

## Thank you for choosing Volkswagen

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

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

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

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

**Volkswagen AG**

### WARNING

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

---

## About this owner's manual

This owner's manual is valid for all model types and versions of your Volkswagen. The owner's manual describes all equipment and models without indicating whether the equipment is optional or specific to the model type. This means that your vehicle may not have some of the equipment described, or it may only be available in certain markets. The scope of equipment fitted in your vehicle can be found in the sales documentation and you can contact your Volkswagen dealership for further information.

A passenger car is described in this owner's manual.

Depending on the market-specific vehicle approval, the model version may also be a light commercial vehicle.

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

Please ensure that the complete vehicle wallet is always in the vehicle if you lend or sell the vehicle to someone else.










- An [alphabetical index](#) is included at the end of this manual.
- A [list of abbreviations](#) at the end of the manual explains the abbreviations used.
- [Directions and positions](#) such as left, right, front and rear are normally relative to the vehicle's direction of travel, unless otherwise indicated.
- [Illustrations](#) help with orientation and should be regarded as a general guide.
- This owner's manual was written for left-hand drive vehicles. In [right-hand drive vehicles](#) the controls may sometimes differ from those displayed in illustrations or described in the text.
- [Values given in miles](#) instead of kilometres or mph instead km/h refer to the country-specific instrument clusters or Infotainment systems.
- [Short definitions](#) appear in a different colour before some sections of this manual. They provide a summary of the function and use of a system or feature. More detailed information about the features, conditions and limitations of systems and equipment can be found in the relevant sections.
- Any technical changes that may be made to the vehicle after publication of this booklet are contained in a [supplement](#) that is included with the vehicle wallet.

### Booklets in the vehicle wallet:

- Owner's manual
- Supplement (optional)
- Other supplements*



## Description of symbols

-  Refers to a section within a chapter that contains important information and safety notes  that should always be observed.
-  Indicates the end of a section.
-  Indicates situations in which the vehicle must be stopped as quickly as possible.
-  The symbol indicates a registered trademark. However, the absence of this symbol does not constitute a waiver of the rights concerning any term.
-  Symbols like these refer you to warnings within the same section or on a given page. They draw your attention to possible risks of accident or injury and explain how they can be avoided.
- 
- 
-  Cross reference to potential risks of damage to property in the same section or on the page specified.

### DANGER

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

### WARNING

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

### CAUTION

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

### NOTICE

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

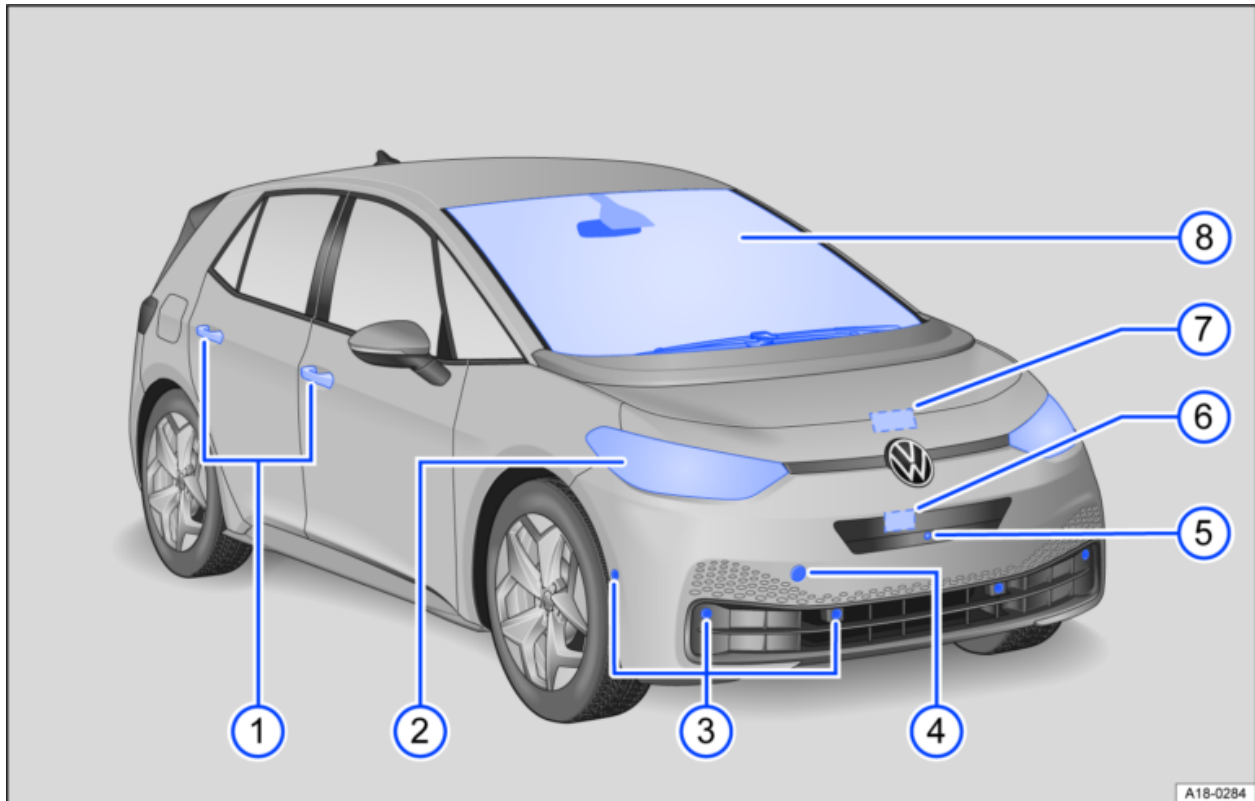
| Texts with this symbol contain additional information on the protection of the environment.



Texts with this symbol contain additional information.

## Vehicle overviews

### Front view

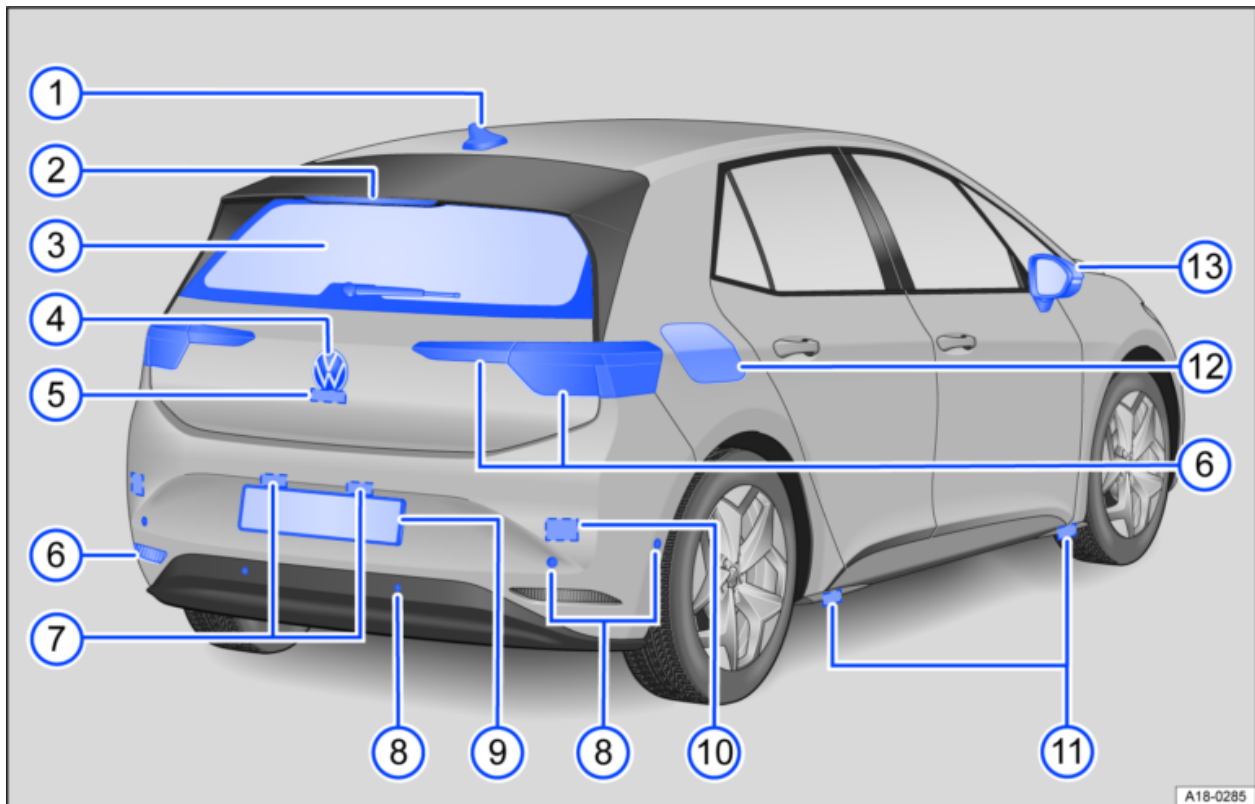


**Fig. 1** Overview of vehicle from front.

Key to *Fig. 1* :

- ① Door release lever (→ *Doors*)
- ② Headlights (→ *Exterior lighting*)
- ③ Sensors for assist systems (→ *Vehicle care, exterior*)
- ④ Behind a cover: mounting for towing eye (→ *Tow-starting or towing*)
- ⑤ Behind a cover: camera for assist systems (→ *Vehicle care, exterior*)
- ⑥ Behind a cover: radar sensor for assist systems (→ *Vehicle care, exterior*)
- ⑦ Bonnet release lever with front compartment underneath (→ *In the engine compartment*)
- ⑧ Windscreen:
  - with vehicle identification number (→ *Technical data*)
  - with windscreen wiper (→ *Wipers*)
  - with camera window for assist systems (→ *Vehicle care, exterior*)
  - with rain/light sensor positioned near the interior mirror (→ *Rain and light sensor*), (→ *Vehicle care, exterior*)

## Rear view



**Fig. 1** Overview of vehicle from rear.

Key to *Fig. 1* :

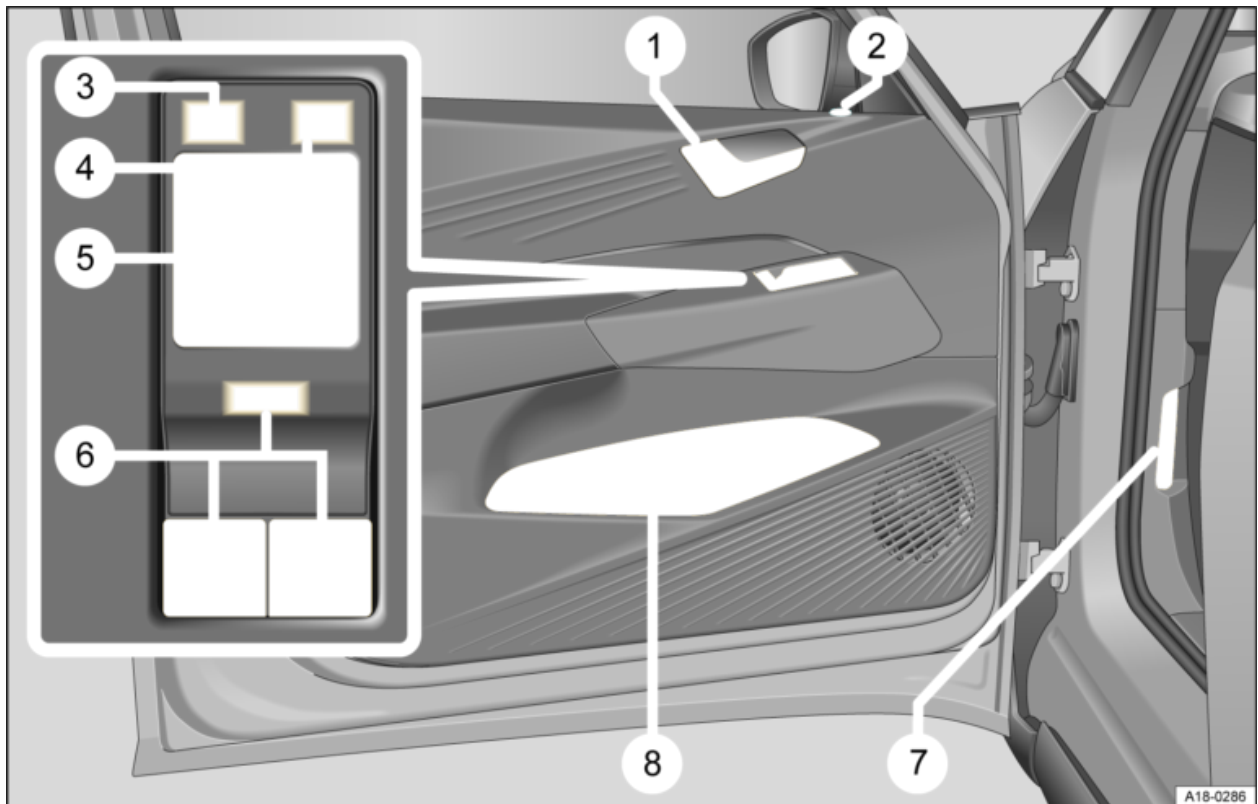
- ① Roof aerial (*→ Radio reception and aerials*)
- ② High-level brake light
- ③ Rear window:
  - with rear window heating (*→ Heating, ventilation, cooling*)
  - with rear window wiper (*→ Wipers*)
  - with window aerial (*→ Radio reception and aerials*)
- ④ Volkswagen badge for opening the boot lid (*→ Boot lid*)
- ⑤ Camera area for parking systems (*→ Rear view camera system*), (*→ Vehicle care, exterior*)
- ⑥ Tail light clusters and reflectors (*→ Exterior lighting*)
- ⑦ Number plate light (*→ Exterior lighting*)
- ⑧ Sensors for assist systems (*→ Vehicle care, exterior*)
- ⑨ Behind the hinged number plate holder: bicycle carrier preparation (*→ Provision for bicycle carrier*)
- ⑩ Behind the bumper: radar sensor for assist systems (*→ Vehicle care, exterior*)
- ⑪ Jacking points (*→ Changing a wheel*)
- ⑫ Charging socket flap (*→ Charging operations*)

13 Exterior mirrors (→ *Exterior mirrors*)

—with "lane change system" display (→ *Lane change system (Side Assist)*)


---

## Driver door



**Fig. 1** Driver door (left-hand drive vehicles): controls (mirrored for right-hand drive vehicles).

Key to *Fig. 1* :

- ① Door release lever
- ② Central locking system indicator lamp (*→ Indicator lamp in the driver door*)
- ③ Control field for deactivating the rear electric window buttons (*→ Windows*)
- ④ Control field for locking and unlocking the vehicle (*→ Central locking button*)
- ⑤ Rotary knob for exterior mirror adjustment and functions (*→ Exterior mirrors*)
- ⑥ Buttons for operating the electric windows (*→ Windows*)
- ⑦ Release lever for the bonnet  (*→ In the engine compartment*)
- ⑧ Stowage compartment:
  - with bottle holder
  - with stowage facility for high-visibility waistcoat (*→ Emergency equipment*)

## Driver side

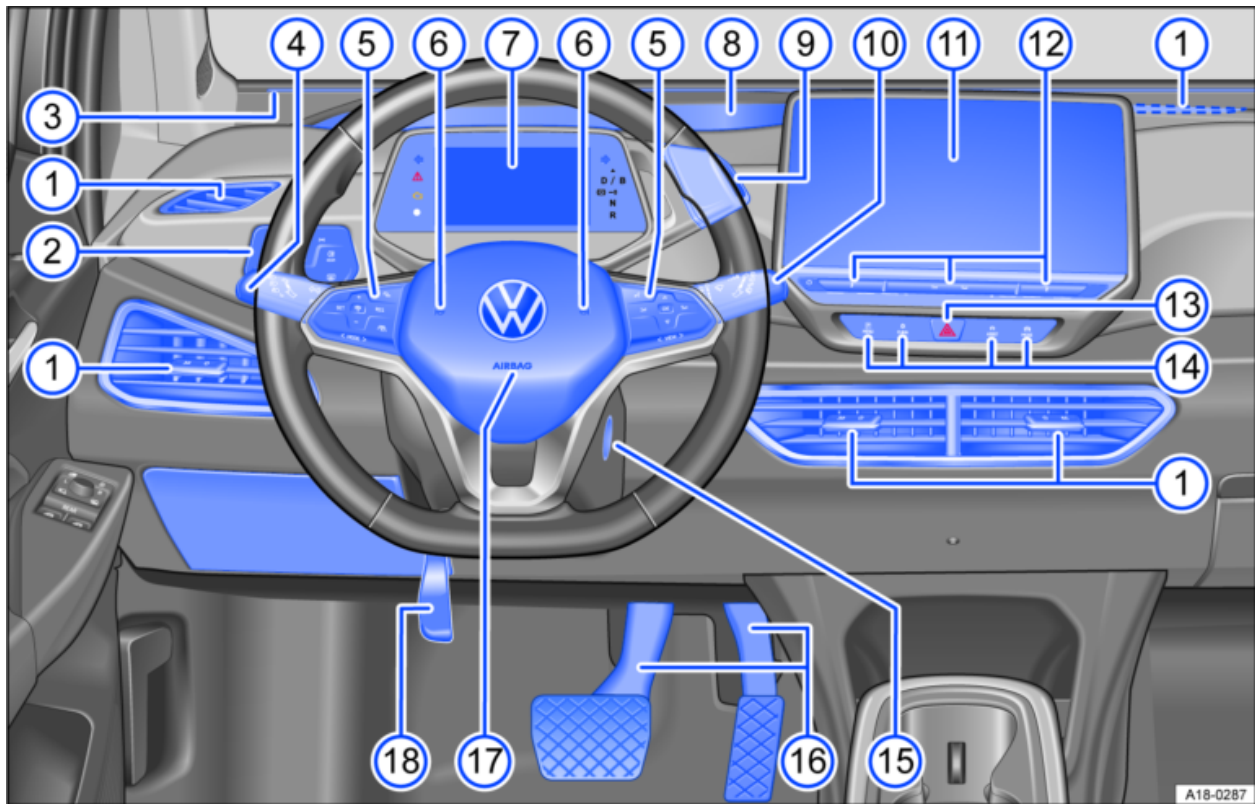


Fig. 1 Overview of the driver side (left-hand drive vehicles).

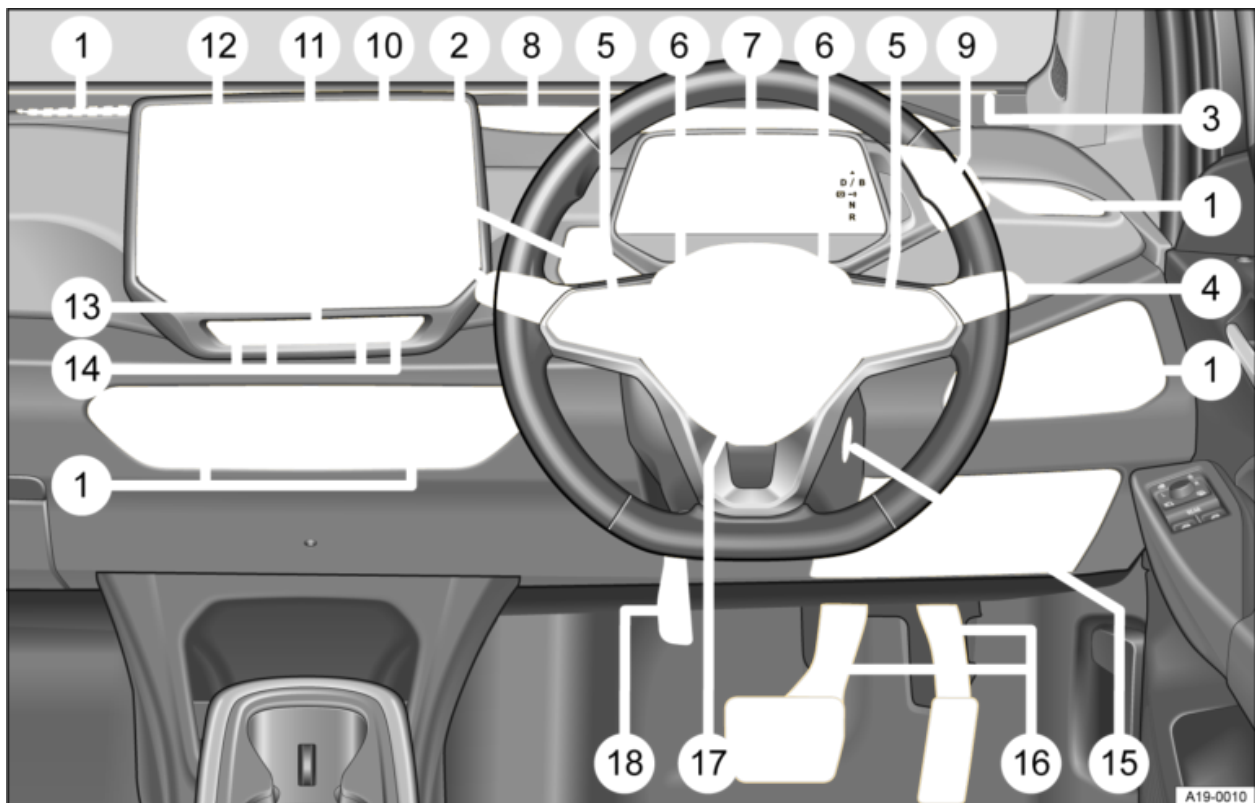






Fig. 2 Overview of the driver side (right-hand drive vehicles).

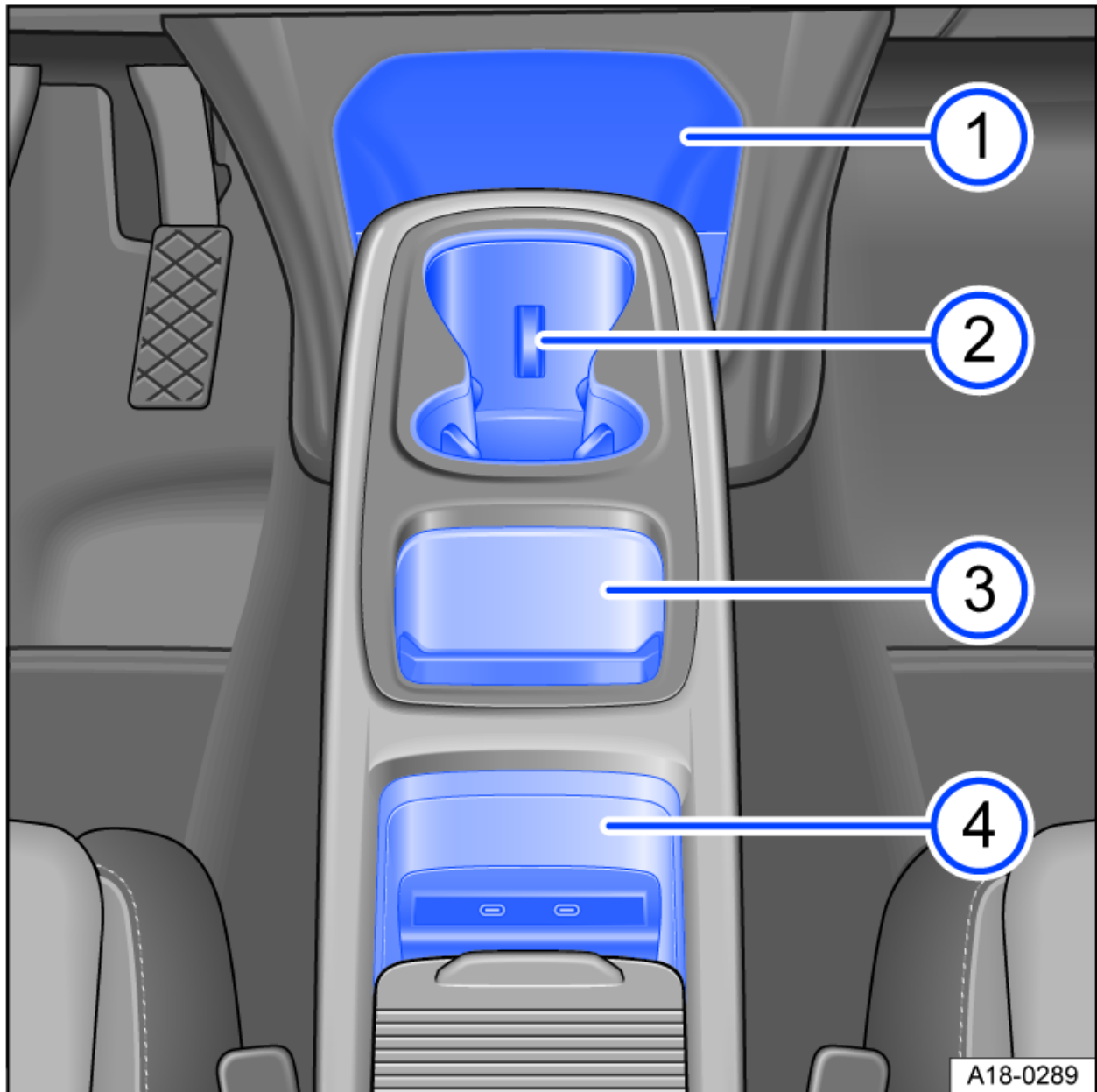
Key to [Fig. 1](#) and [Fig. 2](#):

- ① Vent (→ *Heating, ventilation, cooling*)
  - ② Control panel:
    - for light functions (→ *Exterior drive lighting*)
    - for window heating and ventilation (→ *Heating, ventilation, cooling*)
  - ③ Interactive Light (→ *Driver information*)
  - ④ Turn signal and main beam lever (→ *Turn signals*), (→ *Main beam*)
  - ⑤ Control panels of the multifunction steering wheel:
    - for driver assist systems (→ *Driver assist systems*)
    - for audio, navigation
    - for volume adjustment 
    - for activating voice control  (function may not be available depending on vehicle equipment)
    - for switching between the views of the ID. Display **<VIEW>** (→ *Digital instrument cluster (AID)*)
  - ⑥ Horn
  - ⑦ ID. Display (→ *Digital instrument cluster (AID)*), (→ *Instrument cluster*)
    - with warning and indicator lamps (→ *Symbols in the instrument cluster*)
  - ⑧ Head-up display (→ *Head-up display*)
  - ⑨ Position switch (→ *Driving mode selection for electric vehicles*)
    - with button for electronic parking brake (→ *Electronic parking brake*)
  - ⑩ Lever for wipers and washers (→ *Wipers*)
  - ⑪ Infotainment system (→ *Vehicle settings menu*)
  - ⑫ Control panel:
    - for setting temperature of air conditioning system or heating and fresh air system (→ *Heating, ventilation, cooling*)
    - for volume adjustment
  - ⑬ Control area for switching the hazard warning lights on and off  (→ *In an emergency*)
  - ⑭ Control panel:
    - for the air conditioning system, heating and fresh air system (→ *Heating, ventilation, cooling*)
    - for driving profile selection (→ *Driving profile selection*)
    - for driver assist systems (→ *Driver assist systems*)
    - for assist systems for parking and manoeuvring  (→ *Parking and manoeuvring*)
  - ⑮ Starter button (→ *Starter button*)
  - ⑯ Pedals (→ *Pedals*)
  - ⑰ Location of the driver front airbag (→ *Airbag system*)
  - ⑱ Lever for adjusting the steering column position (→ *Steering wheel*)
-





## Centre console

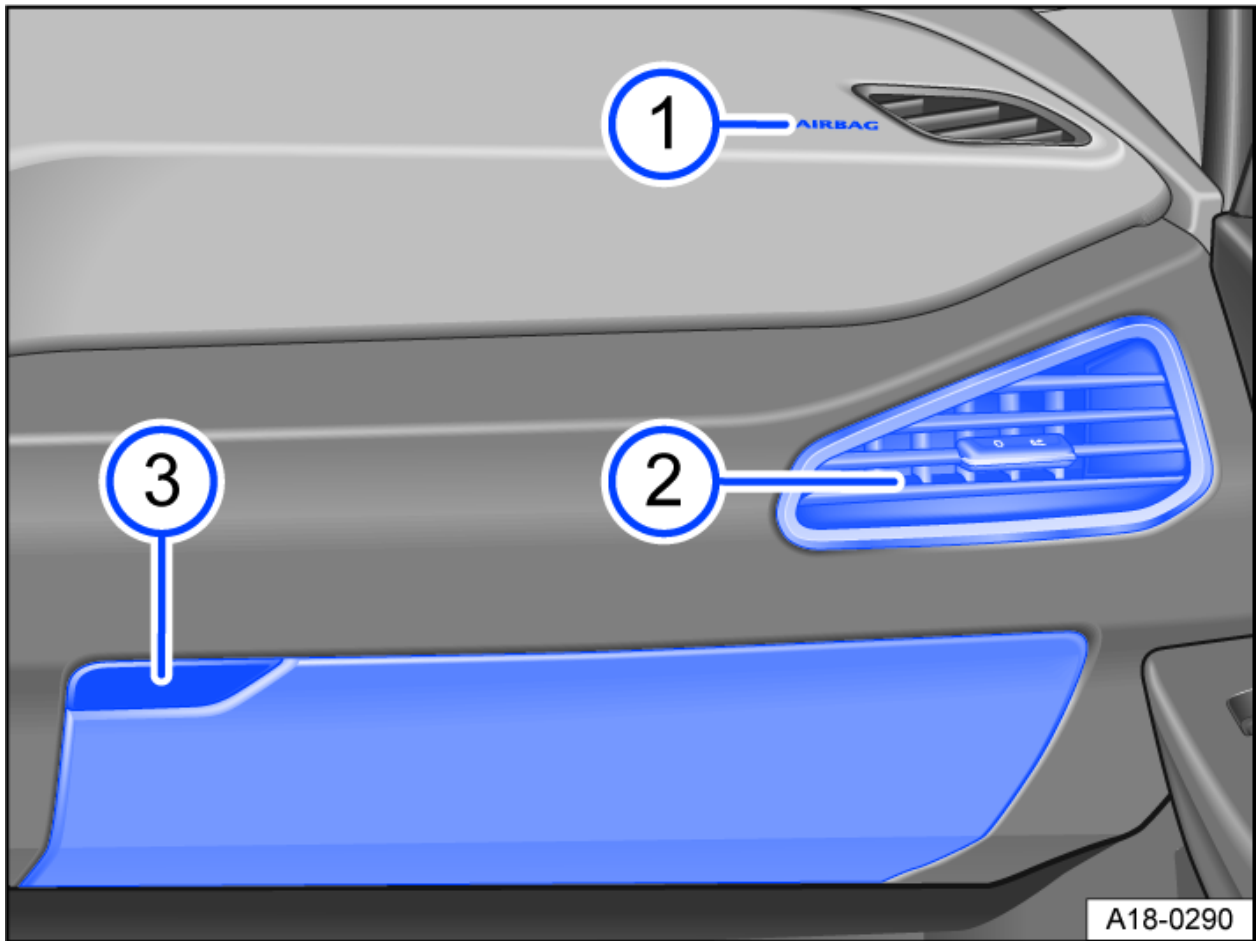


**Fig. 1** Overview of the lower section of the centre console (left-hand drive vehicles).

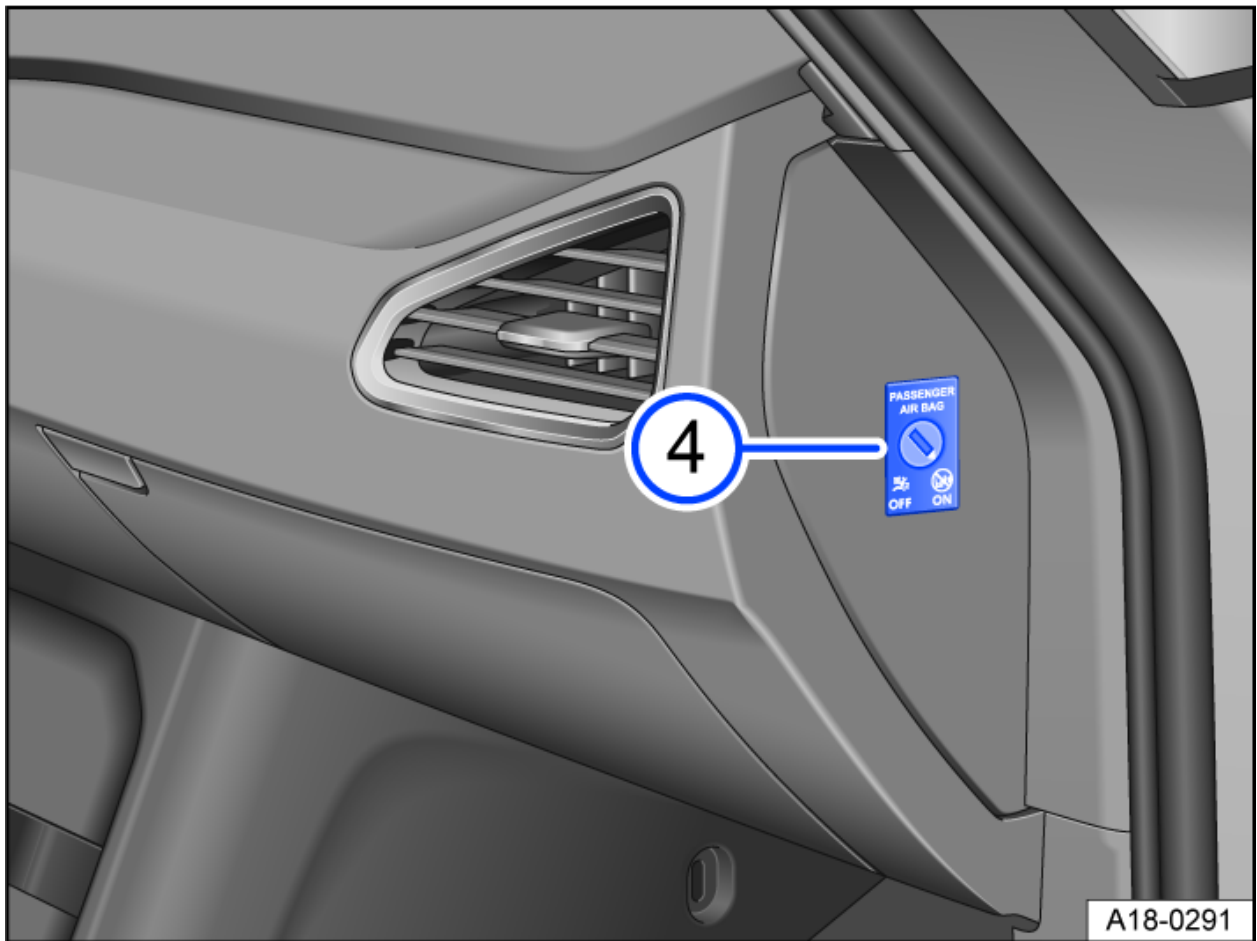
Key to *Fig. 1* :

- ① Stowage compartment
- ② Drink holders
- ③ Stowage compartment  
— With phone interface (→ *Mobile phone interface*)
- ④ Under a cover: stowage compartment  
— with USB ports (→ *Media connection*)

## Front passenger side



**Fig. 1** Front passenger side (left-hand drive vehicles): overview of dash panel (mirrored for right-hand drive vehicles).









**Fig. 2** With open front passenger door (left-hand drive vehicles): key-operated switch in the dash panel (mirrored for right-hand drive vehicles).

Key to *Fig. 1* and *Fig. 2* :

- ① Location of front passenger front airbag in the dash panel (→ *Airbag system*)
- ② Vent (→ *Heating, ventilation, cooling*)
- ③ Glove box:  
—with button for opening
- ④ Key switch for switching off the front passenger front airbag (→ *Airbag system*)

## Controls and displays in the roof

Symbol	Meaning
	Buttons for interior and reading lights (→ <i>Interior lighting</i> ).
	Switch for sun blind in the glass roof (→ <i>Sun blind in the glass roof</i> ).
	Button for emergency call service (→ <i>eCall Emergency System</i> ).
	Information Call (→ <i>Emergency Call Service (private)</i> )
	Breakdown Call (→ <i>Emergency Call Service (private)</i> )
	Indicator lamp for the front passenger front airbag switch-off function (→ <i>Airbag system</i> ).

## Driver information

### Symbols in the instrument cluster

The warning and indicator lamps indicate various warnings, faults or certain functions. Some warning and indicator lamps light up when the ignition is switched on and should go out once the engine is running or the vehicle is in motion.

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

#### WARNING

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

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

Symbol

Meaning



Central warning lamp → *Priority 1 warning*



Fasten seat belt → *Warning lamp*



Electronic parking brake → *Operating the electronic parking brake*



Exhaustive discharge of the high-voltage battery → *Exhaustive discharge of the high-voltage battery due to long standing time*



Brake system fault → *Brake system fault*

Electromechanical brake servo failure → *Electromechanical brake servo failure*

Low brake fluid level → *Brake fluid level*



Depress the brake pedal. → *Brake request*



Fault in the engine coolant system →



Fault in steering → *Fault in steering*



Rear Traffic Alert has detected an obstacle at the rear → *Rear Traffic Alert*



Fault in electric drive system → *Fault in electric drive*, → *lights up together with*



12-volt vehicle battery → *12-volt vehicle battery*



High-voltage battery empty → *High-voltage battery is empty*



Collision warning → *Advance warning*



Take over steering! → *or Take over steering.*



Central warning lamp → *Priority 2 warning*



Fault in airbag or belt tensioner system → *Fault in airbag or belt tensioner system*

Airbag or belt tensioner system switched off with diagnostic tool → *Airbag or belt tensioner system switched off with diagnostic tool*



Range calculation fault → *Fault in range calculation*

---



Front passenger front airbag switched off → *Front passenger front airbag switched off*

---



Front passenger front airbag switched on → *Front passenger front airbag switched on*

---



Emergency call system fault → *Legal emergency call system eCall error*

---

Emergency call system operation restricted → *Legal emergency call system eCall restricted*

---



Electronic parking brake fault →  together with *Electronic parking brake fault*

---



Check the brake pads → *Brake pad wear indicator*

---



Flashes: Electronic Stability Control (ESC) or traction control system (TCS) regulating → *ESC or ASR regulating*

---

Lit up: Electronic Stability Control (ESC) switched off for system reasons → *ESC switched off for system reasons*

---



Anti-lock brake system (ABS) fault → *ABS failure or fault*

---



Travel Assist fault → *Travel Assist is not available or does not function as expected.*, → *Auto lane changing not available.*

---



Vehicle lighting failure → *Vehicle lighting fault*

---



Rear fog light switched on → *Switching the rear fog light on and off*

---



Rain/light sensor fault → *Fault in rain and light sensor*

---



Fault in wipers → *Fault in wipers*

---



Washer fluid level too low → *Washer fluid level too low*

---



Fault in steering → *Fault in steering*

---



Low tyre pressure → *Low tyre pressure*

---

Fault in the tyre monitoring system → *Fault in the Tyre Pressure Loss Indicator*

---



Error in the electrical drive system → *There is a fault in the electric drive or high-voltage vehicle electrical system , → and No brake energy recuperation possible*

---



Reduced power → *Reduced power*

---



Electronic engine sound fault → *Electronic engine sound is not working*

---



Front Assist not available → *Front Assist not available or functions restricted*

---



Collision warning is deactivated. → *Switching on and off*

---





Speed limiter not available → *Speed limiter not available.*



Adaptive Cruise Control (ACC) is not available → *ACC not available.*



Emergency Assist not available → *Emergency Assist not available*



Lane keeping system (Lane Assist) not available → *Lane keeping system not available*



Lane keeping system (Lane Assist) is regulating → *Displays*



Fault in the lane change system (Side Assist) → *Lane change system fault*



Rear Traffic Alert braking intervention → *Rear Traffic Alert*

Rear Traffic Alert fault → *Rear Traffic Alert*



12-volt vehicle battery → *12-volt vehicle battery*



Low charge level of the high-voltage battery → *Low charge level of the high-voltage battery*

**AUTO HOLD**

Auto Hold function active → *Auto Hold function*



Turn signals → *Turn signal indicator lamp*



Bicycle carrier turn signal → *Indicator lamp for bicycle carrier turn signal*

# READY

Vehicle's drive system → *Switching the ignition on and off*

---



Speed limiter active → *Introduction to the topic*

---



Lane Assist active → *Displays*

---



Travel Assist active → *Displays*

---



The ACC is regulating, no vehicle detected in front → *Starting control*

---



The ACC is regulating, vehicle in front detected → *Starting control*

---



Main beam or headlight flasher → *Switching main beam on and off*

---



Charge level of high-voltage battery → *Charge level and range in the digital instrument cluster*

---



Outside temperature colder than +4°C (+39°F) → *Displays*

---



Service due → *Service interval display*

---



Main-beam control active → *Switching on main-beam control , → Switching on advanced main-beam control*

---



Take over steering! → *or Take over steering.*

---



Front Assist is starting up → *Front Assist is starting up.*

---



Distance warning → *Distance warning*

---



Speed limiter active . → *Introduction to the topic*

---



Eco driving profile → *Characteristics of the driving profiles*

---



Comfort mode → *Characteristics of the driving profiles*

---



Individual mode → *Characteristics of the driving profiles*

---



Sport mode → *Characteristics of the driving profiles*

---



Park Assist (Park Assist Plus) → *Indicator lamp in the Infotainment system*

---



Switching Park Distance Control on and off → *Parking system displays*

---



Note about information in the vehicle wallet → *Note about information in the owner's manual*

---

---

## Instrument cluster

---

### Introduction to the topic

When you activate the vehicle's drive system after the 12-volt vehicle battery has been totally discharged or replaced, system settings (e.g. personal convenience settings and programming) may have been changed or deleted. Check and correct the settings as necessary once the 12-volt vehicle battery has been sufficiently charged.

#### WARNING

Accidents and injuries can occur if the driver is distracted.

- Never operate the instrument cluster while the vehicle is in motion.
  - Any settings for the instrument cluster display and displays in the Infotainment system should be made only when the vehicle is stationary in order to reduce the risk of accidents and serious injuries.
-

## ID. Display



**Fig. 1** ID. Display in the dash panel (illustration).

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

### Views in the display area

The digital instrument cluster can display the following views:

#### Summary

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

#### Basic

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

#### Driver assist systems

Display of active driver assist system and speed. Navigation context hidden.

#### Navigation

Navigation map with route guidance and speed information. Driver assist systems hidden.

The upper display area shows navigation information or situation-dependent pop-ups, for example.

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

### Setting views

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

The driver assist systems view and the navigation view can be selected with the button **VIEW** on the multifunction steering wheel.

—Touch the button **VIEW** and swipe to the left to change to the navigation view.

—Touch the button **VIEW** and swipe to the right to change to the driver assist systems view.

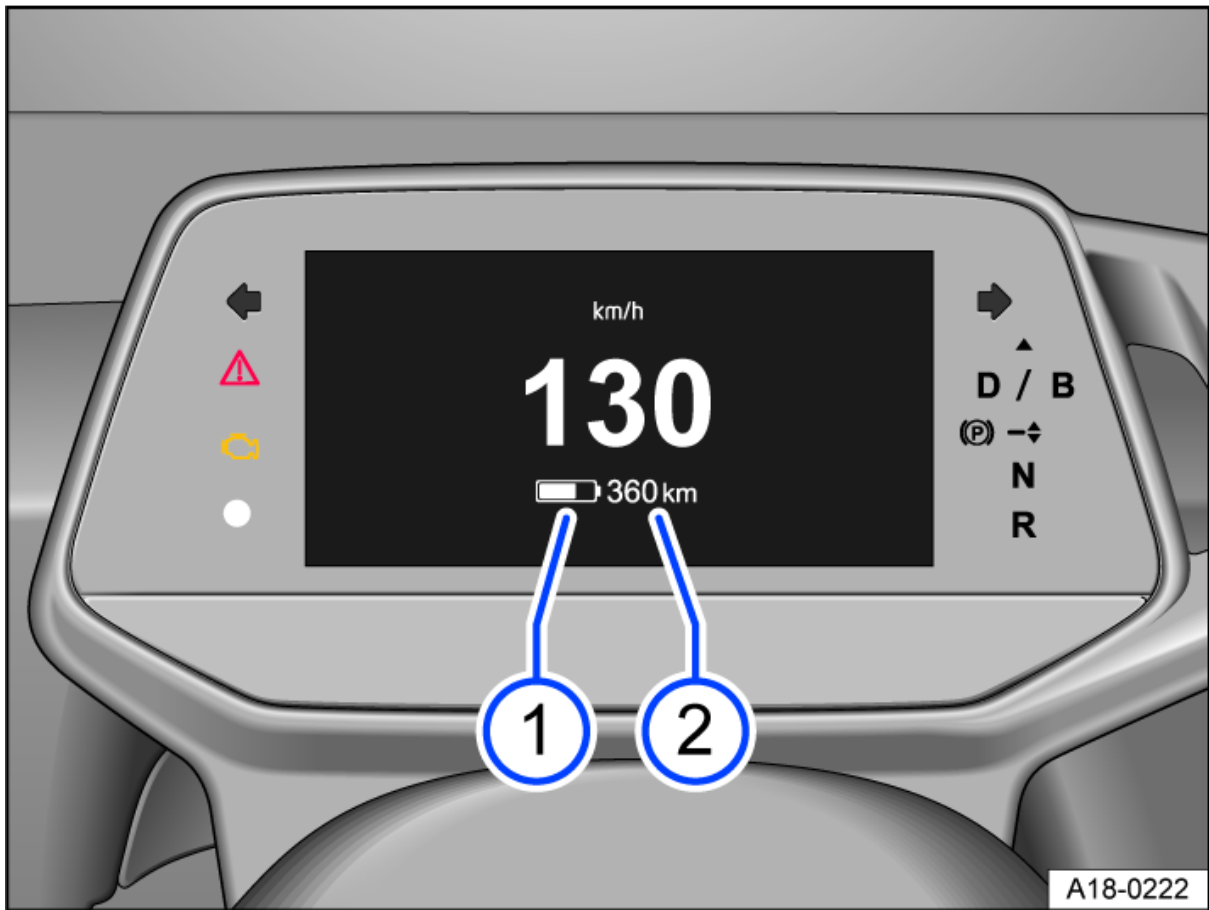
### **Event in the digital instrument cluster**

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

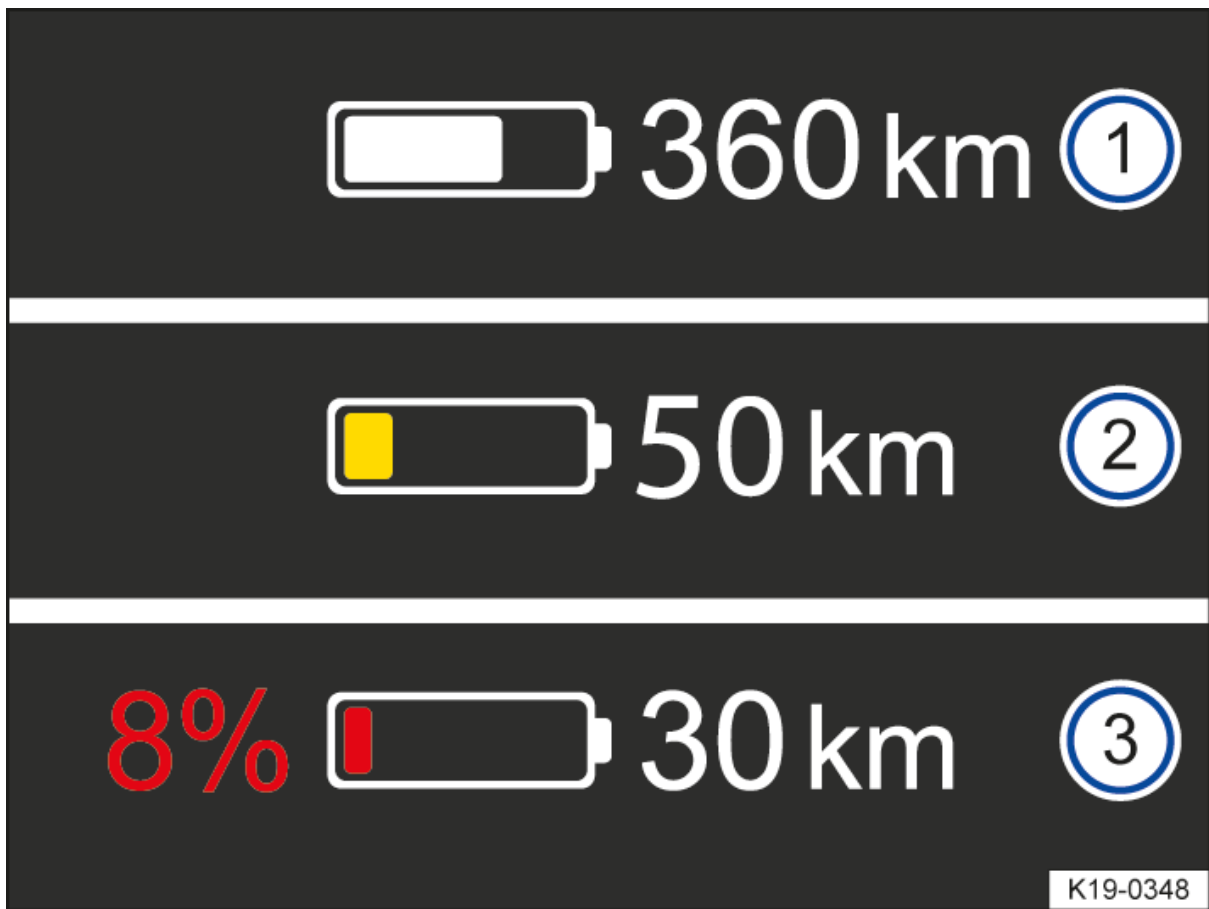
#### **WARNING**

Accidents and injuries can occur if the driver is distracted.

## Charge level and range in the digital instrument cluster



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




**Fig. 2** In the digital instrument cluster: range and reserve capacity display.

Key to → *Fig. 2*:

- ① Charge level and range.
- ② Reserve capacity warning level 1 and range.
- ③ Reserve capacity warning level 2 and range.

### Charge level display



The current charge level of the high-voltage battery is indicated by the symbol  in the digital instrument cluster → *Fig. 2* ①. The fill level of the battery symbol changes with the charge level.

### Range display

The vehicle range is specified in kilometres (km) → *Fig. 2* ②.

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

### Reserve range


When the reserve range of the high-voltage battery is reached, the symbol  is displayed together with a colour percentage value → *Fig. 2* ③ → .

Warning levels for the reserve range:



Yellow The charge level is less than 20%.

Red The charge level is less than 10 %. The remaining range is also always displayed.

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

 **WARNING**

Driving when the charge level of the high-voltage battery is too low can lead to the vehicle breaking down when in traffic, and can lead to accidents and serious injuries.

- Always make sure the high-voltage battery has sufficient charge!

 **WARNING**

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

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

 **NOTICE**

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

- Always make sure the high-voltage battery has sufficient charge!



The range for electric driving may be reduced at very low outside temperatures when the high-voltage battery is consequently very cold.

## Power meter

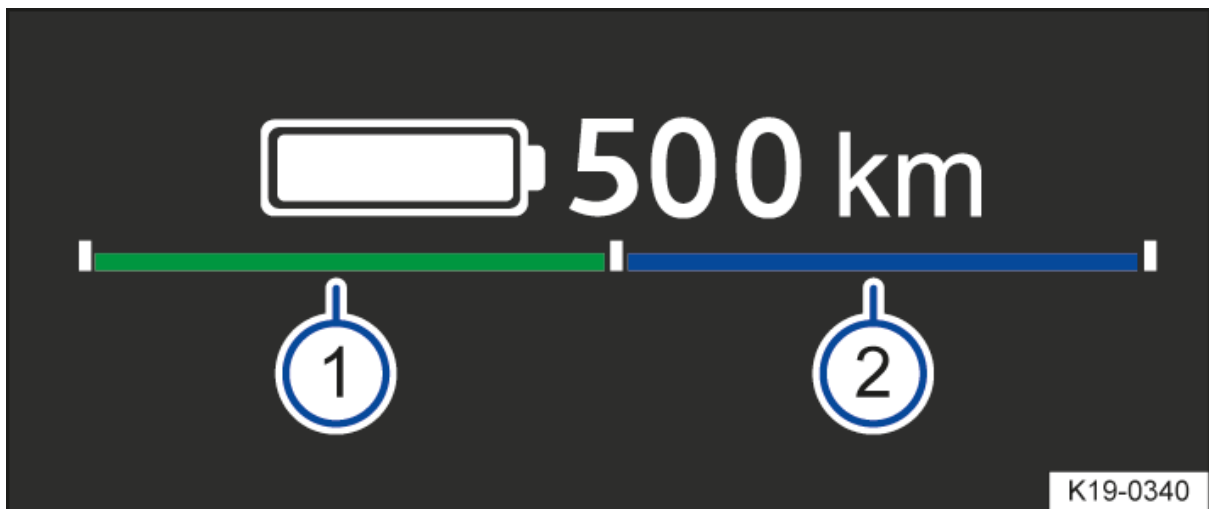


Fig. 1 Power meter in the digital instrument cluster.

While driving, the power meter displays the available brake energy recuperation (green) and power (blue) for the electric drive in abstracted form. The current value for brake energy recuperation and drive is displayed dynamically by means of brighter bars. The power meter is a bar that is divided in the middle which changes in length depending on availability and current value. If the available brake energy recuperation and power no longer correspond to the maximum values, these bars are shortened accordingly.

### Display of available brake energy recuperation

The maximum brake energy recuperation of the electric drive is available when the green bar <sup>1</sup> has its full length. For brake energy recuperation, kinetic energy is converted into electrical energy by the electric drive and stored in the high-voltage battery → *Energy recovery (brake energy recuperation)*.

### Available power display

The maximum power of the electric drive is available when the blue bar <sup>2</sup> has its full length. High power availability is required, for example, to accelerate the vehicle quickly to overtake safely.

If the length of the blue bar shortens, the maximum power of the electric drive is no longer available.

If the blue bar is significantly shortened, the currently available drive power is greatly restricted → *Troubleshooting*. The ☹️ symbol is then also displayed in the digital instrument cluster.

#### WARNING

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

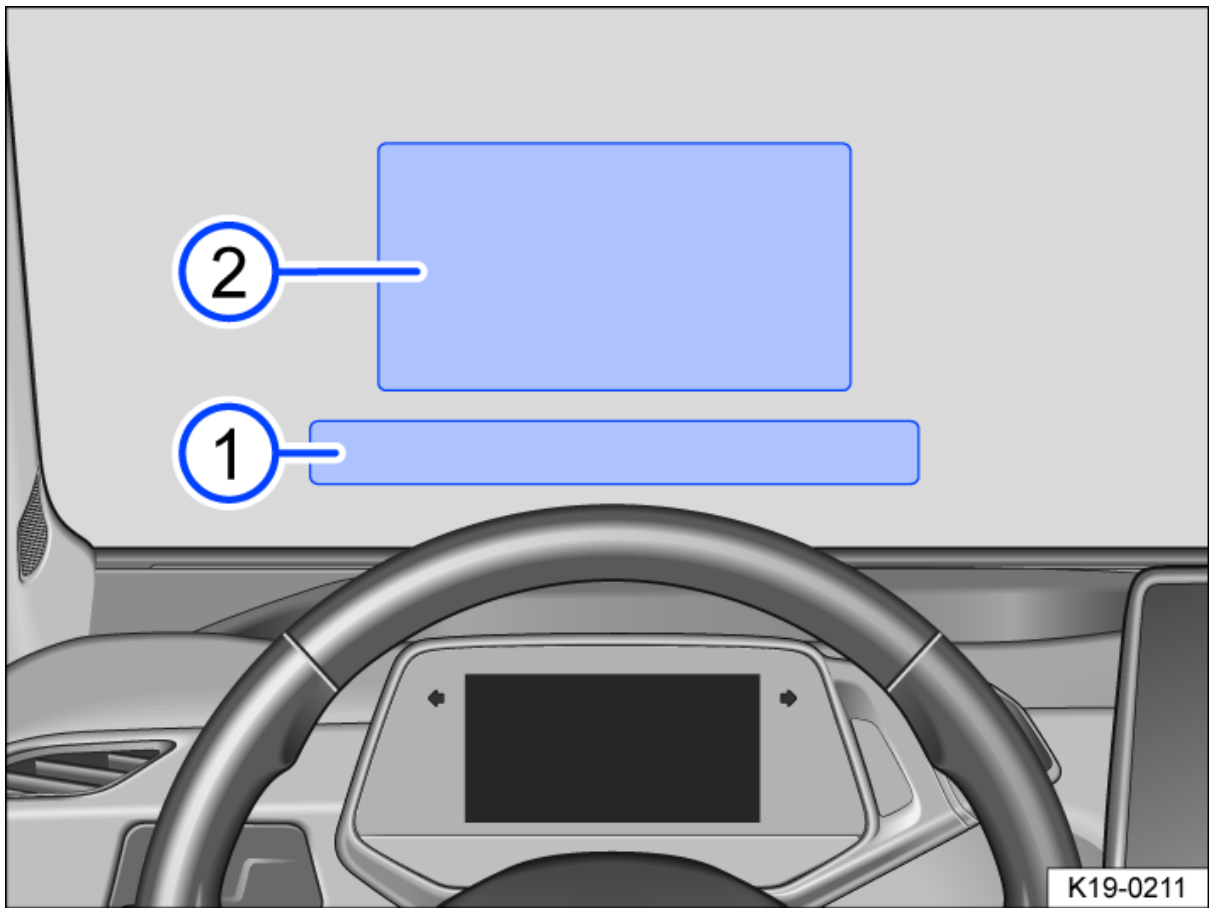
- Always make sure that the high-voltage battery is sufficiently charged.

 WARNING

If the maximum power reserve is not available or the charge level of the high-voltage battery has reached the "reserve range", the driving characteristics can change, e.g. the acceleration performance of the vehicle.

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

## Head-up display



**Fig. 1** In the driver's field of vision: head-up display close range ① and AR head-up display ②.

The head-up display (HUD) projects selected information or warning messages from the assist systems or the Infotainment system into the driver's field of vision.

### Display areas

Explanations of the areas shown in the head-up display → *Fig. 1* :

#### —Head-up display close range

Information on speed, navigation and driver assist systems is displayed in the head-up display close range.

#### —Augmented reality head-up display (AR HUD)

In the augmented reality head-up display, information can be projected directly onto objects in the driver's field of vision depending on the situation. This takes place for the driver assist systems and navigation, for example.

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

### Switching the head-up display on and off

The head-up display can be switched on and off in the vehicle settings in the Infotainment system.

- Touch the **Vehicle** function button.
- In the **Settings** menu, choose the view **Interior** and touch the **Head-up display** function button.
- Switch the head-up display on or off as desired. The activated functions are highlighted in colour.

## Adjusting the height

In order to individually set the viewing angle, the head-up display can be adjusted in the corresponding menu in the vehicle settings of the Infotainment system.

- Assume the correct sitting position.
- Adjust the desired position and angle of the head-up display with the function buttons.
- The rotation can also be adjusted in the vehicle settings in the Infotainment system.

## Settings in the Infotainment system

You can configure additional settings for the Head-up Display in the vehicle settings in the Infotainment system.

The following settings are available:

In the **HUD Settings** submenu:

- Adjustment of the head-up display brightness and colour scheme. If the surroundings become darker, the display brightness is automatically dimmed. The basic brightness level is adjusted together with the instrument lighting (*→ Instrument and switch lighting*).
- Selection of the display contents for the head-up display, e.g. displays of the driver assist systems or the Infotainment system. Some content cannot be deactivated, e.g. warning messages.
- Alternative colour scheme of the head-up display for poor weather conditions (e.g. snowfall).



Sunglasses with polarising filters can negatively affect the readability of the display.



Reflections can occur if the incident sunlight strikes the display at an unfavourable angle.



The ideal position to read the Head-up Display depends on your seat position and the height setting of the Head-up Display.

---

## Displays

### Possible displays in the digital instrument cluster

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

- Open doors, bonnet and boot lid.
- Warning and information messages (*→ Warning and information messages*).
- Mileage displays.
- Navigation information *→ Infotainment system*.
- Black ice warning.
- Service interval display.
- Range display.
- Speed warning function.
- Speed warning for winter tyres.
- Road signs detected by the Dynamic Road Sign Display system (*→ Dynamic Road Sign Display*).
- Remaining charging time during charging of the high-voltage battery.

### Open doors, bonnet and boot lid

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

### Black ice warning

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

### Mileage displays

The *odometer* registers the total distance travelled by the car.

### Speed warning for winter tyres

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

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

### Range display

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

### WARNING

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

- The snowflake symbol indicates that there is a risk of black ice.
- There may also be black ice on the road at outside temperatures above +4 °C (+39 °F) when the snowflake symbol is not displayed.



Some displays in the digital instrument cluster may be overridden by sudden events, e.g. navigation information.



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



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



If warnings about malfunctions are displayed when the ignition is switched on, it may not be possible to adjust some settings as described, or the information display may appear differently. If this is the case, take the vehicle to a qualified workshop to have the malfunctions rectified.


---

## Warning and information messages

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

In addition, a list of current malfunctions can be opened manually. To do so, choose **Vehicle status** or **Vehicle** in the menu (→ Menus and information displays).

### **Priority 1 warning**

The red central warning lamp flashes or lights up, in some cases together with acoustic warnings or additional symbols.  **Do not drive on!** Danger. Check the fault and correct the cause. Seek expert assistance if necessary.

### **Priority 2 warning**

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

### **Note about information in the owner's manual**

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

### **Information message**

Information about various procedures within the vehicle.



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



If warnings about malfunctions are displayed when the ignition is switched on, it may not be possible to adjust some settings as described, or the information display may appear differently. If this is the case, take the vehicle to a qualified workshop to have the malfunctions rectified.



## Driver Alert System (recommendation for rest breaks)



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

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

### Function and operation

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

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

—Press the  button on the multifunction steering wheel.

### Function conditions

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

### Switching on and off

The Driver Alert System is always active when the vehicle's drive system is activated. You can deactivate the Driver Alert System in the **Assist systems** menu in the Infotainment system (→ *Vehicle settings menu*).

### Function limitations

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

—Speeds less than 60 km/h (37 mph).

- Speeds of more than 200 km/h (125 mph).
- Twisting roads.
- Road works.
- Poor roads.
- Adverse weather conditions.
- Sporty driving style.
- The driver is distracted.

The Driver Alert System is reset in the following situations:

- The ignition is switched off.
- The driver seat belt is unfastened and the driver door is open.
- The vehicle has been stationary for longer than 15 minutes.

The Driver Alert System is automatically reset in the event of an extended period of slow driving (speed less than 60 km/h (37 mph)). If the speed is increased again, the system evaluates the driving behaviour once more.

#### WARNING

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

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

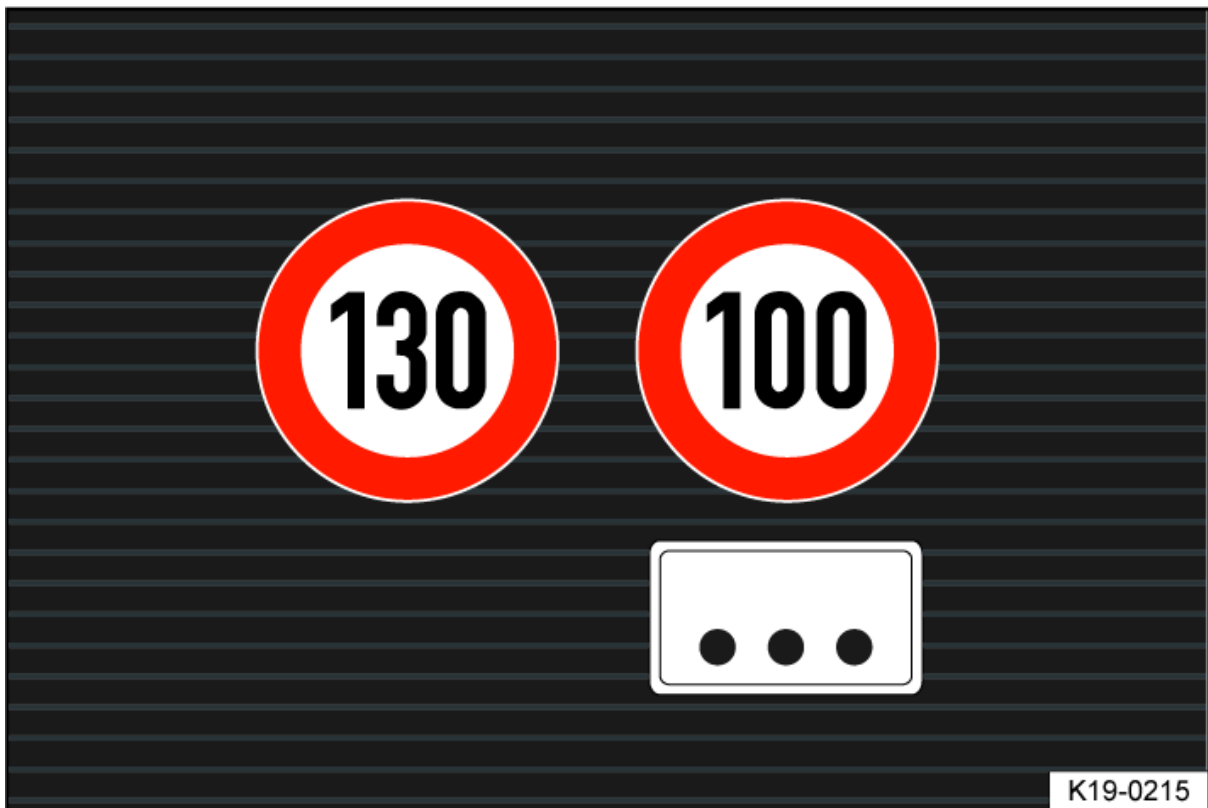


The Driver Alert System has been developed for use only while driving on motorways and good roads.



If there is a system fault, proceed to a qualified workshop immediately to have the system checked.

## Dynamic Road Sign Display



**Fig. 1** In the instrument cluster display: example of recognised speed limits with generic additional sign.

The Dynamic Road Sign Display is always active when the ignition is switched on. The system uses a camera in the base of the interior mirror to monitor standard road signs and informs the driver of any detected speed limits, overtaking restrictions and danger signs. Within the limits of the system, the system also displays a generic additional sign in order to provide further information such as time restrictions or restrictions in wet or foggy conditions. These additional signs are displayed in the head-up display → *Head-up display*. In some cases the system can also display the current speed limits on non-signposted routes.

### Displays

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

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

With some equipment levels, a display is also shown on the Head-up Display.

**No road signs available** The system is in the initialisation phase. **OR:** the camera has not detected any regulatory or warning signs.

**Error: Dynamic Road Sign Display** workshop.

### Speed warning currently not available

The Dynamic Road Sign Display system speed warning. Go to a qualified workshop.

### Dynamic Road Sign Display: Clean the windscreen

The Road Sign Display: Clean the windscreen if the camera or the camera view is impaired due to the weather conditions. Clean the windscreen.

### Dynamic Road Sign Display is currently restricted

The Road Sign Display from the Infotainment system. Check whether valid map data is loaded in the Infotainment system. **OR:** the vehicle is located in an area that is not covered by the map stored in the Infotainment system.

### No data available

The Road Sign Display is not supported in the country in which you are currently travelling.

## Display of road signs

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

#### 1st position:

The road sign that currently applies for the driver is shown on the left-hand side of the display, e.g. a speed limit of **130 km/h (80 mph)** → *Fig. 1* .

#### 2nd position:

A further road sign may be displayed in second position, e.g. a danger sign, no overtaking sign or an alternative speed limit.

#### Additional sign:

A generic additional sign is displayed if the windscreen wipers are active when driving, for example. The valid road sign is supplemented with the corresponding additional sign in the head-up display.

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

## Speed warning

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

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

## No-entry warning

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

## Function limitations

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

- Poor visibility, e.g. due to snow, rain, fog or heavy spray.
- Glare, e.g. from oncoming traffic or sunlight.

- High speeds.
- A covered or dirty camera.
- Road signs located outside of the camera's field of view.
- Partially or fully hidden road signs, e.g. by trees, snow, dirt or other vehicles.
- Non-standard road signs.
- Damaged or bent road signs.
- Variable road signs on gantries (changeable road sign display using LEDs or other light sources).
- Out-of-date map material in the Infotainment system.
- Vehicles with road sign stickers, e.g. speed restrictions on trucks.

 **WARNING**

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

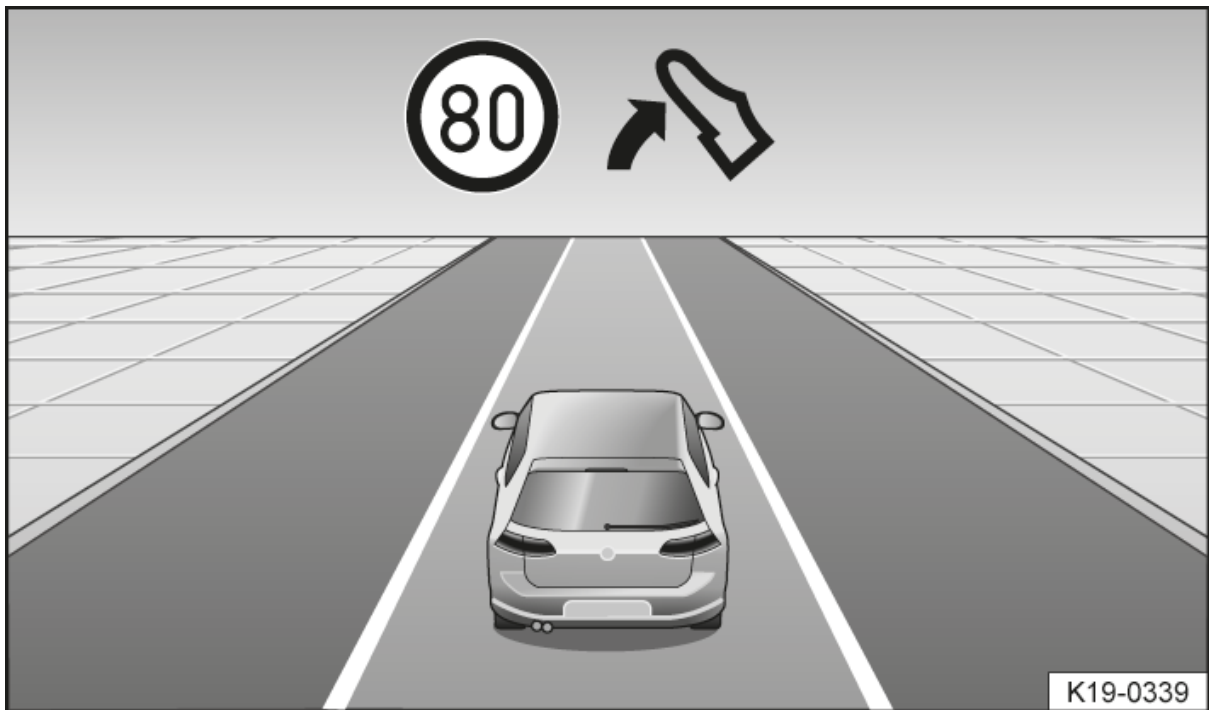
- Always adapt your speed and driving style to suit visibility, weather, road and traffic conditions.
- Poor visibility, darkness, snow, rain and fog can cause traffic signs to be not displayed or be incorrectly displayed by the system.
- If the camera's field of view is dirty, covered or damaged, the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

 **WARNING**

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



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

## Eco assistance














**Fig. 1** Eco assistance display (illustration).

The Eco assistance function supports you with situation-dependent displays in the digital instrument cluster for predictive and energy-saving driving → *Use energy recovery (recuperation)* .

If your vehicle is approaching a junction, roundabout or a route section with a speed limit, for example, the  symbol is displayed together with an event  in the digital instrument cluster → *Event in the digital instrument cluster* .

### Overview of displayed symbols

-  Take your foot off the accelerator.
-  Left turn.
-  Right turn.
-  Motorway entrance and exit.
-  Caution gradient.
-  Roundabout ahead.
-  Left-hand bend.
-  Right-hand bend.
-  Town entrance.
-  Speed limit with dynamic speed display.
-  Vehicle ahead.



The symbols displayed may differ slightly depending on vehicle equipment and model. Symbols may be changed or extended by a system update.

As soon as you follow the instruction and take your foot off the accelerator, the vehicle will adapt brake energy recuperation and the driving speed depending on the selected driving profile and distance to the event (→ *Brake energy recuperation*).



When the system is active, Eco assistance can also increase brake energy recuperation without displaying a message. This may be the case if you take your foot off the accelerator when there is a vehicle in front, for example. Here, brake energy recuperation is adapted to the vehicle in front without any message being displayed.

The Eco assistance function uses the route data of the Infotainment system and the sensors of some assist systems. The most probable route is used if the route guidance function is not active.

You can override the intervention of the Eco assistance function at any time by pressing the accelerator.

The Eco assistance function can be activated and deactivated in the assist system settings in the Infotainment system (→ *Assist systems menu*).

The Eco assistance function is automatically temporarily deactivated in the following cases:

- Position B.
- Sport gearbox program.
- Driving with Adaptive Cruise Control (ACC) or cruise control system.

Eco assistance will be activated again when you leave these conditions if the function is activated in the assist system settings as default.

The Eco assistance function is dependent on the equipment level and is not available in all countries.

#### WARNING

The system is not a substitute for the full concentration of the driver.

- Always adapt your speed and driving style to suit visibility, weather, road and traffic conditions.
- Road signs on the road and traffic regulations have priority over driving recommendations.

---

## Time and date

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

- Touch the **Settings** function button. (*→ Vehicle settings menu*).
- Select the **Time and date** menu option to set the time and date.
- Select the time source:
  - Automatic.
  - Manual.

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




---

## Button for driver assist systems

### Button for driver assist systems

You can open the **Driver assist systems** menu in the Infotainment system using the button for driver assist systems. The button for the driver assist systems is located on the centre console control panel.

In the assist systems menu, you can switch individual driver assist systems on and off and also make individual settings (*→ Vehicle settings menu*).

- Press the  button.
- Select 3D or list view.
- Open the corresponding driver assist system and make your desired setting. Activated functions are highlighted in colour.

---

## Service menu

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


### Opening the Service menu

— Touch the **Vehicle** function button in the Infotainment system.

— In the **Vehicle** menu, touch the **Status** function button.

— Select the **Status** view.

Open the desired menu and make the desired setting. Activated functions are highlighted in colour.

— **HOME** button:  touch to return to the previous menu.

### Resetting the service interval display

Select the **Service** menu and follow the instructions on the Infotainment system.

### Resetting the trip recorder

In the **Status** view, select the **Trip recorder** menu. Then touch the **0.0** function button to reset the value.

### Displaying the vehicle identification number

In the **Status** view, select the **Service** menu. The vehicle identification number is displayed.

---

## Service interval display

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


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

### Service notification

If a service or inspection is due soon, a service alert will appear when the ignition is switched on.

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

### Service event

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

—**Inspection now!**

### Accessing service schedules

You can access the current service schedule when the ignition is switched on and the vehicle is stationary:

- Press the **Vehicle** function button.
- Select the **Status** function button and the **Status** view.
- Select the **Service** menu option to display the service information.

### Resetting the service interval display

If the service or the inspection was not performed by a Volkswagen dealership, the display can be reset as follows:

- The service interval display can be reset only via the Service menu.

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



The service message goes out after a few seconds when the vehicle's drive system has been activated or after pressing the **OK** button in the multifunction steering wheel.



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

---

## Infotainment system controls and displays

---

### Vehicle settings menu

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

#### Opening the Vehicle settings menu

- Switch on the ignition.
- Switch on Infotainment system if necessary.
- Touch the  function button.
- Touch the corresponding function buttons to open additional submenus in the **Vehicle** menu or to make settings in the menu options.

Open the desired menu and make the desired setting. Activated functions are highlighted in colour.

**HOME** button:  touch to return to the start screen.

---

## Charging manager

The charging manager allows you to make settings for charging the high-voltage battery. The charging manager is started automatically when the vehicle is unlocked and the charging connector is plugged in. Alternatively, it can be accessed via the vehicle settings in the Infotainment system. Further information is provided in the chapter on the high-voltage battery (*→ Timer-controlled charging*).

### Charging menu

- Switch on the ignition.
- Switch on Infotainment system if necessary.
- Touch the **Vehicle** function button.
- Touch the **Charging** function button.
- Make the desired charging settings. The activated functions are highlighted in colour.

### Charging locations

New charging locations can be defined or existing charging locations configured and selected in the **Charging locations** menu.

It is also possible to make settings for charging times and air conditioning.

---

## ID. Light

The ID. Light is a light concept that displays additional information on the vehicle status. When the vehicle's drive system is activated and while driving, supporting information on the current driving situation is provided via ID. Light.

### Displayed information

- Locking and unlocking.
- Welcome and goodbye animation.
- Charging operations.
- Voice control.
- Phone call.
- Navigation.
- Reduced power.
- Front Assist braking request




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

### Adjusting the brightness

Touch the **Brightness** function button in the drop-down menu.

- Adjust the brightness by means of the touch slider.


**HOME** button:  touch to return to the previous menu.

### Settings in the Infotainment system

Touch the **Vehicle** function button (*→ Vehicle settings menu*).

- Select display content for the interior. Then touch the **Displays** function button.
- Set the functions for ID. Light as desired. The activated functions are highlighted in colour.

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

**HOME** button:  touch to return to the previous menu.

---

# Safety

---

## General notes

### Preparing for a journey and driving safety

---

Observe the following information both before and during every journey to ensure your own safety, and the safety of all passengers and other road users → *General notes* :

- ✓ Check that all lights and turn signals are working properly.
  - ✓ Check the tyre pressure and charge level (→ *Tyre pressure*), (→ *Charging process display*).
  - ✓ Check the washer fluid level (→ *Washer fluid*).
  - ✓ Make sure that you have a good, clear view through all of the windows (→ *Vehicle care, exterior*).
  - ✓ Air intake to the electric drive must not be obstructed, and the electric drive must not be covered by blankets or insulating materials (→ *In the engine compartment*).
  - ✓ Secure any objects and luggage in the stowage compartments, the luggage compartment or on the roof (→ *Transporting items*).
  - ✓ Ensure that you are able to operate the pedals freely at all times.
  - ✓ Secure any children travelling in the vehicle in a restraint system suitable for their weight and size (→ *Child seats*).
  - ✓ Adjust the front seats, head restraints and mirrors properly in accordance with the size of the occupants (→ *Sitting position*), (→ *Mirrors*).
  - ✓ Wear shoes that provide good grip for your feet when using the pedals.
  - ✓ The floor mat in the footwell on the driver side must leave the pedal area free and must be securely fastened.
  - ✓ Assume a correct sitting position before setting off and maintain this position while driving. This also applies to all passengers (→ *Sitting position*).
  - ✓ Fasten your seat belt correctly before setting off and keep it properly fastened throughout the journey. This also applies to all passengers (→ *Seat belts*).
  - ✓ Each vehicle occupant must sit in a seat of their own and must have their own seat belt.
  - ✓ Never drive if your driving ability is impaired, e.g. by medication, alcohol or drugs.
  - ✓ Do not allow yourself to be distracted from the traffic, e.g. by passengers, telephone calls, opening menus and making adjustments to settings.
  - ✓ Always adapt your speed and driving style to suit visibility, weather, road and traffic conditions.
  - ✓ Observe traffic regulations and speed limits.
  - ✓ Take regular breaks when travelling long distances – at least every two hours.
  - ✓ Secure animals in the vehicle using a system that is suitable for their weight and size.
- 

### Driving abroad

---

In some countries, special safety standards and regulations apply that the vehicle may not comply with. Volkswagen recommends that you visit your Volkswagen dealership before travelling abroad to find out about any legal requirements and the following issues at your destination:

- ✓ Does the vehicle need any technical modifications for driving abroad, e.g. masking or switching the headlights over?
  - ✓ Are the necessary tools, diagnostic equipment and spare parts available for service and repair work?
  - ✓ Are there any Volkswagen dealerships in the destination country?
  - ✓ Are the correct service fluids that comply with Volkswagen specifications available in the destination country (*→ Service fluids*)?
  - ✓ Does the navigation function in the factory-fitted Infotainment system work with the navigation data available in the destination country?
  - ✓ Are special tyres necessary for travelling in the destination country?
  - ✓ Is a fire extinguisher a requirement in your destination country?
  - ✓ Which requirements must be observed regarding high-visibility waistcoats?
  - ✓ Are special charging cables necessary for charging at mains sockets in the destination country?
- 

#### Checks when charging

---

Do not perform any work on the electric motor or in the front compartment unless you know exactly how to carry out the tasks, are aware of the general safety procedures and have the correct equipment, service fluids and suitable tools to hand (*→ In the engine compartment*). In any other case, all work must be carried out by a qualified workshop. Make sure that the following are checked regularly:

- ✓ Washer fluid level (*→ Washer fluid*).
  - ✓ Coolant level (*→ Coolant*).
  - ✓ Brake fluid level (*→ Brake fluid*).
  - ✓ Tyre pressure (*→ Tyre pressure*).
  - ✓ Vehicle lighting (*→ Exterior drive lighting*) necessary for traffic safety:
    - Turn signals.
    - Side lights, dipped beam headlights and main beam headlights.
    - Tail light clusters.
    - Brake lights.
    - Rear fog light.
    - Number plate light.
- 

Information on changing bulbs (*→ Exterior lighting*).

#### DANGER

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

---



## DANGER

The vehicle's high-voltage network and the high-voltage battery are dangerous and can cause burns or other injuries and even lead to a fatal electric shock.

- Please observe the important safety information about the high-voltage system and the high-voltage battery (→ *High-voltage battery*).

## WARNING

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

- Alcohol, drugs, medication and narcotics can severely impair perception, reaction times and driving safety. This could cause you to lose control of the vehicle.

## WARNING

Always observe current traffic regulations and speed limits, and think ahead when driving. Correct interpretation of a driving situation can make the difference between reaching your destination safely and having an accident with serious injuries.

## NOTICE

Volkswagen is not responsible for any vehicle damage caused by inadequate servicing work or lack of Genuine Parts.



Please observe the notes and information for vehicles with N1 approval (→ *N1 approval*).



Servicing the vehicle regularly is not only about vehicle maintenance – it also ensures that your vehicle remains roadworthy and in perfect working order. You should therefore have your vehicle serviced according to the Volkswagen guidelines. Some work may have to be carried out before the due date of the next service if the vehicle is subjected to heavy-duty operating conditions. Heavy-duty conditions are, for example, regular stop and go driving or driving in areas with high levels of dust. Further information can be obtained from your Volkswagen dealership or qualified workshop.

---

## Sitting position

---

### Introduction to the topic

#### Number of seats

Depending on the model, the vehicle has a total of **four** or **five** seats.

	4-seater	5-seater
Seats at the front	2	2
Seats in 2nd row of seats	2	3

Each seat is equipped with a seat belt.

#### WARNING

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

- All vehicle occupants must assume a correct sitting position before setting off and maintain this position throughout the trip. This also applies to the fastening of seat belts.
- The number of vehicle occupants must never exceed the number of seats with seat belts in the vehicle.
- Always secure children in the vehicle in an authorised child restraint system which is suitable for their height and weight (*→ Child seats*) and (*→ Airbag system*) (*→ Advanced airbag system*).
- Always keep your feet in the footwell while the vehicle is in motion. Never place your feet on the seat or dash panel, for example, and never ride with your feet out of the window. If you sit like this, the airbag and seat belt cannot provide optimal protection and could actually increase the risk of injury during an accident.

---

## The dangers of assuming an incorrect sitting position

If the seat belts are not worn or are worn incorrectly, the risk of severe or fatal injuries increases. Seat belts can only provide optimal protection if the seat belt routing is correct. Assuming an incorrect sitting position considerably impairs the level of protection provided by a seat belt. This could lead to severe or even fatal injuries. The risk of severe or fatal injuries is especially increased when a deploying airbag strikes a vehicle occupant who has assumed an incorrect sitting position. The driver is responsible for all occupants transported in the vehicle, especially children.

The following list contains examples of sitting positions that can be dangerous for all vehicle occupants.

### Whenever the vehicle is in motion:

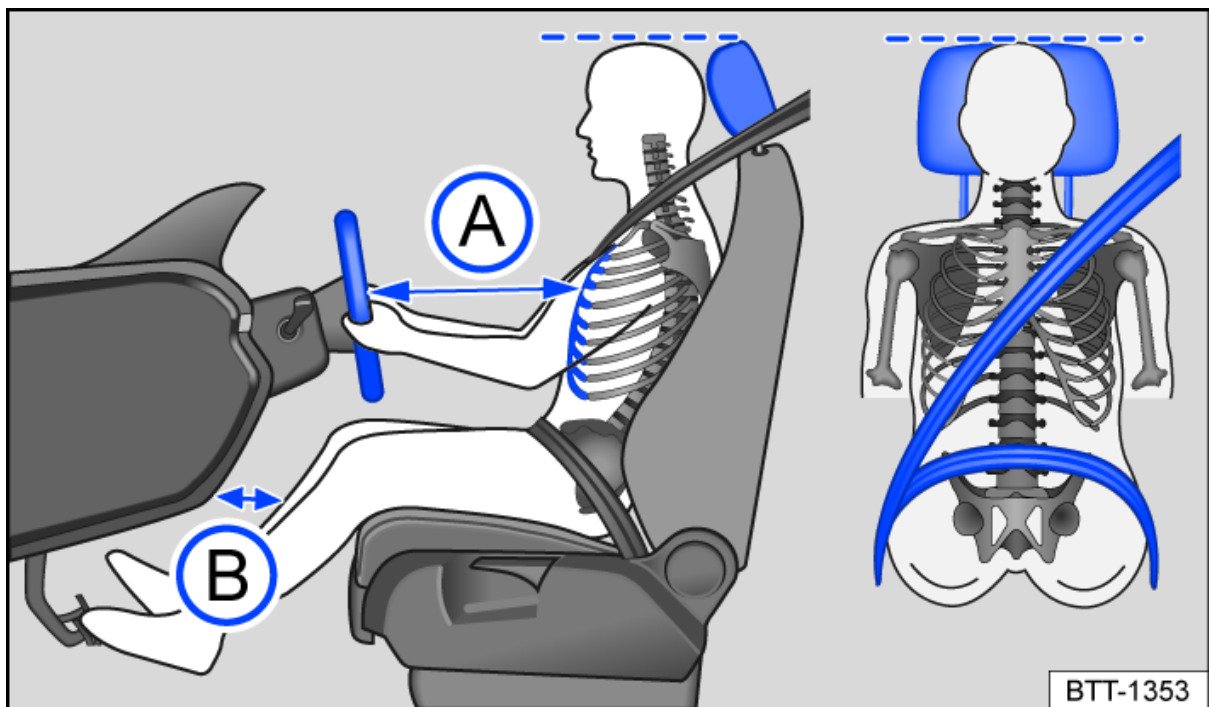
- Never stand in the vehicle.
- Never stand on the seats.
- Never kneel on the seats.
- Never tilt the backrest too far to the rear.
- Never lean against the dash panel.
- Never lie on the seats in the passenger compartment and on the rear bench seat.
- Never sit on the front edge of a seat.
- Never sit sideways.
- Never lean out of a window.
- Never put your feet out of a window.
- Never put your feet on the dash panel.
- Never place your feet on the seat cushion or seat backrest.
- Never travel in a footwell.
- Never sit on the armrests.
- Never travel on a seat without wearing the seat belt.
- Never travel in the luggage compartment.

### WARNING

Every incorrect sitting position in the vehicle increases the risk of severe or fatal injuries in the event of an accident or sudden driving or braking manoeuvre.

- All vehicle occupants must maintain a correct sitting position and wear their seat belt properly while the vehicle is in motion.
- Sitting in an incorrect position, not fastening the seat belt, or not leaving adequate space between the occupants and the airbags could result in critical or fatal injuries, especially if the airbags deploy and strike an occupant who has assumed an incorrect sitting position.

## Correct sitting position



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

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

If any vehicle occupants cannot assume a correct sitting position due to their physical build, they should contact a qualified workshop to find out about possible special modifications. The seat belts and airbags can only provide a maximum level of protection if a correct sitting position is assumed. Volkswagen recommends using a Volkswagen dealership for this purpose.

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

### **The following applies to all vehicle occupants:**

- Adjust the head restraint so that its upper edge is at the same height as the top of the head, but not lower than eye level. Position the back of your head as close to the head restraint as possible at all times → *Fig. 1*.
- For small people, push the head restraint all the way down, even if the head is then located underneath the top edge of the head restraint.
- For tall people, push the head restraint up as far as it will go.
- Keep both feet in the footwell while the vehicle is in motion.
- Adjust and fasten seat belts properly (→ *Seat belts*).

### **Additional points for the driver:**

- Adjust the steering wheel so that the distance between the steering wheel and your breastbone is at least 25 cm → *Fig. 1* (A) and the circumference of the steering wheel can be held at the sides with both hands and your arms slightly bent.
- The steering wheel must always point towards the breastbone and not towards the face.
- Move the backrest into an upright position so that your back rests fully against it.
- Adjust the driver seat by moving it forwards or backwards so that you are able to press the pedals to the floor with your knees still slightly bent and so that the distance from the dash panel to your knees is at least 10 cm → *Fig. 1* (B).
- Adjust the height so that you can reach the highest point of the steering wheel.
- Always leave both feet in the footwell to help ensure you maintain control of the vehicle at all times.

### **Additional points for the front passenger:**

- Move the backrest into an upright position so that your back rests fully against it.
- Push the front passenger seat as far back as possible so that the airbag can provide maximum protection if it is deployed.

---

## Seat belts

---

### Introduction to the topic

Check the condition of all seat belts regularly. If the belt webbing, belt connections, belt retractor or seat belt buckle become damaged, the seat belt in question should be replaced immediately by a qualified workshop → ⚠. The qualified workshop must use correct spare parts that are compatible with the vehicle, equipment level and model year. Volkswagen recommends using a Volkswagen dealership for this purpose.

#### WARNING

Incorrectly fastened or unfastened seat belts increase the risk of severe or fatal injuries. Seat belts will only offer the optimum level of protection when they are fastened and used properly.

- Seat belts are the most effective means of reducing the risk of serious and fatal injuries in the event of an accident. Seat belts must always be fastened properly when the vehicle is in motion to protect the driver and all vehicle occupants.
- Before every trip, each vehicle occupant must adopt the correct sitting position, correctly fasten the seat belt belonging to their seat and keep it fastened properly throughout the trip. This applies to all vehicle occupants and also in urban traffic.
- While the vehicle is in motion, secure all children travelling in the vehicle in a restraint system suitable for their weight and height. They must also wear correctly fastened seat belts (→ *Child seats*).
- Only start driving when all passengers have correctly fastened their seat belts.
- Always insert the latch plate only into the buckle of the associated seat, and ensure that it engages properly. Using a buckle that does not belong to the seat that you are occupying reduces the level of protection and can lead to severe injuries.
- Avoid allowing foreign bodies or liquids to enter the slot for the seat belt buckle. This could prevent the belt buckle and seat belt from working properly.
- Never unfasten the seat belt while the vehicle is in motion.
- Never allow more than one person to share the same seat belt.
- Never travel when children or babies are being carried on somebody's lap and fastened with the same belt.
- Never travel wearing loose, bulky clothing (such as an overcoat over a jacket). This could prevent the seat belts from fitting and functioning properly.

#### WARNING

Damaged seat belts are very dangerous and can cause severe or fatal injuries.

- Never damage the belt by trapping it in the door or in the seat mechanism.
- If the belt webbing or any other part of the seat belt becomes damaged, the seat belt may tear during an accident or sudden braking manoeuvre.
- Have damaged seat belts immediately replaced by new seat belts that have been approved by Volkswagen for the vehicle. Seat belts subjected to stress and stretched during an accident must be replaced by a qualified workshop. Renewal may be necessary even if there is no apparent damage. The belt anchorages should also be checked.
- Never try to repair, modify or remove the seat belts yourself. All repairs to the seat belts, belt retractors and buckles must be carried out by a qualified workshop.


## Warning lamp




**Fig. 1** On the instrument cluster display: warning lamp.



**Fig. 2** On the instrument cluster display: seat belt status for the rear seats.

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

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

### **Belt status display for the rear seats**

After the ignition has been switched on, the belt status display → [Fig. 2](#) on the instrument cluster display shows the driver whether the adult rear seat passengers have fastened their seat belts.

The following symbols light up in different colours depending on whether seats are occupied and on the belt status:





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



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

The white symbol indicates that this seat is not occupied.

## Buckle-up request for the rear seats

If a seat belt for one of the rear seats is unfastened while the vehicle is in motion, the symbol  will light up continuously for this seat. The warning lamp  will also flash on the instrument cluster display → *Fig. 1*. If the vehicle is travelling faster than approximately 25 km/h (15 mph) an acoustic signal will also be given.

### WARNING

Incorrectly fastened or unfastened seat belts increase the risk of severe or fatal injuries. Seat belts will only offer the optimum level of protection when they are fastened and used properly.

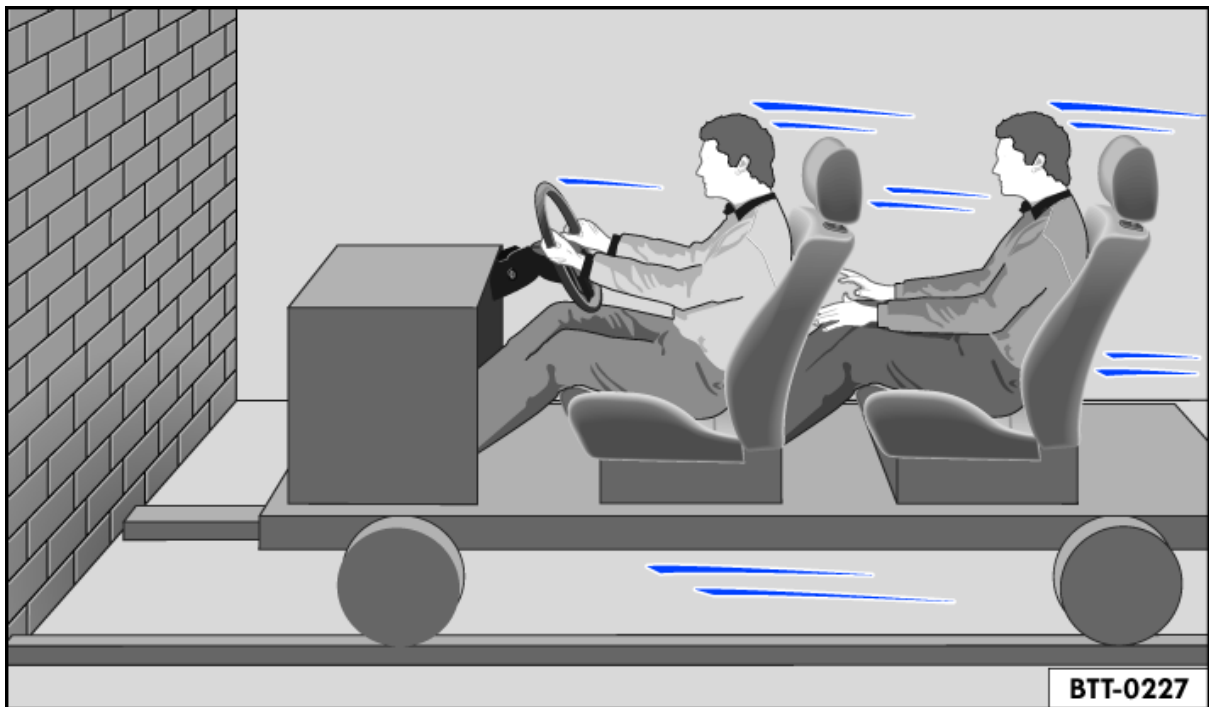
### WARNING

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

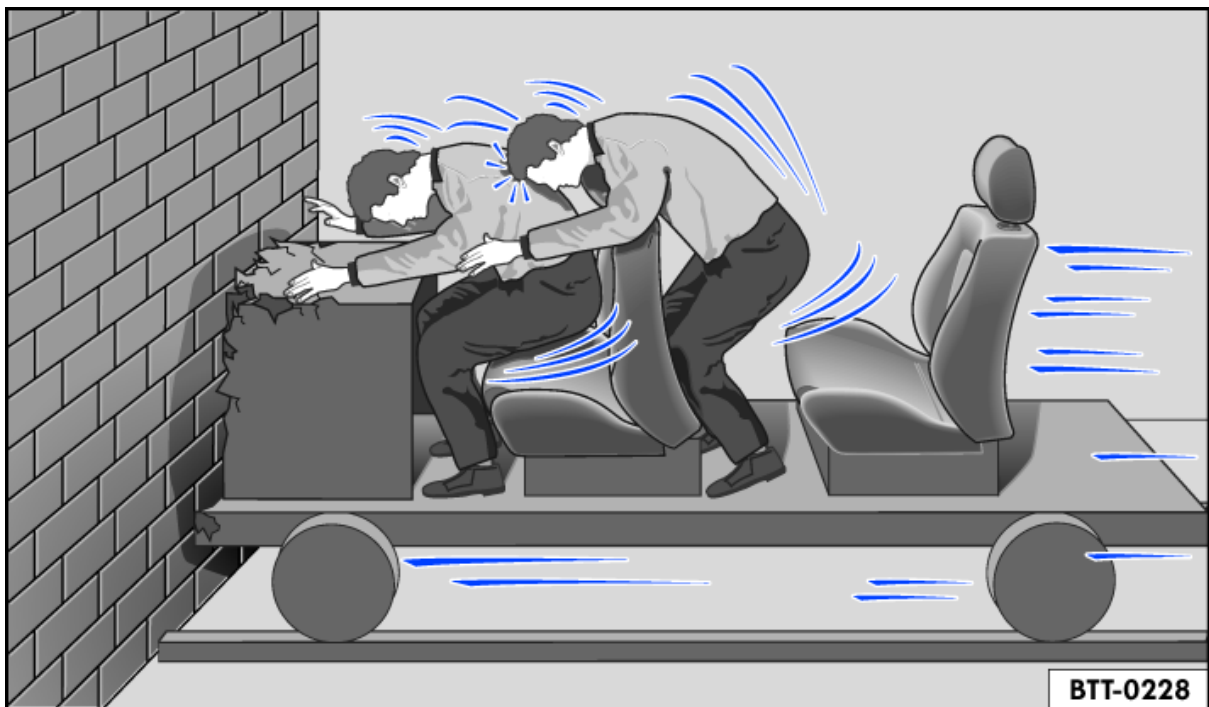
- Always ensure that all vehicle occupants, especially children, have fastened their seat belts properly.



