34540-25/22-5

## Singapore




Fig. 96 Identification according to radio communication act.

Complies with IMDA Standards: DA103238, DA103787, DA103858, DA104328, DA104682, DA104812, DA105282, DA107248, DA107974, DB03227, DB101762, DB103858, DB106879, DB107220, DB106879.

Registration Number: G1594-19, G1858-19, G5521-19, N0039-21, N0147-19, N0254-17, N0254-17, N0356-20, N0688-15, N0715-15, N0721-15, N0871-19, N0982-20, N1085-21, , N1453-20, N1599-19, N1629-17, N1630-17, N2052-18, N2053-18, N2069-19, N2152-20, N2285-19, N2404-19, N2405-19, N2415-18, N2420-18, N2565-18, N2673-18, N2700-18, N2706-19, N2853-18, N2860-16, N2991-18, N2992-18, N3005-18, N3083-18, N3277-20, N3278-20, N3548-18, N3577-18, N3888-16, N3970-18, N3971-18, N4123-19, N4334-20, N4347-21, N4839-18, N4848-18, N4877-19, N4878-19, N4887-19, N4975-17, N5068-19, N5069-19, N5081-20, N5358-20, N5835-20, N5856-20, S2946-20, S3583-19, S5104-21,N5264-21,N5963-21,N0708-17,N1019-22,N1568-22,N1851-22,N1898-22,N3020-22,N3453-22,N3456-22,N3450-22,,N3835-22, G0443-21, N3888-16, N0254-17, N0708-17, N5372-22, N5373-22, N6052-22, N0374-23, N0415-23, N0414-23, N1159-23, N5856-20, N1233-23, N1291-23, N1631-23, N2673-23, N3098-23, N3096-23, N3688-18, N3555-18, G1231-23, N0452-23, S3262-23, S3263-23, N3567-23, N3097-23, N0951-24.

## South Africa

ICASA APPROVED:

TA-2009/464, TA-2010/218, TA-2010/1235, TA-2011/615, TA-2012/321, TA-2012/1747, TA-2012/1821, TA-2013/1679, TA-2013/1681, TA-2013/1682, TA-2013/1680, TA-2013/1683, TA-2013/2085, TA-2013/2465, TA-2013/2503, TA-2014/176, TA-2014/212, TA/2014/792, TA/2014/982, TA-2014/1719, TA-2014/1783, TA-2014/1784, TA-2014/1887, TA-2014/2108, TA-2014/2597, TA-2015/517, TA-2015/2011, TA-2015/2084, TA-2016/169, TA-2016/501, TA-2016/820, TA-2016/863, TA-2016/1449, TA-2016/2568, TA-2016/2601, TA-2016/2759, TA-2016/3407, TA-2016/3539, TA-2016/3541, TA-2017/052, TA-2017/127, TA-2017/209, TA-2017/2013, TA-2017/2824, TA-2017/3480, TA-2017/2824, TA-2018/175, TA-2018/280, TA-2018/732, TA-2018/842, TA-2018/843, TA-2018/844, TA-2018/845, TA-2018/996, TA-2018/997, TA-2018/998, TA-2018/999, TA-2018/1091, TA-2018/1095, TA-2018/1205, TA-2018/1408, TA-2018/1649, TA-2018/1650, TA-2018/1806, TA-2018/1814, TA-2018/1815, TA-2019/1853, TA-2018/2177, TA-2018/2251, TA-2018/2776, TA-2018/2777, TA-2018/2868, TA-2018/3141, TA-2018/3466, TA-

2018/3561, TA-2018/3974, TA-2018/5159, TA-2019/115, TA-2019/348, TA/2019/550, TA-2019/582, TA-2019/583, TA-2019/1110, TA-2019/1111, TA-2019/1410, TA-2019/1853, TA-2019/2347, TA-2019/2348, TA-2019/5101, TA-2019/5116, TA-2019/5167, TA-2020/4885, TA-2020/5217, TA-2020/5480, TA-2020/6261, TA-2020/6392, TA-2020/6394, TA-2020/7066, TA-2020/7103, TA-2020/7390, TA-2021/0295, TA-2021/0637,TA-2021/7762,TA-2021/0949,TA-2021/1613,TA-2021/1608,TA-2021/2146,TA-2021/2307,TA-2021/2501,TA-2021/3273, TA-2022/3766, TA-2021/0637, TA-2022/0625, TA-2022/0298, TA-2022/0298, TA-2022/03215, TA-2020/7103, TA-2022/0124, TA-2020/5443, TA-2022/1222, TA-2022/3229, TA-2023/3353, TA-2023/0199, TA-2023/0338, TA-2023/0349, TA-2022/3381, RSS/NCA/TA/3/166, TA-2023/0349, TA-2023/0338, TA2023/0892, TA-2023/1203, TA-2023/2091, TA-2023/1813, TA-2005/614 .

## Thailand




Fig. 97 Identification according to radio communication act.

1) เครื่องโทรคมนาคมและอุปกรณ์นี้ มีความสอดคล้องตามมาตรฐานหรือข้อกำหนดของ กสทช.
2) เครื่องวิทยุคมนาคมนี้มีระดับการแผ่คลื่นแม่เหล็กไฟฟ้าสอดคล้องตามมาตรฐานความปลอดภัยต่อสุขภาพของมนุษย์จากใช้เครื่องวิทยุคมนาคมที่คณะกรรมการกิจการโทรคมนาคมแห่งชาติประกาศกำหนด

NBTC ID: A57003-17, A57004-14, A57004-17, A57005-14, A57006-15, A57006-19, A57006-18, A57008-14, A57009-14, A57012-16, B38083-20,B57008-21,B57007-21,A57014-21,B57003-22,S01561-22,S01559-22, S03635-22, S00224-23, S4117-22, A57014-21, SD01415-23, A75007-22, S03477-22, SD02328-23, SD01325-23

## Turkey

Further information on radio systems and declarations of conformity can be found at www.volkswagen.com/generalinfo.