## Frontal collisions and the laws of physics



**Fig. 1** Unbelted occupants in a vehicle heading for a brick wall.



**Fig. 2** Unbelted occupants in a vehicle heading for a brick wall.

The physical principles involved in a frontal collision are relatively simple. As soon as the vehicle is in motion, both the moving vehicle and its occupants gain "kinetic energy" → [Fig. 1](#).

The higher the vehicle speed and the heavier the weight of the vehicle, the greater the amount of energy that will be released in the event of an accident.

However, the most significant factor is the speed of the vehicle. For example, if the speed doubles from around 25 km/h to around 50 km/h (15 mph to 31 mph), the kinetic energy increases by a factor of four.

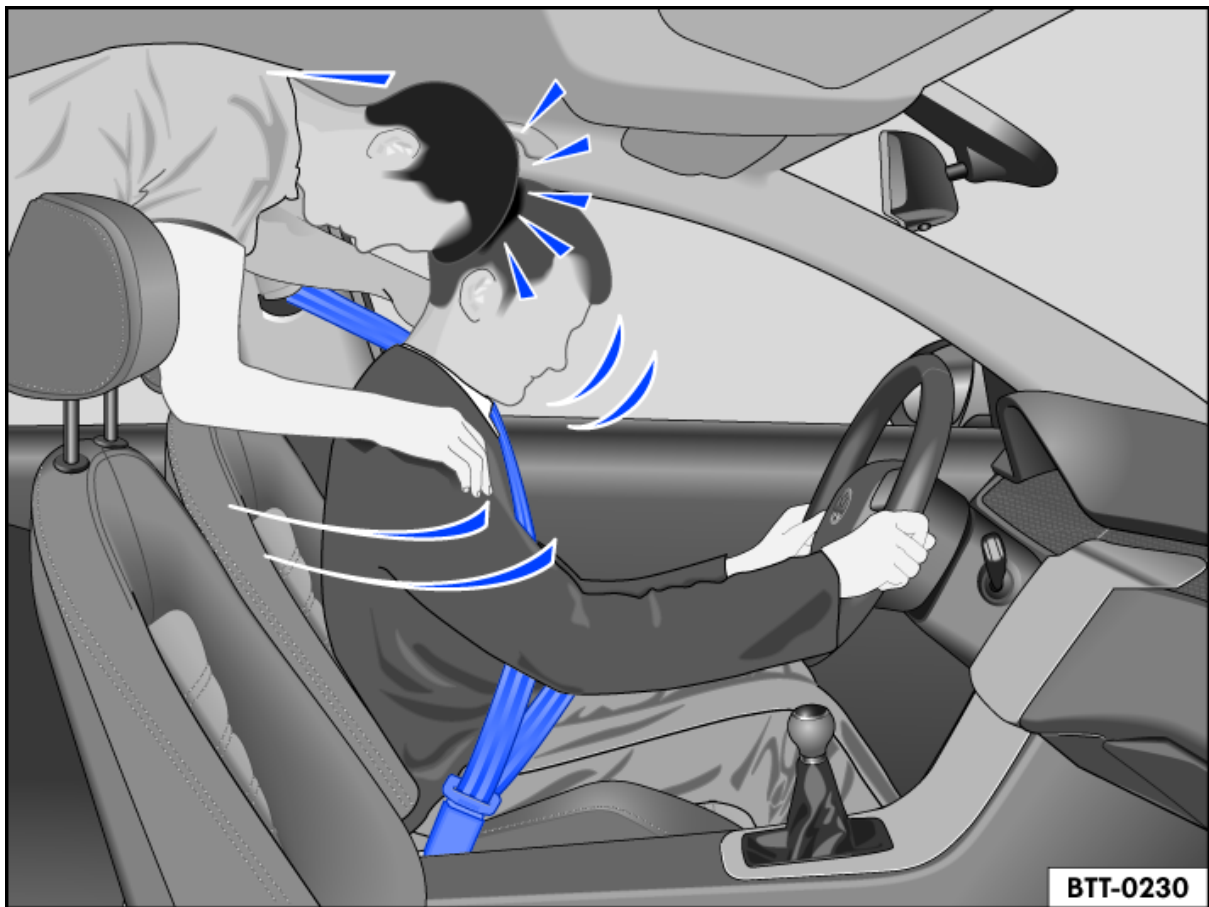
The amount of kinetic energy depends on the speed of the vehicle and the weight of the vehicle and passengers. The higher the speed and the heavier the weight, the greater the amount of energy that will be released in the event of an accident.

Passengers not wearing seat belts are not "connected" to the vehicle. In the event of a frontal collision, they will continue to move forwards at the same speed at which the vehicle was travelling before impact, until something stops them. Because the passengers in our example are not restrained by seat belts, the entire amount of kinetic energy will only be released at the point of impact against the wall → *Fig. 2*.

At speeds of approximately 30 km/h (19 mph) to approximately 50 km/h (31 mph), the forces acting on bodies in a collision can easily exceed one tonne (1,000 kg). These forces are even greater at higher speeds.

This example applies not only to frontal collisions, but to all accidents and collisions.





**Fig. 2** The unbelted rear passenger is thrown forwards, hitting the belted driver.

Many people believe that they can brace their weight with their hands in a minor collision. This is not true.

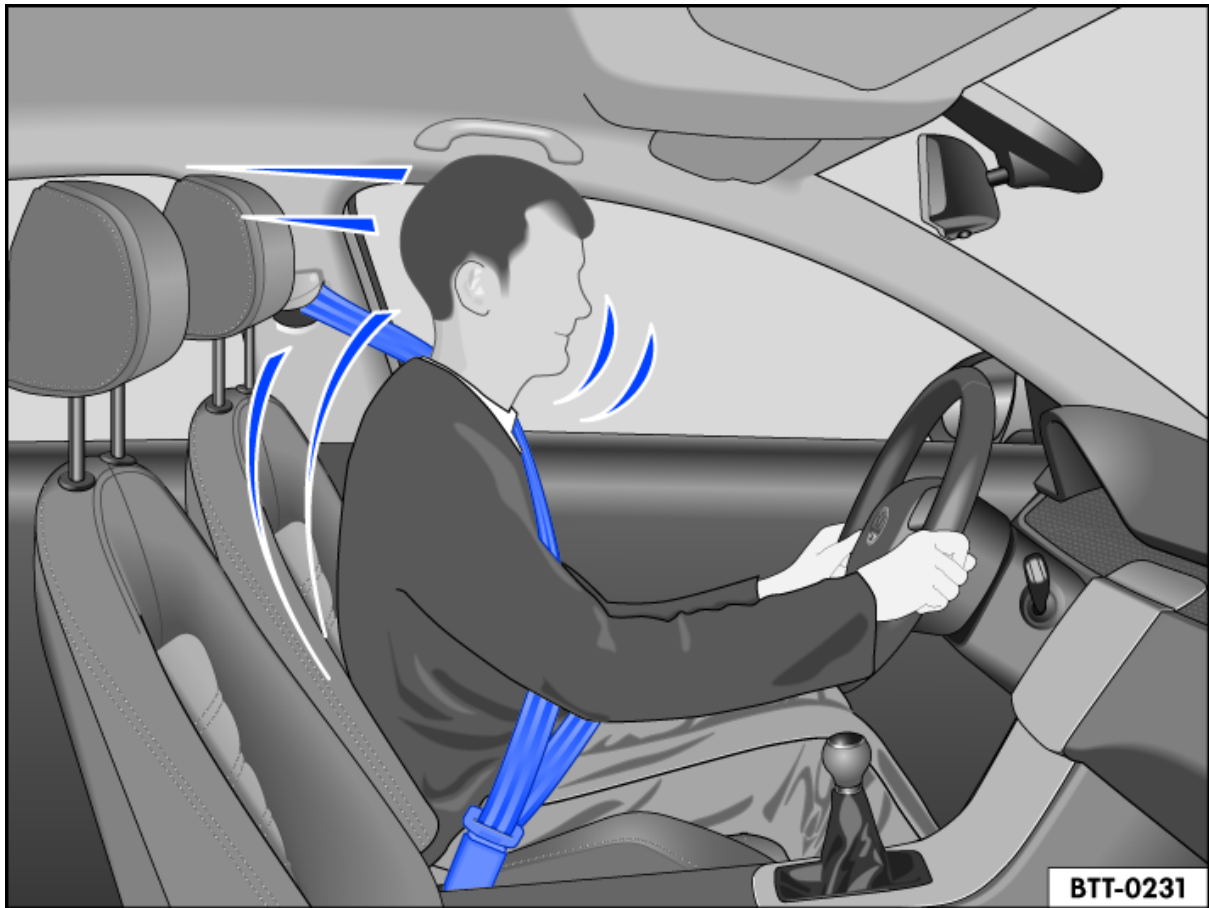
Even at low speeds, the forces acting on the body in a collision are so great that it is not possible to brace oneself with arms and hands. In a frontal collision, vehicle occupants who have not fastened their seat belts will be thrown forward and will make unchecked contact with parts of the vehicle interior, e.g. the steering wheel, dash panel, or windscreen → [Fig. 1](#).

The airbag system is not a substitute for the seat belts. When triggered, the airbags only provide additional protection. Airbags are not triggered in all kinds of accidents. Even if the vehicle is equipped with an airbag system, all vehicle occupants, including the driver, must fasten their seat belt and wear it correctly while the vehicle is in motion. This reduces the risk of severe or fatal injuries in the event of an accident – regardless of whether an airbag is fitted for the seat.

Each airbag can only be triggered once. To achieve best possible protection, seat belts must always be worn properly. This also ensures that protection is provided in accidents in which the airbag is not triggered. Any vehicle occupants not wearing a seat belt can be thrown out of the vehicle and sustain more severe or even fatal injuries as a result.

It is also important for the rear seat occupants to wear seat belts properly, as they could otherwise be thrown forwards violently in an accident. Rear passengers who are not wearing seat belts endanger not only themselves and the driver, but also other people in the vehicle → [Fig. 2](#).

## Seat belt protection



**Fig. 1** Driver restrained by a properly positioned seat belt during a sudden braking manoeuvre.

Correctly fastened seat belts can make a major difference. When fastened properly, seat belts hold the vehicle occupants in the correct sitting positions and considerably reduce the kinetic energy in the event of an accident. Seat belts also help to prevent uncontrolled movements that could lead to severe injuries. In addition, wearing seat belts properly reduces the risk of being thrown from the vehicle → [Fig. 1](#).

Passengers wearing seat belts correctly benefit greatly from the ability of the belts to reduce the kinetic energy. The front crumple zones and other passive safety features (such as the airbag system) are also designed to reduce kinetic energy. The amount of energy generated will thus decrease, thereby reducing the risk of injury.

The examples describe frontal collisions. Of course, properly worn seat belts substantially reduce the risk of injury in all other types of accidents. This is why seat belts must be fastened before every trip – even if you are only planning to drive a very short distance. Ensure that all passengers also wear their seat belts properly.

Accident statistics have shown properly worn seat belts to be an effective means of substantially reducing the risk of injury and improving the chances of survival in a serious accident. Furthermore, properly worn seat belts improve the protection provided by airbags in the event of an accident. This is why wearing a seat belt is a legal requirement in most countries.

Although the vehicle is equipped with airbags, the seat belts must be fastened and worn. For example, the front airbags will be triggered only in certain types of frontal collision. The front airbags will not be triggered during minor frontal collisions, minor side collisions, rear collisions, rolls or accidents in which the airbag trigger threshold in the control unit is not exceeded. The same applies to the other airbags in the vehicle.

Therefore, always wear your seat belt and ensure that your passengers have fastened their seat belts properly before you drive off.

---

## Using seat belts

### Checklist

---

Using the seat belts → ⚠ :

- ✓ Check the condition of all seat belts regularly.
  - ✓ Keep the seat belts clean.
  - ✓ Avoid allowing any foreign bodies or fluids to get on to the seat belt or latch plate or into the slot for the seat belt buckle.
  - ✓ Do not trap or damage the seat belt and latch plate, for example when closing the door.
  - ✓ Never remove, modify or repair the seat belt or any part of the belt fixture system.
  - ✓ Always fasten the seat belt correctly before every journey and keep it fastened while the vehicle is in motion.
- 

### Twisted seat belt

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

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

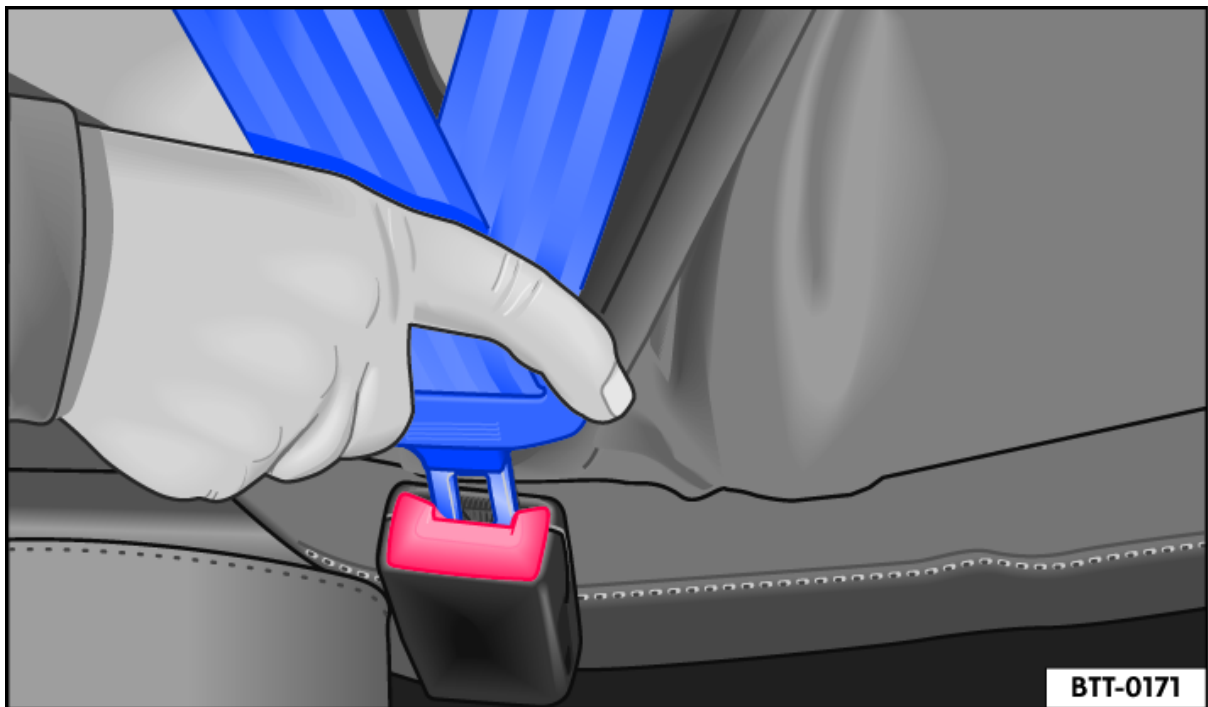
Fasten the seat belt even if you are unable to undo the twist. However, the twist should not be in part of the seat belt that comes into direct contact with the body. The twist should be corrected immediately by a qualified workshop.

#### WARNING

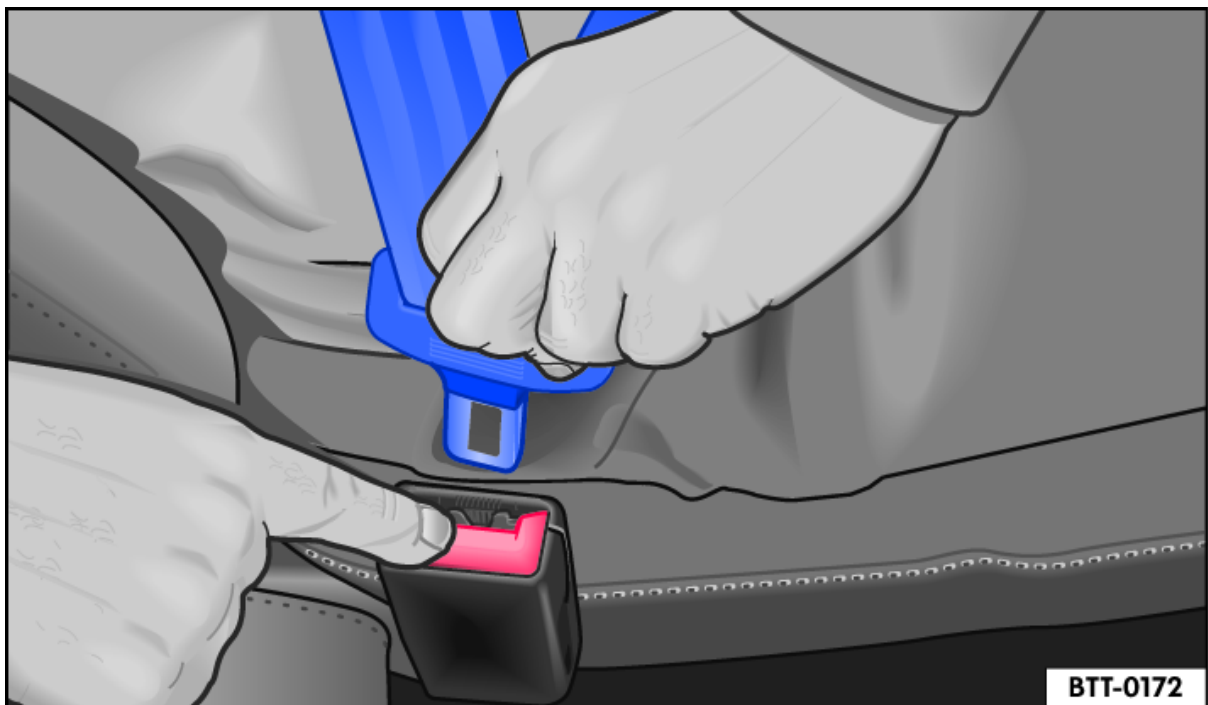
Using seat belts incorrectly increases the risk of severe or fatal injuries.

- Regularly check to see if the seat belt and its related parts are in perfect condition.
- Always keep the seat belt clean.
- Do not allow the belt webbing to become jammed, damaged or to rub on any sharp edges.
- Always keep the latch plate and slot in the buckle free from foreign bodies and liquids.

## Fastening and unfastening seat belts



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



**Fig. 2** Removing the latch plate from the buckle.

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


In vehicles with a proactive occupant protection system, the driver and front passenger seat belts are automatically tensioned in certain situations (→ *Proactive occupant protection system*).


### Fastening the seat belts



Fasten seat belts before every trip.

—Adjust the front seat and head restraint correctly (→ *Sitting position*).


—Engage the seat backrest in an upright position → .

—Take hold of the belt and pull it evenly across your chest and pelvis. Do **not** twist the belt in the process → .

—Insert the latch plate securely into the buckle belonging to the occupied seat → *Fig. 1*.

—Pull on the seat belt to ensure that the latch plate is securely locked in the buckle.

## Unfastening the seat belts

Unfasten seat belts only when the vehicle is stationary → .

—Press the red button in the buckle → *Fig. 2*. The latch plate is released and springs out.

—Guide the belt back by hand so that it rolls up easily, without twisting the seat belt and without damaging the trim.

### WARNING

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

- The seat belts only offer best protection when the backrests are in an upright position and the seat belts have been fastened properly according to the occupant's height.
- Unfastening seat belts while the vehicle is in motion can lead to severe or fatal injuries in the event of an accident or sudden braking manoeuvre.

# Seat belt routing

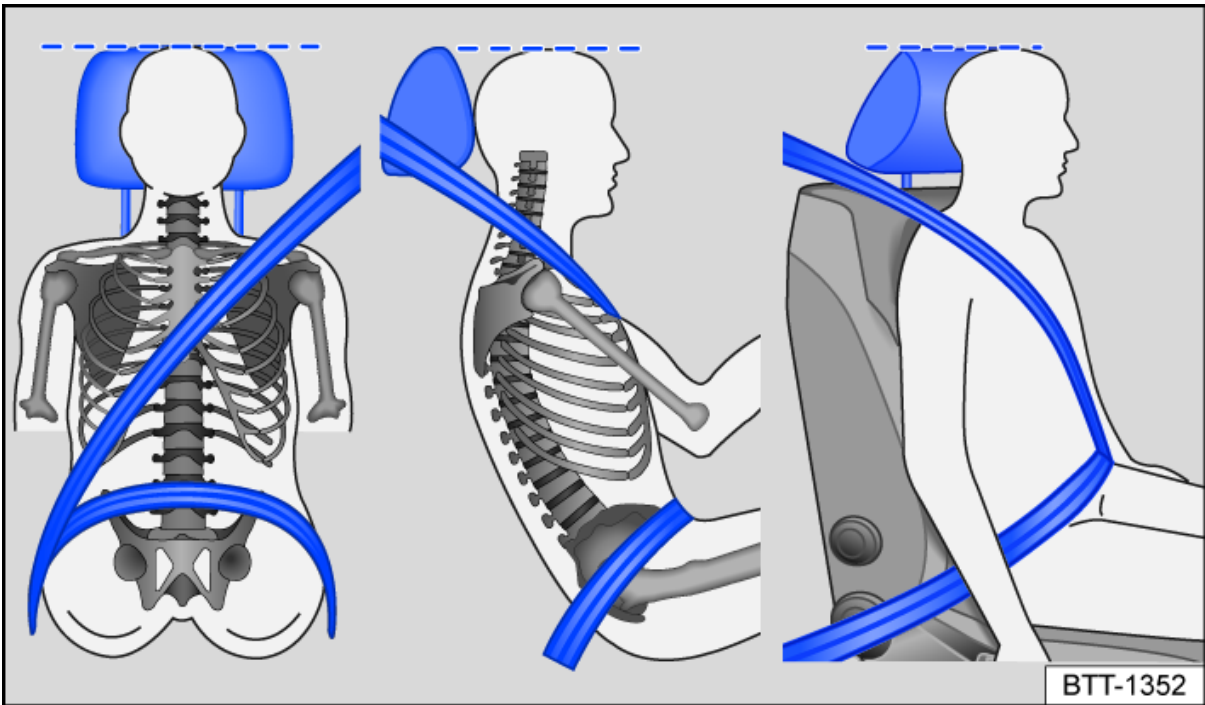


Fig. 1 Correct seat belt routing and head restraint adjustment.

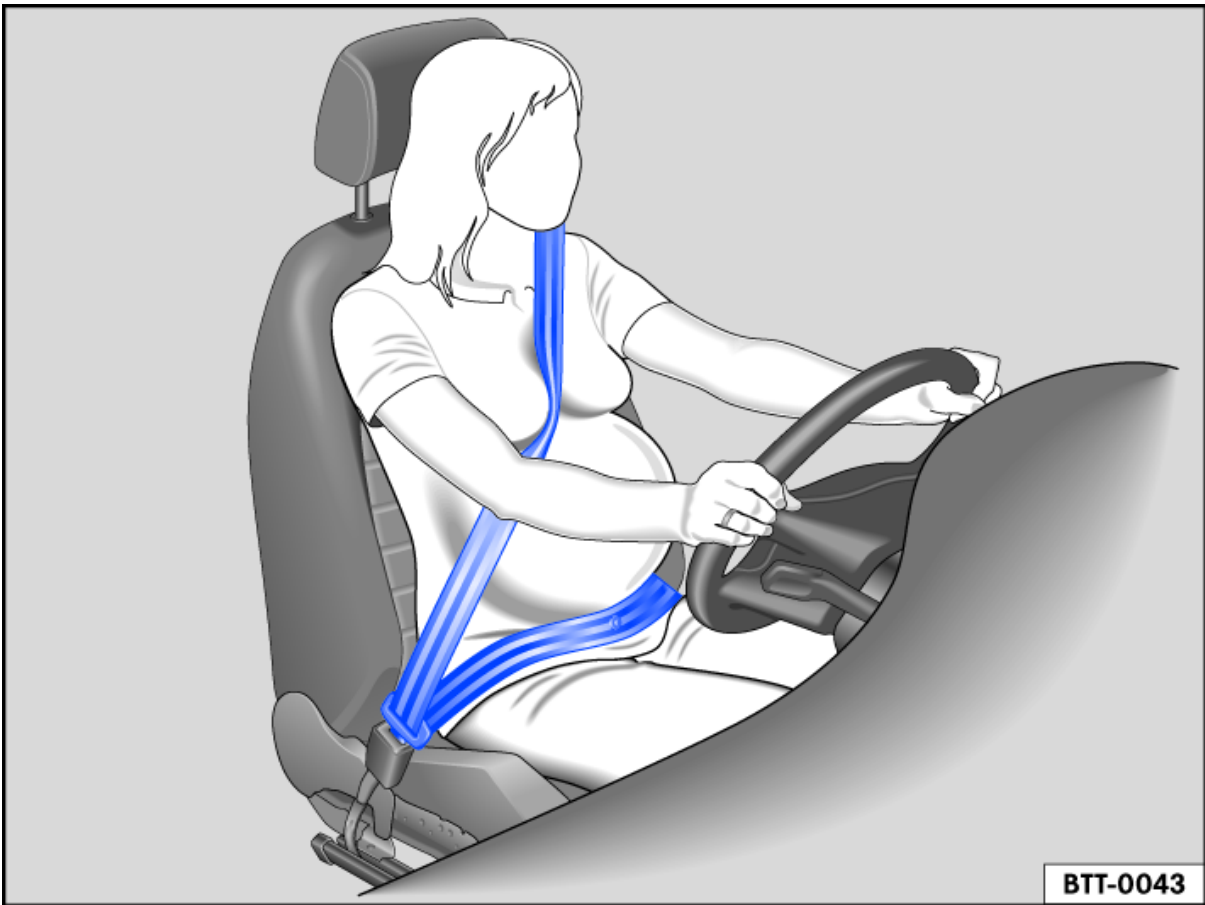


Fig. 2 Correct seat belt routing during pregnancy.

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

Assuming an incorrect sitting position can cause severe or fatal injuries (→ *Sitting position*).

### Correct seat belt routing

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

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

### Correct seat belt routing according to height

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

- Height-adjustable front seats (→ *Sitting position*).

#### WARNING

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

- The seat belts only offer best protection when the backrests are in an upright position and the seat belts have been fastened properly.
- The seat belt itself or a loose seat belt can cause serious injuries if the seat belt shifts from harder body parts in the direction of softer body parts (e.g. stomach).
- The shoulder part of the seat belt must lie on the centre of the shoulder and never under the arm or across the neck.
- The seat belt must lie flat and snugly on the chest.
- The lap part of the seat belt must lie across the pelvis and never across the stomach. The seat belt must lie flat and snugly on the pelvis. Tighten the belt if necessary.
- For pregnant women, the lap part of the seat belt must be as low as possible over the pelvis and lie flat around the “bulge” of the belly.
- Do not twist the belt webbing while the seat belt is being worn.
- Never hold the seat belt away from the body by hand.
- The belt webbing should not lie over hard or fragile objects, such as glasses, pens or keys.
- Never use seat belt clips, retaining rings or similar items to alter the seat belt routing.



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

---

## Belt retractor, belt tensioner, belt tension limiter

The seat belts in the vehicle are part of the vehicle safety concept (*→ Airbag system*) (*→ Advanced airbag system*) and include the following important functions:

### **Belt retractor**

Every seat belt is equipped with an automatic belt retractor on the shoulder part of the belt. Full freedom of movement is ensured when the shoulder belt is pulled slowly or when the vehicle is travelling at normal speeds. However, if the belt is pulled out quickly or during sudden braking, during travel in mountains or bends and during acceleration, the belt retractor blocks the seat belt.

Fastened seat belts on the front seats may be tensioned automatically by the proactive occupant protection system in critical situations, for example during an emergency stop or in the event of oversteering or understeering. Both seat belts are slackened again if the accident does not happen, or when the critical situation has passed. The proactive occupant protection system is ready to be triggered again (*→ Proactive occupant protection system*).

### **Belt tensioners**

The seat belts for the front seat vehicle occupants, and in some cases those on the outer rear seats, are equipped with belt tensioners.

The belt tensioners are activated by sensors during severe frontal, side and rear collisions. They tighten the seat belts against the direction in which they are pulled. Any slack in the seat belt is retracted, which can reduce the forward movement of the vehicle occupants and their movement in the direction of the impact. The belt tensioner works together with the airbag system. If the vehicle rolls over, the belt tensioners will not be activated if the side airbags are not triggered.

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

### **Reversible belt tensioning (proactive occupant protection system)**

Reversible belt tensioning may trigger in certain driving situations (*→ Proactive occupant protection system*). Examples include:

- Strong braking.
- Oversteer or understeer.
- Minor collisions.

### **Belt tension limiter**

The belt tension limiter reduces the pressure exerted by the seat belt on the body during an accident.



All safety requirements must be observed when the vehicle or components of the system are scrapped. Qualified workshops are familiar with these requirements (→ *Proactive occupant protection system*).

---

## Service and disposal of belt tensioners

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

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

### WARNING

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

- Any repairs, adjustments or removal and refitting of parts in the belt tensioners or seat belts should always be carried out by a qualified workshop and never by you yourself (→ *Accessories, modifications, repairs and renewal of parts*).
- Belt tensioners and automatic belt retractors cannot be repaired. They must be replaced.

| The airbag modules and belt tensioners may contain perchlorate. Please comply with legislation regarding disposal.

---

## Proactive occupant protection system

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

The full functional range of the proactive occupant protection system is only available if there is no malfunction.

### Basic functions

Depending on country-specific legal requirements and also on the vehicle equipment level, the following functions may be initiated, either singularly or jointly, in critical situations (e.g. emergency braking or over or understeering) as of a speed of approximately 30 km/h (19 mph):

- Reversible belt tensioning of the fastened driver and front passenger seat belts.
- Automatic closing of the glass roof and side windows down to a gap, depending on the vehicle equipment.
- Activation of the hazard warning lights.

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

In the event of an intervention by the proactive occupant protection system, the message **Proactive occupant protection intervention** will appear on the instrument cluster display.

### Additionally for vehicles with emergency braking system (Front Assist)

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

### Additional information for vehicles with Emergency Assist

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

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

- Reversible belt tensioning of the driver's fastened seat belt for a brief or extended period of time.
- Automatic closing of the glass roof and side windows down to a gap, depending on the vehicle equipment.

### Setting in driving profile selection

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

## Function limitations

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

- If there is a fault in the ESC, belt tensioner (*→ Seat belts*) or airbag control unit (*→ Airbag system*) (*→ Advanced airbag system*).
- When the TCS or ESC are switched off, and when the vehicle is reversing (*→ Brake support systems*).
- In the event of a system fault or restriction of Autonomous Emergency Braking (Front Assist)

## Troubleshooting

If there is a fault in the proactive occupant protection system, the message **Proactive occupant protection unavailable** or **Proactive occupant protection: function restricted** will be continuously shown in the instrument cluster display.

Go to a qualified workshop and have the system checked.

### WARNING

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

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



---

## Airbag system

---

### Introduction to the topic

The vehicle is equipped with a front airbag for the driver and front passenger. The front airbags can provide front seat occupants with additional chest and head protection if the seat, seat belts, head restraints and, in the case of the driver, steering wheel are adjusted and used correctly. Airbags are meant only for additional protection. The airbags are not a substitute for seat belts. Seat belts must always be worn, even when the front seats are equipped with front airbags.

#### WARNING

Never rely solely on the airbag system for your protection.

- Even if an airbag is triggered, it only offers auxiliary protection.
- The airbag system offers the best level of protection, and reduces the risk of injury, when seat belts are properly worn (*→ Seat belts*).
- Before every trip, each vehicle occupant must adopt the correct sitting position, correctly fasten the seat belt belonging to their seat and keep it fastened properly throughout the trip. This applies to all vehicle occupants and also in urban traffic.

#### WARNING

The risk of injury increases if there are any objects between the vehicle occupants and the deployment area of the airbag when it is triggered. This will alter the deployment zone of the airbag, or the objects will be flung against the body.

- Never hold any objects in your hand or on your lap while the vehicle is in motion.
- Never transport any objects on the front passenger seat. The objects could enter the deployment zone of the airbag during sudden braking or driving manoeuvres and then be flung dangerously through the vehicle interior if the airbag is activated.
- There must be no other persons, animals or objects between the vehicle occupants sitting on the front seats and rear outer seats and the deployment zones of the airbags. Ensure that children and passengers keep to this rule.

#### WARNING

The airbag system can only be triggered once. The system will have to be replaced if the airbags have been triggered.

- Airbags that have been triggered, and any affected system parts, must immediately be replaced with new parts that are approved by Volkswagen for the vehicle.
- Repairs and modifications to your vehicle should only be carried out by a qualified workshop. Qualified workshops have the necessary tools, diagnostic equipment, repair information and qualified personnel.
- Never use recycled airbag components or components that have been taken from end-of-life vehicles in your vehicle.
- Never alter any components of the airbag system.

 **WARNING**

Fine dust particles or steam may be released when the airbags are triggered. This is normal and does not mean that there is a fire in the vehicle.

- The fine dust can cause irritation to the skin and eye membranes and cause breathing difficulties, particularly for people suffering from asthma or people who have (had) other respiratory problems. To help reduce breathing difficulties, get out of the vehicle or open the windows or doors for more fresh air.
- If you come into contact with the dust, you should wash your hands and face with a mild soap and water before eating.
- Do not let the dust get into your eyes or into open wounds.
- If dust has entered your eyes, rinse them with water.

 **WARNING**

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

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

---

## Type of front passenger front airbag system


Volkswagen offers two different front passenger front airbag systems.

Depending on the vehicle equipment, an **airbag system** or an **airbag system with front passenger front airbag deactivation** may be installed.

### Airbag system

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




Characteristics of the airbag system:

- Front passenger front airbag in the dash panel.
- Indicator lamp  in the instrument cluster display.

### Airbag system with front passenger front airbag deactivation

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

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

- Front passenger front airbag in the dash panel.
- Indicator lamp  in the instrument cluster display.
- PASSENGER AIR BAG **OFF**  indicator lamp in the roof console.
- PASSENGER AIR BAG **ON**  indicator lamp in the roof console.
- Key-operated switch in the side of the dash panel on the passenger side (only visible when the front passenger door is open).

## Indicator lamp

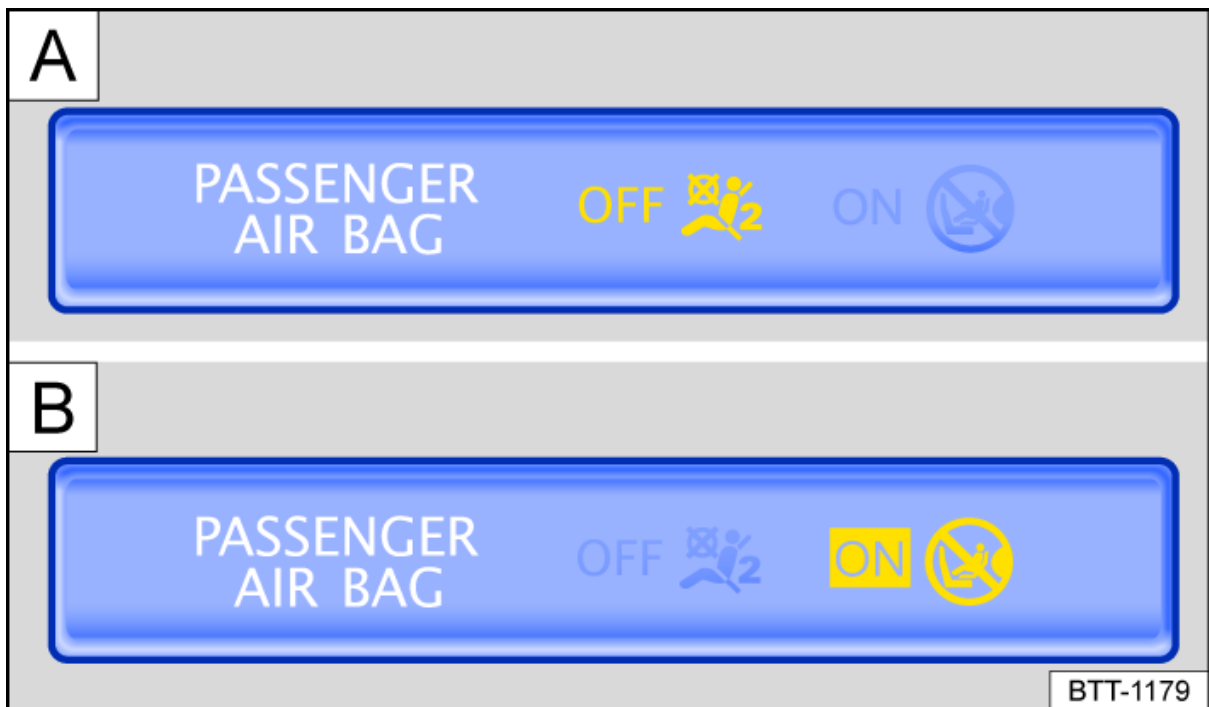


Fig. 1 In the roof console:

A  
indicator lamp (illustration) for front passenger airbag switched off or  
B  
front passenger front airbag switched on.






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



Front passenger front airbag switched off. The yellow indicator lamp in the roof console lights up continuously → Fig. 1 A.



Front passenger front airbag switched on. The yellow indicator lamp in the roof console will go out automatically approximately 60 seconds after the ignition is switched on or after the front passenger front airbag is switched on using the key-operated switch → Fig. 1 B.

If the PASSENGER AIR BAG indicator lamp **OFF**  in the roof console **does not light up continuously** or lights up together with the indicator lamp  in the instrument cluster display when the front passenger front airbag is **switched off**, there may be a fault in the airbag system → .

### WARNING

If there is a fault in the airbag system, the airbag may not trigger correctly, may not trigger at all or may trigger unexpectedly. This can cause severe or fatal injuries.

- The airbag system should be checked by a qualified workshop as soon as possible.
- Never fit a child seat on the front passenger seat. Remove a fitted child seat! The front passenger front airbag may trigger during an accident in spite of the fault.

---

## Troubleshooting

### **Fault in airbag or belt tensioner system**

The yellow indicator lamp lights up continuously. In addition, a message may be displayed in the instrument cluster.

A malfunction has been detected in at least one airbag or belt tensioner.

- Go to a qualified workshop.
- Have the airbag system and belt tensioner checked.

### **Airbag or belt tensioner system switched off with diagnostic tool**

The yellow indicator lamp lights up for around four seconds when the ignition is switched on and then flashes for around twelve seconds. In addition, a message may be displayed in the instrument cluster.

At least one airbag or belt tensioner was deactivated with a diagnostic tool.

- Go to a qualified workshop.
- Have a check carried out to establish whether the airbag system or belt tensioners must remain switched off.

### **OFF** **Front passenger front airbag switched off**

The yellow indicator lamp for the deactivated front passenger front airbag lights up continuously.

The front passenger front airbag has been switched off.

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

### **ON** **Front passenger front airbag switched on**

The yellow indicator lamp for the activated front passenger front airbag lights up for around 60 seconds after the ignition has been switched on or after switching on the front passenger front airbag with the key-operated switch.

The front passenger front airbag has been switched on.

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

---

## Description and function of the airbags

The airbags can protect vehicle occupants during frontal and side collisions by reducing their movement in the direction of the collision.


When an airbag is triggered, it is inflated by a gas generator. This causes the airbag covers to break, and the airbags inflate forcefully to cover their deployment zones within milliseconds. Once a vehicle occupant wearing a seat belt starts to sink into the inflated airbag, the gas inside the airbag starts to escape to cushion the occupant and slow down their movement. This can reduce the risk of severe and fatal injuries. A triggered airbag will not always prevent other injuries from occurring, such as swelling, bruising, burning and grazing. The deployment of the airbag can also produce frictional heat.

Airbags provide no protection for the arms or lower body.

The most important factors for triggering the airbag are the type of accident, the angle of impact, the vehicle speed and the type of object with which the vehicle collides. Therefore, visible damage to the vehicle does not always mean that the airbag should have been triggered.

Whether or not the airbag triggers is determined by the vehicle deceleration rate caused by the collision and registered by the electronic control unit. If this rate is below the reference value programmed into the control unit, the airbags will not be triggered, even though the vehicle may be badly damaged as a result of the collision. Vehicle damage, repair costs or even the lack of vehicle damage in an accident do not necessarily give an indication of whether an airbag should inflate or not. It is not possible to define a range of vehicle speeds and reference values, since the circumstances will vary considerably between one collision and another. It is therefore impossible to cover every possible kind and angle of impact that would trigger the airbags. Important factors in the triggering of the airbag include the nature (hard or soft) of the object that the vehicle hits, the angle of impact, and the vehicle speed.





Airbags only serve as a supplement to the three-point seat belt in some accident situations when the vehicle deceleration is sufficient to trigger the airbags. Airbags can only be triggered once and only in certain situations. The seat belts are always there to provide protection in situations in which the airbags are not triggered or have already been triggered. For example, if the vehicle collides with a further vehicle following the initial collision, or is hit by another vehicle.

The airbag system is part of the vehicle's overall passive safety concept. The airbag system can work effectively only when the occupants are wearing their seat belts correctly and have assumed a proper sitting position  (*→ Sitting position*).

### Components of the vehicle safety concept

The following vehicle safety equipment makes up the vehicle's safety concept to reduce the risk of severe and fatal injuries. Some of this equipment may not be fitted in your particular vehicle. It may not be available at all in some countries.

- Optimised seat belts for all seats.
- Belt tensioners for the driver and front passenger and also on the rear outer seats if in conjunction with side airbags.
- Belt tension limiter for the driver, front passenger and, if applicable, for the rear outer seats.

- Warning lamp  and, where applicable, belt status display.
- Front airbags for driver and front passenger.
- Side airbags for driver and front passenger.
- Curtain airbags on the left and right.
- Central airbag between driver and front passenger.
- Airbag indicator lamp .
- PASSENGER AIR BAG indicator lamp **OFF**  in the roof console.
- PASSENGER AIR BAG indicator lamp **ON**  in the roof console.
- Control units and sensors.
- Safety-optimised and height-adjustable head restraints.
- Adjustable steering column.
- If applicable, anchor points for child seats on the rear outer seats and on the front passenger seat.
- If fitted, mounting points for the top tether for child seats.

### **Situations when the front, side, curtain and central airbags will not be triggered:**

- The ignition is switched off in a collision.
- The deceleration rate measured in a frontal collision is too low for the control unit.
- Minor side collision.
- Rear collision.
- Vehicle rolls over.
- The collision speed is lower than the required reference value in the control unit.

# Front airbags

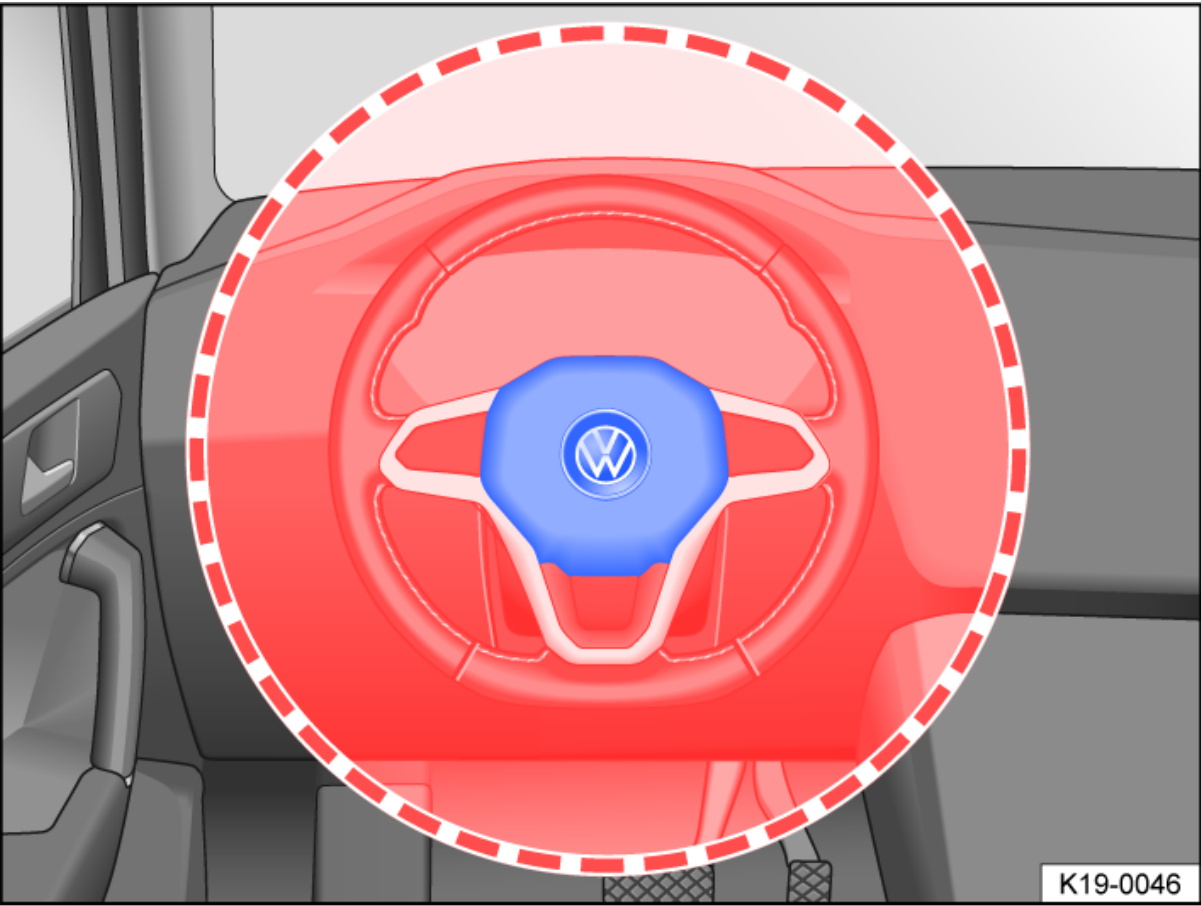
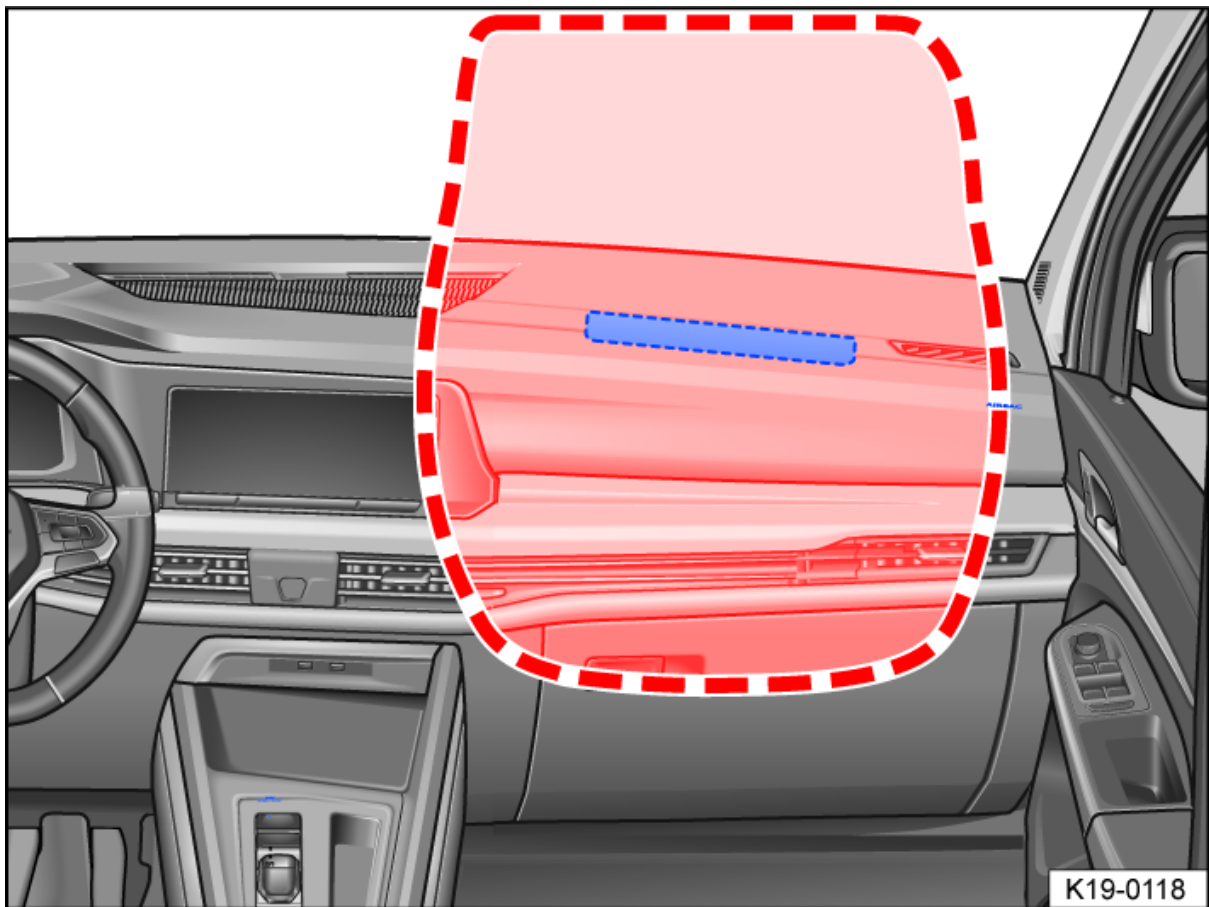


Fig. 1 Location and deployment zone of the driver front airbag.





**Fig. 2** Location and deployment zone of the front passenger front airbag.

In conjunction with the seat belts, the front airbag system gives the front occupants additional protection for the head and chest in the event of a severe frontal collision. Always keep as far away from the front airbag as possible (*→ Sitting position*). This allows the front airbags to inflate fully when triggered, thus providing maximum protection.

The front airbag for the driver is located in the steering wheel *→ Fig. 1* and the front airbag for the front passenger is located in the dash panel *→ Fig. 2*. The airbag locations are identified by the text "AIRBAG".

The areas inside the red lines are covered by the front airbags when deployed (deployment zone). You must never leave or attach any objects in these areas *→ ⚠*. Any factory-fitted accessories will not be struck if the driver and front passenger front airbags are deployed.

**⚠ DANGER**

Once triggered, the airbag inflates in fractions of a second at very high speed.

- Always leave the deployment zones of the front airbags clear.
- Never attach any objects, such as drink or telephone holders, to the covers of the airbags or anywhere in the airbag deployment zone.
- There must be no other people, animals or objects between the occupants of the front seats and the airbag deployment zones. Ensure that children and passengers keep to this rule.
- Do not attach any objects, e.g. mobile navigation devices, to the windscreen above the front airbag on the front passenger side.
- Do not cover or stick anything on the steering wheel hub or the soft plastic surface of the airbag unit in the dash panel on the front passenger side, and do not modify them in any way.

 WARNING

The front airbags are deployed in front of the steering wheel → *Fig. 1* and dash panel → *Fig. 2*.

- When driving, always hold the steering wheel with both hands on the outside of the ring at the 9 o'clock and 3 o'clock positions.
- Adjust the driver seat so that there is at least 25 cm between your breastbone and the hub of the steering wheel. Contact a qualified workshop if your physical build makes this impracticable.
- Adjust the front passenger seat so that the distance between the passenger and the dash panel is as large as possible.

## Switching the front passenger front airbag on and off



**Fig. 1** In the dash panel on the front passenger side: key-operated switch for deactivating and activating the front airbag on the front passenger side





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

### Switching on the front passenger front airbag



- Deactivate the vehicle's drive system.
- Open the door on the front passenger side.
- Remove the spare key from the vehicle key.
- Insert the key bit of the spare key into the key-operated switch on the dash panel until you feel the second point of resistance → *Fig. 1* . Around three quarters of the key bit should be inserted in the key switch at this point → ⓘ.
- Turn the vehicle key, without using force, to the position 🚫 **ON**.
- Remove the vehicle key from the key-operated switch and reinsert the spare key into the vehicle key → ⓘ.
- The PASSENGER AIR BAG **ON** 🚫 indicator lamp in the roof console lights up and goes out after approximately 60 seconds (→ *Indicator lamp for standard airbag system*).
- Close the door on the front passenger side.
- Check that the PASSENGER AIR BAG indicator lamp **OFF** 🚫 in the roof console *does not* light up (→ *Indicator lamp for standard airbag system*).



### Deactivating the front passenger front airbag

- Switch off the ignition.

- Open the door on the front passenger side.
- Fold the key bit of the vehicle key all the way out.
- Insert the fully folded-out key bit into the key-operated switch in the dash panel up to the second point of resistance → *Fig. 1* . Around three quarters of the key bit should be inserted in the key switch at this point → .
- Turn the vehicle key, without using force, to the position  **OFF**.
- Remove the vehicle key from the key-operated switch and fold away the key bit → .
- Close the door on the front passenger side.
- The PASSENGER AIR BAG **OFF**  indicator lamp in the roof console lights up continuously when the ignition is switched on (→ *Indicator lamp for standard airbag system*).

## Confirmation that the front passenger front airbag has been deactivated

A deactivated front passenger front airbag is indicated **only** by a continuously lit PASSENGER AIR BAG **OFF**  indicator lamp (**OFF**  lights up yellow continuously) (→ *Indicator lamp for standard airbag system*).

If the PASSENGER AIR BAG **OFF**  indicator lamp **does not light up continuously** or lights up together with the  indicator lamp in the instrument cluster display, no child restraint system must be fitted on the front passenger seat for safety reasons. The front passenger front airbag may trigger during an accident.

### WARNING

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

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

### WARNING

Do not leave the vehicle key in the key switch while driving.

- Strong vibrations may cause the vehicle key to turn in the key switch, which could cause the front passenger front airbag to be activated.
- The front passenger front airbag could then accidentally inflate, leading to serious or fatal injuries.

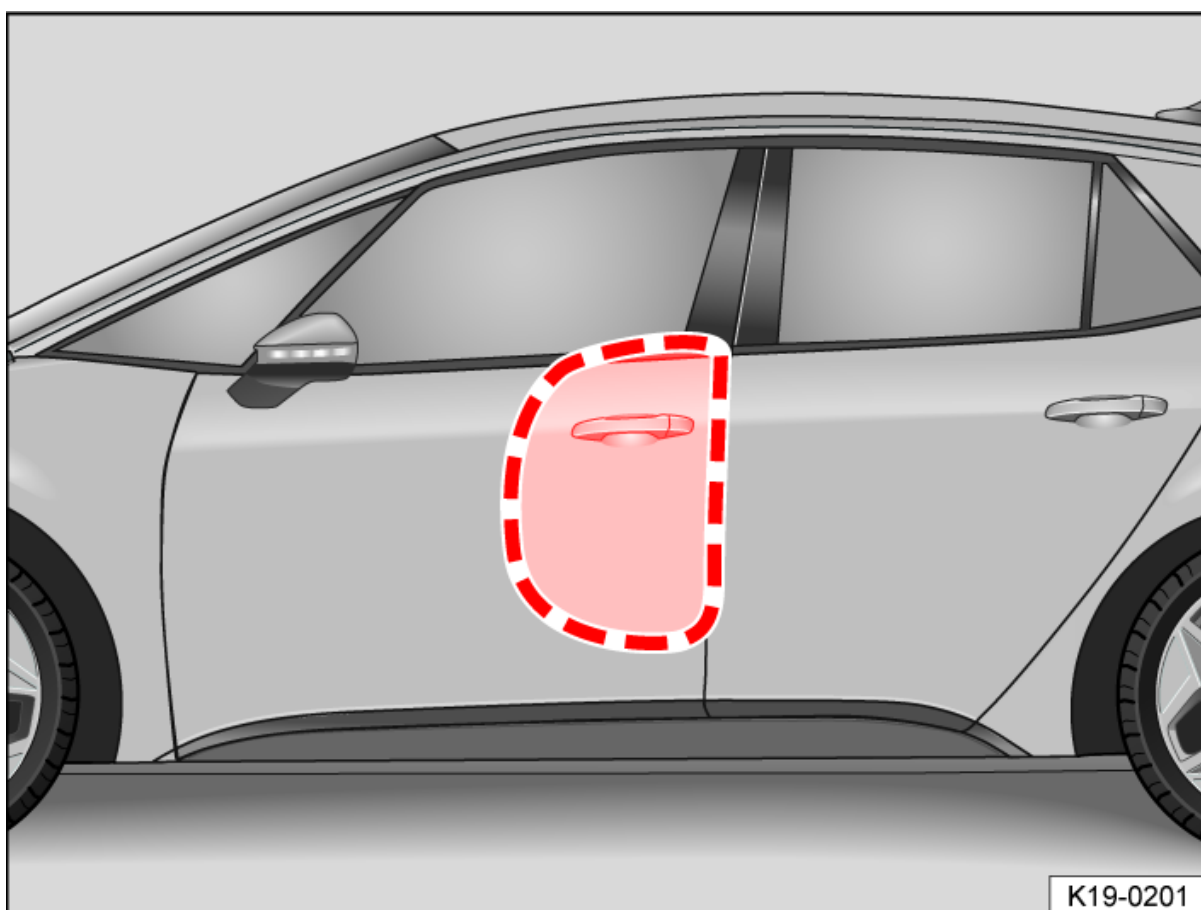
### NOTICE

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

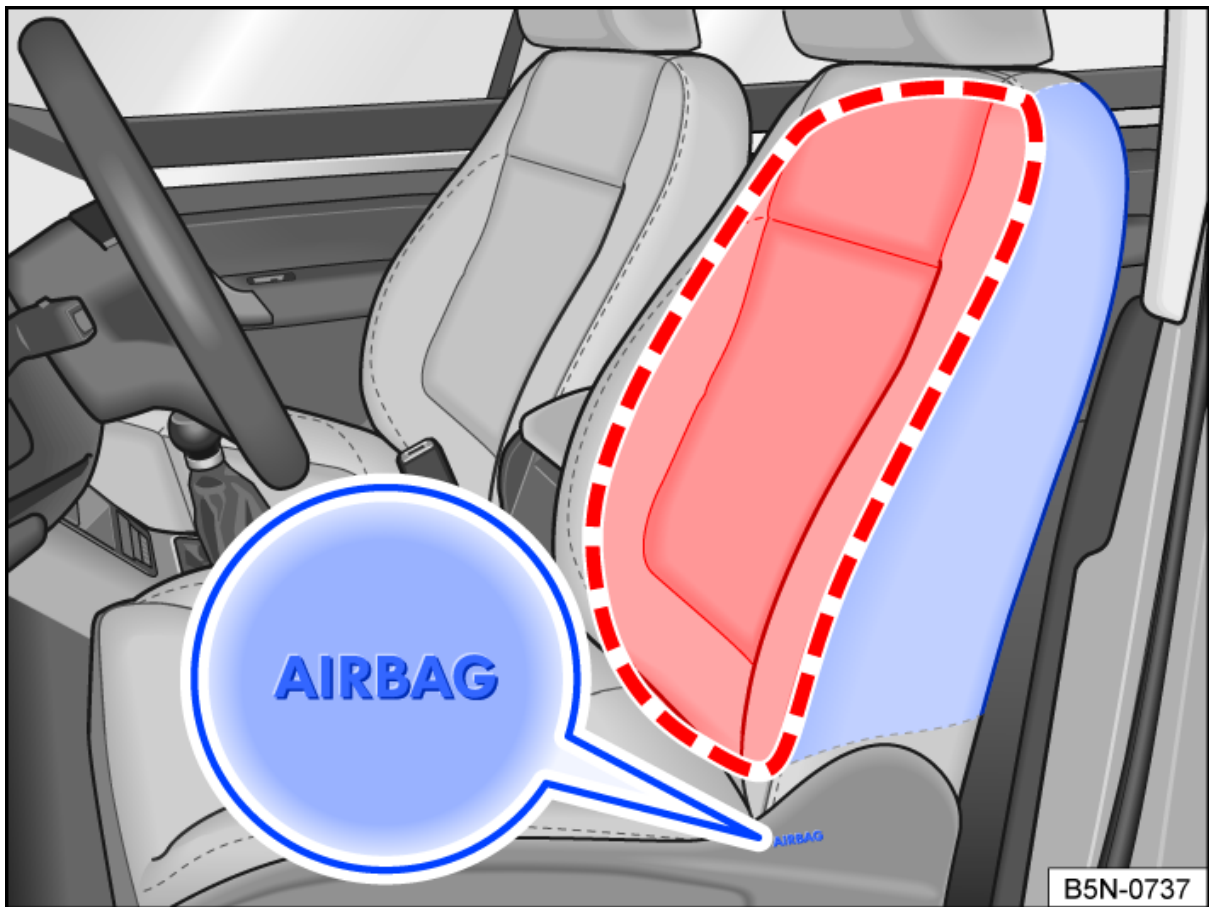
### NOTICE

Do not leave the vehicle key in the key switch, as this could result in damage to the door trim, dash panel, key switch or vehicle key when the front passenger door is closed.

## Side airbags



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



**Fig. 2** On the side of the front seat: location and deployment zone of the side airbag.

Depending on the equipment level, side airbags are installed for the front seats → *Fig. 1*.

The side airbags for the front seats are located in the outer seat backrest cushions of the driver seat and front passenger seat → *Fig. 2*.

The locations of the side airbags are indicated by the "AIRBAG" label.

The areas outlined in red are inside the deployment area of the side airbags → *Fig. 1* and → *Fig. 2*. You must never leave or attach any objects in these areas → ⚠.

In the event of a side collision, the side airbags will be deployed on the side of the vehicle which is impacted, thus reducing the risk of injury to the areas of the occupants' bodies facing the impact.

#### **⚠ WARNING**

Once triggered, the airbag inflates in fractions of a second at very high speed.

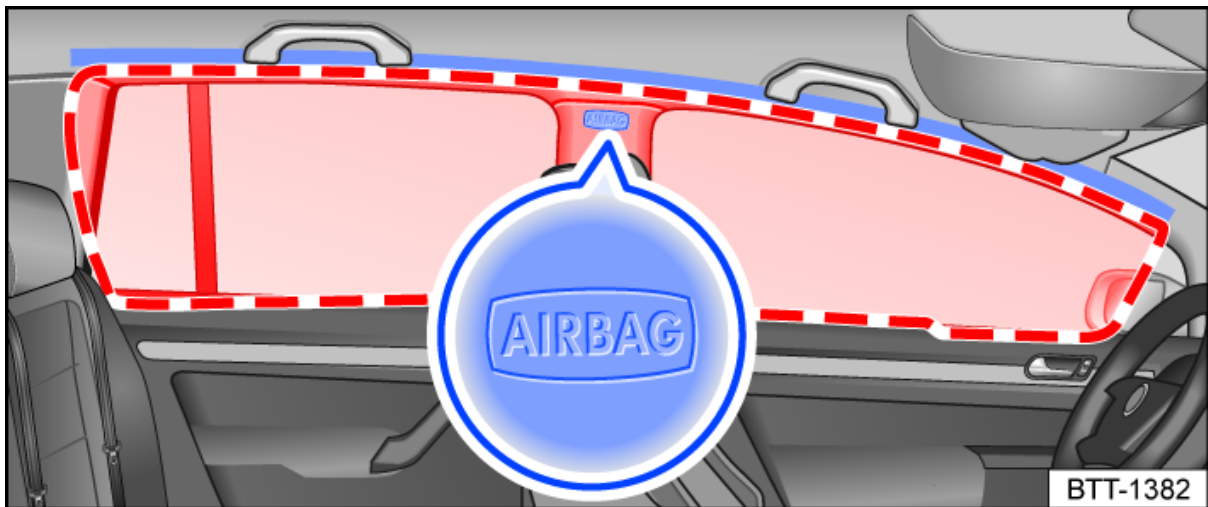
- Always leave the deployment zones of the side airbags clear.
- There must be no other people, animals or objects between the occupants of the front seats and the airbag deployment zones. Ensure that children and passengers keep to this rule.
- The coat hooks in the vehicle should only be used for lightweight clothing. Do not leave any heavy or sharp objects in the pockets.
- Do not fit any accessories to the doors.
- Do not fit seat covers or protective covers over the seats unless they have been expressly approved for use in the vehicle. Otherwise the side airbag may not be able to inflate once triggered.

 WARNING

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

- Never remove the front seats from the vehicle or alter any components of these seats.
- If too much pressure is applied to the backrest side bolsters, the side airbags may not be triggered correctly, may not trigger at all, or may trigger accidentally.
- Any damage to the original seat upholstery or around the seams of the side airbag units must be repaired immediately by a qualified workshop.

## Curtain airbags



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

Curtain airbags are installed in the vehicle interior above the doors on the driver and front passenger sides → *Fig. 1*.

The locations of the curtain airbags are indicated by the "AIRBAG" label.

The area in the red frame is covered by the curtain airbag when triggered (deployment zone) → *Fig. 1*. For this reason, you must never leave or attach any items in this area → ⚠.

The curtain airbags are triggered on both sides in the event of a frontal or side collision.

In a frontal and side collision, the curtain airbags reduce the risk of injury for the vehicle occupants on the front seats and rear outer seats.

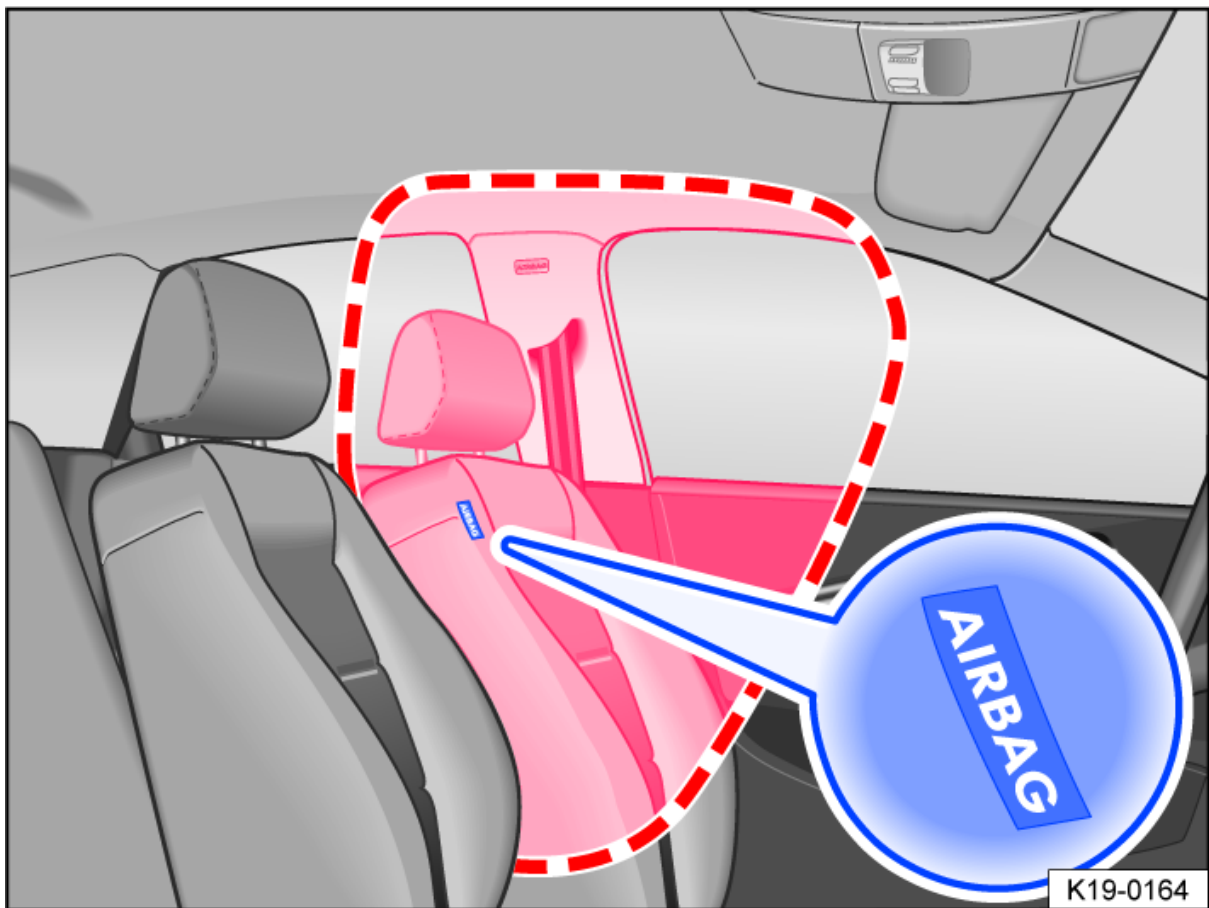
### ⚠ WARNING

Once triggered, the airbag inflates in fractions of a second at very high speed.

- Always leave the deployment zones of the curtain airbags clear.
- Never secure any items to the cover or in the deployment zone of the curtain airbag.
- There must be no other persons, animals or objects between the vehicle occupants sitting on the front seats and rear outer seats and the deployment zones of the airbags. Ensure that children and passengers keep to this rule.
- The coat hooks in the vehicle should only be used for lightweight clothing. Do not leave any heavy or sharp objects in the pockets.
- Do not fit any accessories to the doors.
- Do not install any sun blinds onto the side windows unless they have been expressly approved for use in your vehicle.
- Only push the sun visors over to the side windows if no items are attached to the visors (e.g. pens or a garage door opener).



## Central airbag



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

The central airbag is installed for the front seats and is located in the inner backrest padding of the driver seat.

The location of the central airbag is indicated by the "AIRBAG" label → *Fig. 1*.

The area in the red frame is covered by the central airbag when triggered (deployment zone) → *Fig. 1*. For this reason, you must never leave or attach any items in this area → ⚠.

The central airbag is triggered in the event of a side collision and vehicle rollover and thus reduces the risk of injury to the vehicle occupants.

### ⚠ WARNING

Once triggered, the airbag inflates in fractions of a second at very high speed.

- Always leave the deployment zones of the central airbag clear.
- Never secure any items on the cover or in the deployment zone of the central airbag.
- There must be no other people, animals or objects between the occupants of the front seats and the airbag deployment zones. Ensure that children and passengers keep to this rule.
- Do not fit seat covers or protective covers over the seats unless they have been expressly approved for use in the vehicle. Otherwise the central airbag may not be able to inflate once triggered.

 **WARNING**

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

- Never remove the front seats from the vehicle or alter any components of these seats.
- If too much pressure is applied to the backrest side bolsters, the central airbag may not be triggered correctly, may not trigger at all, or may trigger accidentally.
- Any damage to the original seat covers or around the seams of the central airbag unit must be repaired immediately by a qualified workshop.

---

## Safe transport of children

---

### Introduction to the topic

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

Note the following:

- Child seats are classified into groups depending on the size, age and weight of child for which they are designed.
- Various securing systems are used to secure child seats in the vehicle.

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

Volkswagen recommends child seats from the Volkswagen range of accessories. These child seats have been developed and approved for use in Volkswagen vehicles.

#### WARNING

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

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

#### NOTICE

Please observe the notes and information for vehicles with N1 approval (→ *N1 approval*).

---

## Types of child seat



Fig. 1 Example illustrations of child seats.

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

### Standards for child seats

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

- Weight class.
- Size class.
- Approval category (universal, semi-universal, vehicle-specific or i-Size).
- Approval number.

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

### Child seat weight classes

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

- **Weight class 0/0+:** group 0/0+ or 0/1 rear-facing infant carriers → *Fig. 1* are the best option for the period from birth to about 18 months.
- **Weight class 1:** group 1 (up to about four years old) and group 1/2 (up to about seven years old) with an integral belt system are best for children over the relevant weight limit.
- **Weight classes 2/3:** groups 2 and 3 include child seats with a backrest, and booster seats with no backrest. Child seats with a backrest have integrated seat routing and side padding, and so provide better protection than booster seats with no backrest. Volkswagen therefore recommends the use of child seats with a backrest. Group 2 child seats are for children up to the age of about seven, group 3 child seats for those older than seven.

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

### Child seat approval categories

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

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

## Installing and using child seats



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



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

### Country-specific regulations

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

## Information on fitting a child seat

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

- Read and follow the instructions provided by the child seat manufacturer .
- Whenever possible, fit all child seats to the rear seat behind the front passenger seat so that children can exit the vehicle on the kerb side.
- Deactivate the front passenger front airbag if fitting a rear-facing child seat on the front passenger seat.
- When fitting on the front passenger seat, push the front passenger seat back fully and adjust the seat to the highest position. Adjust the backrest to an upright position (→ *Sitting position*).
- Always ensure that there is enough space around the child seat. If necessary, adjust the position of the seat in front. When doing so, ensure that the driver or front passenger can still maintain a correct sitting position (→ *Sitting position*).
- The backrest of the child seat must lay as flat as possible against the vehicle seat backrest. If required, adjust the seat backrest angle so that the child seat lies flush against the backrest. Once it has been installed, if the child seat is touching the head restraint and therefore cannot be positioned flush against the backrest, push the head restraint all the way up, or remove and stow safely in the vehicle (→ *Sitting position*).

## Airbag sticker


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

- On the driver sun visor and in some cases on the front passenger sun visor .
- On the B-pillar on the front passenger side .

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

## Risks involved in carrying children on the front passenger seat

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

Rear-facing child seats may be used on the front passenger seat only if the front passenger front airbag has been deactivated (→ *Airbag system*) (→ *Advanced airbag system*). A deactivated front passenger front airbag is indicated by the continuously lit **PASSENGER AIR BAG OFF**  indicator lamp in the driver's field of vision (→ *Indicator lamp for standard airbag system*).

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

Some child seats are not suitable for use on the front passenger seat. The child seat must be specially authorised by the manufacturer for use on the front passenger seat in vehicles with front and side airbags. Volkswagen dealerships keep an up-to-date list of authorised child seats.

 **DANGER**

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

- Deactivate the front passenger front airbag. If the front passenger front airbag cannot be deactivated no rear-facing child seat may be used.
- Move the front passenger seat as far back and as high as it can be adjusted to create the largest possible distance between the child seat and the front passenger front airbag.
- Move the backrest to the upright position.
- Only use child seats that have been approved by the child seat manufacturer for use on a front passenger seat with front and side airbag.

 **WARNING**

Child seats present a risk of injury if incorrectly installed.

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

 **WARNING**

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

- Move the front passenger seat as far back and as high as it can be adjusted to create the largest possible distance between the child seat and the front passenger front airbag.
- Move the backrest to the upright position.
- Only use child seats that have been approved by the child seat manufacturer for use on a front passenger seat with front and side airbag.

 **WARNING**

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

- Ensure that no children are seated within the airbag deployment zones (→ *Airbag system*) (→ *Advanced airbag system*).
- Do not place any objects in the side airbag deployment zones.



---

## Securing systems

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

### Overview of securing systems

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

The seat has two rigid attachment arms. The attachment arms engage in ISOFIX attachment points between the seat and the backrest (→ *Child seat with ISOFIX*) (→ *Child seat with ISOFIX or i-Size*). An upper strap (top tether) or a support foot may sometimes have to be used in addition to the ISOFIX anchor points described above.

— **Three-point automatic seat belt.** It is better to secure child seats using the ISOFIX system, if available, rather than with a three-point automatic seat belt (→ *Child seat with seat belt*).

Additional securing points:

— **Top tether:** the strap at the top of the child seat is routed over the rear seat backrest and hooked to an anchor ring on the back of the rear seats (→ *Child seat with top tether*). Top tether anchor points are marked with an anchor symbol.

— **Support foot:** some child seats are supported by a support foot resting on the floor of the vehicle. This support foot helps prevent the child seat tipping forward in a crash. Child seats with a support foot can only be used on the front passenger seat and the outer rear seats →



### Recommended child seat securing systems

Volkswagen recommends that child seats are secured as follows:

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

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

#### WARNING

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

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

# Securing a child seat with ISOFIX/i-Size

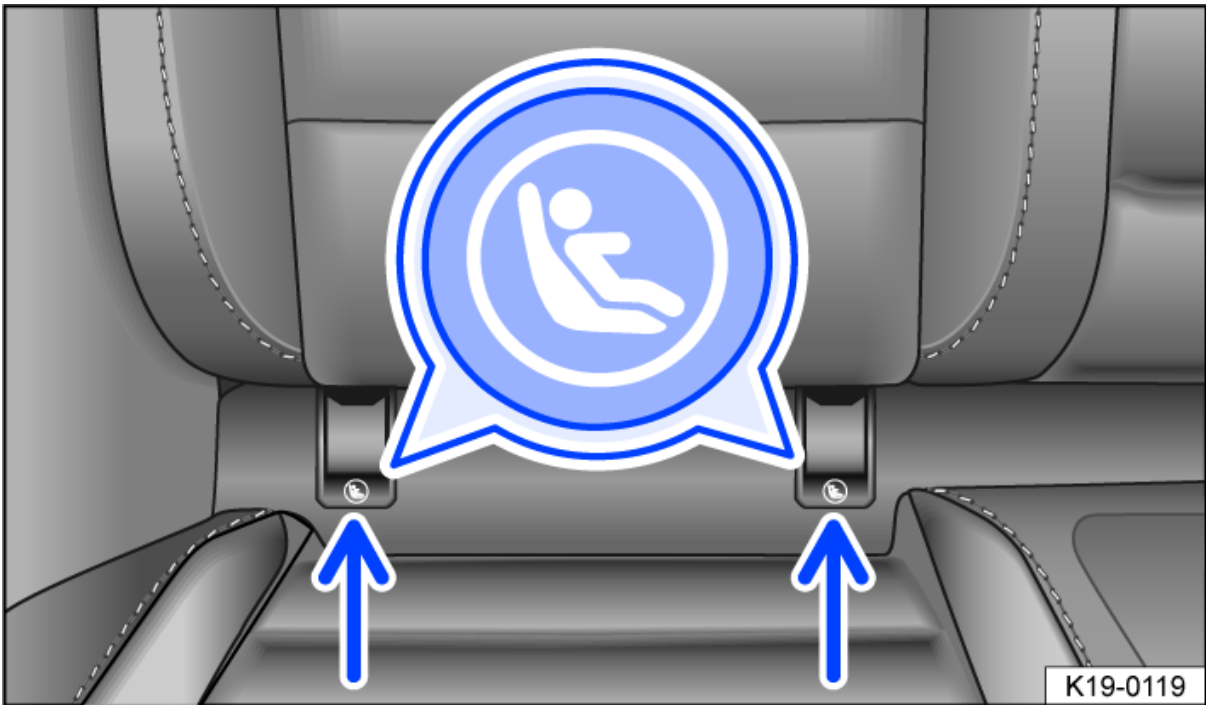


Fig. 1 Markings identifying the ISOFIX anchor points for child seats.

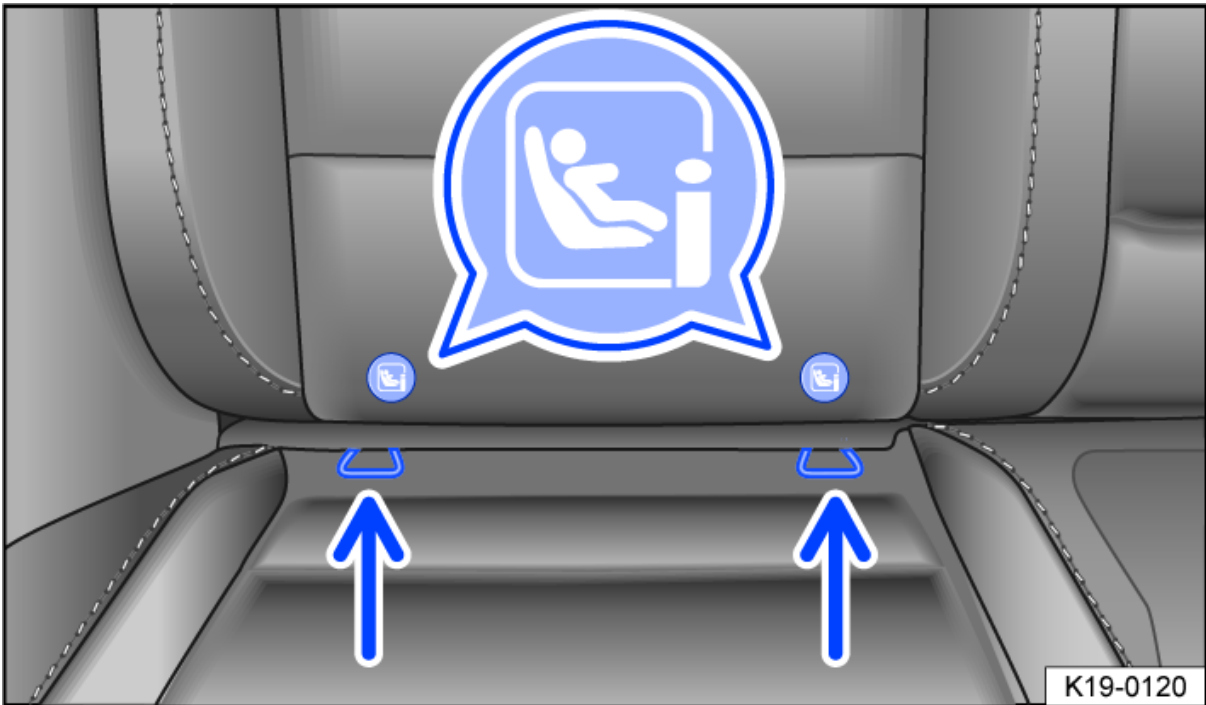


Fig. 2 Markings identifying the i-size anchorage points for child seats.

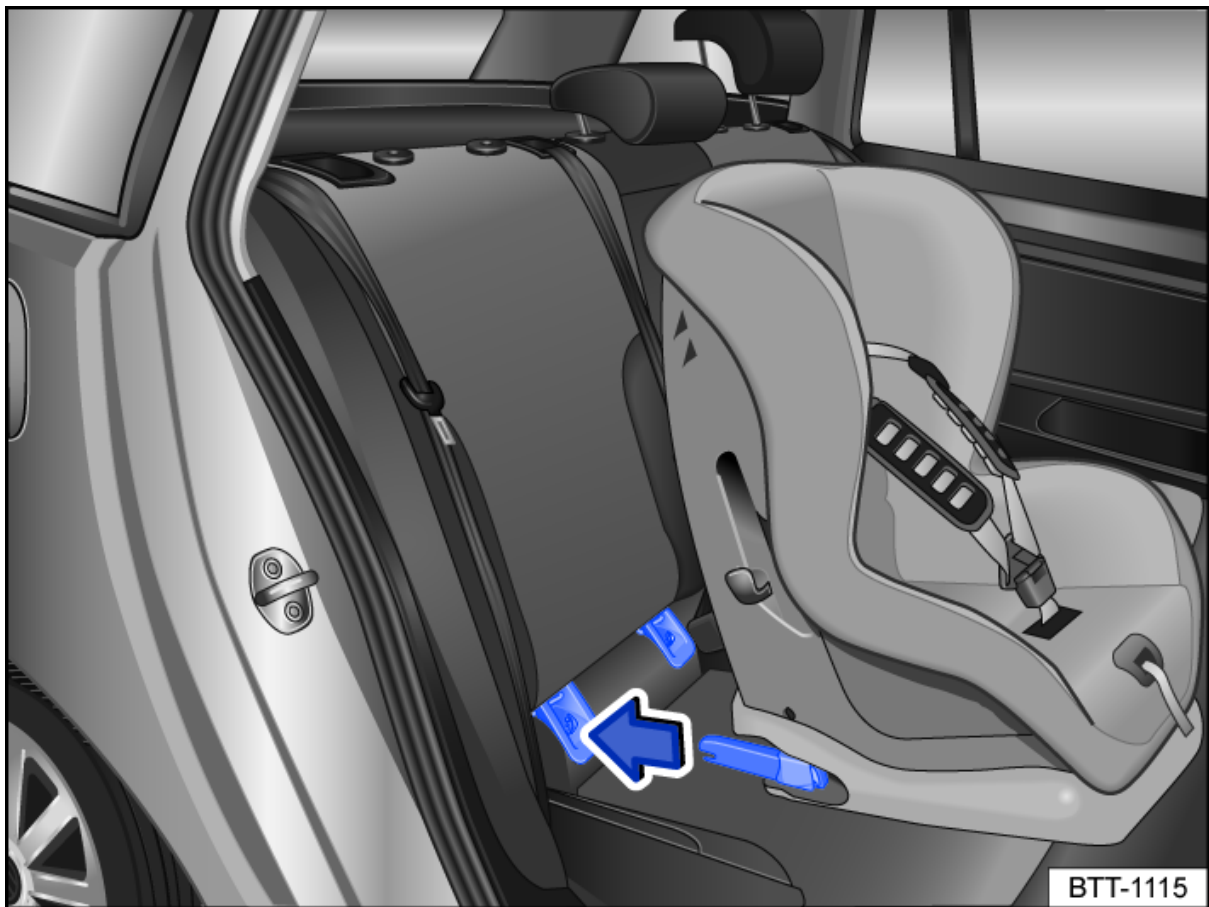


Fig. 3 Illustration: fitting a child seat with the attachment arms.

### Quick guide to ISOFIX and i-Size installation

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

The following table shows the installation options for ISOFIX or i-Size child seats at the ISOFIX or i-Size anchorage points of the individual vehicle locations.

Group	Orientation of the child seat	Size class /ISOFIX class	Front passenger seat		Outer seats on the rear bench seat	Centre seat on the rear bench seat
			Front passenger front airbag activated	Front passenger front airbag deactivated		
<b>Group 0:</b> up to 10 kg	Rear facing	E/R1	X	IL-SU	IL-SU	X
<b>Group 0+:</b> up to 13 kg	Rear facing	E/R1	X	IL-SU	IL-SU	X
		D/R2				
		C/R3				
<b>Group 1:</b> 9 to 18 kg	Rear facing	D/R2	X	IL-SU	IL-SU	X
		C/R3				
	Forward facing	B/F2X B1/F2X A/F3	IL-SU, IUF	X	IL-SU, IUF	X
<b>Group 2:</b> 15 to 25 kg	Forward facing	-	IL-SU	X	IL-SU	X
<b>Group 3:</b> 22 to 36 kg	Forward facing	-	IL-SU	X	IL-SU	X
<b>i-Size child restraint system</b>	Rear facing	-/R2	X	i-U	i-U	X
	Forward facing	-/B2, F2X	i-U	X	i-U	X
<b>Booster seat</b>	Forward facing	-/B2, B3	i-B	X	i-B	X

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

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

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

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

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

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

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

### **Installing child seats with ISOFIX/i-Size**

The location of the ISOFIX or i-Size anchorage points is indicated by a symbol → *Fig. 1* or → *Fig. 2*.

- Observe the instructions (→ *Child seats*).
- Fold down the protective caps for the ISOFIX or i-Size anchorage points.
- Push the attachment arms on the child seat into the anchor points as shown by the arrows → *Fig. 3*. The child seat must click and audibly securely into place.
- Perform a pull test on both sides of the child seat to check that the child seat is properly engaged.
- If the child seat is fitted with a support foot, the foot must stand firmly on the floor of the vehicle.

# Securing child seats with the top tether

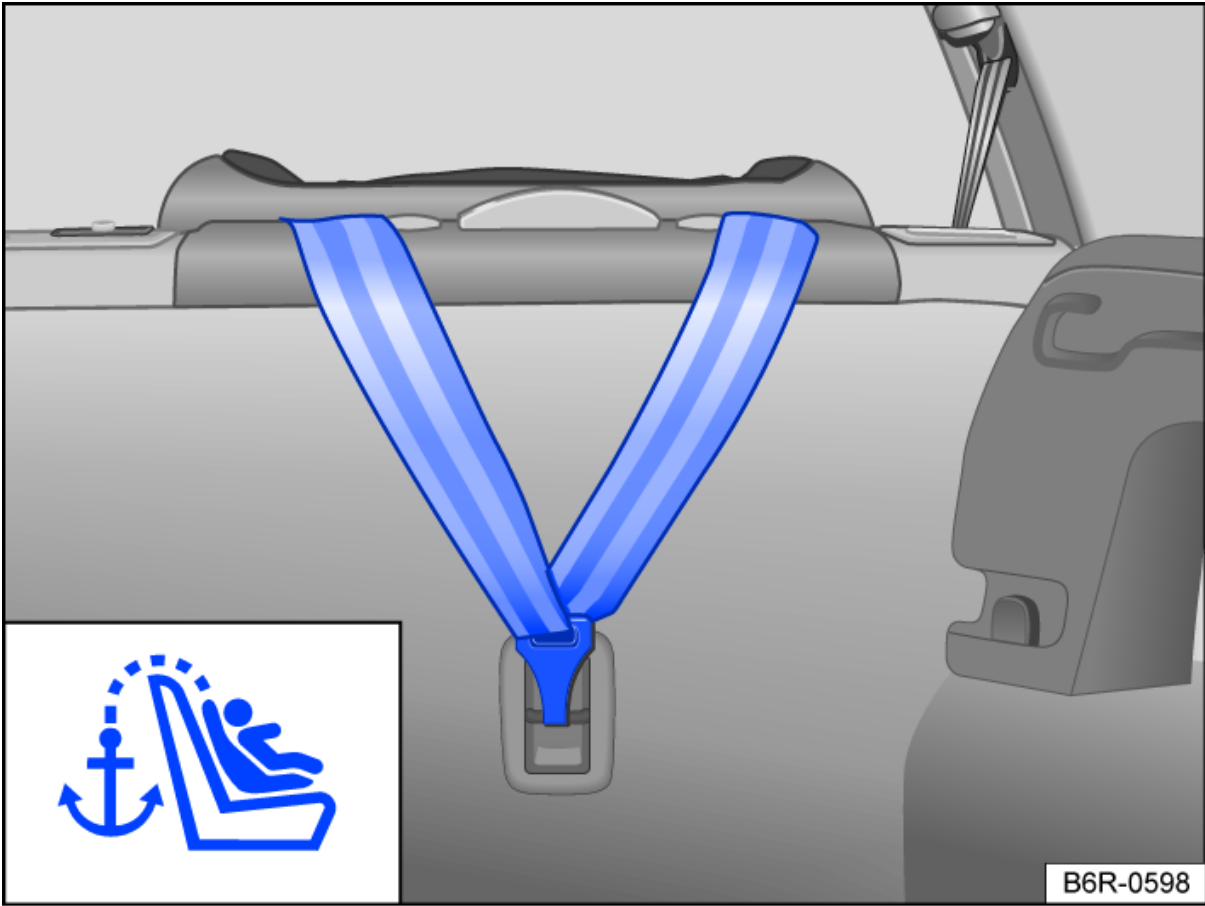
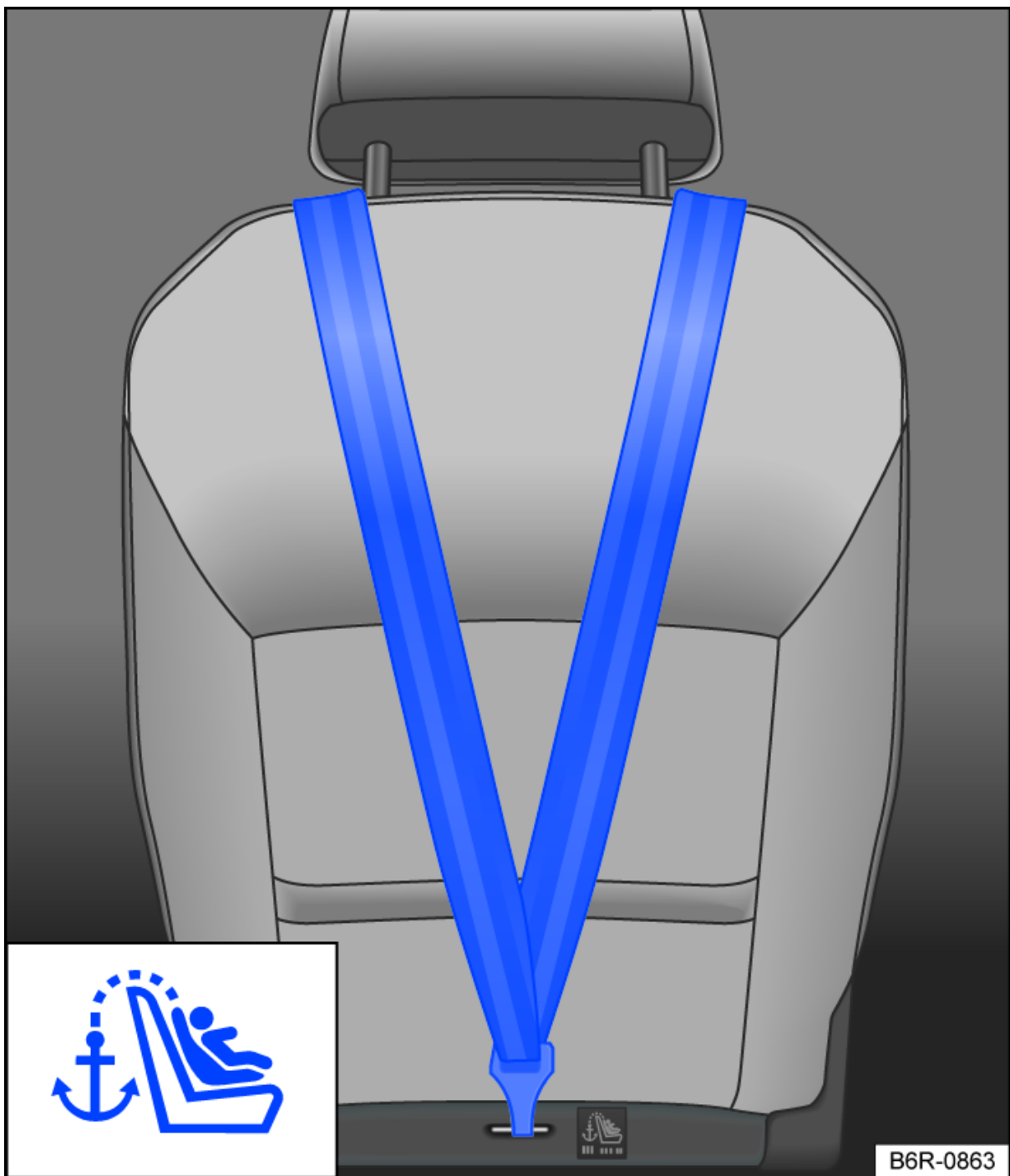


Fig. 1 In the luggage compartment: attached top tether.



**Fig. 2** On the rear of the front passenger seat: attached top tether.

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

Only secure the strap to the top tether anchor rings provided for this purpose. Anchor rings for use with the top tether are marked by a symbol and sometimes also with "TOP TETHER".

- Observe the instructions (→ *Child seats*).
- Push the head restraint on the vehicle seat all the way up or remove it.
- Position the child seat in the centre of the seat cushion.
- Push the attachment arms on the child seat into the ISOFIX anchor points as shown by the arrows (→ *Child seat with ISOFIX*) (→ *Child seat with ISOFIX or i-Size*). The child seat must click and audibly securely into place.
- Remove the luggage compartment cover if necessary.