## Countries outside of the USA that authorize and allow radio systems according to United States FCC guidelines:

FCC ID: 2AAJCBR20, FCC ID: 2AAJCBR21, FCC ID: 2AAJCBR22, FCC ID: 2AA98, FCC ID: 2AA98-COLOUR5C, FCC ID: 2AA98-MEDIUM5C, FCC ID: 2AA98-MEDIUM5C21, FCC ID: 2AA98A, FCC ID: 2AHPN-WLC, FCC ID: 2AOUZ17101001, FCC ID: 2AOUZ17101002, FCC ID: 2AOUZ17101010, FCC ID: 2AOUZ17101022, FCC ID: 2AOUZ17101023, FCC ID: 2AOUZ17101031, FCC ID: 2AOUZ17101032, FCC ID: 2AOUZ17101033, FCC ID: 2AOUZ17101034, FCC ID: 2AOUZ17101041, FCC ID: 2AOUZ17101042, FCC ID: 2AOUZ17101043, FCC ID: 2AOUZ17101051, FCC ID: 2AOUZ17101052, FCC ID: 2AOUZ17101053, FCC ID: 2AOUZ17101054, FCC ID: 2AOUZ17101055, FCC ID: 2AOUZ17101056, FCC ID: 2AOUZ17101057, FCC ID: 2AOUZ17101071, FCC ID: 2AOUZ17101072, FCC ID: 2AOUZ18020531, FCC ID: 2AOUZ18020532, FCC ID: 2AOUZ18020533, FCC ID: 2AOUZ18020534, FCC ID: 2AOUZ18100931, FCC ID: 2APOM-MQBA0, FCC ID: 2AVXWWSBRC001, FCC ID: 2AXPS-WPC003-1, FCC ID: 772C-LB1FD, FCC ID: BEJLCW05-VWE5, FCC ID: BEJMIB2, FCC ID: BEJMIB2PQ, FCC ID: BEJ-MEBICAS3, FCC ID: BEJ-MIBPQMIN, FCC ID: BEJ-MIB3O1, FCC ID: BEJTLAHW3IU-E, FCC ID: BEJTLAHW3IU-N, FCC ID: BEJTLVHE4IU-E, FCC ID: BEJTLVHE4IU-N, FCC ID: BEJTLVHM3IU-E, FCC ID: BEJTLVHW3IU-E, FCC ID: BEJTLVHM3IU-N, FCC ID: BEJTLVM3IU-N, FCC ID: BEJTUVM01IU, FCC ID: CWTUGZZF1, FCC ID: CWTUGZZF2, FCC ID: IYZVK2, FCC ID: KR5-BCMEVOC, FCC ID: KR5FS14T, FCC ID: KR5FS14TK, FCC ID: KR55NA920791A, FCC ID: LTQR3TR, FCC ID: NBG010180T, FCC ID: NBG010905A, FCC ID: NBG011719A, FCC ID: NBG013854, FCC ID: NBG01RS4, FCC ID: NBG011719A, FCC ID: NBG10176, FCC ID: NBG9068, FCC ID: NBG92596263, FCC ID: NBGBCMEVO, FCC ID: NBGBCMEVO5, FCC ID: NBGBCM2R, FCC ID: NBGFS09P03, FCC ID: NBGFS12A, FCC ID: NBGFS12A01, FCC ID: NBGFS12P, FCC ID: NBGFS12P01, FCC ID: NBGFS12PM, FCC ID: NBGFS12P01M, FCC ID: NBGFS125C, FCC ID: NBGFS125C1, FCC ID: NBGFS125C5, FCC ID: NBGFS173NP, FCC ID: NBGFS173NPM, FCC ID: NBGFS173NR, FCC ID: NBGFS1744M, FCC ID: NBGFS19, FCC ID: NBGFS191, FCC ID: NBGFS93N, FCC ID: NBGMQBBB, FCC ID: NBGMQBBH, FCC ID: NBGPQ12P01, FCC ID: NBGRSB19, FCC ID: NF3-FR5CPEC, FCC ID: NF3-LRR3SCU, FCC ID: NF3-LRR4, FCC ID: NF3-MRR1PLUS, FCC ID: NF3-MRR1REAR, FCC ID: NF3-MRREVO14F, FCC ID: NF3-LRR3SCU, FCC ID: NT8-FPK8IMMO5D, FCC ID: NT8-VWMIBREGIO, FCC ID: NZLADHL5D, FCC ID: NZLJCIBUSHL4, FCC ID: OAYARS4B, FCC ID: OAYARS5B, FCC ID: OYGTSSRE4UD, FCC ID: OYGTSSRE4UF, FCC ID: OYGTSSSG4G5, FCC ID: QIPALAS6A-US, FCC ID: QISME919BS-567BN, FCC ID: QISME919BS-567BNB, FCC ID: QZ9-KA3, FCC ID: RK7MBC-NAR, FCC ID: RK7MBC-NAR2, FCC ID: RK7185-00, FCC ID: RK7186-00, FCC ID: RX2BNFHL, FCC ID: RX2BNFLL, FCC ID: T8GA270, FCC ID: T8GA475, FCC ID: T8GA476, FCC ID: T8GP114, FCC ID: VPYLB1KD, FCC ID: WJLHT-5, FCC ID: NF3-FR5CUEC, FCC ID: NBG01RS55, FCC ID: NF3-F5CP42, FCC ID: NBG01RS53,FCC ID: NBGFS125C1, FCC ID: BEJ-MIB3OIVR-E, FCC ID: BEJTLVHM3IU-N, FCC ID: 2AXPS-WPC003-1, FCC ID: 2AXPS-WPC003-5, FCC ID: 2ACC7DDAECE02, FCC ID: BEJTLVUM3IU-W, FCC ID: BEJTLVUW3IU-W, FCC ID: BEJTLVUM3IU-E, FCC ID: BEJTLVUW3IU-N, FCC ID: BEJTLVUM3IU-N, FCC ID: NT8-FPK815DTR2, FCC ID: NBGFS1901S, FCC ID: NBGFS19S, FCC ID: BEJ-ICAS3GP, FCC ID: NBGFS191S, FCC ID: BEJTLVLM3IU-N, FCC ID: BEJTLVUW3IU-W, FCC ID: BEJTLVUW3IU-N, FCC ID: BEJTLVUM3IU-W, FCC ID: BEJTLVUM3IU-N, FCC ID: BEJTLVUM3IU-E, FCC ID: BEJTLVUE4IU-E, FCC ID: BEJTLVUE4IU-N, FCC ID: BEJTLVUE4IU-W , FCC ID: QZ9-DCB, FCC ID: 2BAHD-EC30693.

Interference Statement

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and

(2) This device must accept any interference received, including interference that may cause undesired operation.

CAUTION TO USERS: Changes or modifications not expressly approved by the party responsible for compliance could void the user`s authority to operate the equipment.

FCC RF Exposure Statement

FCC ID: RK7MBC-NAR

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End users must follow the specific operating instruction for satisfying RF exposure compliance. This transmitter must not be co-

located or operating in conjunction with any other antenna or transmitter.

This is a CONSUMER device.

BEFORE USE, you MUST REGISTER THIS DEVICE with your wireless provider and have provider's consent. Most wireless providers consent to the use of signal boosters. Some providers may not consent to the use of this device on their network. If you are unsure, contact your provider.

You MUST operate this device with approved antennas and cables as specified by the manufacturer. Antennas MUST be installed at least 20 cm (8 inches) from any person.

You MUST cease operating this device immediately if requested by FCC or a licensed wireless service provider.

WARNING: E911 location information may not be provided or may be inaccurate for calls served by using this device.

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.

FCC Class A digital device notice

NOTE: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

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

Further information on radio systems and declarations of conformity can be found at www.volkswagen.com/generalinfo.

| | | |
|---|---|---|
| BSD 3.0 | 24,05 - 24,25 GHz | 20 dBm |
| LCA 2.0 | 24,05 - 24,25 GHz | 20 dBm |
| RS4 | 24,05 - 24,25 GHz | 20 dBm |

повний текст декларації про відповідність доступний на веб-сайті за такою адресою: www.volkswagen.com/generalinfo.