- Guide the top tether of the child seat to the rear over the seat and hook it into the corresponding top tether anchor ring → *Fig. 1* or → *Fig. 2*.
- Tighten the upper strap so that the top of the child seat rests against the rear seat backrest.

 **WARNING**

Only secure the strap to the top tether anchor rings provided for this purpose. Failure to do this could lead to severe injuries.

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



Depending on the market and model, there may be two or three anchor rings in the luggage compartment behind the rear seat backrest.



## Securing a child seat using the seat belt

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

Group	Child's weight	Front passenger seat		Seats on the rear bench seat
		Front passenger front airbag activated	Front passenger 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 not suitable for securing a child seat of this group.

### Securing a child seat using the seat belt

- Observe the instructions (→ *Child seats*).
- Fasten the seat belt and guide it through the child seat as described in the child seat manufacturer's instructions.
- Ensure that the seat belt is not twisted.
- Insert the latch plate into the buckle for the appropriate seat and push it down until it audibly engages.

---

## In an emergency

---



### Making you and your vehicle safe

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

#### Checklist

---

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

1. Stop the vehicle at a safe distance away from moving traffic and on a suitable surface.
2. Depress and hold the brake pedal.
3. Switch on the hazard warning lights using the  button (→ *Driver side*).
4. Switch on the electronic parking brake (→ *Electronic parking brake*). The vehicle's drive system is deactivated.
5. Deactivate the vehicle's drive system (→ *Deactivating the vehicle's drive system*). The indicator lamp  in the digital instrument cluster lights up red.
6. Take your foot off the brake pedal.
7. Ensure that all occupants exit the vehicle and go straight to a safe place away from moving traffic, e.g. behind the safety barrier. Take all vehicle keys with you. Observe the country-specific regulations concerning high-visibility waistcoats.
8. Set up the warning triangle to draw the attention of other road users to your vehicle.
9. Seek expert assistance if necessary.

When the hazard warning lights are switched on, for example if you are being towed, you can still indicate a change in direction or lane change by operating the turn signal. The hazard warning lights will be interrupted temporarily.

#### **Switch on the hazard warning lights, e.g. in the following situations:**

- When traffic ahead suddenly slows down or you reach the tail end of a traffic jam to warn vehicles behind you.
- There is an emergency situation.
- The vehicle has broken down.
- When tow-starting or towing.

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

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

 **WARNING**

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

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

 **WARNING**

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

- Follow the actions in the checklist and observe the general safety procedures.

 **NOTICE**

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



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



Depending on the vehicle equipment, the brake lights flash rapidly if you brake sharply or initiate full braking at a speed of more than 80 km/h (50 mph). *This provides an especially conspicuous warning for the following traffic. If you then continue to brake, the hazard warning lights will be switched on automatically at speeds under approximately 10 km/h (6 mph).* Once the vehicle starts to accelerate, the hazard warning lights will switch off again.


---

## What to do in the event of an accident or a fire

### Checklist of what to do after an accident

---


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

- ✓ Deactivate the vehicle's drive system.
  - ✓ Switch on the hazard warning lights using the  button (→ *Centre console*).
  - ✓ Set up the warning triangle to draw the attention of other road users to your vehicle.
  - ✓ If necessary, remove all persons from the hazard area and provide first aid.
  - ✓ Report the accident to the fire service. Inform the fire service that the vehicle in question has an electric drive.
  - ✓ Wait for the emergency services at the scene of the accident.
  - ✓ Inform the emergency services and the persons involved at the scene of the accident that it is an electric vehicle.
- 

### Checklist of what to do in the event of a fire

---

To ensure your own safety and that of your passengers in the event of a vehicle fire, observe the following actions in the specified order → ⚠:

- ✓ Deactivate the vehicle's drive system.
  - ✓ If possible, switch on the hazard warning lights using the  button (→ *Centre console*).
  - ✓ If possible, place the warning triangle in position to draw the attention of other road users to your vehicle.
  - ✓ If necessary, remove all persons from the hazard area and provide first aid.
  - ✓ Report the fire to the fire service. Inform the fire service that the vehicle in question has an electric drive.
  - ✓ Wait for the emergency services at a safe distance.
  - ✓ Inform the emergency services and the persons involved at the scene of the accident that it is an electric vehicle.
  - ✓ Do not attempt to extinguish the fire yourself.
  - ✓ Do not remain near the burning vehicle.
- 

#### WARNING

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

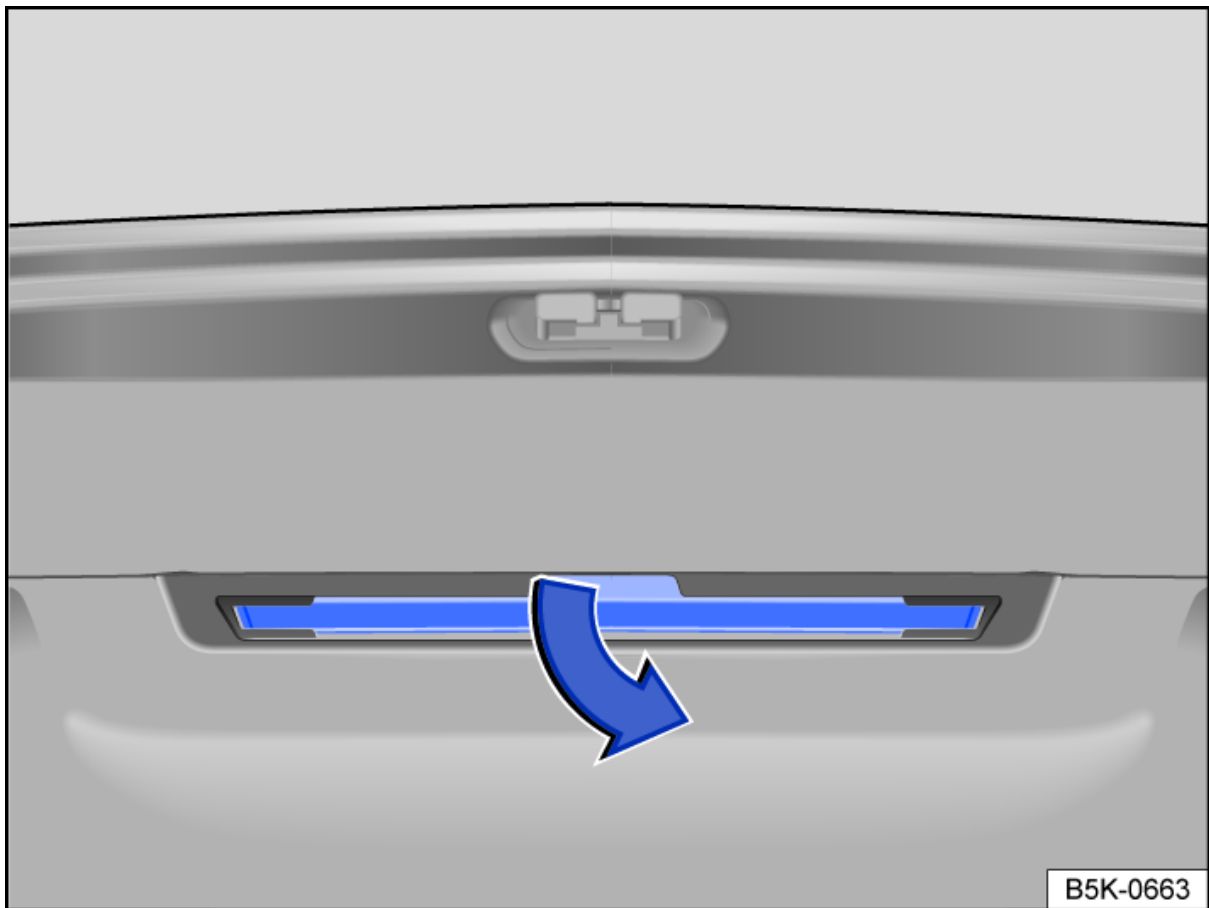
- Follow the actions in the checklist and observe the general safety procedures.
-

 WARNING

In the event of a fire, an explosion and leaking hazardous substances can cause serious injuries.

- Never remain near the burning vehicle.

## Equipment for an emergency



**Fig. 1** In the boot lid: holder for the warning triangle.

### **First-aid kit**

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

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

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

### **Warning triangle**

Depending on the equipment, the warning triangle may be located in the boot lid. With the boot lid open, grasp the warning triangle at the recess and turn by 90° towards the front of the vehicle. Then remove the warning triangle through the opening.

The warning triangle must comply with legal requirements.

Return the warning triangle to its holder after use.

### **High-visibility waistcoat**

Depending on the vehicle equipment, the high-visibility waistcoat may be located in a stowage compartment in the front door trim or in the glove box (*→ Driver door*), (*→ Front passenger side*).

The high-visibility waistcoat must comply with legal requirements.

## **Fire extinguisher**

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

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

### **WARNING**

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

- Always secure the first-aid kit, warning triangle and fire extinguisher safely in the holders in the vehicle.
- Stow the high-visibility waistcoat in a stowage compartment so that it is easily accessible.


---


## Information Call and Breakdown Call



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

---

 Information Call.

 Breakdown Call.

---

Depending on the equipment and country, control elements are installed in the roof console → *Fig. 1*. Voice services can be performed by pressing the buttons. The required connection is established by a factory-fitted control unit. The **Information Call** and **Breakdown Call** buttons do not function.



Please also observe the other information on Volkswagen Car-Net (→ *Car-Net*) or We Connect (→ *WeConnect*).

### **Information Call**

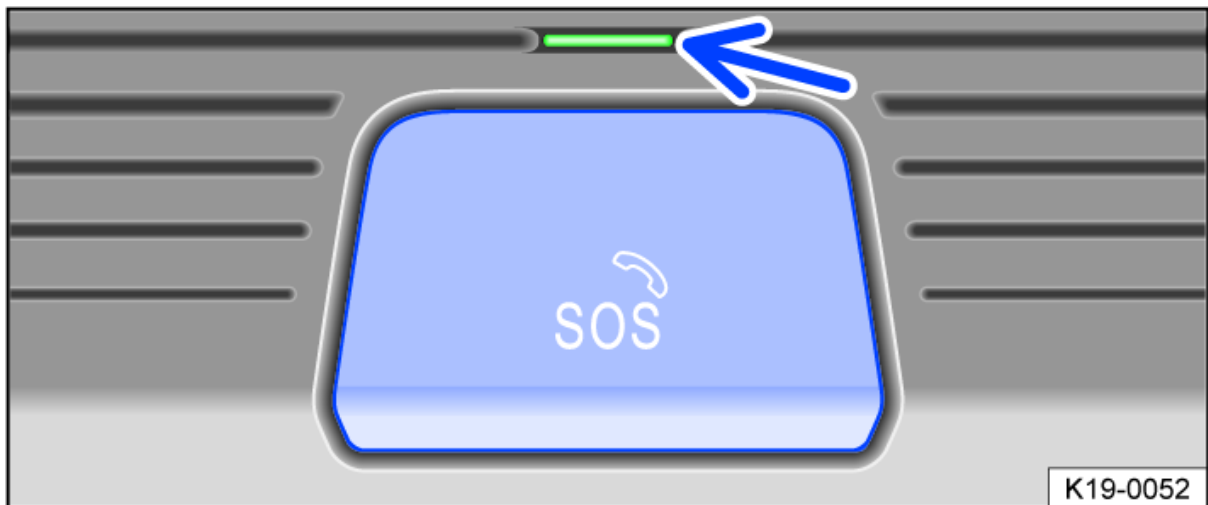
- The Information Call enables you to call the Volkswagen AG hotline.
- The Information Call function is available only in some sales regions.
- The advisor who takes your call will talk to you in the language with which the vehicle was registered in Car-Net or We Connect.

### **Breakdown Call**


- The Breakdown Call function allows you to seek professional assistance should your vehicle break down.
- Some vehicle data, e.g. the current location, are transmitted parallel to the voice call.
- The advisor who takes your call will talk to you in the language with which the vehicle was registered in Car-Net or We Connect.

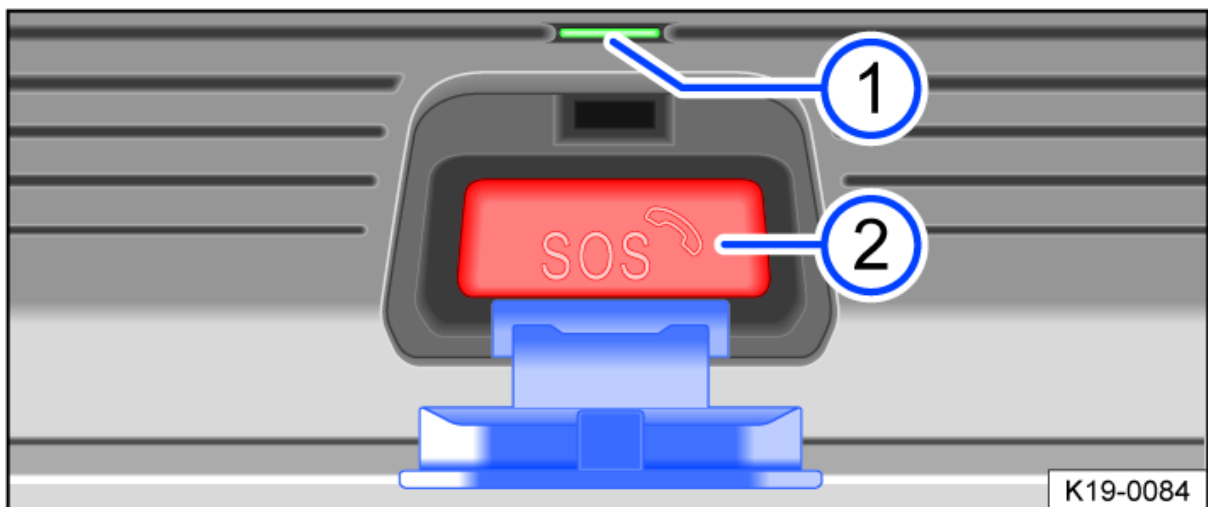


## Legally required eCall Emergency System



**Fig. 1** In the roof console: control for legally required eCall Emergency System (behind button cover).

 Statutory eCall emergency call system.



**Fig. 2** Control for emergency call: indicator lamp and button.

- ① Indicator lamp.
- ② Button for legally required eCall Emergency System.

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

The emergency call function enables help to be organised as quickly as possible in dangerous situations. A voice connection is established with a public emergency call centre. The call centre communicates in the language of the country in which the vehicle is located. In addition, legally

required data relevant for the emergency call are transmitted automatically to the public emergency call centre, such as the current vehicle position.

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

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

## Indicator lamp

There is an indicator lamp in the control → *Fig. 2* (1). Depending on the mode of the emergency call system, the indicator lamp lights up in different colours and light sequences:

- Indicator lamp does not light up: emergency call is not available.
- Indicator lamp flashes red for about 20 seconds after the ignition has been switched on: emergency call is deactivated.
- Indicator lamp lights up red continuously: system error. Emergency call is restricted or not available.
- Indicator lamp lights up green: emergency call is available, system ready for operation.
- Indicator lamp flashes green: emergency call is active.

### WARNING

The following conditions may limit or prevent the execution of a manual or automatic emergency call:

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

## Initiating an emergency call manually

—Briefly press on the button cover  and fold open the button cover.

—Press and hold the emergency call button → *Fig. 2* (2) for several seconds. The emergency call is now initiated and a voice connection is established to the public emergency call centre.

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

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

## Automatic emergency call

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

A connection to the public emergency call centre is established when the airbags or belt tensioners have been triggered. The automatic emergency call **cannot** be cancelled by pressing the emergency call button → Fig. 2 (2).

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

## Integrated battery

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

A corresponding message will be displayed in the instrument cluster display if the integrated battery is discharged or faulty. If this message is displayed, immediately go to a qualified workshop and have the integrated battery replaced.



Have the integrated battery checked by a qualified workshop after about 3 years and replaced if necessary.

## Data transmission

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

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

The data relating to the emergency call are processed exclusively in order to ensure correct functioning of the legally required eCall Emergency System. The data related to the emergency call are automatically deleted from the system 13 hours after the emergency call was triggered.

The transmitted data include the following:

- Current position of the vehicle when the emergency call was triggered.
- Two other positions shortly before the emergency call was triggered (route driven, a few 100 m).
- Vehicle identification number (VIN).
- Type of vehicle drive.
- Vehicle class.
- Type of trigger (automatic or manual)
- Type of call.
- Direction in which the vehicle was moving when the emergency call was triggered.
- Time of collision.
- Reliability of positioning data.
- Data record version.
- Counter of data strings transferred per call.
- Estimated number of passengers.





The function of the legally required eCall Emergency System may be restricted if Infotainment systems have been retrofitted.

---

## Troubleshooting

### Legal emergency call system eCall error



The indicator lamp in the emergency call button lights up red continuously . In addition, the message  **Error: Emergency call function. Please visit workshop.** may be displayed in the instrument cluster display.

There is a system error in the legal emergency call system eCall. No emergency call can be placed.

—Drive immediately to a qualified workshop.

—Have the fault rectified.

### Legal emergency call system eCall restricted

The indicator lamp in the emergency call button lights up red continuously . In addition, the message  **Emergency call function restricted. Please visit workshop.** may be displayed in the instrument cluster display.

The function of the legal emergency call system eCall is only available to a limited extent. No emergency call can be placed.

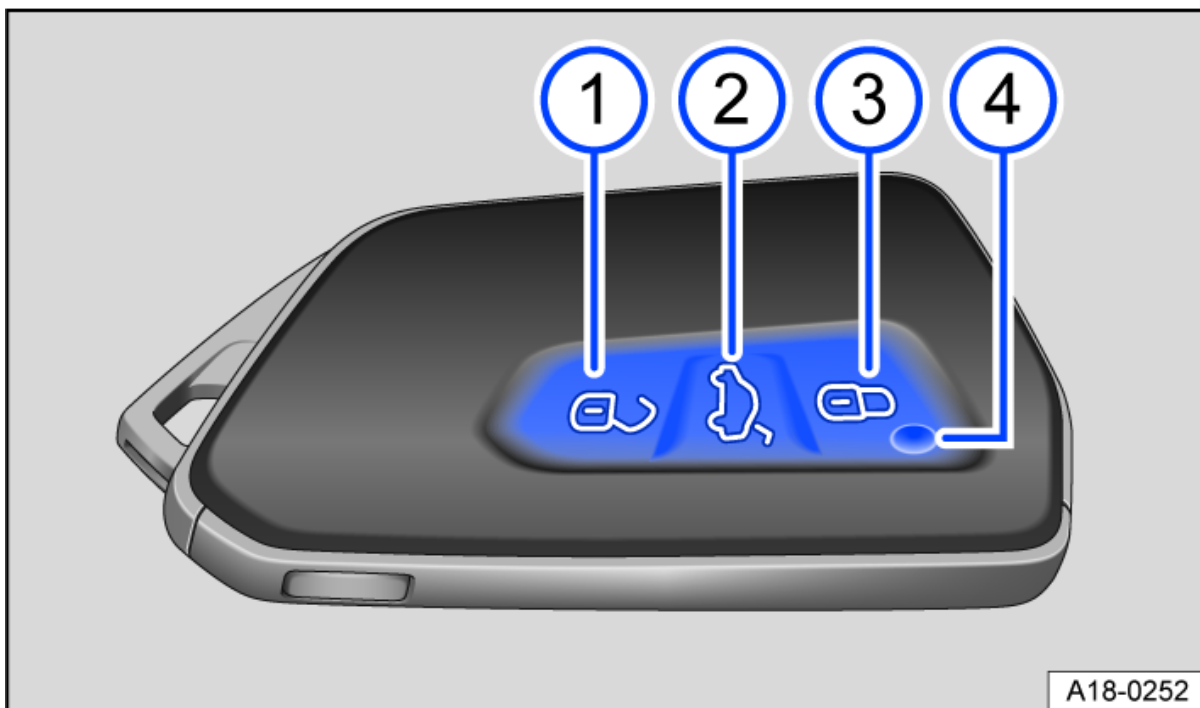
—Drive immediately to a qualified workshop.

—Have the fault rectified.

## Opening and closing

### Vehicle key

#### Functions of the vehicle key



**Fig. 1** Vehicle key.

Key to *Fig. 1* :

- ① Unlock the vehicle. All turn signals flash *twice*.
- ② Unlock only the boot lid. All turn signals flash *twice*. To do this, press and hold the button briefly.
- ③ Lock the vehicle. All turn signals flash *once*.
- ④ Indicator lamp: flashes when button is pressed.

#### **⚠ WARNING**

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

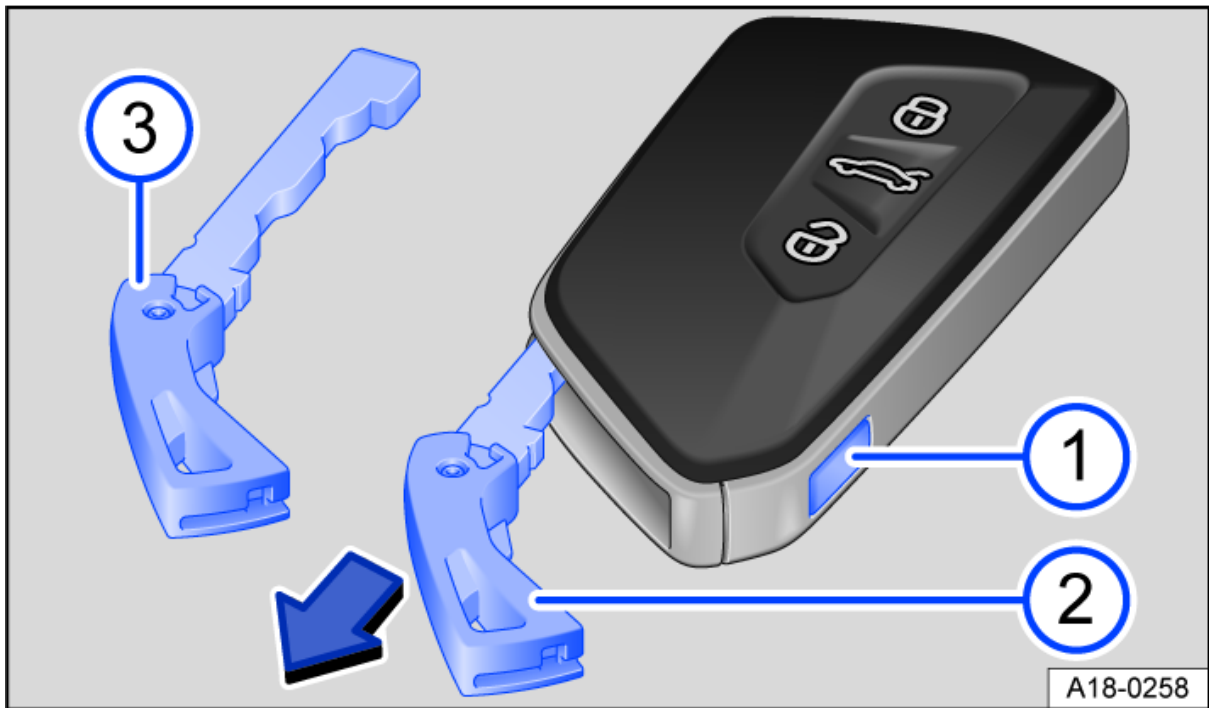
- Take all vehicle keys with you when you leave the vehicle. Children or unauthorised persons could otherwise lock the doors and boot lid, activate the vehicle's drive system or switch on the ignition and thus operate electrical equipment, such as the electric windows.
- Never leave children or people requiring assistance alone in the vehicle. They could become trapped in the vehicle in an emergency and may not be able to get themselves to safety. For example, locked vehicles may be subjected to very high or very low temperatures depending on the season. This can cause serious injuries and illness or fatalities, especially among small children.

 NOTICE

Protect the key from moisture and excessive vibration.

---

## Spare key



**Fig. 1** Vehicle key: releasing the spare key.

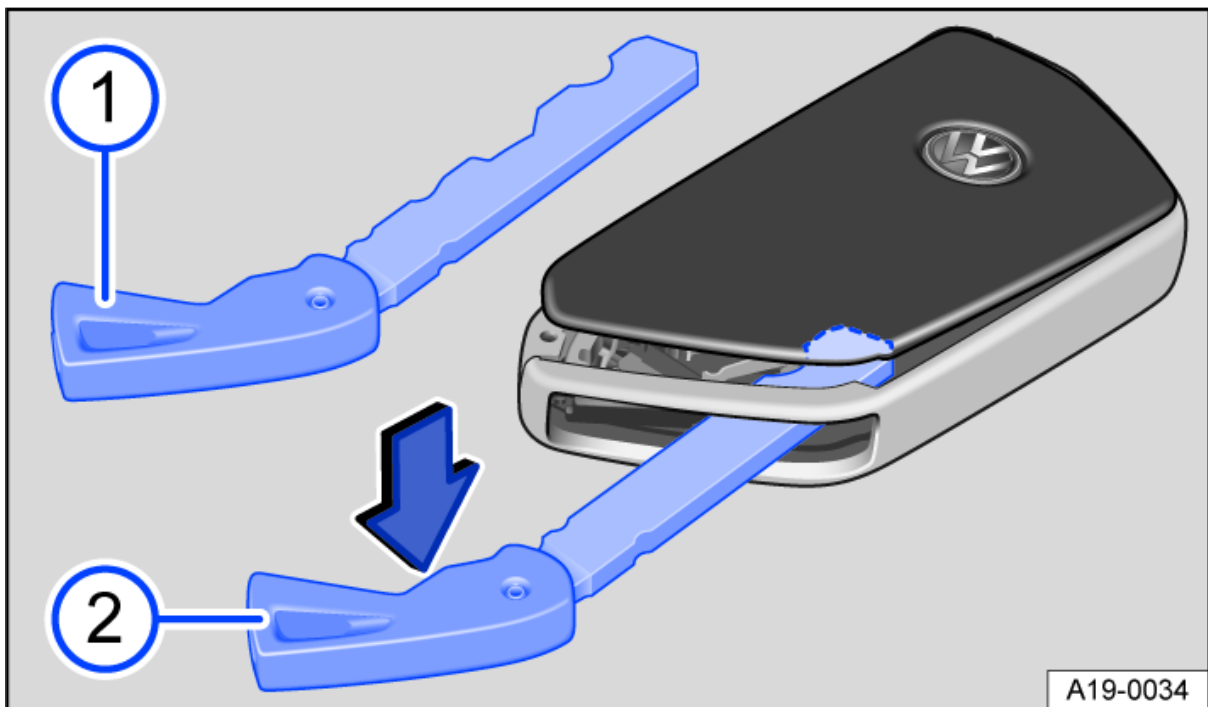
- ① Press the release button briefly. The keyring folds open.
- ② Press the release button and pull the spare key out in the direction of the arrow.
- ③ Spare key.

A spare key → *Fig. 1* ③ is located in the vehicle key which can be used to lock and unlock the vehicle manually.

Possible uses:

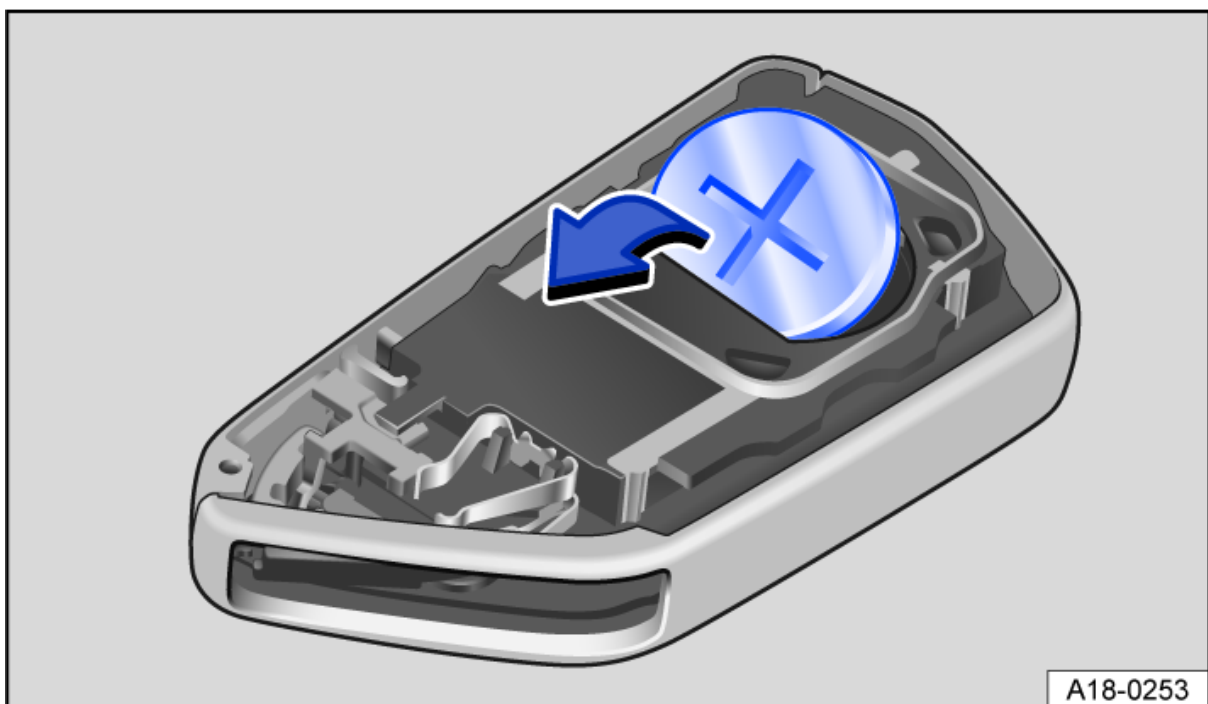
- Manually locking and unlocking the vehicle (→ *Vehicle key*).
- Switch the childproof lock on and off (→ *Childproof lock, mechanical*).

## Changing the button cell



**Fig. 1** Vehicle key: opening battery compartment cover.

- ① Spare key.
- ② Press the spare key in the direction of the arrow and lever off the cover.



**Fig. 2** Vehicle key: replacing the button cell.

Volkswagen recommends having the button cell changed at a Volkswagen dealership or by a qualified workshop → ⚠.



- Remove the spare key → *Fig. 1* (1) (→ *Vehicle key*).
- Insert the spare key in the slot → *Fig. 1* (2), press in the direction of the arrow and lever off the cover.
- Lever the button cell out of the battery compartment → *Fig. 2*.
- Press the new button cell into the battery compartment → (ⓘ).
- Press the cover onto the housing → *Fig. 1*.
- Put the spare key back (→ *Vehicle key*).
- Dispose of discharged batteries in an environmentally responsible way.

 **DANGER**

Swallowing batteries with a diameter of 20 mm, or other button cells, can result in severe or even fatal injuries within a very short period of time.

- Keep the vehicle key and key fob with batteries out of the reach of children.
- Call for medical help immediately if you suspect that someone has swallowed a battery.

 **NOTICE**

- The vehicle key can be damaged if the button cell is not changed properly.
- Unsuitable batteries can damage the vehicle key. Replace discharged batteries only with new batteries of the same voltage rating, size and specification.
- Pay attention to the correct polarity when inserting the battery.


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

---


## Synchronising the vehicle key

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

Synchronising the vehicle key:

- Stand beside the vehicle.
- Press the  button on the vehicle key twice in quick succession.

**OR:**

- Remove the spare key (*→ Vehicle key*).
  - If necessary, remove the cover of the driver door handle (*→ Doors*).
  - Press the  button on the vehicle key.
  - Unlock the vehicle using the spare key.
  - Open the driver door. If the vehicle has an anti-theft alarm, this will be triggered immediately (*→ Anti-theft alarm*).
  - Switch on the ignition.
- The synchronisation process is complete.

---

## Troubleshooting

### Vehicle cannot be locked or unlocked

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

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

—Close the driver door.

—**OR:** synchronise the vehicle key (*→ Vehicle key*).

—**OR:** change the button cell in the vehicle key (*→ Vehicle key*).

### Indicator lamp does not flash

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



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

---

# Keyless locking and starting system “Keyless Access”

---

## Introduction to the topic

The Keyless Access function allows the vehicle to be unlocked and locked without actively using the vehicle key. For this purpose, a valid vehicle key must be within close range of the vehicle.

## Unlocking or locking the vehicle with Keyless Access

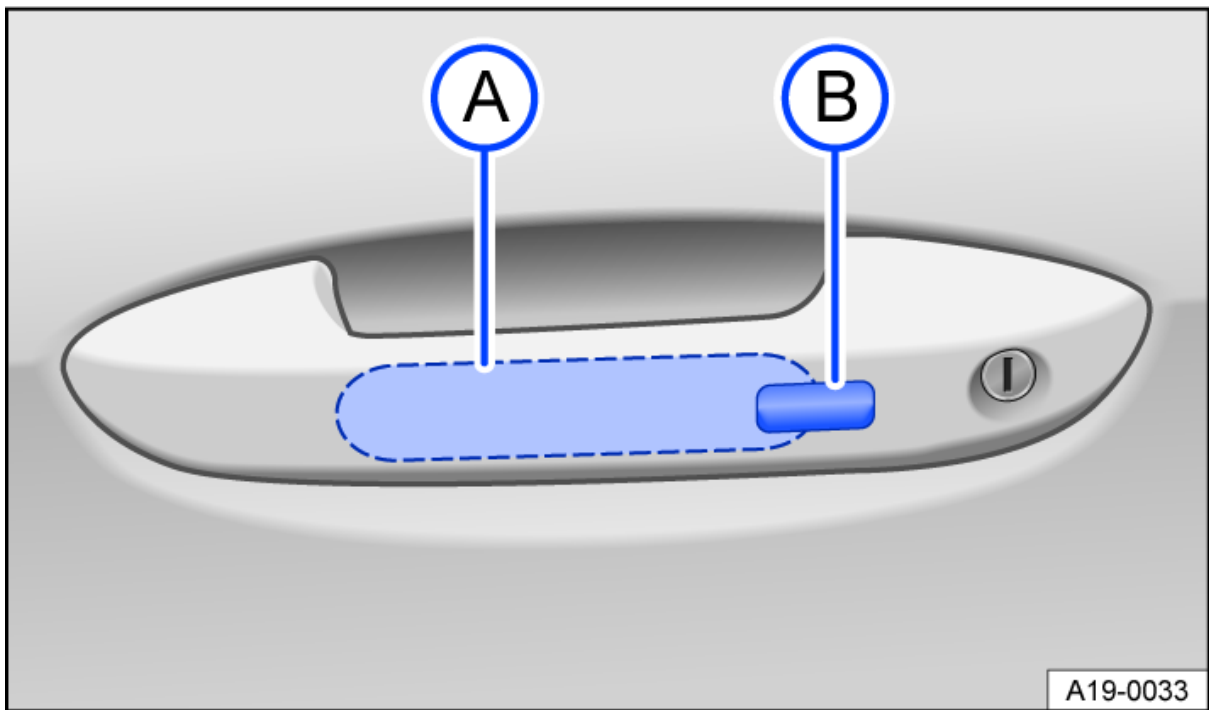


Fig. 1 In the door handle: sensors.

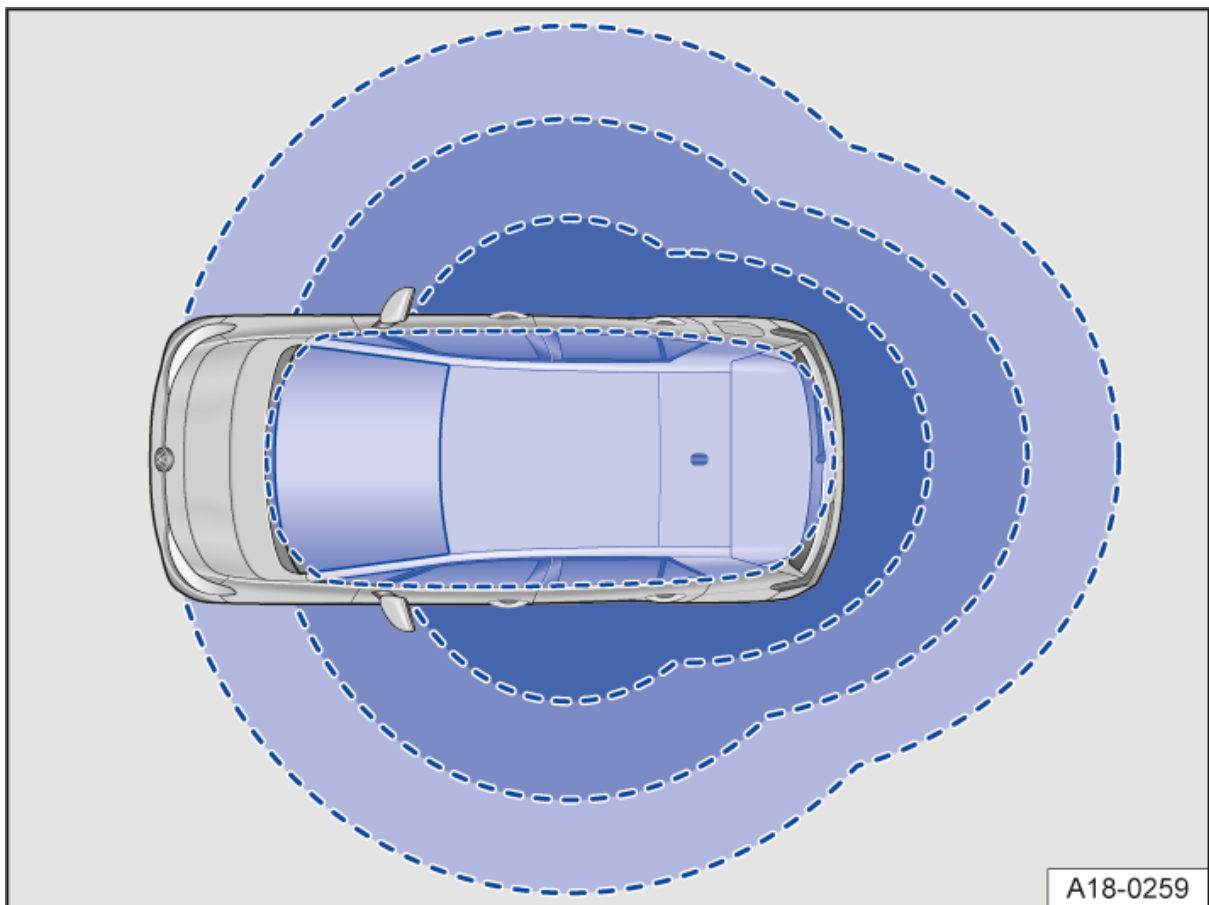


Fig. 2 Keyless Access: detection range.

## Configuring Keyless Access

The behaviour of the keyless access locking and starting system Keyless Access can be set in the **Vehicle** menu in the Infotainment system.

If the Keyless Access function is deactivated, the functions of the system may be restricted.

## Unlocking the vehicle

—Touch the sensor → *Fig. 1* (A) on the inside of the door handle. All turn signals flash *twice*.

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

## Automatically unlocking the vehicle

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

The detection range in which the vehicle key is detected and the vehicle unlocked → *Fig. 2* can be set in the Infotainment system.

—Depending on the set detection range, the vehicle will detect the vehicle key and the vehicle will be unlocked. All turn signals flash *twice*.

If the vehicle is not moved for an extended period, the function will be deactivated automatically and must be activated again in the Infotainment system.

## Locking the vehicle

—Park the vehicle.

—Touch the sensor → *Fig. 1* (B) on the outside of the door handle. All turn signals flash *once*.

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


## Unlocking the boot lid

When the vehicle is locked, the boot lid will be unlocked automatically if you open it when a vehicle key is located within the operating range of the boot lid. The boot lid will be locked again after closing.

If the vehicle is unlocked automatically, the boot lid will also be unlocked automatically.

## Temporarily deactivating Keyless Access

Keyless Access can be deactivated temporarily so that the vehicle cannot be unlocked and started through misuse by unauthorised third parties:

- Lock the vehicle with the  button on the vehicle key.
- Touch the sensor on the outside of the door handle once within five seconds → *Fig. 1* (B). Do not put your hand around the door handle when doing this. Keyless Access is now temporarily deactivated.
- You can check that it is deactivated by waiting for at least ten seconds and then pulling the door handle. It should not be possible to open the door.

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

---

## Troubleshooting

### Keyless Access does not work

The function of the door handle sensors may be restricted if they become very dirty.

—Clean the sensors.

### All turn signals flash four times

The vehicle key used last is still in the vehicle.

—Remove the key and lock the vehicle.

### Automatic deactivation of the sensors

The sensors will be deactivated in the following circumstances:

- The vehicle is not unlocked or locked for an extended period.
- A sensor has been triggered an excessive number of times.

Activating sensors again:

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

#### NOTICE

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



If the message **Keyless system faulty** appears on the ID. Display, malfunctions can occur in the *Keyless Access* system. Go to a qualified workshop.



If there is no vehicle key in the vehicle or if it is not detected, a corresponding message will be shown on the ID. Display. This may occur if the vehicle key is disrupted by another radio signal or is covered by another item, e.g. an aluminium suitcase or briefcase.



---

## Doors and central locking button


---

### Introduction to the topic

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

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

The vehicle can be locked only if the ignition has been switched off or the driver has deactivated the electric drive before leaving the vehicle.

A symbol in the ID. Display indicates if one or more doors are not closed properly.  **Do not drive on!** Open the appropriate door and then close it again.

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

#### WARNING

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

- Stop as soon as possible and close the door.
- Ensure that the door is closed properly and that the lock has engaged. The closed door must be flush with the surrounding body panels.
- Doors should only be opened or closed when you are sure there is no-one in their path.

#### WARNING

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

- Always keep a good grip on the handle when opening and closing doors.

#### WARNING

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

- Doors and boot lid should therefore only be opened or closed when you are sure that nobody is in their path.

 **WARNING**

Careless locking of the doors can cause serious injuries.

- If the vehicle is locked from the outside, the doors and electric windows cannot be opened from the inside.
- The central locking system locks all doors. Locking the vehicle from the inside can prevent accidental opening of the doors and unauthorised persons from entering the vehicle. However, locked doors can delay assistance to passengers inside the vehicle in the event of an accident or emergency.
- Never leave children or people requiring assistance alone in the vehicle. All doors can be locked from the inside using the central locking button. This may mean that people lock themselves in the vehicle. People locked in the vehicle may be subjected to very high or very low temperatures.
- Temperatures inside a locked vehicle may be extremely hot or cold depending on the season. This can cause serious injuries and illness or fatalities, especially among small children.
- Never leave anyone inside a locked vehicle. People in the vehicle could become trapped in an emergency and may not be able to get themselves to safety.

 **NOTICE**

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

---

## Indicator lamp in the driver door

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


*Vehicle locked:* red LED flashes at short intervals for approximately two seconds, and then more slowly. The indicator lamp does *not* flash if the vehicle was locked with the central locking button in the driver door (→ *Central locking button*).

---

## Automatic locking and unlocking

Central locking settings can be made in the Infotainment system.

### Automatic locking (Auto Lock)

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

### Automatic unlocking (Auto Unlock)


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

- The electronic parking brake is engaged and the ignition is switched off.
- **OR:** the door release lever has been operated.
- **OR:** in an accident where the airbags have been triggered (*→ Doors*).

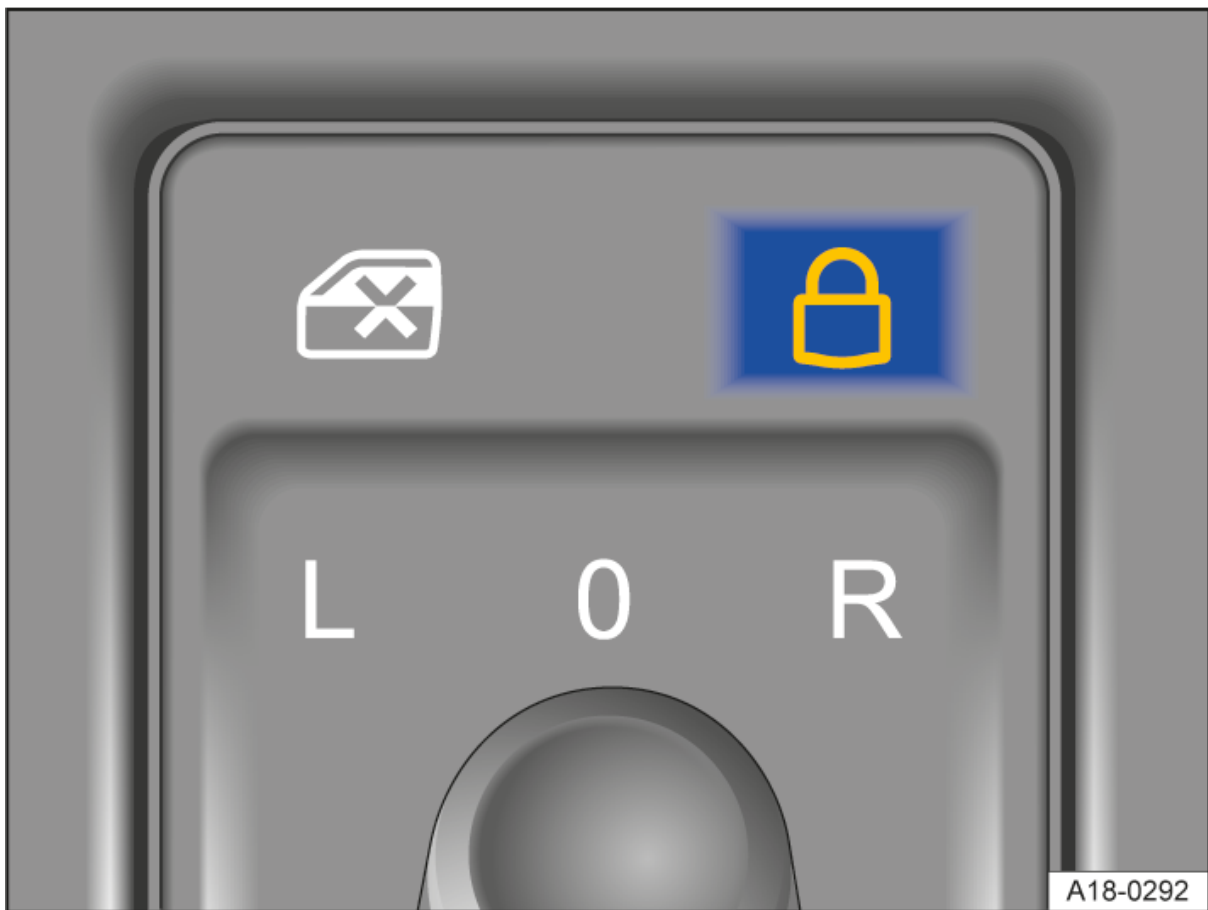


Automatic unlocking gives emergency responders access to the vehicle.



Depending on the settings made for central locking in the Infotainment system, it may be the case that all of the doors and the boot lid are unlocked only when the  button has been pressed twice.


## Control field for central locking




**Fig. 1** In the driver door: control field for central locking.

If the vehicle has been locked from outside with the vehicle key, the control field for central locking is not activated.

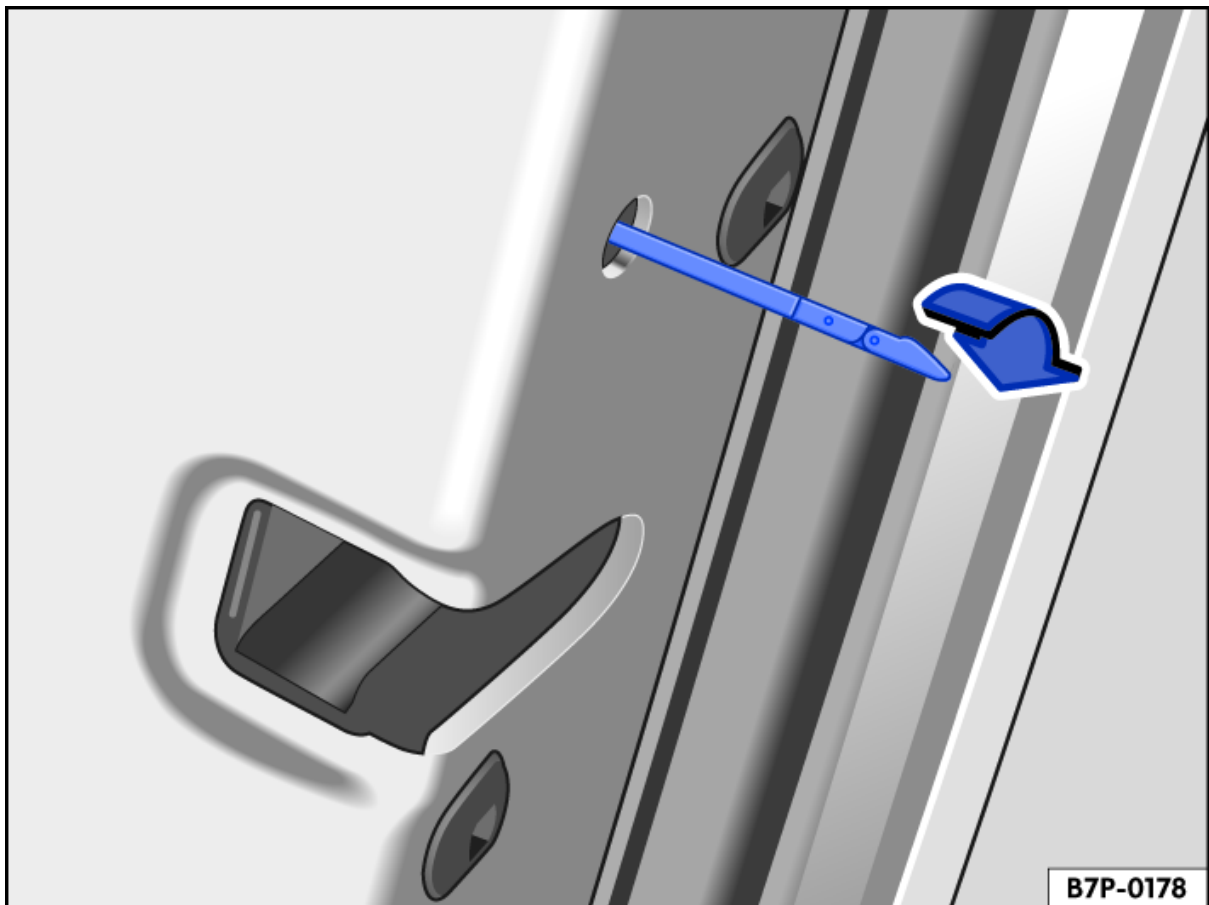
Please note the following if the vehicle was locked from inside using the control field for central locking:

- The indicator lamp  in the control field lights up yellow when all doors are closed and locked → *Fig. 1*.
- The anti-theft alarm will **not** be activated (→ *Anti-theft alarm*).

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


If the driver door is open, it will not be locked.

## Manually closing the front passenger door and rear doors



**Fig. 1** In the end face of the right-hand door: locking the vehicle manually with the spare key.

The front passenger door and the rear doors can be locked manually. The anti-theft alarm is **not** activated in this case (→ *Anti-theft alarm*).

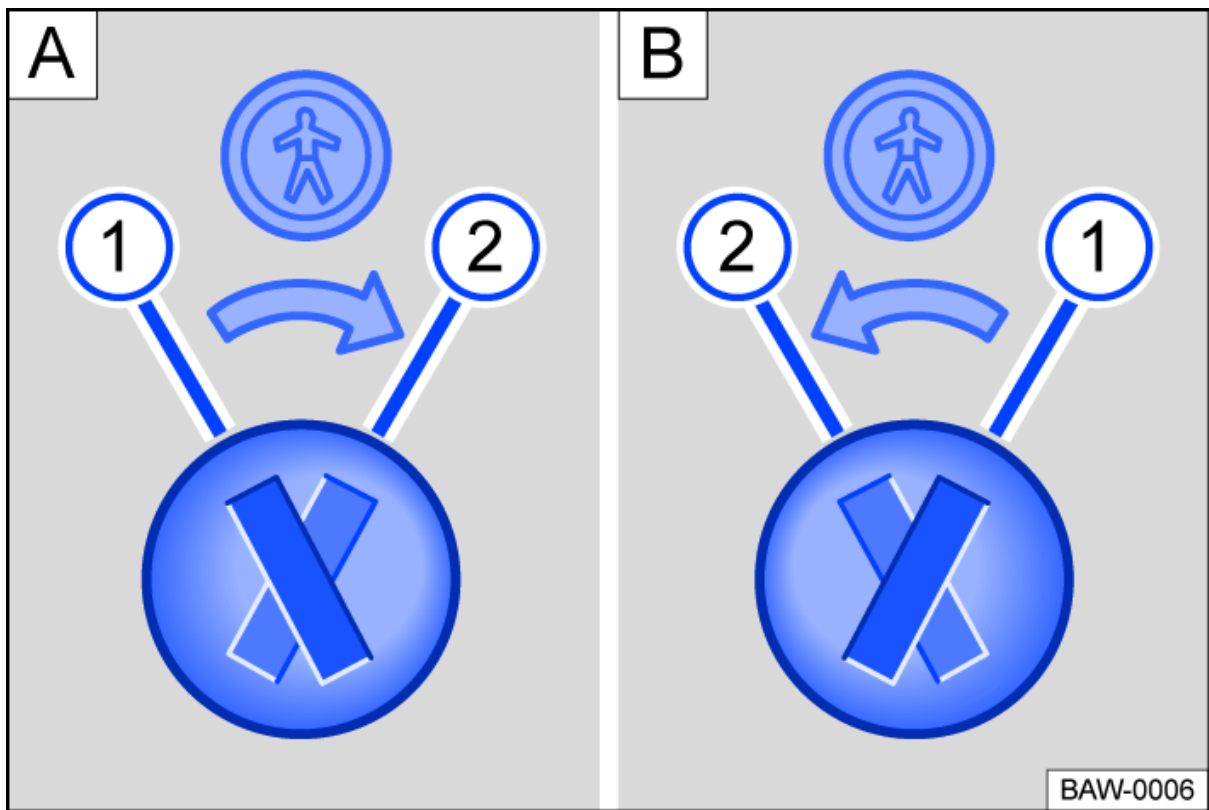
- Open the door.
- Remove the rubber seal  from the end face of the door.
- Insert the spare key in the vertical slot and turn → *Fig. 1*.
- Secure the rubber seal again.
- Ensure that the door is locked.
- The vehicle should be checked by a qualified workshop as soon as possible.

A door that has been locked manually will be unlocked again if the vehicle is unlocked or the door in question is opened from the inside.



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

## Childproof lock



**Fig. 1** Childproof lock:

rear left door,

rear right door.

**A**

**B**

- ① Childproof lock is switched off.
- ② Childproof lock is switched on.

The childproof lock prevents the rear doors being opened from the inside.

When the childproof lock is activated, the door can only be opened from the outside.

### **Switching the childproof lock on and off**

—Unlock the vehicle and open the appropriate rear door.

—Move the slot to the corresponding position.

 **WARNING**

The door cannot be opened from the inside when the childproof lock is activated.


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



---

## SAFELOCK


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

The SAFELOCK deactivates the door release levers if the vehicle has been locked. This makes it more difficult to break into the vehicle. The doors can no longer be opened from the inside → .

### Deactivating SAFELOCK

---

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

- Press the  button on the vehicle key again **within 2 seconds**.
- Touch the sensor on the outside of the door handle again **within 2 seconds** (→ *Keyless Access*).
- Switch on the ignition.
- **OR:** deactivate the interior monitor and the anti-tow alarm (→ *Interior monitoring system and anti-tow alarm*).

Depending on the equipment level, temporarily deactivate the interior monitoring and the anti-tow alarm in the **Vehicle Settings** menu in the Infotainment system before locking the vehicle (→ *Interior monitoring system and anti-tow alarm*).

A message may be displayed on the ID. Display indicating that SAFELOCK is active.

The following applies when SAFELOCK is deactivated:

- The vehicle can be unlocked and opened from the inside using the door release lever.
- The anti-theft alarm is active (→ *Anti-theft alarm*).
- The interior monitoring and anti-tow alarm are deactivated (→ *Interior monitoring system and anti-tow alarm*).

### WARNING

Always take care when using the SAFELOCK as you could cause serious injuries.

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



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

---

## Troubleshooting

### Indicator lamp lights up continuously

The red LED in the vehicle door flashes at short intervals and then lights up continuously.

There is a fault in the locking system.

—Go to a qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.

### Turn signals do not flash

If the turn signals do *not* flash as confirmation when you lock the vehicle:


—at least one of the doors or the boot lid is not closed.

### Vehicle locks itself automatically

The vehicle locks again automatically after approximately 45 seconds if one of the following conditions applies:

- The vehicle was unlocked but not opened.
- The ignition was not switched on.
- The boot lid was not opened.
- The vehicle was unlocked by means of the lock cylinder.
- The vehicle was locked with the control field in the vehicle interior.

### Response when locking the vehicle with a second vehicle key

The vehicle key inside the vehicle is disabled for activating the vehicle's drive system as soon as the vehicle is locked from outside with a second vehicle key. Press the  button on the inside vehicle key in order to release it for activating the vehicle's drive system (→ *Activating the vehicle's drive system*).

### Locking the vehicle after airbags have been triggered

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

- Switch off the ignition.
- Open the driver's door and close it again.
- Lock the vehicle.



It may not be possible to lock or unlock the vehicle using the *Keyless Access* if the 12-volt vehicle battery or button cell in the vehicle key is weak or discharged. The vehicle can be locked or unlocked manually (→ *Doors*).



If there is no valid vehicle key in the vehicle or if it is not detected, a corresponding message will be shown on the ID. Display. This may be the case if the vehicle key is disturbed by another wireless signal or covered by another object, e.g. by an aluminium suitcase (→ *Engine start*).

---

## Anti-theft alarm

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

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


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

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

### When does the system trigger an alarm?

- When a door that was unlocked mechanically with the vehicle key is opened.
- When the bonnet is opened.
- When the boot lid is opened.
- If the ignition is switched on using an invalid key.
- If there is movement inside the vehicle (in vehicles with interior monitoring) (*→ Interior monitoring system and anti-tow alarm*).
- If the vehicle is lifted or towed (vehicles with anti-tow alarm) (*→ Interior monitoring system and anti-tow alarm*).
- If the vehicle is transported on a car ferry or by rail (vehicles with anti-tow alarm or interior monitoring) (*→ Interior monitoring system and anti-tow alarm*).
- If a bicycle carrier that is connected to the anti-theft alarm system is removed.

### Switching off the alarm

- Unlock the vehicle using the unlocking button  on the vehicle key.
- Grip the door handle (*→ Keyless Access*).

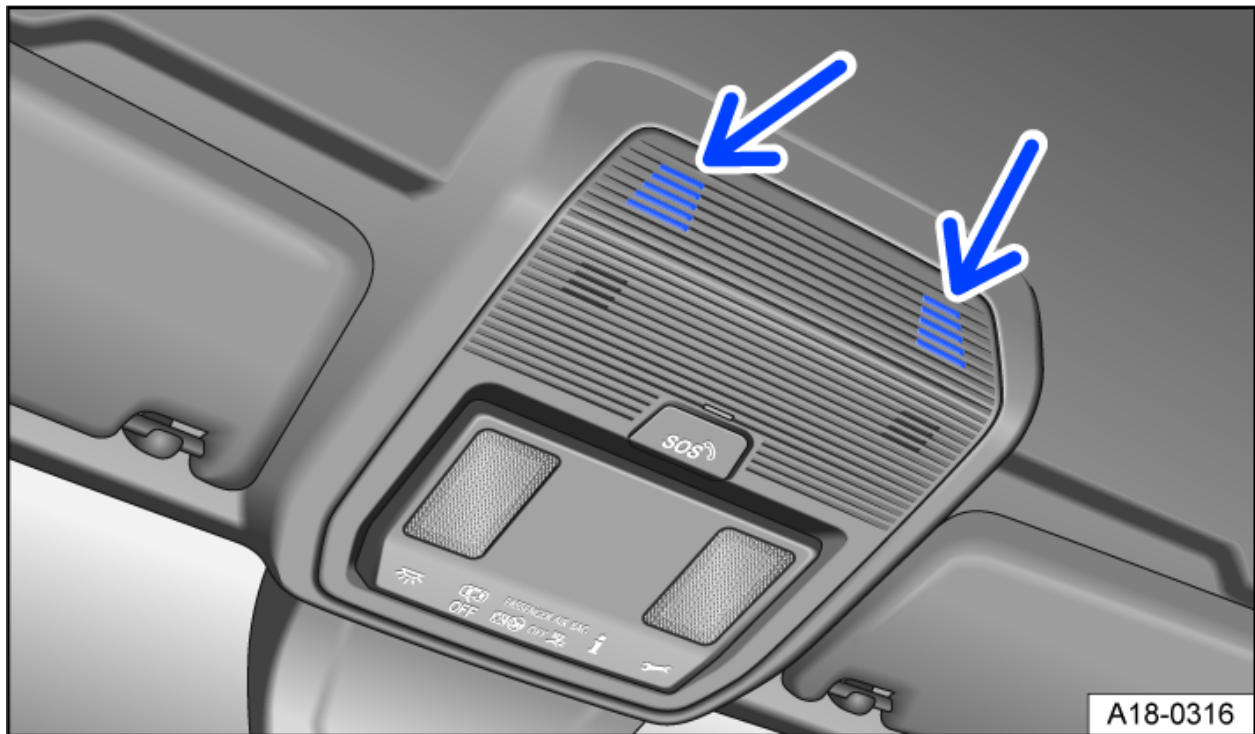


The anti-theft alarm will not function correctly if the 12-volt vehicle battery is weak or discharged.



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

## Interior monitoring system and anti-tow alarm



**Fig. 1** In the roof console: sensors for the interior monitoring system (arrows).

The interior monitoring triggers an alarm if movement is detected in the interior of a locked vehicle → [Fig. 1](#).

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

### Switching on the interior monitoring system and anti-tow alarm

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

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

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

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

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

- If any people or animals are to remain in the vehicle interior for a short period.
- If the vehicle is to be loaded onto another vehicle, transported or towed away.
- If the vehicle is to be parked in a car wash or a two-storey garage.

## Risk of false alarms for the interior monitoring system

Interior monitoring can only work properly if the vehicle is completely closed. Observe the legal requirements. A false alarm can be triggered in the following situations:

- If one or more windows are fully or partially open.
- If the glass roof is fully or partially open.
- If lightweight items such as loose pieces of paper or items hung from the interior mirror are left in the vehicle.
- If the vibration alarm of a mobile telephone is switched on.



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



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



SAFELOCK is also deactivated when the interior monitoring system and anti-tow alarm are switched off (→ *SAFELOCK*).

---

## Boot lid

---

### Introduction to the topic

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

In vehicles with Keyless Access, the boot lid is automatically unlocked upon opening (→ *Keyless Access*).

#### WARNING

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

- Therefore the boot lid should only be opened or closed when you are sure that nobody is in its path.
- Always check that the boot lid is properly closed after closing it. The closed boot lid must be flush with the surrounding body panels.
- Always keep the boot lid closed while the vehicle is in motion.
- Never open the boot lid when loads, e.g. bicycles, are secured to it. The boot lid may close under its own weight due to the additional load. Support the boot lid as necessary or remove the load from the surface.
- Close and lock the boot lid and all vehicle doors when the vehicle is not in use. Ensure that no one remains in the vehicle.
- Never leave children playing unattended in or around the vehicle, especially when the boot lid is open. Children could climb into the luggage compartment and shut the boot lid, thereby trapping themselves inside. Temperatures inside a locked vehicle may be extremely hot or cold depending on the season. This can cause serious injuries and illness or fatalities, especially among small children.

#### WARNING

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

- It may not always be apparent that the boot lid is unlocked, for example when a loaded luggage carrier is attached to it. If unlocked, the boot lid may open suddenly while the vehicle is in motion.

#### WARNING

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

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

#### WARNING

Do not close the boot lid by pushing it down with your hand on the window. The rear window may shatter and cause injuries.

---

 *NOTICE*

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

---

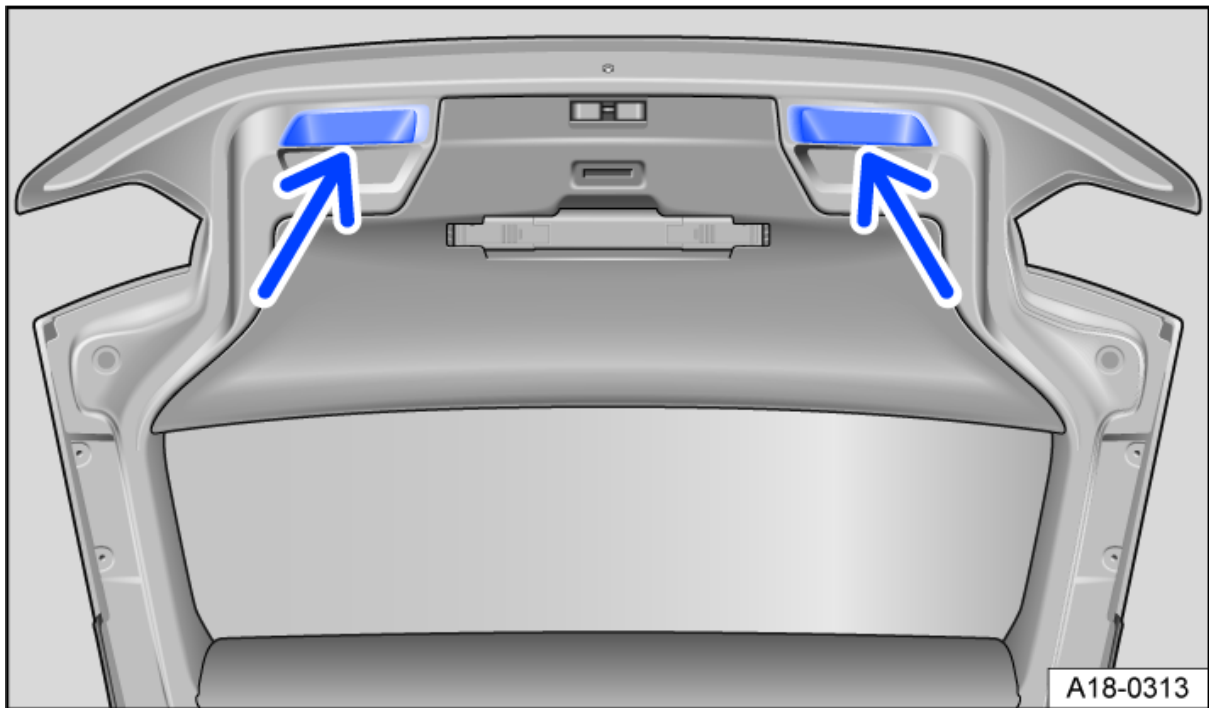
 *NOTICE*

Never use the rear window wiper or the rear spoiler to fix or hold a load. This may result in damage that causes the rear wiper or rear spoiler to be torn off.

---





## Opening and closing the boot lid




**Fig. 1** Open boot lid: handle recesses for closing the boot lid.

### Opening the boot lid

- To unlock the boot lid, press the  or  button on the vehicle key.
- Press on the top of the Volkswagen badge and lift up the boot lid.

### Closing the boot lid

- Pull the boot lid downwards by the handle recess in the interior trim → *Fig. 1* with sufficient momentum so that it engages in the lock → .

The boot lid will also be locked when the doors are locked.

A corresponding display in the ID. Display indicates if the boot lid is open or not closed properly.

The boot lid is locked automatically when the vehicle is moving.

#### WARNING

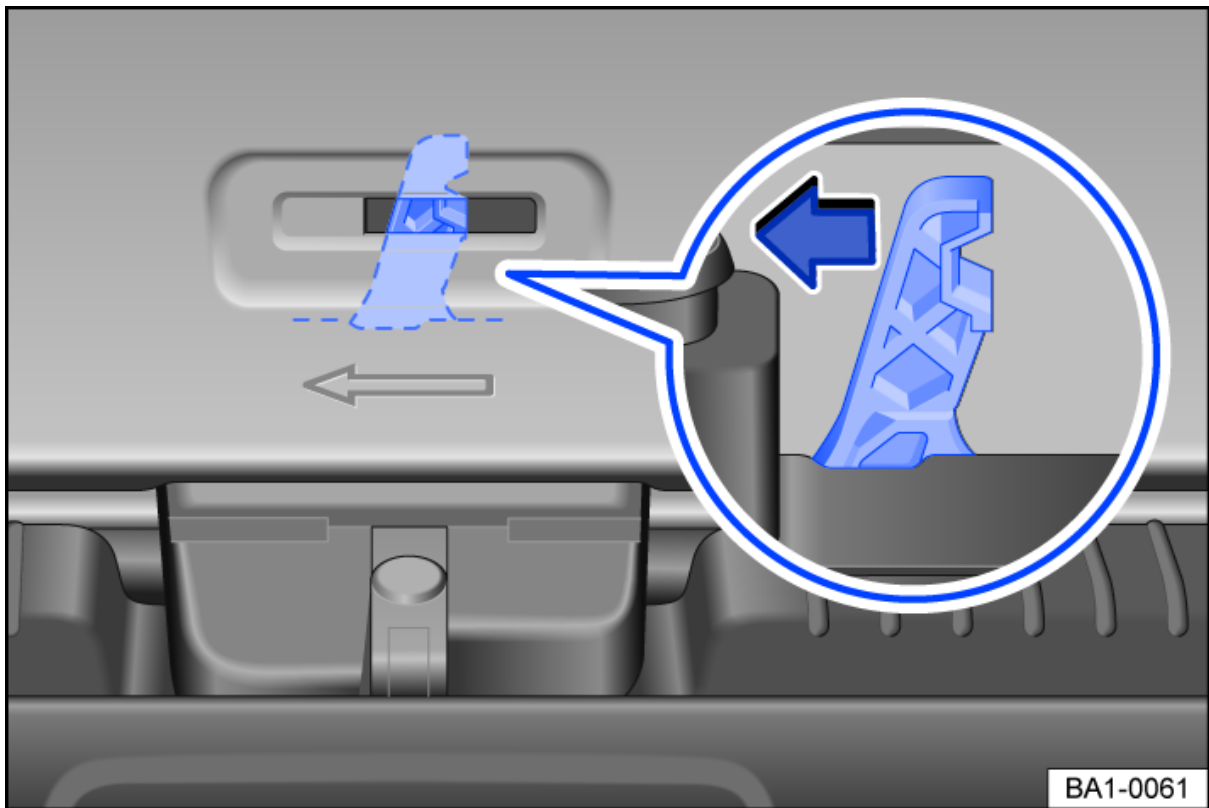
Serious injuries can occur if the boot lid is closed incorrectly or without due care and attention.

- When closing the boot lid, please ensure that no one has their hands in the direct path of the boot lid as it moves.



If the boot lid is not opened within a few minutes after unlocking, it automatically locks again.

## Unlocking the boot lid manually



**Fig. 1** In the luggage compartment: service opening in the boot lid.

### Unlocking the boot lid manually

—Insert a suitable object into the service opening in the boot lid and press the release lever in the direction of the arrow.

---

## Troubleshooting

### **Boot lid cannot be opened or closed**

—Check whether the boot lid is blocked by an obstacle. The boot lid can be moved by hand. You will need to use more force than usual.

### **All turn signals flash four times**

The vehicle key used last is still in the vehicle.

—Remove the key and lock the vehicle.

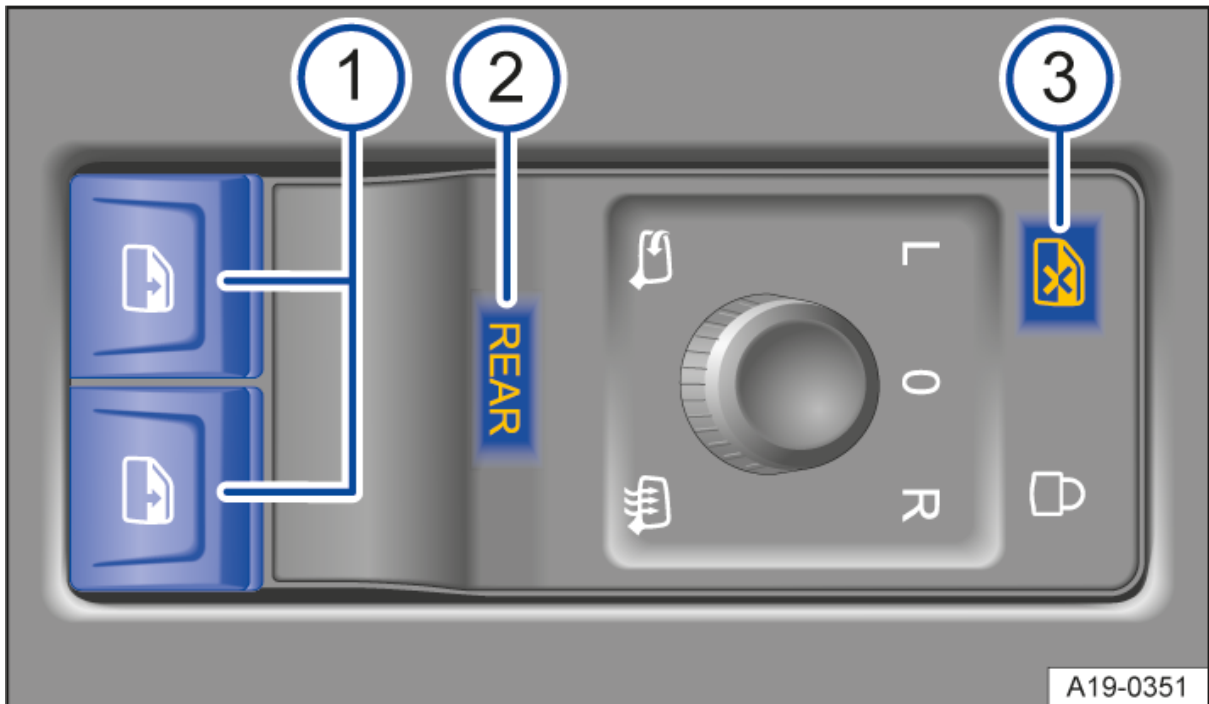
### **Boot lid is stiff**

At outside temperatures around freezing point, the opening mechanism cannot always lift the partially opened boot lid automatically.

—Guide the boot lid further upwards by hand.


## Windows

### Opening and closing windows



**Fig. 1** In the driver door: buttons for the front and rear electric windows

- ① Buttons for electric windows.
- ② Control field **REAR** for activating operation of the rear electric windows and convenience opening and closing.
- ③ Control field for deactivating the electric window buttons in the rear doors.

As the default setting, electric windows in the front doors can be operated with the buttons  → *Fig. 1* ①.



Open windows: press the button.

Close windows: pull the button.

**REAR** Press the control field → *Fig. 1* ② briefly to activate operation of the electric windows in the **rear** doors. The function light of the control field lights up when operation of the electric windows in the rear doors is activated.

Press the control field **REAR** briefly again to activate operation of the electric windows in the **front** doors.

If the electric windows in the rear windows are not operated after operation has been activated, operation of the electric windows in the front doors will be activated again after around ten seconds.



Press the control field → *Fig. 1* (3) to deactivate the electric window buttons in the rear doors. The function light of the control field is deactivated when the electric window buttons in the rear doors are deactivated.

The windows can still be operated using the buttons several minutes after the ignition has been switched off, provided that the driver door and front passenger door are not opened.

### One-touch opening and closing

One-touch opening and closing makes it possible to fully open and close the windows. The individual buttons do not have to be held down to do this.

*One-touch closing:* pull the button for the appropriate window up briefly into the second position.

*One-touch opening:* press the button for the appropriate window down briefly into the second position.

*Stopping the one-touch function:* press or pull the button for the appropriate window again.

### Convenience opening and closing

Press and hold the control field **REAR** to activate convenience opening and closing of the electric windows in all doors. The control field function light flashes when the function is activated. All four windows can now be simultaneously opened or closed with each of the two buttons

If the electric windows are not operated after convenience opening and closing has been activated, operation of the electric windows in the front doors will be activated again after around ten seconds.

Press and hold the control field **REAR** briefly again to deactivate the function.

The windows can be opened and closed from outside the vehicle using the vehicle key when the ignition is switched off:

- Press and hold the locking or unlocking button on the vehicle key.
- Hold your finger on the locking sensor in the door handle for several seconds until the windows are closed (→ *Keyless Access*). The vehicle key must also be within the operating range.
- To interrupt this function, release the locking or unlocking button **OR** remove your finger from the sensor.

A valid vehicle key must be located within close range. Once all windows and the glass roof have been closed, all turn signals will flash *once* as confirmation.

Settings for convenience opening can be made in the **Vehicle** menu in the Infotainment system.

 **WARNING**

Careless or unsupervised use of the electric windows can cause serious injuries.

- The electric windows should only be opened or closed when you are sure that nobody is in their operating area.
- Never leave children or people requiring assistance alone in the vehicle when the vehicle is locked. The windows can no longer be opened in an emergency.
- Always take all vehicle keys with you every time you leave the vehicle. The windows can still be operated using the buttons several minutes after the ignition has been switched off, provided that the driver door and front passenger door are not opened.
- When transporting children on the rear bench seat, the rear electric windows should always be deactivated using the safety button so that they cannot be opened or closed.

 **NOTICE**

During sudden rain showers, water can enter the vehicle interior via open windows and cause damage to the vehicle. Correct operation of the controls also cannot be guaranteed.



One-touch opening and closing and the roll-back function will not work if there is a fault in the electric windows. Go to a qualified workshop.



Convenience opening and closing works only when one-touch opening and closing is activated for all electric windows.

---

## Electric window roll-back function

The roll-back function for the electric windows can reduce the risk of injuries when the windows are closing.

If the window is not able to close because it is stiff or because of an obstruction, the window will immediately open again → ⚠.

—Check to see why the window has not closed.

—Try to close the window again.

—If the window closing process is interrupted again, the roll-back function will be disabled for a few seconds.

—If the window still cannot be closed, the window stops where it is. To close the window **without the roll-back function**, press the button again within a few seconds → ⚠.

### Closing windows without roll-back function

—Attempt to close the window again within a few seconds by holding the button. **The roll-back function is deactivated in the process.**

—If the closing procedure takes longer than several seconds, the roll-back function will be reactivated. If it is still stiff or obstructed, the window will stop and open again automatically.

—Please go to a qualified workshop if the window still cannot be closed.

#### WARNING

Closing the electric windows without the roll-back function can lead to severe injuries.

- Always close the window carefully.
- Ensure that nobody obstructs the path of the window, especially if a window is being closed when the roll-back function is not active.
- The roll-back function does not prevent fingers or other body parts from being pressed against the window frame and sustaining injury.



The roll-back function is also activated if the convenience closing function on the vehicle key is used to close the windows.

---

## Troubleshooting

### **One-touch opening and closing does not work**

One-touch opening and closing is deactivated if the 12-volt vehicle battery has been disconnected or discharged while the windows were not fully closed. The function will have to be reset.

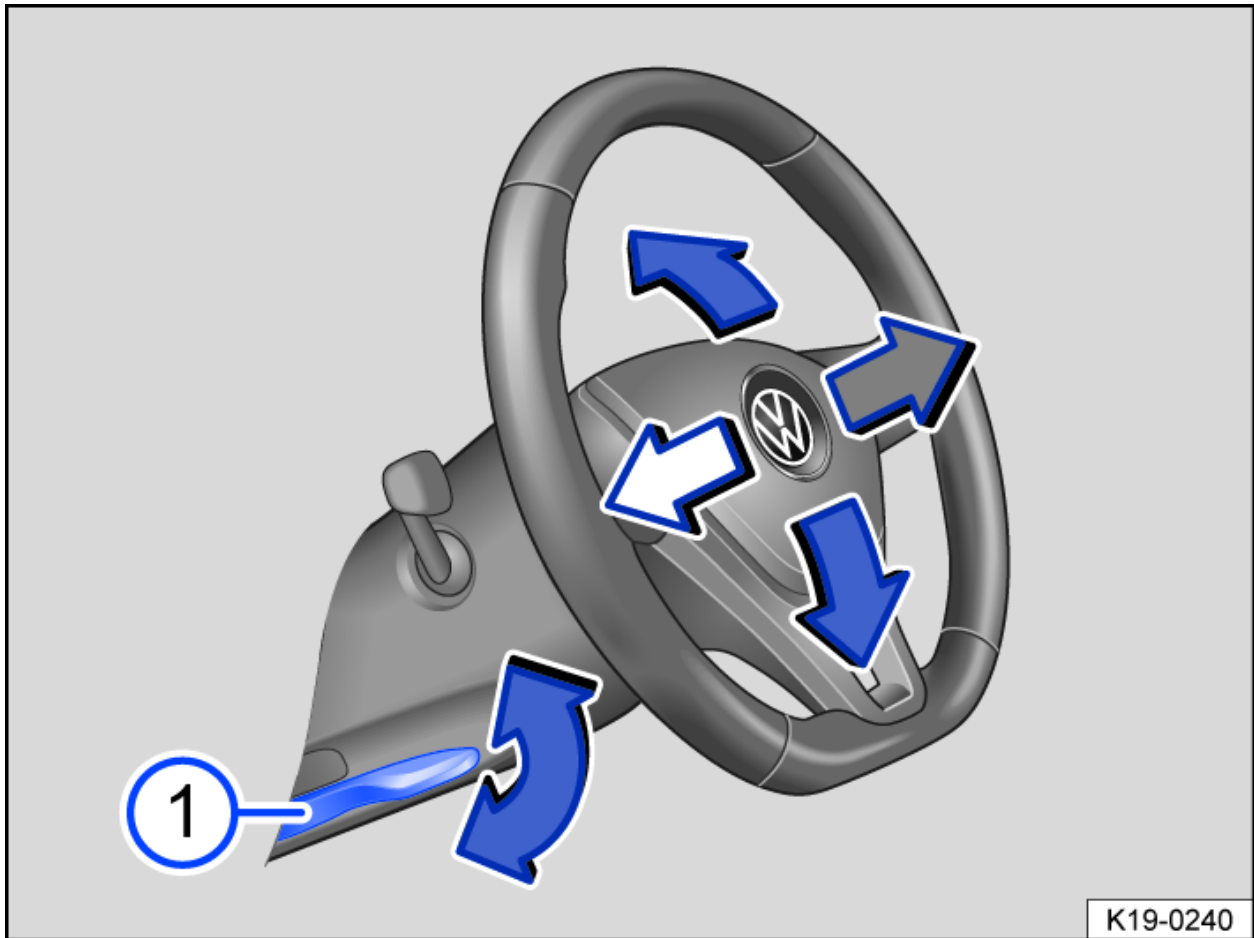
- Switch on the ignition.
- Close all windows and doors.
- Pull up the button for the window and hold it in this position for a few seconds.
- Let go of the button, then pull it up again and hold it in this position. One-touch opening and closing is now ready for operation.

The one-touch function can be restored for individual windows or for several windows at the same time.

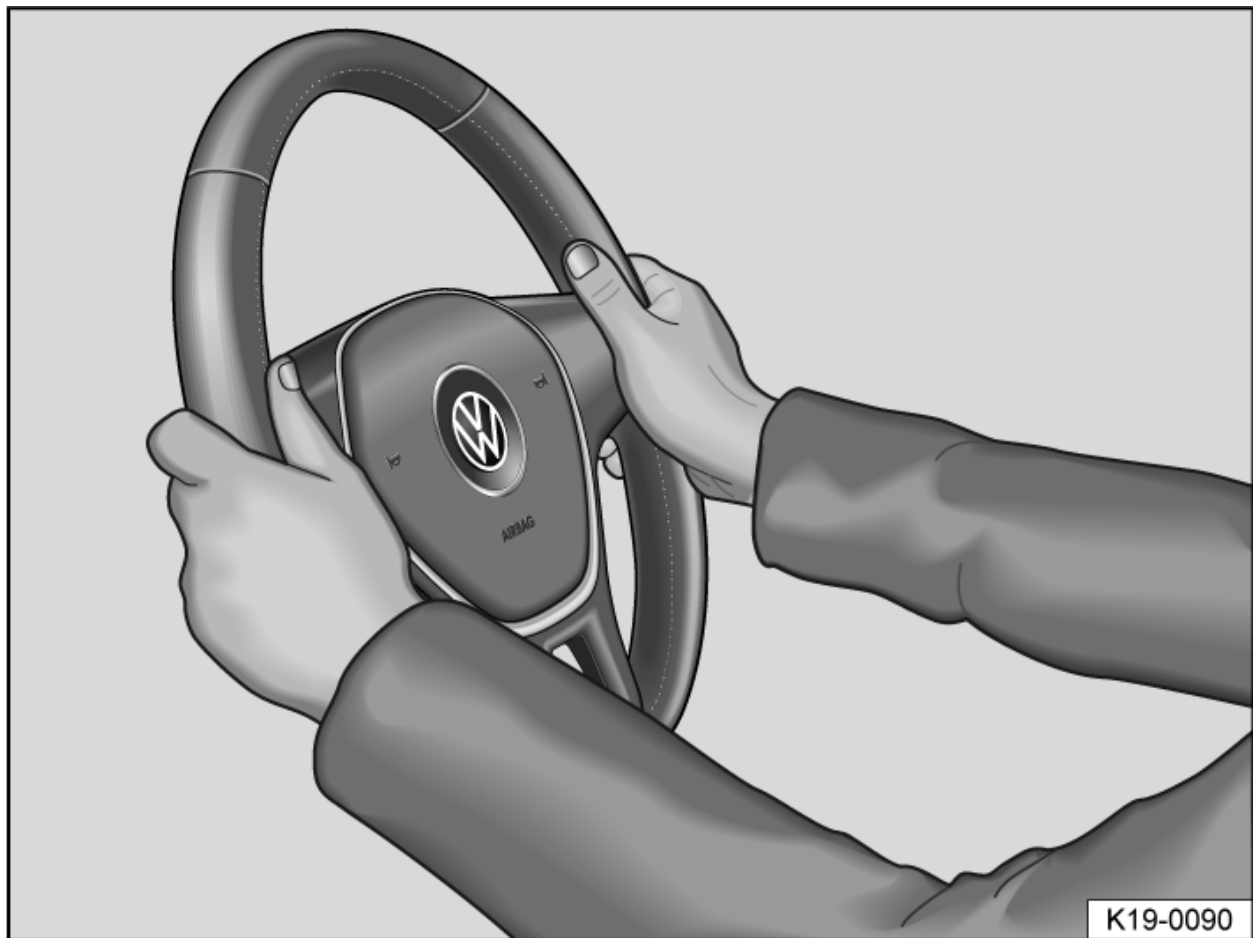


## Steering wheel

### Adjusting the steering wheel position



**Fig. 1** Below the steering wheel in the steering column trim: lever for mechanical adjustment of the steering wheel position.



**Fig. 2** On the steering wheel: 9 o'clock and 3 o'clock position.

Adjust the steering wheel position **before** setting off and only when the vehicle is stationary → ⚠.

—Push down the lever → [Fig. 1](#) (1).

—Adjust the steering wheel so that you can hold it with both hands at its outer edge at the *9 o'clock and 3 o'clock positions* with your arms slightly bent → [Fig. 2](#).

—Push the lever up firmly until it is flush with the steering column trim → ⚠.

### ⚠ WARNING

Incorrect use of the steering wheel position adjustment and incorrect adjustment of the steering wheel can cause serious or fatal injuries.

- After adjusting the steering wheel, always move the lever → [Fig. 1](#) up firmly. This prevents the steering wheel from moving accidentally while the vehicle is in motion.
- Never adjust the steering wheel when the vehicle is in motion. If you determine that adjustment is necessary when driving, stop the vehicle safely and adjust the steering wheel to the correct position.
- The steering wheel must always point towards the chest and not towards the face. This ensures that the driver front airbag provides maximum protection in the event of an accident.
- While driving, always keep both hands on the outside of the steering wheel at the *9 o'clock and 3 o'clock positions*. → [Fig. 2](#) This reduces the risk of injury if the driver front airbag is triggered.
- Never hold the steering wheel at the 12 o'clock position, or in any other manner, e.g. at the hub of the steering wheel. If the driver front airbag is triggered, you could receive severe injuries to the arms, hands and head.

---

# Seats and head restraints

---

## Front seats

---

### Introduction to the topic

The following section describes the options for adjusting the front seats. Always ensure that your sitting position is correct. (→ *Sitting position*)

#### WARNING

Always adjust the front seats to their correct position before any journey and ensure that all passengers have fastened their seat belts.

- Push the front passenger seat as far back as possible.
- Adjust the driver seat so that there is at least 25 cm between your breastbone and the hub of the steering wheel. Adjust the driver seat by moving it forwards or backwards so that you are able to press the pedals to the floor with your knees still slightly angled and the distance to the dash panel in the knee area is at least 10 cm. If your build makes it impossible to fulfil this requirement then you must contact a qualified workshop so they can make any necessary modifications.
- Never travel with the backrest tilted far back. The further back the backrest is tilted, the greater the risk of injury caused by incorrect seat belt routing or an incorrect sitting position.
- Never travel with the backrest tilted far forwards. When a front airbag is triggered it could force the seat backrest backwards and injure vehicle occupants on the back seats.
- You should always sit upright with your back against the seat backrest with the front seats properly adjusted. Do not position any body part directly against or too close to where the airbags are fitted.

#### WARNING

Incorrect adjustment of the seats can cause accidents and serious injuries.

- Only adjust the seats when the vehicle is stationary. The seats could change position unexpectedly if you attempt to reposition them while the vehicle is in motion, leading to a loss of control of the vehicle. Furthermore, an incorrect sitting position is adopted while adjusting the seat.
- Only adjust the height and tilt of the seat or move it forwards and backwards when the area around the seat is clear.
- The adjustment range of the seats must not be restricted by any items.
- Only adjust the angle of the rear seats or move the seats forwards and backwards when there is no-one in the adjustment range of the seats.
- The areas for adjusting and locking the seats must not be soiled.

 **WARNING**

Improper use of seat covers or protective covers may lead to the electrical seat controls being operated accidentally and the front seats moving unexpectedly while the vehicle is moving. You could lose control over the vehicle. This could result in serious injury and accidents. Furthermore, this may result in damage to the electrical components in the front seats.

- Never attach or secure seat covers or protective covers to the electrical controls.
- Do not fit seat covers or protective covers over the seats unless they have been expressly approved for use in the vehicle.

 **WARNING**

Any lighters in the vehicle could be damaged or accidentally lit. This could lead to serious burns and other injuries.

- Before adjusting the seats, always ensure that there is no lighter on or near the movable parts of the seat.

 **NOTICE**

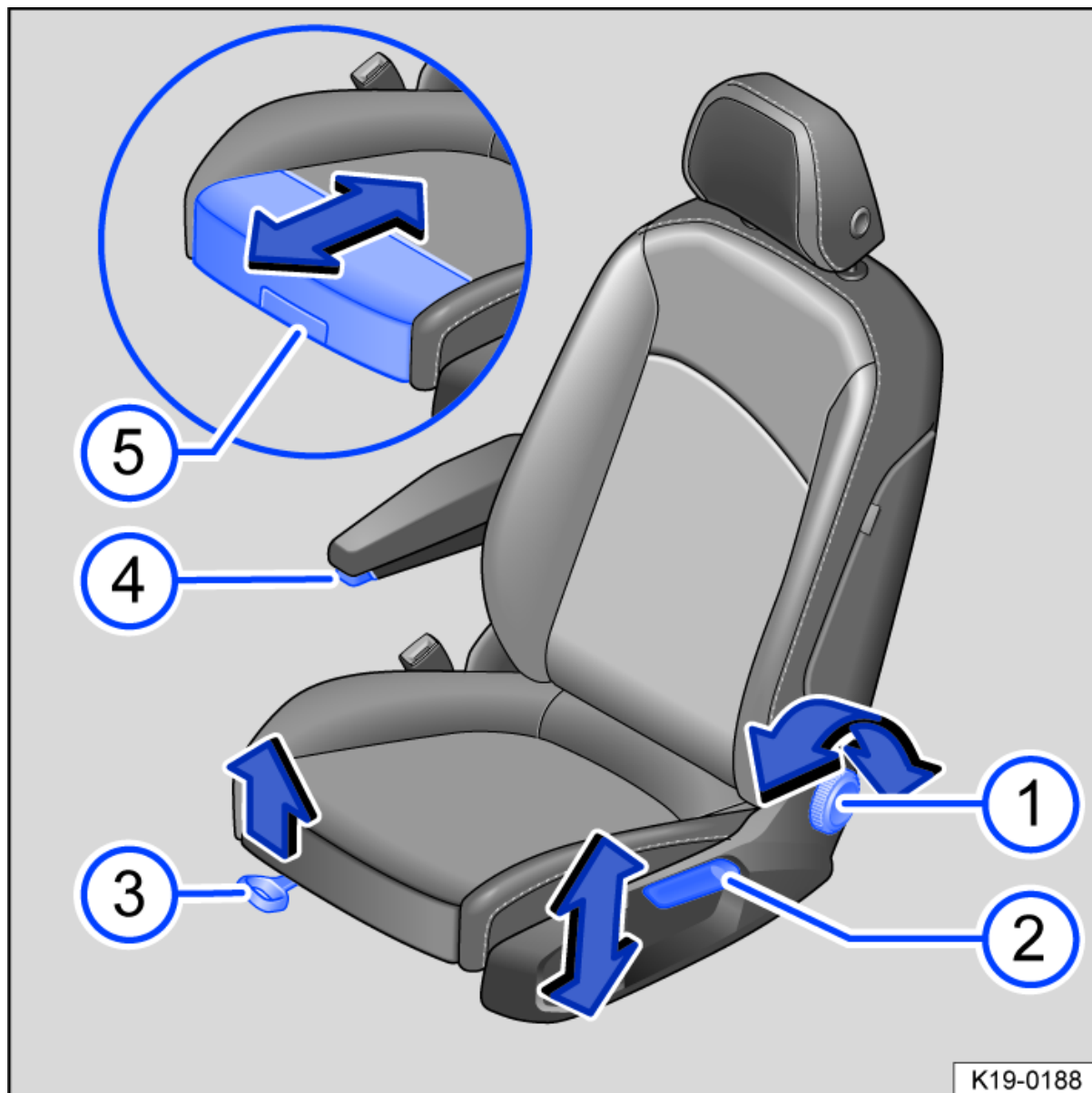
Sharp edges can damage the seats.

- Do not touch the seats with sharp-edged objects. Sharp objects, such as zips, rivets on clothing or belts, may damage surfaces. Open Velcro fasteners may also cause damage.

## Mechanically adjusting the front seat

The following section contains a description of all possible controls. The number of controls may vary depending on the version of the seat.

The controls are mirrored for the right-hand front seat.

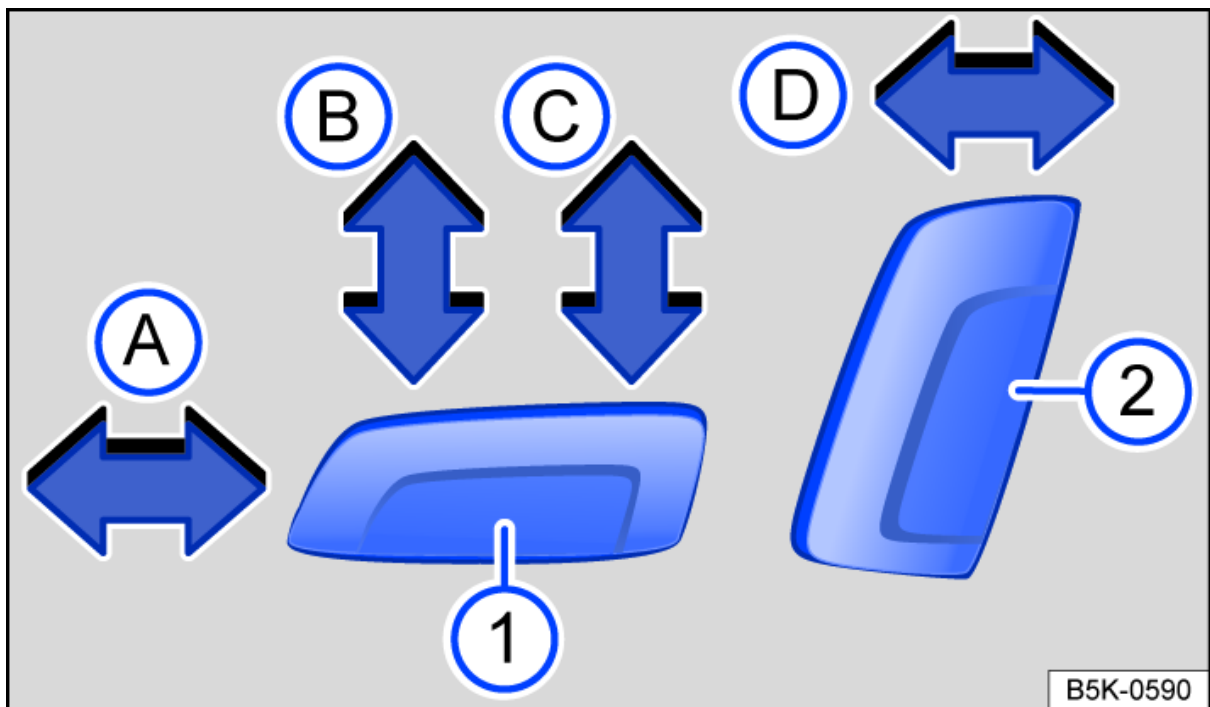


**Fig. 1** On the left front seat: controls.

- ① Take your weight off the backrest and turn the handwheel to adjust it.
- ② Move the lever up or down, several times if necessary, to adjust the seat height.
- ③ Pull the lever to push the front seat forwards or backwards. The front seat must engage after you release the lever!
- ④ Press the button to move the armrest up or down.
- ⑤ **Only for electric seats:**  
Raise the handle to slide the seat cushion forwards or backwards.