1APTV R3TR, 1BOSC0001, 1HELARS40, 109, 1O094.002801-15, 1O094.004984-17, 1O094.004985-17, 1O094.004986-17, 1O094.006565-18, 1O094.007280-19, 0848, 486.25-CET, 920697B, TLAHW3IU-E, TLAHW3IU-W, TLVHM3IU-E, TLVLM3IU-E, TLVHM3IU-W

1.001.010758/M1-16, 1.001.017067-18-TE, 1.001.018566-19-TE, 1.001.018601-19-TE, 1.001.018646-19-TE, 1.001.018774-19-TE, 1.001.018968-19-TE, 1.001.019275-19-TE, 1.001.019287-19-TE, 1.001.020220-19-TE, 1.001.020355-19-TE, 1.001.020702-19-TE, 1.001.020853-19-TE, 1.001.020929-19-TE, 1.001.021241-20-TE, 1.001.021295-20-TE, 1.001.022108-20-TE

UA.R.TR.052.041-21, UA.R.TR.052.081-20, UA.R.TR.052.088-19, UA.R.TR.052.089-19, UA.R.TR.052.130-20, UA.R.TR.052.161-19, UA.R.TR.052.187-19, UA.R.TR.052.189-19, UA.R.TR.052.190-19, UA.R.TR.052.194-19, UA.R.TR.052.215-21, UA.R:TR.052.433-19, UA.R.TR.052.529-19, UA.R.TR.052.533-19, UA.R.TR.052.598-19, UA.R.TR.052.613-19, UA.R.TR.052.658-19,UA.R.TR.052.634-19,UA.R.TR.052.068-22, UA.R.TR.052.169-23.

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04-1214/123.

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## United Arab Emirates

TRA, REGISTERED No_DEALER No

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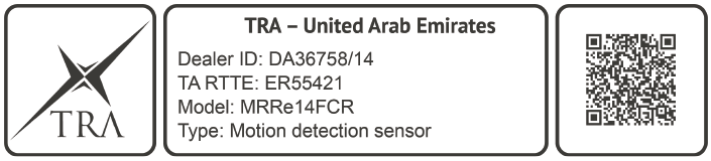



Fig. 98

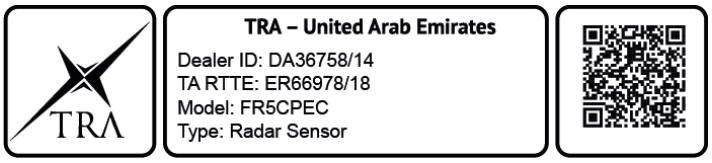



Fig. 99

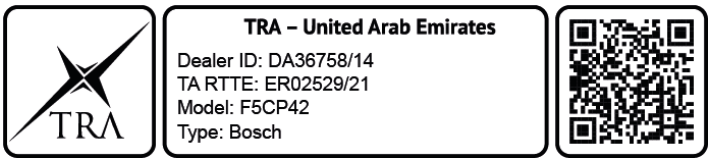



Fig. 100

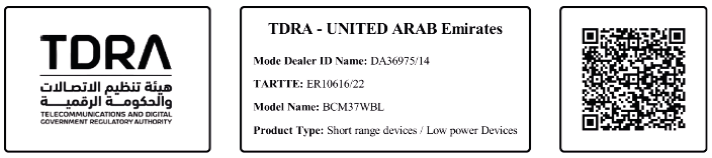



Fig. 101

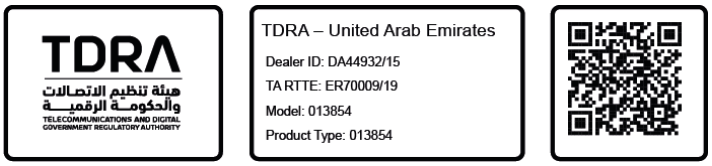



Fig. 102




Fig. 103

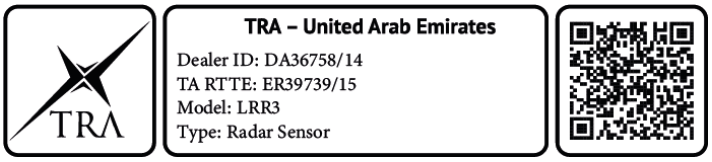



Fig. 104

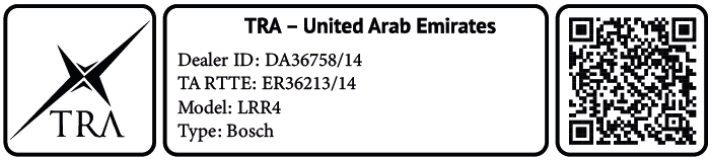



Fig. 105

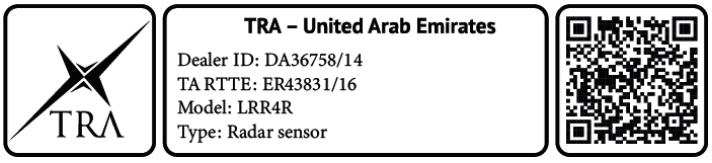



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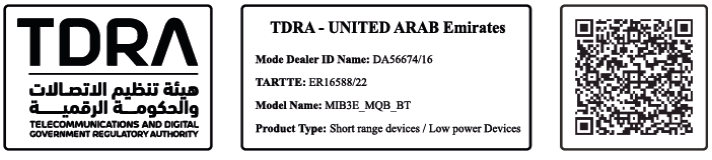


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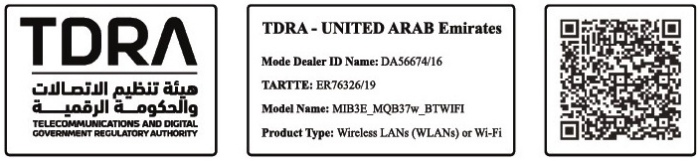



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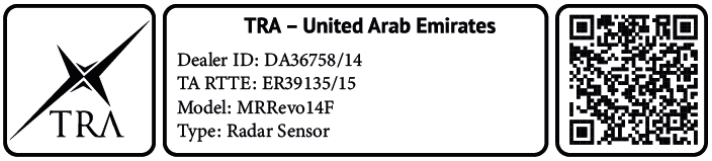



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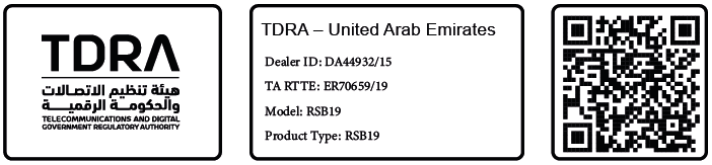



Fig. 110




Fig. 111




Fig. 112

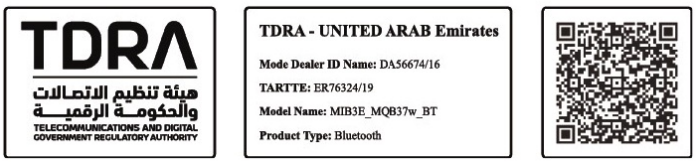



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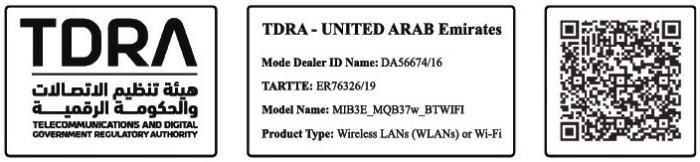