## Electrically adjusting the front seat



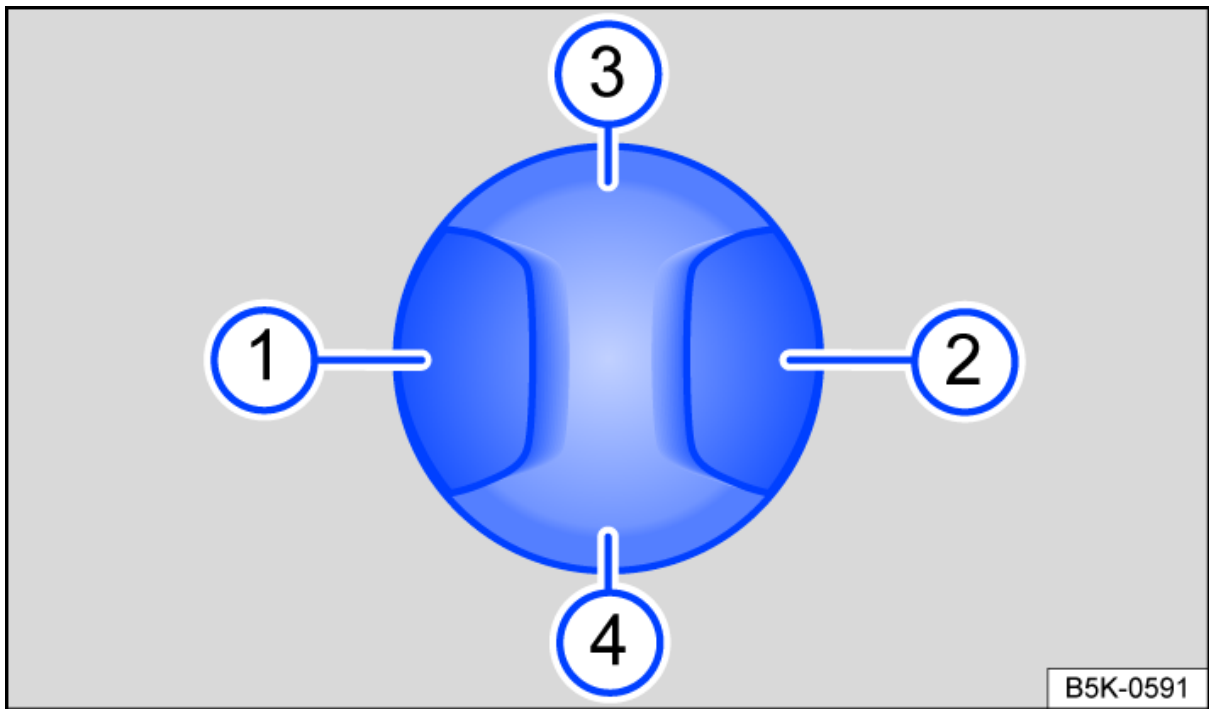
**Fig. 1** Switches on the front left seat, adjusting the front seat forwards or backwards, adjusting the backrest and the seat cushion height and tilt.

The controls are mirrored for the right-hand front seat.

The seat may have a combination of mechanical and electrical controls.

Pressing the switch in the direction of the arrow → *Fig. 1*:

- (A) Slides the seat forwards or backwards.
- (B) Adjusts the angle of the seat cushion.
- (C) Raises or lowers the seat.
- (D) Adjusts the angle of the backrest.



**Fig. 2** Switch on the front left seat: adjusting the lumbar support.

Pressing the switch in the corresponding area → *Fig. 2* :

- ① Adjust the curve of the lumbar support forwards.
- ② Adjust the curve of the lumbar support backwards.
- ③ Adjust the curve of the lumbar support upwards.
- ④ Moves the curve of the lumbar support down.



The controls are mirrored for the right-hand front seat.  
The seat may have a combination of mechanical and electrical controls.



---

## Rear seats

---

### Introduction to the topic

The following section describes the options for adjusting the rear seats. Always ensure that your sitting position is correct (→ *Sitting position*).

#### WARNING

Incorrect adjustment of the rear seat can cause accidents and serious injuries.

- The rear seat should be adjusted only when the vehicle is stationary as the rear seat could otherwise move unexpectedly while the vehicle is in motion. Furthermore, an incorrect sitting position is adopted while adjusting the seat.
- The rear seat should be adjusted only when there is no one in the direct adjustment area.

#### WARNING

Any lighters in the vehicle could be damaged or accidentally lit. This could lead to serious burns and other injuries.

- Before adjusting the seats, always ensure that there is no lighter on or near the movable parts of the seat.

#### WARNING

The centre armrest must always be folded up while the vehicle is in motion in order to reduce the risk of injury.

- The centre seat on the rear bench seat must never be used when the centre armrest is folded down – neither by adults nor children. An incorrect sitting position can cause severe injuries.
- Never transport an adult or child on the centre armrest.

#### NOTICE

- Items in the luggage compartment could cause damage when pushing the rear seat forwards or backwards.
- When the rear seat is moved forwards, objects could move into the space between the seat and luggage compartment floor. Remove any items or objects from this space before pushing the rear seat back.

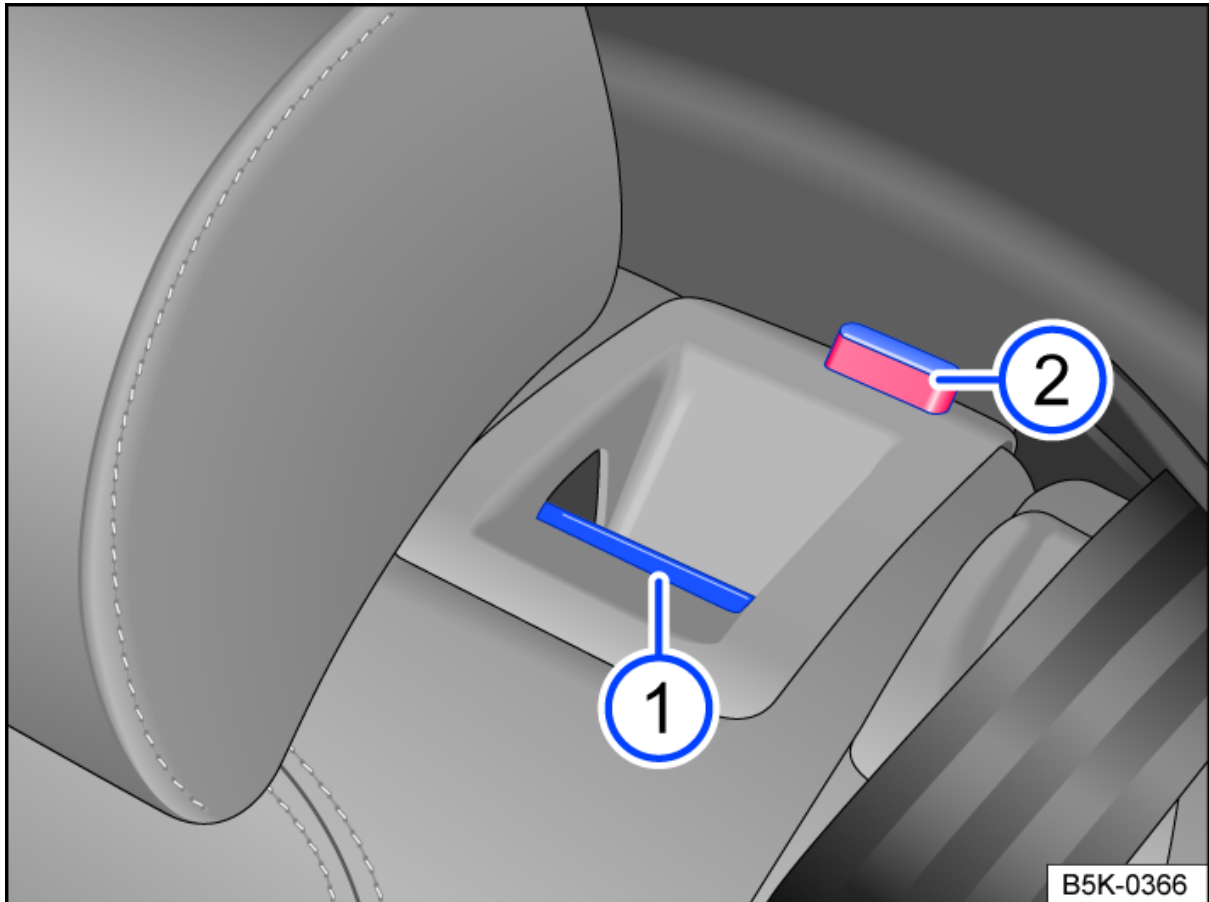
#### NOTICE

Sharp edges can damage the seats.

- Do not touch the seats with sharp-edged objects. Sharp objects, such as zips, rivets on clothing or belts, may damage surfaces. Open Velcro fasteners may also cause damage.
-

## Folding the backrest of the rear bench seat forwards and backwards

The rear seat backrest is split. Each part of the rear seat backrest can be folded down to increase the size of the luggage compartment.



**Fig. 1** In the rear seat backrest: release button.

### Folding the rear seat backrest forwards

- Push the head restraint all the way down.
- Pull the release button → *Fig. 1* (1) forwards and fold the rear seat backrest forwards at the same time.

The respective section of the rear seat backrest is unlocked when you can see the red marking → *Fig. 1* (2).

### Folding back the rear seat backrest

- Fold back the rear seat backrest and push it firmly into the catch until it engages securely into place → ⚠.

The red marking → *Fig. 1* (2) should no longer be visible.

## WARNING

Injuries can be caused if the rear seat backrest is folded forwards and backwards without due care and attention.

- While folding the rear seat backrest forward, always make sure that no people or animals are in its path.
- Never fold the rear seat backrest forwards or backwards while the vehicle is in motion.
- Ensure that the seat belt is not trapped or damaged when folding back the rear seat backrest.
- Always keep hands, fingers, feet or other body parts away from the swivel area when folding the rear seat backrest forwards and backwards.
- Ensure that each rear seat backrest engages securely, otherwise the seat belts for the rear seats will not offer maximum protection. This applies to the centre seat of the rear bench seat in particular. If a seat is occupied and the corresponding rear seat backrest has not clicked securely into place, the seat occupant and rear seat backrest may move forwards in the event of a sudden braking or driving manoeuvre or during accidents.
- The rear seat backrest has not engaged properly if you can see a red marking → *Fig. 1* (2) . Always ensure that the red marking is never visible when the rear seat backrest is in the upright position.
- Passengers (adults and children) must not use seats if the rear seat backrest is folded forwards or is not engaged securely into place.

## NOTICE

Damage to the vehicle or to other objects could be caused if the rear seat backrest is folded forwards and backwards in an uncontrolled way or without due care.

- Before folding the rear seat backrest forwards, always adjust the front seats so that the rear head restraints or rear seat cushions do not impact the front seats.
- Before folding down the rear seat backrest, always make sure that there are no objects located in its path.

---

## Head restraints

---

### Introduction to the topic

The following section describes the options for adjusting and removing the head restraints. Always ensure that your sitting position is correct (*→ Sitting position*).

Every seat is fitted with a head restraint. The rear centre head restraint (depending on vehicle equipment) is designed solely for use with the centre seat on the rear bench seat. Therefore you should not install this head restraint in any of the other positions.

There are notches in the rods of the head restraints which enable them to engage in different positions. Only correctly mounted head restraints can engage in the notches in the adjustment area. To prevent accidental removal of the head restraints after installation, stops are fitted at the top and bottom of the adjustment area.

### Correct head restraint adjustment

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

### Head restraint adjustment for shorter people

Push the head restraint all the way down, even if the head is then underneath the top edge of the head restraint. There may be a small gap between the head restraint and backrest in the lowest position.

### Head restraint adjustment for taller people

Push the head restraint up as far as it will go.

#### WARNING

Driving without head restraints or with incorrectly adjusted head restraints increases the risk of severe or fatal injuries in the event of an accident or sudden driving or braking manoeuvre.

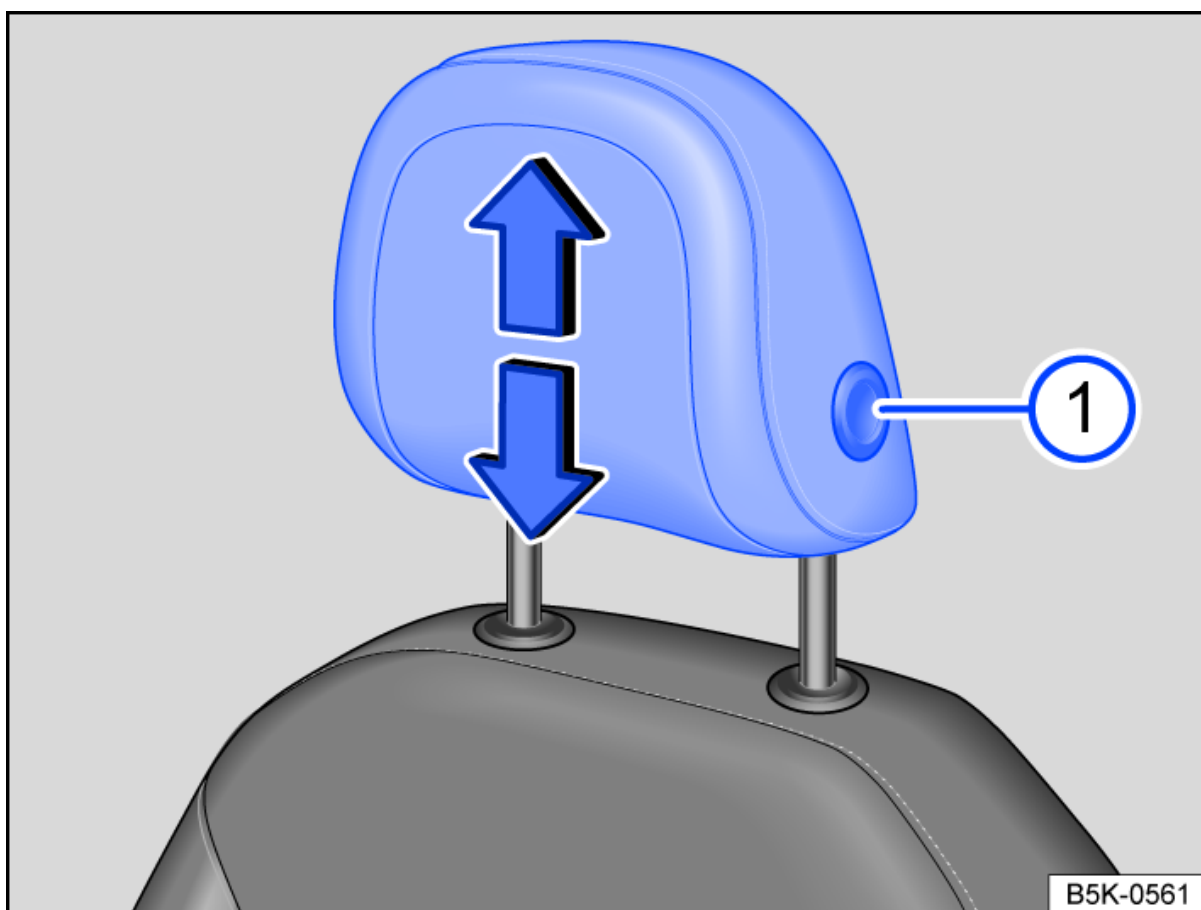
- If a seat is occupied, the head restraint for that seat must be fitted and adjusted correctly.
- Each vehicle occupant must adjust the head restraint to suit their body size in order to help reduce the risk of neck injuries in an accident. As far as possible, the upper edge of the head restraint must be level with the top of the head, but not lower than eye level. Position the back of your head in the middle and as close to the head restraint as possible.
- Never adjust the head restraint when the vehicle is in motion.

#### NOTICE

When removing or fitting head restraints, make sure that they do not hit the roof, the front seat backrest or other parts of the vehicle. This will prevent damage from occurring.

---

## Adjusting the head restraints



**Fig. 1** Front head restraint: adjusting.

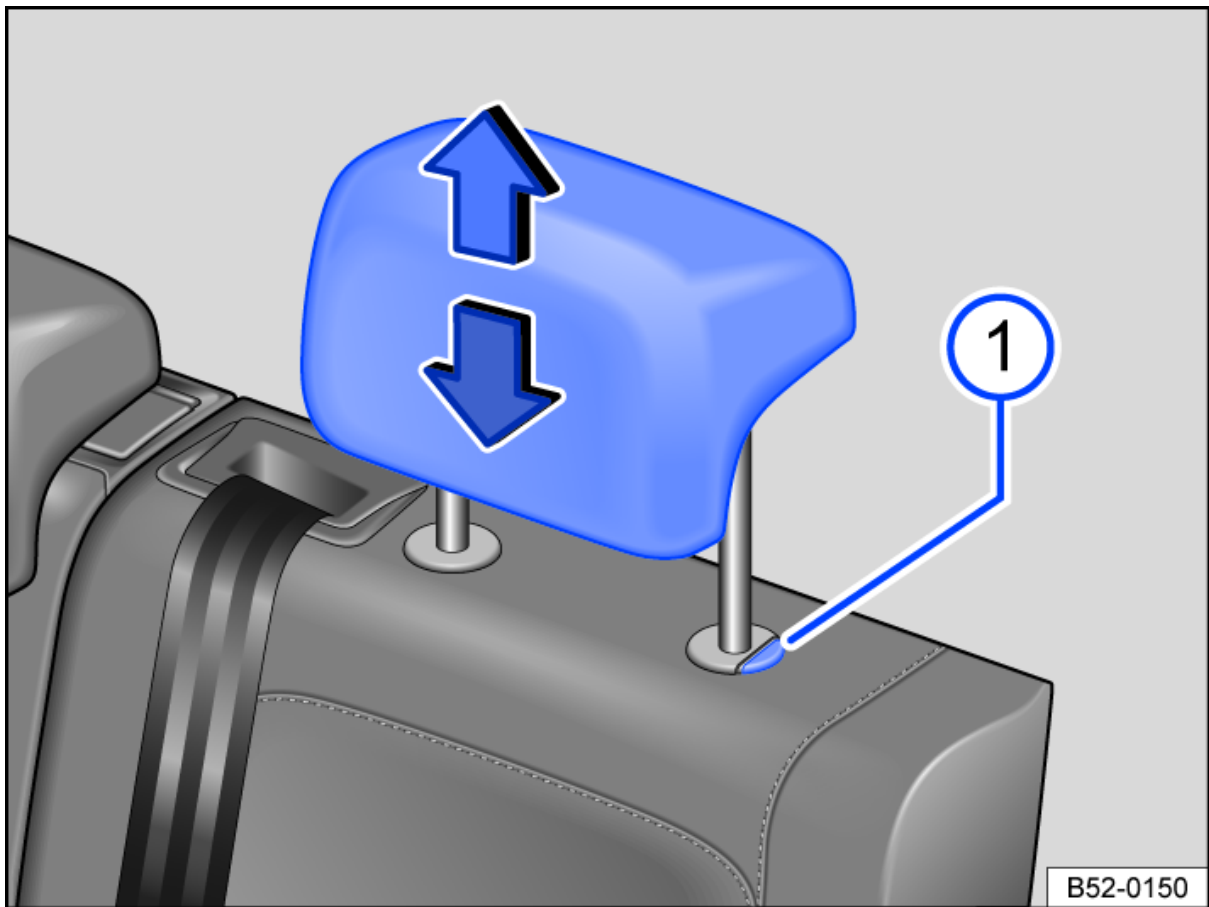


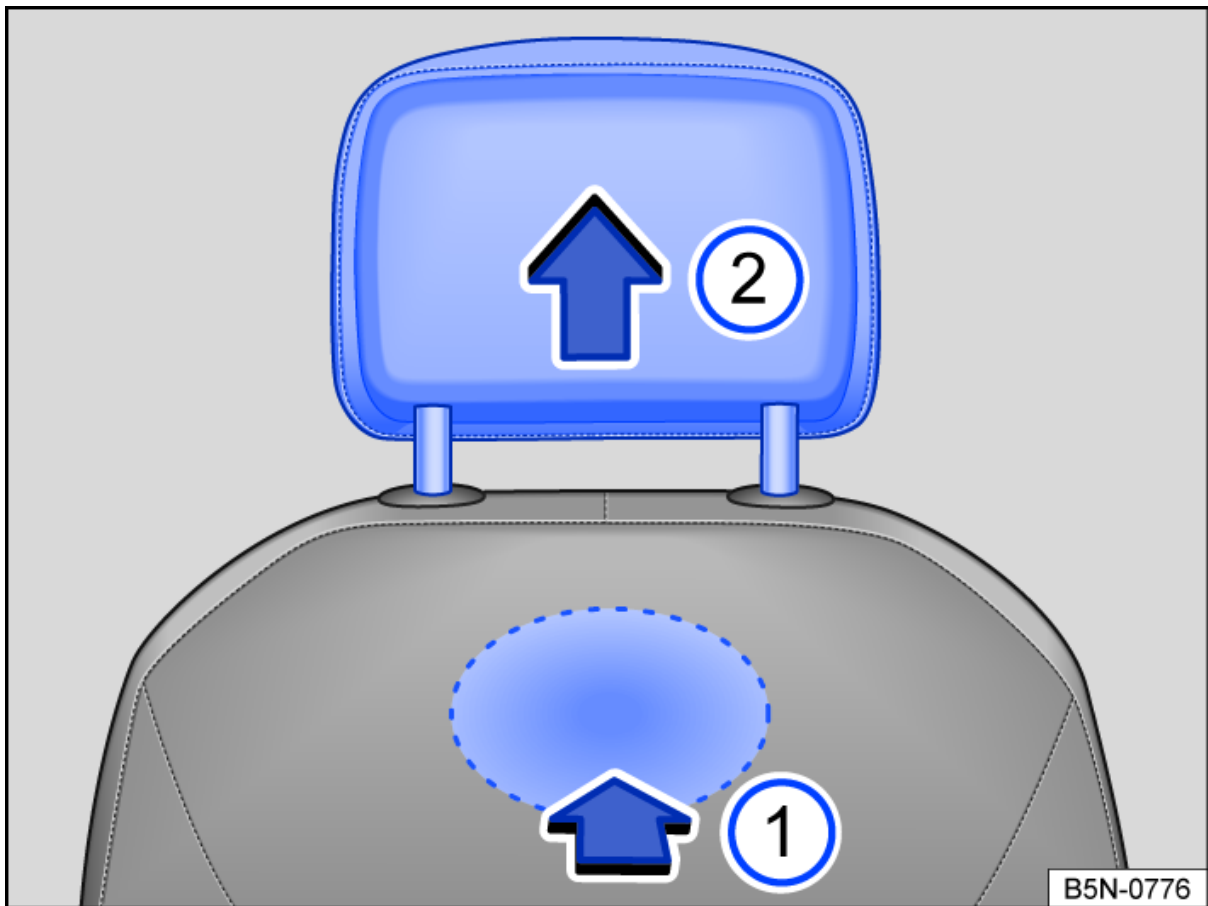
Fig. 2 Rear head restraint: adjusting.

### Adjusting the height of the head restraint

—While pressing the button → Fig. 1 (2) or → Fig. 2 (1) if necessary, push the head restraint up or down in the direction of the arrows.

The head restraint must engage securely into position.

## Removing and installing the head restraints



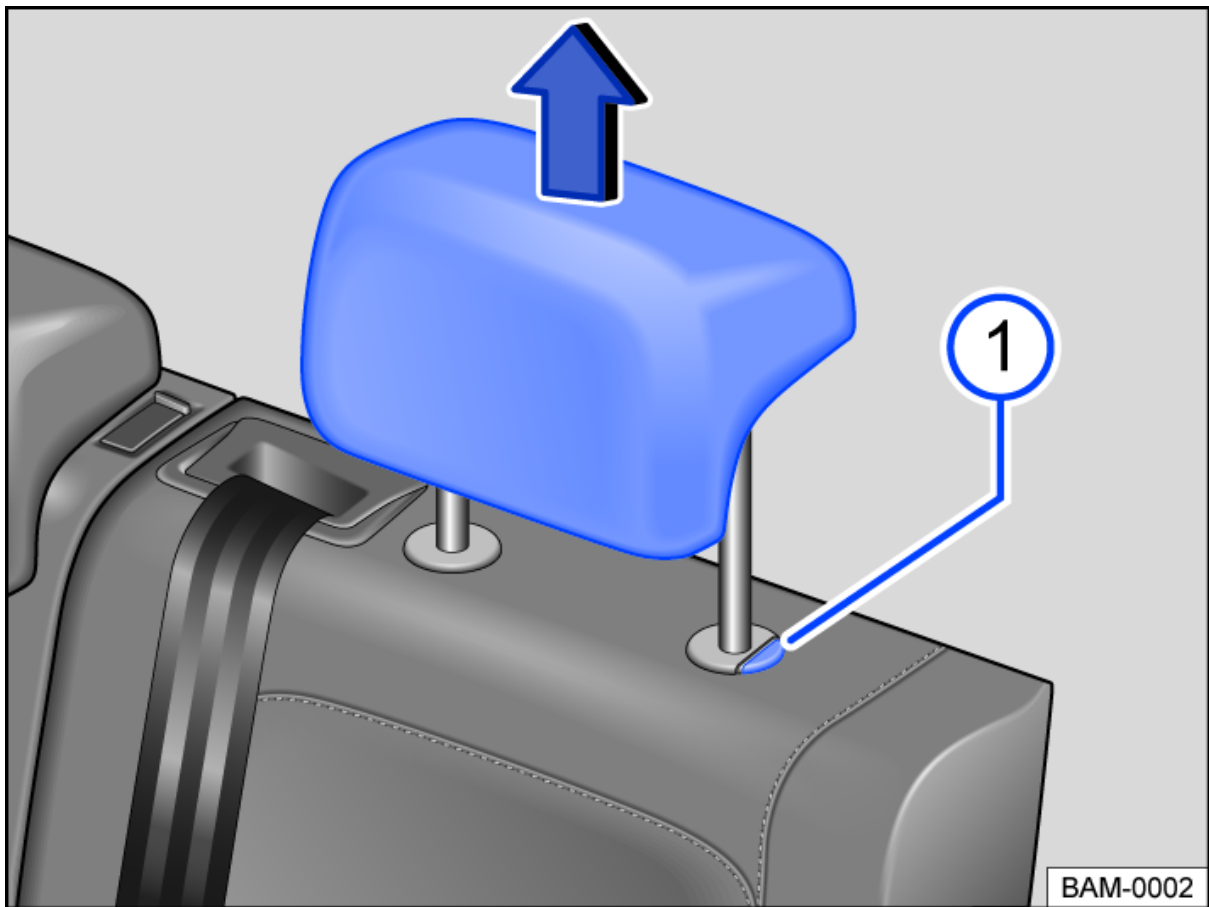
**Fig. 1** Front head restraint: removing.

### Removing the front head restraints

- If necessary, lower the head restraint.
- To release the head restraint, feel for the recess in the marked area on the rear side and press it in the direction of the arrow → *Fig. 1* (1).
- Pull the head restraint out in the direction of the arrow → *Fig. 1* (2).

### Fitting the front head restraints

- Position the head restraint correctly over the head restraint guides and then insert into the guides of the corresponding seat backrest.
- Push the head restraint down until the guide pins click into place.
- Adjust the head restraint so a correct sitting position can be assumed.



**Fig. 2** Rear head restraint: removing.

#### Removing the rear head restraints

---

- If necessary, adjust the backrest so that the head restraint can be removed.
- Push the head restraint all the way up.
- Pull the head restraint out fully while pressing the button → *Fig. 2* (1).

#### Fitting the rear head restraints

---

- Release the rear seat backrest and fold the backrest forwards slightly.
- Position the head restraint correctly over the head restraint guides and then insert into the guides of the corresponding seat backrest.
- Press and hold the button → *Fig. 2* (1) and push down the head restraint.
- Fold back the rear seat backrest and allow it to engage securely.
- Adjust the head restraint so a correct sitting position can be assumed.

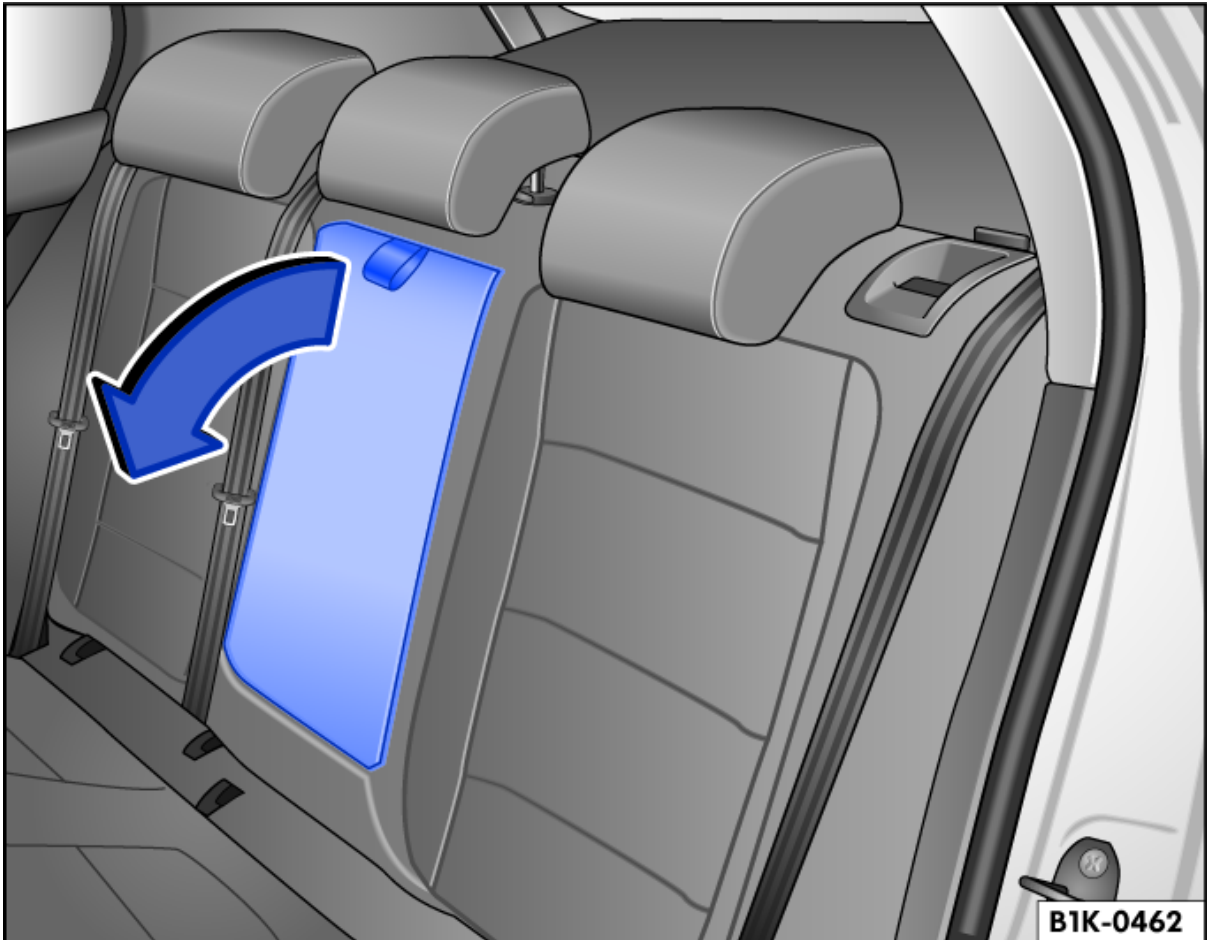


---

## Seat functions

---

### Centre armrest



**Fig. 1** Rear fold-out centre armrest.

### Rear centre armrest

There may be a fold-out centre armrest in the backrest of the middle seat of the rear bench seat.

—To *fold it down*: pull the loop in the direction of the arrow → *Fig. 1*.

—To *fold it back*: fold the centre armrest upwards in the opposite direction of the arrow → *Fig. 1* and push it into the backrest as far as it will go.

Do not use the middle seat on the rear bench seat to transport passengers when the centre armrest is folded down.

#### **WARNING**

The rear centre armrest must always be folded up while the vehicle is in motion in order to reduce the risk of injury.

- The centre seat on the rear bench seat must never be used when the centre armrest is folded down – neither by adults nor children. An incorrect sitting position can cause severe injuries.

## Massage function





**Fig. 1** In the lower area of the driver seat: button for massage function.

When the massage function is switched on, the lumbar support moves and massages the lumbar region.

The curvature of the lumbar support can be individually adjusted during operation by repeatedly pressing the corresponding switch (→ *Front seat, electric*).

### Switching the massage function on or off

To switch on, press the  button in the seat control panel. To switch off, press the  button again.

The massage function is switched off automatically after approximately ten minutes.

#### WARNING

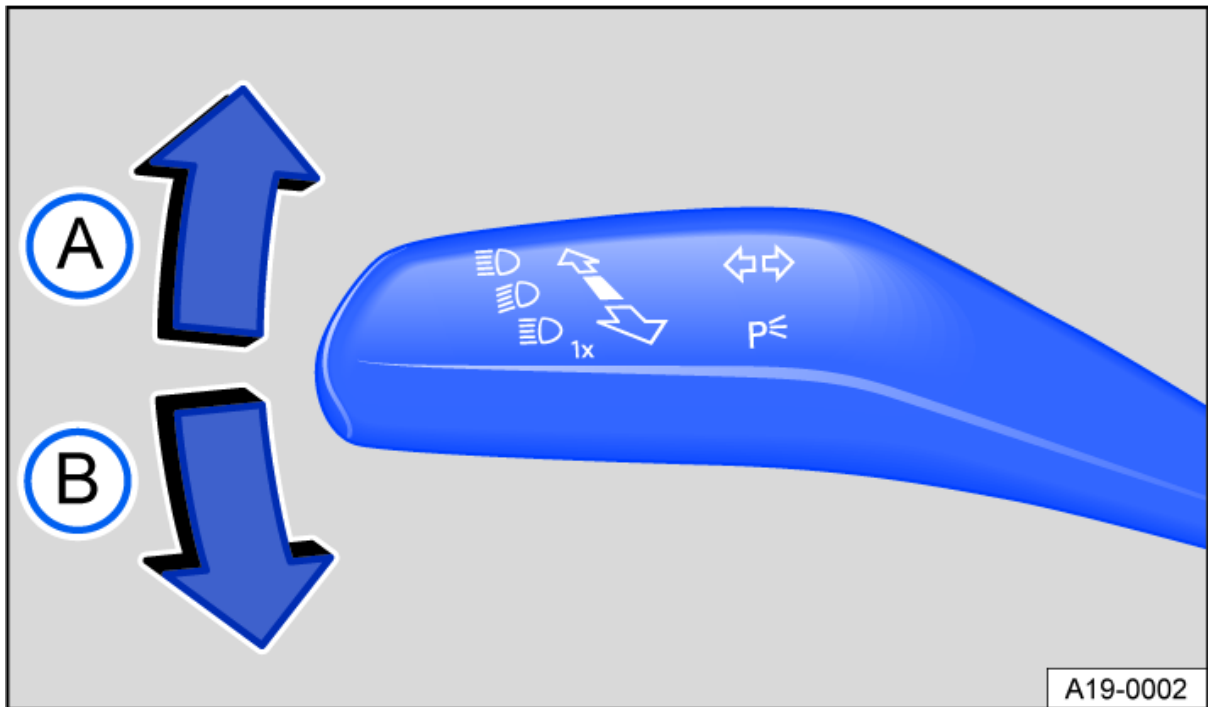
Incorrect use of the seat functions can cause serious injuries.

- Always assume a correct sitting position before you start driving and maintain this position throughout the trip. This also applies to all passengers.
- Switch the massage function on and off only when the vehicle is stationary.
- Keep hands, fingers, feet and other body parts away from seat's moving parts and adjustment range.

# Lights

## Turn signals

### Switching turn signals on and off



**Fig. 1** On the left-hand side of the steering column: turn signal and main beam lever.

—Switch on the ignition.

—Move the turn signal and main beam lever from the centre position to the following position

→ *Fig. 1* :

—(A) Right turn signal ➡.

—(B) Left turn signal ⬅.

—Return the turn signal and main beam lever to the basic position in order to switch off the turn signal.

Go to a qualified workshop if the acoustic signal does not sound when a turn signal is switched on and have the vehicle checked.

### Convenience turn signal

To operate the convenience turn signal, push the turn signal and main beam lever up or down to the point where you meet resistance and then release the lever. The turn signal flashes three times.

To cancel the convenience turn signal, immediately move the lever in the opposite direction up to the pressure point and then release it.

The convenience turn signal can be activated and deactivated in the vehicle settings in the Infotainment system (→ *Vehicle settings menu*).

 **WARNING**

Incorrect use of turn signals, a failure to use turn signals, or forgetting to switch off a turn signal can confuse other road users. This can lead to accidents and serious injuries.

- Always activate the turn signal in good time when changing lanes and performing overtaking or turning manoeuvres.
- Always switch off the turn signal once the lane change or overtaking or turning manoeuvre has been completed.



The hazard warning lights also work when the ignition is switched off (→ *In an emergency*).

## Vehicle lighting


### Switching lights on and off




Fig. 1 Next to the steering wheel: control field for switching on the exterior lighting.

#### Switching lights on

—Switch on the ignition.

—Touch the  button repeatedly until the corresponding indicator lamps light up:

**AUTO** Automatic headlights: dipped beam is switched on or off depending on the brightness level  
→ *Switching lights on and off*, (→ *Exterior drive lighting*).

 Side lights switched on, the indicator lamp lights up green. The automatic headlights function **AUTO** is activated as from a speed of around 10 km/h (6 mph).


 The dipped beam headlights are switched on. The indicator lamp lights up green.

- Light switched off. The automatic headlights function **AUTO** is activated as from a speed of around 10 km/h (6 mph) or when a distance of about 100 m (110 yd) has been driven.

#### Switching off the lights

—Switch off the ignition.

**AUTO** "Leaving Home" function (orientation lighting) may be switched on (→ *Coming Home and Leaving Home function (orientation lighting)*).

 Side lights or continuous parking light on both sides of the vehicle switched on. The indicator lamp lights up green.

- Light switched off.

## Daytime running lights

The daytime running lights can increase the visibility of the vehicle in traffic during the daytime and are switched on each time the ignition is switched on (if brightness is detected).

### WARNING

Accidents and serious injuries can occur if roads are not sufficiently illuminated and other road users have difficulty seeing the vehicle, or cannot see it at all.

- The light assistance systems only provide support; the driver is responsible for making sure the vehicle lights are switched on correctly.
- Always switch the dipped beam headlights on if it is dark, raining or visibility is poor.

### WARNING

The side lights or daytime running lights are not bright enough to illuminate the road ahead and to ensure that other road users are able to see you.

- Always switch the dipped beam headlights on if it is dark, raining or visibility is poor.
- The tail lights will not be switched on with the daytime running lights. If the tail lights are not switched on, the vehicle may not be visible to other road users if it is dark, raining, or if visibility is poor.

### WARNING

The automatic headlights function **AUTO** switches the dipped beam headlights on and off only when there is a change in the level of brightness.

- Switch the dipped beam on manually if required by the weather conditions, e.g. in the event of fog.





When reverse gear is engaged, the cornering light on both sides of the vehicle switches on to provide better illumination of the surrounding area when manoeuvring.


---

## Switching the rear fog light on and off

The rear fog light can be switched on when the ignition is switched on (*→ Dipped beam*):

- **Switching on the rear fog light:** press button . The indicator lamp in the button lights up. The indicator lamp  also lights up yellow in the instrument cluster.
- Press the button again to switch off the rear fog light.






If the rear fog light is switched on with switched-off lights **OFF**, *switched-off side lights*  or *switched-on automatic headlights* **AUTO**, the dipped beam headlights will be switched on independently of the ambient brightness level.

---

## Switching poor weather light on and off

The poor weather light allows the driver to improve illumination of the road in poor visibility conditions.

The poor weather light can be switched on when the ignition is switched on:


- **Switching on the  poor weather light:** Press the  button (→ *Dipped beam*). The indicator lamp in the button lights up green. In addition, the  indicator lamp lights up for a few seconds in the instrument cluster.
- To switch off, press the button again.



---

## Light functions

### Side lights

When the side lights  are switched on, both headlights light up with side lights together with parts of the tail light clusters, the number plate light and the buttons in the centre console and dash panel. The automatic headlights are activated as from a speed of around 10 km/h (6 mph).

### Automatic headlights AUTO

When the automatic headlights function is switched on, the vehicle lighting and the instrument and switch lighting will switch on under the following conditions.

- The light sensor has detected darkness.
- The windscreen wipers have been switched on for an extended period.

When the lights are switched on, the indicator lamp lights up yellow.

The automatic headlights function is merely an aid and will not always be able to detect all driving situations.

In vehicles with a corresponding equipment level, the switch-on time of the automatic headlights can be set in the vehicle settings in the Infotainment system (*→ Vehicle settings menu*).

### Cornering light


When dipped beam is switched on, a cornering light is switched on when turning slowly or driving around very tight bends.

### Dynamic cornering light (AFS)

The dynamic cornering light permits optimum illumination of the road. The dynamic cornering light only works when the automatic headlights function **AUTO** is switched on and at speeds above approximately 10 km/h (6 mph).

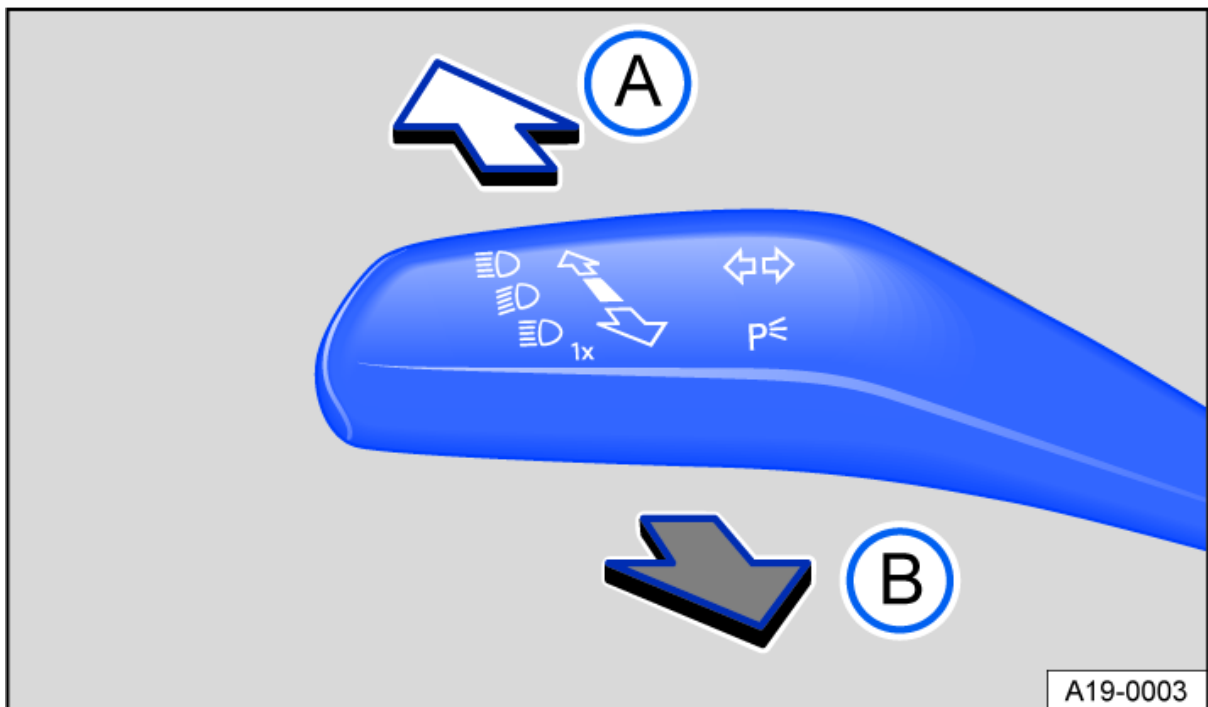
### Acoustic warnings if lights are not switched off

When the ignition has been switched off and the driver door is opened, acoustic warnings will sound under the following conditions:

- If the parking light is switched on.
- If the side lights  are switched on.

When the Coming Home function is switched on, no acoustic signal will be given as a reminder that a light is still switched on when leaving the vehicle.

## Switching main beam on and off




**Fig. 1** On the left-hand side of the steering column: turn signal and main beam lever.


—Switch on the ignition and dipped beam.

—Move the turn signal and main beam lever from the centre position to the following position

→ *Fig. 1*:

— **(A)**  Main beam switched on.

— **(B)** Operate the headlight flasher or switch off the main beam. The *headlight flasher* comes on for as long as the lever is pulled.

When the main beam or headlight flasher are switched on, the blue indicator lamp  lights up in the instrument cluster.

### Main-beam control

Depending on the vehicle equipment level, advanced main-beam control may also be available (→ *Main-beam control (static)*) (→ *Main-beam control (dynamic)*).


#### WARNING

Incorrect use of the main beam headlights can lead to accidents and serious injuries as the main beam headlights can distract and dazzle other road users.

---

## Main-beam control



Main-beam control automatically dips the headlights when oncoming vehicles and vehicles driving in front are detected. Main-beam control normally also recognises illuminated areas such as towns and deactivates main beam while driving through them.

Within the limits of the system, main-beam control automatically switches the main beam on or off depending on the environmental and traffic conditions and on the driving speed → .

Depending on the vehicle equipment level, main-beam control can be activated and deactivated in the vehicle settings in the Infotainment system (→ *Vehicle settings menu*).

### **Switching on main-beam control**

- Switch on the ignition and the automatic headlights **AUTO**.
- Briefly press the turn signal and main beam lever forwards out of the basic position.

When main-beam control is switched on, the  indicator lamp lights up in the instrument cluster display. When main-beam control is active, the blue indicator lamp  lights up in the instrument cluster.

### **Switching off main-beam control**

- Switch off the automatic headlights **AUTO**.
- OR:** main-beam control switched on and active: pull back the turn signal and main beam lever.
- OR:** main-beam control switched on and **not** active: touch the turn signal and main beam lever forwards to switch on manual main beam. Pull back the turn signal and main beam lever to switch off the manual main beam if necessary.
- OR:** switch off the ignition.

### **System limits**

The main beam must be manually switched off under the following conditions, as it is not switched off by the main beam control in time or at all:

- In poorly lit streets where there are highly reflective signs.
- Other road users with insufficient lighting facilities, such as pedestrians, cyclists.
- In tight bends, on steep hill crests or in dips in the road or when oncoming traffic is half-hidden.
- With oncoming traffic on streets with a central barrier where the driver can see clearly over the central barrier e.g. truck drivers.
- In fog, snow or heavy rain.
- In conditions where dust or sand has been blown up.
- Damage to the windscreen in the camera's field of vision.
- If the field of view of the camera is covered by condensation, dirt, a sticker, snow or ice.
- If the camera is faulty or the power supply is interrupted.

 **WARNING**

Do not let the extra convenience afforded by main-beam control tempt you into taking any risks when driving. The system is not a substitute for the full concentration of the driver.

- Always check the lights yourself and adjust them to the prevailing conditions for lights, visibility and road traffic.
- The main-beam control may not be able to recognise all driving situations correctly and may not work properly in certain situations.
- If the camera's field of view is dirty, covered or damaged, the function of the main-beam control may be impaired. This also applies if changes are made to the vehicle's lighting system, for example if additional headlights are fitted.

 **NOTICE**

Please observe the following points in order to avoid impairing the proper function of the system:

- Regularly clean the camera's field of view, and keep it free from snow and ice.
- Do not cover the camera's field of view.
- Regularly check the area of the windscreen that is in the camera's field of view for damage.



Light-emitting objects in the camera's field of operation, e.g. mobile navigation devices, could impair the functions of the main-beam control system.

---

## Advanced main-beam control



Advanced main-beam control provides maximum illumination for the road and the edges of the road. At the same time, it prevents vehicles in front or oncoming vehicles from being dazzled. The system uses a camera to detect other road users and their distance from your vehicle and covers part of the headlights appropriately. If the system can no longer prevent other road users from being dazzled, main beam is switched off automatically.

Within the limits of the system, main-beam control automatically switches the main beam on or off depending on the environmental and traffic conditions and on the driving speed → *Advanced main-beam control*.

Depending on the vehicle equipment level, main-beam control can be activated and deactivated in the vehicle settings in the Infotainment system (→ *Vehicle settings menu*).

### **Switching on advanced main-beam control**

- Switch on the ignition and the automatic headlights **AUTO**.
- Briefly press the turn signal and main beam lever forwards out of the basic position.

When main-beam control is switched on, the  indicator lamp lights up in the instrument cluster display. When main-beam control is active, the blue indicator lamp  lights up in the instrument cluster.

### **Switching off advanced main-beam control**

- Switch off the automatic headlights **AUTO**.
- **OR:** main-beam control switched on and active: pull back the turn signal and main beam lever.
- **OR:** main-beam control switched on and **not** active: touch the turn signal and main beam lever forwards to switch on manual main beam. Pull back the turn signal and main beam lever to switch off the manual main beam if necessary.
- **OR:** switch off the ignition.

### **System limits**

The main beam must be manually switched off under the following conditions, as it is not switched off by the main beam control in time or at all:

- In poorly lit streets where there are highly reflective signs.
- Other road users with insufficient lighting facilities, such as pedestrians, cyclists.
- In tight bends, on steep hill crests or in dips in the road or when oncoming traffic is half-hidden.
- With oncoming traffic on streets with a central barrier where the driver can see clearly over the central barrier e.g. truck drivers.
- In fog, snow or heavy rain.
- In conditions where dust or sand has been blown up.

- Damage to the windscreen in the camera's field of vision.
- If the field of view of the camera is covered by condensation, dirt, a sticker, snow or ice.
- If the camera is faulty or the power supply is interrupted.

### WARNING

Do not let the extra convenience afforded by main-beam control tempt you into taking any risks when driving. The system is not a substitute for the full concentration of the driver.

- Always check the lights yourself and adjust them to the prevailing conditions for lights, visibility and road traffic.
- The main-beam control may not be able to recognise all driving situations correctly and may not work properly in certain situations.
- If the camera's field of view is dirty, covered or damaged, the function of the main-beam control may be impaired. This also applies if changes are made to the vehicle's lighting system, for example if additional headlights are fitted.

### NOTICE

Please observe the following points in order to avoid impairing the proper function of the system:

- Regularly clean the camera's field of view, and keep it free from snow and ice.
- Do not cover the camera's field of view.
- Regularly check the area of the windscreen that is in the camera's field of view for damage.



Light-emitting objects in the camera's field of operation, e.g. mobile navigation devices, could impair the functions of the main-beam control system.

## Switching parking lights on and off

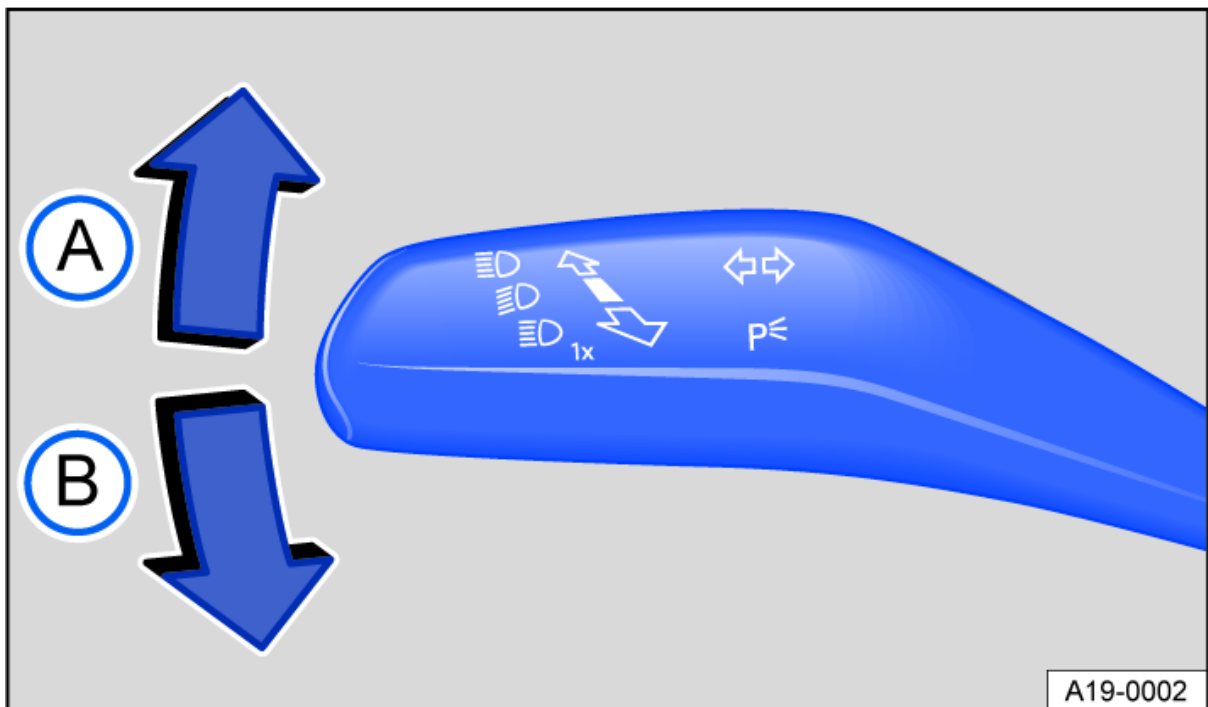


Fig. 1 On the left-hand side of the steering column: turn signal and main beam lever.

### Switching on parking light on one side of the vehicle

When the parking lights are switched on, the headlight with side light and parts of the tail light cluster on the corresponding side of the vehicle light up.

- Switch off the ignition.
- Move the turn signal and main beam lever from the centre position to the following position  
→ *Fig. 1*:
  - (A) Right-hand parking light is switched on.
  - (B) Left-hand parking light is switched on.

### Continuous parking light on both sides of the vehicle

Both headlights light up with side lights as well as parts of the tail light clusters if continuous parking light on both sides of the vehicle is switched on:

- Switch on the parking lights  $\Rightarrow$  0E.
- Switch off the ignition.
- Lock the vehicle from outside.

### Automatic switch-off of side lights and parking lights

The vehicle will detect a weak 12-volt vehicle battery and switch off the side lights or parking lights in good time so that the vehicle's drive system can still be activated – however, this will occur after two hours at the earliest.

If the battery capacity is not sufficient for the side lights or parking light to remain switched on for two hours, the 12-volt vehicle battery may discharge so far that the vehicle's drive system can no longer be activated → ⚠.

 **WARNING**

Accidents and serious injuries can occur if the vehicle is parked without sufficient illumination, as other road users might have difficulty seeing the vehicle, or may not see it at all.

- Always park the vehicle safely and with sufficient lighting. Observe any applicable local legislation.
- If the vehicle lighting is required for several hours, switch on the right or left parking light if possible. The activation duration of the one-sided parking light is generally double that of the continuous parking light on both sides.



---

## Coming Home and Leaving Home function (orientation lighting)

The Coming Home and Leaving Home function lights up the area immediately surrounding the vehicle when you get in or out of the vehicle in darkness.

The Coming Home and Leaving Home function is controlled automatically by a light sensor.

### Switching on the Coming Home function

—Switch off the ignition.

The Coming Home lighting is switched on when the automatic headlight control **AUTO** is switched on and the light sensor detects *darkness*.

The *switch-off delay* starts when the last vehicle door or the boot lid is closed.

### Switching off the Coming Home function

—Automatically after the set switch-off delay has elapsed.

—**OR**: automatically if a vehicle door or the boot lid is opened approximately 30 seconds after switch-on.

—**OR**: press the light switch as often as necessary until the setting **OFF** is displayed in the instrument cluster.

—**OR**: switch on the ignition.

### Switching on the Leaving Home function

—Unlock the vehicle when the automatic headlight control function **AUTO** is switched on and the light sensor detects *darkness*.

### Switching off the Leaving Home function

—Automatically after the switch-off delay.

—**OR**: lock the vehicle.

—**OR**: press the light switch as often as necessary until the setting **OFF** is displayed in the instrument cluster.

—**OR**: switch on the ignition.

### Setting the Coming Home and Leaving Home functions

The switch-off delay can be set and the function activated or deactivated in the vehicle settings in the Infotainment system (→ *Vehicle settings menu*).

Depending on the equipment, the behaviour of the exterior lighting can be set in the vehicle settings in the Infotainment system.

It is possible to choose between two display strategies in the **Convenience light settings** menu:

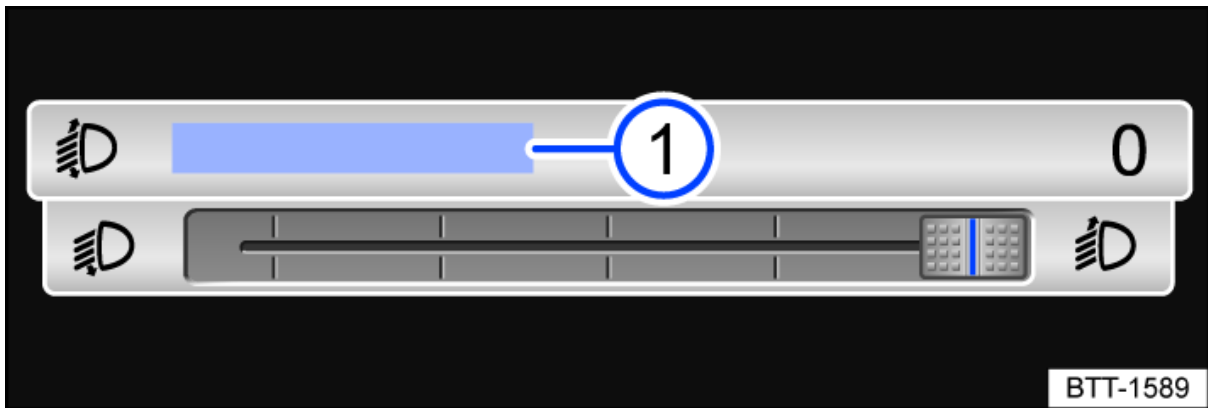
—Classic Coming Home function and Leaving Home function.

The surround lighting, headlights and tail light clusters are switched on and off simultaneously.

—Dynamic Coming Home function and Leaving Home function.

The surround lighting, headlights and tail light clusters are switched on and off dynamically and in some cases with animation.

## Headlight range control




**Fig. 1** In the Infotainment system: touch slider for headlight range control.

Headlight range control can be used to adjust the light cone of the dipped beam headlights to the vehicle load level. This gives the driver the best visibility possible and means that oncoming traffic will not be dazzled → ⚠.

With some equipment levels, the headlight range can be adjusted with the slider in the Infotainment system → *Fig. 1*.

### Manual headlight range control

Adjustment using the touch slider in the Infotainment system:

- Press the **MENU** button or function button.
- Touch the **Vehicle** and  function buttons to open the **Vehicle settings** menu.
- Touch the **Lights** function button to open the **Light settings** menu.
- Touch the function button **Headlight range control** → *Fig. 1* (1).
- Move the touch slider to the required position (example vehicle load level).

Settings in the  
Infotainment system

<b>0</b>	Front seats occupied and luggage compartment empty.
<b>2</b>	All seats occupied and luggage compartment empty.
<b>4</b>	All seats occupied and luggage compartment fully loaded.
<b>6</b>	Only the driver seat occupied and luggage compartment fully loaded.

### Dynamic headlight range control

The headlight range cannot be adjusted manually if the vehicle has dynamic headlight range control. The headlight range is automatically adapted to suit the vehicle load level as soon as the headlights are switched on → ⚠.

 WARNING

Heavy objects in the vehicle can cause the headlights to dazzle and distract other road users. This can lead to accidents and serious injuries.

- The light cone should always be adjusted to the load level of the vehicle to ensure that other road users are not dazzled.

 WARNING

Failure or malfunction in the dynamic headlight range control can cause the headlights to dazzle or distract other road users. This can lead to accidents and serious injuries.

- The headlight range control should be checked by a qualified workshop as soon as possible.

---

## Switching over headlights for driving abroad (travel mode)

If you have to drive a right-hand drive vehicle in a left-hand drive country, or vice versa, the dipped beam of vehicles with advanced main-beam control or dynamic cornering light may dazzle oncoming traffic (→ *Main-beam control (dynamic)*), (→ *Exterior drive lighting*). For this reason, the headlight alignment of vehicles with this equipment can be adjusted in the Infotainment system in the **Vehicle settings** menu (travel mode) (→ *Vehicle settings menu*). Adjustment of the headlights is not necessary on vehicles without advanced main-beam control and without dynamic cornering light.



Travel mode may only be used for a short period. Please contact a qualified workshop for permanent conversion. Volkswagen recommends using a Volkswagen dealership for this purpose.

---

## Troubleshooting

### Turn signal indicator lamp

The indicator lamp flashes green.

If a turn signal on the vehicle has failed, the indicator lamp will start flashing twice as fast.

—Check the lighting and change the appropriate bulb as required (*→ Exterior lighting*).

—If the fault persists, go to a qualified workshop.

### Indicator lamp for bicycle carrier turn signal

The indicator lamp flashes green.

The indicator lamp goes out if a turn signal or all lights on the bicycle carrier stop working.

—Check the lights and change the appropriate bulb as required.

—If the fault persists, go to a qualified workshop.

### Vehicle lighting fault

The indicator lamp lights up yellow.

Vehicle lighting not working partially or completely.

—Check the lighting and change the appropriate bulb as required (*→ Exterior lighting*).

—If the fault persists, go to a qualified workshop.

### **Dynamic cornering light**

In vehicles with driving profile selection, the selected driving profile can affect the swivelling motion of the lights.

A corresponding display appears in the instrument cluster if there is a dynamic cornering light fault. Go to a qualified workshop.

---

## Interior lighting

---

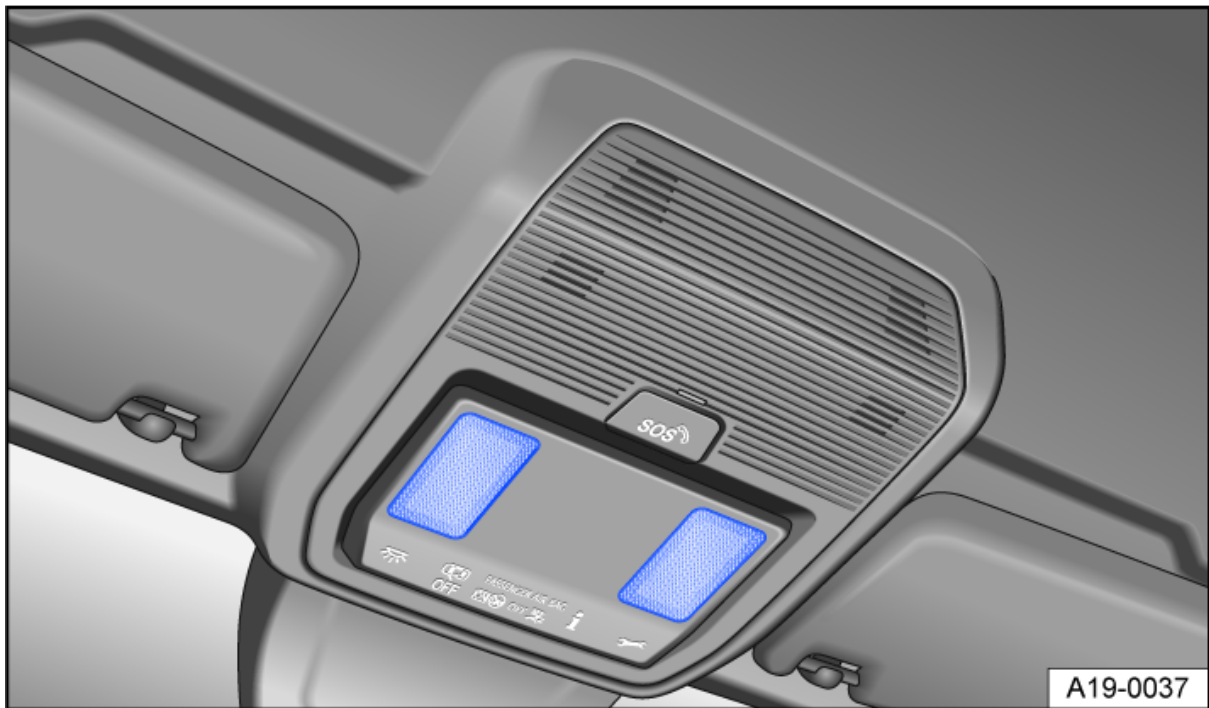
### Instrument and switch lighting

The brightness of the instrument and switch lighting and the basic brightness level of the Head-up Display can be adjusted in the vehicle settings in the Infotainment system (→ *Vehicle settings menu*).

The brightness setting is automatically adjusted to the changing ambient light conditions in the vehicle.

When the automatic headlights function **AUTO** is switched on, a sensor will switch the dipped beam and the lighting in the instruments and switches on and off automatically depending on the ambient brightness level.

## Interior and reading lights, background lighting



**Fig. 1** In the roof console: touch-sensitive reading lights.

Touch the corresponding symbol:



Switch interior lights on or off or dim lights.



Function switched off: the interior lights are switched on automatically when the vehicle is unlocked, a door is opened or the ignition is switched off.

### Touch-sensitive reading lights with manual dimming function

There may be touch-sensitive reading lights in the roof console and above the rear doors, depending on the vehicle equipment → [Fig. 1](#) . The individual reading lights can be switched on or off by touching the light surface.

In order to activate the manual dimming function, keep touching the light surface until the desired brightness level is reached.

### Luggage compartment light

A light will be switched on or off when the boot lid is opened or closed.

### Background lighting

Depending on the equipment level, the background lighting provides indirect light in the various areas of the vehicle interior.

The brightness and, depending on equipment level, colour of the background lighting can be adjusted in the vehicle settings in the Infotainment system (→ *Vehicle settings menu*). If the setting **Auto** is selected, the colour of the background lighting changes depending on the driving



profile setting.



The lights switch off when the vehicle is locked or after a few minutes once the ignition has been switched off. This prevents the 12-volt battery from discharging.

## Vision

### Wipers

#### Operating the wiper lever

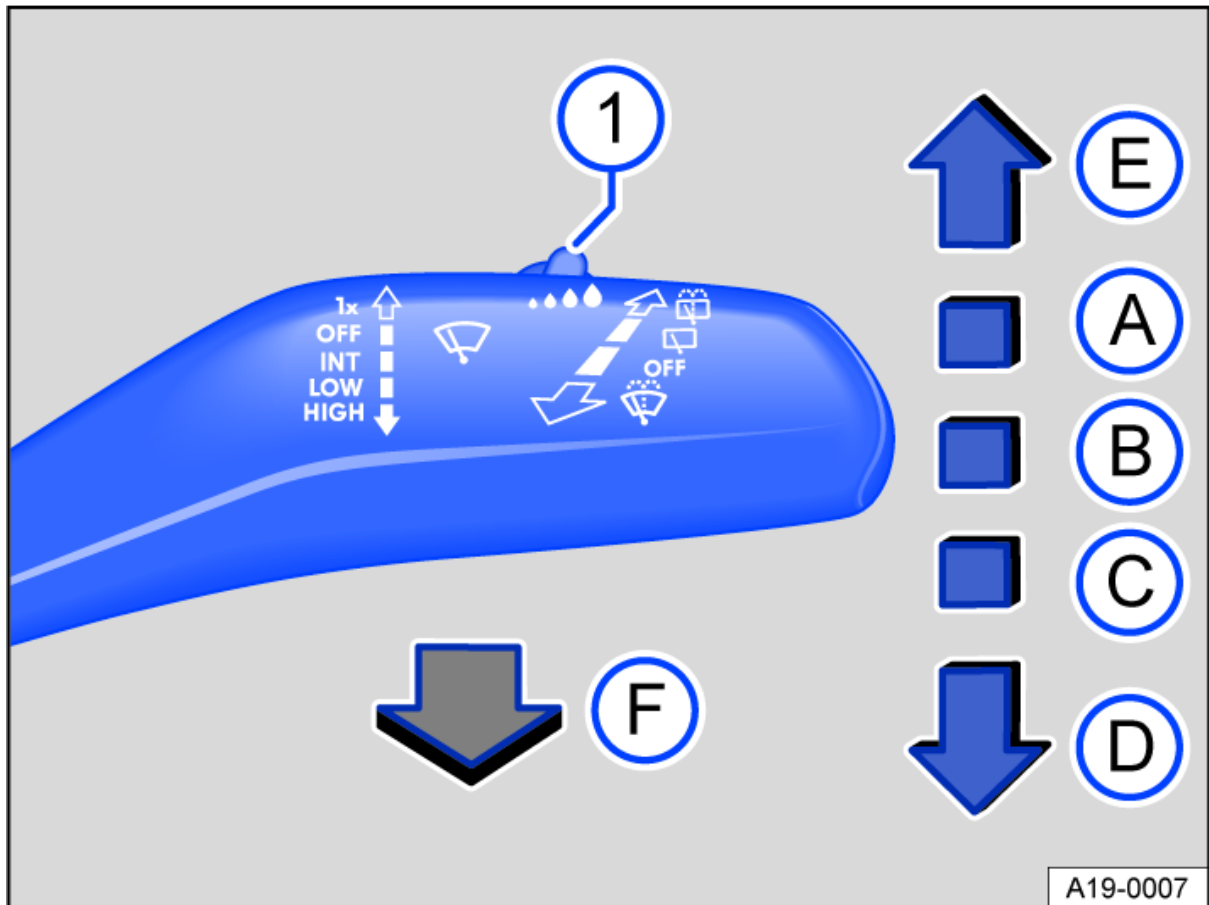
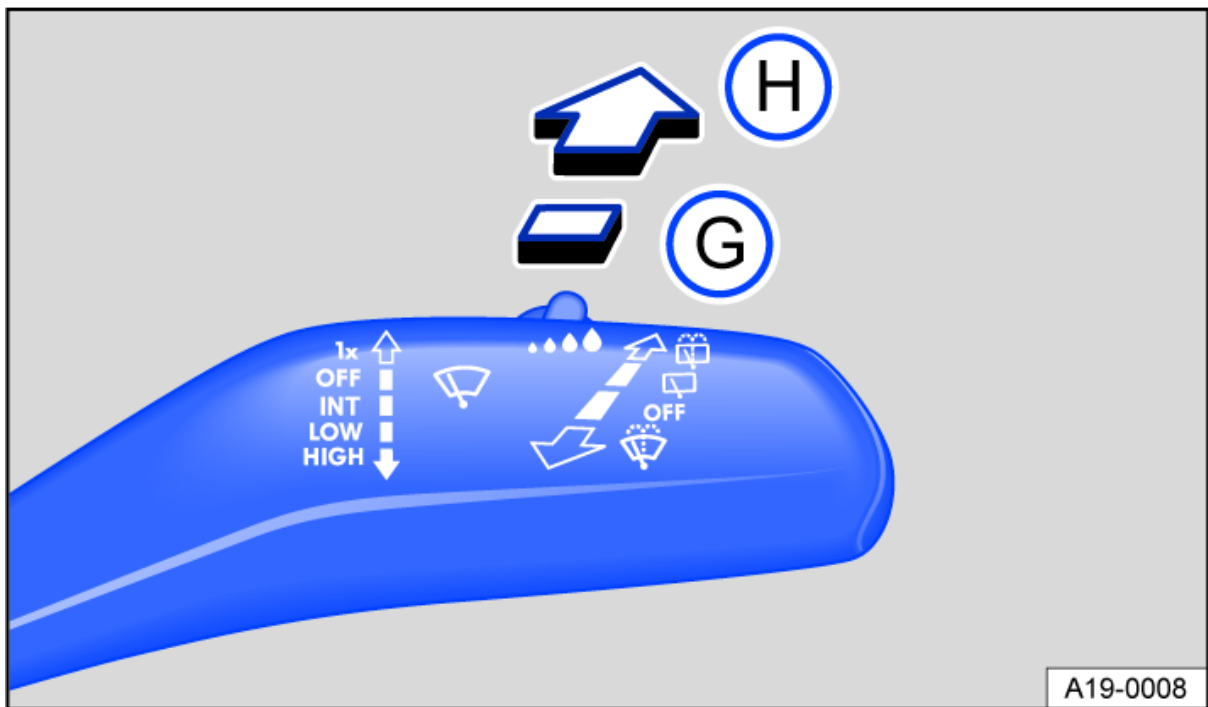


Fig. 1 On the right-hand side of the steering column: operating the windscreen wipers.



**Fig. 2** On the right-hand side of the steering column: operating the rear window wiper.

The wipers function only when the ignition is switched on, the driver and front passenger doors are closed and the bonnet or boot lid are closed. Move the wiper lever to the desired position → ⚠:

- (A) Wipers switched off.
- (B) Interval wipe for the windscreen or rain and light sensor mode. The interval wipe for the windscreen depends on the speed of the vehicle. The wipers will wipe more frequently as the vehicle moves faster.
- (C) Slow wiping.
- (D) Fast wiping.
- (E) Flick wipe – short wiping. Press and hold the lever for longer to wipe more quickly.
- (F) Automatic wipe/wash for cleaning the windscreen with the lever pulled. The Climatronic will switch to air recirculation mode for approximately 30 seconds to prevent the smell of the windscreen washer fluid from entering the vehicle interior.
- (1) Switch for interval stages (vehicles without rain and light sensor) or adjusting the sensitivity of the rain and light sensor.
- (G) Intermittent wiping for the rear window. The wiper will wipe the window approximately every six seconds.
- (H) Automatic wipe/wash for cleaning the rear window with the lever pushed.

 **WARNING**

Without adequate anti-freeze, the washer fluid may freeze onto the windscreen and obscure your view.

- In winter temperatures, the window washer system should only be used when adequate anti-freeze has been added.
- Never use the windscreen washer system at winter temperatures before the windscreen has been heated by the ventilation system. This could lead to the anti-freeze mixture freezing on the windscreen and restrict the driver's vision.

 **WARNING**

Worn or dirty windscreen wiper blades reduce visibility and increase the risk of accidents and severe injuries.

- Always change wiper blades if they are damaged or worn out and when they no longer clean the window sufficiently (→ *Wiper blades*).

 **NOTICE**

Before setting off and **before switching on the ignition**, always check the following to avoid damage to the windows, wiper blades and wiper motor:

- The wiper lever is located in the basic position.
- Snow and ice have been removed from the wiper blades and windows.
- Wiper blades that have become frozen onto the glass have been carefully loosened. Volkswagen recommends using a de-icer spray for this.

 **NOTICE**

Do not switch on the wipers when the window is dry. Using the wipers when the window is dry can damage the glass.



When switched on, the wipers will temporarily be switched to the next setting down when the vehicle is stationary.



If the driver or front passenger door is opened when the vehicle is stationary, the windscreen wipers will move to their initial position and will be switched off. If the door is closed within a few seconds or the wiper lever is moved, the wipers will be switched back on again.



If the vehicle is parked during cold weather, the service position of the windscreen wiper may be helpful in order to be able to release the wiper blades better from the windscreen (→ *Wiper blades*).

---

## Wiper function


### Automatic activation of the rear window wiper

The rear window wiper is switched on automatically if the front windscreen wipers are switched on and reverse gear is engaged. Automatic activation when reverse gear is engaged can be activated and deactivated in the vehicle settings in the Infotainment system (*→ Vehicle settings menu*).

### Heated washer jets

The heating defrosts frozen washer jets. The heating output is automatically regulated when the ignition is switched on, depending on the ambient temperature. Only the washer jets are heated and not the hoses carrying washer fluid.

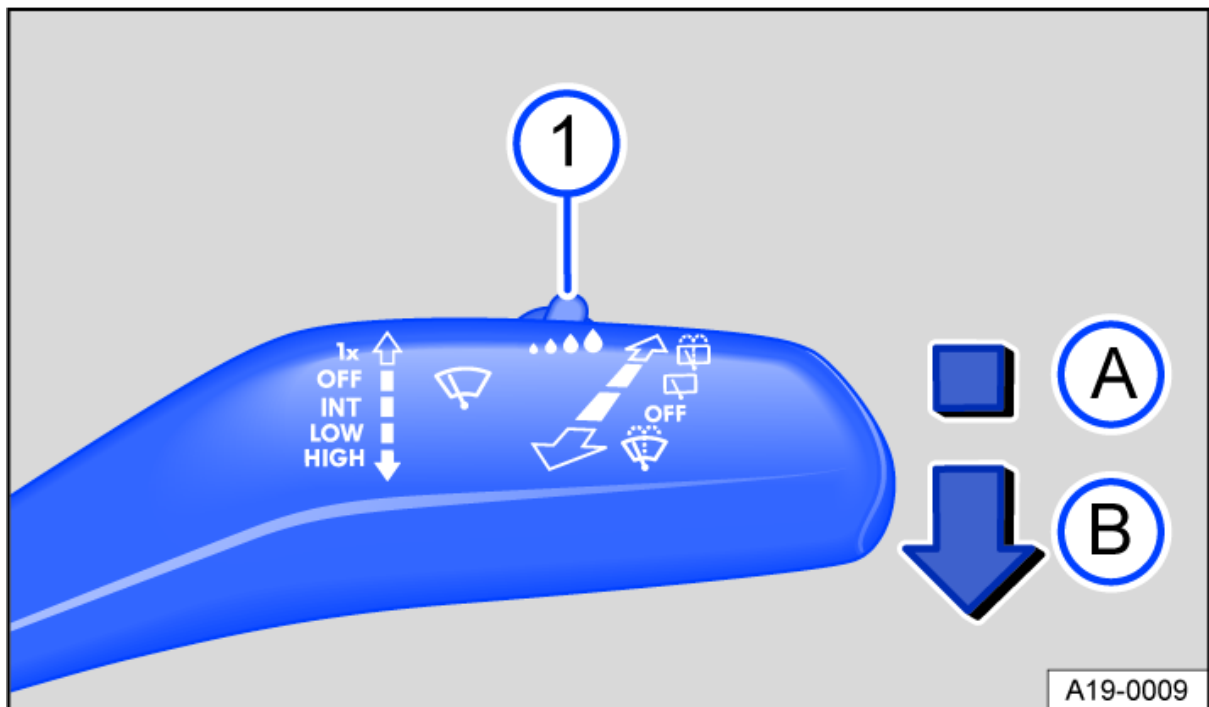
### Headlight washer system

The headlight washer system cleans the headlight lenses and only works when the dipped or main beam headlights are switched on. If the indicator lamp for windscreen washer water level too low  lights up, the headlight washer system is not switched on (*→ Wipers*).

Once the ignition has been switched on, the headlights will also be washed the first time the wash and wipe system is used, and every tenth time after this. Hardened dirt, such as insect remains, should be removed from the headlight lenses at regular intervals.

In winter, you should remove any snow from the headlight washer system covers in the bumper to keep the system in working order. Remove any ice with a de-icer spray.

## Rain and light sensor



**Fig. 1** On the right of the steering column: wiper lever.

When the rain and light sensor is activated, it automatically controls the frequency of the wiper intervals, depending on the intensity of the rain.

### Activating and deactivating the rain and light sensor

Push the lever to the desired position → *Fig. 1* :

- Position **(A)** - the rain and light sensor is deactivated.
- Position **(B)** - the rain and light sensor is activated, automatic wipe when necessary.

The automatic wipe function can be activated and deactivated in the vehicle settings in the Infotainment system (→ *Vehicle settings menu*).

If the automatic wipe function is deactivated in the Infotainment system, the intervals are set at fixed levels.

### Adjusting the sensitivity of the rain and light sensor

The sensitivity of the rain and light sensor can be adjusted manually using the switch in the wiper lever → *Fig. 1* **(1)** → *Rain and light sensor* .

- Switch to the right - high sensitivity.
- Switch to the left - low sensitivity.

 WARNING

The rain and light sensor cannot always detect all precipitation sufficiently and activate the wipers.

- If necessary, switch on the windscreen wipers manually if the water on the windscreen restricts the field of vision.

---

## Troubleshooting

### Washer fluid level too low

The indicator lamp lights up yellow.

Fill up the washer fluid reservoir as soon as possible (→ *Washer fluid*).

### Fault in rain and light sensor

The indicator lamp lights up yellow.

The wipers are not switched on automatically if it rains during rain and light sensor operation.

—Switch the ignition off and on.

—If the fault persists, go to a qualified workshop.

### Fault in wipers

The indicator lamp lights up yellow.

The wipers do not wipe.

—Switch the ignition off and on.

—If the fault persists, go to a qualified workshop.

## Changes in the response of the rain and light sensor

Possible causes for faults and misinterpretations *relating to the sensitive surface* of the rain and light sensor (→ *Front view*) include:

- Damaged wiper blades:** a film of water or smears caused by damaged wiper blades can increase the time the wipers are switched on, can shorten the length of the intervals between wipes or cause the wipers to run quickly and continuously.
- Insects:** insects hitting the windscreen surface can cause the wipers to be activated.
- Salt deposits:** in winter, salt deposits can cause the wipers to continue to wipe the windscreen when it is almost dry.
- Soiling:** dry dust, wax, windscreen coatings (lotus effect), or detergent deposits (from an automatic car wash) can cause the rain and light sensor to become less sensitive and react too slowly, or prevent it from reacting at all. Clean the sensitive surface of the rain and light sensor at regular intervals and inspect the wiper blades for damage (→ *Vehicle care, exterior*).
- Crack in the windscreen:** a wipe cycle will be triggered if the rain and light sensor is switched on when the windscreen is impacted by a stone. The rain and light sensor will then register the reduction in sensitivity of the surfaces and adjust accordingly. The size of the crack can affect the way in which the rain and light sensor activates the wipers.





The wipers will try to wipe away any obstacles that are on the window. The wipers will stop moving if the obstacle blocks their path. Remove the obstacle and switch the wipers back on again.

---

# Mirrors

---

## General safety notes

The driver can use the exterior mirrors and interior mirror to observe the traffic behind and adjust the driving style accordingly.

For safety reasons, it is important that the driver positions the exterior and interior mirrors correctly before starting a journey.

Looking in the exterior mirrors and the interior mirror does not allow the driver to see the entire area around the side and rear of the vehicle. The area that cannot be seen is known as the blind spot. There may be objects and other road users in the blind spot.

### WARNING

Adjusting the exterior and interior mirrors while driving may cause the driver to become distracted. This can lead to accidents and serious injuries.

- Exterior and interior mirrors should only be adjusted when the vehicle is stationary.
- When parking, changing lane, or performing an overtaking or turning manoeuvre, always pay careful attention to the area around the vehicle as objects and other road users may be located in the blind spot.
- Always ensure that the mirrors are positioned correctly and that the rear view is not restricted by ice, snow, condensation or any other objects.

### WARNING

If you estimate the distance from traffic behind you incorrectly, you can cause accidents and serious injuries.

- Curved mirrors (convex or aspheric) enlarge the field of vision and can make objects in the mirror seem smaller and further away than they actually are.
- Using curved mirrors to estimate the distance from other vehicles behind you when changing lanes can provide inaccurate results and can lead to accidents and severe injuries.
- Whenever possible, use the interior mirror to check the exact distance between your vehicle and following traffic or other objects.
- Ensure that you have a good view to the rear of the vehicle.

 **WARNING**

Automatic anti-dazzle mirrors contain an electrolyte fluid which could leak if the mirror is broken.

- The leaking electrolyte fluid can cause irritation to the skin, eyes and respiratory organs, especially in people who suffer from asthma or similar illnesses. Immediately ensure that there is a sufficient supply of fresh air and get out of the vehicle. If this is not possible, open all of the windows and doors.
- If the electrolyte fluid gets into the eyes or onto the skin, immediately wash the area with plenty of water for at least 15 minutes and consult a doctor.
- If the electrolyte fluid gets onto shoes or clothing, wash immediately with plenty of water for at least 15 minutes. Clean shoes and clothes thoroughly before wearing them again.
- If the electrolyte fluid is swallowed, immediately rinse the mouth with plenty of water for at least 15 minutes. Do not induce vomiting unless instructed to do so by a doctor. Seek medical assistance immediately.

 **NOTICE**

If the glass of an automatic anti-dazzle mirror is broken, electrolyte fluid can leak from the mirror. This fluid attacks plastic surfaces. Remove the fluid as soon as possible, e.g. using a wet sponge.

Interior mirror

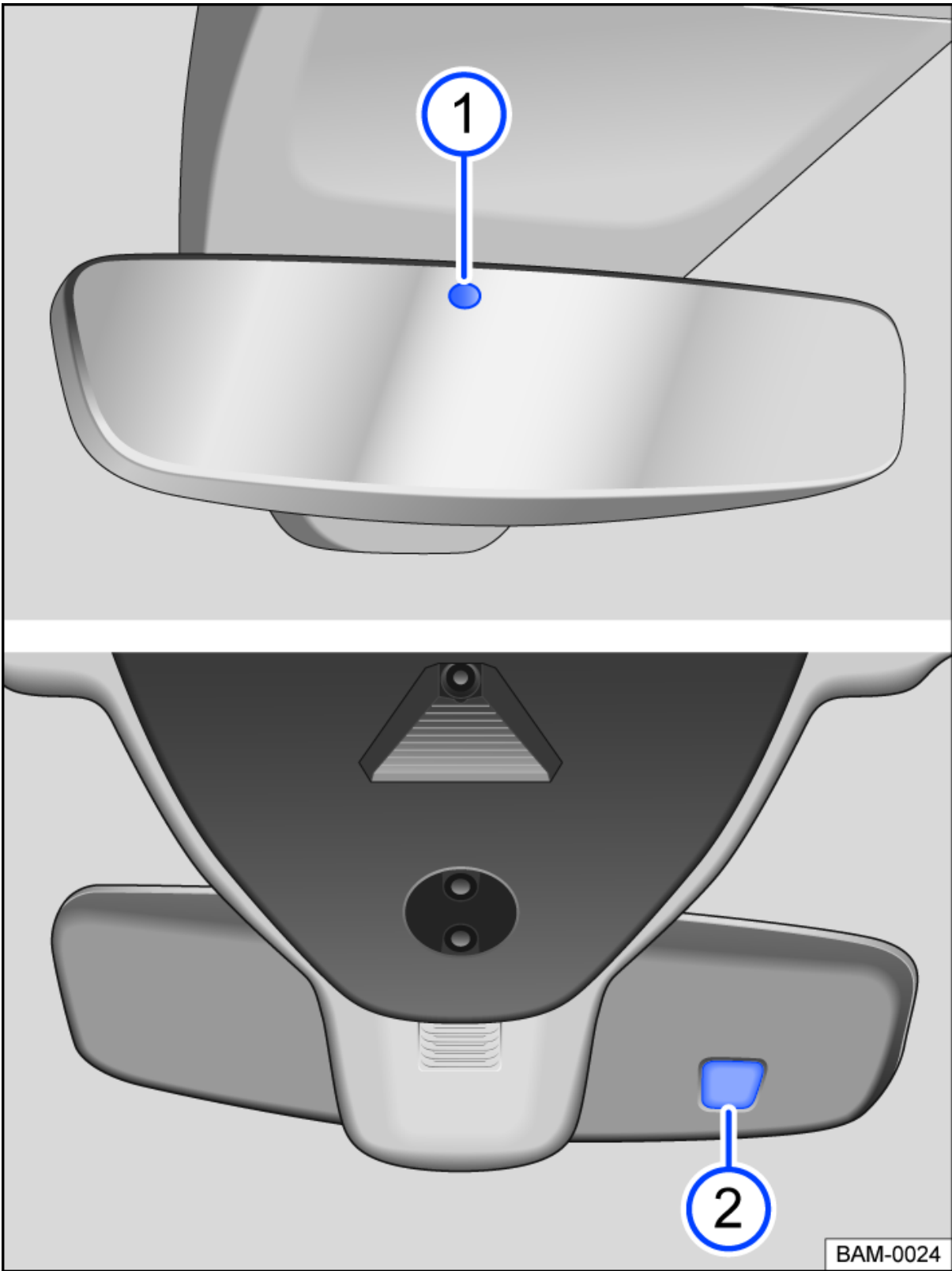
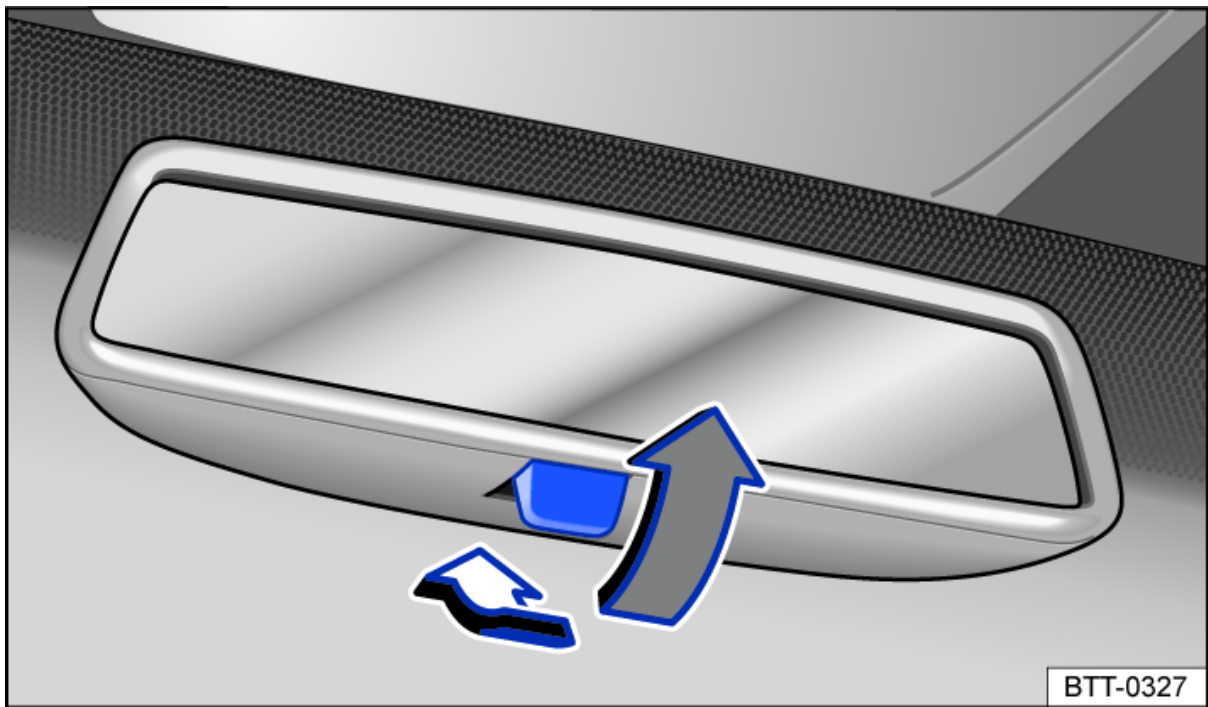


Fig. 1 On the windscreen: automatic anti-dazzle interior mirror.



**Fig. 2** On the windscreen: manual anti-dazzle interior mirror.

### **Automatic anti-dazzle interior mirror**

When the ignition is switched on, the sensors measure the incident light from the rear → *Fig. 1* (1) and from the front (2).

The interior mirror dims *automatically* depending on the values measured.

If the incident light on the sensors is hindered or interrupted, e.g. by a sun blind or other hanging objects, the automatic anti-dazzle interior mirror will not function or will not function correctly. Mobile navigation devices attached to the windscreen or near the interior automatic anti-dazzle interior mirror can also influence the sensors → *Interior mirror*.

The automatic anti-dazzle function will be deactivated in some situations, e.g. when reverse gear is engaged.

### **Manual anti-dazzle interior mirror**

- Basic position: the lever on the lower part of the mirror is pointing forwards towards the windscreen.
- Pull the lever back to select the anti-dazzle function → *Fig. 2*.

#### **⚠ WARNING**

The illuminated display from a portable navigation device can lead to functional impairment of the interior automatic anti-dazzle mirror and cause accidents or serious injuries.

- You may not be able to precisely determine the distance from vehicles travelling behind you or from other objects if the automatic anti-dazzle function is impaired.

## Exterior mirrors



**Fig. 1** In the driver door: rotary knob for the exterior mirrors.

The exterior mirror functions for left-hand drive vehicle are described below. Position **L** corresponds to the exterior mirror on the driver's side and position **R** to the exterior mirror on the front passenger side. The mirrored procedure must be performed for right-hand drive vehicles.

—Switch on the ignition.

—Turn the rotary knob in the driver door until the desired symbol lights up → *Fig. 1*.

—Press the rotary knob in the direction of the arrows to the front, rear, right or left in order to adjust the exterior mirror.

---

Fold exterior mirrors into the body electrically → ⚠.

---

Switch on the exterior mirror heating. The exterior mirror heating heats only at ambient temperatures below +20°C (+68°F) and initially with the highest setting. Heating takes place dependent on the ambient temperature after around two minutes.

---

**L** Adjust the left-hand exterior mirror.

---

**O** Neutral position. The exterior mirror cannot be adjusted and all functions are switched off.

---

**R** Adjust the right-hand exterior mirror.

---

The selected function is active as long as the corresponding symbol lights up.

## Activating the exterior mirror functions


The following exterior mirror functions must be activated once in the vehicle settings in the Infotainment system (→ *Vehicle settings menu*).


### Synchronous mirror adjustment

The synchronous mirror adjustment function simultaneously adjusts the right exterior mirror when the left exterior mirror is adjusted.

- Turn the rotary knob to position **L**.
- Adjust the left-hand exterior mirror. The right-hand exterior mirror will be adjusted at the same time (synchronous adjustment).
- Correct the adjustment of the right-hand exterior mirror if necessary: turn the rotary knob to position **R** and adjust the right-hand exterior mirror.

### Folding in the exterior mirrors while parking

The exterior mirrors fold in or out automatically when the vehicle is locked or unlocked from the outside. In order for this to happen, the rotary knob must be in position , **L**, **R** or **0**.

If the rotary knob for the electrically adjustable exterior mirrors is in the position , the exterior mirrors remain folded in.

### Storing and activating front passenger exterior mirror settings for reversing

- Unlock the vehicle with the vehicle key to which the settings should be assigned.
- Select reverse gear.
- Adjust the front passenger exterior mirror so that you can see the kerb area, for example.
- Put the gearbox in neutral position.
- Switch off the ignition.
- The settings for the mirror position will be saved and assigned to the vehicle key.

#### Activating the front passenger exterior mirror setting for reversing:

- Turn the rotary knob for the exterior mirrors to position **R**.
- Select reverse gear while the ignition is switched on. The right exterior mirror will now adjust itself to the stored position.

The front passenger exterior mirror will move out of the position saved for reversing when the vehicle is driven forwards faster than approximately 15 km/h (9 mph) or when the rotary knob is moved out of position **R** to another position.

 **WARNING**

Injuries can be sustained if you do not take care when folding the exterior mirrors in and out.

- Only fold the exterior mirrors in or out when there is no obstruction in the path of the mirror.
- Always ensure that no fingers are caught between the exterior mirror and the mirror base when the exterior mirror is moved.

 **NOTICE**

- Always fold in exterior mirrors before using an automatic car wash.
- Do not fold electrically folding exterior mirrors in or out manually as this can damage the electric motor.

| The exterior mirror heating should be switched off when it is no longer needed. Energy is otherwise wasted.



In the event of a fault, the electric exterior mirrors can be adjusted by hand by pressing on the outer edge of the mirror.