Fig. 114



Fig. 115




Fig. 116

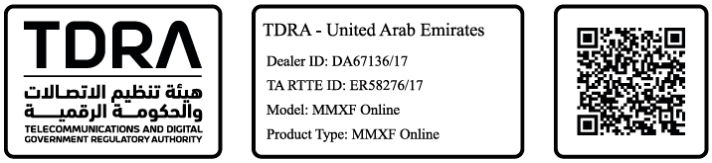



Fig. 117




Fig. 118




Fig. 119




Fig. 120




Fig. 121




Fig. 122

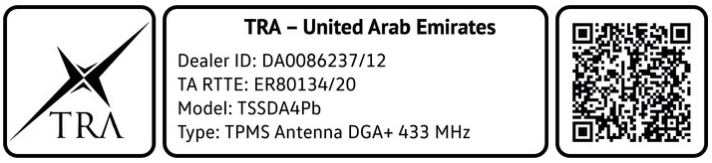



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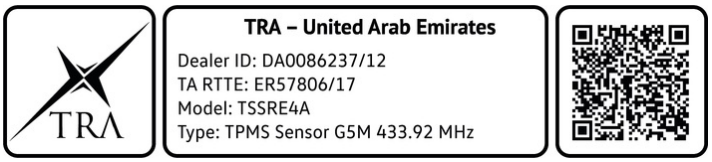



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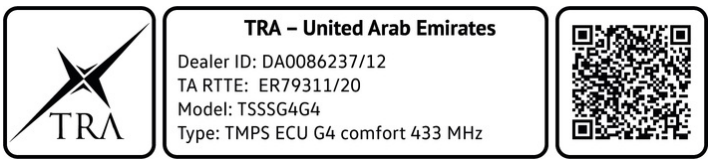



Fig. 125

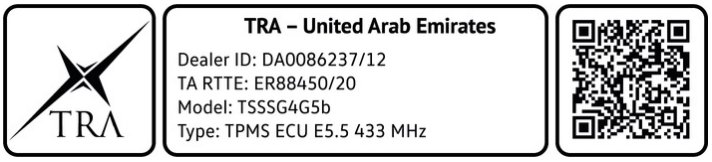



Fig. 126




Fig. 127




Fig. 128

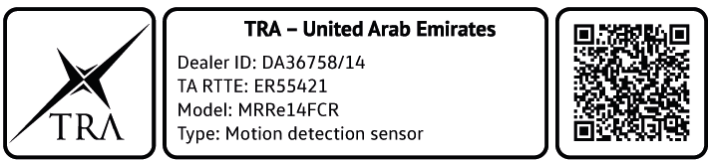



Fig. 129

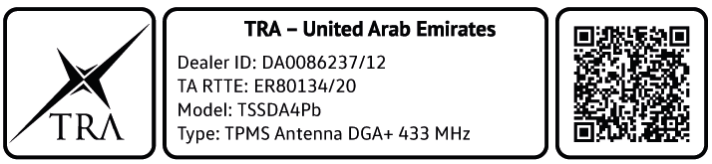



Fig. 130

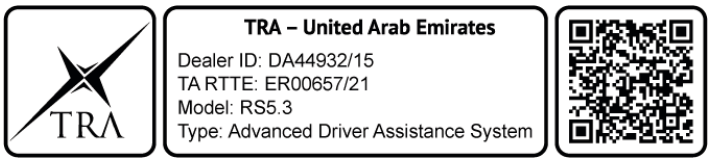



Fig. 131

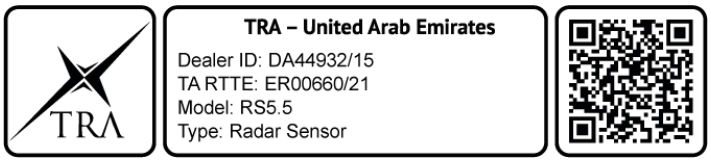



Fig. 132

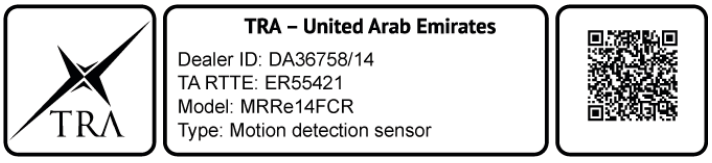



Fig. 133




Fig. 134




Fig. 135




Fig. 136




Fig. 137




Fig. 138

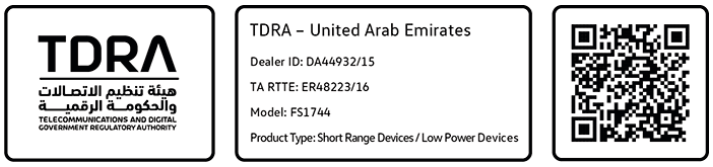



Fig. 139




Fig. 140

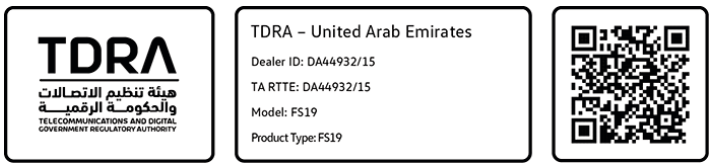



Fig. 141




Fig. 142




Fig. 143

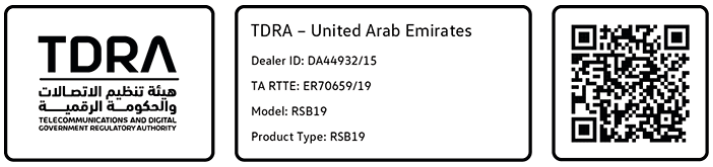



Fig. 144

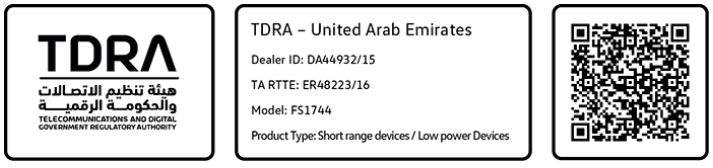



Fig. 145




Fig. 146




Fig. 147




Fig. 148

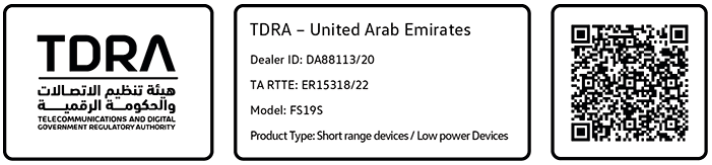



Fig. 149




Fig. 150




Fig. 151




Fig. 152




Fig. 153




Fig. 154




Fig. 155




Fig. 156




Fig. 157




Fig. 158




Fig. 159




Fig. 160




Fig. 161 Identification according to radio communication act.

## Vietnam

ICT

SunTech VietNam Technology Company Limited, C00082015; SUNTECH VietNam, SUNTECH VN:

71/CVT-TT3, 220/CVT-TT3

220221.01-TN, 220208.14-TN, 773/TTDLCL-CN, 210816.05-TN, 210526.20-TN, 2108106.04-TN, 3568/CVT-CNDV, 210526.21-TN, 2357/CVT-CL,220310.03-TN,220321.12-TN, 220607.09-TN

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Hella KGaA Hueck Co.: A0858170820AF04A3, B134510122AF04A3, B1346101022AF04A3, B1347101022AF04A3, B1344101022AF04A3, B1346101022AF04A3, C0013190118AF04A2, C0036120121AF04A3, C0065120418AF04A2, C0068190418AF04A2, C0080180319AF04A2, C0092300320AF04A2, C0100100420AF04A2, C0163150719AF04A2, C0177011117AF04A2, C0178011117AF04A2, C0181230221AF04A3, C0205060916AF04A2, C0226170918AF04A2, C0314061219AF04A2, C0952190821AF04A3, C0953190821AF04A3, C1071270921AF04A3, C1099011021AF04A3, C1100011021AF04A3, C0136090222AF04A3, C0197280222AF04A3, C1239021122AF04A3, C124002122AF04A3, C1798281222AF04A2, B0643170523AF04A3, B0458140423AF04A3, B1566051121AE01A3, 231009.05-TN, 230911.13-TN.