## Protection from the sun

### Sun visors

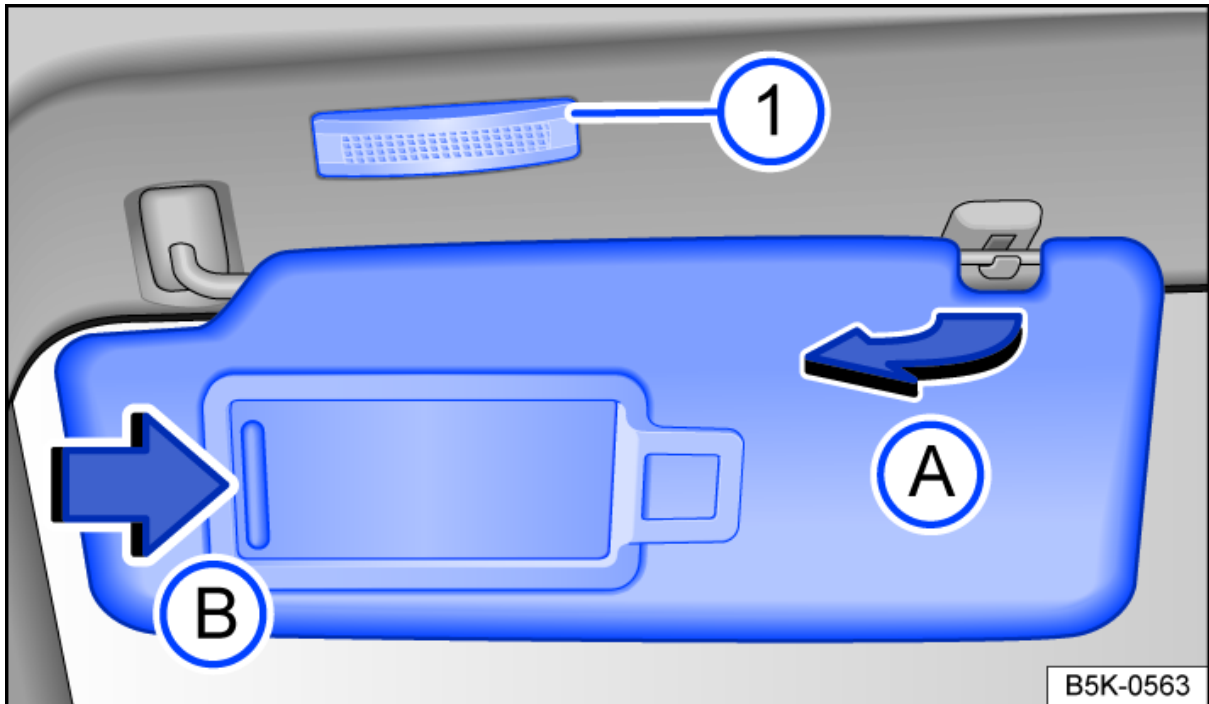


Fig. 1 In the front headliner: sun visor.

#### Adjustment options for the driver and front passenger sun visors:

—Folded down over the windscreen.

—Pulled out of the bracket and swung over towards the door → Fig. 1 (A).

#### Illuminated vanity mirror

There is a vanity mirror behind a cover on the inside of the sun visor. When you open the cover → Fig. 1 (B), the lamp → Fig. 1 (1) lights up.

#### ⚠ WARNING

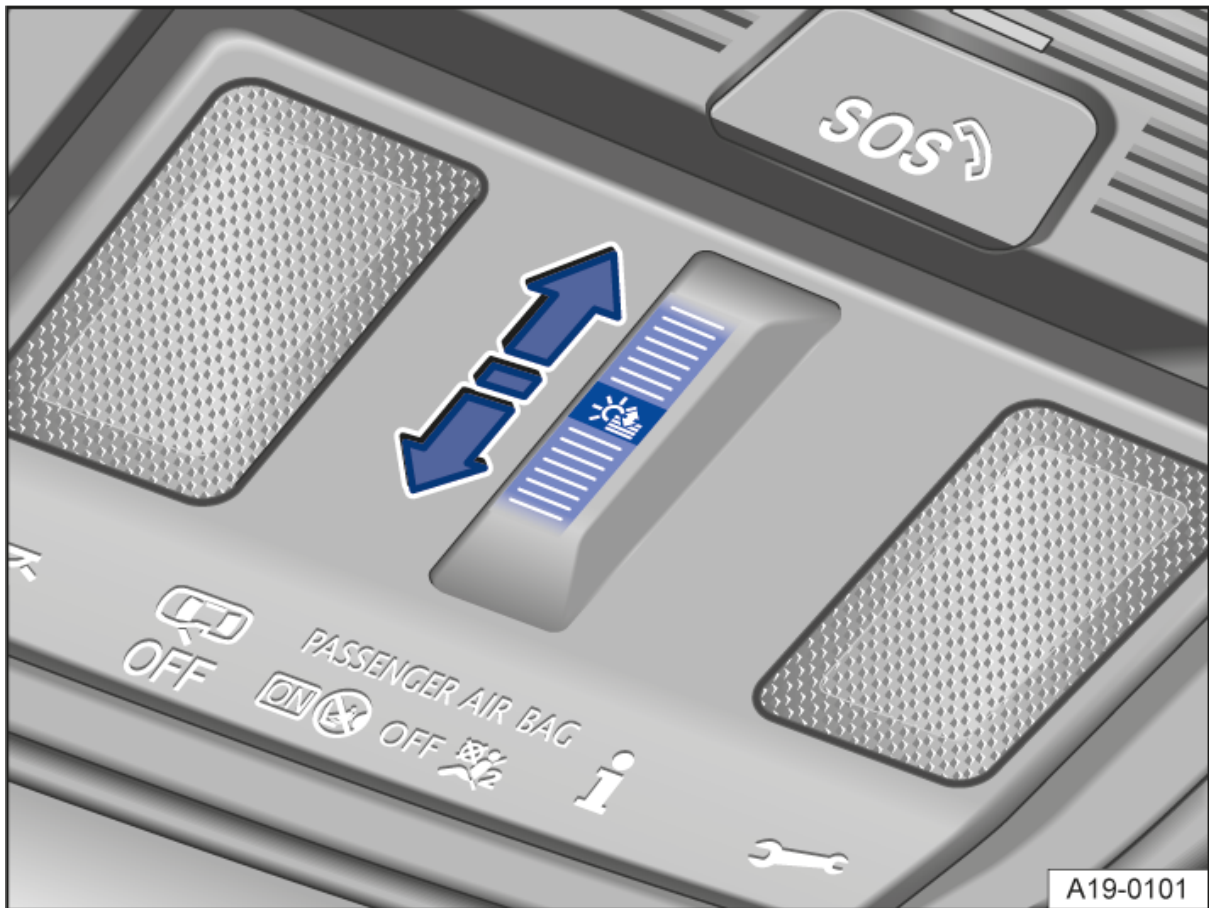
Driving with the sun visors folded down and the sun blinds pulled out can reduce your view of the road.

- Sun visors should always be folded away and sun blinds should always be retracted if they are not being used.



In certain circumstances, the lamp above the sun visor will go out automatically after a few minutes. This prevents the 12-volt battery from discharging.

## Sun blind in the glass roof



**Fig. 1** In the roof: function button for controlling the sun blind.

The electric sun blind works when the ignition is switched on.

### Opening and closing the sun blind


*Opening the sun blind:*

- One-touch function: swipe forwards over the function button → [Fig. 1](#). The one-touch function is interrupted by touching the function button.  
Manual operation: swipe forwards over the function button and hold until the desired position is reached.

*Closing the sun blind:*

- One-touch function: swipe backwards over the function button → [Fig. 1](#). The one-touch function is interrupted by touching the function button.  
Manual operation: swipe backwards over the function button and hold until the desired position is reached.

### Roll-back function for the sun blind

The roll-back function can reduce the risk of injuries when closing the sun blind → . The glass roof or the sun blind will open again immediately if the sun blind is unable to close because it is stiff or obstructed.

- Check to see why the sun blind has not closed.
- Try to close the sun blind again.
- The sun blind will open again immediately if it is still unable to close because it is stiff or obstructed. After opening, the sun blind can be closed again within a short period of time without the roll-back function.
- If the sun blind still cannot be closed, close it without the roll-back function.

### **Closing the sun blind without the roll-back function**

- Try to close the sun blind again.
- If the sun blind still cannot be closed, swipe forward over the function button within 5 seconds and hold → *Fig. 1* until the sun blind is fully closed.

**The sun blind will now close without the roll-back function.**

- Please go to a qualified workshop if the sun blind still cannot be closed.

If you let go of the function button during the closing procedure, the sun blind will open automatically.

#### **WARNING**

Closing the sun blind without the roll-back function can cause serious injuries.

- Always close the sun blind carefully.
- Ensure that nobody obstructs the path of the sun blind, especially if the roll-back function is not active when it is closed.
- The roll-back function does not prevent fingers or other body parts from being pressed against the roof frame and sustaining injury.

---

# Heating and air conditioning system

---

## Heating, ventilation, cooling

---

### Introduction to the topic

The **Climatronic** is an automatic air conditioning system that heats, cools and dehumidifies the air. Automatic mode enables the Climatronic to control the air temperature, air distribution and air volume automatically.

The air conditioning system operates most effectively when you close the windows and the glass roof. Opening the windows and glass roof to provide fresh air may accelerate cooling down the vehicle if high temperatures have built up in the vehicle interior.

### Display of active functions

Illuminated symbols on the buttons indicate that the function is switched on.

Colour-coded function buttons display an activated function in the climate settings on the Infotainment system.

### Operating the air conditioning system with voice commands

Depending on the vehicle equipment, some functions of the air conditioning system can be operated with the voice control function (→ *Voice control*).

#### **WARNING**

Poor visibility through the door windows, windscreen and rear window increases the risk of collisions and accidents which can cause serious injuries.

- Keep all door windows, the windscreen and the rear window free from ice, snow and condensation to maintain perfect visibility.
- Adjust the heating, air conditioning and rear window heating to prevent condensation from forming on the windows.
- Only set off once all windows are clear.
- Use air recirculation mode for a short period only. Condensation could otherwise form very quickly on the windows, greatly reducing visibility.
- Switch off the air recirculation mode when it is no longer required.

#### **NOTICE**

Food, medicine and other items that are sensitive to heat or cold could be either damaged or rendered useless by the air flowing out of the vents.

- Never leave food, medicines or other temperature-sensitive objects in front of the vents.

#### **NOTICE**

If the air conditioning system is not working, switch the air conditioning system off immediately and have it checked by a qualified workshop. This can help to prevent secondary damage.

---



---

## Overview of functions

Some functions of the air conditioning system and menu tabs in the Infotainment system depend on the vehicle equipment.

### In the top centre console




Open the air conditioning settings in the Infotainment system.

### In the Infotainment system: upper screen edge



Switch the air conditioning system on and off.

### In the Infotainment system: lower screen edge

 Select temperature. Depending on the equipment level, you can set the temperature directly in the Infotainment system or use the touch sliders beneath the Infotainment system.

The selected temperatures are displayed at the bottom of the screen in the Infotainment system.

**SYNC** Adopt temperature settings of driver side for all seats.



Switch the seat heating on and off (*→ Seat heating*).

### In the Infotainment system: menu tab Classic Climate

**Auto** The set air temperature is kept constant. The volume of air and air distribution are controlled automatically. Automatic mode switches off when the blower speed is adjusted manually. The blower speed in automatic mode can be controlled via the climate profiles. In the **Smart Climate** menu tab, a climate focus can be selected for a short time for automatic operation.



Adjust the blower speed.



Switch air recirculation mode on and off (*→ Air recirculation mode*).

**A/C** The air is cooled and dehumidified in cooling mode.



Directs air to the upper body.




Directs air to the footwell.





Directs air to the windscreen.


### In the Infotainment system: Smart Climate menu tab


Automatic mode is also switched on if a **Smart Climate** is activated. The **Smart Climate** functions remain switched on for a short time. Automatic mode remains switched on after this time elapses.


 Clears the windscreen of ice and condensation.


 Directs warm air to the footwell.

 Directs warm air to the steering wheel.

 Directs cold air to enter the footwell.

 Supplies fresh air to the vehicle interior from the outside.

 Briefly increases the heating output.

 Briefly increases the output of the cooling system.

## In the Infotainment system: Air Care menu tab

**Air Care** The allergen filter in the Air Care Climatronic can reduce the amount of pollutants and also allergens that enter the vehicle interior (→ *Air recirculation mode*).

## in the Infotainment: settings


Climatronic settings

—Switches automatic air recirculation mode on (→ *Air recirculation mode*).


Settings on vehicle start

—To automatically switch on the seat heating or steering wheel heating when starting the engine, depending on the temperature in the vehicle interior, touch the respective function button.

## In the Infotainment system: Stationary air conditioning menu

 Open the **Stationary air conditioning** menu in the Infotainment system (→ *Stationary air conditioning*).

## Control field on the left next to the multifunction steering wheel

 Switch rear window heating on and off with running engine.

The rear window heating switches off automatically after 10 minutes at the latest.

 The defrost function of Climatronic clears the windscreen of ice and condensation.

Dehumidifies the air and sets the blower to a high speed.

### NOTICE

Do not apply stickers over the heating elements from the inside to prevent damage to the rear window heating.







---

## Air recirculation mode



When air recirculation mode is switched on, no fresh air enters the vehicle interior.

### Switching manual air recirculation mode on and off

1. Touch  in the upper centre console.
2. Touch  in the Infotainment system.

### Automatic air recirculation mode of Climatronic


When automatic air recirculation mode is switched on, no fresh air initially enters the vehicle interior. The air recirculation mode will switch on automatically if the system detects an increase in the concentration of noxious substances in the outside air. Air recirculation mode will switch off as soon as the level of noxious substances has returned to normal. The system cannot detect unpleasant odours.

1. Touch  in the upper centre console.
2. Switch automatic air recirculation mode on or off via  ► **Automatic air recirculation**.


### Air Care – Climatronic with allergen filter

The allergen filter in the Air Care Climatronic can reduce the amount of pollutants and also allergens that enter the vehicle interior.

When Air Care Climatronic is switched on, the air conditioning system's air recirculation mode is maximised as far as is permitted by the risk of window fogging depending on the interior humidity and outside temperature. The air recirculation mode is automatically regulated and features continuous adjustment in order to prevent the vehicle occupants becoming tired.

1. Touch  in the upper centre console.
2. Switch the Air Care function on or off via **Air Care** ► **Active**.

### When does air recirculation mode switch off?

Air recirculation mode switches off in the following situations → :

- When the defrost function is switched on.
- If a sensor detects that condensation might form on the vehicle's windows.

 **WARNING**

Stale air can quickly make the driver tired and negatively affect their concentration which may cause collisions, accidents and serious injuries.

- Never use air recirculation mode for an extended period as no fresh air will enter the vehicle interior.
- Use air recirculation mode for a short period only. Condensation could otherwise form very quickly on the windows, greatly reducing visibility.
- Switch off the air recirculation mode when it is no longer required.

 **NOTICE**

In vehicles with an air conditioning system, do not smoke when the air recirculation mode is switched on. Smoke can leave residue on the evaporator of the cooling system as well as the dust and pollen filter with pollution filter insert, producing a lasting, unpleasant odour.



If the outside temperature is very high, brief activation of manual air recirculation mode helps to cool the vehicle interior more quickly.



---

## Seat heating








When the vehicle's drive system is activated, the front seats and the outer rear seats can be electrically heated in three settings.

### Heating levels of the seat heating

The seat heating operating conditions are shown in colour in the Infotainment system:

—At the highest temperature setting, all three displays under  or  on the Infotainment system are coloured red.

### Operating the seat heating


1. Touch  in the upper centre console.
2. Touch  or  at the bottom of the screen to switch on the seat heating with the highest temperature setting.
3. Touch  or  repeatedly to adjust the temperature setting.
4. To switch off the seat heating, touch  or  repeatedly until the symbol is coloured grey.

—**OR:** to switch the seat heating on or off, touch the touch sliders under the Infotainment system on the driver or front passenger side with two fingers (depending on equipment).

If the ignition is turned on again within approximately 10 minutes, the most recent driver seat temperature setting is automatically activated.

### When should the seat heating not be switched on?

Do not switch on the seat heating if one of the following conditions applies:

- A person with reduced sensitivity to pain or temperature is sitting on the seat → .
- The seat is not occupied.
- The seat is fitted with a protective cover.
- A child seat is installed on the seat.
- The seat cushion is damp or wet.
- The temperature in the vehicle interior or the outside temperature is above +25°C (77°F).

#### WARNING

Anyone with reduced sensitivity to pain or temperature due to medication, paralysis or chronic illness (e.g. diabetes) could sustain burns on the back, buttocks and legs when using the seat heating. These burns may take a long time to heal or may never heal fully. Please consult a doctor if you have questions about your own state of health.

- Anyone with reduced sensitivity to pain or temperature should never use the seat heating.

 **WARNING**

Wet seat covers can cause malfunctions in the seat heating and increase the risk of burns.

- Ensure that the seat cushion is dry before using the seat heating.
- Do not sit on the seat in damp or wet clothing.
- Do not place any damp or wet objects or items of clothing on the seat.
- Do not spill any liquids on the seat.

 **NOTICE**

- To avoid damaging the heating elements, do not kneel on the seats and do not apply sharp pressure at a single point to the seat cushion and backrest.
- Liquids, sharp objects and insulating materials, such as a protective cover or child seat, may damage the seat heating.
- If an odour develops, immediately switch off the seat heating and have it checked by a qualified workshop.
- If the original seat covers are replaced with another material, the seat heating can overheat or the seat heating function may be restricted.

---

| To save energy, switch off the seat heating as soon as possible.


---

## Steering wheel heating





The steering wheel heating can function only when the vehicle's drive system is activated.

### Temperature settings of the steering wheel heating

The steering wheel heating operating conditions are shown in colour in the Infotainment system:

—At the highest temperature setting, all three displays under  on the Infotainment system are coloured red.

### Operating the heated steering wheel

1. Touch  in the upper centre console.
2. Open the **Classic Climate** menu tab.
3. Touch  to switch on the steering wheel heating at the highest temperature setting.
4. To adjust the temperature setting, touch  repeatedly.
5. To switch off the steering wheel heating, touch  repeatedly until the symbol is coloured grey.

### When does the steering wheel heating switch off?

The steering wheel heating will be switched off automatically if one of the following conditions is met:

- The power consumption is too high.
- There is a fault in the steering wheel heating system.

---

## Troubleshooting

### **Cooling mode A/C cannot be switched on or its function is restricted**

Cooling mode A/C functions only when the vehicle's drive system is activated and at ambient temperatures above +3°C (+38°F).

- Switch on the blower.
- Check the fuse of the air conditioning system (*→ Fuses*).
- Change the dust and pollen filter (*→ Service*).
- If the fault persists, go to a qualified workshop.

### **The heating and fresh air system cannot be switched on or its function is restricted**

- If the fault persists, go to a qualified workshop.

### **Condensation on the windows**

Condensation may form on the windows if they are colder than the ambient temperature and the air is very humid. Cold air can absorb less moisture than warm air, which is why condensation frequently forms on windows in cold weather.

- Keep the air intake in front of the windscreen free of ice, snow and leaves in order to improve heating and cooling performance (*→ Vehicle care*).
- Do not cover the air vents in the rear of the luggage compartment. Ensuring they are not covered will allow air to flow through the vehicle from the front to the rear.
- Switch on the defrost function (*→ Heating, ventilation, cooling*).

### **The wrong unit of temperature has been set**

- Change the unit of temperature for all temperature displays in the vehicle using the Infotainment system (*→ Operation and display in the Infotainment system*).

### **Water or water vapour under the vehicle**

If the humidity and temperature outside the vehicle are high, condensation can drip off the evaporator in the cooling system and form a pool underneath the vehicle. This is normal and does not indicate a leak.

If the outside humidity is high and the outside temperature low, condensation may evaporate through the stationary air conditioning when it is running. If this is the case, steam may appear underneath the vehicle. This is not a sign that the vehicle is damaged.

---

# Stationary air-conditioning

---

## Introduction to the topic

With the stationary air-conditioning, the vehicle interior can be cooled, ventilated or heated when stationary. In winter, operation of the system allows ice, condensation and a thin covering of snow to be cleared from the windscreen. The stationary air conditioning is supplied with power via the main socket or via the vehicle's high-voltage battery.

The stationary air conditioning system can be programmed and managed in the Infotainment system or via an app on your mobile telephone.

Information about the app, the requirements for use and availability, and about compatible end devices is available on the internet (→ *WeConnect*).

### NOTICE

Do not place any food, medicine or any other temperature-sensitive items in front of the vents. Food, medicine and other items that are sensitive to heat or cold could be either damaged or rendered useless by the air flowing out of the vents.

---



The range of the vehicle will be reduced if you operate the stationary air conditioning without a connected charging cable. At extreme outside temperatures, the heating or cooling output of the stationary air conditioning may not be sufficient to achieve the set desired temperature.



---

## Operating the stationary air conditioning system




The stationary air conditioning functions only if the high-voltage battery is sufficiently charged.

Depending on the vehicle equipment, the stationary air conditioning can be operated without plugged-in charging connector. When the charging connector is not inserted, the stationary air conditioning will be supplied with energy from the high-voltage battery.


### Opening the Stationary air conditioning menu in the Infotainment system.

1. Switch on the ignition.
2. Touch the **HOME** button  in the Infotainment system.
3. To open the **Stationary air conditioning** menu, touch the  function button.

### Setting desired temperature

1. Open the **Stationary air conditioning** menu in the Infotainment system.
2. Touch .
3. Set the desired temperature by means of  and .


### Immediate air conditioning of stationary vehicle

1. Open the **Stationary air conditioning** menu in the Infotainment system.
2. Touch .
3. Touch **Immediate start**.

The vehicle is air conditioned for around 30 minutes. The function switches itself off automatically. It is not necessary to activate the vehicle's drive system for the function.

Alternatively, the vehicle can be air conditioned before a desired departure time (*→ Stationary air conditioning*).

### Air conditioning of vehicle after unlocking

1. Open the **Stationary air conditioning** menu in the Infotainment system.
2. Touch .
3. Touch the checkbox **Air condition vehicle after unlocking**.

The vehicle is air conditioned as soon as you have unlocked the vehicle and have sat down on the driver seat. It is not necessary to activate the vehicle's drive system for the function.

### Switching off the stationary air conditioning

—Activate the vehicle's drive system.



—OR: open the **Stationary air conditioning** menu in the Infotainment system and touch **Immediate start** again.

### **The stationary air conditioning switches off automatically**

- After around 30 minutes if the **Immediate start** function was activated.
- After around 15 minutes if the vehicle's drive system was not activated after a programmed departure time.
- If the charge level of the high-voltage battery is too low (*→ Timer-controlled charging*).



Operating noises can be heard if the stationary air conditioning is switched on.

---

## Programming the stationary air conditioning system

The stationary air conditioning can be programmed for your planned departure time in the Infotainment system. You can program the desired temperature of the vehicle interior at the planned departure time of the vehicle.

On the basis of the desired temperature, the vehicle calculates the time at which the stationary air conditioning must be switched on in order to achieve the desired temperature. The maximum running time of the stationary air conditioning before the departure time is around 60 minutes.

### Air conditioning the vehicle before departure

1. Open the **Stationary air conditioning** menu.
2. Touch ⊕ to open the timer menu.
3. Set the planned departure time.
4. Switch on the timer by means of the checkbox.

### Stationary air conditioning with convenience consumers

If the vehicle is air conditioned before departure, convenience consumers such as seat heating and heated rear window can also be switched on automatically before the departure time. The convenience consumers depend on the vehicle equipment.

1. Open the **Stationary air conditioning** menu.
2. Touch ⌵.
3. Select the seats whose convenience consumers should be switched on additionally to the stationary air conditioning.  
Only the selected seats will be climatized before departure.
4. Select whether the window heating should be switched on before the departure time under **Window heating** with the **Auto** option.

The maximum operating time of the convenience consumers before the departure time is around 10 minutes.

### Air conditioning the vehicle after charging the high-voltage battery

The vehicle can be air conditioned before a planned departure time if the vehicle's high-voltage battery is charged with alternating current (AC) or direct current (DC). You can make this setting in the charging settings in the Infotainment system (→ *Timer-controlled charging*).

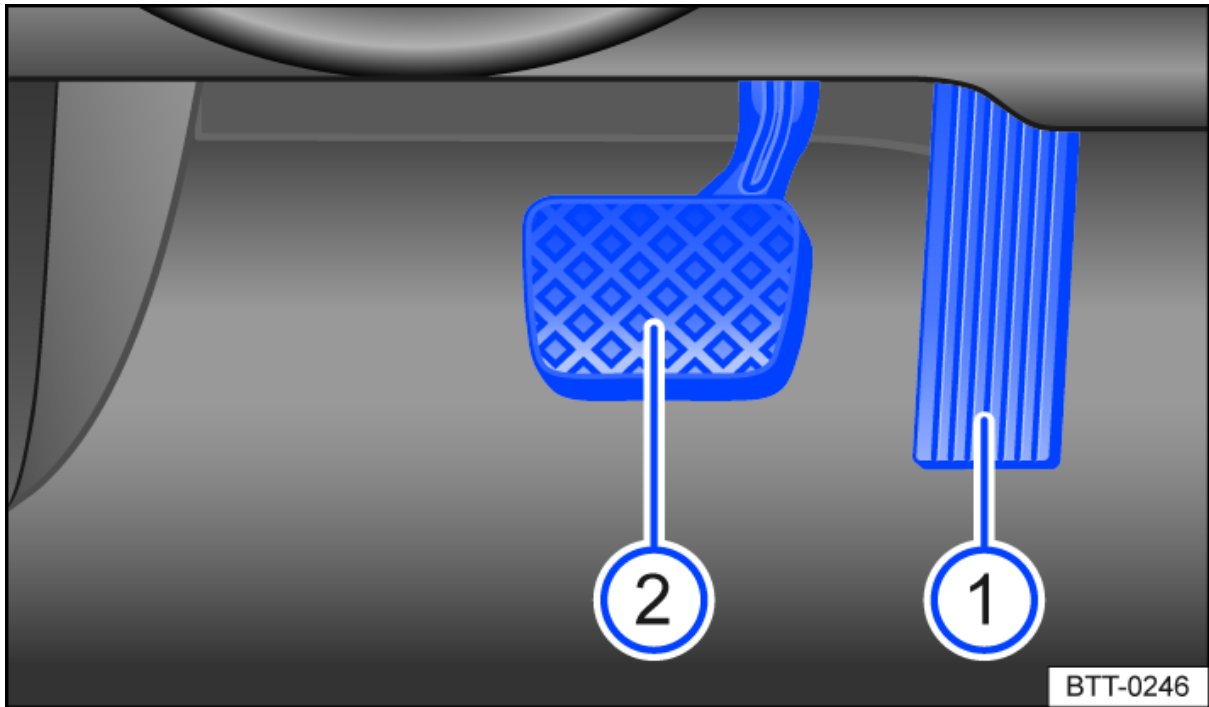
### Checking programming

The next activated timer and the set functions are shown in the Infotainment system when the ignition is switched off.

## Driving

### Notes on driving

#### Pedals



**Fig. 1** In the footwell: pedals.

- ① Accelerator
- ② Brake pedal

The operation and freedom of movement of all pedals must never be impaired by objects or floor mats.

Use only floor mats that leave the pedal area free and can be securely fastened in the footwell.

#### **⚠ WARNING**

Objects in the driver footwell can hinder pedal operation. This can lead to loss of control of the vehicle and increase the risk of serious injury.

- Please ensure that all pedals can always be operated without any hindrance.
- The floor mats must always be properly secured in the footwell.
- No additional floor mats or other floor coverings should be placed over the fitted floor mat.
- Ensure that no objects can enter the driver footwell while the vehicle is in motion.
- If there are any objects in the footwell, remove them when the vehicle is parked.

 NOTICE

The pedals must be freely operable at all times. For example, a larger brake pedal travel will be necessary in order to stop the vehicle if a brake circuit fails. The brake pedal will have to be depressed further and harder than normal.

---

---

## Driving economically

Adopting the right driving style can reduce consumption, damage to the environment, and wear and tear to the electric drive, brakes and tyres. The following section lists a few tips for easing the strain on the environment and your bank account.

### Think ahead when driving

The range will decrease if you do not adopt a steady driving style. Keeping a close eye on the traffic can help to avoid frequent acceleration and braking. Keeping your vehicle at a sufficient distance from the vehicle in front can help you to think ahead when driving.

### Use energy recovery (recuperation)

The vehicle will "coast" if the Eco assistant is deactivated and position **D** is selected and the accelerator is not pressed.

The vehicle will perform recuperation if the Eco assistant is activated and position **D** is selected and the accelerator is not pressed. It will adapt itself to the driving situation and external conditions such as vehicles in front and speed limits. The energy of the rolling vehicle is used to charge the high-voltage battery (*→ Brake energy recuperation*). The vehicle is braked as a result.

A high level of recuperation will take place if the accelerator is not pressed in position **B** (*→ Driving mode selection for electric vehicles*).

Recuperation is also increased if the brake pedal is pressed.

### Avoid full throttle

The drag coefficient increases at excessively high speeds. This in turn increases the force needed to move the vehicle. This will reduce the range of the vehicle. Never drive the vehicle at top speed.

### Have your vehicle serviced on a regular basis

Regular maintenance is an essential prerequisite for economical driving and increases the service life of the vehicle.

### Observe the correct tyre pressures

Low tyre pressures does not just mean greater wear, but also increases the rolling resistance of the tyres and thus reduces the range of the vehicle. Use tyres with optimised rolling resistance.

Adjust the tyre pressure according to the vehicle load:

- Observe the information on the tyre pressure sticker (*→ Tyre pressure*).
- Tyre Pressure Loss Indicator (*→ Tyre Pressure Loss Indicator*)

### Do not drive with unnecessary loads in the vehicle

You can reduce energy consumption by clearing out the luggage compartment before setting off, for example by removing empty drink crates or unused child seats.

In order to keep the drag coefficient of the vehicle as low as possible, remove attachments and add-on parts such as ski, bicycle or roof carriers after use.

## Save electrical energy

Convenience consumers such as the air conditioning system or window heating require energy from the high-voltage battery.

If you want to increase the range of the vehicle:

- At high outside temperatures, ventilate the vehicle before starting your journey and drive a short distance with the windows open to assist the air conditioning system.
- Use the stationary air conditioning when an external power supply is available (*→ Stationary air conditioning*).
- Switch off the convenience consumers when they have fulfilled their purpose.

### WARNING

Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.

| Inform yourself about other ways of protecting the environment. Think Blue. is the global Volkswagen brand for sustainability and environmental friendliness.

| Your Volkswagen dealership will gladly provide you with further information on correct maintenance and replacement parts that are particularly energy-efficient, e.g. new tyres.

---

## Information on the brakes

**New brake pads** cannot generate the full braking effect during the first 200 to 300 km and must first be run in → ⚠️. However, you can compensate for the slightly reduced braking force by applying more pressure to the brake pedal. **During the run-in period, the braking distance is longer when the brakes are depressed fully or during emergency braking** than with brake pads that have been fully run in. In the run-in period, the brakes should not be depressed fully and situations should be avoided that create a heavy load on the brakes, e.g. when driving up close to the vehicle ahead.

The **wear of the brake pads** depends to a great extent on the conditions under which the vehicle is operated and the way in which the vehicle is driven. If the vehicle is used for regular urban trips or short journeys and is driven with a sporty driving style, the brake pads must be regularly checked by a qualified workshop.

When driving with **wet brakes**, for example after driving through water, after heavy rainfall or after washing the vehicle, the braking effect may be delayed as the brake discs will be wet, or possibly iced up (in winter). The driver should be prepared for more forceful brake operation.

Any **salt layer accumulating on the discs and pads** will delay the braking effect and increase the braking distance. If the brakes on the vehicle have not been applied for a long time on roads that have been gritted with salt, the layer of salt must be reduced through careful braking → ⚠️.

**Corrosion** on the brake discs and **dirt** in the brake pads are facilitated through long periods of inactivity, low mileage and low load levels. If the brake pads have been hardly used or if they are corroded, Volkswagen recommends that the brake discs and brake pads be cleaned by braking strongly several times from high speed. Please ensure that no following vehicle and no other road user is put at risk as a result of this action → ⚠️.

### Electromechanical brake servo

The electromechanical brake servo supports the driver's foot movement only when the ignition is switched on and boosts the pressure applied by the driver on the brake pedal.

If the electromechanical brake servo is not functioning, the brake pedal will have to be depressed more forcefully as the braking distance will be increased due to the lack of assistance for the brake system → ⚠️.

Further information (→ *Brake support systems*).

#### WARNING

Driving with worn brake pads or with a faulty brake system can cause accidents and serious injuries.

- If you have reason to believe that the brakes are worn down or the brake system is faulty, go to a qualified workshop immediately and have the brake system checked and have any worn brake pads replaced.

 **WARNING**

New brake pads will not have the optimal braking effect when first fitted.

- New brake pads cannot generate the full braking effect during the first 300 km and must first be run in. A reduced braking effect can be increased by applying more pressure to the brake pedal.
- You must drive particularly carefully when driving with new brake pads in order to reduce the risk of accidents, serious injuries and loss of control of the vehicle.
- Never drive too close to other vehicles when running in new brake pads, and never create a driving situation that will place a heavy load on the brakes.

 **WARNING**

Overheated brakes reduce the braking effect and considerably increase the braking distance.

- When driving downhill, the brakes are placed under particular strain and become hot very quickly.
- Before driving down a long, steep gradient, reduce your speed and select a higher recuperation level. This will make use of the electric drive braking effect and relieve the load on the brakes.
- Non-standard or damaged front spoilers could restrict the airflow to the brakes and cause them to overheat.

 **WARNING**

Wet brakes or brakes coated with ice or road salt react more slowly and require longer braking distances.

- Carefully apply the brakes to test them.
- Always dry brakes and clean off any coating of ice and salt with a few cautious applications of the brakes when visibility, weather, road and traffic conditions permit.

 **WARNING**

Driving without the brake servo or with restricted brake servo function can considerably increase the braking distance and cause accidents and serious injuries.

- Never deactivate the vehicle's drive system and never switch off the ignition as long as the vehicle is still moving.
- If the brake servo does not function or the vehicle is being towed, the brake pedal will have to be depressed more forcefully as the braking distance will be increased due to the lack of assistance for the brake system.
- Always keep the footwell under the pedals clear so that the brake pedal can move freely.



If the front brake pads are tested, the rear brake pads should be tested at the same time. Regularly check the thickness of the brake pads through the openings in the rims or from the underside of the vehicle. If necessary, remove the wheels to carry out a comprehensive check. Volkswagen recommends using a Volkswagen dealership for this purpose.



---

## Driving a loaded vehicle

For good vehicle handling when driving a loaded vehicle, please observe the following:

- Stow all items of luggage securely (→ *Transporting items*).
- Accelerate particularly cautiously and carefully.
- Avoid sudden braking and driving manoeuvres.
- Brake earlier than in normal driving.
- If applicable, observe the information concerning the roof carrier (→ *Roof carrier*).
- If applicable, observe the information about driving with a bicycle carrier (→ *Bicycle carrier on the ball coupling*).

### WARNING

Shifting loads can severely impair the vehicle's stability and driving safety, lengthen the braking distance in the event of braking hard, and cause accidents and serious injuries.

- Secure objects properly to prevent them from sliding.
- Use suitable lashing or securing straps when securing heavy objects.
- Securely engage the rear seat backrests.

### NOTICE

Do not carry large quantities of liquid in the vehicle interior. Leaking liquids can get into the plug connections of the orange high-voltage cables. This can cause damage to the electrical system and to the high-voltage battery.

---

---

## Driving with an open boot lid

Driving with an open boot lid is particularly dangerous. All objects and the open boot lid must be secured properly and suitable measures taken.

**Driving with an open boot lid increases the air resistance of the vehicle and thus also the energy consumption of the electric drive. This considerably reduces the possible range of the vehicle. Volkswagen does not recommend driving with the boot lid open due to the resulting reduction in range.**

### WARNING

Driving with an unlocked or open boot lid can cause serious injuries.

- Always drive with the boot lid closed.
- Always stow all items in the luggage compartment securely. Loose objects can fall out of the luggage compartment and injure other road users.
- Always drive carefully and ensure that you think ahead.
- Avoid any abrupt or sudden driving and braking manoeuvres as this can cause the open boot lid to move unpredictably.
- Any objects protruding from the luggage compartment must be marked to ensure that they are visible to other road users. Observe the legal requirements.
- Any objects protruding from the luggage compartment must never be held in position by the boot lid.
- If it is necessary to drive with the boot lid open, all luggage racks and cargo stowed on the rack must be removed from the boot lid.

### NOTICE

The vehicle height, and possibly the length, are different when the boot lid is open.

---

---

## Driving through water on roads

Please follow these rules to help prevent damage to your vehicle when driving through water, for example if the road is flooded:

- The water level must be **no higher** than the lower edge of the vehicle body → *Driving through water on roads*.
- Do not drive faster than walking speed.
- Never stop the vehicle, reverse or deactivate the vehicle's drive system while in water.
- Oncoming vehicles will create waves that could increase the water level for your vehicle to such an extent that it is not safe to drive through the water.

### WARNING

After driving through water, mud, slush etc., the brakes may react slowly and the braking distance will be increased as the brake discs and pads will be wet, or possibly iced up in winter.

- You can dry and de-ice the brakes by performing careful braking manoeuvres. Ensure that you do not endanger any other road users or violate any legal requirements when doing so.
- Avoid abrupt and sudden braking manoeuvres directly after driving through water.

### NOTICE

- If you drive through water, parts of the vehicle, such as the electric drive, running gear and vehicle electrics, could sustain severe damage.
  - Never drive through salt water as salt can cause corrosion. Rinse all components that have been exposed to salt water immediately with fresh water.
-

---

## Using the vehicle in other countries and continents

The vehicle has been manufactured specifically for a particular country and complies with the registration regulations that applied in that country at the time of vehicle production.

If you want to use the vehicle abroad for a short period, all relevant information and instructions should be followed (→ *Safety*).

If the vehicle is going to be sold in another country or used in another country for an extended period, the legal requirements applicable in that country must be observed.

In some cases, certain equipment will have to be fitted or removed and functions deactivated. The scope of servicing and the type of servicing could also be affected. This is particularly important if the vehicle is driven in another climatic region for a long period of time.

Because different frequency bands are used in different countries, the factory-fitted Infotainment system may not work in other countries.

Due to different legal regulations, it is possible that charging at mains sockets will be permitted only with reduced charging current in other countries. The charging cable limits the charging current corresponding to the infrastructure used. The lower value is used for charging if the settings differ (→ *Charging cable*).

Due to different technical standards, charging at charging stations in another country may not be possible or may be possible only using a suitable charging cable. Consult a Volkswagen dealership for further information.

### NOTICE

- Volkswagen is not responsible for any vehicle damage caused by inadequate servicing work or lack of Genuine Parts.
  - Volkswagen cannot be held responsible if the vehicle does not comply with or only partly complies with the relevant legal requirements in other countries and continents.
-

---

## Troubleshooting

### **Brake system fault**

The warning lamp lights up red.

A text message may also be displayed.

#### **Do not drive on!**

—Inform a qualified workshop and have the brake system checked.

### **Brake pad wear indicator**

The indicator lamp lights up yellow.

Front brake pads are worn.

—Go to a qualified workshop immediately.

—**All** brake pads should be checked and renewed as necessary.

---

---

## Functions of the electric drive

### Power output of the electric drive

The maximum torque of the electric drive is available immediately when you depress the accelerator pedal.

### Energy recovery (brake energy recuperation)

When the vehicle brakes, electrical energy is generated by the electric drive and then stored in the high-voltage battery (→ *Brake energy recuperation*). This will also occur to a certain extent when the vehicle is rolling to stop when in overrun mode or travelling downhill.

The higher the charge level of the high-voltage battery, the lower the recuperation and thus also the engine braking effect. No brake energy recuperation occurs and therefore no engine braking effect is available once the high-voltage battery is fully charged → ⚠.

Brake energy recuperation can be displayed in the ID. Display or on the Infotainment system screen.

### Crawling function

The crawling function allows you to drive forwards or backwards slowly at a speed of around 5 km/h (3 mph) without pressing the accelerator.

The crawling function is automatically activated when:

- The vehicle's drive system is activated and the **D/B** position or reverse gear **R** is selected.
- The vehicle is travelling at a speed below 10 km/h (6 mph).

The crawling function is deactivated:

- The vehicle is driven faster than 10 km/h (6 mph).
- The position switch is in **N** position and the electronic parking brake is switched on.

#### WARNING

An electric vehicle generates only very low levels of noise when stationary, driving or during operation. Other road users, such as pedestrians and children, may therefore have difficulty hearing or detecting the vehicle while it is driving. This can result in accidents and injuries, for example when driving in traffic-calmed areas, when manoeuvring the vehicle or when reversing.

#### WARNING

Unintentional vehicle movements can cause serious injury.

- If the vehicle's drive system is activated and the **D/B** position or reverse gear is selected, the vehicle must be held with the foot brake.

 WARNING

The higher the charge level of the high-voltage battery, the lower the engine braking effect from recuperation, to the point where no engine braking effect may be generated at all.

- Reduce your speed before driving down a long, steep gradient.
- When driving down a long, steep gradient, slow the vehicle using the vehicle brake.

---

## Energy recovery (brake energy recuperation)

When the vehicle is braked, and when the vehicle is in overrun mode or driving downhill, electrical energy is generated via the electric drive and stored in the high-voltage battery. The electric drive then acts as a generator and creates an engine braking effect. This procedure is known as brake energy recuperation.

The extent of the engine braking effect varies depending on the position (→ *Driving mode selection for electric vehicles*). If there is a high level of brake energy recuperation, the brake lights on the vehicle can also light up. The higher the charge level of the high-voltage battery, the lower the recuperation and thus the engine braking effect effected. No brake energy recuperation occurs and therefore no engine braking effect occurs when the high-voltage battery is completely charged. If the vehicle detects that the road conditions do not allow the wheels to reliably contact the road surface, recuperation and thus the engine braking effect will be reduce automatically. The power meter provides information about the availability of brake energy recuperation and the engine braking effect (→ *Power display*).

The vehicle performs brake energy recuperation in different ways depending on the selected position and on the settings in the Infotainment system:

---

<b>D</b> and ECO assistant deactivated	No brake energy recuperation.
<b>D</b> and ECO assistant activated	Automatic brake energy recuperation. The energy recovery level is selected automatically depending on the navigation data and traffic situation.
<b>B</b>	High brake energy recuperation.

---

◀ ▶

The vehicle also performs recuperation when the brake pedal is pressed.

### Eco assistant

The ECO assistant helps the driver to use the engine braking effect of the vehicle efficiently. It selects the energy recovery level depending on the navigation data and traffic situation.

The ECO assistant can be switched on and off in the vehicle settings in the Infotainment system.

### Driving down hills

When driving down hills, you should drive in position **B** if possible.

Never allow the vehicle to roll down mountains or hills in the neutral position **N**.



 **WARNING**

The higher the charge level of the high-voltage battery, the lower the engine braking effect, to the point where no engine braking effect may be generated at all. This puts more strain on the vehicle brake.

- Never fully charge the high-voltage battery at high elevations, e.g. at the top of a pass, in order to facilitate a braking effect by means of recuperation when descending.
- Reduce your speed before driving down a long, steep gradient.
- When driving down a long, steep gradient, slow the vehicle using the vehicle brake.

---

## Activating and deactivating the vehicle's drive system

---

### Switching the ignition on and off

Some vehicle functions are already activated when the driver approaches the vehicle with the vehicle key.

#### Switching on the ignition

Depress the brake pedal.

**OR:** press the starter button once. The starter button is located on the left of the steering column.

The indicator lamp **READY** lights up in the ID. Display.

#### Switching off the ignition

Press the starter button once when the ignition is active and the vehicle is stationary.

**OR:** leave the vehicle when the vehicle is stationary and the electronic parking brake is switched on.

The ignition will also be switched off if the brake is not pressed when the vehicle is stopped and the driver opens the belt buckle of the driver seat.

#### Automatic ignition switch-off

If the ignition is switched on and the driver moves away from the vehicle carrying the vehicle key, the ignition switches off automatically after a short time. The electronic parking brake already switches itself on automatically when the driver leaves the vehicle. If the dipped beam headlights were switched on at the time, the side lights will remain switched on for approximately 15 minutes. The side lights can be switched off manually or by locking the vehicle (*→ Central locking button*) (*→ Parking light*).

If no valid vehicle key is detected in the vehicle interior after the electric drive is switched off, it is no longer possible to activate the vehicle's drive system without a valid vehicle key. A corresponding message is shown on the ID. Display.

#### WARNING

Unintentional vehicle movements can cause serious injury.

- If the position switch is operated when the ignition is switched on, the vehicle's drive system will be activated immediately under certain conditions (*→ Activating the vehicle's drive system*).

#### WARNING

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

- Always take all vehicle keys with you every time you leave the vehicle. Children or third parties could lock the vehicle, activate the vehicle's drive system, switch on the ignition or operate electrical equipment such as the electric windows.

 *NOTICE*

The ignition can be switched on and the vehicle's drive system activated only if there is a valid vehicle key in the vehicle.

---

---

## Activating the vehicle's drive system

### Requirements for activating the vehicle's drive system

The vehicle's drive system can be activated when the following conditions are fulfilled:

- The high-voltage battery is sufficiently charged.
- There is no charging cable connected.
- The temperature of the high-voltage battery is within the operating range.
- There is a valid vehicle key in the vehicle.

### Activating the vehicle's drive system

- Select the driving mode position with the brake pedal depressed (*→ Driving mode selection for electric vehicles*). Activation of the vehicle's drive system is indicated by visual and acoustic signals.
- Repeat the procedure if the vehicle's drive system cannot be activated. If necessary, perform an emergency start (*→ Engine start*).

#### WARNING

An electric vehicle generates only very low levels of noise when stationary, driving or during operation. Other road users, such as pedestrians and children, may therefore have difficulty hearing or detecting the vehicle while it is driving. This can result in accidents and injuries, for example when driving in traffic-calmed areas, when manoeuvring the vehicle or when reversing.

---

## Deactivating the vehicle's drive system

The actions should only be carried out in the specified order:

---

- Bring the vehicle to a stop.
- Park the vehicle (→ *Parking*).
- Switch on the electronic parking brake (→ *Driving mode selection for electric vehicles*).
- Observe information on the ID. Display (→ *Instrument cluster*).

### WARNING

When leaving the vehicle always ensure that the electronic parking brake is switched and that all doors, windows, the boot lid and bonnet are completely closed and locked.

---

---

## Leaving the vehicle when the vehicle's drive system is active

If the vehicle is left after stopping with the vehicle's drive system activated and a position selected, the ignition and drive will switch off automatically under certain conditions.

This protects the vehicle from unauthorised use.

The electronic parking brake (→ *Electronic parking brake*) is switched on automatically.

If you subsequently want to continue driving, the ignition must be switched back on again (→ *Starter button*), e.g. by pressing the brake pedal, and the vehicle's drive system must be activated again (→ *Activating the vehicle's drive system*). Observe any instructions shown on the ID. Display.

### Automatically switching on the side lights

If the headlights are switched on at the time the ignition is automatically deactivated, the side lights are switched on either until the vehicle is locked or for no more than about 15 minutes.

#### WARNING

When leaving the vehicle always ensure that the electronic parking brake is switched and that all doors, windows, the boot lid and bonnet are completely closed and locked.

---

## Electronic immobiliser

The immobiliser helps to prevent the vehicle's drive system from being activated and driven with an unauthorised vehicle key.

There is a chip in the vehicle key. This deactivates the immobiliser automatically when a valid vehicle key is located inside the vehicle.

The electronic immobiliser is activated automatically when there is no longer a valid vehicle key located inside the vehicle.

Thus the vehicle's drive system can be activated only when a Volkswagen Genuine Vehicle Key with the correct code is used. Coded vehicle keys are available from a Volkswagen dealership.



The vehicle cannot be operated properly if you do not have a genuine Volkswagen key.

---

## e-Sound

The electronic engine sound is a sound that warns other road users about approaching electric vehicles.

The electronic engine sound is switched on when the vehicle's drive system is activated.

When driving quickly, the electronic engine sound is gradually faded out.

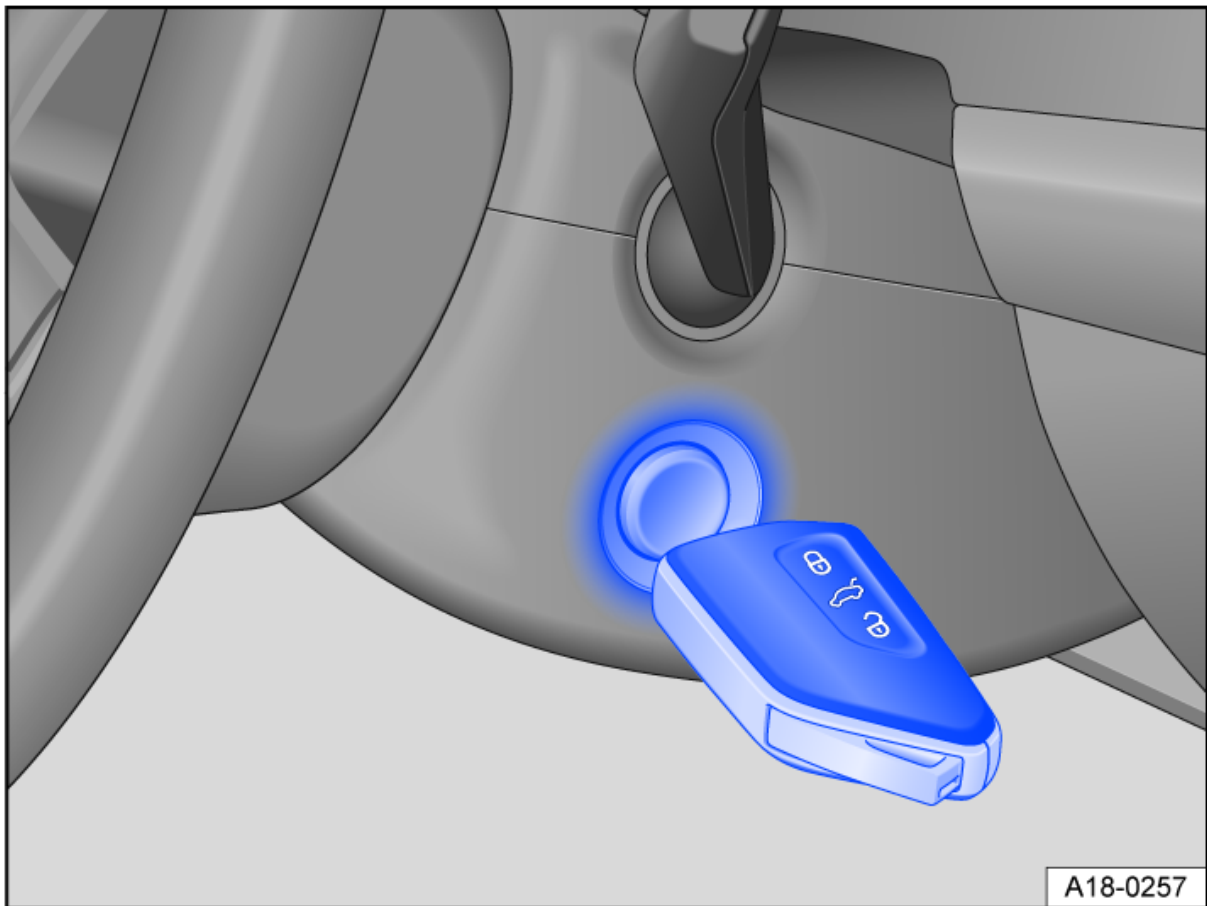
### WARNING

The volume and audibility of the electronic engine sound may be restricted by snow or heavy soiling in the area of the front grille. This could result in accidents.

- Before each journey, always check the area of the front grill for heavy soiling and clean if necessary.
- The driver should always expect that the vehicle will not be heard by other road users in spite of activated electronic engine sound.



## Troubleshooting



**Fig. 1** On the right-hand side of the steering column: emergency start function in vehicles with the keyless locking and starting system Keyless Access.

### **There is a fault in the electric drive or high-voltage vehicle electrical system**

The indicator lamp lights up yellow.

A corresponding text message is displayed on the ID. Display.

There is a fault in the electric drive or high-voltage vehicle electrical system.

—The electric drive should be checked by a qualified workshop as soon as possible.

You can continue to drive.

### **No valid vehicle key recognised**

A corresponding display is shown on the ID. Display.

If the button cell in the vehicle key is weak or discharged, it is possible that the vehicle key will not be recognised.

In this case it is necessary to perform an emergency start:

—Depress and hold the brake pedal.

- Hold the vehicle key to the right of the steering column trim directly after pressing the starter button → *Fig. 1*.
- The ignition is switched on.

## The vehicle's drive system cannot be deactivated

The vehicle's drive system cannot be deactivated.

In this case it is necessary to perform an emergency switch-off procedure:

- Bring the vehicle to a stop.
- Press the starter button twice within a few seconds or press and hold once.
- The vehicle's drive system is deactivated and the ignition is switched off.



## Electronic engine sound is not working

The indicator lamp lights up and an acoustic signal sounds.

A corresponding text message is displayed on the ID. Display.

- Go to a qualified workshop.

You can continue to drive.

## The vehicle's drive system cannot be activated

A corresponding message will be displayed on the ID. Display if an unauthorised vehicle key is used or there is a system fault.

- Use an authorised vehicle key.
- If the fault persists, seek expert assistance.

## Vehicle standstill due to discharged high-voltage battery

The text message **No remaining range. Charge vehicle now.** is displayed on the ID. Display.

The charge level 0% and a remaining range of 0 km are displayed.

If the vehicle stops due the high-voltage battery being discharged, it is possible to activate the electric drive again for a short distance of a few metres. This allows you to drive the vehicle away from "moving" traffic or off a railway crossing and to park it safely.

- Switch off the ignition.
- Activate the vehicle's drive system again.
- Press the accelerator pedal to drive.

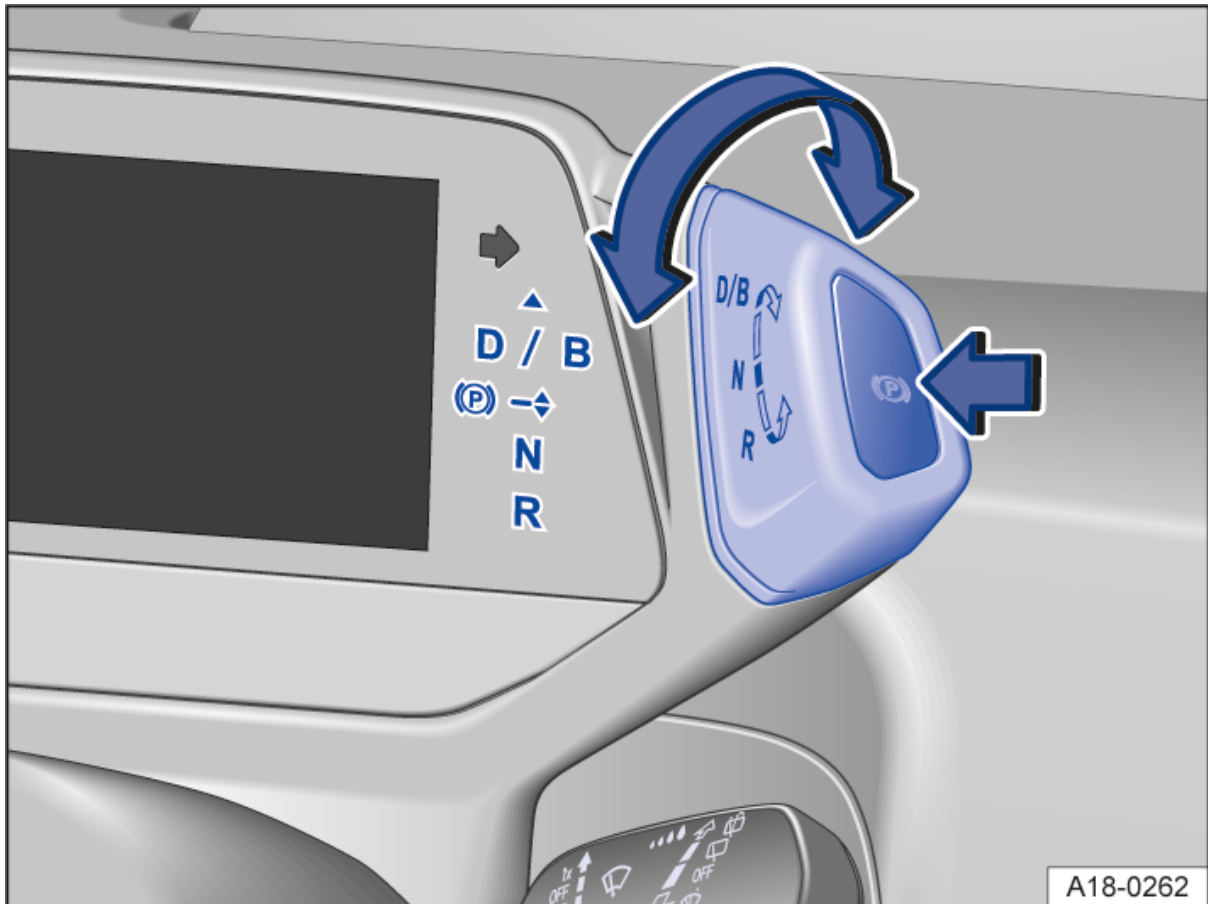
The procedure can be repeated a second time, but the possible driving distance and the power will be reduced considerably.

Please contact an expert if the vehicle cannot be moved any further.

Recharge the high-voltage battery (→ *Charging operations*).

## Selecting a position

### Position switch



**Fig. 1** Position switch with button for the electronic parking brake (arrow).

The vehicle has one forwards **D/B** and one reverse gear **R**.

The position switch has a button **(P)** for the electronic parking brake. To change from neutral position **N** to a driving position, switch on the ignition, press the brake pedal and turn the position switch in the desired direction → *Fig. 1* :

#### **D** – Standard forward driving position

The electric drive is in the Normal program (automatic brake energy recuperation when ECO assistant is activated. (→ *Brake energy recuperation*)).

#### **B** – High brake energy recuperation

High brake energy recuperation in overrun.

#### **△** – Changing position

It is possible to change between the positions **D** and **B** by turning the position switch forward *once* from the position **D/B** → *Fig. 1*. The position switch always returns to its initial position. Turning the switch *forward* once more switches back to **D** position.

## **(P)** – Electronic parking brake

The drive wheels are locked mechanically. Switch on only when the vehicle is *stationary* (→ *Electronic parking brake*).

## **N** – Neutral

The electric drive is in the neutral position. No force is transmitted to the wheels and the braking effect of the electric drive is not available.

## **R** – Reverse gear

Reverse gear is selected. May only be selected when the vehicle is *stationary*.

## **Driving down hills**

When driving downhill, driving should take place with brake energy recuperation if possible: either in position **D** with activated ECO assistant or in position **B** (→ *Brake energy recuperation*).

## **Stopping and pulling away on uphill gradients**

If you wish to stop the vehicle or pull away when driving uphill you should use the Auto Hold function (→ *Auto Hold function*).

When you stop the vehicle on an uphill gradient with a selected position, the vehicle must always be prevented from rolling by depressing the brake pedal or by applying the electronic parking brake. Release the brake pedal only when you pull away.

### **WARNING**

Selecting the wrong position can cause you to lose control of the vehicle, which can lead to accidents and serious injuries.

- Never depress the accelerator when selecting a position.

### **WARNING**

Rapid acceleration can cause loss of traction and skidding, particularly on slippery roads. This can cause you to lose control of the vehicle, which can lead to accidents and serious injuries.

- Use fast acceleration only if visibility, weather, road and traffic conditions permit, and other road users are not put at risk due to the acceleration and driving style.
- Always adjust your driving style in accordance with the flow of traffic.
- When the TCS is switched off, the drive wheels may spin, especially if the road surface is wet, slippery or dirty. This may result in you no longer being able to steer or control the vehicle.

 **WARNING**

If the vehicle is left unattended with the vehicle's drive system is active, it may lead to accidents and serious injuries.

- Never leave the vehicle unattended when the vehicle's drive system is active.
- Always switch off the ignition. The electronic parking brake is switched on automatically.
- When you park or leave the vehicle, always ensure that the electronic parking brake is switched on.
- When leaving the vehicle always ensure that all doors, windows, the boot lid and bonnet are completely closed and locked.
- If the vehicle's drive system is activated and the **D/B** or **R** position is selected, the vehicle must be held with the foot brake.
- Never select reverse gear when the vehicle is in motion.

 **NOTICE**

- If you stop the vehicle on a gradient, do not attempt to stop it from rolling back by depressing the accelerator when a gear has been selected. Depress the brake pedal to avoid putting an unnecessary load on the electric drive.
- Never allow the vehicle to roll in neutral **N**, particularly if the vehicle's drive system is not activated.

---

## Troubleshooting

### **Fault in electric drive**

The warning lamp lights up red.

There is a fault in the electric drive.

A corresponding text message is shown on the ID. Display.

— **Stop the vehicle immediately!**

— Stop vehicle as soon as it is safe and possible to do so and switch off in the open air.

— Deactivate the vehicle's drive system.

— Seek expert assistance.

### **Electric drive overheated**

The warning lamp lights up red.

The electric drive is overheated.

A corresponding text message is shown on the ID. Display.

— **Stop the vehicle immediately!**

— Stop vehicle as soon as it is safe and possible to do so and switch off in the open air.

— Deactivate the vehicle's drive system.

— **Do not add coolant.**

— Seek expert assistance.

### and **No brake energy recuperation possible**

The indicator lamps light up yellow.

The text message **Error: recuperation. Consult owner's manual.** is displayed on the ID. Display.

Fault in brake energy recuperation.

The range can be limited.

— Go to a qualified workshop.

#### **NOTICE**

The electric drive will be damaged if the vehicle rolls for an extended period or at high speed with the ignition switched off, the electric drive switched off or discharged 12-volt vehicle battery. The vehicle can only be towed in certain conditions. (→ *Towing*)

---

---

# Steering

---

## Information on the steering

The steering should be locked every time you leave the vehicle to make it more difficult for the vehicle to be stolen.

### The steering

The power steering provided by the electromechanical steering system automatically adjusts to the vehicle speed, steering torque and steering angle of the wheels. The electromechanical steering functions only when the vehicle's drive system is activated.


You will need considerably more strength than normal to steer the vehicle if the power steering is reduced or has failed completely.

### Electronic steering column lock

The steering column is locked electronically:

- Stop the vehicle, switch on the electronic parking brake (→ *Electronic parking brake*).
- If the ignition is active, press the starter button once **or**
- open the driver door. The ignition is switched off when the door is opened. The steering column is locked.

### Counter steering assistance

Counter steering assistance provides the driver with power steering in critical driving situations. Additional steering power helps the driver when counter steering → .

#### WARNING

If the power steering is not working, the steering wheel is difficult to turn, which makes it difficult to steer the vehicle.

- The power steering only functions when the vehicle's drive system is activated.

#### WARNING

In conjunction with the ESC, counter steering assistance provides the driver with assistance when steering in critical driving situations. The driver must steer the vehicle at all times. Counter steering assistance does not steer the vehicle.


---

## Troubleshooting

### **Fault in steering**

The warning lamp lights up or flashes red.

There is a fault in the electromechanical steering or electronic steering column lock.

—  **Do not drive on!** Seek expert assistance.

—If the warning lamp **lights up** red, the steering may be stiff because the electromechanical steering has failed.

—If the warning lamp **flashes** red, it is not possible to unlock the steering column.

—The vehicle should not be towed away on its own four wheels.

### **Fault in steering**

The indicator lamp lights up or flashes yellow.

The steering is harder or more sensitive than usual.

The indicator lamp **lights up continuously**:

—Establish the vehicle's drive system once again and drive a short route slowly.

—If the indicator lamp continues to light up, seek expert assistance.

The indicator lamp **flashes**:

—Turn the steering wheel to and fro.

—Switch the ignition off and then on again.

—Observe any messages on the ID. Display.

—Do not continue your journey if the indicator lamp still flashes after the ignition is switched on. Seek expert assistance.



---

## Driving profile selection

---

### Introduction to the topic

By selecting different driving profiles, the driver can adapt the characteristics of the vehicle systems to the current driving situation, the desired ride comfort and an economical driving style. The adaptable vehicle systems include the chassis, steering, drive and the air conditioning system.


Different driving profiles are available, depending on the vehicle equipment level. The effect on the vehicle systems in the individual driving profiles depends on the vehicle equipment level.

### Driving profiles and background lighting

Depending on the vehicle equipment, the colour of the background lighting can change depending on the selected driving profile (*→ Interior lighting*).

---



## Selecting a driving profile

You can select the driving profile when the ignition is switched on and the vehicle is stationary or when driving → .


If you have selected a driving profile while driving, the vehicle systems will be switched immediately to the new driving profile except for **Drive**.

—When traffic conditions allow, briefly take your foot off the accelerator to also activate the newly selected driving profile for the **Drive** vehicle system.



### Selecting a driving profile via the control field in the upper section of the centre console

1. Touch  → *Fig. 1*.
2. To select driving profiles, touch  again or touch the desired driving profile in the Infotainment system.

### Displaying information on the driving profile

— To display further information on the selected driving profile, touch  in the Infotainment system.

### Selecting the Individual driving profile

- Touch  until the **Individual** driving profile is selected.
- To open the **Individual** menu, touch .

#### WARNING

Selecting a driving mode while the vehicle is in motion can distract you from the road and cause accidents.

- Drive with your full attention and with responsibility.

---

## Characteristics of the driving profiles



**Eco:** switches the vehicle into economical mode and helps you to drive the vehicle in an energy-saving manner.



**Comfort:** the driving profile corresponds to the basic setting of the vehicle systems and leads to a comfort-oriented vehicle setup. It is suitable for everyday use, poor roads or long motorway journeys, for example.



**Sport:** this setting gives you a sporty driving feeling.



**Individual:** you can adapt individual vehicle systems according to your personal wishes.

---

## Standard behaviour of the driving profiles and vehicle systems

The **Comfort** driving profile corresponds to the basic settings of the vehicle systems when the ignition is switched on.

### **Behaviour of the driving profiles when the ignition is switched off and on**

If you switch the ignition off and then back on again, the previously selected driving profile remains active.

### **Behaviour of the Drive vehicle system when the ignition is switched off and on**

The settings of the **Drive** vehicle system are reset to the settings of the **Comfort** driving profile as soon as you switch the ignition off and on again.

You can switch the **Drive** vehicle system to the settings of the desired driving profile again:

— Select the desired driving profile again.

The other vehicle systems retain their settings when you switch the ignition off and then back on again.

---

## Troubleshooting

### **The driving profiles or vehicle systems do not behave as expected.**

—Note the standard behaviour of the driving profiles and vehicle systems (→ *Driving profile selection*)

---

## Driver assist systems

---

### Speed limiter

---

#### Introduction to the topic

The speed limiter helps to prevent the vehicle from exceeding a speed that you have stored.

#### Speed range

The speed limiter is available when driving forwards at speeds from approx. 30 km/h (20 mph).

#### Driving with the speed limiter

You can interrupt the speed limiter function at any time by fully depressing the accelerator beyond the point of resistance. As soon as the stored speed is exceeded, the green indicator lamp will flash and an acoustic warning may sound. The speed remains stored in the memory.

The speed limiter function is activated again automatically as soon as the speed drops below the stored speed.

#### Displays

When the speed limiter is switched on, the instrument cluster display shows the stored speed and the status of the speed limiter:



Speed limiter switched on, control not active.



Speed limiter switched on, control active.

#### WARNING

Always switch off the speed limiter after use to avoid unintentional speed regulation.


- The speed limiter does not relieve the driver of his responsibility for the speed of the vehicle. Do not drive at full throttle if it is not required.
- Use of the speed limiter in adverse weather conditions is dangerous and can cause serious injury, e.g. through aquaplaning, snow, ice, or leaves. Use the speed limiter only when the road and weather conditions allow it to be used safely.

## Operating the speed limiter



**Fig. 1** Left-hand side of the multifunction steering wheel: buttons for operating the speed limiter.

### Switching on

—Press the  button.

The system is not yet active.





### Starting control

—Press the **SET** button while driving.

The current speed is stored as the maximum speed.

### Setting the speed

You can adjust the stored speed:

-  Press lightly: + 1 km/h (1 mph)
-  Press firmly: + 10 km/h (5 mph)
-  Press lightly: - 1 km/h (1 mph)
-  Press firmly: - 10 km/h (5 mph)

Press and hold the corresponding button to continuously change the stored speed.

### **Interrupting control**

— Press the  button.


The speed remains stored in the memory.

### **Resuming control**

— Press the  button.

The speed limiter is activated again as soon as the current speed is lower than the stored speed.

### **Switching off**

— Press and hold the  button.

The speed limiter is switched off and the speed is deleted.

### **Changing to Adaptive Cruise Control (ACC)**

— Press the  button.

— Select ACC in the display of the instrument cluster.

— Press the  button again.

The speed limiter is switched off.



---

## Troubleshooting

### LIM Speed limiter not available.

—Malfunction. Switch off the speed limiter and go to a qualified workshop.

### **Control is interrupted automatically.**

—You have switched off Electronic Stability Control (ESC).

—The brakes have overheated. Allow the brakes to cool down and check their functionality again.

—If the fault persists, go to a qualified workshop.

For safety reasons, the speed limiter switches itself off completely only when you release the accelerator once or switch off the system manually.

### **Control cannot be started.**

—The selected driving profile does not allow control to be started. Select a different driving profile and repeat the process.

---

# Speed limiter with predictive control

---

## Introduction to the topic

The speed limiter with predictive control automatically adapts a maximum speed that you have stored to detected speed limits.

The speed limiter with predictive control is an extension of the speed limiter and makes use of Dynamic Road Sign Display (→ *Dynamic Road Sign Display*) and the navigation data provided in the Infotainment system.

The speed limiter with predictive control is dependent on the vehicle equipment and is not available in all countries.

### WARNING

The intelligent technology used in the speed limiter with predictive control cannot overcome the given physical limits, and functions only within the limits of the system. Never let the extra convenience tempt you into taking safety risks when driving. Careless or unintentional use of the speed limiter with predictive control can cause accidents and serious injuries. The system is not a substitute for the full concentration of the driver.

- Ensure that your speed is always appropriate for the current visibility, weather and road/traffic conditions.
- Always pay attention to the traffic situation and the area around the vehicle.
- Be prepared to control the speed yourself at all times. Malfunctions in the Dynamic Road Sign Display function and out-of-date navigation data can lead to the speed being changed unexpectedly and suddenly or not being adapted to the current traffic situation. Speeds regulated by the system may also not match your individual driving style.
- Be prepared to control the speed yourself at all times. If you are driving without route guidance or leave the route calculated by the navigation system or if the vehicle position cannot be correctly determined due to inexact GPS data, the speed may be changed unexpectedly and suddenly or not adapted to the current traffic situation.
- Keep the navigation data up-to-date.
- Always observe the maximum speed limit. The maximum speed limit may be exceeded in the case of speed limits that are not contained in the navigation data.



Please also observe the safety-relevant information on the speed limiter (→ *Speed limiter*).

---

## Limits of predictive control

In addition to the system limits of the Dynamic Road Sign Display (→ *Dynamic Road Sign Display*), the speed limiter with predictive control has the following additional, system-related limits:

- The speed limiter with predictive control detects only road signs that show a speed limit.
- If a speed limit is announced on the basis of the navigation data but is not detected by the Dynamic Road Sign Display function, the announced speed will be reset to the last-stored speed.
- The speed limiter with predictive control is not available below 30 km/h (20 mph). When the vehicle is driving more slowly, a text message appears on the instrument cluster display.

---

## Activating predictive control

You can activate the speed limiter with predictive control in the Assist systems menu of the Infotainment system.

---

## Driving with predictive control

- Switch on the speed limiter and start control (→ *Speed limiter*).
- Activate predictive control.



A message will be displayed on the instrument cluster display as soon as the system detects a speed limit on the route. The detected speed is stored as the new desired speed.

### labelling C Cancelling speed adaptation

- Press the **RES** button or touch the accelerator twice.
  - The last-stored speed is resumed again.
- Press the **SET** button.
  - The current speed is adopted.
- Press the **CANCEL** button.
  - The system is switched to passive mode.

### labelling C Adjusting the announced speed

- Press lightly: + 1 km/h (1 mph)
- Press firmly: + 10 km/h (5 mph)
- Press lightly: - 1 km/h (1 mph)
- Press firmly: - 10 km/h (5 mph)

If you adjust the announced speed excessively, predictive control will be terminated.



If a speed limit is detected, the predictive control function will adjust the stored speed even if the speed limiter is not regulating.



If the current speed significantly exceeds a speed limit detected by the Dynamic Road Sign Display function, a warning will appear on the instrument cluster display.



When you join a motorway, the recommended speed will automatically be stored as the desired speed.

Predictive control will be deactivated when you leave the motorway.

---

## Troubleshooting

### **A message is displayed that speed limiter with predictive control is currently not available or is not available in your country.**

—If this message is displayed for an extended period and speed limiter with predictive control is available in your country, go to a qualified workshop.



Depending on the malfunction, additional information may be displayed in the vehicle status (→ *Menus and information displays*).

---

# Adaptive Cruise Control (ACC)

---

## Introduction to the topic

The Adaptive Cruise Control (ACC) maintains a constant speed that you have set. If the vehicle approaches a vehicle in front, the ACC automatically adapts the speed so that a distance you have selected is maintained.

### Does the vehicle have ACC?

The vehicle is equipped with ACC if you can make settings for ACC in the Assist systems menu in the Infotainment system.

### Speed range

The ACC controls the vehicle in the speed range between around 20 km/h (15 mph) and around 210 km/h (130 mph), in the USA up to around 150 km/h (95 mph). This speed range may differ in certain markets.

### Driving with ACC

You can override regulation by the ACC system at any time. Control will be cancelled if you brake. If you accelerate, control will be interrupted while you are accelerating and then resumed.

### Brake request



If automatic deceleration by the ACC system is not sufficient, the ACC system will request you to brake additionally by a corresponding message on the instrument cluster. In addition, the red warning lamp lights up and an acoustic warning is given. Brake immediately!

### Radar sensor

The ACC system detects driving situations by means of the radar sensor at the front of the vehicle. The range of the radar sensor is up to approximately 160 m (520 ft).

 **WARNING**

The intelligent technology used in the ACC system cannot overcome the laws of physics and functions only within the limits of the system. Never let the extra convenience tempt you into taking safety risks when driving. Careless or unintentional use of the ACC can cause accidents and lead to serious injury. The system is not a substitute for the full concentration of the driver.

- Adapt your speed and the distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Never use the ACC in poor visibility, on steep or winding roads, or on slippery road surfaces, e.g. due to snow, ice, wet roads, loose chippings, or on flooded roads.
- Never use the ACC offroad or on non-surfaced roads. The ACC is designed for use on surfaced roads only.
- Brake immediately if a brake request is displayed on the instrument cluster display or if the speed reduction by ACC is not sufficient.
- Brake if the vehicle starts rolling unintentionally, e.g. after a brake request.
- Be prepared to control the speed yourself at all times.



---

## Special driving situations

### Predictive cruise control

If the vehicle is equipped with the Dynamic Road Sign Display function and an Infotainment system with navigation, the ACC can predictively adapt the vehicle speed to detected speed limits and the course of the road ahead (depending on equipment and not available in all countries).

### Overtaking

If you indicate left (left-hand traffic: indicate right) to overtake, ACC will accelerate the vehicle and reduce the distance from the vehicle in front. Your set speed will not be exceeded.

If the ACC does not detect any vehicle in front after you have changed lane, ACC will accelerate the vehicle up to the set speed.

### Stop-and-go traffic

ACC can brake the vehicle to a standstill and hold it stationary. The ACC remains active and the instrument cluster display shows **ACC ready to start** for a few seconds. On vehicles with Travel Assist, you can extend this time by continuing to hold the steering wheel.

As long as ACC remains active, the vehicle will move off again automatically as soon as the vehicle in front moves off (depending on the vehicle equipment level and not available in all countries).

Extending or reactivating readiness to drive:

— Press the  button or take hold of the steering wheel again (only vehicles with Travel Assist).

Moving off when readiness to drive has ended and the vehicle in front has already moved away:

— Press the accelerator briefly.

The ACC remains inactive in the following cases:

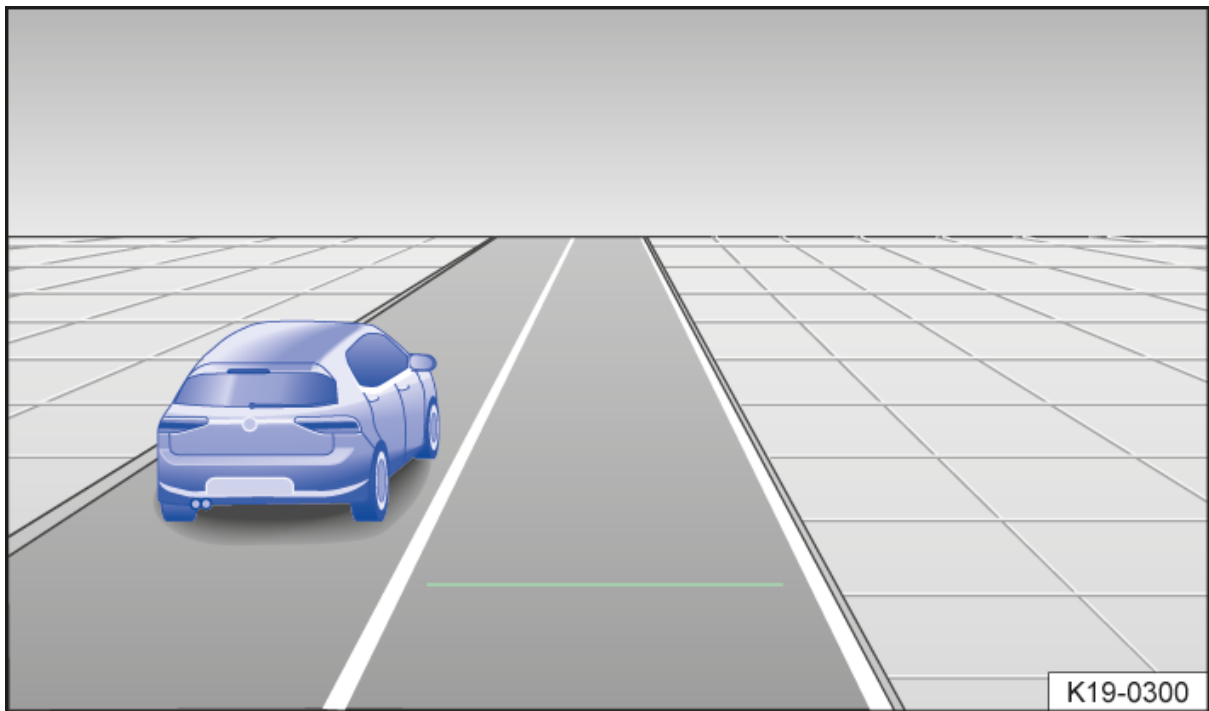
- The vehicle is stationary for longer than approximately ten minutes.
- A vehicle door is opened.
- The ignition is switched off.

#### WARNING

If the message **ACC ready to start** is shown on the instrument cluster display and the vehicle in front moves off, your vehicle will move off automatically. In some cases, obstacles in the vehicle's path may not be detected. This can result in serious injury and accidents.

- Always check the road ahead before moving off and brake the vehicle if necessary.

### Inside Overtaking Prevention System



**Fig. 1** On the instrument cluster display: slower vehicle detected in the left-hand lane (illustration).

If the ACC detects a slower vehicle in the left-hand lane (left-hand traffic: in the right-hand lane), the ACC will brake the vehicle gently within the system limits and can therefore prevent a prohibited overtaking manoeuvre. The function is active from speeds of around 80 km/h (50 mph), but is not available in all countries.

# Limits of the ACC

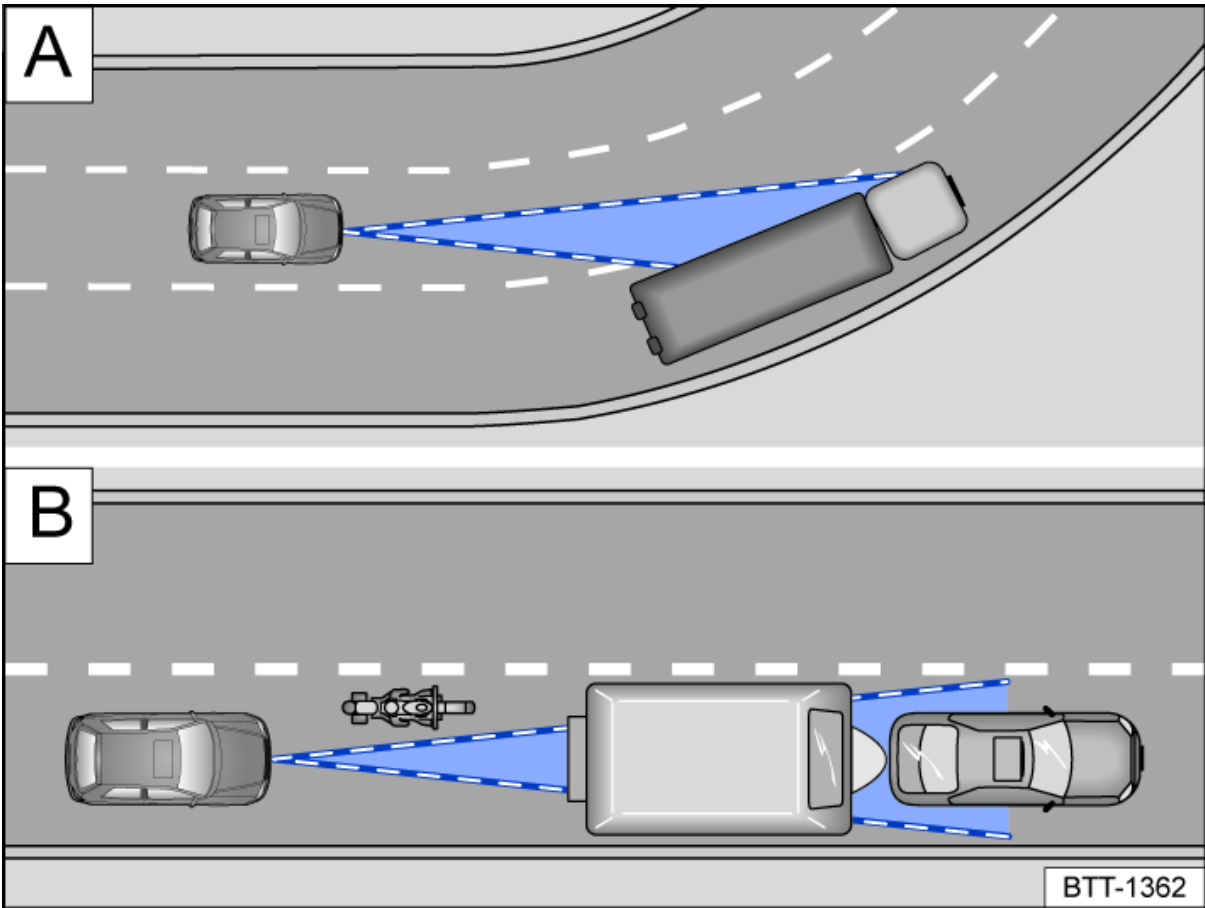


Fig. 1

A

Driving through bends.

B

Vehicles outside the range of the radar sensor.

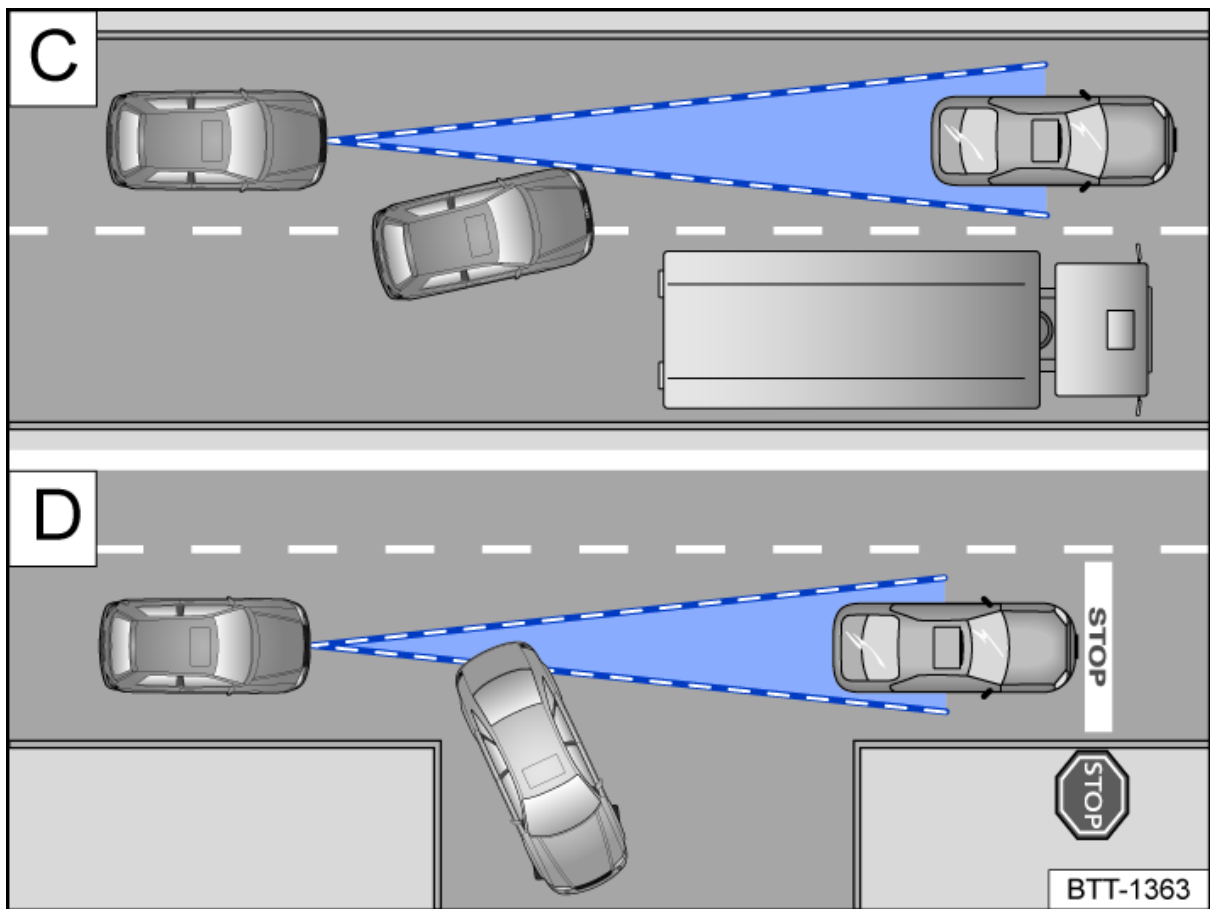


Fig. 2

Vehicle changes lane.

C

Turning and stationary vehicle.

D

### When not to use the ACC

Due to the system limitations, the ACC is not suitable for use in the following driving situations.

Cancel control (→ ACC):

- Driving in heavy rain, snow or heavy spray.
- Driving through tunnels.
- Driving through road works.
- Driving on winding roads, e.g. mountain roads.
- Driving offroad.
- Driving in multi-storey car parks.
- Driving on roads with embedded metal objects, e.g. railway tracks.
- Driving on roads with loose chippings.
- *Vehicles without Inside Overtaking Prevention System*: On roads with more than one lane, if other vehicles are driving more slowly in the overtaking lane.

#### **⚠ WARNING**

If you use the ACC in the above situations, this could result in accidents and serious injuries as well as violations of legal regulations.

## Delayed response

If the radar sensor is exposed to environmental conditions that impair sensor functioning, the system may detect this only after a certain delay. For this reason, any restrictions to functions may be displayed only after a delay at the start of the journey and when driving (→ ACC).

## Objects that cannot be detected

The radar sensor detects only vehicles that are moving in the same direction or stationary. It does not detect:

- Persons.
- Animals.
- Crossing or oncoming vehicles.
- Other stationary obstacles.

## Stationary vehicles

Up to a speed of 60 km/h (37 mph), the ACC reacts to stationary vehicles to a limited extent, provided a stationary vehicle is detected and your own vehicle can be easily braked behind the stationary vehicle, subject to the system limits of the ACC. The ACC does not perform emergency braking.

If a stationary vehicle is hidden behind a vehicle that has been detected by the Adaptive Cruise Control and this vehicle turns off the road or changes lane, the ACC will react to the stationary vehicle → [Fig. 2](#) **D**.

## Bends

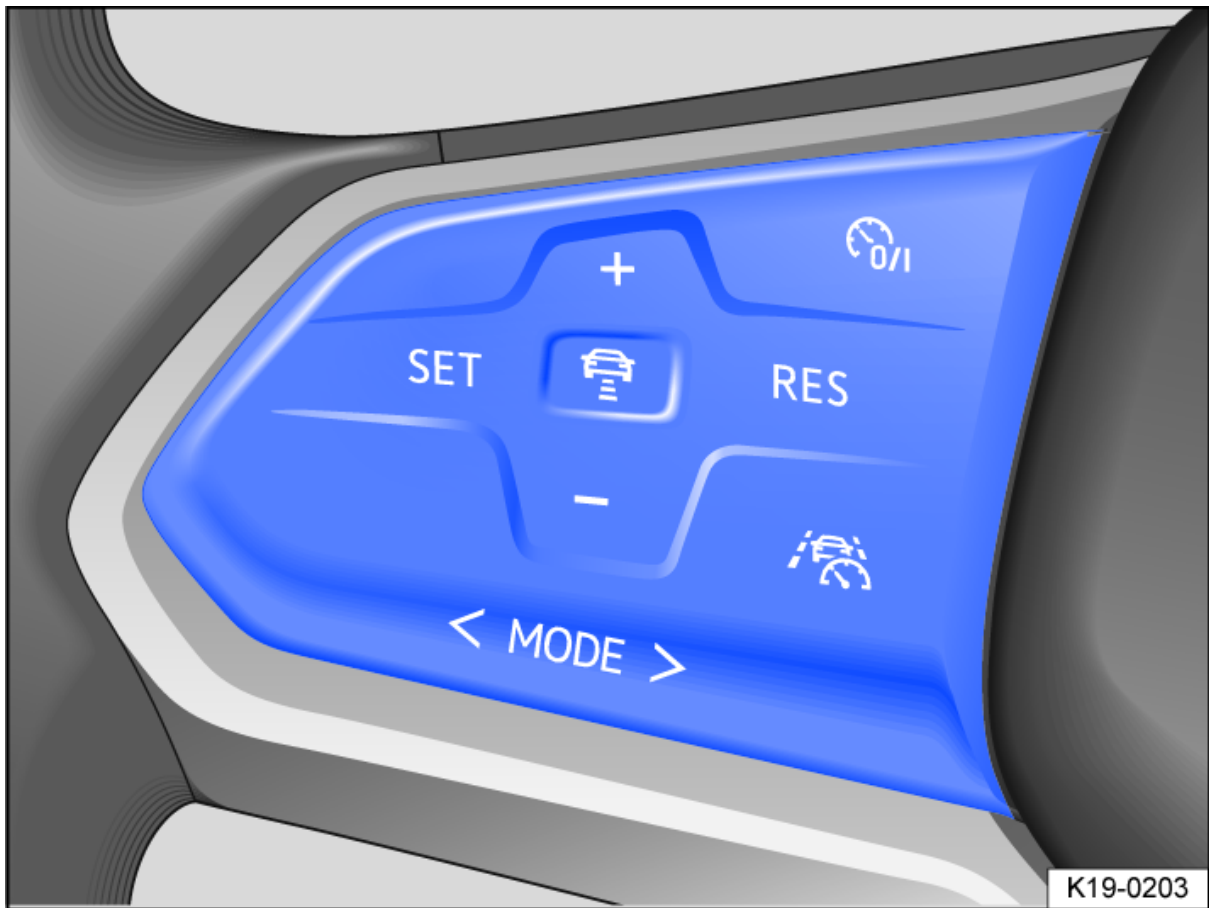
The radar sensor always measures straight ahead. For this reason, vehicles may be incorrectly detected or vehicles driving ahead not detected in tight bends → [Fig. 1](#) **A**.

## Vehicles outside the sensor range

The ACC may not react or may react with a delay or with an unwanted response in the following driving situations:

- Vehicles that are driving outside the sensor range in close proximity to your vehicle, e.g. motorbikes → [Fig. 1](#) **B**.
- Vehicles that change into your lane directly in front of your vehicle → [Fig. 2](#) **C**.
- Vehicles with bodies or attachments that project beyond the vehicle.

## Switching the ACC on and off



**Fig. 1** Left-hand side of the multifunction steering wheel: buttons for operating the ACC.

### Switching on

—Press the  button.

The ACC is not yet active.

### Starting control

—Press the **SET** button while driving forwards.

The ACC stores the current speed and maintains the set distance. If the current speed is outside the defined speed range, the ACC will set the minimum speed (when driving more slowly than the limit) or maximum speed (when driving faster than the limit).

One of the following indicator lamps will light up depending on the driving situation:



The ACC is regulating the speed, no vehicle detected ahead.



The ACC is regulating the speed, vehicle in front detected.

When ACC is not regulating, the indicator lamps light up grey.

## Cancelling control

— Briefly press the  button or depress the brake pedal.

The indicator lamp corresponding to the driving situation lights up grey, the speed and distance remain stored.


Control is automatically cancelled if the traction control system (TCS) is deactivated.

## Resuming control

— Press the  button.

ACC adopts the last set speed and last set distance. The instrument cluster display shows the set speed and the indicator lamp corresponding to the driving situation lights up.

## Switching off

— Press and hold the  button.

The set speed is deleted.

## Changing to the cruise control system

— Press the  button.

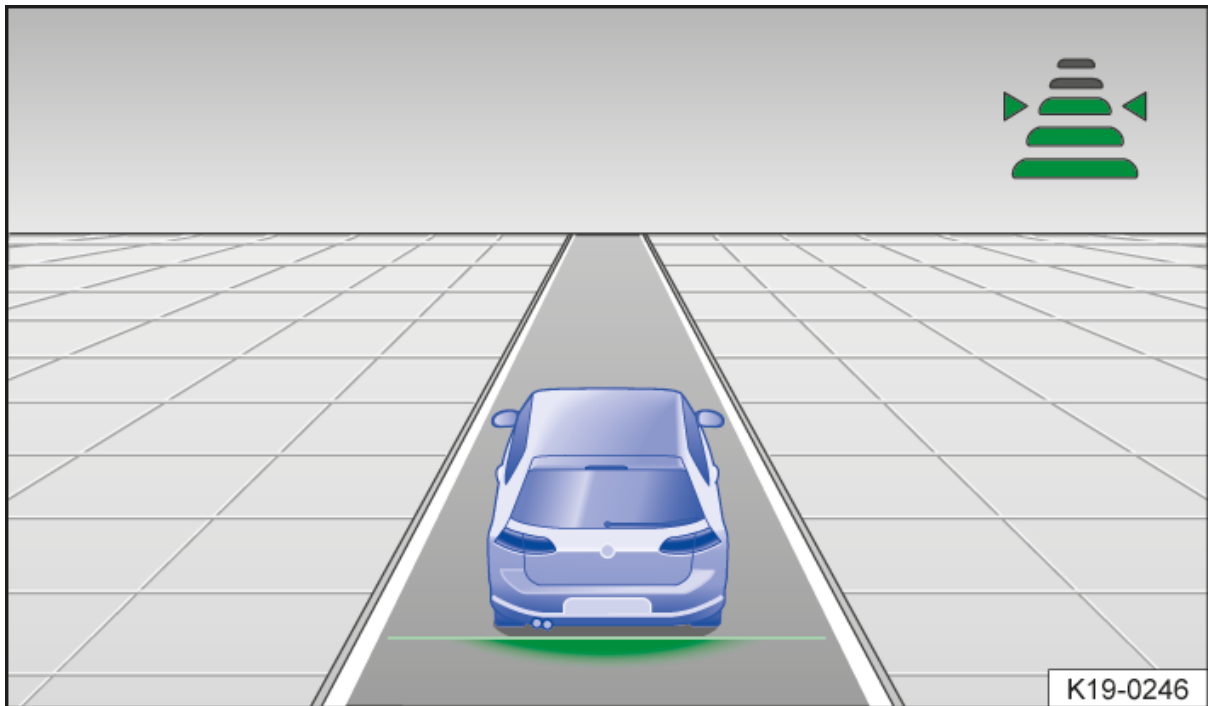
— Select speed control in the display of the instrument cluster.

— Press the  button again.

The vehicle maintains the set speed. Distance control is deactivated.





## Setting the ACC


### Setting the distance



**Fig. 1** On the instrument cluster display: set distance, ACC regulating (illustration).

You can set the distance in five steps from very small to very large:





- Press the  button and then the  or  button.
- Alternatively, press the  button as often as necessary until the desired distance is set.

The instrument cluster display shows the chosen setting → *Fig. 1* . Please observe any country-specific requirements for the minimum distance.

In the Assist systems menu of the Infotainment system, you can choose whether you want to start control with the distance set at the end of the journey or a preselected distance.

### Setting the speed

You can adjust the stored speed within the defined speed range by means of the buttons on the multifunction steering wheel:

-  Press lightly: + 1 km/h (1 mph)
-  Press firmly: + 10 km/h (5 mph)
-  Press lightly: - 1 km/h (1 mph)
-  Press firmly: - 10 km/h (5 mph)

Press and hold the corresponding button to continuously change the stored speed.



## WARNING

If you do not maintain the minimum distance to the vehicle in front or if the difference in speed between the vehicle in front and your own vehicle is so great that the braking action of the ACC is insufficient, you are in danger of colliding with the vehicle in front. The braking distance is also longer in rain and winter road conditions.

- The Adaptive Cruise Control may not be able to detect all driving situations correctly.
- Always be prepared to brake the vehicle yourself.
- Speed and distance control are overridden when you press the accelerator. The ACC does not brake automatically in this case.
- Observe any country-specific regulations relating to the minimum distance.
- Always set a larger distance in wet or snowy conditions or when visibility is poor.

### **Setting the system behaviour**

You can influence how sportily ACC reacts:

- *Vehicles with driving profile selection:* Set preferred driving profile (→ *Driving profile selection*).
- *Vehicles without driving profile selection:* Select the desired gearbox program in the Assist systems menu of the Infotainment system.

---

## Troubleshooting

### **ACC not available.**

The indicator lamp lights up yellow.

- The radar sensor is dirty. Clean the radar sensor (*→ Vehicle care*).
- The view of the radar sensor is impaired due to the weather conditions, e.g. snow, or due to detergent deposits or coatings. Clean the radar sensor (*→ Vehicle care*).
- The view of the radar sensor is impaired by add-on parts, the trim frames of number plate holders or stickers. Keep the area around the radar sensor free.
- The radar sensor has been displaced or damaged, e.g. due to damage to the front of the vehicle. Check whether damage is visible (*→ Repairs and technical modifications*).
- Fault or malfunction. Ending and re-establishing the electric drive .
- Paint work or structural modifications were carried out on the front of the vehicle.
- If the fault persists, go to a qualified workshop.

### **The ACC does not function as expected.**

- The radar sensor is dirty. Clean the radar sensor (*→ Vehicle care*).
- The system limits have been exceeded (*→ ACC*).
- The brakes have overheated, control was interrupted automatically. Allow the brakes to cool down and check their functionality again.
- If the fault persists, go to a qualified workshop.

### **Control cannot be started.**

Make sure that the following conditions are met:

- The brake lights on the vehicle are working.
- ESC is not active.
- The brake pedal is not depressed.

### **Unusual noises during automatic braking.**

- This is normal and is not a fault.

---

# Predictive cruise control

---

## Introduction to the topic

The predictive cruise control adapts the vehicle speed to detected speed limits and the course of the road ahead (bends, junctions, roundabouts).

The predictive cruise control is an extension of ACC and makes use of Dynamic Road Sign Display (→ *Dynamic Road Sign Display*) and the navigation data provided in the Infotainment system.

The predictive cruise control function is dependent on the equipment level and is not available in all countries.

## Reaction to the end of a traffic jam

Vehicles with Car2X technology (depending on vehicle equipment and not available in all countries) interact with other vehicles in their vicinity depending on the privacy settings. As a result, these vehicles can be informed about a traffic jam ahead and can reduce speed early on.

### WARNING

The intelligent technology of predictive cruise control cannot overcome the physical limits specified, and functions only within the limits of the system. Never let the extra convenience afforded by predictive cruise control tempt you into taking any safety risks. Careless or unintentional use of predictive cruise control can cause accidents and lead to serious injury. The system is not a substitute for the full concentration of the driver.

- Ensure that your speed is always appropriate for the current visibility, weather and road/traffic conditions.
- Always pay attention to the traffic situation and the area around the vehicle.
- Be prepared to control the speed yourself at all times. Malfunctions in the Dynamic Road Sign Display function and out-of-date navigation data can lead to the speed being changed unexpectedly and suddenly or not being adapted to the current traffic situation. Speeds regulated by the system may also not match your individual driving style.
- Be prepared to control the speed yourself at all times. If you are driving without route guidance or leave the route calculated by the navigation system or if the vehicle position cannot be correctly determined due to inexact GPS data, the speed may be changed unexpectedly and suddenly or not adapted to the current traffic situation.
- Keep the navigation data up-to-date.
- Always observe the maximum speed limit. The maximum speed limit may be exceeded in the case of speed limits that are not contained in the navigation data.



Please also observe the safety-relevant information on ACC (→ ACC).

---

## Limits of predictive cruise control

In addition to the system limitations of the Dynamic Road Sign Display function (→ *Dynamic Road Sign Display*) and ACC, the predictive cruise control function has the following additional, system-related limitations:

- The predictive cruise control function detects only road signs that show a speed limit. In particular, predictive cruise control does not take into account any rights of way or traffic lights.
- Predictive cruise control is not available on roads which are not recorded in the navigation data or not recorded with sufficient accuracy.
- If a speed limit is announced on the basis of the navigation data but is not detected by the Dynamic Road Sign Display function, the announced speed will be reset to the last-stored speed.
- Predictive cruise control is not available for speed limits below around 20 km/h (around 15 mph). A corresponding text message is shown on the instrument cluster display in this case.

---

## Activating predictive cruise control

You can separately set the events to which the vehicle should react in the Assist systems menu of the Infotainment system (→ *Vehicle settings menu*):

- Reaction to the road layout.
- Reaction to permitted speeds.
- Reaction to the end of traffic jams.

---

## Driving with predictive cruise control

- Switch on ACC (→ ACC).
- Set the distance and speed.
- Activate predictive cruise control.

A message will be displayed on the instrument cluster as soon as the system detects a speed limit or a road characteristic ahead that has to be taken into account. This message indicates the reason and the speed to which your vehicle will be regulated due to the restriction.



Speed regulation due to speed limit.



Speed regulation due to the road layout.

When automatic speed control is assumed due to a speed limit, the detected speed is stored as the new desired speed. In the case of control due to the road layout, the vehicle will accelerate back up to the previously stored speed after the restriction.





Announced speeds for driving through bends depend on the driving profile (→ *Driving profile selection*).

### Cancelling speed adaptation

- During the announcement: press the **RES** button.
- During control: press the **SET** button.

### Adjusting the announced speed

The announced speed can be adjusted only in the case of speed regulation due to a speed limit.

-  Press lightly: + 1 km/h (1 mph)
-  Press firmly: + 10 km/h (5 mph)
-  Press lightly: - 1 km/h (1 mph)
-  Press firmly: - 10 km/h (5 mph)

If you adjust the announced speed excessively, predictive cruise control will be terminated.



If a speed limit is detected, the predictive cruise control function will adjust the stored speed even if the ACC is deactivated. However, speed regulation will not take place.



If the current speed significantly exceeds a speed limit detected by the Dynamic Road Sign Display function, a warning will appear on the instrument cluster display.



When you join a motorway without a speed limit, the recommended speed will automatically be stored as the desired speed. If a higher speed has previously been stored on a motorway without a speed limit, this will be adopted instead of the recommended speed.

---

## Troubleshooting

### **A message is displayed that predictive cruise control is currently not available or is not available in your country.**

—If this message is displayed for an extended period and predictive cruise control is available in your country, go to a qualified workshop.



Depending on the malfunction, additional information may be displayed in the vehicle status (→ *Menus and information displays*).

---

## Area monitoring system (Front Assist)

---

### Introduction to the topic

The emergency braking system (Front Assist) can detect imminent frontal collisions and issue corresponding warnings. The system can also provide assistance for braking and taking avoiding action and can also automatically brake the vehicle.

Front Assist can help to avoid accidents, but is not a substitute for the full concentration of the driver. Front Assist functions only within the system limits. The warning times vary depending on the traffic situation and driver behaviour.

### Driving with Front Assist

You can cancel the automatic braking and steering interventions of Front Assist pressing the accelerator or steering.

### Automatic braking

Front Assist can decelerate the vehicle to a standstill. The vehicle will then not be held permanently. Depress the brake pedal!

The brake pedal will feel harder during an automatic braking operation.

### Detection of the traffic situation

Front Assist detects driving situations by means of a camera located in the upper area of the windscreen and a radar sensor in the front of the vehicle.

### Functions included in the system

Front Assist includes the following functions depending on vehicle equipment and country:

- Pedestrian Monitoring.
- Cyclist Monitoring.
- Emergency steering support.
- Turning emergency braking.

The listed functions are automatically active when Front Assist is switched on.



 **WARNING**

The intelligent technology used in Front Assist cannot overcome the physical limits specified, and functions only within the limits of the system. Never let the extra convenience afforded by Front Assist tempt you into taking risks when driving. The driver is always responsible for braking and steering in time.

- If Front Assist issues a warning, brake your vehicle immediately depending on the traffic situation or avoid the obstacle.
- Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Be prepared to take over control of the vehicle yourself at all times and to override automatic braking and steering interventions. Front Assist cannot prevent accidents and serious injuries on its own.
- Front Assist can issue unnecessary warnings and carry out unwanted braking or steering interventions in certain complex driving situations, e.g. at traffic islands.
- Front Assist can issue unnecessary warnings and carry out unwanted braking or steering interventions when its function is impaired, e.g. if the radar sensor is dirty or its position has been changed.

## Warning levels and braking intervention

Front Assist can detect the following objects within the system limits and depending on the vehicle equipment:

- Pedestrians, cyclists and vehicles also moving relative to your vehicle.
- Crossing pedestrians and cyclists.
- Stationary vehicles.

Front Assist can provide assistance and intervene if the vehicle is approaching a detected object in such a way that a collision with the object will occur if the vehicle speed is maintained and there is no driver intervention. The system normally first issues an advance warning, then an urgent warning, and finally performs automatic braking.

Under ideal conditions, this can prevent a collision or help to reduce the consequences of the collision.

Front Assist operates in the following speed ranges:

	Advance warning	Urgent warning	Automatic braking	Braking intervention
Vehicle stationary	30 to 85 km/h (20 to 53 mph)	30 to 85 km/h (20 to 53 mph)	5 to 85 km/h (3 to 53 mph)	5 to 85 km/h (3 to 53 mph)
Vehicle also moving	30 to 250 km/h (20 to 155 mph)	30 to 250 km/h (20 to 155 mph)	5 to 250 km/h (3 to 155 mph)	5 to 250 km/h (3 to 155 mph)
Pedestrian also moving	30 to 85 km/h (20 to 53 mph)	-	5 to 65 km/h (3 to 40 mph)	5 to 65 km/h (3 to 40 mph)
Crossing pedestrian	30 to 85 km/h (20 to 53 mph)	-	5 to 65 km/h (3 to 40 mph)	5 to 65 km/h (3 to 40 mph)
Cyclist also moving	30 to 250 km/h (20 to 155 mph)	30 to 250 km/h (20 to 155 mph)	5 to 250 km/h (3 to 155 mph)	5 to 250 km/h (3 to 155 mph)
Crossing cyclist	30 to 85 km/h (20 to 53 mph)	-	5 to 65 km/h (3 to 40 mph)	5 to 65 km/h (3 to 40 mph)

The values apply only under ideal conditions and are approximate values.

## Advance warning



The system detects a possible collision and prepares the vehicle for possible emergency braking.

An acoustic warning sounds and the red warning lamp lights up. Brake or take avoiding action.

## Urgent warning

If the driver does not react to the advance warning, the system may initiate a short braking jolt in order to draw attention to the increasing collision risk. Brake or take avoiding action.

## Automatic braking

If the driver also does not react to the urgent warning, the vehicle can be braked automatically with braking force that increases in several stages. The reduced speed means that it is possible to minimise the consequences of an accident.

## Braking intervention

If the system detects that the driver is braking insufficiently when there is a risk of collision, the system can increase the braking force and help prevent a collision. The braking intervention takes place only for as long as the brake pedal is pressed hard.

## Distance warning



The system detects when safety is endangered by driving too close to the vehicle in front. The indicator lamp lights up. Increase the distance.

Speed range: approx. 65 km/h (40 mph) to 250 km/h (155 mph).

---

## Limits of Front Assist



Front Assist is not available or its functions are restricted immediately after the vehicle is started. The indicator lamp lights up in the instrument cluster display during this time.

Front Assist has physical and system-related limitations. You should therefore always be prepared to take full control of the vehicle if necessary.

### Delayed response

If the camera or radar sensor is exposed to environmental conditions that impair functioning, the system may detect this only after a certain delay. For this reason, any restrictions to functions may be displayed only after a delay at the start of the journey and when driving (→ *Autonomous Emergency Braking (Front Assist)*).

### Objects that cannot be detected

Front Assist may not react or may react with a delay or provide with an unwanted response in the following situations:

- Vehicles that are driving outside the sensor range in close proximity to your vehicle, e.g. vehicles that are driving offset to your vehicle or motorbikes.
- Vehicles that change into your lane directly in front of your vehicle.
- Vehicles with bodies or attachments that project beyond the vehicle.
- Oncoming vehicles or vehicles crossing your path.
- Pedestrians and cyclists who are stationary or moving towards the vehicle.
- When pedestrians are not identified, e.g. because they are partially or fully hidden.
- Objects or narrow objects such as walls, rails, fences, posts, trees or garage doors.

### Function limitations

Front Assist may not react or may react with a delay or provide with an unwanted response in the following situations:

- In tight bends.
- Driving in heavy rain, snow, fog or heavy spray.
- Driving in multi-storey car parks.
- Driving on roads with embedded metal objects, e.g. railway tracks.
- Reversing.
- If ESC is regulating or faulty.
- If ESC Sport (depending on equipment) is on (→ Brake support systems).
- If the radar sensor or camera window is dirty, covered or damaged.
- If several brake lights on the vehicle are faulty.
- If the vehicle accelerates hard or the accelerator is fully depressed.

- In complex driving situations, e.g. at traffic islands.
- In unclear traffic situations, e.g. vehicles ahead are braking heavily or turning off.
- When the sun is low in the sky, in darkness or with glare from oncoming vehicles.
- When driving into and out of tunnels.
- If there is a fault in Front Assist.

### **Switching off Front Assist**

Front Assist is not suitable for use in the following situations due to the limitations of the system and must be switched off → ⚠:

- If the vehicle is utilised in a capacity beyond usage on public roads, e.g. off-road or on a race track.
- If the vehicle is being towed or is loaded onto another vehicle.
- If add-on parts cover the radar sensor or camera.
- If the camera or the radar sensor is faulty.
- After external force on the radar sensor, e.g. after a rear-end collision.
- If the windscreen is damaged in the area of the camera window.
- In the event of multiple unwanted interventions.


#### **⚠ WARNING**

Failure to switch off Front Assist in the situations mentioned can result in accidents and serious injuries.

---

## Pedestrian Monitoring

Pedestrian Monitoring and Cyclist Monitoring can help to avoid accidents with pedestrians and cyclists or to mitigate the consequences of an accident.

The system may give a warning when there is a risk of collision, prepare the vehicle for emergency braking, help to brake the vehicle or perform an automatic brake intervention. In the event of an advance warning, the red warning lamp  lights up in the instrument cluster display.

When Front Assist is switched on and active, Pedestrian Monitoring is also active as an element of Front Assist.

### WARNING

The intelligent technology of Pedestrian Monitoring cannot overcome the laws of physics, and functions only within the limits of the system. Never let the extra convenience afforded by Pedestrian Monitoring tempt you into taking any risks when driving. The driver is always responsible for braking in time.

- If Pedestrian Monitoring issues a warning, brake your vehicle immediately depending on the traffic situation or avoid the object.
- Pedestrian Monitoring cannot prevent accidents and serious injuries by itself.
- Pedestrian Monitoring can issue unnecessary warnings and carry out unwanted braking interventions in complex driving situations, e.g. in a sharply turning main road with an intersection.
- Pedestrian Monitoring can issue unnecessary warnings and carry out unwanted braking interventions when its function is impaired, e.g. if the radar sensor is covered or if the camera window is dirty.
- Be prepared to take over control of the vehicle yourself at all times.

---

## Swerve support

The swerve support function can help to steer the vehicle around an obstacle in critical driving situations.

If you steer to avoid an obstacle after an urgent warning, swerve support can help you. Swerve support brakes individual wheels and corrects your steering wheel angle as long as you actively steer.

### Speed range

Swerve support is available in a speed range from around 30 km/h (20 mph) up to 150 km/h (90 mph).

### Limits

Swerve support does not react to crossing objects and animals. Always also observe the fundamental limits of Front Assist (→ *Autonomous Emergency Braking (Front Assist)*).

---

## Oncoming vehicle braking when turning

The oncoming vehicle braking when turning function can prevent the vehicle from colliding with an oncoming vehicle during a turn.

If there is a risk of the vehicle colliding with an oncoming vehicle in the adjacent lane when turning, the oncoming vehicle braking when turning function can brake your vehicle. The vehicle can then remain in its own lane as a result.

### Speed range

The oncoming vehicle braking when turning function is available up to about 15 km/h (9 mph).

### Limits

The oncoming vehicle braking when turning function is available only if you have turned the steering wheel and have therefore started the turning manoeuvre. The oncoming vehicle braking when turning function does not react to persons, animals, crossing vehicles or objects that are not detected as a vehicle. Always also observe the fundamental limits of Front Assist (→ *Autonomous Emergency Braking (Front Assist)*).



---

## Operating Front Assist

Front Assist and all the included functions (country-dependent) are automatically switched on when you switch on the ignition.



However, Front Assist is not available or only partially available as long as the indicator lamp is on.

Volkswagen recommends that Front Assist and all the included functions (country-dependent) are switched on at all times. Exceptions (→ *Autonomous Emergency Braking (Front Assist)*).

### Switching on and off

—Switch Front Assist on and off in the Assist systems menu of the Infotainment system (→ *Vehicle settings menu*).



If you switch off Front Assist, all the included functions (country-dependent) are also switched off. The yellow indicator lamp lights up in the instrument cluster display.

### Making settings for the included functions (country-dependent)

You can make further settings when Front Assist is switched on:

—Switch the desired function on and off in the Assist systems menu of the Infotainment system (→ *Vehicle settings menu*).

You can also set the warning time for the advance warning.

---

## Troubleshooting

### **Front Assist is starting up.**

The indicator lamp lights up.

- Front Assist is temporarily unavailable or limited. Front Assist is available after driving straight ahead for a short time, and the indicator light goes out. When the vehicle is not in motion, the indicator lamp lights up continuously.

### **Front Assist not available or functions restricted**

The indicator lamp lights up yellow and a text message is also displayed.

- The radar sensor or camera window is dirty. Clean the radar sensor and windscreen (→ *Vehicle care*).
- The view of the radar sensor or camera is impaired due to the weather conditions, e.g. snow, or due to detergent deposits or coatings. Clean the radar sensor and windscreen (→ *Vehicle care*).
- The view of the radar sensor is impaired by add-on parts, the trim frames of number plate holders or stickers. Keep the area around the radar sensor free.
- The view of the camera is impaired by add-on parts or stickers. Keep the area around the camera window free.
- The radar sensor or camera has been displaced or damaged, e.g. due to damage to the front of the vehicle or the windscreen. Check whether damage is visible (→ *Repairs and technical modifications*).
- Paint work or structural modifications were carried out on the front of the vehicle.
- If the fault persists, switch off the area monitoring system and go to a qualified workshop.

### **Front Assist does not function as expected or is triggered unnecessarily several times.**

- The radar sensor or camera window is dirty. Clean the radar sensor and windscreen (→ *Vehicle care*).
- The system limits have been exceeded (→ *Autonomous Emergency Braking (Front Assist)*).
- Low sun or darkness.
- If the fault persists, switch off the area monitoring system and go to a qualified workshop.

---

## Lane keeping system (Lane Assist)

---

### Introduction to the topic

Within the system limits, the lane keeping system (Lane Assist) helps the driver to stay in lane. The function is not designed to keep the vehicle in lane automatically, nor is it suited to this purpose.

Using a camera in the windscreen, the lane keeping system detects road lane markings on the road. If your vehicle moves too close to a recognised road lane marking, the system will warn the driver with a corrective steering intervention. The corrective steering intervention can be overridden by the driver at any time.

### System limits

Use the lane keeping system only on motorways and well-developed country roads.

The system is not active under the following conditions:

- The vehicle speed is under 55 km/h (approximately 30 mph).
- The lane keeping system has not detected a road lane marking.
- In tight bends.
- Temporarily if the driving style is very dynamic.

 **WARNING**

The intelligent technology used in the lane keeping system cannot overcome physical limitations, and functions only within the limits of the system. Always take care when using the lane keeping system otherwise you could cause accidents or injuries. The system is not a substitute for the full concentration of the driver and their steering.

- Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Your hands should always be on the steering wheel so that you can steer at any time. The driver is always responsible for staying in the lane.
- The lane keeping system cannot recognise all road lane markings. In certain circumstances, the lane keeping system may detect poor road surfaces, road structures or objects incorrectly as road lane markings. Immediately override any undesired intervention by the system.
- Observe the information on the instrument cluster display and respond according to the prompts, if the traffic situation permits.
- In the following situations undesired intervention by the lane keeping system can occur or no control assistance is provided by the lane keeping system. This means that it is crucial that the driver is attentive in these situations. It may be necessary to switch off the lane keeping system temporarily:
  - Very sporty driving.
  - In poor weather conditions and when driving on poor roads.
  - Driving through road works.
  - Over hill tops or through dips.
- Always pay close attention to the surroundings of the vehicle and watch the road ahead.
- If the camera's field of view is dirty, covered or damaged, the function of the lane keeping system may be impaired.

---

## Driving with the lane keeping system

### Switching on and off

Depending on country, the lane keeping system is always switched on when the ignition is switched on. You can also switch the lane keeping system on and off in the Assist systems menu of the Infotainment system and view the current system status there.

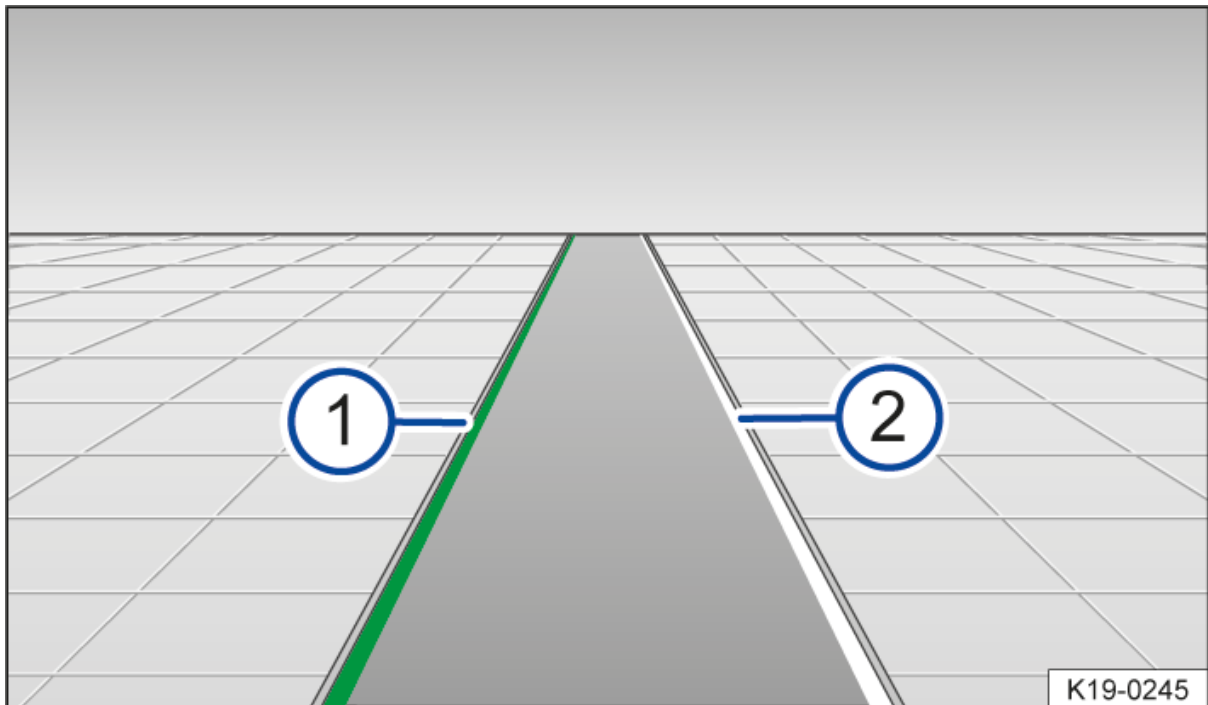


If there is a system fault, the lane keeping system can switch itself off automatically.

### Speed range

When road lane markings can be detected, the lane keeping system is ready to intervene at speeds above around 60 km/h (around 35 mph) (system status active).

### Displays



**Fig. 1** On the instrument cluster display: lane keeping system displays.


- ① Green line: road lane marking detected. System is actively intervening on the indicated side.
- ② White line: road lane marking detected. System not regulating.


---

The road lane marking type currently detected by the camera can also be displayed in the instrument cluster, e.g. dashed road lane markings or edge structures.

With some equipment levels, a display is also shown on the Head-up Display (→ *Head-up display*).

The following indicator lamps light up, depending on the driving situation:

 System active and ready to perform control intervention.

 System controls (corrective steering intervention).

If no warning lamp lights up, the system is not ready to intervene (passive system status) or is switched off.

When the indicator is on, the system temporarily switches to passive mode to allow manual lane changes. The system also temporarily switches to passive mode if the driver intervenes forcefully in the steering.

### **Driver intervention prompt**

If there is no steering activity, the system prompts the driver to drive in the middle of the lane by means of acoustic warnings and a display on the instrument cluster.

If the driver does not react, the system will switch to passive state.

Independently of steering activity, the driver is additionally requested to drive in the middle of the lane again with a display on the instrument cluster display and with acoustic warnings if the corrective steering intervention takes place for an extended time.

### **Steering wheel vibration**

The following situations can lead to vibration of the steering wheel:

—If the system can no longer detect a lane during a significant steering intervention.

The option **Vibration** or **Steering wheel vibration** can also be selected in the Assist systems menu of the Infotainment system. In this case, the steering wheel will vibrate if the vehicle drives over a detected road lane marking when the lane keeping system is active.


---


## Troubleshooting


### Lane keeping system not available

The indicator lamp lights up yellow. A message will also appear on the instrument cluster display.

- The camera window is dirty. Clean the windscreen (*→ Vehicle care*).
- The view of the camera is impaired due to the weather conditions, e.g. snow, or due to detergent deposits or coatings. Clean the windscreen (*→ Vehicle care*).
- The view of the camera is impaired by add-on parts or stickers. Keep the area around the camera window free.
- The camera has been displaced or damaged, e.g. due to damage to the windscreen. Check whether damage is visible (*→ Repairs and technical modifications*).
- Fault or malfunction. Ending and re-establishing the electric drive .
- If the fault persists, go to a qualified workshop.

 The check for system faults after the ignition is switched on can take several seconds.

 If the lane keeping system is not available, Emergency Assist is also not available.

 If the lane keeping system is not available, Travel Assist is also not available.

### **The system is not responding as expected**

- Do not attach any objects to the steering wheel.

---

# Travel Assist

---

## Introduction to the topic

Travel Assist combines Adaptive Cruise Control (ACC) with adaptive lane guidance. Within the system limits, this enables the driver to keep the vehicle at a preselected distance from the vehicle in front and stay in a predefined position within the lane.

Travel Assist uses the same sensors as the Adaptive Cruise Control (ACC) and the lane keeping system (Lane Assist). Please read the information on ACC (→ ACC) and Lane Assist (→ Lane keeping system (Lane Assist)) carefully and observe the listed system limits and instructions.

### Speed range

Travel Assist regulates at speeds between around 30 km/h (approximately 20 mph) and around 210 km/h (approximately 130 mph). Adaptive lane guidance can be used at speeds between 0 km/h (0 mph) and around 250 km/h (approximately 155 mph). This speed range may differ in certain markets.

### Driving with Travel Assist

Travel Assist controls the accelerator, brake and steering automatically. Within the system limits, Travel Assist can decelerate the vehicle to a standstill behind a vehicle that is stopping. It can also start driving again by itself.


You can override Travel Assist regulation at any time.

### Auto lane changing (depending on vehicle equipment)

When you set a turn signal, the vehicle can perform auto lane changing on motorways within the system limits if sufficient space has been detected surrounding the vehicle.

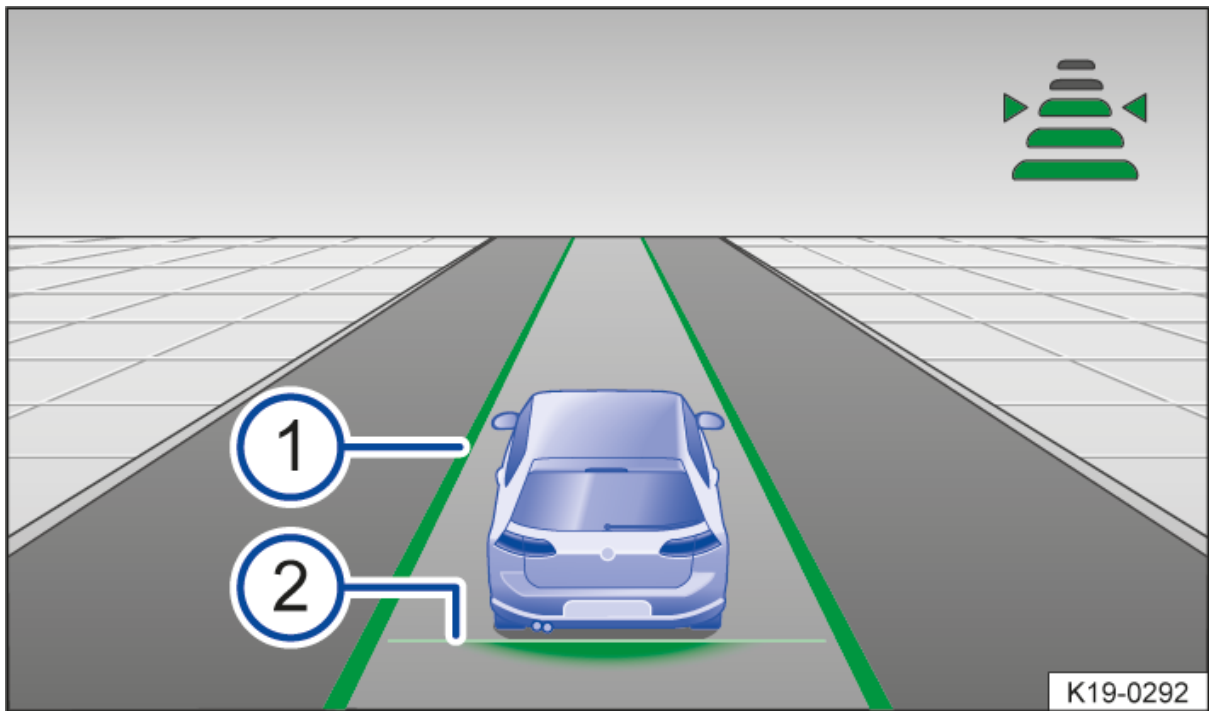
Auto lane changing uses the same sensors as the lane change system (Side Assist). You should therefore read the information on Side Assist (→ Lane change system (Side Assist)) carefully and observe the system limits and warnings listed there.

### Does the vehicle have Travel Assist?

The vehicle is fitted with Travel Assist if the  button appears on the multifunction steering wheel.

### Displays









**Fig. 1** On the instrument cluster display: active regulation displayed.

- 1 Adaptive lane guidance active.
- 2 Set distance.

With some equipment levels, a display is also shown on the Head-up Display (→ *Head-up display*).

Indicator lamps on the instrument cluster display also show the status of Travel Assist:

-  Travel Assist active, Adaptive Cruise Control and adaptive lane guidance active.
-  Travel Assist active, Adaptive Cruise Control active, adaptive lane guidance passive.
-  Travel Assist active, Adaptive Cruise Control passive, adaptive lane guidance active.
-  Travel Assist active, Adaptive Cruise Control passive, adaptive lane guidance passive.

### **Driver intervention prompt**

If you take your hands off the steering wheel, the system prompts you within a few seconds to take over active steering by way of acoustic warnings and a display on the instrument cluster.

If you do not react to this, the system provides an additional warning by means of a short braking jolt and, with some equipment levels, by briefly tensioning the seat belt. Travel Assist is then deactivated or Emergency Assist (with some equipment levels) is activated.

 **WARNING**

The intelligent technology used in Travel Assist cannot overcome the physical limits specified, and functions only within the limits of the system. Careless or unintentional use of Travel Assist can cause accidents and serious injuries. The system is not a substitute for the full concentration of the driver.


- Observe the system limits and notes on Adaptive Cruise Control (ACC) and the lane keeping system (Lane Assist).
- Observe the system limits and the information on the lane change system (Side Assist).
- Adapt your speed and the distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Never use Travel Assist in poor visibility, on steep or winding roads, or on slippery road surfaces, e.g. due to snow, ice, wet roads, loose chippings, or on flooded roads.
- Never use Travel Assist offroad or on unsurfaced roads. Travel Assist is designed for use on surfaced roads only.
- Travel Assist does not react to persons, animals or vehicles crossing or approaching in the same lane.
- Brake immediately if the speed reduction by Travel Assist is not sufficient.
- Brake immediately if a request to brake appears on the instrument cluster display.
- Brake if the vehicle starts rolling unintentionally after a request to brake.
- Your hands should always be on the steering wheel so that you are ready to steer at any time. The driver is always responsible for staying in the lane.
- Take control of the vehicle immediately if a driver intervention prompt appears on the instrument cluster display.
- Be prepared to control the speed yourself at all times.


## Operating Travel Assist




**Fig. 1** Left-hand side of the multifunction steering wheel: buttons for operating Travel Assist.

### Switching on

—Press the  button on the multifunction steering wheel.

The indicator lamp  lights up green. A message is also shown on the instrument cluster display. Travel Assist maintains the current speed and the preset distance from the vehicle in front. At the same time, the vehicle is kept in lane by steering movements if road lane markings are detected.

### Cancelling control

—Briefly press the  button or depress the brake pedal.

The set distance remains stored.

### Making other settings

The other operating functions of Travel Assist correspond to operation of ACC (→ ACC).

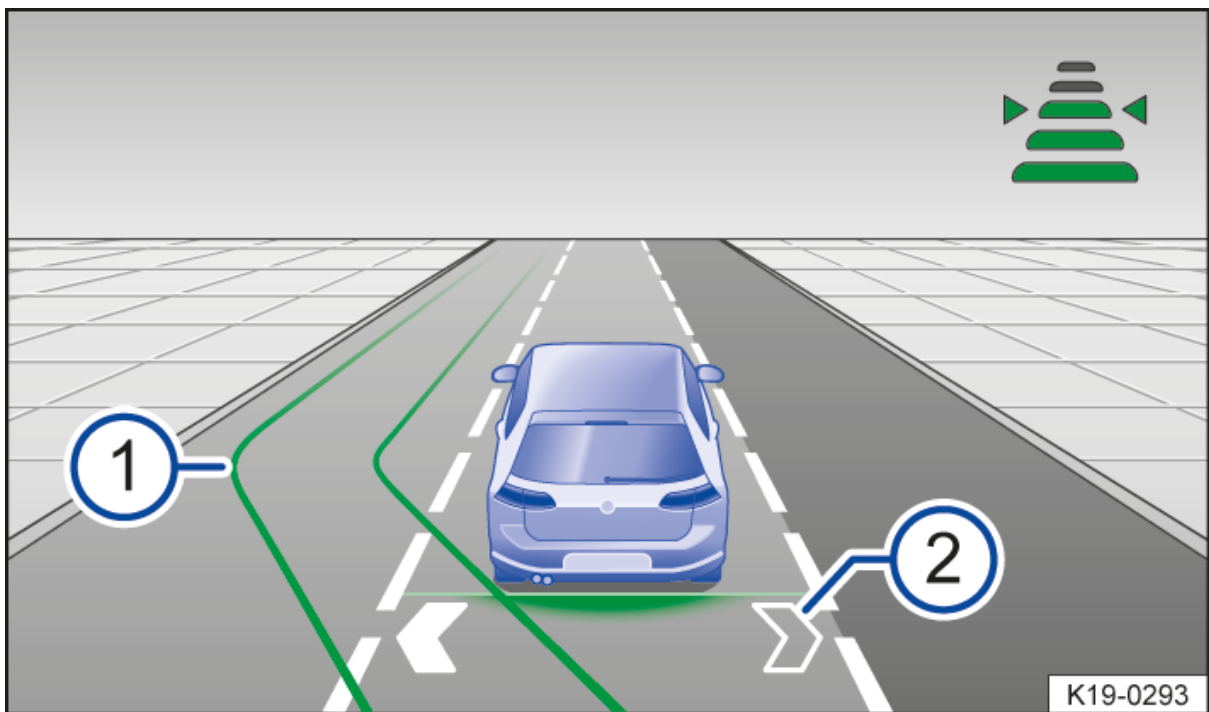
## Using auto lane changing

### Prerequisites

Auto lane changing is available only on multi-lane motorways that are included in the navigation data of the Infotainment system and from a speed of around 90 km/h (around 55 mph).

### Delayed response

If the sensor system is exposed to environmental conditions that impair sensor functioning, the system may detect this only after a certain delay. For this reason, any restrictions to functions may be displayed only after a delay at the start of the journey and when driving .



**Fig. 1** On the instrument cluster display: auto lane changing displays.

- 1 Lane highlighted, lane change possible.
- 2 Arrows on own lane, auto lane changing available.

No graphic views will be displayed for auto lane changing if the navigation view is selected on the instrument cluster display. The following symbols will be shown instead:

Lane change system switched on. Lane change to right possible.  
Lane change system switched on. Lane change to left possible.  
Lane change system switched on. Lane change to left and right possible.  
Lane change system switched on. Lane change to right taking place.  
Lane change system switched on. Lane change to left taking place.

### Switching on auto lane changing

If Travel Assist was switched on when joining a motorway, a message will be displayed indicating that auto lane changing is available. This will also be displayed on the instrument cluster display.

—Press the  button.

Auto lane changing is switched on, but is passive.



If Travel Assist was not switched on when joining a motorway, auto lane changing will be switched on together with Travel Assist.

## Changing lane

### WARNING

The sensor system cannot reliably detect all surrounding objects and functions only within the system limits. If you do not take care when using the auto lane changing function, this can cause accidents and serious injuries. The system is not a substitute for the full concentration of the driver.

- Before every lane change, check to make sure that this is possible safely. Particularly objects that are approaching quickly may not be detected in good time.
- Keep your hands on the steering wheel at all times and be prepared to control the vehicle speed and direction of travel yourself.

If the system has not detected any objects in the detection range of the sensor system, the corresponding lane will be highlighted on the instrument cluster display.

—Operate the convenience turn signal for the corresponding side.

The vehicle now changes lane.

---

## Troubleshooting

### **Travel Assist is not available or does not function as expected.**

The indicator lamp lights up yellow. A message will also appear on the instrument cluster display.

- There is a fault in the sensor system. Check the causes and remedies described in the ACC (→ *ACC*) or Lane Assist (→ *Lane keeping system (Lane Assist)*) sections.
- The system limits have been exceeded.
- If the fault persists, go to a qualified workshop.

### or **Take over steering.**

The warning light illuminates white or red, depending on how urgent your intervention is. A text message is also displayed.

- You have released the steering wheel for a few seconds. Touch the steering wheel and take over the vehicle guidance.
- The system limits have been reached. Touch the steering wheel and take over the vehicle guidance.

### **Travel Assist switches off automatically.**

- *Vehicles without Emergency Assist:* You have released the steering wheel for an extended period of time.
- Malfunction. Go to a qualified workshop.

### **The control system is interrupted unexpectedly.**

- *Vehicles without auto lane changing:* You have activated the turn signal.

### **Auto lane changing not available.**

The indicator lamp lights up yellow. A message will also appear on the instrument cluster display.

- There is a fault in the sensor system. Check the causes and remedies described in the sections on the lane change system (Side Assist) (→ *Lane change system (Side Assist)*).
- If the fault persists, go to a qualified workshop.

### **Auto lane changing is aborted.**

A message is shown on the instrument cluster display.

- The vehicle has no longer detected a road lane marking.
- You have let go of the steering wheel.
- You have steered or counter-steered too strongly.

- You have activated the turn signal several times or the turn signal and main beam lever is engaged in position.
- The vehicle has detected objects in the area around the vehicle that prevent auto lane changing.

---

## Semi-automatic vehicle control in a medical emergency (Emergency Assist)

Emergency Assist can detect a lack of activity on the part of the driver and keep the vehicle in the lane automatically, or brake the vehicle to a standstill if required. The system can therefore actively contribute to preventing or reducing the consequences of an accident.

Emergency Assist uses the same sensors as the Adaptive Cruise Control (ACC) and the lane keeping system (Lane Assist). Please read the information on ACC (*→ ACC*) and Lane Assist (*→ Lane keeping system (Lane Assist)*) carefully and observe the listed system limits and instructions.

### Function

Emergency Assist prompts an inactive driver to take control of the vehicle. The prompts take place by means of visual and acoustic warnings as well as by braking jolts. Depending on the vehicle equipment, the seat belt will be tensioned if the driver does not react. The system brakes the vehicle and keeps it in the lane.

You can override control at any time by steering, accelerating strongly or braking.

Other road users will be warned as follows when Emergency Assist is actively performing control interventions:

- The hazard warning lights will be switched on after a short time.
- The vehicle horn will sound (depending on speed).

The following will happen as soon as the vehicle is stationary:

- The doors will be unlocked.
- The interior lighting will be switched on.
- An emergency call (eCall) will be made, depending on the vehicle equipment.
- The electronic parking brake is switched on.

### Switching on and off

You can switch Emergency Assist on and off in the assist systems menu of the Infotainment system.

When switched on, Emergency Assist is active only if the following prerequisites are met:

- Travel Assist or Lane Assist is switched on.
- The system has detected a road lane marking on both the right and left sides of the vehicle.



### Emergency Assist not available

The indicator lamp lights up yellow. A message will also appear on the instrument cluster display.

- The camera window is dirty. Clean the windscreen (*→ Vehicle care*).
- The view of the camera is impaired due to the weather conditions, e.g. snow, or due to detergent deposits or coatings. Clean the windscreen (*→ Vehicle care*).



- The view of the camera is impaired by add-on parts or stickers. Keep the area around the camera window free.
- The camera has been displaced or damaged, e.g. due to damage to the windscreen. Check whether damage is visible (→ *Repairs and technical modifications*).
- Fault or malfunction. Ending and re-establishing the electric drive .
- If the fault persists, switch off Emergency Assist and go to a qualified workshop.

 **WARNING**

The intelligent technology used in Emergency Assist cannot overcome the physical limits specified, and functions only within the limits of the system. The driver is always responsible for controlling the vehicle.

- Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Emergency Assist cannot always prevent accidents and serious injuries on its own.
- If the radar sensor or the front camera are covered or have been displaced, Emergency Assist may carry out unwanted braking or steering interventions.
- Emergency Assist does not react to persons, animals or vehicles crossing or approaching in the same lane.

 **WARNING**

If Emergency Assist is triggered unexpectedly, it can result in accidents and serious injuries.

- If the vehicle behaves differently to expected, cancel the intervention of Emergency Assist by accelerating strongly, braking or steering.
- Do not use Travel Assist and Lane Assist. Go to a qualified workshop and have the system checked.

---

## Lane change system (Side Assist)

---

### Introduction to the topic

The lane change system assists the driver when checking for traffic behind the vehicle.

Radar sensors monitor the area behind the vehicle. The system measures the distance and speed difference in relation to other vehicles and informs the driver by means of visual signals in the wing mirrors.

### System limits

Use the lane change system only on motorways.

The lane change system may interpret the traffic situation incorrectly in the following driving situations, for example:

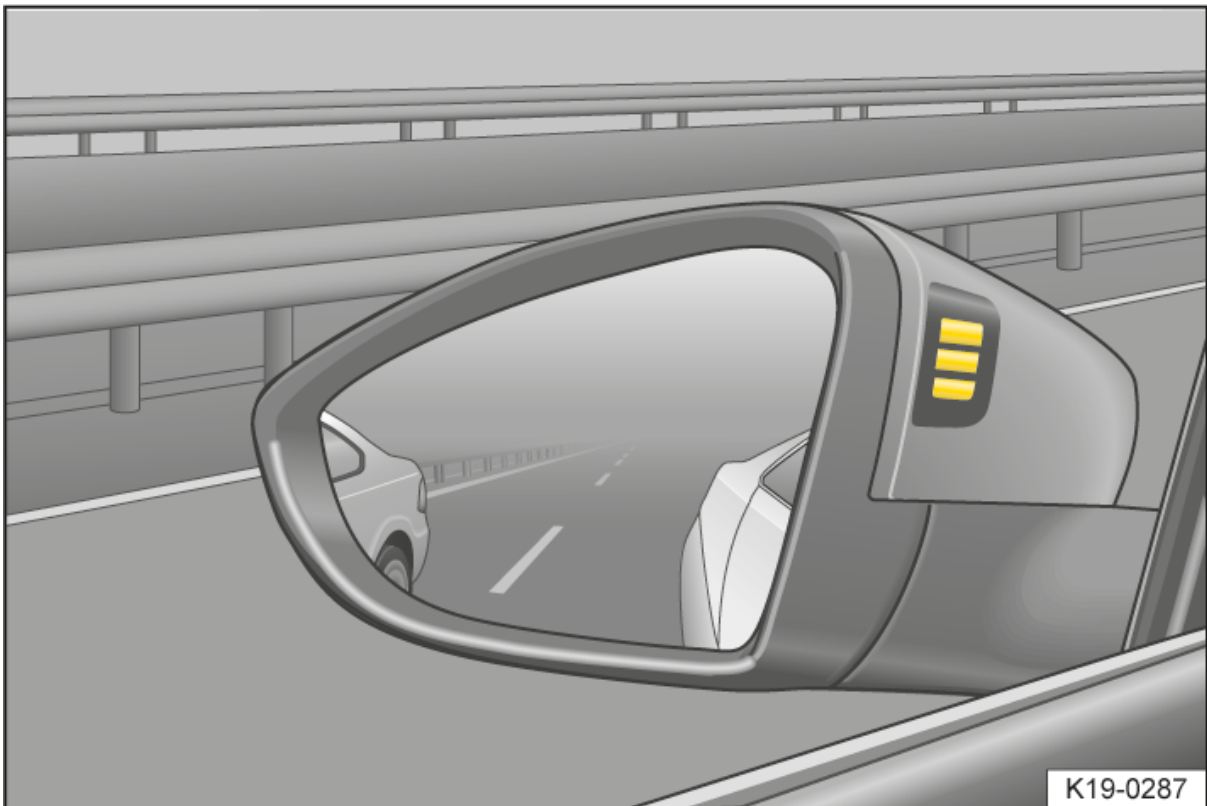
- In tight bends.
- When driving in the middle of two lanes.
- When road lanes are of varying width.
- At crests in the road.
- In poor weather conditions.
- Where there are special roadside structures, e.g. high or offset crash barriers.

#### WARNING

The intelligent technology used in the lane change system cannot overcome the physical limits specified, and functions only within the limits of the system. Do not let the increased convenience of the lane change system tempt you into taking any safety risks. Always take care when using the lane change system as you could otherwise cause accidents or injuries. The system is not a substitute for the full concentration of the driver.

- Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
  - Your hands should always be on the steering wheel so that you can steer at any time.
  - Pay attention to the visual displays in the wing mirror housings and in the instrument cluster display, and respond to the commands.
  - Always pay close attention to the surroundings of the vehicle.
  - Never use the lane change system if the radar sensors are dirty, covered or damaged. These circumstances can impair the proper functioning of the system.
  - It may be hard to see the display in the wing mirror in direct sunlight.
-

## Driving with the lane change system



**Fig. 1** In the housing of the exterior mirror: visual displays of the lane change system.

### Switching the lane change system on and off

You can switch the lane change system on and off in the Assist systems menu of the Infotainment system. When the lane change system is switched on, the yellow indicator lamp ■ in the exterior mirror housing lights up once briefly.

This most recent system setting is retained even after the ignition has been switched off and on.

### Function

When switched on, the lane change system is active from a speed of around 15 km/h (9 mph). The lane change system is deactivated at a vehicle speed below 10 km/h (6 mph).

In the following driving situations, the yellow indicator lamp ■ lights up in the housing of the respective exterior mirror:

- If your vehicle is being overtaken.
- When overtaking another vehicle with a speed difference of up to approximately 15 km/h (9 mph). No display will be shown if the overtaking manoeuvre is much faster.

The yellow indicator lamp ■ flashes if a possible critical situation is detected when you indicate in the direction of the detected vehicle.

The faster another vehicle approaches, the earlier there is a corresponding display in the exterior mirror.

## **Lane change system "Side Assist Plus"**

If the vehicle is equipped with a lane keeping system and the system is switched on, the driver is warned by a corrective steering intervention when changing lanes during a possible critical situation (information level, warning level). The steering intervention also occurs when the turn signal is activated for the corresponding direction. If the steering intervention is overridden by the driver, the steering wheel vibrates to give an additional warning. For this, steering wheel vibration must be activated in the Assist systems menu in the Infotainment system.

### **Automatic deactivation**

The lane change system will switch off automatically if the radar sensors are permanently covered. This can be caused by a layer of ice or snow in front of the radar sensor, for example.

A text message will be shown on the instrument cluster display.

If the lane change system sensor has been automatically deactivated, the system cannot be activated until the ignition has been switched off and back on again.

### **Brightness**


The brightness of the visual display will change automatically depending on the ambient light levels.

You can adjust the basic brightness of the display in the Assist systems menu in the Infotainment system. The lane change system is not active during the setting procedure.

---

## Troubleshooting

### Lane change system fault

The symbol is shown in the instrument cluster display. The central yellow warning lamp  lights up yellow.

—Go to a qualified workshop.

### **No sensor visibility, fault message, system switches itself off**

—Clean radar sensors or remove stickers or accessories from radar sensors (*→ Vehicle care, exterior*).

—Check for any visible damage.

### **The system is not responding as expected**

This could have various causes:

—The radar sensors are dirty (*→ Vehicle care, exterior*). The sensor visibility may be impaired by dirt and snow or also residue from cleaning agents or coatings.

—The general conditions for system operation have not been met (*→ Lane change system (Side Assist)*).

—The radar sensors are covered by water.

—The vehicle is damaged in the area of the radar sensors, e.g. caused by parking collisions.

—The detection ranges of the radar sensors are blocked by add-on parts, e.g. bicycle carriers.

—Changes have been made to the paintwork in the area of the radar sensors or structural modifications have been made, e.g. on the vehicle front end or the running gear.

—The side windows have been retrofitted with tinted window films.


---

## Parking and manoeuvring


---

### Parking

#### Parking the vehicle

Always park the vehicle on a suitable surface → .

Always park the vehicle in the sequence specified.


- Depress and hold the brake pedal.
- Switch on the electronic parking brake (→ *Electronic parking brake*). The vehicle's drive system is deactivated. The indicator lamp  in the digital instrument cluster lights up red.
- Take your foot off the brake pedal.
- Get out of the vehicle. Take all vehicle keys with you.
- Make sure that all vehicle occupants leave the vehicle.
- Lock the vehicle.

#### Additional points for parking on uphill and downhill gradients

Turn the steering wheel so that the front wheels will roll against the kerb if the parked vehicle starts to move.

#### WARNING

The vehicle may roll away if you leave and park the vehicle incorrectly. This can cause accidents and serious injuries.

- Before leaving the vehicle, make sure that the electronic parking brake is switched on and that the indicator lamp  lights up red in the instrument cluster display.
- Never leave children or people requiring assistance alone in the vehicle. They could operate the position switch and switch off the electronic parking brake as a result. The vehicle could start to move.
- Always take all vehicle keys with you every time you leave the vehicle. The vehicle's drive system can be activated and electrical equipment such as the window controls can be operated. This can cause serious injury.
- Never leave children or people requiring assistance alone in the vehicle. They could become trapped in the vehicle in an emergency and may not be able to get themselves to safety. For example, locked vehicles may be subjected to very high or very low temperatures depending on the season. This can cause serious injuries and illness or fatalities, especially among small children.

 NOTICE

- Objects that protrude from the ground can damage the bumper and other components when parking the vehicle or driving out of a parking space. Always take care when driving into parking spaces with high kerbs or fixed boundaries. Stop before the wheels touch the fixed boundaries or kerbs.
  - Low-lying vehicle components such as the bumper, spoiler and parts of the running gear, engine or high-voltage battery system could be damaged. Drive carefully through dips in the road, over driveways, ramps, kerbstones and other objects.
- 



Please adhere to relevant legislation when stopping and parking your vehicle.

---

## Electronic parking brake

---

### Operating the electronic parking brake





**Fig. 1** On the position switch: button for the electronic parking brake.

#### Switching on



The indicator lamp lights up red when the electronic parking brake is switched on.

—When the vehicle is stationary, press and hold the → *Fig. 1*  button until the indicator lamp  in the digital instrument cluster lights up red.

**OR:** the electronic parking brake is switched on automatically when the ignition is switched off by pressing the starter button.

#### Switching off

—Press the brake pedal and select a driving position **D**, **B**, **R** or neutral position **N**.

—The indicator lamp  in the digital instrument cluster goes out.



## Automatic switch-on of the electronic parking brake if the driver does not leave the vehicle correctly

The electronic parking brake may switch on automatically if the system detects that you have not left the vehicle correctly → ⚠. The vehicle is also secured by the electronic parking brake in neutral position N.


## Enabling rolling capability of the vehicle

If you do **not** want the electronic parking brake to be switched on automatically upon leaving the vehicle, the rolling capability of the vehicle can be maintained in neutral position N → ⚠.

The following prerequisites must be met:


- ✓ Vehicle is stationary.
  - ✓ Brake is pressed.
  - ✓ Rolling capability was activated in the Infotainment system. If necessary, open the vehicle settings in the Infotainment system (→ *Vehicle settings menu*).
- 

Deactivate rolling capability:

- Press the → *Fig. 1*  button. The electronic parking brake is switched on.
- **OR:** a driving position is selected.
- **OR:** the ignition is switched off by pressing the starter button.

## Emergency braking function

The emergency braking function should be used only in those situations where the vehicle cannot be stopped using the foot brake → ⚠!

- Press and hold the → *Fig. 1*  button. The vehicle brakes strongly. An acoustic warning sounds at the same time.


### WARNING

Incorrect use of the electronic parking brake can cause accidents and serious injuries.

- Never use the electronic parking brake to brake the vehicle, except in emergencies. The braking distance is considerably longer. Always use the foot brake.

### WARNING

If not parked properly, the vehicle may roll away. This can cause accidents, serious injuries and damage to property.

- Always park the vehicle in the specified order (→ *Parking*).
- Before leaving the vehicle, make sure that the electronic parking brake is switched on and that the indicator lamp  lights up red in the digital instrument cluster.

### NOTICE


The electronic parking brake must not switch on automatically in a car wash. This can cause damage.

- Enable rolling capability of the vehicle.
-

---

## Troubleshooting



### **Holding force is insufficient in the current situation**

The  indicator lamp flashes red. The vehicle is stationary. A symbol with a text message is additionally displayed on the ID. Display.

It is not possible to park the vehicle safely on the gradient.

—Park the vehicle in a different place or on a level surface.


### **Electronic parking brake does not switch itself off completely**

The  indicator lamp flashes red. The vehicle is moving. The indicator lamp  is additionally displayed.

There is a system fault.

—Go to a Volkswagen dealership or qualified workshop.

### **together with Electronic parking brake fault**

The central warning lamp lights up yellow. The symbol  with a text message is additionally displayed in the digital instrument cluster.

Go to a Volkswagen dealership or qualified workshop.

### **Electronic parking brake does not switch itself off**

The charging connector is plugged in.

**OR:** the 12-volt vehicle battery is discharged.

—Jump-start the vehicle (*→ Jump starting*).

### **Electronic parking brake makes noises**

—Noises may be heard when the electronic parking brake is switched on and off.

—If the electronic parking brake has not been used for a long period, the system will carry out occasional automatic and audible checks when the vehicle is parked.

---

## Auto Hold function

The Auto Hold function secures the vehicle against rolling away when stationary, without the vehicle having to be held by the foot brake.


### AUTO HOLD

When the Auto Hold function is active, the indicator lamp lights up green.

The hold function stops if the vehicle is driven off or if the prerequisites for the Auto Hold function are not met.


### Prerequisites

- The driver door is closed.
- The vehicle's drive system has been activated.

If position **N** is selected, the Auto Hold function will **not** switch on or will switch itself off. As a result, the vehicle will not be held securely in a stationary position → .


### Switching on the Auto Hold function

The Auto Hold function can be switched on and off in the vehicle settings in the Infotainment system (→ *Vehicle settings menu*).

When the Auto Hold function is switched on, the indicator lamp **AUTO HOLD** lights up grey in the digital instrument cluster. The Auto Hold function is ready for use, but the car will not necessarily be held when stationary → .


If the Auto Hold function is switched on before the vehicle's drive system is deactivated, the function remains switched on when the vehicle's drive system is activated again.

### Holding the vehicle stationary with the Auto Hold function

- Make sure that the Auto Hold function is switched on.
- Bring the vehicle to a standstill using the brake (→ *Parking*).
- Release the brake. The green indicator lamp **AUTO HOLD** lights up in the instrument cluster display. The vehicle is being held stationary by the Auto Hold function → .

### Switching off the Auto Hold function

- Switch off the Auto Hold function in the vehicle settings in the Infotainment system (→ *Vehicle settings menu*).

The electronic parking brake switches on automatically to hold the vehicle securely. However, the electronic parking brake will **not** switch on if the brake pedal is depressed when the Auto Hold function is switched off → .

 **WARNING**

The intelligent Auto Hold function cannot overcome the laws of physics, and operates only within the limits of the system. Do not let the extra convenience afforded by the Auto Hold function tempt you into taking any safety risks when driving.

- Make sure that the indicator lamp **AUTO HOLD** lights up green or (Ⓢ) red on the instrument cluster display if the vehicle is to be held securely. The vehicle is being held by the Auto Hold function if the green indicator lamp is lit and by the electronic parking brake if the red warning lamp is lit.
- Never leave the vehicle if the hybrid drive is activated and Auto Hold is switched on.
- The Auto Hold function cannot hold the vehicle in all hill start situations or brake it sufficiently on all slopes going downhill, e.g. if the ground is slippery or icy.

 **NOTICE**

Always switch off the Auto Hold function before driving into a car wash. Damage may otherwise be caused by automatic activation of the electronic parking brake.

---

## Safety notes on the parking systems

### Limits of sensors and cameras

There are various sensors and cameras on the vehicle which detect and monitor the area around the vehicle by means of ultrasound, radar waves and optical systems. The various parking systems use different combinations of the sensors. Common to all sensors is the fact that they are subject to technical and physical limits .

- Some objects may not be detected by the sensors or cameras, e.g. thin bars, fences, posts, trees, very low or high obstacles and also open or opening boot lids.
- The detection ranges of the sensors have blind spots in which obstacles and people are not registered.
- In some cases, dirt or ice and water on the sensors and cameras could be registered as an obstacle or impair detection of objects. The sensor visibility may be impaired by dirt and snow or also residue from cleaning agents or coatings (→ *Parking systems*).
- External sources of sound and certain surfaces on objects and clothing may influence the sensors' signals. In certain circumstances, the systems will be unable to detect or properly detect people and objects.
- Certain objects, for example narrow posts or railings, may be difficult or impossible to see on the screen because of its low resolution or poor light conditions.
- The cameras show only two-dimensional images on the screen. The lack of depth of field means that potholes and protruding objects on the ground may only be detected with difficulty, or may not be detected at all.

#### WARNING

The intelligent technology used in the parking systems cannot overcome the laws of physics, and functions only within the system limits. Never let the extra convenience afforded by the parking systems tempt you into taking any risks when driving. The parking systems cannot replace the full concentration of the driver.

- Always adapt your speed and driving style to suit visibility, weather, road and traffic conditions.
- Keep looking in the direction in which you are parking and at the relevant area surrounding the vehicle.
- Take into account the fact that the response times of the parking systems may not be sufficient to issue a warning if you approach too quickly.
- Always observe the area around the vehicle and pay attention to small children, animals and objects.
- Do not allow the parking system displays to distract you from the traffic around you.

#### WARNING

Camera lenses enlarge and distort the field of view. The image can be inaccurate for estimating the distance from persons or obstacles and could cause accidents and serious injuries.

- Do not rely on the camera image.

**!** NOTICE

Observe a distance of 50 cm from walls and buildings in parking spaces without kerbs in order to avoid damage to the vehicle.

---

---

## Prerequisites for functioning of the parking systems

### Basic information

The following prerequisites must be met so that the sensors and cameras are best able to detect the surroundings of the vehicle and display this information on the Infotainment screen:

- The doors and the boot lid must be closed.
- Exterior mirrors are not folded in.
- The surrounding area has a flat surface.
- The vehicle does not have a heavy load at the rear or on one side.
- The vehicle is ready to drive.
- TCS and where applicable ESC are switched on (*→ Brake support systems*).

### Finding a suitable parking space

To ensure that a suitable parking space can be displayed and detected correctly, the following prerequisites must be met:

- The length and width of the parking space must be larger than the vehicle dimensions and offer sufficient space for manoeuvring.
- The distance when driving past the parking space should be around 1 m (3 feet).
- Vehicles with rear view camera system:** when the reverse gear is engaged, the maximum speed is 15 km/h (9 mph).
- Vehicles with Park Assist (Park Assist Plus):** the speed when driving past the parking space should not exceed 40 km/h (25 mph) for **parallel parking spaces** or 20 km/h (12 mph) for **perpendicular parking spaces**.

---

## Parking system displays

The range of possible settings varies according to the country, the device and the vehicle's equipment specification.

The vehicle approaching an obstacle is displayed in several segments on the Infotainment system and this is backed up by acoustic signals. The display may vary depending on the situation.

The collision area has been reached when the penultimate segment is displayed, if not before. **Do not continue driving!**

All equipment and displays are described without indicating whether the equipment is optional or specific to the model type. The systems available depend on the equipment in the vehicle.

### General displays



Red-coloured image segment: close obstacle. **Vehicle is at risk. Brake.**

Red line: boundary or safety clearance.



Yellow-coloured image segment: obstacle in the vehicle path. **Vehicle is at risk. Adjust the steering wheel angle.**

Yellow lines: vehicle path depending on the steering angle.



Green-coloured image segment: boundary lines.



White-coloured image segment: obstacle outside the path of the vehicle.



Mute audio signals.



Show display.



Hide display.



Adjust brightness, contrast and colour.



System fault in the monitored area (depending on equipment level). The colour may vary.





Close current display and end function.

## The following also applies to vehicles with Park Distance Control



Switching Park Distance Control on and off (→ *Park Distance Control*).



Manoeuvre braking deactivated or faulty (→ *Automatic braking intervention*).



Switch to rear view camera system (→ *Rear view camera system*).

## The following also applies to vehicles with rear view camera system



Switch to Park Distance Control (→ *Park Distance Control*).



Switch to perpendicular parking (→ *Rear view camera system mode 1 (perpendicular parking)*).



Switch to crossing traffic. The display helps monitor the traffic behind the vehicle.

### NOTICE

Visual and acoustic warnings are given only for obstacles in the vehicle path.



The system displays the orientation lines irrespective of the area surrounding the vehicle. There is no automatic obstacle detection. Drivers must judge for themselves whether the vehicle will fit into the parking space.

---

## Automatic braking intervention

The automatic braking intervention serves to reduce collisions.

If the vehicle is equipped with an automatic braking intervention function, this function can initiate emergency braking as soon as an obstacle is detected when driving backwards and, if required, when driving forward.

The following systems may be available depending on the vehicle equipment:

- Manoeuvre braking function of Park Distance Control (→ *Park Distance Control*).
- Emergency braking function of Park Assist Plus (→ *Park Assist Plus*).
- Emergency braking function of Rear Traffic Alert (→ *Rear Traffic Alert*).

### When does an automatic braking intervention take place?

The following prerequisites must be met for an automatic braking intervention:



- The vehicle speed does not exceed a maximum of around 10 km/h (6 mph) when manoeuvring.
- A parking system is active.
- An obstacle is detected by the system.

The automatic braking intervention does not take place if Park Distance Control has been activated automatically when driving forwards (→ *Park Distance Control*).

### What happens when an automatic braking intervention takes place?

- The vehicle is braked.
- **OR:** the vehicle is braked to a standstill and then held for around two seconds. **Step on the brake!**

### Switching off

- The automatic braking intervention function is deactivated as soon as a parking system is deactivated or when the function has made a control intervention.
- The manoeuvre braking function can be temporarily deactivated. Press the  button on the centre console control panel (→ *Driver side*). Then touch the  function button in the Infotainment system and make the setting.


### Switching on


- The automatic braking intervention function is active as soon as a parking system has been activated.
- The manoeuvre braking function is automatically activated every time the ignition is switched on.

 **WARNING**


Do not let the parking systems' automatic braking intervention tempt you to take any risks while driving. In some situations, the automatic braking intervention can only work in a limited way or not at all. Collisions with obstacles can cause injuries to persons and vehicle damage. The system is not a substitute for the full concentration of the driver.

- Always pay due attention and do not rely exclusively on the parking systems.
- Always be prepared to brake and steer the vehicle yourself.
- Do not take any safety risks.
- React appropriately to the warnings and driving recommendations of the parking systems.
- The automatic braking intervention of Park Assist is ended after approximately 1.5 seconds. Depress the brake pedal of the vehicle yourself following the automatic braking intervention.

 Switch off the parking system if automatic braking intervention takes place too frequently, e.g. when driving on offroad terrain.

 If the manoeuvre braking function of the parking aid has performed a corrective intervention, the function is inactive for 5 metres in the same direction of travel and will be ready for use again only once the gear or drive position has been changed.

 The parking manoeuvre will be aborted after emergency braking by Park Assist.

 After an emergency braking by the Rear Traffic Alert, 10 seconds must elapse before automatic braking intervention can take place again.

---

## Troubleshooting

### **The parking system is not responding as expected**

This could have various causes:

- The prerequisites for system operation are not met (*→ Parking systems*).
- The sensors or the camera are dirty or iced-up (*→ Vehicle care, exterior*).
- The camera lens is not clean and the camera image is unclear (*→ Vehicle care, exterior*).
- The ultrasound signal is subject to interference from external noise sources, e.g. pneumatic drill or cobblestones.
- The vehicle is damaged in the area around the sensors or the camera, e.g. caused by parking collisions.
- The detection range of the sensors or camera is blocked by add-on parts, e.g. bicycle carriers.
- Changes have been made to the paintwork or structural modifications have been made in the area of the sensors or the camera, e.g. on the vehicle front end or the running gear.

Please also observe text messages that appear in the display of the instrument cluster and the Infotainment system.

### **No sensor or camera view, or the parking system has been switched off**

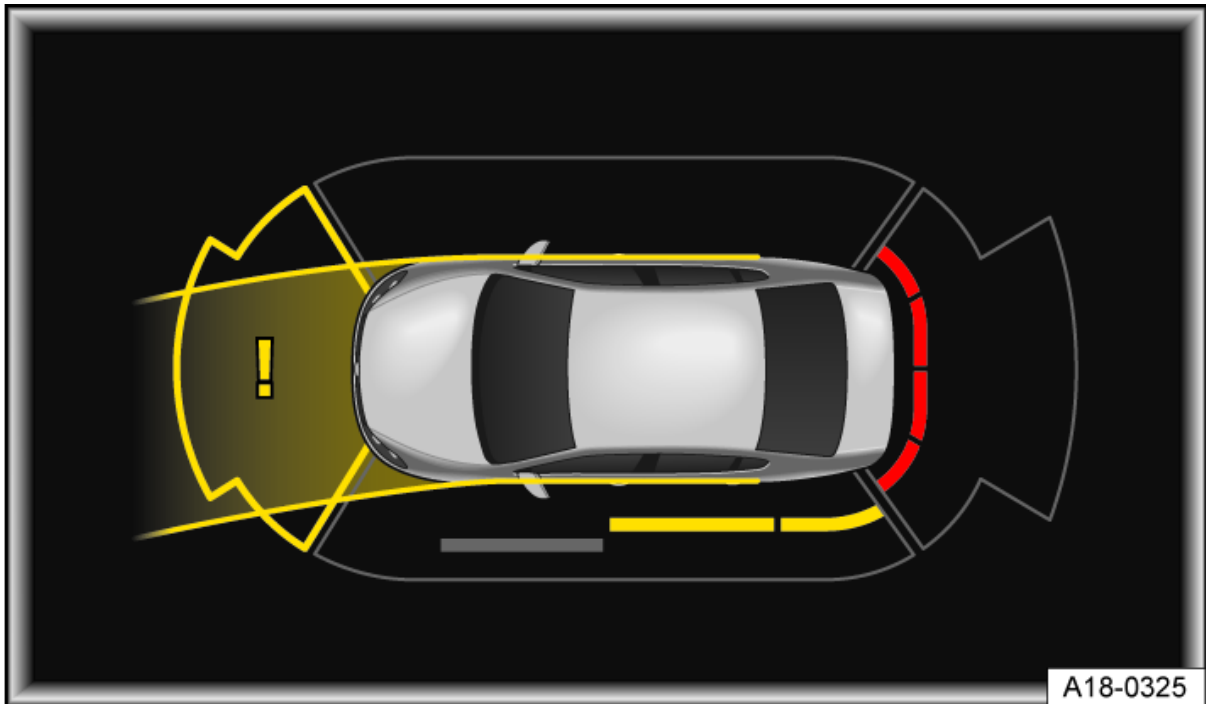
The sensor area is switched off permanently if a sensor fails. The affected sensor area can be displayed by the symbol in the Infotainment system. The parking system is switched off completely if necessary.

If the Park Distance Control is disturbed, an acoustic warning and, if necessary, a text message are displayed on the instrument cluster.

- Check whether any of the causes described apply.
- You can switch the system back on again once you have rectified the cause of the problem.
- If the problem persists, go to a qualified workshop.


# Park Distance Control

## Introduction to the topic



**Fig. 1** The Infotainment system screen displays Park Distance Control with steering wheel angle and obstacles.

The Park Distance Control system assists the driver when manoeuvring and parking.

Park Distance Control detects the distance from an obstacle by means of sensors in the front and rear areas of the vehicle (*→ Front view*) (*→ Rear view*). If there is an obstacle in the detection range of the sensors, the system indicates this on the Infotainment system screen and by means of signal tones *→ Fig. 1* , *→* .

## Settings

### WARNING

The intelligent technology used in the parking systems cannot overcome the laws of physics, and functions only within the system limits. If this is not observed, this can result in accidents, serious injuries and also damage to the vehicle.

- The parking system is not a substitute for the full concentration of the driver.

### NOTICE

Do not drive on! The collision area has been reached when the penultimate segment is displayed, if not before.

### NOTICE

The vehicle must be moved a few metres forwards or backwards in order to scan and display the side areas in full. An obstacle entering these areas from the outside will not be displayed.





---

## Switching Park Distance Control on and off

### Switching on


Park Distance Control is switched on automatically when reverse gear is engaged or if the vehicle rolls backwards.

—OR: touch the  button in the centre console control panel (→ *Driver side*). If necessary, then touch the  function button in the Infotainment system.

### Switching off

Park Distance Control is switched off automatically when the vehicle is driven forwards at a speed of more than 10–15 km/h (6–9 mph).


—OR: engage the parking lock.

—OR: touch the  function button in the Infotainment system.

—OR: touch the  button in the centre console control panel (→ *Driver side*).

### Automatic activation when driving forwards (with some equipment levels)

Park Distance Control switches itself on automatically if the vehicle approaches an obstacle in front of the vehicle when driving forwards at a speed of less than 15 km/h (9 mph). Automatic activation can be switched on in the Infotainment system:

—Touch the  button in the centre console control panel (→ *Driver side*).

—Touch the  function button in the Infotainment system and make the setting.

Automatic activation takes place only once. Renewed automatic activation is possible under the following conditions:

—Switch on Park Distance Control again.

—Switch the ignition off and then back on again.

---

## Rear view camera system



---

### Introduction to the topic

The rear view camera system in the rear of the vehicle makes it easier for the driver to see behind the vehicle and provides support for parking manoeuvres.

The rear view camera system shows the area behind the vehicle on the Infotainment system screen. Depending on the operating mode and equipment specification, orientation lines aid the view to the rear.

### Operating modes for the rear view camera system

- **Perpendicular parking** : reversing into a perpendicular parking space.
- **Crossing traffic** : observing crossing traffic.

#### WARNING

The intelligent technology used in the parking systems cannot overcome the laws of physics, and functions only within the system limits. This may result in accidents, serious injuries and also damage to the vehicle.

- The parking system is not a substitute for the full concentration of the driver.

#### CAUTION

*Vehicles with a swivelling Volkswagen badge:* people can sustain crush injuries when the rear view camera system is extended.



- When engaging reverse gear, make sure that no persons are positioned directly behind the vehicle or can interfere with the function of the Volkswagen badge on the boot lid.



---


## Switching the rear view camera system on and off

### Switching on

- Select reverse gear.
- OR:** touch the  button on the centre console control panel (→ *Driver side*). If necessary, then touch the  function button in the Infotainment system.

### Switching off

The rear view camera system is switched off automatically when the vehicle is driven forwards at a speed of more than 15 km/h (9 mph).

- OR:** touch the  function button in the Infotainment system.

## Parking perpendicular to the road

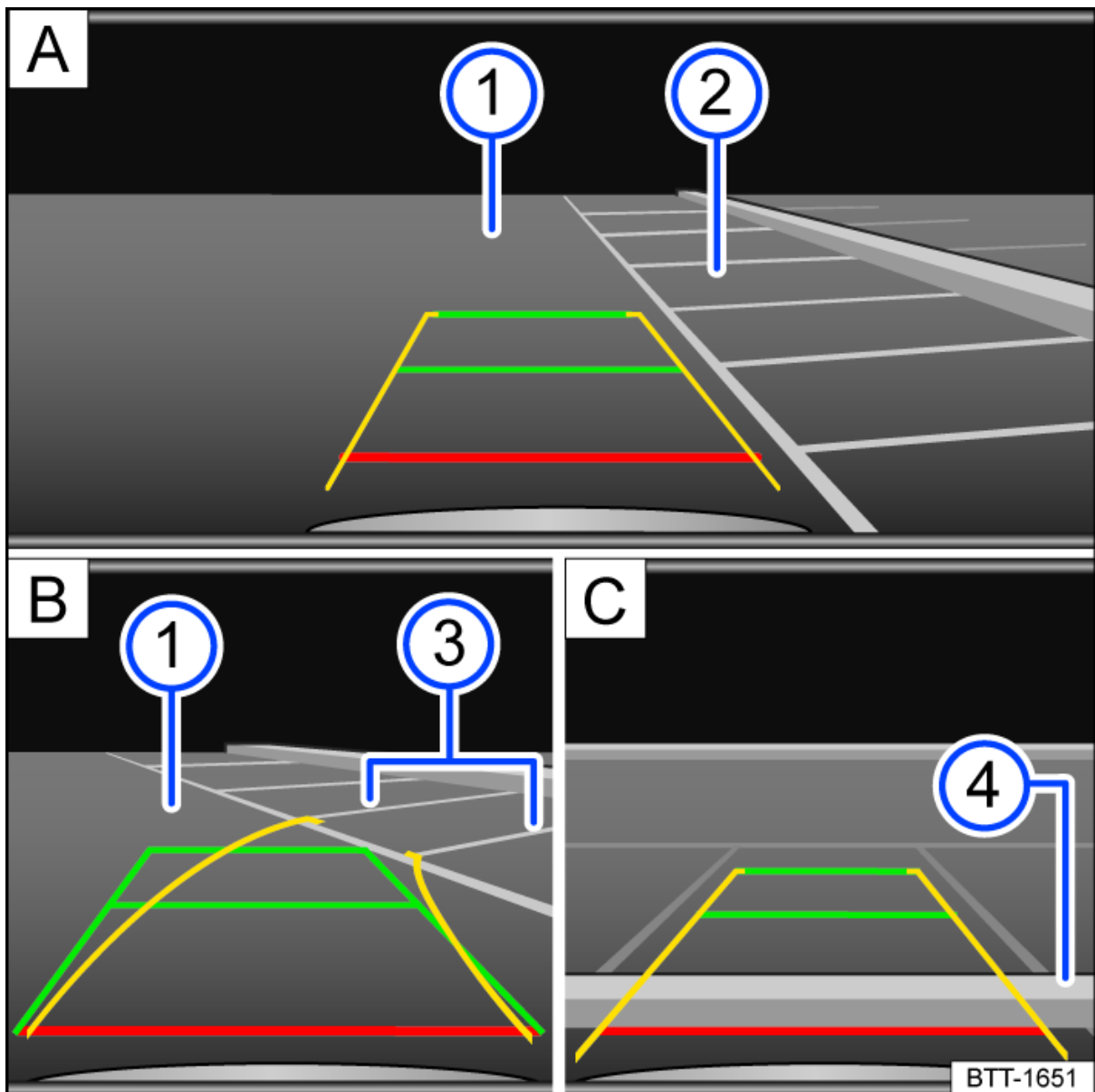











Fig. 1 Infotainment system display: parking using the rear view camera system.

- Ⓐ Choose parking space.
- Ⓑ Drive towards the selected parking space.
- Ⓒ Align the vehicle in the parking space.
- ① Road.
- ② Parking space.
- ③ Side limit of the parking space.
- ④ Rear limit of the parking space.

## Driving into a parking space

- Before driving past the selected parking space, touch the  button on the centre console control panel (→ *Driver side*). If necessary, then touch the  function button in the Infotainment system.
- Touch the  function button in the Infotainment system.
- Position the vehicle in front of the parking space → *Fig. 1*  .
- Steer so that the yellow lines lead into the parking space. The green and yellow lines must be aligned with the side limit lines → *Fig. 1*  .
- Stop when the red line reaches the rear limit → *Fig. 1*  .

---

## Park Assist (Park Assist Plus)

---

### Introduction to the topic

When driving into or out of a parking space with Park Assist (Park Assist Plus), the vehicle is manoeuvred automatically.

Park Assist is an extension of Park Distance Control (→ *Park Distance Control*).

Park Assist steers the vehicle automatically. The vehicle also controls the accelerator, position selection and the brake → ⚠.

### Indicator lamp PⓂ in the Infotainment system

PⓂ Park Assist is active.

PⓂ Park Assist is not active.

The following functions are supported:

- Displaying suitable parking spaces.
- Selecting a parking mode
- Driving into suitable parallel and bay parking spaces,
- Driving out of a parallel parking space.

Observe the text message in the instrument cluster display.

#### WARNING

The intelligent technology used in the parking systems cannot overcome the laws of physics, and functions only within the system limits. If this is not observed, this can result in accidents, serious injuries and also damage to the vehicle.

- The parking system is not a substitute for the full concentration of the driver.
- Always keep your eye on the parking direction and the area around the vehicle because small children, animals and objects are not always detected.

#### WARNING

The driver is responsible for the automatic parking procedure at all times. There is a risk of accidents.

- Only park the vehicle if you hold a valid driving licence.
- Observe the road traffic regulations of the respective country.

#### WARNING

Fast steering wheel movements can cause serious injury.

- During the manoeuvring operation, do not reach for the steering wheel until prompted to do so by the system.
- If a dangerous situation occurs, intervene and take over the steering.

 **WARNING**

The vehicle behaves in the same way as for manual driving. The vehicle can swing out or move into the path of oncoming traffic.

- Retain control of the vehicle and intervene if necessary by braking the vehicle.

 **NOTICE**

Parking spaces that are bounded by overhangs, e.g. load platforms, overhanging loads and hanging objects, or by parked trailers, are not suitable for using the automatic function to drive out of the parking space.

 **NOTICE**

The vehicle can slip away in slippery conditions. The parking manoeuvre cannot be performed correctly.

- Do not park the vehicle using Park Assist in winter road conditions.



The parking procedure may be temporarily restricted after a tyre change or if technical changes are made to the vehicle, e.g. the vehicle is driven closer to the boundaries of the parking space.

- Park carefully for the initial parking procedures. The system will function as usual again after a few parking procedures.



Any equipment that has been retrofitted to the vehicle, e.g. bicycle carriers, can prevent Park Assist from functioning properly and may cause damage. (→ *Provision for bicycle carrier*).



The parking function and the acoustic warnings will be deactivated if other functions are operated on the Infotainment system during a parking operation.





If you want to search for a parking space on the opposite side of the road, operate the turn signal for the corresponding side.

## Changing the parking space

It is possible to change the parking space if **other parking spaces** on the road are displayed:

- Touch the desired parking space on the Infotainment system screen → *Fig. 1* ②.
- The display is updated. The desired parking space is now displayed as the preferred parking space (blue vehicle).

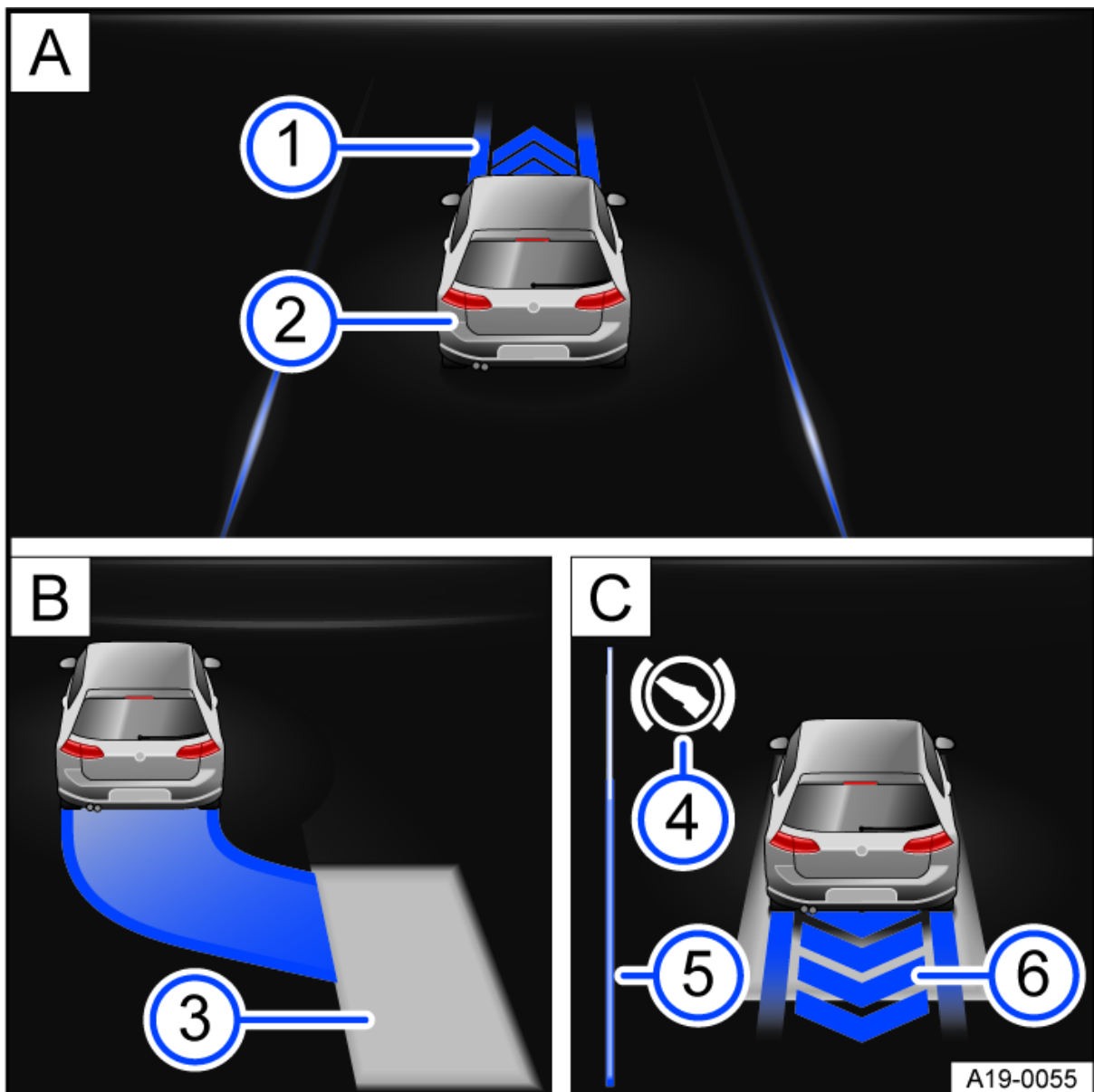
If it is possible to change the **parking scenario**, e.g. from perpendicular to parallel parking or from reverse to forward parking, the symbol  is displayed at the previously preferred parking space (blue vehicle):

- Touch the previously preferred parking space (blue vehicle) with the  symbol → *Fig. 1* ②.
- The display is updated. The desired parking space is now displayed as the preferred parking space (blue vehicle).



Park Assist can be activated retrospectively. If the vehicle has previously driven past a suitable parking space, it will be displayed.

## Driving into a parking space



**Fig. 1** On the instrument cluster display: parallel parking (illustration).


- A** Looking for a parking space.
- B** Drive into a parking space.
- C** Manoeuvre in the parking space
- 1** Prompt to drive forward.
- 2** Your vehicle.
- 3** Detected parking space.
- 4** Prompt to brake.
- 5** Progress bar (remaining relative distance).
- 6** Request to drive backwards (with progress display).



## Driving into a parking space with active Park Assist

Prerequisites:

- ✓ Park Assist has been activated.
  - ✓ A preferred parking mode (parking area) is displayed in the Infotainment system.
- 

- Touch the **START** function button in the Infotainment system.
- **OR:** select reverse gear **R** for a parking space at the rear of the vehicle.
- Release the steering wheel.
- Observe text messages and displays for the parking operation on the instrument cluster display.
- Accelerate carefully.
- Brake when an acoustic signal sounds, the  indicator lights up or a text message appears on the display in the instrument cluster.
- It may be necessary to perform several parking moves. When the parking procedure is completed, a text message is displayed in the instrument cluster.

Always wait until Park Assist has completed the turning movements of the steering wheel at the end of each parking manoeuvre in order to achieve an optimum parking result.

Switch off the engine and stop the vehicle (*→ Parking*).


## Subsequently activating Park Assist

Prerequisites:

- ✓ Park Assist has not yet been activated.
- 



### Reverse parking

---

- Stop the vehicle after a parking space.
- Select reverse gear.
- Touch the  function button in the Infotainment system.
- Change the preferred parking space if necessary.
- Touch the **START** function button in the Infotainment system to start the parking operation.
- Release the steering wheel and follow all actions as described above.

### Positioning the front of the vehicle in a parking space and driving into the space

---

- Drive forwards slowly so that only the front of the vehicle is in the parking space.
- Touch the  button on the centre console control panel (*→ Driver side*).
- Touch the  function button in the Infotainment system.
- Touch the **START** function button in the Infotainment system to start the parking operation.
- Release the steering wheel and follow all actions as described above.

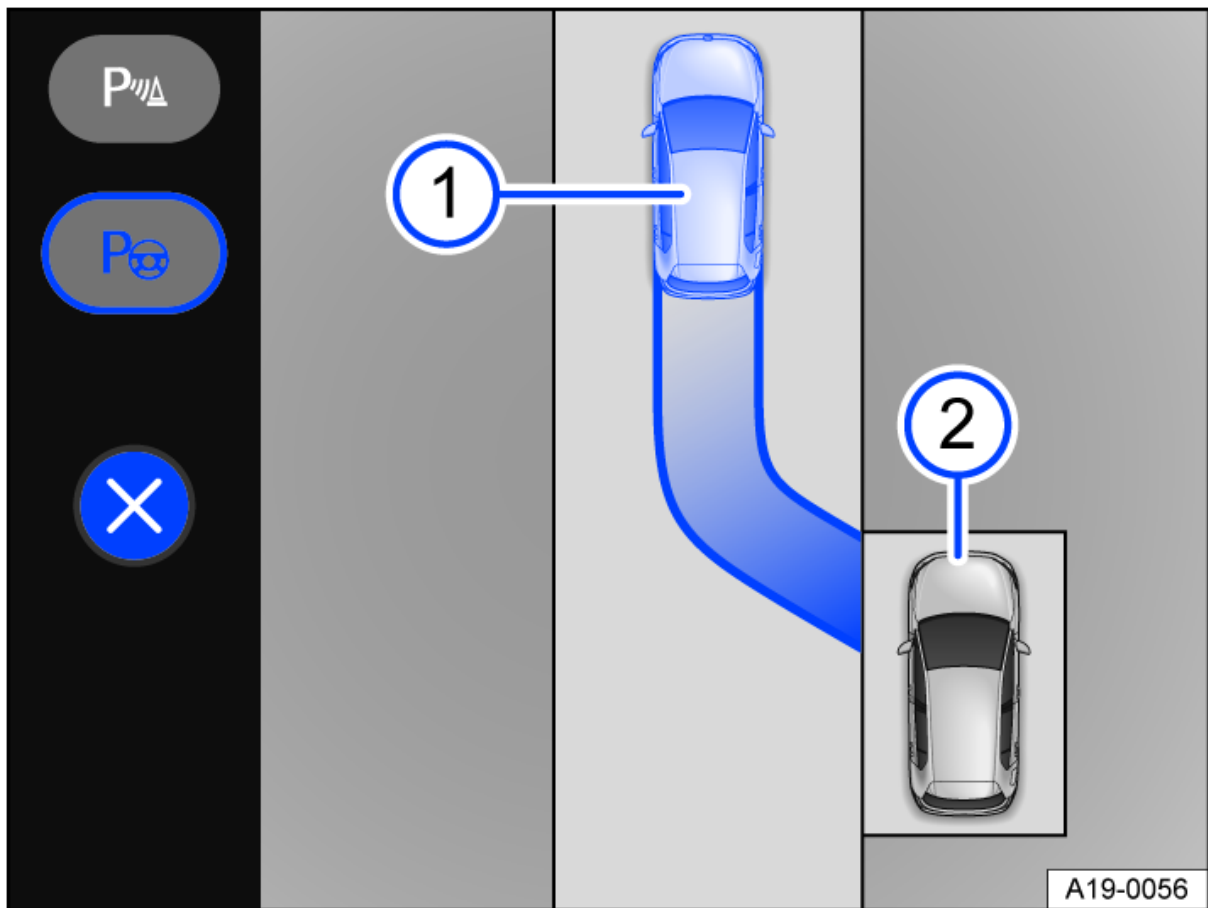


The speed for automatic parking can be reduced by operating the brake pedal.




The lane that is displayed in the Infotainment system during a parking process is a schematic representation. It does not correspond to the actual parking procedure performed by the park assist.

## Driving out of a parking space



**Fig. 1** In the Infotainment system: driving out of a parking space with the target position ① and the vehicle in the parking space ② (illustration).

- Start the engine.
- Depress and hold the brake pedal.
- Use the turn signal lever to select the direction (left or right) in which you would like to drive out of the parking space.
- Activate Park Assist.
- Touch the **START** function button on the Infotainment system screen.
- Observe the text messages on the instrument cluster display.
- Observe the display of the parking procedure in the display of the instrument cluster.

Brake when an acoustic signal sounds, the display  lights up or when the prompt to drive forward appears on the instrument cluster display.

Continue the procedure for driving out of the parking space until a text message on the instrument cluster display and possibly an acoustic signal indicate that the procedure has been completed.

### WARNING

Drive the vehicle out of the parking space only when permitted by the traffic situation.



The lane that is displayed in the Infotainment system during a parking process is a schematic representation. It does not correspond to the actual parking procedure performed by the park assist.



Please also observe the information and warnings that apply to all parking systems (→ *Parking systems*).

## Switching on and off

- By means of the button for the driver assist systems (→ *Assist systems menu*).
- OR:** in the vehicle settings of the Infotainment system (→ *Vehicle settings menu*).

## Function

Rear Traffic Alert functions using radar sensors in the rear bumper.

- Activate the vehicle's drive system or switch on the ignition by pressing the starter button.
- Switch on Rear Traffic Alert if necessary.
- Observe the acoustic signals and text messages in the digital instrument cluster. Coloured segments show the area behind the vehicle on the Infotainment system screen → *Fig. 2*.

## Displays

If Rear Traffic Alert is switched on, the following warning and indicator lamps may be displayed with a text message in the digital instrument cluster:



An obstacle was detected when reversing. Stop the vehicle and check the area behind the vehicle.



Automatic braking intervention of Rear Traffic Alert. **Press the brake to hold the vehicle.**



The Rear Traffic Alert system has a fault, e.g. sensors are dirty or there is a system error.

### WARNING

The intelligent technology used in the parking systems cannot overcome the laws of physics, and functions only within the system limits. This may result in accidents, serious injuries and also damage to the vehicle.

- The parking system is not a substitute for the full concentration of the driver.

---

## Brake support systems

---

### Information on brake support systems

These braking support systems can help the driver in critical driving or braking situations. The driver is responsible for driving safety → ⚠.

The brake pedal may move or noises may occur while the brake support systems are regulating. Continue to brake with the necessary force, and if necessary steer the vehicle.

—The ESC, ABS and TCS can function properly only if all four wheels are fitted with the same tyres.

—If there is a fault in the ABS, the ESC, TCS and EDL will also stop working.

Depending on the equipment level, adjustments can be made to the vehicle settings for ESC and TCS (→ Brake support systems).

### Electronic Stability Control (ESC)

ESC helps to reduce the risk of skidding and to improve driving stability in certain driving situations → ⚠.

### Traction control system (TCS)

The TCS reduces the drive output if wheelspin occurs and adapts the output to suit road surface conditions. The TCS makes it easier to pull away, accelerate and drive up hills (→ *Brake support systems*).

### Anti-lock brake system (ABS)

The anti-lock brake system can prevent the wheels from locking when the brakes are applied up until the point where the vehicle is nearly stationary and assists the driver in steering the vehicle and keeping it under control (→ *Brake support systems*).

### Brake Assist system

The brake assist system can help to reduce the stopping distance. The brake assist system reinforces brake pressure when the driver depresses the brake pedal quickly in an emergency situation.

### Electronic differential lock (EDL and XDS)

EDL brakes a spinning wheel automatically and distributes the drive force to the other drive wheels.

XDS improves traction by braking interventions in order to keep the vehicle on its intended course.

## Automatic Post-Collision Braking System

The multicollision brake automatically triggers braking if the airbag control unit detects a collision in an accident situation.


Requirements for automatic braking:

- The driver does not depress the accelerator pedal.
- The brake pressure transmitted through the depressed brake pedal is less than the brake pressure introduced by the system.

## Electronic brake pressure distribution system (EBD)

The electronic brake pressure distribution system controls the brake pressure for the rear wheels and thereby ensures the optimum distribution of brake pressure between the front and rear axles. Electronic brake pressure distribution can prevent the rear of the vehicle breaking away due to overbraked rear wheels.

## Electromechanical brake servo

The electromechanical brake servo supports the driver's foot movement when the ignition is switched on, and boosts the pressure applied to the brake pedal by the driver → . In the event of a braking intervention by a driver assist system, e.g. when ACC is regulating or during emergency braking, the brake pedal can move automatically.

The brake pressure boost will reduce gradually after you switch off the ignition. Messages are displayed on the instrument cluster display if the vehicle is still held by means of the brake pedal. The brake servo function is restricted in this case.

Secure the stationary vehicle against rolling away (→ *Parking*).

## Brake blending

The brake blending function regulates between the braking action of the electric drive motor during energy recovery (brake energy recuperation) and mechanical braking by the driver.

### WARNING

The intelligent technology used in brake support systems cannot overcome the laws of physics, and functions only within the limits of the system. Driving fast on icy, slippery or wet roads can lead to a loss of control of the vehicle and could cause serious injury to the driver and passengers.

- Always adapt your speed and driving style to suit visibility, weather, road and traffic conditions. Do not take risks where safety is concerned.
- Brake support systems cannot prevent an accident if the vehicle is driven too close to the vehicle in front of it.
- Always use suitable tyres. Driving stability depends on the tyre grip.



 **WARNING**

The effectiveness of ESC can be reduced considerably if other components and systems which affect driving dynamics are not serviced properly or are not functioning properly. This applies in particular to changes to the suspension and wheel and tyre combinations that have not been approved.

- Repairs and modifications to your vehicle should only be carried out by a qualified workshop.
- Always use suitable tyres. Driving stability depends on the tyre grip.