As long as nothing else is specified or listed, the technical data applies to the base model. Different values may result due to optional equipment, different model versions, special equipment, and country-specific equipment. The specifications in the legal vehicle documents always take precedence.

The drive and power of the vehicle are listed in the official vehicle registration.

## Weight

The values for the curb weight in the following tables apply to the drive-ready vehicle with a driver weight of 75 kg (around 165 lbs), fluids including a 100 % full fuel tank and, if applicable, with tools and spare tires. Optional

equipment and retrofitted equipment will increase the specified curb weight and reduce the possible load.

The load consists of the following weight:

— Passengers.

— All luggage inside and outside the vehicle.

— Attachments.

— Trailer tongue weight if in trailer mode.

The permitted total vehicle weight and the gross axle weight rating must never be exceeded. The permissible values are on the safety certificate or on the nameplate on the B-pillar on the driver's side *(→ Safety certificate)* *(→ Identification label)*.

## Performance

The performance was determined without equipment that limits performance, such as attachments.

Due to technical or legal reasons, the performance specifications and mileage may vary.

On some engines with heavy duty suspension, the speed maximum speed may be limited and lower.

## Towing weight and trailer tongue weight ratings

The towing weight and tailer tongue weight ratings on the trailer hitch identification label are simply the test values for the trailer hitch. The vehicle-based specifications, which are often below these values, can be found in your vehicle documents. The specifications in the official vehicle registration or on the identification label of the vehicle *(→ Identification label)* or safety certificate *(→ Safety certificate)* always take precedence.

## Towing weight

The specified combination weights are only valid for heights of up to approximately 1000 m(approx. 3000 ft) above sea level. If this is exceeded, the maximum gross combination weight rating must be reduced by approximately 10%, and thereafter by an additional approx. 10% for each further approx. 1000 m (approx. 3000 ft) increment that is exceeded.

## Incline angle

The incline angle is the specification up to which the vehicle is able to drive uphill on an angle with its own power. This can depend on the road conditions, the weather conditions, and the engine power, among other things. The values apply to a vehicle that is in motion and not to a vehicle that starts to drive form a stationary position.

A rising difference in altitude(incline) on a 100 m (approx. 300 ft) stretch is given in percentage or degrees (100% = 45 degrees).

## Structure of the vehicle identification number (VIN)

The vehicle identification number (VIN, VIN

) consists of 17 characters. These characters can be sorted into seven groups.

The structure is explained using the following examples of vehicle identification numbers.

| Group | ① | | | ② | | | ③ | | ④ | ⑤ | ⑥ | ⑦ | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Position | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 |
| Example | W | V | W | Z | Z | Z | C | B | Z | R | E | 4 | 0 | 0 | 9 | 5 | 3 |
| | W | V | W | A | F | 2 | 9 | N | 4 | 8 | Y | 0 | 0 | 0 | 0 | 0 | 1 |

(1) Vehicle manufacturer identification:

WVW

Volkswagen Passenger Vehicles

WVG

Volkswagen Passenger Vehicles

1VW

Volkswagen Group of America Inc., Volkswagen de México, S.A. de C.V

3VW

Volkswagen de México, S.A. de C.V

MFB

Garuda Matraman Motor (Indonesia)

(2) Filler characters: The filler characters may vary depending on manufacturer, or contain information on the body shape and transmission type.

(3) Vehicle class, depending on model:

14

ID.7

3H

Arteon

5T

Touran

6R

Polo

AC

T-Roc convertible

BV

Golf

CB

Passat

CA

Atlas

RC

Touareg

Depending on the manufacturer, digits 7 to 9 can also contain information on the fuel type (7) and vehicle class (8 and 9).

(4) Filler characters or check digits: The filler characters or check digits may vary depending on the manufacturer.

(5) VIN index, depending on model year:

R

2024

S

2025

T

2026

U

2027

(6) Production location, plant where the vehicle was manufactured:

C

Volkswagen plant in Chattanooga

D

Volkswagen plant in Bratislava

E

Volkswagen plant in Emden

K

Volkswagen plant in Osnabrück

M

Volkswagen plant in Puebla

P

Volkswagen plant in Zwickau

T

Volkswagen plant in Pune

U

Volkswagen plant in Uitenhage

V

Volkswagen plant in Palmela

W

Volkswagen plant in Wolfsburg

Y

Volkswagen plant in Pamplona

The letter assignment for the production site may vary depending on the vehicle or be assigned twice.

(7) Sequential production number for each model year.

## Position of the vehicle identification number




Fig. 1 In the windshield: vehicle identification number (VIN)

The VIN can be read from the outside through the viewing window in the windshield. The viewing window is at the side of the lower section of the windshield.

In some models, it may be possible to display the vehicle identification number in the Service menu or in the vehicle settings, depending on the Infotainment system. The vehicle identification number may also be located on the identification label.

The VIN may also be stamped in the following locations, depending on the model, country and engine:

— In the right water drain channel in the hood space.

— In the hood space near the hinge for the hood on the right-hand side of the vehicle.

— Under the carpet behind the right front seat

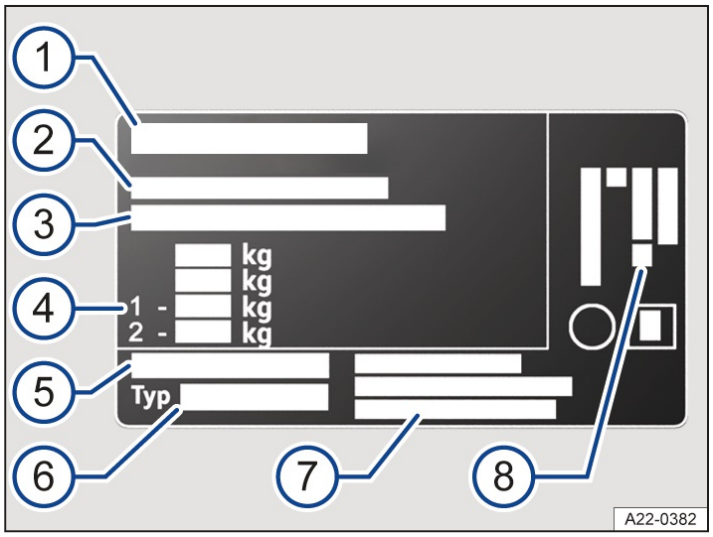



Fig. 1 Identification label: version 1 (general example).

Depending on the country, the type approval number, such as the EU operating license, may be specified.

1. Manufacturer code.
2. Type approval.
3. Vehicle Identification number.
4. Gross Vehicle Weight Rating.

   Gross combination weight rating (towing vehicle and trailer).

   Front Gross Axle Weight Rating.