 **WARNING**

Driving without the brake servo or with restricted brake servo function can considerably increase the braking distance and cause accidents and serious injuries.

- Never deactivate the electric drive or switch off the ignition as long as the vehicle is still moving.
- If the brake servo does not function or the vehicle is being towed, the brake pedal will have to be depressed more forcefully as the braking distance will be increased due to the lack of assistance for the brake system.
- Always keep the footwell under the pedals clear so that the brake pedal can move freely.

---

## Troubleshooting

### **Electromechanical brake servo failure**

 **Do not drive on!**

Warning lamp lights up red.

A text message may also be displayed. Press the brake pedal firmly as the braking distance will increase due to the lack of brake servo.

—Seek expert assistance immediately.

### **Electromechanical brake servo fault**

Indicator lamp lights up yellow.

A text message is displayed for a few seconds.

The brake pedal may pulsate when pressed. The brake pedal must be pressed more firmly as the braking distance will increase due to the reduced brake servo.

—Go to a qualified workshop.

### **ABS failure or fault**

Indicator lamp lights up yellow.

—Go to a qualified workshop. The vehicle can be braked without ABS.

### **ESC or ASR regulating**


Indicator lamp flashes yellow.

### **ESC switched off for system reasons**

Indicator lamp lights up yellow.

—Switch the ignition off and on.




—Drive a short distance at a speed of 15 – 20 km/h (9 – 12 mph) if necessary.

—If the indicator lamp  continues to light up, seek expert assistance.

### **The brake support systems make noises**

Noises may be heard when the brake support systems are performing control interventions.

 WARNING

- If the brake warning lamp  lights up together with the ABS indicator lamp  the control function of the ABS may have failed. This can cause the rear wheels to lock relatively quickly when you brake. Locked rear wheels can lead to a loss of control of the vehicle. If possible, reduce your speed and drive carefully at low speed to the nearest qualified workshop in order to have the brake system tested. Avoid sudden braking and driving manoeuvres on the way.
- If the ABS indicator lamp  does not go out or comes on while the vehicle is in motion, the ABS is not working properly. The vehicle can be stopped using the normal brakes only (without the anti-lock brake system). The protection provided by the anti-lock brake system is no longer available. Go to a qualified workshop as soon as possible.

---

## Practical equipment

---

### Stowage areas

---

#### Introduction to the topic

##### WARNING

Loose objects may be flung through the vehicle interior in the event of a sudden driving or braking manoeuvre. This can cause serious injury and can also lead to loss of control of the vehicle.

- Stow objects only in closed stowage compartments.
- Always keep stowage compartments closed while the vehicle is in motion.
- The coat hooks in the vehicle should only be used for lightweight clothing weighing max. 2.5 kg. Never leave any heavy, hard or sharp objects in the pockets.

##### WARNING

If the glove box is left open, this can increase the risk of serious injury in the event of an accident or during sudden braking or driving manoeuvres.

- Always keep the stowage compartment closed while the vehicle is in motion.

##### WARNING

Any lighters in the vehicle could be damaged or accidentally lit. This could lead to serious burns and other injuries.

- Before closing stowage areas or compartments always make sure that there is no lighter in the way.
- Never stow lighters in stowage areas or compartments or on other surfaces in the vehicle. High surface temperatures, especially in summer, may cause lighters to self-ignite.

##### WARNING

Incorrect use of the drink holders can cause injury.

- Never place hot drinks in a drink holder. Hot drinks in a drink holder could be spilled and cause scalding in any sudden braking manoeuvre or accident.
- Make sure that only drinks of the appropriate size are placed in the drink holder. Drinks must always be stored securely in the drink holder.

##### WARNING

Closed drink bottles can explode in the vehicle in extreme heat or burst in extremely cold temperatures.

- Never leave closed drink bottles in an extremely hot or extremely cold vehicle for extended periods.

 **NOTICE**

- Do not stow any temperature-sensitive objects, food or medicines inside the vehicle. Hot and cold temperatures could damage them or render them unusable.
  - Objects stored in the vehicle that are made from transparent materials, such as transparent suction cups on the windows, can concentrate the sun's rays and thus cause damage to the vehicle.
-

---

## Sockets

---

### Introduction to the topic

Electrical equipment can be connected to the sockets in the vehicle.

The electrical devices must be in good condition. Do not use faulty devices.

The 12-volt socket will work only when the ignition is switched on.

#### WARNING

Improper use of the sockets and electrical accessories can cause fires and severe injuries.

- Never leave children unsupervised in the vehicle. Sockets and the devices connected to them can be used when the ignition is switched on.
- If the electrical device gets too hot, switch off the device immediately and disconnect it from the socket.

#### NOTICE

- In order to prevent damage to the electrical system, never connect equipment that supplies electric power, such as solar panels or battery chargers for charging the 12-volt battery, to the 12-volt socket.
- Use only electrical devices that have been approved in accordance with current guidelines concerning electromagnetic compatibility.
- In order to avoid damage due to voltage fluctuations, always switch off any electrical devices before switching the ignition on or off and before activating the hybrid drive.
- Never connect electrical devices requiring more than the rated power to a 12-volt socket. The vehicle's electrical system can be damaged if the maximum power output is exceeded.
- Observe the operating instructions of the electrical devices.

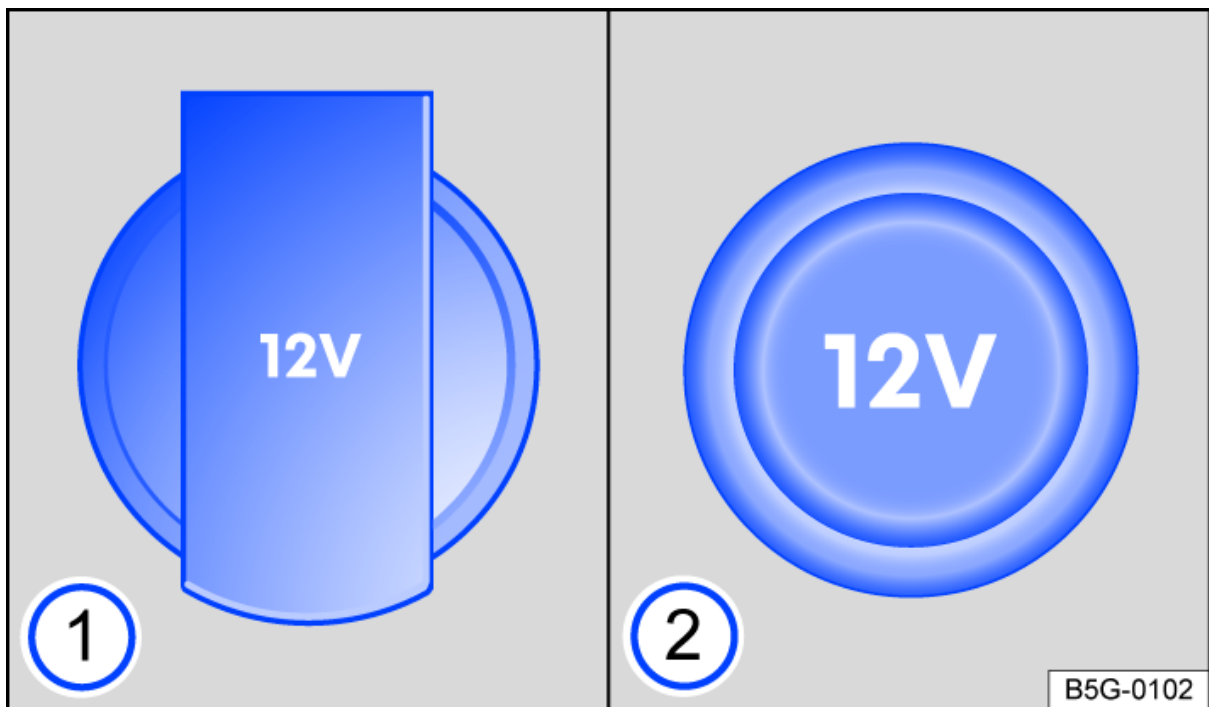


Using electrical consumers with the electric drive activated and the ignition switched on will drain the 12-volt vehicle battery.



With some equipment levels, unshielded devices can cause interference with the Infotainment system and vehicle electronics.

## Sockets in the vehicle



**Fig. 1** In the luggage compartment on the right side: fold-open 12-volt socket (1) or 12-volt socket with removable cover (2).

The maximum power rating is 180 watts.

The maximum power rating of the individual sockets should never be exceeded. The power rating of each device is stated on its type plate.

If there are several sockets in the vehicle and two or more devices are connected at the same time, the overall power consumption of all connected electrical devices must never exceed 180 watts (→ *Sockets*).

---

## Data transfer

---

### Cyber security

Control units for data transmission, interfaces, and also media and diagnostic connections are connectivity components via which information and data can be exchanged between the vehicle and external devices or the internet. The connectivity components that are not included in all vehicles are, in particular:

- Diagnostic port.
- Control unit with built-in eSIM card (OCU).
- Mobile phone interface.
- Media Control.
- App-Connect.
- Wi-Fi hotspot.
- NFC radio technology.
- Bluetooth® interface.
- USB port.

Connectivity components are the key elements for cyber security. In addition to other control units, connectivity components in particular are equipped with security mechanisms that minimise the risk of unauthorised access to vehicle systems.

The software and security mechanisms in the vehicle are subject to ongoing development. Like with computers or the operating systems of mobile devices, the software and security mechanisms in the vehicle may also be updated at irregular intervals.

Software updates improve the security, stability and running speeds of the vehicle systems in vehicles that have already been produced.

You too can reduce the risk of unauthorised access to vehicle systems and functions:

- Use only data media, Bluetooth® devices and mobile devices in the vehicle than do not contain manipulated data or malware.
- Install software updates provided by Volkswagen immediately (→ *Software update*).
- Have the vehicle serviced, repaired and maintained only by a qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.

#### WARNING

Computers, data media and mobile devices that are connected to the internet or that are used in public and private networks may be infected by manipulated data or have malware installed on them.

- In addition to the well-known precautions for using the Internet, you should protect your computer, media, and mobile devices with suitable anti-virus software.
- Regularly update the appropriate anti-virus program with the updates or upgrades provided by the provider.



 **WARNING**

In spite of the security mechanisms installed in the vehicle, it is not possible to fully exclude the risk of unauthorised access by malware or an internet attack on vehicle functions and control units. Malware that has infected the vehicle can influence or deactivate control units and vehicle functions, or can take over control and lead to serious accidents and fatal injuries.

- Malware can also access data and information that are stored in control units, in the Infotainment system and on connected data media and paired mobile devices.
- If the vehicle functions or reacts differently than normal or behaves in an unusual way, reduce your speed (if possible) immediately and in a controlled manner and go immediately to the nearest qualified workshop or seek expert assistance, e.g. tow recovery.

---

## System update

---

### Introduction to the topic

The factory-fitted Infotainment system supports the system update function. This allows the software of almost all control units to be updated by Volkswagen AG without the need to visit a qualified workshop:

If a system update is available for your vehicle, a corresponding message will be displayed on the Infotainment system.

System updates are downloaded via the factory-fitted control unit with eSIM card (OCU) and are free of charge. Volkswagen pays the connection costs.

The system update function is only available in some countries.

#### WARNING

Control units will be deactivate and will not function while software installation is taking place. Driving with deactivated or malfunctioning control units can cause accidents and fatal injuries.

- Carry out software installation in a suitable place where other road users are not impeded.
- Never use the vehicle while software installation is taking place.

#### WARNING

If the digital instrument cluster does not function after software installation, no instruments, warning lamps, symbols or text messages can be displayed. Driving with a digital instrument cluster that is not working can cause accidents and fatal injuries.

- Do not use the vehicle and contact Volkswagen Customer Care.

#### WARNING

It is possible in very rare cases that a control unit will not function properly after a software installation process.

- Do not use the vehicle and contact Volkswagen Customer Care.

---

## Overview

### **Availability of a system update**

The switched-on Infotainment system indicates that a system update is available. A system update takes place in two phases:

- Download phase: a system update can be downloaded at any time when the ignition is switched on, also when driving.
- Installation phase: software installation is possible only when the prerequisites for this are met (→ *Software update*).

Before the process starts, the driver will be requested to confirm the start of the respective operation.

If several system updates are available for the vehicle at the same time, one system update must first be installed successfully before the next system update can be executed.

---

## Prerequisites

### Prerequisites for downloading a system update

System updates are downloaded automatically when the vehicle's drive system is activated without you having to do anything.

For download, the vehicle must only be in areas with sufficient mobile reception.

The download process can be interrupted at any time by the system and will be resumed again as required when the vehicle's drive system is activated.

### Prerequisites for installing a system update

- A stable online connection to the internet is possible at the vehicle location.
- Your current privacy settings allow data and information to be transmitted and received.
- The following conditions must be met on the vehicle:
  - Deactivate the vehicle's drive system.
  - Vehicle is stationary, parking brake is switched on.
  - Position switch is in "P" position.
  - Hazard warning lights and parking light are switched off.
  - All windows, doors, bonnet and boot lid are closed.
  - The electrical system in the vehicle is ready for use.
  - The 12-volt vehicle battery is appropriately charged.
  - There is no vehicle key in the vehicle.
  - All vehicle occupants have left the vehicle.
  - There are no animals in the vehicle.
  - Vehicle is locked.

---

## Actions

### Software installation

Choose a time for software installation when the vehicle does not have to be driven by yourself or other users.

Before activating the vehicle's drive system, read the message in the Infotainment system about completed installation. Observe the instructions if installation was not successful.

### Functional restrictions during software installation

- The system prevents activation of the vehicle's drive system during software installation.
- The diagnostic port is deactivated during software installation.
- The anti-theft alarm and SAFELock are deactivated during software installation.
- Control units, the central computer, functions and displays are not available during software installation. Do not use the vehicle during this time.

### If software installation is unsuccessful

If software installation is unsuccessful, a corresponding error message will be displayed on the Infotainment system or instrument cluster. Observe the corresponding messages.

Control units will no longer function or will not function correctly in the event of a critical installation error. Functions and displays are not available until the error is corrected. **Do not use the vehicle.** In this case, contact Volkswagen Customer Care.

### After successful software installation

Successful software installation is displayed on the Infotainment system.

---

## Questions and answers about system updates

### **What is the purpose of a system update?**

A system update is a preventive measure to stop undesirable events and states from occurring. For example protection against malware or to optimise the running of the software.

### **Should I perform the system update?**

It is in your own interests to carry out system updates. If the driver repeatedly rejects the system update, it is then necessary to visit a qualified workshop.

### **Can I interrupt download of the system update?**

Yes, this is possible (*→ Software update*).

### **Can I interrupt software installation?**

No, this is not possible.

### **What will happen if software installation is interrupted?**

If software installation is interrupted, for example due to damage to the electrical system in the vehicle, it is possible that control units will not be updated and may be damaged due to incomplete software installation (*→ Software update*).

### **Can system updates with malware that are not initiated by Volkswagen be installed in the vehicle?**

Further information (*→ Cybersecurity*).

### **How long can I wait before carrying out a system update?**

The available system update should be installed as soon as possible in your own interests.

---

# “Car2X communication”

---

## Introduction to the topic

Car2X communication can help to prevent accidents, mitigate the consequences of an accident, and improve the traffic situation.

Car2X communication – hereinafter referred to as Car2X – makes it possible to transmit and receive information about road traffic in some countries. Communication takes place between individual vehicles and between vehicles and the traffic infrastructure (e.g. roadworks) in a local area. The communication range depends on the environment. In good conditions it is 200 metres in urban areas and 800 metres on motorways and country roads. Communication is in accordance with Car2X and Wi-Fi standards for vehicles and traffic infrastructure which apply to all manufacturers.

Car2X was developed and standardised by organisations including the CAR 2 CAR Communication Consortium (C2CCC) and the European Telecommunications Standards Institute (ETSI).

### WARNING

The intelligent equipment of Car2X cannot overcome the laws of physics, and functions only within the limits of the system. Never allow Car2X to tempt you into taking any risks when driving. Car2X cannot replace the full concentration of the driver.

- Adapt your speed and the distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.

### WARNING

When Car2X is active, a distance of 20 cm must be maintained between the Car2X aerials and persons outside the vehicle.

- Car2X aerials are located on the vehicle roof and in the mirror triangle on the windscreen.

## Data broadcast

When Car2X is activated, the vehicle continuously sends Car2X messages to other Car2X users and enables them to evaluate the current traffic situation.

Car2X messages may include the following information:

- Vehicle data such as speed, acceleration, and steering angle.
- Location data such as geographical position and the route of the journey as waypoints for a maximum of the last 1,000 metres.
- Information on specific events, such as breakdowns, accidents, and the end of congestion.

Car2X messages use ever-changing short-term IDs (pseudonyms) to minimise the likelihood of the transmitted data being traced back to you.

To prevent abuse, a sender of Car2X messages must be in possession of valid certificates. The transmitted Car2X messages are signed with these certificates and compared against current white lists and blacklists. This checks whether the received Car2X messages are authentic, i.e.

that they were sent by a legitimate Car2X transmitter.

The system content (for example certificates, relevant white lists and blacklists) must be updated regularly to comply with the Car2X communication requirements and to verify the confidentiality of other Car2X users. The update takes place automatically when your vehicle's internet connection is active. The vehicle is connected to the internet unless the privacy settings slider is set to "maximum privacy".

You can use the **Car2X and traffic hazard alert** function button on the Infotainment system to activate and deactivate the Car2X data transmission and the "traffic hazard alert" function. The last setting is stored for each user, including anonymous users. The **Car2X and traffic hazard alert** function button does not affect the system content updates in any way.

We recommend that you go online every week or remain online to ensure that the latest white lists and blacklists are available in your vehicle. Your vehicle must not remain offline for more than approximately 3 months. After that you must update the system content or Car2X will be deactivated automatically.

In the event of an automatic deactivation (*→ Car2X communication*) you must reactivate Car2X manually. This is only possible if the reason for deactivation is no longer present.



Sign of activated Car2X with maximum privacy mode set in the Infotainment system (*→ Privacy settings*).

Information on data processing and the Car2X privacy policy can be found under "Legal information" on the Infotainment system and on the Volkswagen website.

## Vehicles with Adaptive Cruise Control (ACC)

Some Car2X data are also transmitted to the ACC. The ACC can use these data to anticipate when a vehicle in front may pull out and adjust your vehicle's response when changing lanes. If your vehicle is also equipped with Dynamic Road Sign Display and a navigation system, and predictive adaptive cruise control is activated, ACC can reduce the speed when approaching the tail end of a detected traffic jam.



---

## Traffic hazard alert

The Car2X function "Traffic hazard alert" is available only if the **Car2X and traffic hazard alert** function button is activated in the Infotainment system.

Car2X can transfer warnings about the following traffic hazards to the vehicle:

- Actively deployed special-purpose vehicles that are approaching or securing locations.
- Day and mobile road works.
- Warning about breakdowns, accidents, end of traffic jams.
- Intervention of an active safety system in Car2X vehicles driving in front (e.g. sensor-controlled emergency braking).

When the Car2X function "Traffic hazard alert" issues a warning, this is displayed on the instrument cluster and where applicable on the head-up display.

Among other things, output of warnings depends on the following criteria:

- Type of hazard.
- Driving speed.
- Level of deceleration.

Warnings differ according to the:

- Warning sound.
- Warning text, warning symbol.
- Colour (red, yellow).

A warning can be acknowledged with the **OK** button on the multifunction steering wheel. The warning for the current hazard is then hidden.

### Prerequisites

The following prerequisites must be met so that the Car2X "Traffic hazard alert" function can receive, output and display warnings:

- **Car2X and traffic hazard alert** is activated in the Infotainment system.
- Relevant vehicles and traffic infrastructure components are equipped with functional and compatible Car2X technology.
- Hazards were detected according to standardised specifications.
- The warning has not yet been acknowledged with the **OK** button on the multifunction steering wheel.
- There is no blocking time.

#### WARNING

Failure to observe warnings can lead to accidents and serious injuries.

- Never ignore warnings.

---

## System limits

The system in your vehicle communicates only with vehicles and traffic infrastructure components that are equipped with functional and compatible Car2X technology.

Car2X **cannot** detect the following vehicles and traffic infrastructure components:

- Vehicles without Car2X.
- Vehicles with deactivated Car2X:
- Vehicles with faulty or incompatible Car2X technology.
- Traffic infrastructure without Car2X technology.
- Traffic infrastructure with deactivated Car2X technology.
- Traffic infrastructure components with faulty or incompatible Car2X components.

### Automatic deactivation

Car2X can be automatically deactivated in certain cases:

- Car2X has a fault. Please go to a qualified workshop if the fault persists for an extended time.
- Car2X is not permitted in the respective country.
- The vehicle was not online for an extended period, e.g. due to deactivation of data transmission (→ *Privacy settings*). Allow data transmission again in order to update system content. Then activate Car2X again.

### Function limitations

Different ambient influences can restrict the functionality and range of Car2X technology. Such factors include in particular:

- Buildings, bridges, underpasses, multi-storey car parks.
- Mountains and valleys, trees and plants.
- Trailer towing.
- Roof boxes and other vehicle attachments.
- Other vehicles.
- Interfering transmitters and other radio equipment that prevent or suppress Car2X communication.

---

## Enabling and activating functions (We Upgrade)

---

### Introduction to the topic

After delivery, the vehicle can be permanently or temporarily

Depending on the vehicle model, you can generally unlock comfort and Infotainment system functions, along with driver assistance systems.

Activation of functions and equipment depends on the respective construction status of the vehicle and is not possible in all markets.

After unlocking and activating the function, read and observe the relevant information and warnings in the owner's manual or in the online instructions that may be available.

#### WARNING

Inform the user or buyer about permanently unlocked and time-limited functions when renting or selling the vehicle.

- Failure to observe this reporting requirement can cause accidents and injuries.

#### WARNING

The vehicle handling may change if a time-limited function in the driver assistance systems comes to an end suddenly or unexpectedly.



If the required hardware for the function on demand is not available in the vehicle, it can be retrofitted in some cases. Volkswagen recommends contacting your Volkswagen dealership to have the hardware retrofitted.



If the required software for the function on demand is not available in the vehicle, the software can be retrofitted via (→ *Software update*). This may be subject to charge, depending on the type of software.

---

## Description

If the function is properly activated, it can be used permanently or for a limited period.

- A mobile phone connection is only necessary to purchase the function on demand, the activation itself and to activate the function on demand.
- Functions on demand with an online and offline component require a permanent mobile phone connection for them to be carried out.

Functions on demand and equipment for the vehicle are described either in this Owner's Manual, in the Infotainment system, on the Volkswagen website or in your Volkswagen We Connect user account. Some functions do not require a description, such as functions for changing the appearance or colour of the Infotainment system.

Activated functions are not linked to the duration of the Volkswagen We Connect contract.

---

## Prerequisites for activating functions

- A suitable Infotainment system is installed in the vehicle.
- Compatibility and performance of the hardware available in the vehicle.
- There is a valid We Connect contract between you and Volkswagen.
- The vehicle is assigned to your We Connect user account.
- Sufficient mobile reception at the current location of the vehicle.
- The electrical system in the vehicle is ready for use.
- The vehicle battery has a sufficient charge level.
- Factory-installed online connectivity unit or in some countries the Volkswagen We Connect control unit.

---

## Steps for activation

Choose a time for activation when the vehicle does not have to be driven by yourself or other users.

1. Switch on the ignition.
2. Confirm software installation in the Infotainment system.
3. Observe the information on the Infotainment system during activation.

After successful activation, it is necessary to switch the ignition off and then back on again for some functions. The function can then be used properly.



Before starting the engine again, read the message in the Infotainment system about completed activation. Observe the instructions if activation was not successful.

---

## Troubleshooting

### **Where can I get functions that can be activated?**

From an online shop accessible via your Volkswagen We Connect user account.

Depending on equipment, functions can also be purchased, enabled and activated directly via the Infotainment system in the "In-Car Shop".

### **Function restrictions during activation**

The function is not available during activation.

### **After successful activation**

Successful activation is displayed on the Infotainment system.

### **When will the activated function be available?**

Depending on the function activated, it will be available either immediately or only after the next driving cycle (deactivation and activation of the vehicle's drive system).

---

## Privacy settings

---

### Introduction to the topic

The privacy function enables the staggered blocking or authorisation of data transmission between the vehicle and the internet.

The required mode can be set in the Infotainment system.

The privacy function applies only to data transmissions via the OCU with an integrated SIM card. The privacy function **cannot** prevent the transmission of data from a paired mobile device to the telephone interface.

The privacy function is not available with all Volkswagen Infotainment systems.

Legally required services and their data transmissions cannot be switched off and cannot be deactivated, e.g. "eCall Emergency System".



Please note that every vehicle user can adjust individual privacy function settings. These settings may be different from those preferred by the vehicle owner.



---

## Glossary

In order to permit or prevent data transmission, activate one of the two following modes on the Infotainment system.

### Mode: Maximum privacy

The following happens in this mode:

- All We Connect, We Connect Plus and We Connect Fleet services are deactivated and do not transmit any data.
  - All tracking services are deactivated (→ *Privacy settings*).
- The eSIM card is deactivated.
  - All vehicle functions that require an online connection via the eSIM card are deactivated (→ *Privacy settings*).
- It is not possible to update any information and data stored in the control units, e.g. emergency call numbers, certificates. This can restrict functions and services or mean that they are not available.
- Legally required services cannot be deactivated and still transmit data.

### Mode: Share my position

The following happens in this mode:





- All We Connect, We Connect Plus and We Connect Fleet services can transmit and receive data without restriction.
  - All tracking services are activated.
  - The primary user and secondary users can access the positioning data of the vehicle via the We Connect portal or We Connect app.
- The eSIM card is activated.
  - All vehicle functions that require an online connection via the eSIM card are activated.

---

## Status display

The following symbols display the status of the privacy function individually or together in the Infotainment system.

Symbol, meaning

	grey bullet point (offline): no connection to the Internet.
	white bullet point (online): connection to the Internet.
	Flag for maximum privacy settings mode.
	Flag for share location mode.

Example of the maximum privacy settings display: .

---

## Effects on online functions and tracking services

If data transfer is restricted, the following online functions and tracking services cannot be executed, for example.

### Online vehicle functions

- Car2X communication.
- Emergency Call Service.
- Online Voice Control.
- Online Map Update.
- Online Software Update.
- Online Traffic Information.
- We Connect registration and activation.

### Tracking services

- Vehicle tracking.
- Area Alert.
- Speed Alert.
- Online Anti-Theft Alarm.
- Parking Position.



The restrictions also apply to new online vehicle functions and tracking services that are provided for the vehicle in future.

---

## User administration

---

### Description of user roles

Open user management: touch the main menu **Users** or **Manage users** on the start page of the Infotainment system.

#### Primary user or

The "Primary user" user role is intended for the registered keeper or for users who do not just have temporary authorisation to use the vehicle (e.g. lessees, company car users). The primary user has unrestricted rights and can assign additional rights to other users of the vehicle by inviting them as secondary users.

If a new primary user legitimises themselves for the vehicle, the previous primary user will automatically lose their primary user role.

#### Secondary users or

The "Secondary user" user role is intended for users who also use the vehicle regularly. Secondary users derive their role from the primary user and must be invited for the vehicle by the primary user. The primary user can delete secondary users at any time.

#### Guest users

The "Guest user" user role is intended for users who use a vehicle occasionally or only once. Guest users can log in themselves in every vehicle with service capability and involvement of the primary user is not necessary. Every vehicle user can delete the guest user in the vehicle at any time. The guest user has only restricted access to certain online services.

#### Anonymous guest

The "Anonymous guest" user role is a non person-specific account that exists locally in the vehicle and cannot be synchronised with the server. This account exists only once in vehicles with online personalisation and cannot be deleted.

If the "Anonymous guest" role is activated in the vehicle, all users logged into the vehicle will be logged out temporarily.

Anonymous users are persons who have access to the vehicle but do not log in.

---

## Creating and deleting user roles

### Creating a primary user


Register with We Connect and add your vehicle to your user account.

### Creating secondary users

New users can log in with your We Connect account or register as new users in the vehicle. A user profile is automatically created in the Infotainment system.

If a new user was not invited as a secondary user by the primary user, the user profiles will be automatically stored as a guest user in the Infotainment system.

### Deleting the primary user

Set privacy settings to the mode "Share my position" .

Perform one of the two options:

- Either restore the factory settings of the Infotainment system.
- Or a new primary user must authenticate themselves in the vehicle.



If a different privacy setting is chosen, the primary user may still be present on the server.

---

## Settings

Open the settings in the Infotainment system:

10": **HOME** ▶ **Manage users**.

8" and 9.2": **MENU** ▶ **Manage users**.

These setting options may be available:

- Me (primary user).
- Others (secondary users).
- Key.
- Mobile key.
- Settings.

---

# Volkswagen We Connect

---

## Introduction to the topic

To use Volkswagen We Connect, it must first be activated online by concluding a We Connect contract with Volkswagen AG and is subject to a restricted, country-specific period of validity.

Both the We Connect portfolios offered by Volkswagen and individual services may be changed, discontinued, deactivated, reactivated, renamed and expanded without further notice.

For more information about creating the user account, the service description, and further information, see [www.connect.volkswagen-we.com](http://www.connect.volkswagen-we.com).

The provision and availability of We Connect services and service portfolios can vary from country to country and depend on the vehicle and vehicle equipment.

The voice or search recognition technology for Volkswagen We Connect does not recognise and return search results for all words. For example, Google Speech Recognition includes a "Safe Search" feature that prevents the display of search results if (even accidentally) vulgar terms are detected.

We Connect services can be subject to registration or not require registration at all.

## Service description

Read and observe the service description before using Volkswagen We Connect services. Service descriptions are updated from time to time and made available online at [www.connect.volkswagen-we.com](http://www.connect.volkswagen-we.com).

—Always use the latest edition of the relevant service description.

### WARNING

In areas with insufficient mobile phone and GPS reception, no emergency calls and phone calls can be made and no data can be transmitted.

- If possible, go to another location.

### NOTICE

Vehicle damage may be caused by factors beyond the control of Volkswagen AG. Such factors include in particular:

- Misuse of mobile devices.
  - Data loss during transmission.
  - Unsuitable and damaging third-party applications.
  - Malicious software on data media, computers, tablets and mobile devices.
-

---

## Services portfolio

The initial assignment of services listed here corresponds to the status as of June 2019 and represents the maximum possible scope. The maximum possible scope is available only for a few vehicle models. There may be changes in the assignment shown here during the service life of the vehicle.

After activating the "Manage services" function, you can see whether and which services are available in the vehicle in the Infotainment system (→ *WeConnect*).

The portfolio of offered services may be different than that specified here in some countries and in the event of contract renewal.



You can find out which services actually belong to *We Connect* and *We Connect Plus* when you conclude or renew your contract at [www.connect.volkswagen-we.com](http://www.connect.volkswagen-we.com). This also applies to possible *We Connect* individual options.

### **We Connect services and functions available without activation**

The following services also function without We Connect activation:

— Legally required eCall Emergency System



The eCall Emergency System is available independently of logging into the Infotainment system.

### **We Connect services**

*Maximum possible scope. Not available in all vehicles and countries.*

— Driving data.

— Vehicle status.

— Vehicle Health Report.

— Parking Position.

— Service Scheduling.

### **We Connect Plus services**

*Maximum possible scope. Not available in all vehicles and countries.*

— Programming departure times.

— Charging.

— Air Conditioning.

— Apple Music®.

— TIDAL.

— Charging Stations.

— Online Map Update.

— Online Route Calculation.

— Online POI search.



- Online Voice Control.
- Online Traffic Information.
- Parking Spaces.
- Lock & Unlock.
- Internet Radio.

## **We Connect individual options**

*Maximum possible scope. Not available in all vehicles and countries.*

- In-Car Apps. These apps can be purchased and installed directly in the Infotainment system via the In-Car Shop.
  - Digital owner's manual (user guide).
  - We Experience.
  - We Park.
  - App-Connect.
- Data plans. Data plans subject to payment of a fee for use of online functions, e.g. 2 GB per month.

---

## We Connect activation, S-PIN, vTAN procedure

### We Connect activation

The following steps are required for We Connect activation (including registration):

1. Create a user account at [www.connect.volkswagen-we.com](http://www.connect.volkswagen-we.com) or directly in the Infotainment system in the **User administration** menu.
2. Order and activate Volkswagen We Connect.
3. Add a vehicle to your user account.
4. Provide proof of ownership.
5. Provide proof of identity. Necessary only if security-related We Connect services are to be carried out.

You can perform activation at [www.connect.volkswagen-we.com](http://www.connect.volkswagen-we.com) or directly in the Infotainment system. Proceed as follows via the Infotainment system:

10": Make yourself the primary user under **HOME** ► **User administration** ► **Become primary user**.

8" and 9.2": Make yourself the primary user under **MENU** ► **User administration** ► **Become primary user**.

Follow the other information and instructions in the Infotainment system. During activation, you may be requested to create an S-PIN → *S-PIN*.

#### Activation options

10", 9.2" and 8" Infotainment system	Yes
8.25" Infotainment system	<i>not possible</i>
6.5" Infotainment system	<i>not possible</i>
We Connect portal	Yes
We Connect app	Yes

### S-PIN

The S-PIN is a multi-digit number sequence that can be freely selected during the We Connect registration process.

When creating the S-PIN, avoid easy-to-guess number sequences and generally known birthday dates. The S-PIN can be changed in the We Connect user account under "Account settings".

The S-PIN is required, for example, to protect your user profile or to execute a security-related We Connect service in the vehicle.

You must treat the S-PIN as strictly confidential. For security reasons, you should change the S-PIN immediately if it is disclosed to a third party.

### **vTAN procedure**

If, for example, a mobile key from the We Connect web portal is downloaded and installed for the first time on the primary user mobile phone, the vTAN procedure must be performed:

- In the vehicle. switch on the ignition and, if applicable, the Infotainment system.
- Follow the instructions in the We Connect app and the Infotainment system.
- Enter the vTAN from the app in the Infotainment system and confirm. The vTAN procedure has been completed.

If the vTAN message windows are not displayed automatically, then manually request the vTAN under "Mobile key" or "User".

---

## Proof of ownership and identity

### Becoming the primary user (proof of ownership)

(2-key method).

In order to become the primary user and thus provide proof of ownership of the vehicle, you need the two mechanical vehicle keys that belong to the vehicle. Proof of ownership is provided in the vehicle during registration or, if a We Connect user account already exists, in the Infotainment system via the **Manage users** function.

—Switch on the ignition and the Infotainment system.

—In the Infotainment system, register for We Connect.

**OR:**

open the menu **Manage users** ► **Settings** ► **Become primary user** and follow the instructions.

—Press the open button on the first vehicle key.

—Press the open button on the second vehicle key.

Once the Infotainment system has processed the radio commands, proof of ownership is verified. You can check the current status in the We Connect portal.

How is proof of ownership provided?\*)

10", 9.2" and 8" Infotainment system	a)
8.25" Infotainment system	a)
6.5" Infotainment system	b)
We Connect portal	<i>not possible</i>
We Connect app	<i>not possible</i>

\*) Proof of ownership can be provided in two ways in the vehicle:

a) 2-key method.

b) Transmission of the registration codes from the We Connect portal or We Connect app to the Infotainment system.

---

### Proof of identity (Volkswagen Ident)

The proof of identity must be provided before security-relevant We Connect services such as "Lock & Unlock" can be used. Proof of identity can be provided in two ways:

—Personally, at your Volkswagen dealership.

—Via video chat together with identity documents in the We Connect app.

Further information on Volkswagen Ident is available on the We Connect portal at [www.connect.volkswagen-we.com](http://www.connect.volkswagen-we.com).



Costs may be incurred due to data exchange during the video chat. The extent of these costs depends on tariffs and contracts that you concluded with third-party providers (*telephone or mobile phone providers*).

---

## Legal requirements

When using Volkswagen We Connect services, information about the vehicle is transmitted and processed online. These data can also indirectly provide information about the respective driver, e.g. driving behaviour, location. As the contracting party of the We Connect contract with Volkswagen AG, you must ensure that data protection and privacy rights are guaranteed when your vehicle is used by other drivers (e.g. family members or friends). You must inform the respective driver in advance that the vehicle is transmitting and receiving data online and that you can view this data.

Failure to observe this obligation to inform can infringe certain rights of vehicle occupants.

### Personal data

Volkswagen protects your personal data and uses it only to the extent permitted by law, or if you have consented to its use. Further information on data processing in relation to the Volkswagen We Connect services can be found in the Privacy Policy. The current version of this policy can be accessed on the Volkswagen website.

### Permanent transfer of the vehicle

If the vehicle has been handed over to you by another person for permanent use (e.g. used car purchase), We Connect may already be activated and the previous user may still have the possibility to view collected data and control certain vehicle functions via We Connect. In addition, mobile keys for your vehicle may be active (→ Mobile key).

In the Infotainment system you can see whether a person is assigned to your vehicle as the primary user. In this case, you can register yourself as the primary user of the vehicle and automatically remove the previous primary user. Alternatively, you can permanently delete the previous user as the primary user in the Infotainment system. You can also set the vehicle to offline mode ( → *Privacy settings*) here and thus restrict communication of your vehicle with the data server of Volkswagen AG and processing of vehicle-related and personal data.

---

## Deactivating We Connect services

The following functions are available in the Infotainment system for deactivating and activating We Connect services:

- Central deactivation or activation (→ *Privacy settings*).
- Individual deactivation and activation (→ *WeConnect*).

The respective services can then be run again only after the corresponding deactivation is cancelled in the Infotainment system.



Legally required services and their data transmissions cannot be switched off and cannot be deactivated, e.g. "eCall Emergency System".

---

## Interference

Even when the above-mentioned requirements for using the services are met, the functionality of the Volkswagen We Connect services can be impaired or interrupted due to factors that lie outside the control of Volkswagen AG. Such factors include in particular:

- Maintenance, repairs, deactivations, software updates and technical changes to your service provider's telecommunication systems, satellites, servers and databases.
- The telecommunications provider has changed the mobile telecommunication standard for transferring mobile data, e.g. from LTE or UMTS to EDGE or GPRS
- An existing mobile telecommunications standard has been shut down by the telecommunications provider.
- Impairment or interruption to mobile and GPS reception, e.g. due to high speeds, weather, landscape, interfering devices or intensive use of the mobile network in the relevant cells.
- If your current location is in an area with no or insufficient mobile communications and GPS reception. This can also include tunnels, streets with tall buildings, garages, multi-storey car parks, underpasses, mountains and valleys.
- Restricted availability, completeness or correctness of information provided by third parties, e.g. maps.
- Countries and regions where Volkswagen We Connect services are not available.



---

## Manage services

Open the function for managing services: **System ► Service**.

The following are possible in the Manage services area of the Infotainment system:

- Checking which We Connect services are currently available in the vehicle.
- Number of activated and deactivated We Connect services.
- Activating or deactivating individual We Connect services.

Further information: [www.connect.volkswagen-we.com](http://www.connect.volkswagen-we.com).



If you deactivate all *We Connect* services individually, the online connectivity unit can still transmit data.

### Settings

We Connect services can be activated or deactivated individually. To do this, open the drop-down menu for the service and make the corresponding selection.

If data transmission is restricted by the “privacy settings” function, it is not possible to activate or deactivate services individually.

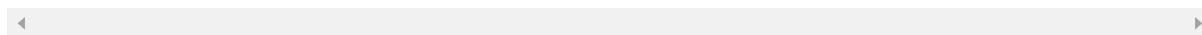
Function button and its function:

---

Manage services
<b>Display services</b>
<b>All:</b> overview of services available in the vehicle.
<b>Activate:</b> activate one or more services.
<b>Deactivate:</b> deactivate one or more services.

---

The setting options are not available in all markets and vehicle models.



---

## Wi-Fi hotspot

---

### Introduction to the topic

Some Infotainment systems can be used as a Wi-Fi hotspot to provide online access for up to eight Wi-Fi devices.

Some Infotainment systems can use the Wi-Fi hotspot of an external Wi-Fi device (Wi-Fi client) (*→ Wi-Fi*).

A data connection is required to set up a connection to the internet and to use services such as We Connect.



The Wi-Fi connection is encrypted using WPA2 protection by default for security reasons. Volkswagen recommends always using WPA2 encryption. Observe country-specific requirements.



The necessary data transfer may be subject to charges. Due to the potentially high volume of data in use, Volkswagen recommends using a mobile phone tariff which includes a data flat rate. For more information contact your mobile telephone provider.



Depending on your mobile telephone tariff, additional costs (*such as roaming charges*) may be charged for loading and using online data packages, especially if you use these services abroad.

---

## Setting up a data connection

### **eSIM (embedded SIM) → eSIM (embedded SIM)**

The vehicle has an online connectivity unit with embedded SIM card (eSIM). In order to use this eSIM, you must purchase data plans for use via the In-Car-Shop.

The following must be activated in the Settings menu:

- **Network settings** ▶ *Allow internet connection.*
- **OR: Data connection** ▶ *Integrated data connection.*

### **External Wi-Fi device**

(These data connections depend on the vehicle's country and equipment and are not available in every vehicle.)

Use the Wi-Fi hotspot of an external mobile device (→ *Wi-Fi*).


---

## Configuring a Wi-Fi hotspot

The Infotainment system can be used as a Wi-Fi hotspot to provide online access for up to eight Wi-Fi devices.

In order to establish a connection to the Internet and be able to use Volkswagen WeConnect, for example, a data connection is additionally required, for example by using an internal eSIM or an external Wi-Fi device. The possible data connection types vary according to country and depend on the Infotainment system used.

### Setting up the Wi-Fi connection

- Touch **HOME** ►  ► **Wi-Fi** ► **Infotainment system as Hotspot**.
- Activate the  **Use as mobile hotspot** checkbox.
- Search for the name of the Wi-Fi hotspot on the Wi-Fi device.
- Enter the displayed network key on the Wi-Fi device and confirm.

The Wi-Fi connection is set up. Further inputs may be required on the Wi-Fi device to complete the connection.

- Repeat the procedure to connect further Wi-Fi devices.



The name of the hotspot and the network key are automatically generated. You can then define a name for the hotspot and the network key yourself.

---

## Quick connection


The quick connection function makes it possible to easily and quickly establish a wireless local network with encryption. Alternatively, in some countries the function can be performed using a scanning a code.

### WPS with Infotainment system as Wi-Fi hotspot

✓ The Wi-Fi hotspot of the Infotainment system must be activated.

✓ The Wi-Fi device must support WPS.

---


1. Touch **HOME** ►  ► **Wi-Fi**.
2. Touch **Quick connection with Infotainment system**.
3. Activate WPS on the Wi-Fi device to be connected.
4. The Wi-Fi connection is set up. Further inputs may be required on the Wi-Fi device to complete the connection.
5. Repeat the procedure to connect further Wi-Fi devices.

It is possible to establish only one WPS connection at a time. If several connection attempts are started simultaneously, all connection attempts will fail.

### WPS with Infotainment system as client

✓ The Wi-Fi device must support WPS.

---

1. Touch **HOME** ►  ► **Wi-Fi** ► **Wi-Fi:**.
2. Touch **WPS quick connection (WPS button)**.
3. Activate WPS on the external Wi-Fi device.
4. The Wi-Fi connection is set up. Further inputs may be required on the Wi-Fi device to complete the connection.



WPS is not supported by all Wi-Fi devices. Establish the connection manually in this case:

- Set up the Infotainment system as a Wi-Fi hotspot (→ *Wi-Fi*).
- Connect the Infotainment system as a client to an external Wi-Fi device (→ *Wi-Fi*).

### Carrying out Wi-Fi pairing via NFC


Wi-Fi pairing can be carried out via NFC using the stowage area of the wireless charging station (→ *Mobile phone interface*).

Prerequisites for the NFC connection:

- ✓ The stowage area of the wireless charging station is installed in the vehicle.
- ✓ NFC in the Wi-Fi device is activated.

✓ The Wi-Fi hotspot in the Infotainment system is activated.

---

1. Touch **HOME** ►  ► **Wi-Fi**.
2. Touch **Quick connection with Infotainment system**.
3. Unlock the Wi-Fi device and place it on the stowage area of the wireless charging station (→ *Mobile phone interface*).

The Wi-Fi device is connected as a client to the Wi-Fi hotspot in the Infotainment system.



While the Infotainment system is in the Wi-Fi settings menu, the wireless charging function is deactivated. Wireless charging is reactivated when you exit the setup menu.



Older Wi-Fi devices may have limited functionality or may not work. Make sure you are using the latest software version for your Wi-Fi device.


### **Wi-Fi pairing via QR code**

The Wi-Fi connection can also be established by scanning a QR code.

✓ The Wi-Fi hotspot of the Infotainment system must be activated.

✓ A suitable application for scanning QR codes must be installed on the Wi-Fi device.

---

1. Touch **HOME** ►  ► **Wi-Fi**.
2. Touch **Quick connection with Infotainment system**.
3. Scan the QR code on the Infotainment system screen with the Wi-Fi device.


The Wi-Fi device is connected as a client to the Wi-Fi hotspot in the Infotainment system.

---

## Configuring a Wi-Fi client

The Infotainment system can use the Wi-Fi hotspot of an external Wi-Fi device, such as a mobile phone, to establish an Internet connection to use online services.

### Setting up the Wi-Fi connection

1. Activate the Wi-Fi hotspot on the Wi-Fi device; refer to the manufacturer's operating instructions.
2. Touch **HOME** ►  ► **Wi-Fi** ► **Wi-Fi:**.
3. Touch **Wi-Fi search**.

The Infotainment system searches for Wi-Fi hotspots nearby. The search process may take a few seconds.

4. Select the Wi-Fi network in the desired Wi-Fi device.
5. Enter the network key for the Wi-Fi hotspot in the Infotainment system and confirm by pressing **OK**.

The Wi-Fi connection is set up. Further inputs may be required on the Wi-Fi device to complete the connection.



Due to the large number of possible Wi-Fi devices, it is not possible to guarantee fault-free operation of all functions.




The availability of the Wi-Fi function is country-specific and may vary.

---

## Adjusting the settings

### Opening the Network settings menu

—Touch **MENU** ► **SETTINGS**  to open the **System settings** menu.

**OR:** In the **Car-Net** main menu touch **Settings**  to open the **Car-Net settings (online services)** menu.

—Touch **Network** to open the **Network settings** menu.

—To adjust the settings for a certain function, touch the appropriate function button. Changes are automatically stored when a menu is closed.

**Note:** the **Network Settings** menu is visible only when a SIM card is inserted in the Infotainment system, if there is a Bluetooth® rSAP connection, or if a suitable CarStick is connected to the Infotainment system.

### Function buttons in the Network settings menu

**Network settings** menu for setting up the connection with the mobile provider (**Mobile settings** menu) from which the used SIM card was purchased.

**Data roaming** is deactivated. Data roaming must be activated before a data connection can be used in other countries. This may entail additional charges. Contact your mobile network operator for information on roaming charges.

**Current usage data** displays data details sent and received via the Infotainment system. The display may differ from the data of the mobile network operator (provider).

**Restore factory settings** deletes any inputs and settings that have been made.

**Internet connection** menu with the selection options **Do not allow** (data connection is not established), **Display message** (data connection is established only after confirmation of the query) and **Always allow** (data connection is established automatically).

### Function buttons in the Mobile settings menu

**Access point name** access point of the mobile provider for the mobile connection. The name is set automatically by a default setting and can be changed manually if required in accordance with the specifications of the respective mobile provider.

**User name** name for accessing the mobile provider's access point. The user name is set automatically by a default setting and can be changed manually if required in accordance with the specifications of the respective mobile provider.

**Password** password for establishing the mobile connection. The password is set automatically by a default setting and can be changed manually if required in accordance with the specifications of the respective mobile provider.

**Authentication** authentication (confirmation of identity check) may be necessary with some mobile providers. If this is the case select **Secure**, otherwise select **Normal**.

---



[Reset automatic connection settings](#) reset to default settings.

---

# App-Connect

---

## Introduction to the topic

App-Connect enables the user to display and operate content and functions from the mobile device on the Infotainment system screen.

The mobile device must be connected to the Infotainment system using a USB interface with a data transfer function.

Some technologies can also be accessed using Wireless App-Connect via the Bluetooth interface and a Wi-Fi connection.

### The following technologies may be available:

- Apple CarPlay™.
- Apple CarPlay™ Wireless.
- Android Auto™.
- MirrorLink®

The availability of the App-Connect technologies is country-specific and may vary according to the mobile device.

For more information please visit the Volkswagen website.

### Opening the **App-Connect** main menu

---

Navigation to the **App-Connect** main menu depends on the Infotainment system used.

- **HOME** ► 

**OR:** press the **APP** button.

### Setting up Wireless App-Connect

You must first pair the mobile device with the Infotainment system to use Wireless App-Connect. Proceed as follows:

#### Connecting the mobile device for the first time

---

- Unlock the mobile device.
- Switch on Wi-Fi and Bluetooth® on the mobile device.
- Connect the mobile device to the Infotainment system using a USB cable or Bluetooth®.
- Open the **App-Connect** main menu if it does not load automatically.
- Select the mobile device and the required technology.
- Confirm authorisation prompts on the mobile device to give the Infotainment system the required permissions.

—Disconnect the USB and connect to the Infotainment system again using Wi-Fi or Bluetooth®.  
Wireless App-Connect is set up.

Pairing is complete. In future, the connected mobile device will also be able to use Wireless App-Connect without a USB connection.

Wireless App-Connect will not be available if you do not confirm the pop-up menus during the connection process. In this case, Volkswagen recommends deleting the devices in both the iPhone settings and on the Infotainment system and restarting the connection process.



Wireless App-Connect may not be supported by all technologies.

---

## Applications (apps)

Volkswagen App-Connect allows content from Volkswagen apps and third party apps on mobile devices to be shown on the Infotainment system screen.

There may be problems with compatibility with third-party apps.

Apps, their use, and the necessary mobile network connection may be subject to charges.

A wide range of apps may be available and they may depend on the vehicle and country. The content, scope and providers of apps can vary. Some apps also depend on availability of services offered by third parties.

We are unable to guarantee that the available apps can be run on all mobile devices and all operating systems.

The apps offered by Volkswagen can be changed, discontinued, deactivated, reactivated and upgraded without prior notice.

In order to avoid distracting the driver, only certified apps can be used when driving .

---

## Icons and settings for App-Connect

### Symbols in the menu App-Connect

The actual symbols present depend on the installed Infotainment system and the vehicle model.



Show further information.



Open the App-Connect settings menu.



Open the App-Connect settings menu.



Select Apple CarPlay technology.



Select technology Android Auto™.

MirrorLink

Select MirrorLink® technology.

### Possible settings in the App-Connect settings menu

The setting options depend on the installed Infotainment system.

Mobile Device Manager

Open Device Manager.



Activate data transfer for WhatsApp: is activated.



Allow MirrorLink information to be shown

---

# Apple CarPlay™

## Requirements for Apple CarPlay

### Checklist

---

The following conditions must be fulfilled in order to use Apple CarPlay:

- ✓ The iPhone **must** support Apple CarPlay.
  - ✓ Voice control (Siri) **must** be activated on the iPhone.
  - ✓ Apple CarPlay **must** be activated in the iPhone settings without any restrictions.
  - ✓ The iPhone **must** be connected to the Infotainment system via a USB port. Only USB connections with data transfer are suitable for using Apple CarPlay.
  - ✓ The USB cable used **must** be an original Apple cable.
- 

*Apple CarPlay™ Wireless*: in addition, Bluetooth® and Wi-Fi **must** be activated on the iPhone.



The availability of the technologies depends on the country and may vary.





Information on technical requirements, compatible iPhones, certified apps and availability is available on the homepage of Volkswagen and *Apple CarPlay™* or from your Volkswagen dealership.

## Connecting


Follow the instructions on the Infotainment system screen and the display on the iPhone when establishing a connection for the first time.

The prerequisites for using Apple CarPlay must be fulfilled.

Start Apple CarPlay:

- Touch **MENU** ► **App-Connect**  to open the **App-Connect** main menu.  
OR: press **APP** to access the **App-Connect** main menu.
- Touch **Apple CarPlay**  to set up a connection with the iPhone.

## Disconnecting

- In Apple CarPlay mode, touch  to go to the **App-Connect** main menu.
- Touch  to terminate the active connection.

How the function buttons are displayed on the screen may vary.



## Points to note

Please note the following points during an active Apple CarPlay connection:

- Bluetooth® connections between the iPhone and the Infotainment system are **not** possible.
- An active Bluetooth® connection is terminated automatically.

- Telephone functions are possible only via Apple CarPlay. The functions described for the Infotainment system are **not** available.
- The connected iPhone **cannot** be used as a media device in the **Media** main menu.
- It is **not** possible to use the Apple CarPlay navigation at the same time as the internal navigation. The last route guidance to be started terminates the previous active route guidance.
- Depending on the Infotainment system, the instrument cluster display may show information about telephone mode.
- No turning instructions are shown on the instrument cluster display.
- You can accept or reject incoming calls or end a telephone call via the multifunction steering wheel.

### **Voice control**

- Touch  **briefly** to start voice control of the Infotainment system.
- Press and hold**  to start the voice control (Siri) function of the connected iPhone.

---

# Android Auto™

## Requirements for Android Auto™

### Checklist

---

The following conditions must be fulfilled in order to use Android Auto™:

- ✓ The mobile device – hereinafter referred to as a smartphone – **must** support Android Auto™.
  - ✓ An Android Auto™ app **must** be installed on the smartphone.
  - ✓ The smartphone **must** be connected to the Infotainment system via a USB connection with data transfer.
  - ✓ The USB cable used **must** be an original cable from the smartphone manufacturer.
- 



The availability of the technologies depends on the country and may vary.





Information on technical requirements, compatible mobile devices, certified apps and availability is available on the homepage of Volkswagen and *Android Auto™* or from your Volkswagen dealership.

## Connecting



Follow the instructions on the Infotainment system screen and the display on the smartphone when establishing a connection for the first time.

The requirements for using Android Auto™ must be met.

Start Android Auto™:

- Touch **MENU** ► **App-Connect**  to open the **App-Connect** main menu.  
**OR:** press **APP** to access the **App-Connect** main menu.
- Touch **Android Auto**  to set up a connection with the smartphone.

## Disconnecting

- In Android Auto™ mode, touch **Back to Volkswagen**  to return to the **App-Connect** main menu.
- Touch  to terminate the active connection.

## Points to note



The following points apply when an Android Auto™ connection is active:

- An active Android Auto™ device can also be connected simultaneously to the Infotainment system via Bluetooth® (HFP profile).
- It is possible to use telephone functions via Android Auto™. If the Android Auto™ device is connected to the Infotainment system via Bluetooth® at the same time, the telephone function of the Infotainment system can also be used.



- An active Android Auto™ device **cannot** be used as a media device in the **Media** main menu.
- It is **not** possible to use the Android Auto™ navigation at the same time as the internal navigation. The last route guidance to be started terminates the previous active route guidance.
- The instrument cluster display shows information about the telephone mode.
- No information about turning off at junctions or media mode displays are shown on the instrument cluster display.
- You can accept or reject incoming calls or end a telephone call via the multifunction steering wheel.

## Voice control

- Touch  **briefly** to start voice control of the Infotainment system.
- Touch and hold**  to start the voice control function of the connected smartphone.

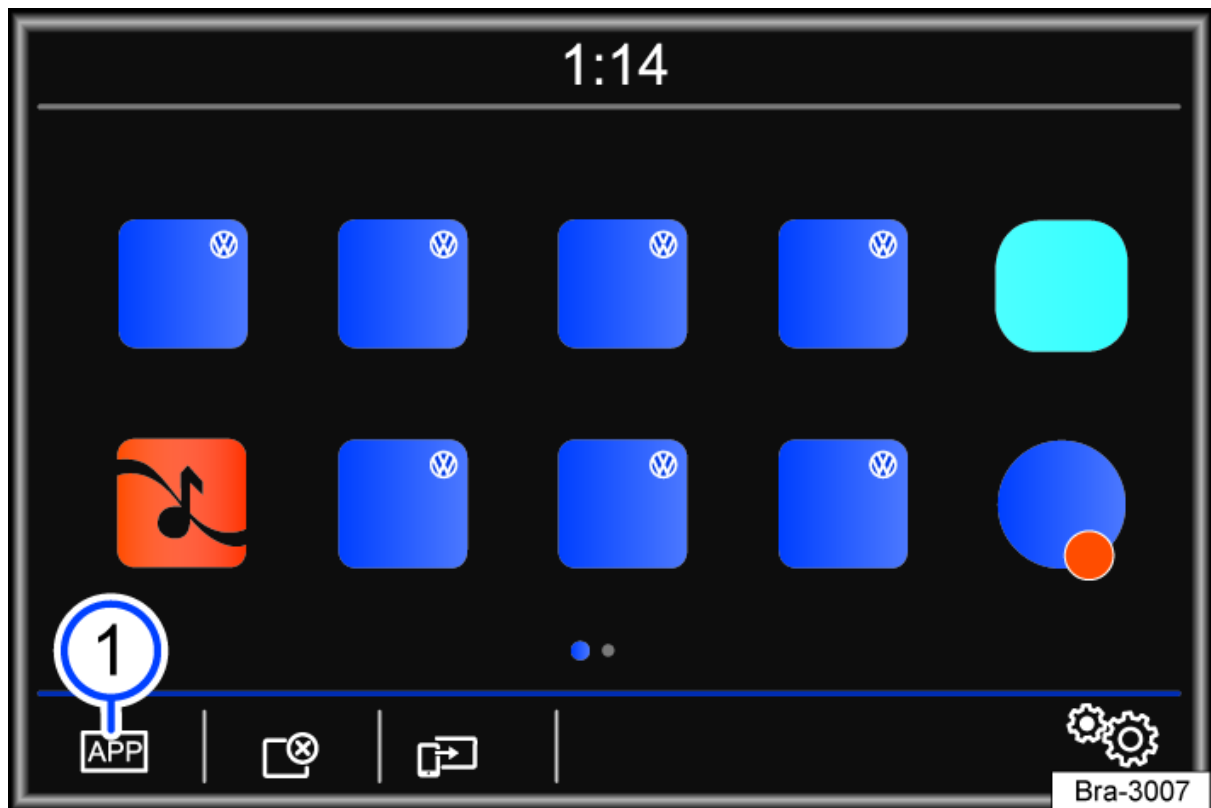


Fig. 1 MirrorLink® main menu: function buttons in the overview of compatible apps.

## Prerequisites for MirrorLink®

### Checklist

The following conditions must be fulfilled in order to use MirrorLink®:

- ✓ The mobile device **must** support MirrorLink®.
- ✓ The mobile device **must** be connected to the Infotainment system via a USB port with data transfer.
- ✓ The USB cable used **must** be an original cable of the mobile device manufacturer.
- ✓ Depending on the mobile device used, a suitable Car-Mode app **must** be installed on the device for using MirrorLink®.


## Connecting

Follow the instructions on the Infotainment system screen and the display on the mobile device when establishing a connection for the first time.




The requirements for using MirrorLink® must be met.

Start MirrorLink®:

- Touch **MENU** ► **App-Connect** to open the **App-Connect** main menu.  
OR: press **APP** to access the **App-Connect** main menu.

- Touch  to set up a connection with the mobile device.

## Disconnecting

- When MirrorLink® is in use, touch  to return to the **App-Connect** main menu.  
OR: touch  to go to the **MirrorLink®** main menu.
- Touch  to terminate the active connection.

## Points to note

The following points need to be noted during an active MirrorLink® connection:

- An active MirrorLink® device can also be connected simultaneously to the Infotainment system via Bluetooth®.
- If the MirrorLink® device is connected to the Infotainment system via Bluetooth® at the same time, the telephone function on the Infotainment system can also be used.
- An active MirrorLink® device **cannot** be used as a media device in the **Media** main menu.
- The instrument cluster display shows information about the telephone mode.
- No information about turning off at junctions or media mode displays are shown on the instrument cluster display.
- You can accept or reject incoming calls or end a telephone call via the multifunction steering wheel.



Information on technical requirements, compatible mobile devices, certified apps and availability is available on the homepage of Volkswagen and *MirrorLink®* or from your Volkswagen dealership.

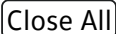
## Function buttons

Function buttons for **MirrorLink®**:



Goes back to the **App-Connect** main menu. Here you can end the MirrorLink® connection, connect another mobile device or select another technology.



Touch to close any open apps. Then touch apps to be closed or touch the function button  to close all open apps.



Touch to display the screen of the mobile device on the Infotainment system screen.



Open the MirrorLink® settings.



Touch to return to the **MirrorLink®** main menu.

---

## Cable and wireless connections

---

### Introduction to the topic

Some external devices can be connected to the Infotainment system by cable and wireless connections present in the vehicle (if installed).

The type and number of cable and wireless connections differ according to country and vehicle. The connections may also be different within a model series or in special-edition models.

In the case of cable connections, use only the original device connecting cables or, if available, the factory-supplied connecting cables for your vehicle.

If the plug on the connecting cable cannot be inserted, check the angle of insertion and the connections.

#### NOTICE

Use only suitable and undamaged connecting cables for cable connections.

- When inserting the plugs of the connecting cables into the appropriate connection, ensure that they are correctly positioned and apply only light pressure. Applying too much pressure may damage both the unit connection and the plug of the connecting cable.
- Make sure that the connecting cable is not pinched or sharply bent.
- Using unsuitable or damaged connecting cables may damage devices and cause malfunctions.

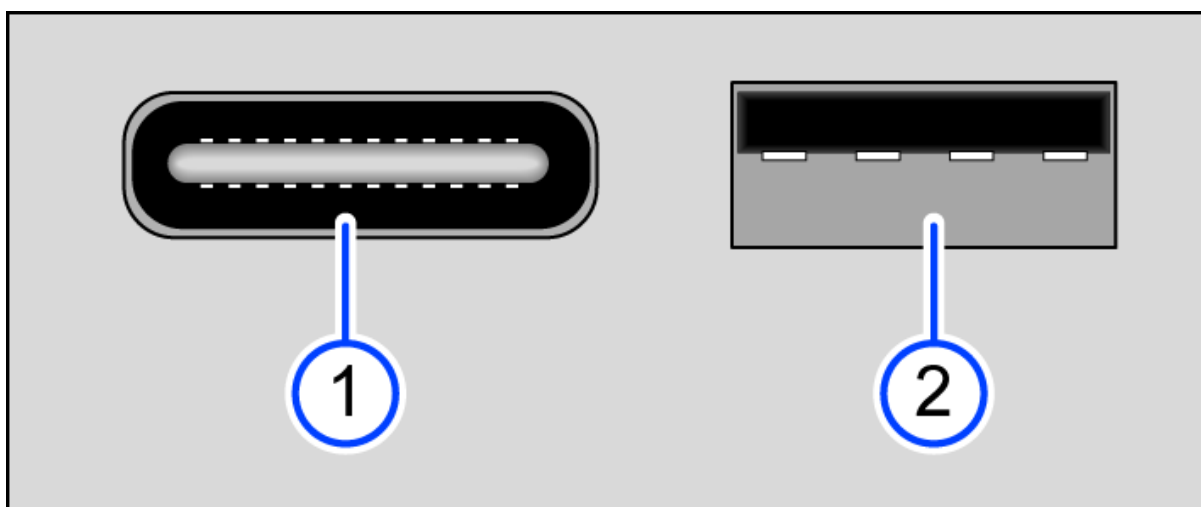


If a connected device is not recognised, disconnect all devices and connect the device again. If necessary, check that the connecting cable you are using is working properly.



If a connected device malfunctions, restart the device. In some cases this will remedy the fault.

## USB port





**Fig. 1** Possible USB ports in the vehicle:





- ① USB port, Type C.
- ② USB port, Type A.

### USB port type and methods

The following USB ports may be available in the vehicle:

- Type A : suitable for data transfer and the charging function.
- Type A: suitable only for the charging function (for charging batteries of external devices).
- Type C : suitable for data transfer and the charging function.
- Type C: suitable only for the charging function (for charging batteries of external devices).

Possible designation for data transmission and charging function:

Type A	
Type C	 ,  , 


Each USB port is a cable connection which can only be operated using a suitable connecting cable.

The USB port  supplies the customary USB voltage of 5 volts.

USB type, method, quantity and installation positions of the USB ports are vehicle-dependent.

Only supported audio files are displayed. Other files will be ignored.

The Infotainment system only supports mass storage and audio sources in "mass storage mode". Please refer to the description of your audio source on how to activate this mode.

Audio files on an external data medium connected to the USB port  can be played and controlled via the Infotainment system.







Before connecting an audio source, check which USB port is installed in your vehicle. Only use suitable USB connection cables, appropriate for the respective USB type.

- USB ports "Type A" and "Type C" have different connector shapes.

### Possible fitting locations of USB ports


- on the front of the Infotainment system.
- in the storage compartment of the centre armrest in the front.
- in the lower section of the centre console.

### Connecting external data media to the USB port

- Reduce the volume on the Infotainment system.
- Connect external data media to the USB port 
- Start playback on the external audio source.
- Touch   to access the **Media** menu.
- Touch **Source** and select **My media**  as the media source.

iPod-specific list views (**Playlists, Artists, Albums** etc.) can be displayed.

### Notes and restrictions

The number of USB connections  and compatibility with Apple devices and other media players depends on the equipment level.

Due to the large variety of data storage devices and the various iPod, iPad and iPhone generations available, it is not possible to guarantee fault-free operation of all functions described here.

Depending on the Infotainment system used, external hard disks with a capacity greater than 32 GB sometimes need to be reformatted for the FAT32 file system. You can find the necessary software and information online, for example.

Please observe further limitations and notes on the requirements for media sources (→ Media mode).



Do not connect or use USB extension cables or USB hubs.

---

## Bluetooth® interface

The Bluetooth® interface is a wireless connection.

In Bluetooth® audio mode, audio files from a Bluetooth® audio source (e.g. mobile device) that is connected via Bluetooth® can be played over the vehicle loudspeakers (Bluetooth® audio playback).

Bluetooth® audio mode is available if the vehicle is equipped with a factory-fitted mobile phone interface that supports this function.

### Starting Bluetooth® audio transfer

Prerequisites

---

- ✓ The Bluetooth® audio source is paired with and connected to the Infotainment system (→ *Mobile phone interface*).
  - ✓ The Bluetooth® audio source must support the A2DP Bluetooth® profile.
- 

1. Reduce the volume on the Infotainment system.
2. Switch on Bluetooth® visibility on the external Bluetooth® audio source (e.g. mobile device).
3. Open the **Media** menu.
4. Touch **Source** and select **BT Audio**.
5. If necessary, start playback on the Bluetooth® audio source manually.

When playback on the Bluetooth® audio source is stopped, the Infotainment system remains in Bluetooth® audio mode.

### Controlling playback

The extent to which the Bluetooth® audio source can be controlled via the Infotainment system varies depending on which Bluetooth® audio source is connected.

With media players that support the AVRCP Bluetooth® profile, playback on the Bluetooth® audio source can be automatically started or stopped when the unit is switched to Bluetooth® audio mode or to a different audio source. In addition, depending on the Bluetooth® audio source, tracks can be displayed and changed via the Infotainment system.




Due to the large number of possible Bluetooth® audio sources, it is not possible to guarantee fault-free operation of all described functions. The Volkswagen website contains a list of compatible mobile devices.



Always switch off the warning and alert sounds on a connected Bluetooth® audio source, e.g. sounds generated when pressing the keys on a mobile device, to prevent interference noise and malfunctions.



Depending on the device, the Bluetooth® audio connection will be disconnected automatically if an external media player is connected to the Infotainment system via Bluetooth® and the USB port  **simultaneously**.

---

# Infotainment system

---

## Getting started


---

### Introduction to the topic

The function and settings of the Infotainment system depend on the country and vehicle equipment.

#### Before using for the first time

Before using the device for the first time, please observe the following points so you can make full use of the available functions and settings:

- Observe the basic safety instructions  (*→ Getting started*).
- Reset the Infotainment system to factory settings.
- Find your favourite radio stations and store them to station buttons for quick access (*→ Radio mode*).
- Use only suitable audio sources and data media (*→ Media mode*).
- Pair a mobile device to make calls using the telephone interface (*→ Mobile phone interface*).
- Use current map data for the navigation system (*→ Navigation*).
- Register with Volkswagen We Connect to use the corresponding services (*→ WeConnect*).

#### Other applicable documents

In addition to this manual, please observe the following documents when using this Infotainment system and its components:

- Supplements to the vehicle wallet of your vehicle.
- The operating instructions for the mobile device or audio sources.
- The operating instructions for external data media and playback devices.
- Instructions for any Infotainment accessories subsequently installed or additionally used.
- Service description when using Volkswagen We Connect services.
- Digital operating instructions in the Infotainment system (where available)



---

## Safety notes

- Some functions may contain links to websites that are operated by third parties. Volkswagen AG does not assume ownership of the third-party websites that are reached via links and is not responsible for their content.
- Some functions may contain external information supplied by third parties. Volkswagen AG is not responsible for external information being correct, up-to-date and complete, or for any infringement of third-party rights.
- The radio stations or owners of the data storage media and audio sources are responsible for the content provided.
- Multi-storey car parks, tunnels, high buildings, mountains, and other electrical devices, e.g. battery chargers, can also impair radio reception.
- Films or metal-coated stickers on the aerial and on the windows can interfere with radio reception.

### WARNING

The central computer of the Infotainment system is networked with the control units in the vehicle. For this reason, improper repairs or incorrect removal and installation of the central computer could constitute an increased risk of accident and injury.

- Never replace the central computer with a used central computer taken from an older vehicle or a recycling facility.
- Only have the central computer removed, installed or repaired by a qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.

### WARNING

The factory-installed radio with integrated hardware is networked with the control units installed in the vehicle. Incorrect repair or incorrect removal and installation of the radio therefore lead to an increase risk of accident and injury.

- Never replace the radio with a used radio from end-of-life vehicles or from recycling.
- Have the radio removed and installed or repaired only by a qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.

### WARNING

Accidents and injuries can occur if the driver is distracted. Reading information off the screen and operating the Infotainment system can distract you from the road and cause accidents.

- Always drive carefully and responsibly.

### WARNING

Connecting, inserting or removing data media or audio sources while the vehicle is in motion can distract you from the road and lead to accidents.

### WARNING

Set the volume so that noises outside the vehicle (e.g. emergency service sirens) can be easily heard at all times.

- Setting the volume too high may damage your hearing. This is the case even if you are only exposed to high volumes for short periods.

 **WARNING**

The following conditions can lead to situations where emergency calls, telephone calls and data transmission are not possible or are interrupted:

- If your current location is in an area with no or insufficient mobile communications and GPS reception. This can also include tunnels, streets with tall buildings, garages, underpasses, mountains and valleys.
- If you are in an area with sufficient mobile communications and GPS reception but the telecommunications provider's mobile network is out of order or is not available.
- If the components in the vehicle required for emergency calls, telephone calls and data transmission are damaged, not working or do not have sufficient electrical power.
- If the rechargeable battery in the mobile device is flat or has insufficient charge level.

 **WARNING**

In some countries and mobile networks, a call for assistance or an emergency call can be made only if a mobile device is connected to the vehicle's mobile phone interface that contains an "unlocked" SIM card with sufficient credit, and if there is sufficient network coverage.

 **WARNING**

Read and follow the appropriate operating manuals of the respective manufacturer when using mobile devices, data media, external devices, external audio and media sources.

 **WARNING**

Arrange the wires for external devices and audio sources so that they do not obstruct the driver.

 **WARNING**

The volume level may suddenly change when you switch the audio or media source or connect a new source.

- Reduce the volume before switching the audio or media source or connecting a new source.

 **WARNING**

The limit values for electromagnetic radiation in the vehicle may be exceeded, and thus the health of the driver and vehicle occupants may be endangered when operating a mobile or wireless device without a connection to an external aerial. This also applies to external aerials which have not been correctly installed.

- Maintain a minimum distance of 20 centimetres between the aerials of the mobile device and an active medical implant, since the mobile devices may impair the function of active medical implants.
- Do not carry an operational mobile device close to or directly above an active medical implant, e.g. in a breast pocket.
- Switch off mobile devices immediately if you suspect they may be interfering with an active medical implant or any other medical device.

 **WARNING**

Mobile devices, external devices and accessories in the vehicle that are not properly secured can be flung through the vehicle interior and cause injuries in the event of a sudden driving or braking manoeuvre or in the event of an accident.

- Secure any mobile devices and accessories outside the deployment zone of the airbags or stow them safely.

 **WARNING**

The centre armrest can obstruct the driver's arm movements. This can cause accidents and severe injuries.

- Always keep the stowage compartment in the centre armrest closed while the vehicle is in motion.

 **WARNING**

Unfavourable light conditions and a damaged or dirty screen may result in displays and information not being read or not being read correctly from the screen.

- Displays and information on the screen must never cause you to take safety risks. The screen is no substitute for full concentration on the part of the driver.

 **WARNING**

Radio stations can transmit catastrophe and danger warnings. The following conditions can prevent these warnings from being received or issued:

- If your current location is in an area with no or insufficient radio signal reception. This can also include tunnels, streets with tall buildings, garages, underpasses, mountains and valleys.
- If the frequency bands of the radio stations are subject to interference or are not available in areas with adequate radio signal reception.
- If the loudspeakers and the components required for radio reception in the vehicle are damaged, not working or do not have a sufficient power supply.
- When the Infotainment system is switched off.

 **WARNING**

Switch off mobile devices in areas with a risk of explosion.

 **WARNING**

Driving recommendations and traffic symbols displayed by the navigation system may differ from the current traffic situation.

- Road signs, traffic signals, traffic regulations and local conditions have priority over the recommendations and displays provided by the navigation system.
- Adapt your speed and driving style to suit visibility, weather, road and traffic conditions.
- Certain events can make the originally planned driving time and route to the destination considerably longer or make navigation there temporarily impossible, e.g. due to a road being closed.

 **NOTICE**

Your mobile device must always be switched off in areas where special regulations apply and when the use of mobile devices is forbidden. The radiation produced by the mobile device when switched on may interfere with sensitive technical and medical equipment, possibly resulting in malfunction or damage to the equipment.

 **NOTICE**

The loudspeakers may be damaged if the volume is too high or the sound is distorted.

---

## Notes on use

- The Infotainment system needs a few seconds for a complete system start and does not respond to inputs during this time. During system startup, only the rear view camera image can be displayed.
- The Infotainment system needs to start up completely before all displays are available and before it is possible to run functions. The duration of a system start depends on the functional scope of the Infotainment system and can also take longer than usual particularly at low and high temperatures.
- When using the Infotainment system and the corresponding accessories, such as a headset or headphones, please observe the country-specific regulations and legal requirements.
- Lightly pressing the buttons or touching the touchscreen is sufficient to operate the Infotainment system.
- To ensure that the Infotainment system works properly, it is important to make sure the system is switched on and that the correct date and time are set in the vehicle – where available.
- A missing function button on the screen does not constitute a fault in the unit; it corresponds to the country-specific equipment.
- Some functions of the Infotainment system are available only when the vehicle is stationary. In some countries, the position switch must additionally be in parking position **P** or neutral position **N**. This is not a malfunction, but simply a legal requirement.
- There may be restrictions on the use of Bluetooth® devices in some countries. Information is available from the local authorities.
- Switch the ignition on before switching the Infotainment system back on if the 12-volt vehicle battery has been disconnected.
- Changes to settings may cause the display content to vary and some aspects of the Infotainment system operation to differ from the descriptions given in this manual.
- Repairs and modifications to the Infotainment system should be carried out only by a qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.
- Using a mobile device in the vehicle may cause noise from the speakers.
- The Infotainment system is automatically switched off when the engine is switched off and when the charge level of the 12 V vehicle battery is low.
- In certain vehicles with Park Distance Control, the volume of the current audio source is lowered automatically when reverse gear is engaged. It is possible to lower the volume.
- Information on the included software and the licence conditions is stored under ► **Settings** ► **Copyright**.
- If you sell your vehicle or loan it to somebody else, make sure that all the stored data, files and settings are deleted and that the SD card, external audio sources and data media are removed where applicable.
- Some Infotainment functions require an active We Connect user account for the vehicle and a connection to the Internet. The data transfer must not be restricted for the execution of the functions.




















## Start screen HOME

You can configure the layout of the tiles, views and displays on the start screen of the display and operating unit or have them positioned on the basis of factory layout templates.

If a tile is not present, this is not a fault but corresponds to the country-specific equipment of your vehicle.

The following main menus may be included as tiles on the start screen:

### Main menus on the start screen

	<b>Alexa</b> (not available in all countries).
	<b>Background lighting.</b>
	<b>App-Connect</b> (→ <i>App-Connect</i> ).
	<b>Apps</b>
	<b>Assist systems</b> (→ <i>Driver assist systems</i> ).
	<b>Charging manager.</b>
	<b>Vehicle.</b>
	<b>Help:</b> here you can find further information on the functions and operation of the Infotainment system.
	<b>Air conditioning</b> (→ <i>Heating and air conditioning system</i> ).
	<b>Sound</b> (→ <i>Getting started</i> ).
	<b>Navigation</b> (→ <i>Navigation</i> ).
	<b>Users, User management</b> (→ <i>Manage users</i> ).
	<b>Podcasts.</b>
	<b>Radio/Media</b> (→ <i>Radio mode</i> ), (→ <i>Media mode</i> ).
	<b>Settings</b> (→ <i>Getting started</i> ).
	<b>Auxiliary heater</b> (→ <i>Auxiliary heater and auxiliary ventilation</i> ).
	<b>Telephone</b> (→ <i>Mobile phone interface</i> ).

---

## Connectivity

### Wi-Fi

- Wi-Fi in accordance with IEEE 802.11 a/b/g/n/ac.
- Transfer in 2.4 GHz and 5 GHz.
- Three Wi-Fi modes simultaneously:
  - Tethering (2.4 or 5 GHz).
  - 2.4 GHz access point.
  - 5 GHz access point.
- Wi-Fi aerial.
  - One multiband aerial each for 2.4 and 5 GHz.
- Up to 8 Wi-Fi devices can be connected simultaneously.
- Internet connection via Wi-Fi:
  - tethering via customer telephone or eSIM via OCU.
  - Hotspot for clients in the vehicle.
- Apple CarPlay via Wi-Fi.
- Simplified pairing process via WPS or QR code.

### Bluetooth® profiles

A maximum of three Bluetooth® devices can be connected at the same time.

The Infotainment system is delivered with a version 4.2 Bluetooth® interface.

These Bluetooth® profiles may be present:

- HFP 1.7 (Hands-Free Profile).
  - Telephony and speakerphone.
- A2DP 1.3 (Advanced Audio Distribution Profile).
  - Music playback.
- AVRCP 1.6 (Audio Video Remote Control Profile).
  - Display and operation of music playback.
  - Transmission of Cover Arts.
- PBAP 1.2 (Phone Book Access Profile).
  - Access to phone book and call lists.
- MAP 1.3 (Message Access Profile).
  - Access to SMS and e-mail.
- SSP 1.2 (Serial Port Profile).
  - Serial data transmission via Bluetooth®.





---

## Technical data

### **Central computer with display and operating unit (10")**

The central computer installed in the vehicle at the factory contains country-specific components and software for connectivity and for execution of Infotainment, convenience and vehicle functions.

The corresponding displays are shown on the screen of the display and operating unit and in some cases in the instrument cluster and head-up display.

—Capacitive colour screen:

—10" variant, TFT display, HD: 1,280 x 720 pixels.

—Device operation by:

—Sensor fields. Touch operation.

—Buttons on the multifunction steering wheel.

—Proximity sensor (driver/front passenger detection, gesture control).

### **Convenience and vehicle functions**

—Settings for driver assist systems

—Settings for heating and air conditioning system.

—Settings for light and vision functions.

—Settings for convenience functions.

—Settings for parking and manoeuvring

---

## Sound system

### Basic equipment:

The Infotainment system available from the factory is equipped as follows:

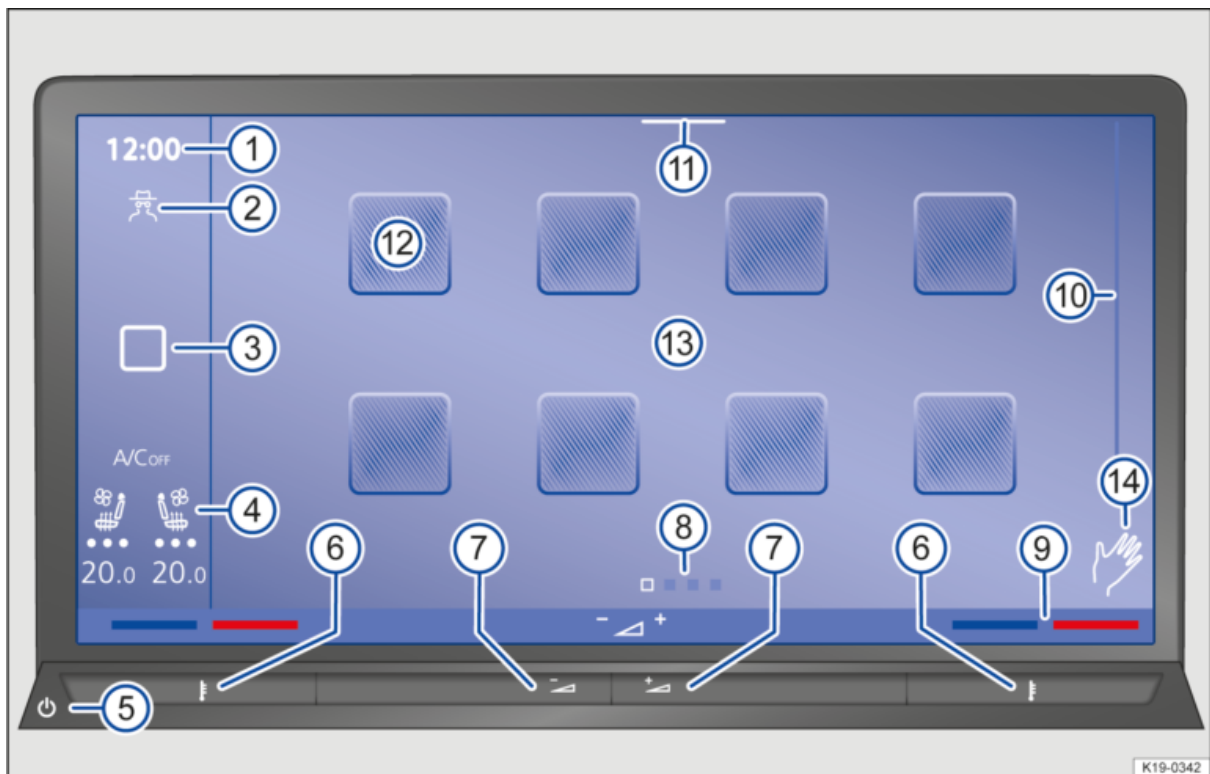
- Three to five loudspeakers, in different installation locations.
- Amplifier output power, max. 5 x 20 watts.
- Setting options:
  - Treble, Mid, Bass.
  - Volume distribution front, rear and left, right (balance, fader).

### Optional sound system

The Infotainment system can be extended as follows by an optional sound system:

- Up to 9 loudspeakers, in different installation locations and with different power ratings (watts).
- External amplifier (DSP-Ethernet).
- Separate subwoofer.
- Setting options:
  - Equaliser, Treble, Mid, Bass.
  - Volume distribution front, rear and left, right (balance, fader).
  - Seat-dependent sound optimisation (sound focus).
  - Subwoofer volume.
  - Surround settings.

## Overview and controls for 10-inch version



**Fig. 1** Overview: display and operating unit of the 10-inch version (10").


- ① Time.
- ② Status of privacy settings with number of possible notifications.
- ③ **HOME** button: .
- ④ Status display for seat heating and seat ventilation.
- ⑤ Sensor field (Infotainment system on or off).
- ⑥ Touch slider for temperature.
- ⑦ Touch slider for volume.
- ⑧ Views (current view is highlighted).
- ⑨ Temperature display (adjustment via ⑥).
- ⑩ Scroll bar.
- ⑪ Drop-down menu.
- ⑫ Function buttons for main menus.
- ⑬ Screen (touchscreen).
- ⑭ Gesture control switched on.



Further information and tips for operating the Infotainment system are provided on (→ *Getting started*).

- ③ **HOME** button:

Open start page.

— Touch .

### 5 Sensor field (on or off)

---

Switch the Infotainment system on or off manually.

—Touch sensor field.

### 6 Touch slider for temperature

---

Touch slider for the driver position, touch slider for the front passenger position.

—Swipe to the left to reduce the temperature.

—Swipe to the right to increase the temperature.

### 7 Touch slider for volume

---

—Swipe to the left to reduce the volume.

—Swipe to the right to increase the volume.

### 8 Views

---

Some menus and functions have several views with different content. The active view is highlighted in colour.

—Touch a marking to change to the view.

—Swipe left or right over the screen to change between views.

### 10 Scroll bar

---

Some menus and functions have further content above or below the current screen view.

—Touch the scroll bar and drag down or up.

### 11 Drop-down menu

---


There are additional function buttons for functions and notifications in the drop-down menu. The displayed functions can be configured (*→ Getting started*).

—Touch the marking and pull down to open the drop-down menu.

### 12 Function buttons for main menus

---

You can open main menus by means of the function buttons. The position of the function buttons can be configured (*→ Getting started*).

—Touch to open a main menu, e.g.  for the mobile phone interface.

### 13 Screen

---

You can operate the functions of the Infotainment system using the screen. A detailed explanation of the different finger gestures is provided in the digital instructions.

—       Operation.

---

## Operating the Infotainment system

Carry out functions and settings via the controls of the Infotainment system.

Depending on equipment, the Infotainment system has different controls:

- Touchscreen.
- Sensor fields outside the screen, e.g. **MENU**.
- Function buttons, e.g. **RADIO** or **PHONE**.
- Rotary/push knob.
- Menu control.

Opening the instructions (if available)

---

You can find further information and tips for operation in the instructions for the Infotainment system.

- **HOME** ▶ **?** ▶ **♥**.

### Switching the Infotainment system on and off

Provided that it has not been switched off manually, the Infotainment system is switched on when the ignition is switched on.

The Infotainment system starts at the last selected volume setting, provided that this does not exceed the preselected maximum switch-on volume.

The Infotainment system switches off automatically when the vehicle key is removed from the ignition lock.



The Infotainment system switches off automatically when you open the driver door with inactive ignition.

If you switch on the Infotainment system manually when the ignition is inactive, it will switch off automatically after around 30 minutes without a user input.

### Scrolling through lists, switching tracks

Select the desired function, setting or track of the Infotainment system via the touchscreen or menu control.

### Moving objects, adjusting volume

Move objects on the screen to adjust settings, e.g. of sliders, or to move areas of a menu.

Personalise menus and views depending on equipment (*→ Getting started*).

Zooming images and maps in and out on the touchscreen

---

*Recommendation: use thumb and index finger.*

- Touch the map simultaneously with two fingers and keep your fingers on the screen.
- To zoom in views, move your fingers slowly apart.
- To zoom out views, move your fingers slowly towards each other.



---



## Personalising the Infotainment system

Depending on the vehicle equipment, it is not possible to personalise every Infotainment system. Personalise the function buttons and views of the Infotainment system to permit faster access to favourite or frequently used functions.

Function buttons for accessing further menus and functions are located under **HOME**. Adapt the positions of the function buttons.

You can reach the quick access options for certain functions via the drop-down menu.

Configure tiles and the displayed functions to adapt the Infotainment system to your needs.

—For further tips and information on personalisation **HOME** ▶  ▶  ▶ **Custom**.

### Adapting **HOME**





---

1. Touch a function button and keep your finger on the screen until the function button is visibly highlighted.
2. Move the function button to the desired position and then take your finger off the screen.

### Configuring tiles

---

You can find tiles in the different views via **HOME** of the Infotainment system (*→ Getting started*). Remove or add tiles and views via the configuration function.

1. Touch a function button in a tile and keep your finger on the screen until an additional window opens.
2. Touch  ▶  to open the configuration function.
  - Touch the desired template to add a new tile. New tiles are created without functions.
  - Touch  to remove a tile.
  - To add functions to a new tile *→ Operating the Infotainment system*.
3. Touch  to close the configuration function.
4. To return to the view, touch a free area on the screen.



At least two tiles are always available. These cannot be removed.

You can add two further tiles. In total, a maximum of four tiles can be displayed.

### Adapting tiles

---

1. Touch the view and keep your finger on the screen until an additional window opens.
2. Touch the tile to which you would like to add a function.
3. Touch the desired function in the additional window. Various functions are available depending on the size of the tile.
4. To return to the view, touch a free area on the screen.



More functions are available for some tiles than are visible at first glance in the additional window. To see all functions, swipe to the left or right in the additional window.

#### Adapting the drop-down menu

---

1. Touch the function and keep your finger on the screen until an additional window opens.
2. Touch the desired function in the additional window and keep your finger on the screen until the function is visibly highlighted.
3. Move the function to the desired position and then take your finger off the screen. The active function is automatically removed from the drop-down menu and added to the additional window.



More functions are available for the drop-down menu than are visible at first glance in the additional window. To see all functions, swipe to the left or right in the additional window.



---

## Settings (system, sound)

The range of possible settings varies according to the country, the device and the vehicle's equipment specification.

### Changing settings

The meanings of the following symbols apply to all system and sound settings.

Changes are automatically stored when a menu is closed.

#### Symbol, meaning

---



The setting is selected and activated or switched on.



The setting is not selected or deactivated or switched off.



Open the drop-down list.



Increase the setting values.



Decrease the setting values.



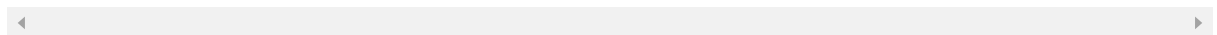
Gradually back.



Gradually forwards.



Change setting values with the slider control (infinitely variable).



### Sound settings

Opening the sound settings:

10": **Home button** ► **Sound**

8.25": **MENU** ► **Sound**.

The following functions, information and setting options may be available in the sound settings:

- Equalizer.
- Position.
- Volume.
- Settings.

### System settings

Opening the system settings:

10": **Home button** ► **Settings**.

8.25": **MENU** ► **Settings**.

The following functions, information and setting options may be available in the system settings:

- Screen.
- Time and date.
- Language.
- Additional keyboard languages.
- Units.
- Voice control.
- Wi-Fi.
- Data connection.
- Manage mobile devices.
- Reset to default settings.
- System information.
- Copyright.
- Configuration assistant.

## Adjusting the volume of external audio sources

If you need to increase the output volume of an external audio source, first lower the volume on the Infotainment system.

If the sound from the external audio source is **too quiet**, increase the **output volume** of the external audio source. If this is not sufficient, set the **input volume** to **Medium** or **Loud**.

If the sound from the connected external audio source is **too loud or distorted**, lower the **output volume** on the external audio source. If this is not sufficient, set the **input volume** to **Medium** or **Quiet**.

---

## Cleaning the screen

Remove stubborn dirt carefully and without using aggressive cleaning agents.

Observe the checklist when cleaning the screen:

✓ Infotainment system is switched off.

✓ Use a soft, clean cloth that is moistened with water.

**OR:** use a cleaning cloth available from Volkswagen dealerships.

✓ *In the case of stubborn dirt:* moisten dirt with only a little water and allow to soak in. Then carefully remove with a clean, soft cloth.

---

### NOTICE

You can damage the screen if you clean the screen with the wrong cleaning agents or when the screen is dry.

- Use only gentle pressure.
  - Do not use aggressive or solvent-based cleaning products. These cleaners may damage the Infotainment system and "dull" the screen.
-

---

## Trademarks, licences, copyright

### Trademarks and licences

Certain terms in this manual are accompanied by the symbol ® or ™. They indicate brand names or a registered trademark. However, the absence of these symbols does not constitute a waiver of the rights concerning any term.

Other product names are registered trademarks or brand names of the respective legal owner.

—Manufactured under license from Dolby Laboratories. Dolby and the double-D symbol are trademarks of Dolby Laboratories.

—Manufactured under license from Dolby Laboratories. Dolby, Pro Logic and the double-D symbol are trademarks of Dolby Laboratories.

—Android Auto™ is a certified trademark of Google Inc.

—Apple CarPlay™ is a certified trademark of Apple Inc.

—Bluetooth® is a registered trademark of Bluetooth® SIG, Inc.

—iPod®, iPad® and iPhone® are trademarks of Apple Inc.

—MirrorLink® and the MirrorLink logo are certified trademarks of Car Connectivity Consortium LLC.

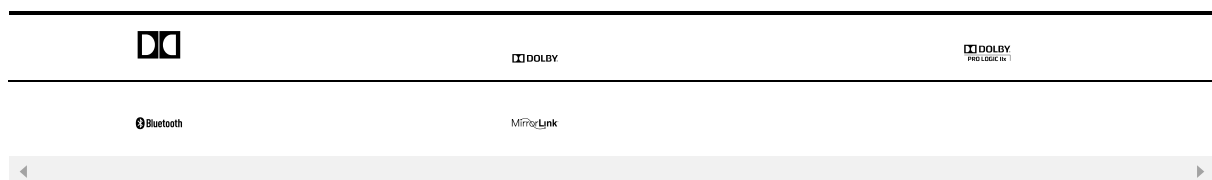
—SD® and SDHC® are trademarks or registered trademarks of SD-3C LLC in the USA and other countries.

—Windows® is a registered trademark of Microsoft Corporation, Redmond, USA.

—MPEG-4 HE-AAC audio coding technology and patents are licensed by Fraunhofer IIS.

—This product is subject to certain intellectual property rights and copyrights owned by the Microsoft Corporation. The use or distribution of this type of technology outside this product requires a licence from Microsoft or an authorised Microsoft company.

Some trademark symbols:



### Copyright law

Audio and video files saved on data media and audio sources are normally subject to national and international copyright laws. Observe the legal requirements.

---

# Voice control

---

## Introduction to the topic

Voice control works online and offline.

Voice commands are recorded more accurately in online mode because more data are available.

Voice control understands questions and statements without the need to learn voice commands. The voice commands can be freely formulated and colloquial. You can find suggested voice commands in the Infotainment system.

The functions are reduced in offline mode.

Loud interior and exterior noises can cause malfunctions and misleading sentences and answers.



Voice control recognises only voice commands in the language set in the Infotainment system.



Test voice control while the vehicle is stationary before starting a journey in order to familiarise yourself with the function.

## Seat-based voice control

Voice control uses additional microphones to detect whether the driver or passenger is speaking. This enables you to access seat-related functions in the supported online languages, e.g. switching on the seat heating.

Opening suggested voice commands

---

— **HOME** ▶ (?) ▶ 🔊.

Supported languages, market-dependent

---

— *Online and offline*: German, American English, British English, French, Italian, Spanish, Czech, Dutch, Norwegian, Polish, Portuguese.

— *Offline*: Bulgarian, Danish, Finnish, Canadian French, Greek, Japanese, Korean, Brazilian Portuguese, Russian, Swedish, Mexican Spanish, Turkish.

Prerequisites

---

✓ *Online and offline*: voice control with corresponding Infotainment system is installed in the vehicle.

✓ *Online*: valid We Connect Plus contract is activated.

---

---

## Activation word and voice commands

### Activation word for voice control

If you have activated the control by means of an activation word, the activated Infotainment system scans the words spoken in the vehicle for the activation word. The activation word depends on the language set in the Infotainment system.

Apart from scanning for the activation word, there is no recording and no transmission of anything spoken in the vehicle.


Voice control starts when the Infotainment system recognises the activation word (→ *Voice control*).

Switching the activation word on and off

---

— **HOME** ▶  ▶ **Voice control** ▶ **Activation word**.



If the activation word is switched off, the voice control cannot be activated via the activation word. Voice control remains available via the  button in the multifunction steering wheel or the **VOICE** function button in the Infotainment system.

Availability depends on the country and vehicle equipment.

---

## Activation word in national languages

---

**BG** Здравей I.D.

**BR** Olá I.D.

**CDN** Bonjour I.D.

**CZ** Ahoj I.D.

**D** Hallo I.D.

**DK** Hej I.D.

**E** Hola I.D.

**F** Bonjour I.D.

**FIN** Hei I.D.

**GB** Hello I.D.

**GR** Γεια σου I.D.

**I** Ciao I.D.

**J** こんにちは I.D.

**MEX** Hola I.D.

**N** Hallo I.D.

**NL** Hallo I.D.

**P** Olá I.D.

**PL** Cześć I.D.

**ROK** 안녕하세요 I.D.

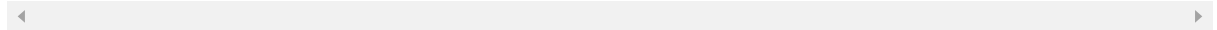
**RUS** Привет I.D.

**S** Hej I.D.

**TR** Merhaba I.D.

**USA** Hello I.D.

---



## Voice commands

To ensure that the voice control recognises voice commands reliably, follow the tips for successful voice commands.