   Rear Gross Axle Weight Rating.
5. Type approval number, differs according to country.
6. Vehicle model
7. Manufacturer's address.
8. Engine code.

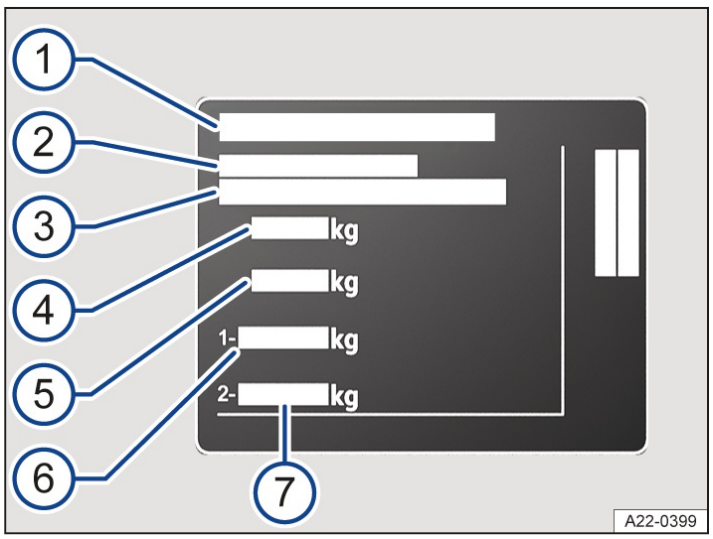



Fig. 2 Identification label: version 2 (general example).

Depending on the country, the type approval number, such as the EU operating license, may be specified.

1. Manufacturer code.
2. Type approval.
3. Vehicle Identification number.
4. Gross Vehicle Weight Rating.
5. Gross combination weight rating (towing vehicle and trailer).
6. Front Gross Axle Weight Rating.
7. Rear Gross Axle Weight Rating.

Depending on the country and model, the model plate may be visible in the lower section of the door pillar when the driver's for front passenger door is open. Vehicles for some countries do not have an identification label.

# Safety certificate

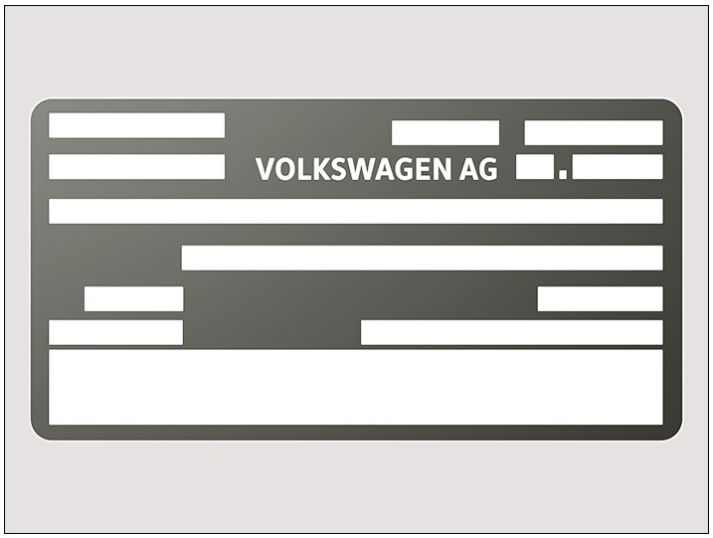



Fig. 1 Safety certificate (general example).

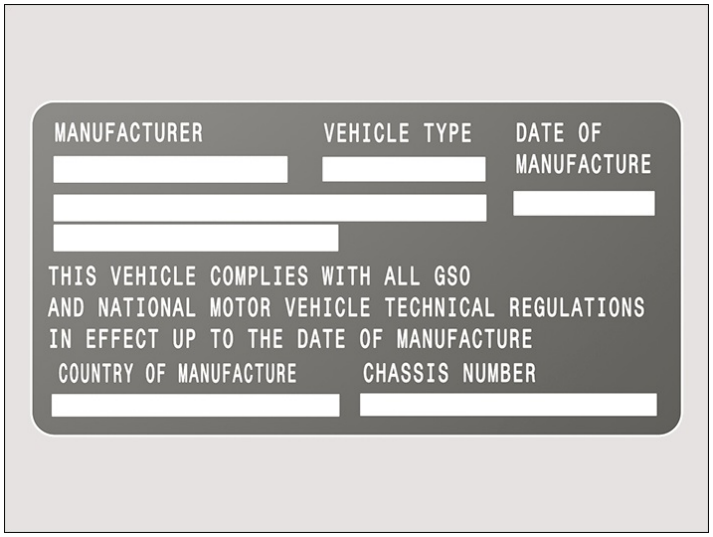



Fig. 2 Safety certificate (general example).

A safety certificate on the driver door pillar displays the following information:

— Vehicle model

— Manufacturer.

— Date of manufacture.

— Country of manufacture.

— Vehicle Identification number.

# Dimensions

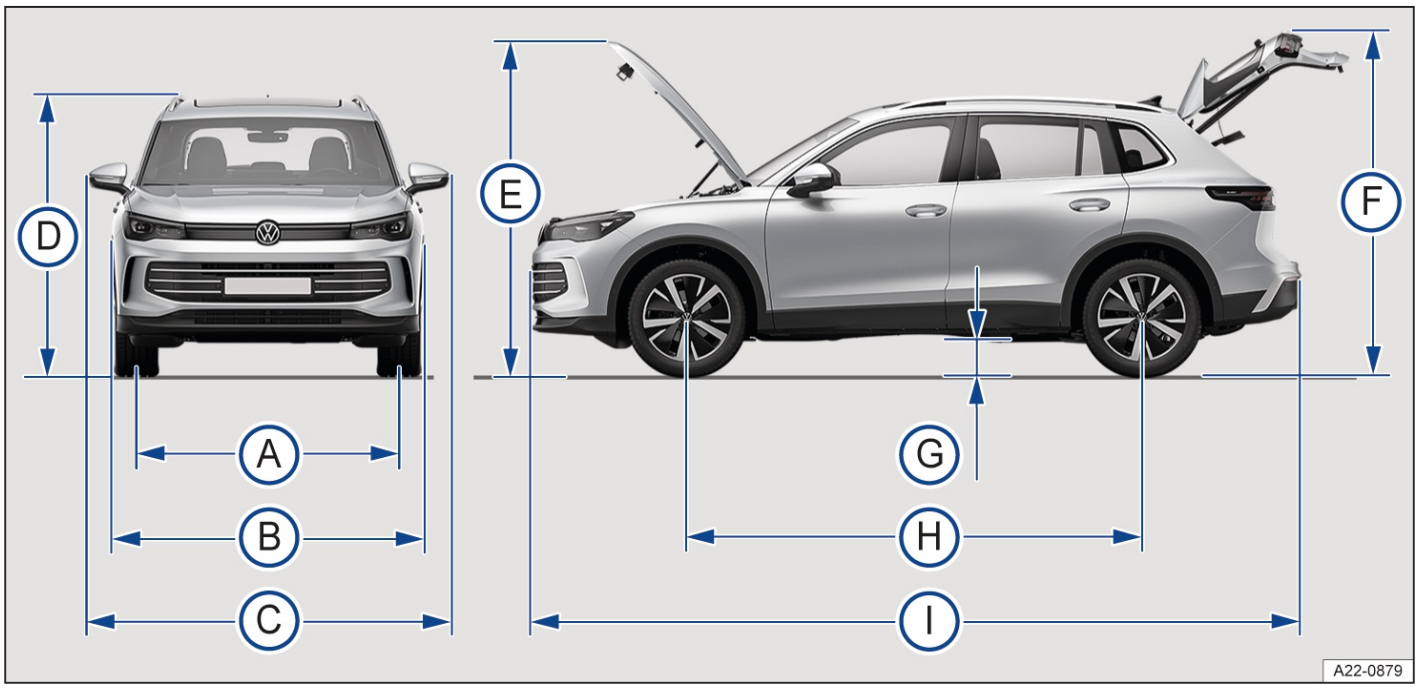



Fig. 1 Vehicle dimensions.

The information in the table applies to the German base model with basic equipment.

For other wheel rims, tire sizes, options, differing model designs and retrofitted accessories, as well as special vehicles and vehicles in other countries, these values can differ.

Information about how the weight specifications are compiled can be found in section *(→ Technical data)*.

Where the vehicle dimensions are not given, the values were not available at the time of printing.

## Tiguan FWD

| Key for *fig. 1*: | | | |
|---|---|---|---|
| A | Front track | mm | 1586-1590 |
| | Rear track | mm | 1578-1582 |
| B | Width | mm | 1842 |
| | R-Line width with wheel housing extension | mm | 1859 |
| C | Width from outside mirror to outside mirror | mm | 2140 |
| D | Height at curb weight to top of the roof | mm | 1631 |
| | Height at curb weight to the roof rail | mm | 1643 |
| | Height with curb weight with navigation antenna | mm | 1650 |
| E | Height with open hood and curb weight | mm | 1814 |
| F | Height with open trunk lid and curb weight | mm | 2111 |
| G | Ground clearance at curb weight between the axles | mm | 168 |
| H | Wheelbase at full load | mm | 2676 |
| | Minimum turning circle diameter | m | 11.7 |
| I | Length from bumper to bumper | mm | 4539 |
| | R-Line length from bumper to bumper | mm | 4539 |

| | | | |
|---|---|---|---|
| I | Length with factory-installed trailer hitch | mm | 4640 |
| | R-line length with factory-installed trailer hitch | mm | 4640 |

## Tiguan all-wheel drive

| Key for *fig. 1*: | | | |
|---|---|---|---|
| A | Front track | mm | 1583-1587 |
| | Rear track | mm | 1574-1578 |
| B | Width | mm | 1842 |
| | R-Line width with wheel housing extension | mm | 1859 |
| C | Width from outside mirror to outside mirror | mm | 2140 |
| D | Height at curb weight to top of the roof | mm | 1638 |
| | Height at curb weight to the roof rail | mm | 1651 |
| | Height with curb weight with navigation antenna | mm | 1658 |
| E | Height with open hood and curb weight | mm | 1820 |
| F | Height with open trunk lid and curb weight | mm | 2116 |
| G | Ground clearance at curb weight between the axles | mm | 176 |
| H | Wheelbase at full load | mm | 2680 |
| | Minimum turning circle diameter | m | 11.7 |
| I | Length from bumper to bumper | mm | 4539 |
| | R-Line length from bumper to bumper | mm | 4539 |

| | | | |
|---|---|---|---|
| I | Length with factory-installed trailer hitch | mm | 4640 |
| | R-line length with factory-installed trailer hitch | mm | 4640 |

## Tank capacities

The fuel tank has the following volume:

— approximately 55 l

— approximately 58 l for all-wheel drive vehicles

The capacity of the fuel tank includes an indeterminate reserve quantity that remains in the fuel tank when the fuel gage shows that the fuel tank is empty. The reserve quantity is variable and cannot reliably serve to increase the remaining range.

# 1.5 l, 4 cylinder, TSI®, mild hybrid, 96 kW, gasoline engine

## Engine overview

| | | |
|---|---|---|
| Output | kW | 96 at 5000 – 6000 rpm |
| Engine code (EC) | | DXDC |
| Maximum torque | Nm | 220 at 1500 – 4000 rpm |
| Transmission | | DSG®7 |
| Maximum speed | km/h | – |

## Weight specifications and axle loads

| | | |
|---|---|---|
| Curb weight with driver *(→ Technical data)* | kg | 1597 – 1708 |
| Gross Vehicle Weight Rating | kg | 2010 – 2180 |
| Front Gross Axle Weight Rating | kg | 1100 – 1130 |
| Rear Gross Axle Weight Rating | kg | 960 – 1100 |

## Towing weights

| | | |
|---|---|---|
| Braked towing weight, grades up to 12% | kg | 1600 |
| Braked towing weight, grades up to 8 % | kg | 1800 |
| Unbraked towing weight | kg | 750 |
| Maximum gross combination weight rating, up to 12% gradient | kg | 3610 – 3780 |
| Maximum gross combination weight rating, up to 8 % gradient | kg | 3810 – 3980 |
| Maximum permissible trailer tongue weight rating | kg | 100 |

| |
|---|
| Carrying load for rear carrier systems *(→ Bicycle rack)* |

# 1.4 l, 4 cylinder, TSI®, 110 kW, gasoline engine

## Engine overview

| | | |
|---|---|---|
| Output | kW | 110 at 5000 – 6000 rpm |
| Engine code (EC) | | DJKA |
| Maximum torque | Nm | 250 at 1500 – 3500 rpm |
| Transmission | | DSG®7 |
| Maximum speed | km/h | 206 |

## Weight specifications and axle loads

| | | |
|---|---|---|
| Curb weight with driver *(→ Technical data)* | kg | 1571 – 1680 |
| Gross Vehicle Weight Rating | kg | 1970 – 2140 |
| Front Gross Axle Weight Rating | kg | 1060 – 1100 |
| Rear Gross Axle Weight Rating | kg | 960 – 1090 |

## Towing weights

| | | |
|---|---|---|
| Braked towing weight, grades up to 12% | kg | 1800 |
| Braked towing weight, grades up to 8 % | kg | 2000 |
| Unbraked towing weight | kg | 750 |
| Maximum gross combination weight rating, up to 12% gradient | kg | 3770 – 3940 |
| Maximum gross combination weight rating, up to 8 % gradient | kg | 3870 – 4140 |
| Maximum permissible trailer tongue weight rating | kg | 100 |

| |
|---|
| Carrying load for rear carrier systems *(→ Bicycle rack)* |

# 1.5 l, 4 cylinder, TSI®, mild hybrid, 110 kW, gasoline engine

## Engine overview

| | | |
|---|---|---|
| Output | kW | 110 at 5000 – 6000 rpm |
| Engine code (EC) | | DXDB |
| Maximum torque | Nm | 250 at 1500 – 3500 rpm |
| Transmission | | DSG®7 |
| Maximum speed | km/h | – |

## Weight specifications and axle loads

| | | |
|---|---|---|
| Curb weight with driver *(→ Technical data)* | kg | 1616 – 1710 |
| Gross Vehicle Weight Rating | kg | 2100 – 2190 |
| Front Gross Axle Weight Rating | kg | 1120 – 1140 |
| Rear Gross Axle Weight Rating | kg | 1030 – 1100 |

## Towing weights

| | | |
|---|---|---|
| Braked towing weight, grades up to 12% | kg | 1800 |
| Braked towing weight, grades up to 8 % | kg | 2000 |
| Unbraked towing weight | kg | 750 |
| Maximum gross combination weight rating, up to 12% gradient | kg | 3900 – 3990 |
| Maximum gross combination weight rating, up to 8 % gradient | kg | 4100 – 4190 |
| Maximum permissible trailer tongue weight rating | kg | 100 |

| |
|---|
| Carrying load for rear carrier systems *(→ Bicycle rack)* |

# 2.0 l, 4 cylinder, TSI®, 140 kW, gasoline engine

## Engine overview

| | | |
|---|---|---|
| Output | kW | 140 at 4200 – 6500 rpm |
| Engine code (EC) | | DLBC |
| Maximum torque | Nm | 320 at 1400 – 4100 rpm |
| Transmission | | DSG®7 |
| Maximum speed | km/h | 223 |

## Weight specifications and axle loads

| | | |
|---|---|---|
| Curb weight with driver *(→ Technical data)* | kg | 1627 – 1676 |
| Gross Vehicle Weight Rating | kg | 2210 – 2300 |
| Front Gross Axle Weight Rating | kg | 1170 |
| Rear Gross Axle Weight Rating | kg | 1090 – 1180 |

## Towing weights

| | | |
|---|---|---|
| Braked towing weight, grades up to 12% | kg | 2200 – 2300 |
| Braked towing weight, grades up to 8 % | kg | 2200 – 2300 |
| Unbraked towing weight | kg | 750 |
| Maximum gross combination weight rating up to 12% | kg | 4410 – 4600 |
| Maximum gross combination weight rating up to 8 % | kg | 4410 – 4600 |
| Maximum permissible trailer tongue weight rating | kg | 100 |

| |
|---|
| Carrying load for rear carrier systems *(→ Bicycle rack)* |

# 2.0 l, 4 cylinder, TSI®, 195 kW, gasoline engine

## Engine overview

| | | |
|---|---|---|
| Output | kW | 195 at 5000 – 6500 rpm |
| Engine code (EC) | | DNPB |
| Maximum torque | Nm | 400 at 1650 – 4350 rpm |
| Transmission | | DSG®7 |
| Maximum speed | km/h | 242 |

## Weight specifications and axle loads

| | | |
|---|---|---|
| Curb weight with driver *(→ Technical data)* | kg | 1753 – 1773 |
| Gross Vehicle Weight Rating | kg | 2220 – 2300 |
| Front Gross Axle Weight Rating | kg | 1180 |
| Rear Gross Axle Weight Rating | kg | 1090 – 1170 |

## Towing weights

| | | |
|---|---|---|
| Braked towing weight, grades up to 12% | kg | 2200 – 2300 |
| Braked towing weight, grades up to 8 % | kg | 2200 – 2300 |
| Unbraked towing weight | kg | 750 |
| Maximum gross combination weight rating up to 12% | kg | 4420 – 4600 |
| Maximum gross combination weight rating up to 8 % | kg | 4420 – 4600 |
| Maximum permissible trailer tongue weight rating | kg | 100 |

| |
|---|
| Carrying load for rear carrier systems *(→ Bicycle rack)* |

# 2.0 l, 4 cylinder, TDI®, 110 kW, diesel engine

## Engine overview

| | | |
|---|---|---|
| Output | kW | 110 at 3500 – 4000 rpm |
| Engine code (EC) | | DFGA |
| Maximum torque | Nm | 340 at 1750 – 3000 rpm |
| Transmission | | DSG®7 |
| Maximum speed | km/h | 204 |

## Weight specifications and axle loads

| | | |
|---|---|---|
| Curb weight with driver *(→ Technical data)* | kg | 1758 – 1782 |
| Gross Vehicle Weight Rating | kg | 2220 – 2320 |
| Front Gross Axle Weight Rating | kg | 1090 – 1170 |
| Rear Gross Axle Weight Rating | kg | 1180 – 1200 |

## Towing weights

| | | |
|---|---|---|
| Braked towing weight, grades up to 12% | kg | 2200 – 2300 |
| Braked towing weight, grades up to 8 % | kg | 2200 – 2300 |
| Unbraked towing weight | kg | 750 |
| Maximum gross combination weight rating up to 12% | kg | 4420 – 4620 |
| Maximum gross combination weight rating up to 8 % | kg | 4420 – 4620 |
| Maximum permissible trailer tongue weight rating | kg | 100 |

| |
|---|
| Carrying load for rear carrier systems *(→ Bicycle rack)* |

# 2.0 l, 4 cylinder, TDI®, 110 kW, diesel engine

## Engine overview

| | | |
|---|---|---|
| Output | kW | 110 at 3000 – 4200 rpm |
| Engine code (EC) | | DXPA |
| Maximum torque | Nm | 360 at 1600 – 2750 rpm |
| Transmission | | DSG®7 |
| Maximum speed | km/h | 207 |

## Weight specifications and axle loads

| | | |
|---|---|---|
| Curb weight with driver *(→ Technical data)* | kg | 1687 – 1769 |
| Gross Vehicle Weight Rating | kg | 2160 – 2260 |
| Front Gross Axle Weight Rating | kg | 1180 – 1200 |
| Rear Gross Axle Weight Rating | kg | 1030 – 1110 |

## Towing weights

| | | |
|---|---|---|
| Braked towing weight, grades up to 12% | kg | 2000 |
| Braked towing weight, grades up to 8 % | kg | 2100 – 2200 |
| Unbraked towing weight | kg | 750 |
| Maximum gross combination weight rating, up to 12% gradient | kg | 4160 – 4260 |
| Maximum gross combination weight rating, up to 8 % gradient | kg | 4260 – 4460 |
| Maximum permissible trailer tongue weight rating | kg | 100 |

| |
|---|
| Carrying load for rear carrier systems *(→ Bicycle rack)* |

# 2.0 l, 4 cylinder, TDI®, 142 kW, diesel engine

## Engine overview

| | | |
|---|---|---|
| Output | kW | 142 at 3500 – 4400 rpm |
| Engine code (EC) | | DXNB |
| Maximum torque | Nm | 400 at 1750 – 3250 rpm |
| Transmission | | DSG®7 |
| Maximum speed | km/h | 220 |

## Weight specifications and axle loads

| | | |
|---|---|---|
| Curb weight with driver *(→ Technical data)* | kg | 1760 – 1774 |
| Gross Vehicle Weight Rating | kg | 2220 – 2330 |
| Front Gross Axle Weight Rating | kg | 1180 – 1200 |
| Rear Gross Axle Weight Rating | kg | 1090 – 1180 |

## Towing weights

| | | |
|---|---|---|
| Braked towing weight, grades up to 12% | kg | 2200 – 2300 |
| Braked towing weight, grades up to 8 % | kg | 2200 – 2300 |
| Unbraked towing weight | kg | 750 |
| Maximum gross combination weight rating, up to 12% gradient | kg | 4420 – 4630 |
| Maximum gross combination weight rating, up to 8 % gradient | kg | 4420 – 4630 |
| Maximum permissible trailer tongue weight rating | kg | 100 |

| |
|---|
| Carrying load for rear carrier systems *(→ Bicycle rack)* |