### Tips for successful voice commands

---

- ✓ Clear pronunciation. Unclear voice commands are not recognised.
- ✓ Speak at normal volume. Speak slightly louder at higher speeds.
- ✓ Avoid outside noises. Open windows and doors may hinder voice control.
- ✓ Avoid background noise, such as conversations in the vehicle.

- ✓ Do not point the airflow from the vents towards the microphones or vehicle roof.
  - ✓ No over emphasis or strong dialects.
  - ✓ No long pauses when speaking.
- 



Depending on the content of the telephone book, it may be advisable to swap the order of the contact's forename and surname to ensure it is reliably recognised from the telephone book.



---

## Starting and stopping voice control

Depending on the vehicle equipment, you can start voice control by different methods.




Voice control is active and will recognise the spoken words.


---

### Starting the voice control function

---

- *Voice activation*: say the activation word for voice control. Pay attention to the national languages of the activation words (→ *Voice control*).
- *Multifunction steering wheel*: press the voice control button  (→ *Driver side*).
- *Infotainment system*: **VOICE**.

Voice control is automatically ended when you use functions on the Infotainment system, activate the parking system or when voice outputs occur, e.g. incoming calls or traffic announcements.

In some cases, the voice control function of the connected mobile device can be started by pressing and holding the voice control button  or the **VOICE** button.

### Ending voice control manually

---

- *Voice activation*: speak voice command for ending voice control.
- *Multifunction steering wheel*: press the voice control button twice in succession.

---

## Radio mode

---

### Introduction to the topic

In radio mode, you can receive available radio stations on different frequency bands and store your favourites to station buttons for quick access.

The available reception types and frequency bands depend on the equipment and country. Frequency bands may be discontinued, deactivated or no longer offered in individual countries.

### Opening the RADIO menu

— **HOME** ▶  ▶ .

— **OR:** **MENU** ▶ .

### Accessing settings

— **HOME** ▶  ▶  ▶ **Radio**.

— **OR:** **MENU** ▶  ▶ .



The radio stations are responsible for the content of the information sent.



Additional electrical devices connected in the vehicle can interfere with reception of the radio signal and cause noises in the loudspeakers.



Foil or metal-coated stickers attached to the windows may affect reception on vehicles with a window aerial.

---

## Equipment scope and radio symbols

### Radio

The available functions and the possible reception modes and frequency band depend on the vehicle equipment and country.

- FM dual tuner (diversity aerial).
- Combined station list.
  - Combination of DAB and FM stations in one list.
- Combined preset list.
  - Combination of all stations stored to station buttons in one list.
  - 36 station buttons as storage locations for favourites.
- Station logos.
- Aerial amplifier.
- DAB/DAB+.
- DAB Slideshow.
  - Stationary images are transmitted parallel to the current broadcast.
- Hybrid Radio.
- Internet Radio.


### General symbols in radio mode


 FM/DAB FM/DAB frequency band.

 Internet Radio reception mode.

< Select previous station from the station list or station on previous station button.

> Select next station from the station list or station on next station button.

 Display station buttons.

 Station already stored to a station button in a station list.


**TP** Traffic news monitoring (TP) is activated.

**No TP** The selected traffic news station is not available.

**AF off** Automatic station tracking is switched off.

**RDS off** Radio Data System (RDS) is switched off.

### Symbols in the FM/DAB frequency band

 Display frequency band for manual selection of FM frequency.

Possible only if the combined station list is switched off.



No DAB reception possible.



DAB station supports slideshow.



Slideshow is not available for the DAB station.

## Symbols in Internet Radio mode



Open full-text search.



Display recently listened to internet radio stations.



Display 100 most frequently listened to internet radio stations.



Display available internet radio podcasts.



Display internet radio stations from the desired country.



Display internet radio stations that broadcast in the desired language.



Display internet radio stations who broadcast programmes from the desired genre.

---

## Tuning, selecting and storing stations

### Selecting a frequency band

Before selecting a station, you must first select a frequency band or reception mode. Different stations are available depending on the selected frequency band or reception mode.

The available frequency bands and reception modes depend on the vehicle equipment and country.

1. Touch **Source** to open the list of frequency bands and reception modes.
2. Select frequency band or reception mode:
  - FM/DAB.
  - FM (for devices without DAB support).
  - Internet Radio.
  - Satellite radio.

### Searching for and selecting stations

You can select radio stations in different ways. The possibilities vary depending on frequency band and reception mode.

#### Selecting via frequency band (FM)

---

1. Display frequency band.
2. Touch the cursor, move on the frequency band and release at the desired frequency.
3. **OR:** touch a point on the frequency band. The cursor automatically jumps to the corresponding frequency.

The station at the set frequency is set.

#### Selecting from station list (FM/DAB)

---

The station list shows the stations that can currently be received. The station list is updated automatically.

1. Open the station list.
2. Touch the desired station.


The selected station is set. The best reception mode is selected automatically according to availability of the station.

#### Searching for and filtering stations (Internet Radio)

---

In Internet Radio mode, it is possible to filter stations according to categories or search for stations by means of a full-text search.

1. Open the station selection.




2. Select the category according to which you wish to filter the stations.
3. **OR:** touch  to start the full-text search. The input field is displayed.
4. Enter the name of the desired station. The list of found stations is automatically updated during input.
5. Touch the desired station.

The selected station is set.

 Searching in SCAN mode (FM/DAB)

---


In SCAN mode, the stations of the frequency band are automatically set successively and played for around 5 seconds in each case.

1. Touch  at the right display edge.  
The SCAN function starts and the currently set station is shown on the display. A  function button is displayed next to this.
2. To select a station, touch  again.

The SCAN function stops and the station is set.

## **Storing stations to station buttons**

You can store up to 36 stations from different frequency bands and reception modes as favourites on station buttons.

1. Set the desired station.
2. Open the station buttons.
3. .
4. **OR:** touch an already assigned station button and hold for around 3 seconds.
5. **OR:** touch and hold a station in the station list. The station buttons are displayed.
6. Touch station button.

The station is stored to the selected station button.

If a station was already stored on the station button, this station will be removed from the station button and replaced by the new station.

---

## Online functions in radio mode

Online functions in radio mode are only available under the following conditions:

- We Connect or We Connect Plus is available in the vehicle.
- You have an active We Connect user account.
- The vehicle is assigned to your user account.
- You have purchased a corresponding data package from the In-Car-shop or can use data from your own mobile device via a Wi-Fi hotspot.

---

## Special functions in radio mode

### TP (Traffic Programme)

The TP function monitors the reports from a set traffic news station and automatically outputs them during radio operation or media playback. Reception of a traffic news station must be possible for this.


Some stations that do not broadcast their own traffic news support the TP function through a corresponding traffic news station (EON).

If no traffic news station can be received, **No TP** will be shown on the display. The unit automatically searches for a receivable traffic news station. As soon as a new traffic news station can be received, the status in the display changes to **TP** again.

Traffic news stations are not available in all countries.

Switching on the TP function

---

- In radio or media mode, touch  ► **Radio** and activate **Traffic programme (TP)**.

### Internet Radio

Internet Radio is a reception mode for internet radio stations and podcasts which is independent of FM and DAB. Due to transmission via the internet, reception is not regionally restricted.

Internet Radio is available only when the Infotainment system has an active internet connection. Costs may be incurred for data transmission from the internet when using Internet Radio mode.

### Hybrid Radio

When Hybrid Radio is switched on, the radio switches to the same station in Internet Radio mode when reception in the FM/DAB frequency band is poor.



Depending on setting, this changeover takes place automatically or must be confirmed after the corresponding query on the display.

**(WEB)** is displayed next to the station name as long as the station is being received in Internet Radio mode.

The radio automatically switches to the FM/DAB frequency band as soon as the station can be received again via FM/DAB.

Activating Hybrid Radio

---

- In the FM/DAB frequency band, touch  ► **Advanced settings** and activate  **Additional online data**.
- In Internet Radio mode, touch  and set the audio quality for internet radio reception to **High** or **Low**.

### Station logos





Station logos may be pre-installed for some frequency bands in the Infotainment system.

If **Autoselect station logos** is activated in the settings in the FM/DAB frequency band, the station logos will be automatically assigned to the stations.

In Internet Radio mode, the Infotainment system accesses station logos from an online database and automatically assigns them to the stations.

#### Manually assigning station logos

---

- In FM/DAB mode, touch  ► **Radio** ► **Station logos**.
- Select the station to which you wish to assign a station logo.
- Select station logo.
- Repeat the process for further stations if desired.
- End assignment of station logos with .

---

## Media mode

---

### Introduction to the topic

In media mode, you can play media files from data media and streaming services on the Infotainment system.

With some equipment levels, the following data media can be used:

- USB storage device (e.g. USB stick, mobile telephone connected by USB).
- Bluetooth® device (e.g. mobile telephone, tablet).

With some equipment levels, the following types of media files can be played back:

- Audio files (e.g. music, audiobooks).
- Video files.

You can also use streaming services. The availability of streaming services depends on the equipment and the country.

To use streaming services, you require a separate user account for each service.

### Opening the MEDIA menu

—**HOME** ▶  ▶  **Browser**.

### Accessing settings

—**HOME** ▶  ▶  ▶ **Media**.

### Restrictions and notes on data media

Dirty, overheated or damaged data media may be unusable. Observe the manufacturer's instructions.

Differences in the quality of data media from different manufacturers can interfere with media playback.

Incorrect configuration of a data medium can render it unreadable.

The read time of data media can be increased by the storage capacity, usage state (copying and deletion processes), file system, folder structure, and the amount of stored data.

Playlists simply specify a playback sequence. They link to the location of the media files within the folder structure. There are no media files stored in a playlist. To play a playlist, the media files must exist in the locations on the data medium referenced by the playlist.



No liability can be accepted for damaged or lost files on data media.

---

## Equipment features and media symbols

### Audio, media, connectivity:

- Media playback and media control via Bluetooth.
- Audio playback in the following formats:
  - AAC.
  - ALAC.
  - AVI.
  - FLAC.
  - MP3.
  - MP4.
  - WMA.
- Video playback in the following formats:
  - MPEG-1 and MPEG-2 (.mpg, .mpeg).
  - ISO MPEG4; DivX 3, 4 and 5 Xvid (.avi).
  - ISO MPEG4 H.264 (.mp4, .m4v, .mov).
  - Windows Media Video 10 (.wmv, .asf).
- Cross-device playlists.
- Cross-source media database:
  - The data of all media sources connected to the Infotainment system are stored in a media database.
- Media streaming (online).
- Media search.

### Symbols for media sources



Select **My media** as the media source. Connected devices can be selected under **My media**.



Select a device connected via Bluetooth® as media source.



Set up available streaming services.

Already set up streaming services will be displayed in the list of media sources with their own logo.








### General symbols in media operation











Start playback.





Pause playback.

-  Go to previous track.
-  Go to next track.
-  Repeat current track.
-  Repeat all tracks.
-  Activate shuffle mode.
-  Show favourites list.
-  Go back to higher-level folder of the media source.

## Symbols for categories and groups of media files

-  Music tracks.
-  Videos.
-  Playlists.
-  Albums.
-  Artists.
-  Genre.
-  Podcasts.
-  Audio books.

## Symbols for video playback

-  Play video in full-screen mode.
-  Minimise playback.

---

## Selecting and playing a media source

### Selecting a media source

Before playing media files you must first connect a media source.

An internet connection must be available in order to use streaming services.

1. Connect an external media source (if playback from an external media source is desired).
2. Select the connected media source that is to be used for playback.

### ▷ Playing audio and video files


You can search for and play media files from an available media source in various ways.

#### Searching in the folder structure


---

All media files of USB devices are filtered according to categories (e.g. album, artist, track). This category view is always displayed in **My media**. The classic folder structure of the individual USB data storage devices is additionally located under **My media**.

1. Show folder structure.

The folder structure of the selected media source is displayed. If **My media** is selected, categories (music, videos, playlists) and connected media sources are displayed first.
2. Search through the folder structure for the desired track.
3. **OR:** touch  to start the full-text search. The input field is displayed.
4. Enter the name of the desired track. The list of found tracks is automatically updated during input.
5. Touch the desired track.

If the selection is located in a folder on a media source at the start of playback, the media files located in this folder will be added for playback.

If a playlist is played, all available tracks in the playlist will be added for playback.
6. Close the selection with .

#### Selecting favourites

---

You can save individual tracks, genres, artists and albums as favourites.

1. Open favourites.
2. Touch the desired favourite.

Depending on the selection, all tracks that belong to the favourite are added for playback.


### Setting up streaming services

Depending on the vehicle equipment, you can use streaming services directly via the Infotainment system. For this you require an existing user account with the respective streaming service and must log into the Infotainment system with this account. An internet connection is also required to use these services.

1. Select **Streaming** as the media source.  
A list of available streaming services is displayed.
2. Select the desired streaming service.  
An input field for input of the login data is displayed.
3. Enter the login data of the desired user account and confirm.  
The streaming service is added to the list of media sources as a new function button.

### **Saving favourites**

Only media files that are stored in the internal memory (Jukebox) of the Infotainment system can be saved as favourites. You can save individual tracks, albums, artists and genres.

1. Start playback.
2. Open favourites.
3. .
4. **OR:** touch an already assigned favourite location and hold for around 3 seconds.
5. Choose from the selection list:
  - Track.
  - Album.
  - Artist.
  - Genre.
  - Playlist.

The selection is saved as a favourite at the selected favourite location. If the favourite location was already assigned, the previously stored favourite is overwritten.

The selection options in the selection list depend on the data attached to the media file. If no genre is specified for music files, for example, the genre cannot be saved as a favourite.

If a video file is currently being played, only this video can be saved as a favourite.

---

## Entertainment playback via the Infotainment system

The Infotainment system can be used to play music and videos.

### **Video mode**

In video mode, the Infotainment system display can play a video from a data medium, from internal memory, or from a streaming service. The video audio is relayed via the vehicle loudspeakers.

The video image is displayed only when the vehicle is stationary. When the vehicle is in motion, the Infotainment system display is switched off. The video audio can continue to be heard.

A stable Internet connection is required for playback via a streaming service. Costs may be charged by the mobile operator.

---

# Navigation

---

## Introduction to the topic

The current vehicle position is determined by means of a global satellite system. All measurements and potential traffic reports are compared with the available map material to ensure optimum navigation to the destination.

Acoustic navigation announcements and visual guidance direct the driver to the destination.

Depending on the country, some Infotainment functions can no longer be selected when the vehicle is travelling above a certain speed. This is not a malfunction, but simply a legal requirement.

### WARNING

Configure the settings and enter destinations and changes for the navigation only when the vehicle is stationary.



The navigation may recalculate the route if the driver misses a turning.



The quality of the navigation recommendations depends on the navigation data available and any reported traffic jams.

## Navigation announcements

Navigation announcements are acoustic driving instructions for the current route.

The type and frequency of navigation announcements depends on the driving situation, e.g. start of route guidance, driving on a motorway or in a roundabout, and the settings.

A navigation announcement informing you that you have reached the destination area is given if the exact destination cannot be reached, e.g. because it is located in a non-digitised area. In addition, notes on the direction and distance to the destination are displayed on the screen.

During dynamic route guidance, you receive information about reported traffic jams on the route. An additional navigation announcement is given if the route is recalculated due to a traffic disruption or changed driving style (*→ Navigation*).

The volume of a navigation announcement can be adjusted during output of the announcement. All other navigation announcements are given with this volume setting.



Navigation announcements are not given if the Infotainment system has been muted.

## Restrictions during navigation

When the Infotainment system cannot receive any data from GPS satellites, e.g. in a tunnel or underground car park, navigation can still continue using the vehicle sensors.

In areas that are not or are not completely included in the Infotainment memory, the Infotainment system will also try to enable route guidance.



If navigation data are unavailable or incomplete, the navigation system may be unable to determine the exact vehicle position. As a result, the navigation may not be as exact as usual.

Road navigation is subject to continuous changes, e.g. new roads, road works, road closures, changes in the road names and house numbers. In the case of obsolete navigation data, there may be errors or inaccuracies during navigation.

## Controlling the navigation map

For optimal viewing, you can also operate the navigation map with advanced finger movements.

Advanced operation is available depending on the equipment.

### Moving the map

---

*Recommendation: use your index finger.*

—Use your finger to move the map.

### Zooming in

---

*Recommendation: use your index finger.*

—Touch the map twice to zoom in on a particular position.

### Zooming out

---

*Recommendation: use your index and middle finger.*

—Touch the map with two fingers simultaneously.

### Changing view

---

*Recommendation: use your index finger.*

—Touch the map twice and hold your finger on the screen.

—Move your finger upwards to zoom out from the map view. Move your finger downwards to zoom in on the map view.

### Changing view

---

*Recommendation: use thumb and index finger.*

—Touch the map simultaneously with two fingers and hold your fingers on the screen.

—Move your fingers together to zoom out from the map view. Move your fingers apart to zoom in on the map view.

### Tilting the view

---

*Recommendation: use your index and middle finger.*

—Touch the map simultaneously with two fingers positioned horizontally to each other and hold your fingers on the screen.

—Move your fingers upwards to tilt the map view forwards. Move your fingers downwards to tilt the map view backwards.

### Rotating the map

---

*Recommendation: use thumb and index finger.*

- Touch the map simultaneously with two fingers and hold your fingers on the screen.
- Turn your fingers clockwise or anticlockwise to rotate the map view.

## Stored data

The Infotainment system stores certain data, e.g. frequently driven routes and position information, to enable you to enter destinations quickly and to optimise route guidance.

Deleting stored data

---

- Settings ▶ Basic settings ▶ Delete usage pattern.

---

## Navigation equipment and symbols

### Navigation

The navigation functions depend on the equipment level and country.

#### Equipment












---

- Destination entry and route calculation (offline and online).
- Import of routes and destinations.
- Online map update.
- Personal POIs.
- 3D City Maps.
- Online Traffic Information.
- 360° range display.

### Map symbols


The function buttons and displays depend on the settings and the current driving situation.





The map displays symbols for traffic reports and POIs, e.g. petrol stations, railway stations or interesting stopovers, when navigation data is available (→ *Navigation*).

-  Current position.
-  Further options for route guidance.
-  Displays the navigation map.
-  Opens the contact list.
-  Navigation setup.
-  Additional window with further options.
-  Additional window with route options.
-  Centres map on the current position.
-  Aligns the map to north.
-  Information on current route guidance.
-  Map scale.


### Symbols in the additional window

- Touch ≡ to open the additional window.




-  Centres map on the current position.

-  Route options and information on current route guidance.
-  360° range display.
-  Repeat the previous navigation announcement.
-  Volume for navigation announcements.

## Other symbols

-  Step-by-step destination input for an address.







## Route plan symbols

-  Current position.
-  Destination of the current route guidance.
-  Close the route plan.

## POI symbols

POIs are displayed on the map when navigation data is available.






Touch the desired POI to start route guidance (*→ Navigation*).


-  E-charging station.
-  Filling station.
-  Car park.
-  Tourist information.
-  Train station.
-  Restaurant.

## Traffic reports


Traffic reports displayed on the map when navigation data is available (*→ Navigation*).


Touch a traffic report to open an additional window with further details (*→ Navigation*).

-  Slow-moving traffic.
-  Traffic jam.
-  Accident.
-  Ice.
-  Road closed.

 Risk of skidding.

 Danger.

 Road works.

 Strong winds.

---

## Navigation data

The Infotainment system has an internal navigation data memory. Depending on the country, the required navigation data is already pre-installed.

In order to carry out route guidance correctly and make full use of the functions offered, the Infotainment system always requires up-to-date navigation data.

### NOTICE

If you use obsolete data, navigation may be impaired. Current routes cannot be determined or route guidance leads to the wrong destination.

- Always keep navigation data up-to-date.

---

### Updating navigation data online

Navigation data for frequently travelled regions are automatically updated in the background with an existing Internet connection and valid privacy settings (→ *Privacy settings*).

1. Navigation data is automatically updated while the ignition is switched on.



Automatic update of navigation data depends on the privacy settings set. No update is carried out in Incognito mode (→ *Privacy settings*).

---

### Updating navigation data manually

Current navigation data for larger regions, e.g. Western Europe, can be downloaded from the Internet at [www.volkswagen.com](http://www.volkswagen.com) and stored on a suitable USB data medium available commercially. If you switch off the Infotainment system, installation will be interrupted and will automatically continue once the unit is switched on again. Navigation via the USB memory stick is not possible.

1. Download the navigation data and save on a USB data storage device.
2. Switch on the vehicle ignition.
3. Connect the USB data storage device to the Infotainment system. The navigation data for regions that are currently frequently travelled are automatically updated in the background.

Touch **HOME** ►  ► **System information** to display the map data version.

### WARNING

Updating navigation data manually while driving may result in accidents and serious injuries.

- Only update navigation data when the vehicle is stationary.

---

## Starting route guidance

Depending on country and vehicle equipment, different functions are available for destination input.

Further information about the symbols on the Infotainment system display is available on (*→ Navigation*).

Destination inputs are located in the main menu of the navigation system.

Opening the main menu of the navigation system

---

— **HOME** ▶ ▲ ▶ ☒.

### Entering an address

Enter a known address for route guidance. The navigation system will suggest possible destinations during input.

Selecting a destination and starting navigation

---

1.  ▶ **Search**.

**OR:** .

2. Enter the address of the destination and select the desired destination.

3. **Route**.

**OR:** **Start**.

Quick start

---

1.  ▶ **Search**.

2. Enter the address of the destination and press and hold the desired destination for a few seconds.




Enter the destination as accurately as possible. If you make a mistake when entering the destination, route guidance will not be possible or you may be navigated to the wrong destination.

### Personal POIs

“Personal POIs” uses stored data such as last and learned destinations, favourites, home address and work address.

Selecting a destination and starting navigation

---

1.  ▶ **Personal POIs**.


2. Select the desired destination. Route guidance starts automatically.

### Last destinations

The navigation system stores up to 25 destinations that you have driven to last in order to make them available for route guidance. A new destination automatically overwrites the oldest destination.


#### Selecting a destination and starting navigation

---

1.  ► Last destinations and select the desired destination.
2. Route.

#### Quick start

---

1.  ► Last destinations and press and hold the desired destination for a few seconds.

## Favourite destinations

Save up to 50 destinations as favourites.


#### Saving a destination as a favourite

---

1. Touch ☆ in the additional window during destination input.


#### Selecting a destination and starting navigation

---

1.  ► Favourites.
2. Touch the desired destination.
3. Route.

#### Quick start

---

1.  ► Favourites and press and hold the desired destination for a few seconds.

## Selecting on the map

The navigation map contains active areas at many locations which are suitable for destination input. To do this, touch the desired position or location on the map. You can start route guidance if map data are available at this location.

Destination input via the navigation map depends on the data status and is not possible for all positions.

To start "offroad navigation", touch a free area without positioning data → *Starting route guidance*.


## Offroad navigation

The "offroad navigation" function calculates routes to selected destination points with unknown data. If a destination point is not on known roads or there is no positioning data available for this point, the navigation system will calculate the route up to the nearest point on the known roads and then complete the route up to the destination point by a direct connection.

#### Starting navigation

---




1. .
  2. Move the map view until the desired position can be selected. The navigation map can be operated by extended touch gestures (*→ Navigation*).
  3. Touch the desired destination or any point on the map without positioning data.
  4. .
- OR:** .

## Using contact data

Start navigation using the stored address data of a contact. Stored contacts without address data cannot be used for route guidance.

Starting navigation

---

1. .
2. Touch the desired destination.
3. .

### NOTICE

If the address data of a contact are out-of-date, navigation will still be performed to the stored address. Make sure that the address of the contact is up-to-date.

---

## Selecting alternative charging stations

Select an alternative charging station for route guidance. The alternative charging stations in the vicinity are displayed. Select an alternative charging station to start route guidance.

---

## Traffic information

The Infotainment system automatically receives detailed traffic information when connected to the Internet. This information is indicated by symbols and colouring of the road network on the map.



Receipt of traffic information depends on the privacy settings set. In the maximum privacy settings mode, no traffic information is received (*→ Privacy settings*).

### Traffic reports

Traffic reports, e.g. traffic jams or slow-moving traffic are shown as symbols on the navigation map (*→ Navigation*).

When route guidance is active, traffic reports that are on the current route are displayed in the route plan. You can bypass these traffic reports (*→ Navigation*).

### Traffic flow display

The traffic flow is shown on the navigation map for all traffic reports by colouring of the road network.

Orange

Slow-moving traffic.

Red

Traffic jam.

---

## Function descriptions


### Route plan

The route plan contains information on all events, e.g. starting points, stopovers, traffic reports, POIs and destinations, if navigation data is available.

When you touch an event, an additional window opens with further options. The options available depend on the event and the current settings (*→ Navigation*).

Opening and closing the route plan

---

1. Touch the route plan to open the route plan.
2. Touch  to close the route plan.

Editing route guidance

---


To edit route guidance, move the stopovers or the destination to TripView.

1. Hold the desired destination until it is visibly highlighted.
2. Move the destination to the desired position.
3. Take your finger off the screen. The route will be recalculated.

Bypassing traffic reports

---

The route plan displays current traffic reports when navigation data is available. Bypass traffic reports by editing the route plan (*→ Navigation*).

1. Touch the traffic announcement.
2. . The route will be recalculated.

### Additional window

If you use any navigation functions, an additional window with further options may appear. The possible options depend on the function used.

Closing the additional window


---

—Touch a free area outside the additional window.


—OR: .


Functions in the additional window:

 Display the selection on the map.

 Add a stopover to the route guidance.


 Direct route guidance.

 Delete stopover from route guidance.

 Bypass traffic congestion. The route will be recalculated.

---


 Stop Route guidance

 Close the additional window.

 Add a destination to favourites.

## Learning usage patterns

While travelling, the navigation saves the routes travelled and destinations arrived at in order to create suggested destinations automatically. Destinations are learned depending on the time of day and the day of the week.

The navigation system can suggest learned routes. Touch  to display the suggested routes.

Route guidance begins when one of the suggested routes is selected.

The route guidance follows the selected route until the vehicle deviates from it. The route is recalculated and will guide you back to the selected route via a direct alternative.

Major traffic disruptions are taken into account in the route guidance. Major traffic disruptions will be avoided if an alternative route and the navigation data are available.

If you drive an already learned route when route guidance is inactive, the destination will be transferred to the route plan. It is not necessary to actively start route guidance to the learned destination. Warnings may be given about traffic disruptions.

A forecast arrival time may be displayed.

You can activate or deactivate the function at any time.

Activate and deactivate Learning usage patterns

---

The setting can be found in the relevant navigation menu  **Basic function settings**.

— To activate the function, activate **Learn usage pattern**.

— To deactivate the function, deactivate **Learn usage pattern**.

— To delete saved data, touch **Delete usage pattern**.

## 360° range display.

The 360° range display shows the possible range with the current charge level of the high-voltage battery.

Activating the 360° range display

---

—  .

---

## Mobile phone interface

---

### Introduction to the topic

You can connect your mobile phone to the Infotainment system via the telephone interface and then use the Infotainment system to control the telephone functions. Sound is played back using the via the vehicle loudspeakers.

You can connect up to two mobile devices to the Infotainment system simultaneously. Only one device is active and can be used to make calls.

You can use the second connected device to receive calls via the Infotainment system and for media playback.

High speeds, poor weather and poor road conditions, loud noise levels (also outside the vehicle) and also network quality may impair telephone calls in the vehicle.



As a general rule, a device (*e.g. mobile phone*) must only be paired once. The Bluetooth or Wi-Fi connection with the device can be restored at any time without having to pair the device again.

---

## Equipment and symbols of the mobile phone interface







The specified equipment features and symbols are not available in all markets and for all Infotainment systems.

### Equipment features

- Hands-free function.
- Use up to two phones simultaneously.
- Phone book with a maximum of 5,000 contact entries.
- Text message functions via Bluetooth®:
  - Read text messages.
  - Write text messages (including templates).
  - Have text messages read out loud.
  - Message history.
- Email functions via Bluetooth®:
  - Read emails.
  - Write emails.
- Convenience telephony.
- Connection to wireless charging function.
- Connection to microphone installed in the vehicle.



### Symbols in the main menu









*The appearance of the symbols may differ depending on Infotainment system.*

-  Contacts.
-  Call lists for incoming and outgoing calls.
-  Dial phone number.
-  Text messages (texts and email).
-  Settings of mobile phone interface.
-  Select active device.


### Symbols for phone calls





*The appearance of the symbols may differ depending on Infotainment system.*

-  Start call or bring to foreground.
-  End or reject call.


-  Opens the contact list.
-  Dial phone number.
-  Mute hands-free system.
-  Hold call.
-  Continue call.
-  Start conference.
- SOS** Make emergency call.
-  Obtain help in the event of breakdown.
- i** Obtain information about the Volkswagen brand and selected value-added services relating to traffic and travel.
-  Voicemail.










## Symbols in the contact window

—Touch  to open the contact window.

-  Input to search for contacts.
-  Edit favourites.
-  Add favourites.
-  Remove favourites.


## Symbols for call lists


—Touch  to open the call lists.


-  Incoming call.
-  Outgoing call.
-  Missed call.
-  Phone number (work).
-  Phone number (private).
-  Mobile number (work).
-  Mobile number (private).
-  Fax (private).
-  Fax.

## Symbols for text messages

*The appearance of the symbols may differ depending on Infotainment system.*

—Touch  to open the text messages.

 Activate voice input (→ *Voice control*).

 Templates for text messages.



---

## Areas where special regulations apply

Switch off the telephone and mobile phone interface in areas with a risk of explosion. These areas are not always clearly signposted. They include, for example:

- Areas immediately around chemical pipelines and tanks.
- Lower decks of ships and ferries.
- The area around vehicles which run on liquid gas (such as propane or butane).
- Places where there are chemicals or particles such as flour, dust and metal powder in the air.
- All other places where the vehicle engine and telephone must be switched off.

### WARNING

Switch off telephones in areas with a risk of explosion.

### NOTICE

Your telephone must always be switched off in areas where special regulations apply and when the use of telephones is forbidden. The radiation produced by the telephone when switched on may interfere with sensitive technical and medical equipment, possibly resulting in malfunction or damage to the equipment.

---

---

## Pairing, connecting and managing

Prerequisite for pairing:

- ✓ Bluetooth® is activated on the mobile device.
  - ✓ Bluetooth® is activated in the Infotainment system.
- 

Pair a telephony-capable mobile device with the Infotainment system to use the functions of the mobile phone interface. The mobile device must be paired with the Infotainment system before the first connection is established. A user profile is then automatically stored in the Infotainment system → *Pairing, connecting and managing*.

The pairing process can take a few minutes. The available functions depend on the mobile device used and its operating system.

### Pairing the mobile device

---

1. Open the list of available Bluetooth® devices on the mobile device and select the device name of the Infotainment system.
2. Observe the messages on the mobile device and Infotainment system and confirm as necessary.

If pairing was successful, the data of the telephone will be stored in the user profile.

3. *Optional:* confirm message for data transfer on the mobile device.

#### WARNING

If you carry out pairing when driving, this can cause accidents or injuries.

- Carry out pairing only when the vehicle is stationary.



When some mobile devices are paired, a PIN number is shown on the display of the mobile device. Enter this number on the Infotainment system to finish pairing.

### Bluetooth® pairing via NFC

NFC is not available in all countries and vehicle models.

Prerequisites for one-off pairing:

- ✓ Stowage compartment with wireless charging function (compartment with interface for mobile telephone) is installed in the vehicle.
  - ✓ NFC is activated on the mobile device.
- 

1. Open the **Telephone settings** menu and touch Select mobile device.
2. Unlock the mobile device.
3. Place the mobile device correctly on the shelf for the wireless charging function.
4. Continue and confirm Bluetooth pairing in accordance with the displays on the mobile device and vehicle display.

The mobile device is paired with the Infotainment system.



The wireless charging function is deactivated while the Infotainment system is in the **Known mobile phones** menu. Wireless charging will be activated again when you leave the menu.

## Active and passive connection

At least one mobile device must be **connected** to the Infotainment system in order to use the functions of the mobile phone interface. If several mobile devices are connected to the Infotainment system, you can switch between active and passive connections. Establish an active connection to the Infotainment system in order to operate the mobile phone interface with the desired mobile device.

### Difference between connection types

**Active** Mobile device is paired and connected. The functions of the mobile phone interface are performed with the data of this mobile device.

**Passive** Mobile device is paired and connected. Only incoming calls can be accepted via the mobile phone interface. No other functions are available.

Paired mobile devices are stored in the Infotainment system even if they are not currently connected.

#### Connecting a mobile device

---

*Prerequisite: the mobile device is paired with the Infotainment system.*

—Activate Bluetooth® on the mobile device.

#### Establishing an active connection

---

*Prerequisite: several mobile devices are connected to the Infotainment system simultaneously.*

- 1.
2. Touch the designation of the active mobile device.
3. Select the desired mobile device. Other mobile devices then automatically have a passive connection.

## User profiles

An individual user profile is automatically created for every paired mobile device. Data from the mobile device are stored in the user profile, e.g. contact details or settings. A maximum of ten user profiles can be stored in the Infotainment system simultaneously.

#### Deleting a user profile

---

1. Open the settings in the telephone main menu.  
The user profiles are located in the area **Mobile devices** or Select mobile phone.
2. Select the user profile and touch to delete.

---

## Basic and convenience telephony

The following mobile phone interface types may be present in the vehicle:

- Basic mobile phone interface
- Comfort mobile phone interface

### **Basic mobile phone interface**

The Basic mobile phone interface uses the HFP Bluetooth® profile for transmission. This allows use of telephone functions via the Infotainment system and output via the vehicle speakers.

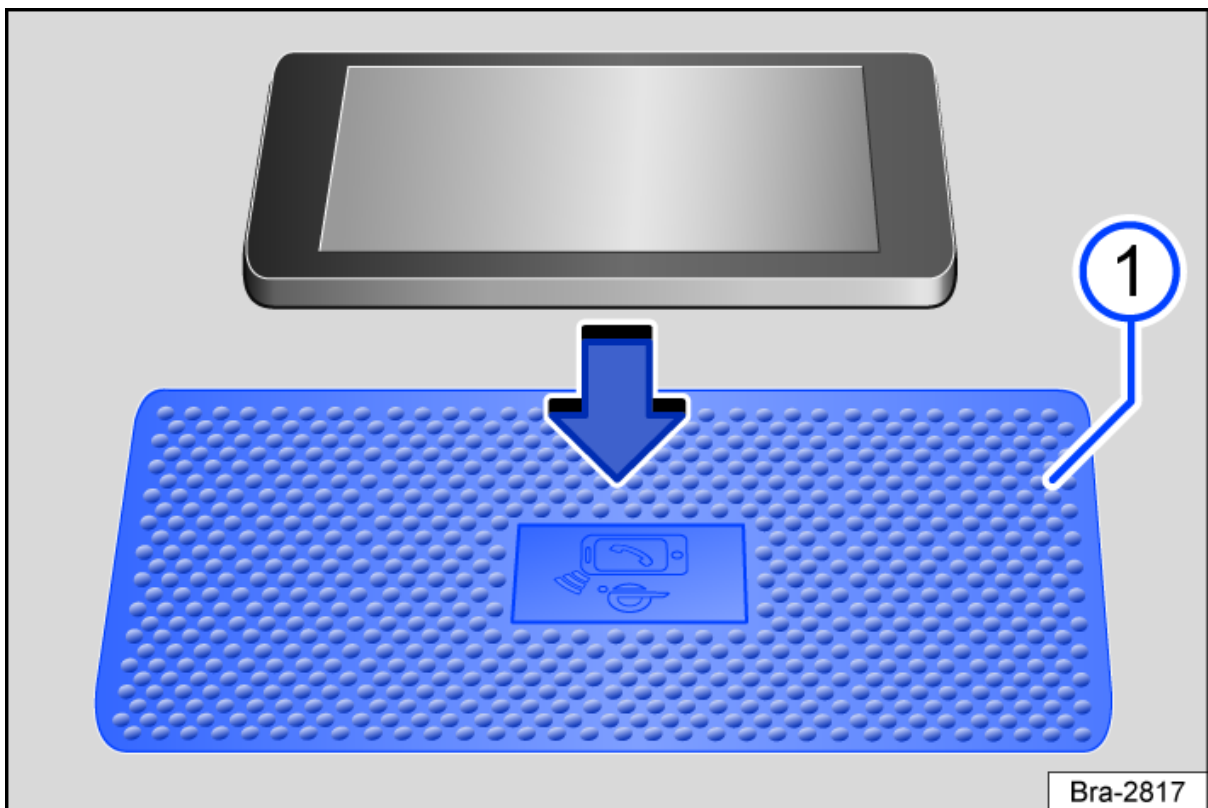
### **Comfort mobile phone interface**

The Comfort mobile phone interface uses the HFP Bluetooth® profile like the Basic mobile phone interface.

The Comfort mobile phone interface may be equipped with a wireless charging function (→ *Mobile phone interface*).

In order to use the wireless charging function, you must place a suitable mobile device correctly in the stowage compartment. The mobile device is then connected to the vehicle aerial. This improves the reception and call quality.

## Wireless charging function



**Fig. 1** Illustration: stowage area with mat for wireless charging function.

The wireless charging function is dependent on the equipment level and is not available in all countries. The stowage area for the wireless charging function is located either in the centre console or in the area between the front seats depending on vehicle.

The wireless charging function enables wireless energy transmission by electromagnetic induction over a short distance.

The maximum charging power is 5 watts.

The Qi standard enables wireless charging of suitable Qi-enabled mobile devices.

In certain vehicles, a "telephone symbol" on the mat indicates the centre position of the wireless charging function → *Fig. 1* (1).

To charge a Qi-enabled mobile device, place it in the stowage compartment with the display facing up so that it is centrally positioned and has full surface contact. The charging process will start automatically. The operating instructions or the telephone manufacturer will provide information about whether the mobile device supports the Qi standard.

The factory-fitted Infotainment system will provide information about the start of the charging operation and, where applicable, about any foreign objects with metallic components such as coins, keys, etc. that are detected in the stowage compartment. **Remove foreign objects immediately.**

If the mobile device has not been placed correctly or is too large, it cannot be detected or cannot be detected correctly. In certain circumstances, the system will then report that there is a foreign object in the stowage compartment. Correct positioning in the stowage compartment may rectify the fault.

Qi-enabled mobile devices that are too large in their dimensions cannot be charged using the wireless charging facility.

Always place only one Qi-enabled mobile device without protective case and with a maximum length of 140 mm on the stowage area of the wireless charging function.

## Declaration of conformity

“Wireless charging function”:

Hereby, Novero Dabendorf GmbH, declares that this WCH-185 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

### WARNING

Do not place any objects made of metal or with metallic components on the stowage area of the wireless charging function. Metallic objects may become very hot. This may cause burn injuries to the skin and cause a fire.

### NOTICE


Do not place any ID cards, credit cards etc. with magnetic strips or with a chip on the stowage area with the wireless charging function. The data saved on the magnetic strip or on the chip may become unusable.

---

## Making phone calls and sending messages

### Opening the mobile phone interface

---

— **HOME** ▶ .



### Using the telephone

Select a phone number to start a call. Different functions are available for selection of phone numbers.


#### Using contact data

---

*If there are several phone numbers for each contact, you must select the desired phone number.*

—  ▶  and enter the contact data you are looking for. Touch the contact in the list to start the call.


—  ▶ **Favourites**. Touch a contact in the list to start the call.


—  ▶ **All**. Touch a contact in the list to start the call.


#### Using the call list

---

The mobile phone interface stores incoming and outgoing calls in the call list. Frequently used phone numbers are stored as favourites. Start calls via the call list.



— Touch  ▶ **All**. Touch a number in the list to start the call.

— Touch  ▶ **Missed calls**. Touch a number in the list to start the call.

— Touch  ▶ **Favourites**. Touch a contact to start the call.

#### Entering a phone number manually

---

1.  and enter telephone number.
2. Touch  to start the call.



While you are entering a phone number, contacts that match the number will be shown on the Infotainment system display.


### Sending text messages

Depending on the mobile device and the Infotainment system used, you can send and receive text messages and emails via the mobile phone interface.

#### Switching between text messages and email



---

To send text messages or emails, activate the corresponding option at the top left of the screen. The active option is displayed on the screen, e.g. **Text message**.

1. .
2. Touch the function button for the desired option at the top left of the screen.



#### Sending text messages

---

1.    and enter the message on the screen.
2. Touch  and one or more contacts in the list. If necessary, you can search for a contact by means of .

#### Sending emails

---

1.    and enter the message on the screen.
2. Touch  and one or more contacts in the list. If necessary, you can search for a contact by means of .



---

## Telephone book, favourites and speed dial buttons

### Telephone book

When a telephone is paired with the Infotainment system for the first time, the telephone book is stored in the Infotainment system. It may be necessary to confirm transfer on the telephone.

The telephone book is updated each time a new connection is established. The still existing telephone book can be used during the update.

If conference calls are supported, the telephone book can be opened during a call.

If an image is stored for a contact, this can also be displayed in the list next to the entry.


### Favourites and speed dial buttons

A favourite from the telephone book can be assigned to a speed dial button. If an image is stored in the entry, it will be displayed on the speed dial button.

Speed dial buttons must be assigned manually and are assigned to a user profile.

#### Assigning a speed dial button

---

1. .
2. Touch a contact from the telephone book. If several phone numbers are stored for a contact, touch a number from the list.

#### Editing a speed dial button

---

1. Press and hold the speed dial button until the telephone book is opened.
2. Touch a new contact from the telephone book. If several phone numbers are stored for a contact, touch a number from the list.

#### Calling a favourite

---

1. Touch the assigned speed dial button.



Favourites are not automatically updated. If the phone number of a contact changes, the speed dial button must be assigned again.

#### Deleting a speed dial button

---

1. .
2. .


---

## Transporting items

---

### Stowing luggage and loads

#### Stowing luggage safely in the vehicle

- Always distribute any loads in the vehicle as evenly as possible. Do not cover any ventilation openings.
- Always stow luggage and heavy objects in the luggage compartment →  and place them as far forwards as possible.
- Observe gross axle weight ratings and the gross vehicle weight rating (→ *Technical data*).
- Secure luggage to the fastening rings in the luggage compartment using suitable lashing, fixing and securing straps (→ *Luggage compartment equipment*).
- Also stow small objects safely.
- If necessary, fold back the rear seat backrest and engage it securely.
- If necessary, adjust the headlight range (→ *Headlight range control*). Vehicles with dynamic headlight range control adapt automatically to the load.
- Adjust the tyre pressure according to the vehicle load. Observe the tyre pressure sticker (→ *Tyre pressure*).
- If necessary, adapt the tyre monitoring system to the new load level (→ *Tyre monitoring systems*).

#### WARNING

Objects that are not secured, or are secured incorrectly, can cause serious injuries in the event of a sudden driving or braking manoeuvre or accident. This applies particularly if objects are struck when the airbag is triggered and then flung through the vehicle interior. To reduce the risk of accidents, please observe the following guidelines:

- Always stow all objects in the vehicle securely. Always observe the legal regulations.
- Objects should be stowed in the vehicle interior in such a way that they can never enter the airbag deployment zones while the vehicle is in motion.
- Always keep stowage compartments closed while the vehicle is in motion.
- Stowed objects must never cause passengers to assume an incorrect sitting position.
- If an item is being stowed on a seat, this seat must not be used by any passengers.
- Do not stow any hard, heavy or sharp objects loose in any of the vehicle's open stowage areas, on the surface behind the rear seat backrest or on the dash panel.
- Remove any hard, heavy or sharp objects from items of clothing and bags in the vehicle interior and stow them securely.

 **WARNING**

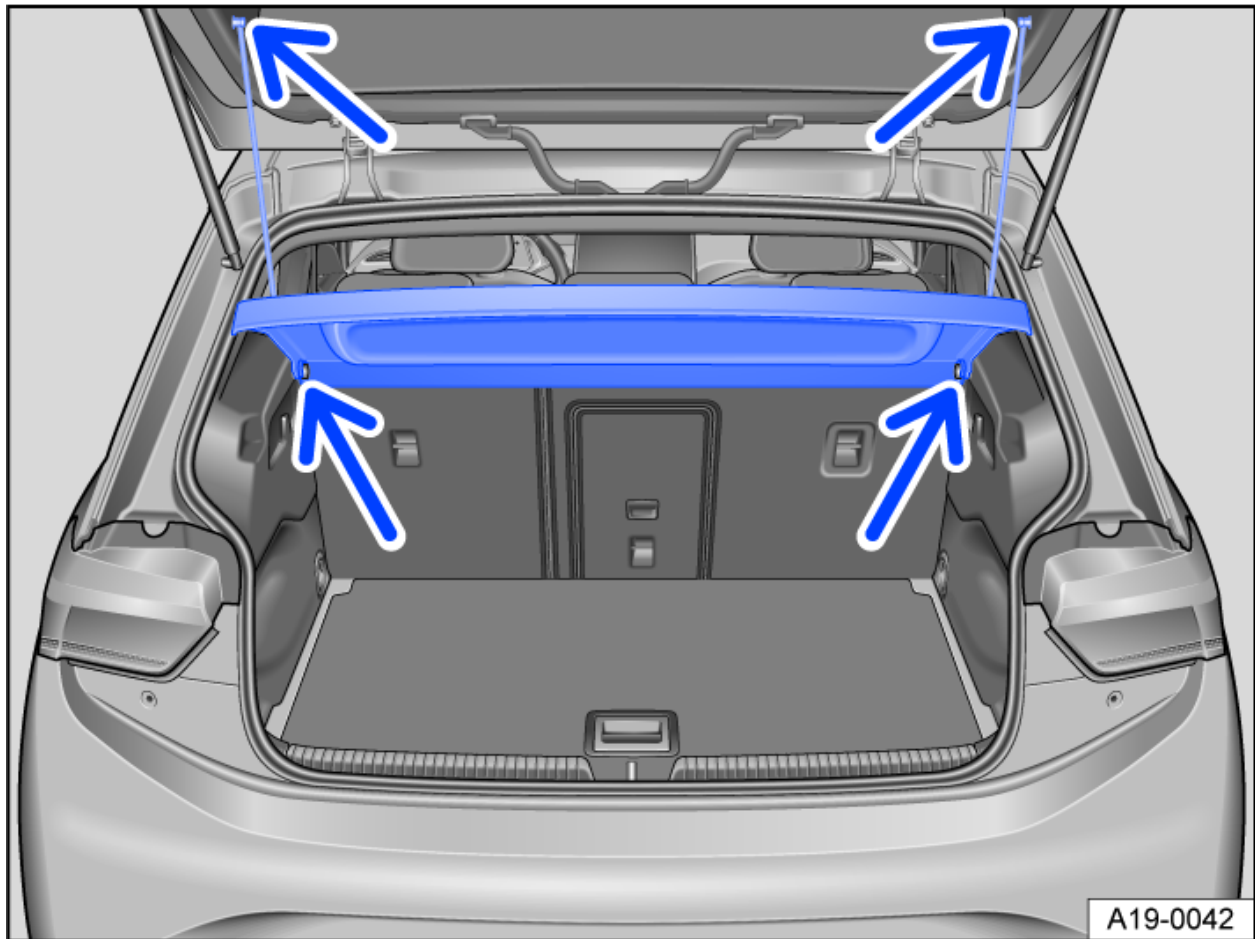
Transporting heavy objects changes the vehicle's handling due to the change in the centre of gravity and increases the braking distance. Heavy loads that are not properly stowed or secured in the vehicle can lead to a loss of vehicle control and can cause serious injury.

- Never exceed the vehicle's maximum load. Both the load and the distribution of the load in the vehicle will have an effect on the driving response and braking distance of the vehicle.
- Transporting heavy objects changes the vehicle's handling and the centre of gravity.
- The load should be distributed as evenly as possible in the vehicle.
- Always secure heavy objects in the luggage compartment as far in front of the rear axle as possible.
- Loose objects in the luggage compartment can suddenly slide and change the way the vehicle handles.
- Always adapt your speed and driving style to suit visibility, weather, road and traffic conditions.
- Accelerate carefully and gently.
- Avoid sudden braking and driving manoeuvres.
- Brake earlier than in normal driving.

 **NOTICE**

Rubbing objects on the rear windows can cause damage, e.g. to the heating wires of the rear window heating.

## Luggage compartment cover



**Fig. 1** In the luggage compartment: removing and installing the luggage compartment cover.

When the boot lid is opened and closed, the luggage compartment cover is also raised and lowered if the retaining straps are attached.

Light items of clothing can be placed on the luggage compartment cover. Make sure that the view to the rear of the vehicle is not obstructed.

### **Removing the luggage compartment cover**

- Unhook the retaining straps from the boot lid → *Fig. 1* (upper arrows).
- Pull the luggage compartment cover out of the side holders (lower arrows).

### **Fitting the luggage compartment cover**

- Push the luggage compartment cover into the side holders → *Fig. 1* (lower arrows).
- Hook the retaining straps onto the boot lid (upper arrows).

 **WARNING**

Objects that are not secured or are secured incorrectly, or animals on the luggage compartment cover, could cause serious injuries in any sudden driving or braking manoeuvre or accident.

- Do not stow any hard, heavy or sharp items either loose or in bags on the luggage compartment cover.
- Never transport animals on the luggage compartment cover.

 **WARNING**

Clothing and other items on the luggage compartment cover may restrict rear visibility, resulting in accidents and serious injury.

- Always stow garments and other objects in such a way that the view to the rear is not restricted.

 **NOTICE**

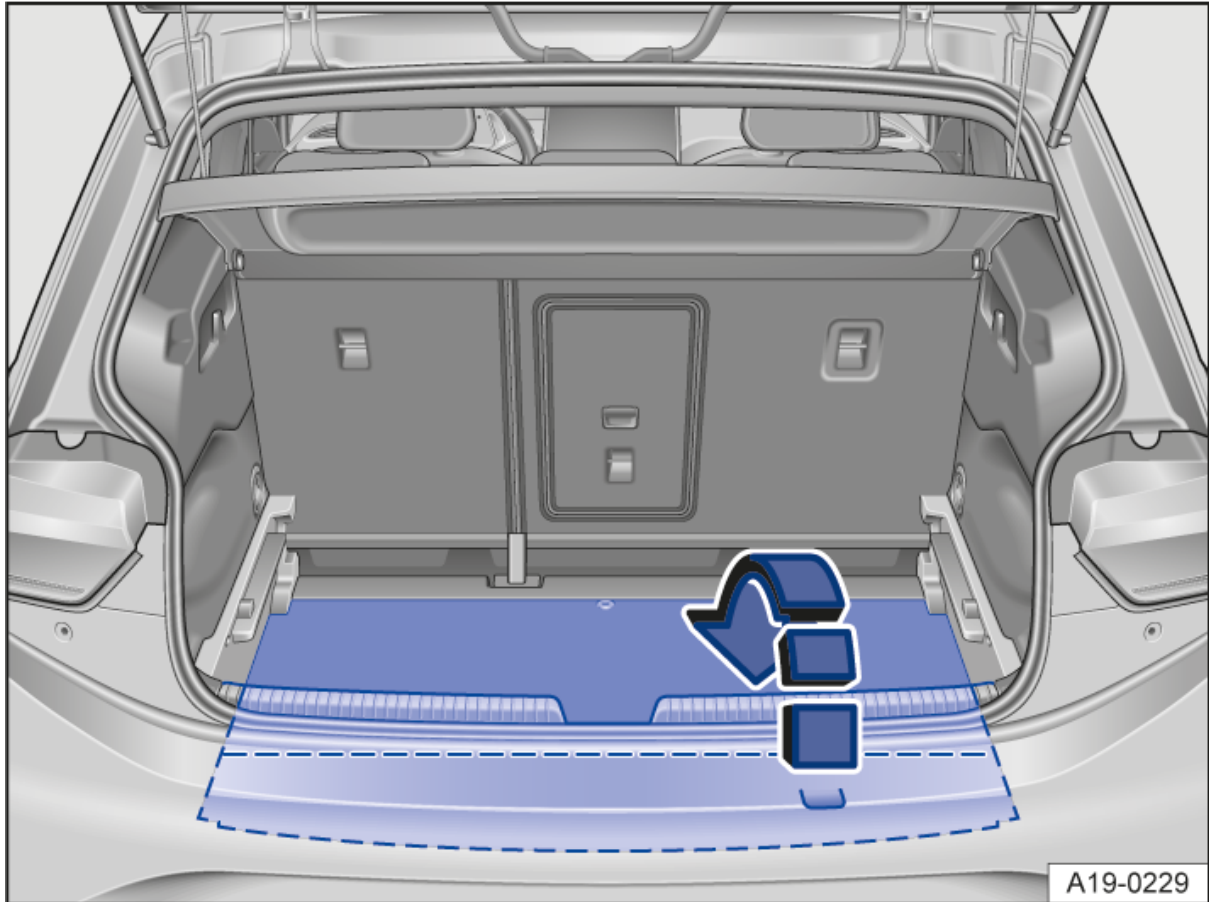
To prevent damage to the luggage compartment cover, do not load the luggage compartment to such a height that the luggage compartment cover presses against the load when the boot lid is closed.

---

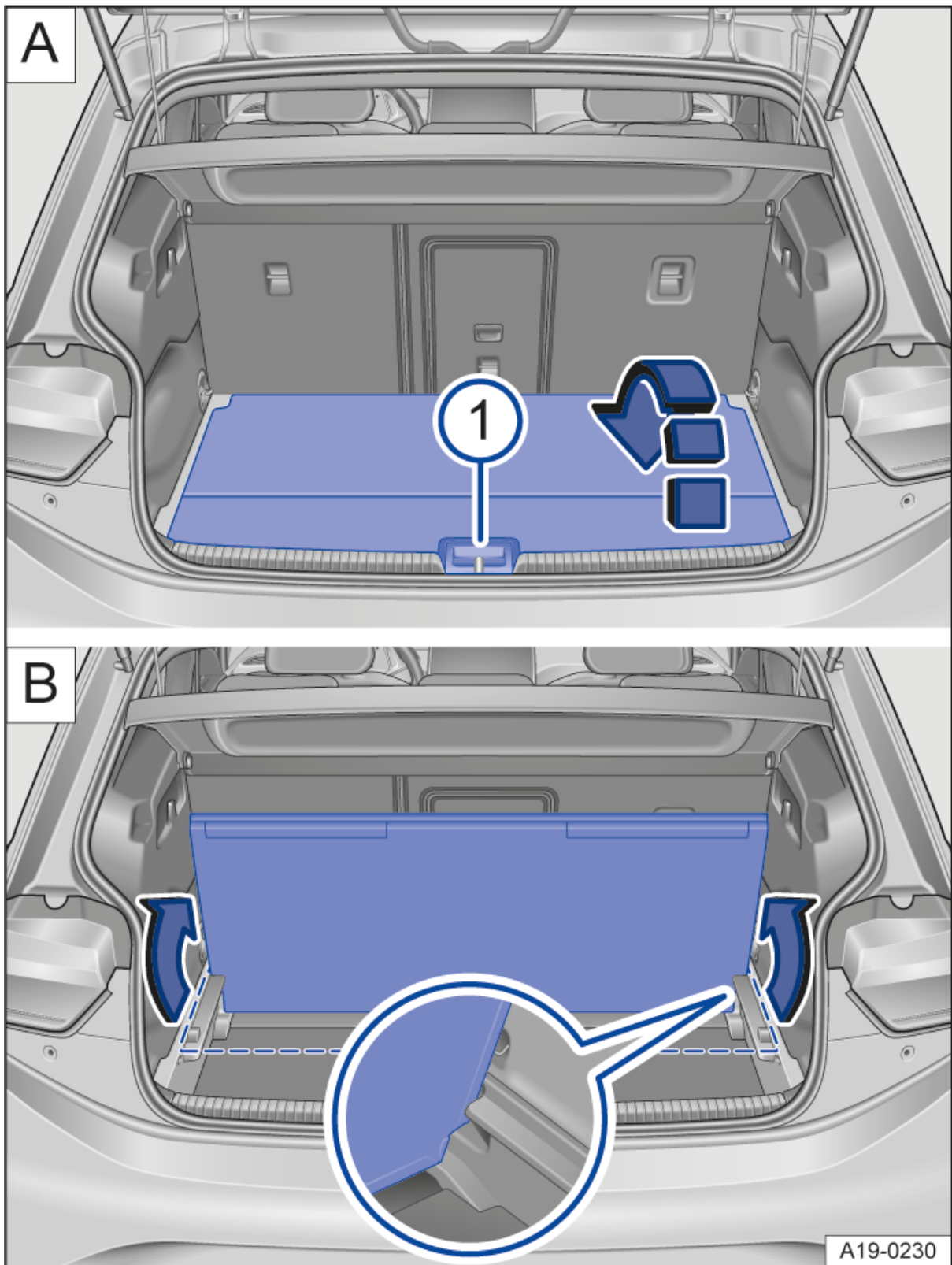
## Luggage compartment floor

---

### Luggage compartment floor – Functions



**Fig. 1** In the luggage compartment: luggage compartment floor




**Fig. 2** In the luggage compartment: second luggage compartment floor.

The rear part of the luggage compartment floor can be folded forward → *Fig. 1*. There is a stowage compartment underneath the floor.

Depending on the vehicle equipment, the vehicle may have a second luggage compartment floor above this → *Fig. 2*.


### **Opening and closing the second luggage compartment floor**

—To *open*, grasp the handle → *Fig. 2* **A** (1) and fold the rear part of the luggage compartment floor forward (arrow).



—To *close*, fold back the luggage compartment floor and carefully lower into position → .

### **Securing the second luggage compartment floor parallel to the backrest**

—Fold the rear part of the luggage compartment floor forward (arrows).

—Lift the folded luggage compartment floor and insert into the side retainers with the open side facing down → *Fig. 2* .

### **Lowering the second luggage compartment floor**

—Lift the rear part of the luggage compartment floor by the handle → *Fig. 2*   and fold forward.

—Pull the folded luggage compartment floor to the rear over the side guides and lower into position at the bottom.

#### **NOTICE**

Incorrect use can damage the luggage compartment floors or the trim of the luggage compartment.

- Always guide the luggage compartment floors down carefully when closing and do not allow to drop.
  - Always distribute loads (maximum 50 kg) over as wide an area as possible on the luggage compartment floors in order to avoid point loads.
-

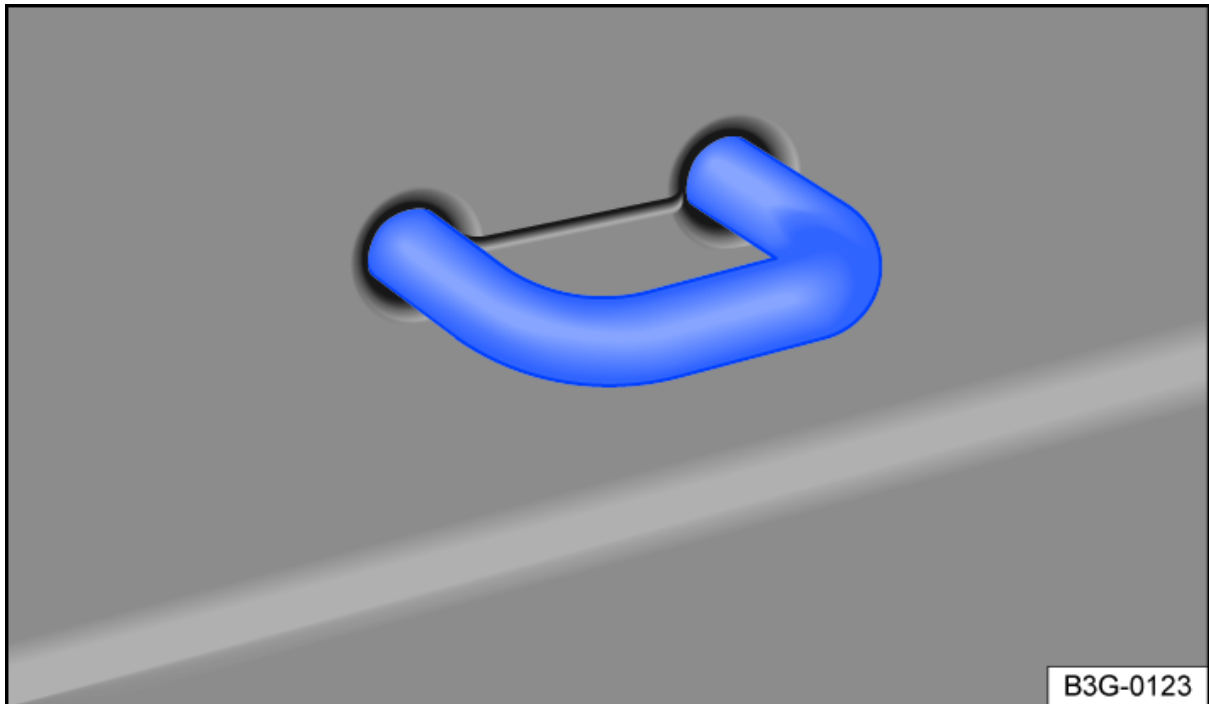


---

## Luggage compartment equipment

---

### Fastening rings



**Fig. 1** In the luggage compartment: fastening ring.

There are fastening rings at the front and rear of the luggage compartment which can be used to secure loose items and luggage with the help of lashing, retaining or securing straps → [Fig. 1](#) .

#### **WARNING**

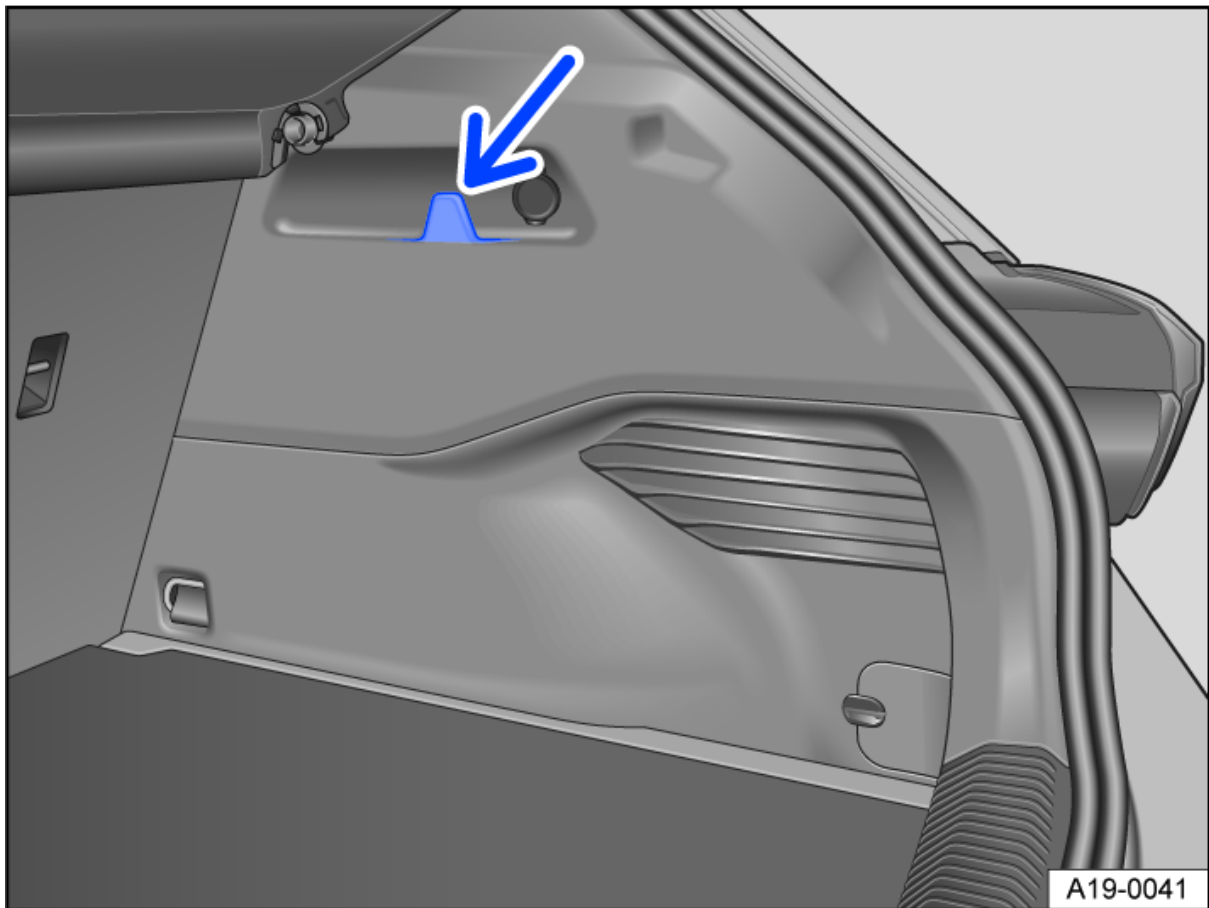
Unsuitable or damaged lashing, retaining or securing straps could tear in the event of a braking manoeuvre or accident. This could cause objects to be flung through the vehicle interior and lead to severe or fatal injuries.

- Always use suitable and undamaged lashing, retaining or securing straps.
- Pull lashing, retaining and securing straps taut crosswise over the cargo on the luggage compartment floor and attach securely to the fastening rings.
- Make sure that the upper edge of the load is higher than the fastening rings, particularly when stowing flat objects.
- Depending on the vehicle equipment, observe the signs about stowing loads that are attached in the luggage compartment.
- Never secure a child seat to the fastening rings.



Suitable lashing, retaining or securing straps and luggage securing systems are available from qualified workshops. Volkswagen recommends using a Volkswagen dealership for this purpose.

## Bag hook



**Fig. 1** On the left and right in the luggage compartment: bag hooks.

Bag hooks may be located in the luggage compartment → *Fig. 1*.

Light shopping bags can be secured to the bag hooks.

### **⚠ WARNING**

Never use the bag hooks for lashing down items of luggage or other objects. The bag hooks could break off during a sudden braking manoeuvre or in the event of an accident.

### **ⓘ NOTICE**

Do not load each bag hook with more than 2.5 kg (5 lb).

# Load-through hatch

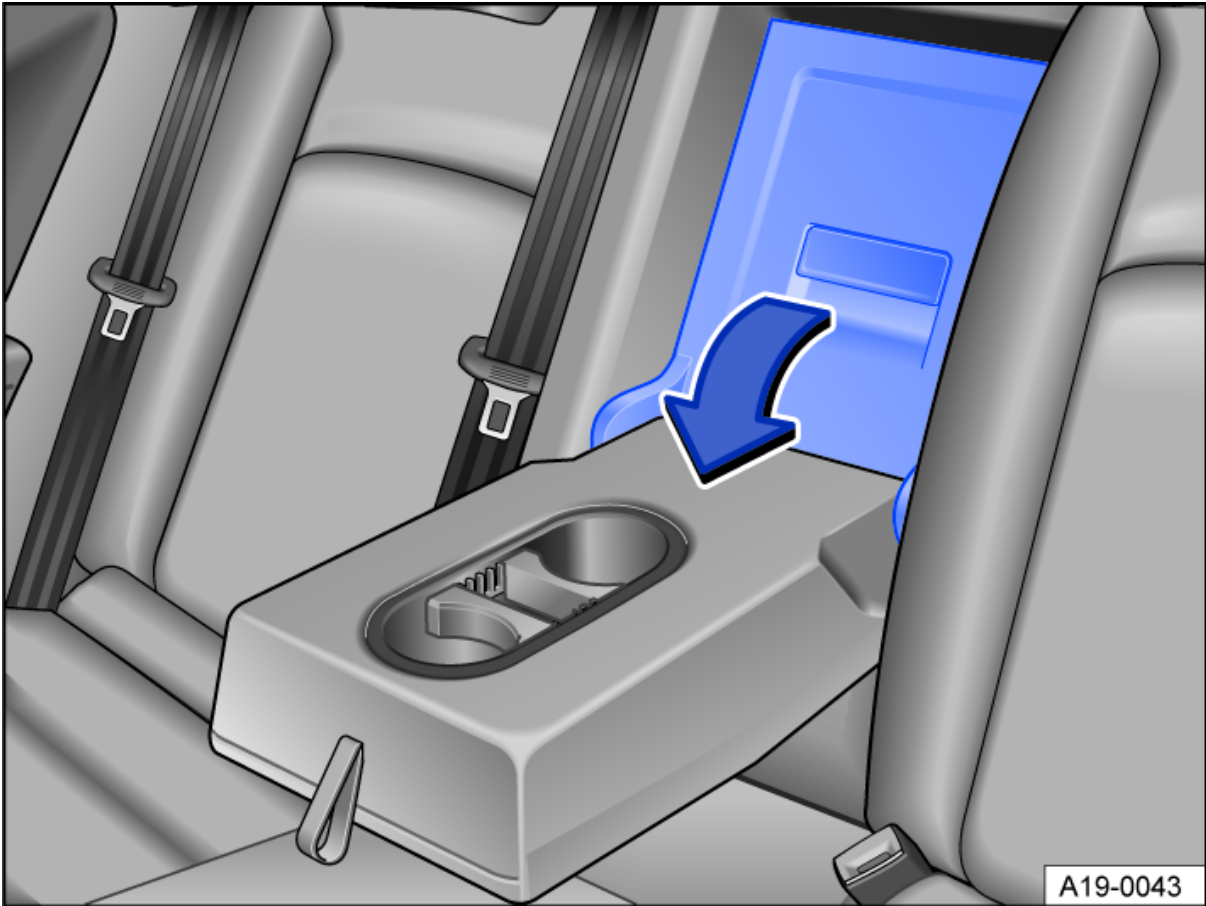
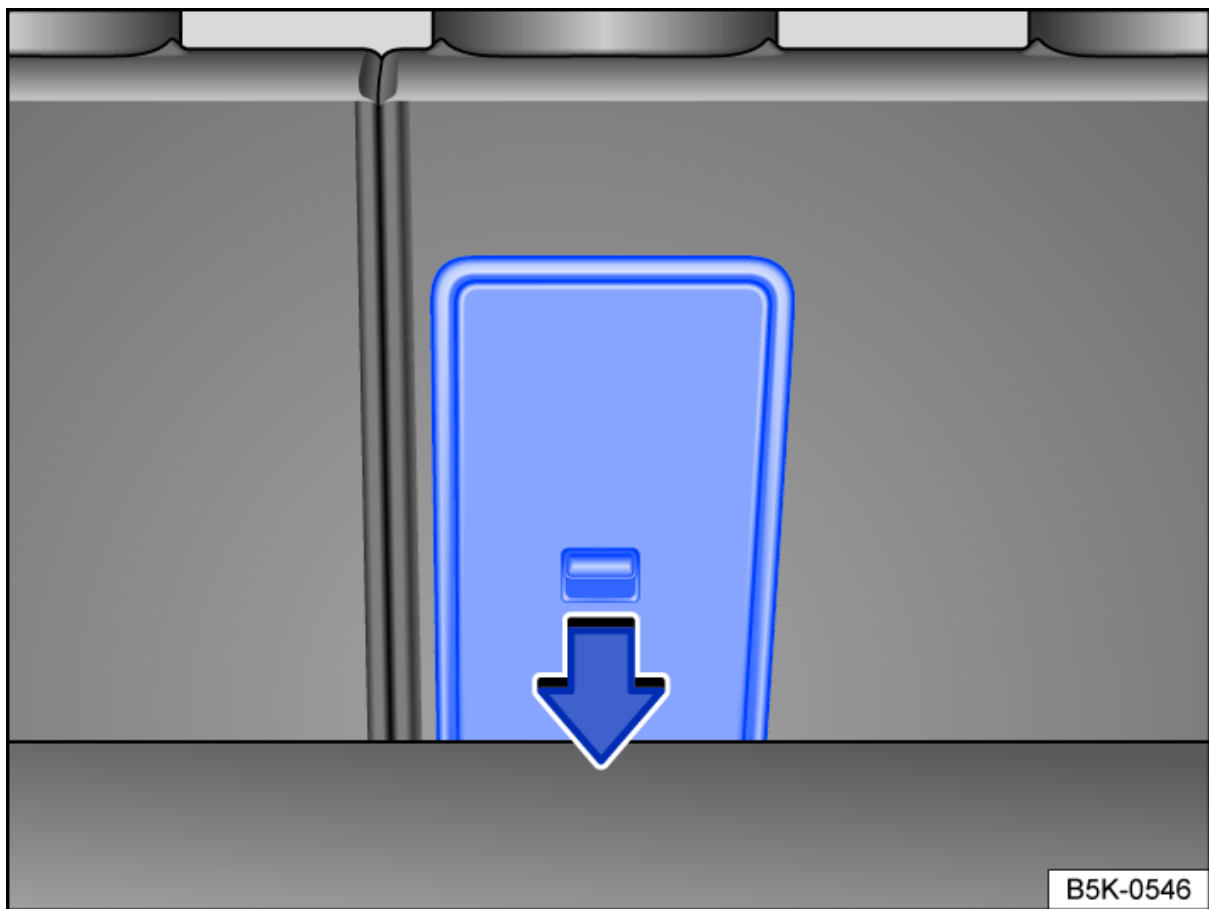


Fig. 1 In the rear seat backrest: opening the load-through hatch.



**Fig. 2** In the rear seat backrest: opening the load-through hatch.

Depending on the vehicle equipment, a load-through hatch may be located behind the centre armrest on the rear seat backrest. This can be used to transport long objects in the vehicle interior, such as skis.

### **Opening the load-through hatch**

- Fold the centre armrest forwards (→ *Centre armrest*).
- Opening the load-through hatch from the vehicle interior: pull the release lever in the direction of the arrow → *Fig. 1* and fold the cover of the load-through hatch fully forward → *Load-through hatch* .
- Open the boot lid.
- OR:** opening the load-through hatch from the luggage compartment: push the release lever down in the direction of the arrow → *Fig. 2* and push the cover of the load-through hatch forward.
- Push long objects through the load-through hatch from the luggage compartment.
- Secure the objects with the seat belt as required.
- Close the boot lid.

### **Closing the load-through hatch**

- Fold back the cover of the load-through hatch until it engages in position. The red marking on the luggage compartment side must no longer be visible → *Load-through hatch* .
- Close the boot lid.
- If necessary, fold back the centre armrest.

 **WARNING**

Injuries could be caused if the load-through hatch is folded forwards or backwards carelessly or in an uncontrolled way.

- Never fold the load-through hatch forwards or backwards while the vehicle is in motion.
- Ensure that the seat belt is not trapped or damaged when folding back the load-through hatch.
- Always keep hands, fingers, feet and other body parts away from the seat area when folding the load-through hatch forwards and backwards.
- The load-through hatch has not been secured properly if the red marking can still be seen on the locking indicator. Always ensure that the red marking is never visible when the load-through hatch is in the upright position.
- Passengers, particularly children, must not use this seat if the load-through hatch is folded forward or is not engaged securely into place.

---

## Roof carrier

---

### Information on the roof carrier

For technical reasons, the bodywork of the vehicle is **not** designed for fixing a roof carrier.

The vehicle is *not* approved for use with a roof carrier. *No* roof carrier may be used or retrofitted.

#### WARNING

If a roof carrier is installed on a vehicle which is *not* approved for use with a roof carrier, it may cause accidents or injuries.

- Never fit a roof luggage carrier to the vehicle.
- A roof carrier that is fitted nevertheless may become loose whilst the vehicle is in motion and fall from the vehicle roof.

#### NOTICE

Securing any kind of roof carrier can cause considerable damage to the vehicle.

---

---

## Towing a trailer

---

### Information on towing a trailer

The vehicle is **not** approved for towing a trailer. It is not permitted to retrofit a towing bracket.

#### WARNING

Fitting a towing bracket on the vehicle while the vehicle is in operation can lead to accidents and cause serious injuries.

- Never fit a towing bracket on the vehicle.

#### NOTICE

Fitting towing brackets can lead to serious vehicle damage.

---

---

## Preparation for bicycle carrier

---

### Introduction to the topic

The preparation for a bicycle carrier consists of a removable ball coupling and a mounting for the ball coupling behind the number plate holder. The system was developed especially for carrying a bicycle carrier with up to two bicycles.

The preparation for a bicycle carrier is not designed for towed loads and must therefore never be used for pulling a trailer or for towing a vehicle → ⚠.

#### WARNING

Incorrect use of the preparation for a bicycle carrier can cause accidents, serious injuries and damage to the vehicle.

- Use the supplied ball coupling only for mounting a bicycle carrier.
- Do not use the preparation for a bicycle carrier for pulling loads.



# Fitting the removable ball coupling

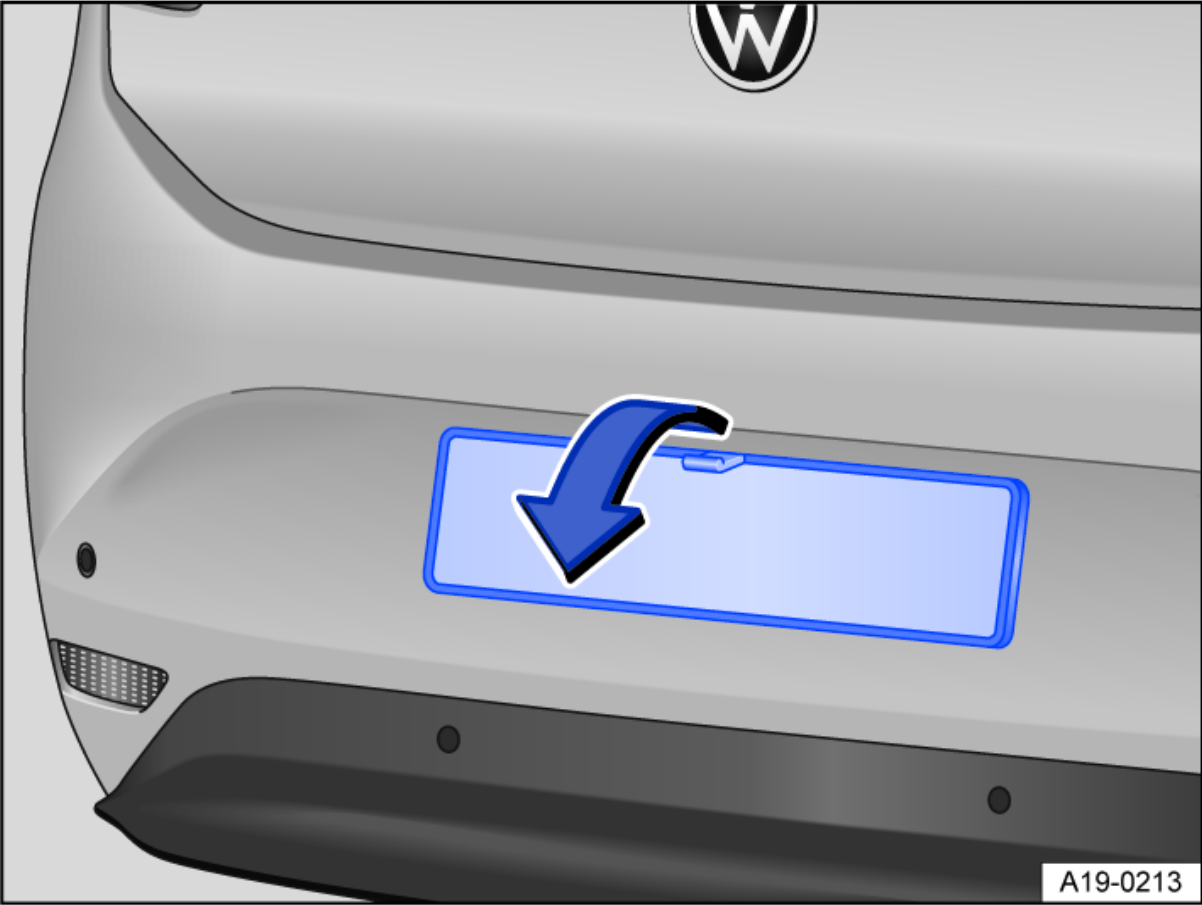


Fig. 1 Fold down the number plate holder.

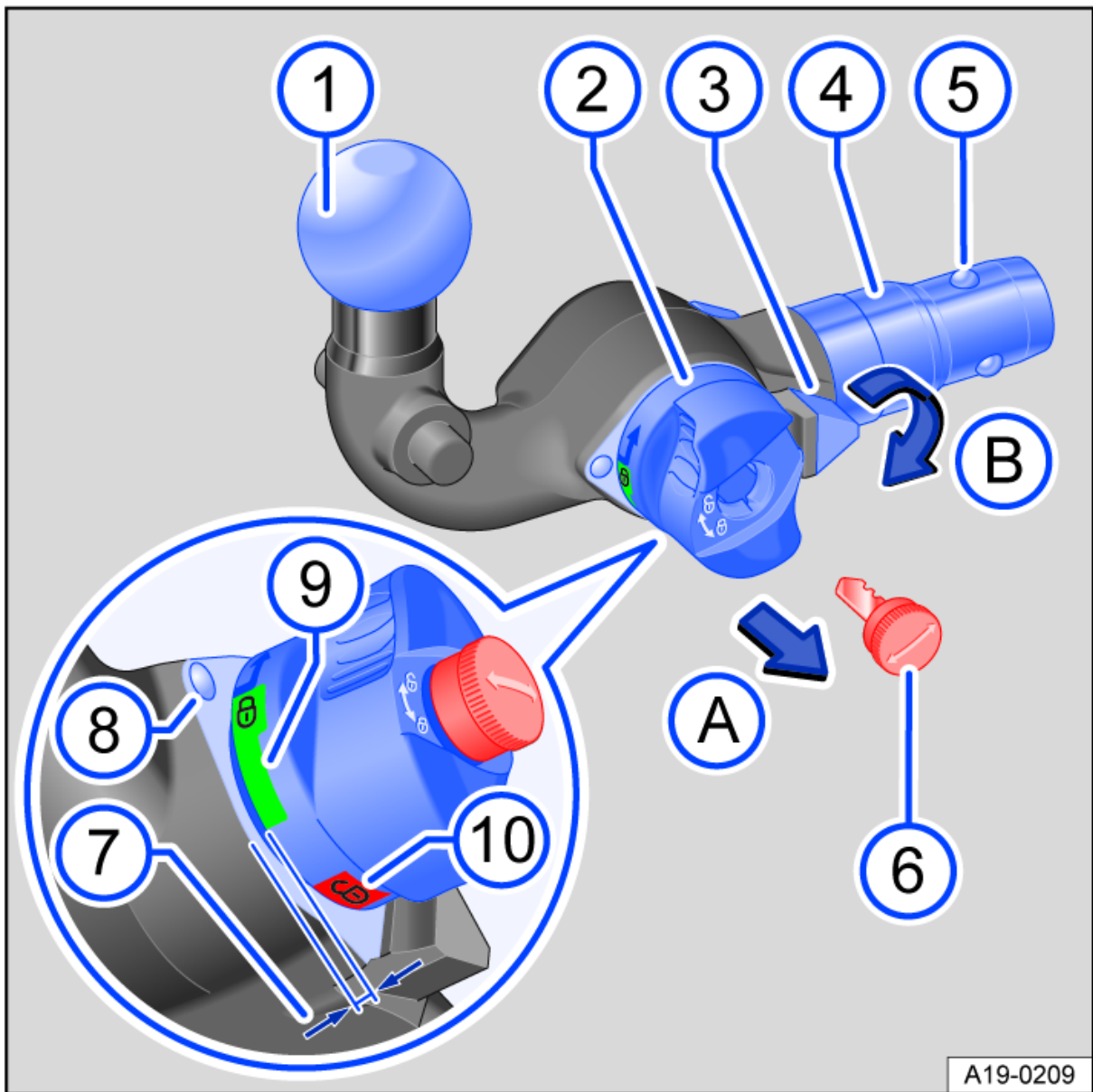


Fig. 2 Overview: removable ball coupling.

- ① Ball coupling
- ② Handwheel
- ③ Centring device
- ④ Shank
- ⑤ Retaining balls
- ⑥ Key
- ⑦ Gap (pre-tensioned ball coupling)
- ⑧ White marking on ball coupling
- ⑨ Green marking on handwheel
- ⑩ Red marking on handwheel

The removable ball coupling is located in the transport bag in the luggage compartment.

### Step 1: preparations

- Before using the removable ball coupling for the first time, make a note of the number stamped on the key. This can be used to obtain a replacement key if you lose the key.
- Fold down the number plate holder → *Fig. 1*.
- Remove the sealing plug from the ball coupling mounting and stow it in the vehicle.
- Check to ensure that the mounting, handwheel → *Fig. 2* (2), shank (4) and the retaining balls (5) of the ball coupling are all clean and not damaged → (i). Clean if necessary.

## Step 2: pre-tensioning the ball coupling

The ball coupling cannot be fitted properly unless it is pre-tensioned.

- Grasp the ball coupling neck underneath the ball coupling → *Fig. 2* (1) with one hand.
- Fold open the lock cover and insert the key (6) in the lock.
- Turn the key (6) clockwise.
- Use your other hand to pull out the handwheel (2) in the direction of arrow (A) and hold it in this position → (A).
- Turn the handwheel (2) in the direction of arrow (B) until it engages. The ball coupling is now pre-tensioned. The red marking (10) on the handwheel must point towards the white marking (8) on the ball coupling. The handwheel is clearly visible in front of the ball coupling. The gap between them is approximately 4 mm (7).
- Check to see whether all retaining balls (5) can be pressed fully into the ball coupling shank (4).

## Step 3: attaching the pre-tensioned ball coupling to the vehicle

Do not touch the handwheel once the ball coupling has been pre-tensioned. When engaged, the handwheel will spring back to its original position and could cause injury → (A).

- Guide the pre-tensioned removable ball coupling into the mounting tube.
- Push the ball coupling firmly into the tube until it engages. Both centring devices → *Fig. 2* (3) must engage in the mounting points on the vehicle.
- The handwheel (2) has now returned to its original position. There is no longer a gap between the handwheel and the ball coupling.
- Turn the key (6) anticlockwise in the handwheel and remove it.
- If the setting is correct, you will not be able to turn the handwheel (2) or pull it out.
- Close the lock cover and stow the key in the transport bag.

## Step 4: safety check

Before fitting a bicycle carrier, check if the ball coupling is fixed correctly.

- The green marking → *Fig. 2* (9) on the handwheel must point towards the white marking (8) on the ball coupling.
- The handwheel (2) must rest on the ball coupling and there must be no gap between them.

- Shake or pull the ball coupling ① outwards with some force. It must sit firmly in the mounting → ⚠.
- The lock must be locked and the key ⑥ removed.
- The lock cover must cover the lock in the locking lever.

#### WARNING

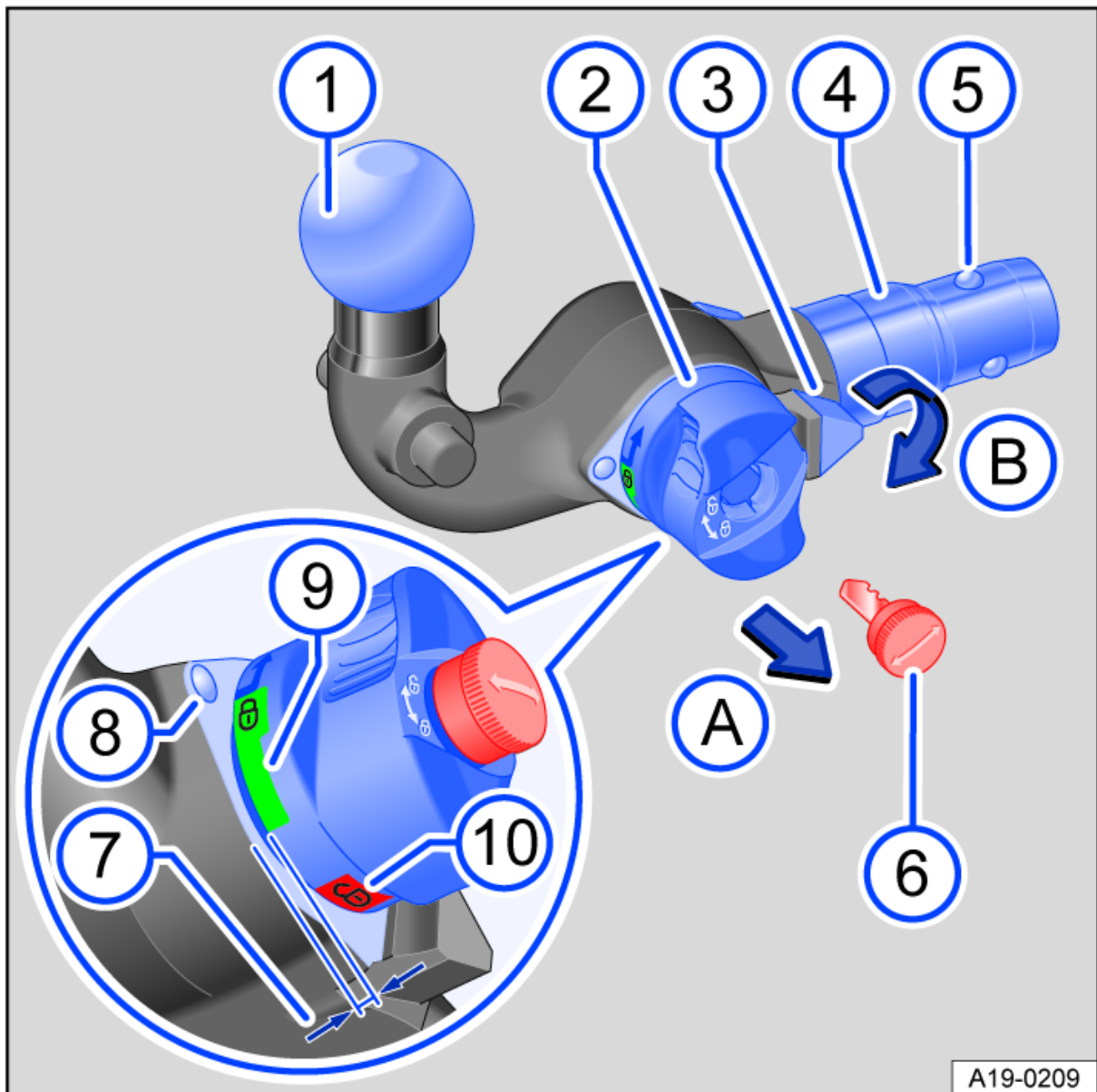
Incorrect use of the preparation for a bicycle carrier can cause injuries and accidents.

- Use the ball coupling only if it is properly secured.
- The ball coupling is heavy. When checking whether it is secure, the ball coupling could fall off and cause injuries.
- If the ball coupling cannot be fitted, have the preparation for a bicycle carrier checked by a qualified workshop.
- Do not use a bicycle carrier if the ball coupling does not engage properly or if you are unable to pre-tension it.
- Do not use a bicycle carrier if you are unable to remove the key from the handwheel once the ball coupling has been mounted. This means that ball coupling is not locked properly.
- Always fasten the ball coupling securely in the luggage compartment once it has been removed.

#### NOTICE

- The mounting on the vehicle, handwheel, shank and ball coupling retaining balls must all be clean and undamaged. Otherwise you may not be able to lock the ball coupling securely.
- Do not aim a high-pressure hose or steam cleaner directly at the ball coupling mounting. This could wash the grease required for lubrication out of the mounting.

## Removing the ball coupling



**Fig. 1** Overview: removable ball coupling.

- Fold open the lock cover and insert the key (6) in the lock.
- Turn the key (6) clockwise.
- Hold the ball coupling (1) tightly in one hand → ⚠.
- Use your other hand to pull out the handwheel (2) in the direction of arrow (A) and hold it in this position.
- Turn the handwheel (2) in the direction of arrow (B) until it engages.
- Hold the handwheel (2) in this position and pull the ball coupling out of the mounting. The ball coupling is now pre-tensioned.
- Release the handwheel (2) and stow the pre-tensioned ball coupling safely in the transport bag. Secure the bag at one of the fastening rings in the luggage compartment.
- Insert the sealing plug into the ball coupling mounting.

—Fold up the number plate holder.

 **WARNING**

The removable ball coupling is heavy. The ball coupling can fall down when it is being removed and cause crush injuries.


- Always take care when removing the ball coupling.

---

## Bicycle carrier on the ball coupling

Only bicycle carriers that have been approved by Volkswagen for the vehicle must be used.

Mount the bicycle carrier in accordance with the manufacturer's assembly instructions.

A maximum of two bicycles may be mounted on the bicycle carrier → . Position heavy bicycles as close to the vehicle (ball coupling) as possible.

### Maximum load

The maximum load (carrier system including load) of the bicycle carrier fitted on the ball coupling is **55 kg**.

#### WARNING

Incorrect use of a bicycle carrier mounted on the ball coupling of the preparation for a bicycle carrier can cause accidents and injuries.

- Read and always observe the assembly instructions provided by the bicycle carrier manufacturer.
- Never exceed the specified load and overhang.
- Never secure a bicycle carrier on the ball neck below the ball head. The bicycle carrier could slip due to the shape of the ball neck.

#### NOTICE

Considerable vehicle damage could occur if the maximum permitted load specified in the manufacturer's assembly instructions or the overhang is exceeded.

- Never exceed the values specified in the assembly instructions.



Volkswagen recommends that you remove all add-on parts from the bicycles before setting off. This includes bicycle bags and baskets, child seats or batteries. This helps improve the carrier system's wind load and centre of gravity.

---

# High-voltage battery

---

## Notes on the high-voltage system

---

### Safety notes

#### Overview of the high-voltage system

The high-voltage system consists, among other things, of the following components:

- High-voltage battery.
- Power electronics.
- Electric motor.
- High-voltage air conditioning compressor.
- Charger for high-voltage battery.
- Charging socket for high-voltage battery.
- Orange-coloured high-voltage cables and connectors.
- High voltage heater.
- DC/DC converter.



 **DANGER**

The voltage of the high-voltage system is dangerous and can cause burns or other injuries and even lead to a fatal electric shock.

- You should always assume that the high-voltage battery is charged and that all high-voltage components are live. This can also be the case when the ignition is switched off.
- Never touch damaged components of the high-voltage system or allow jewellery or other metal objects to come into contact with these components. Damage is not visible in all cases.
- Never carry out work on the orange-coloured high-voltage cables or the other high-voltage components. Any work on the high-voltage system must be carried out only by authorised qualified workshops with corresponding approval for this work.
- Never damage, change or remove the orange-coloured high-voltage cables or disconnect them from the high-voltage network.
- Never open, modify or remove the cover of the high-voltage battery.
- Never carry out work with cutting, forming and sharp-edged tools or heat sources in the vicinity of high-voltage components and high-voltage cables. Work on and in the vicinity of the high-voltage system must be performed only by authorised qualified workshops.
- Any gases emitted by or escaping from the high-voltage battery may be toxic or flammable.
- Damage to the vehicle or to the high-voltage battery could lead to a leak of toxic gases or fluids, either immediately or at a later time. These emitted gases could also potentially cause a fire. Do not inhale these gases.
- Never touch the fluids that leak from the high-voltage battery.
- In the event of a fire, move away from the hazard area and call the fire service.
- Always inform any attending fire and emergency services that the vehicle is fitted with a high-voltage battery.

 **WARNING**

Unqualified work on the high-voltage system and on high-voltage components can lead to malfunctions, accidents and injuries.

- Any work on the high-voltage system must be carried out only by authorised qualified workshops with corresponding approval for this work.

 **NOTICE**

After an accident, or after the underside of the vehicle has struck an obstacle, the high-voltage battery must be checked by appropriately qualified and trained experts.

## Warning signs for high voltage

### Warning signs on the vehicle

The following components may be marked with the illustrated warning signs → [Fig. 1](#), → [Fig. 2](#), → [Fig. 3](#) and → [Fig. 4](#):

- Covers and caps over high-voltage components.
- All high-voltage components including the high-voltage battery.
- Under the bonnet.

All work on the high-voltage system must be carried out by a professional workshop with appropriately qualified and trained personnel, in accordance with the Volkswagen Guidelines (→ *In the engine compartment*).

Observe the additional information on handling stickers on the vehicle (→ *Information stickers and plates*).



**Fig. 1** Warning sign for high voltages.



**Fig. 2** Warning sign for high-voltage components.

The warning signs → [Fig. 1](#) and → [Fig. 2](#) indicate the presence of high voltage.



BSZ-0248

Fig. 3 Warning sign for hot surfaces.

Parts of the high-voltage system can become very hot and must not be touched → Fig. 3.



A19-0216

Fig. 4 Warning sign on high-voltage battery.

There is a warning sign on the high-voltage battery that warns about the dangers of high voltages → Fig. 4.

Key to → *Fig. 4* :


- ① High voltages can cause serious injuries or death. Never touch the battery terminals with your fingers, tools, jewellery or any metal objects.
- ② The high-voltage battery contains dangerous liquid and solid substances. Serious chemical burns and blindness can be caused if it outgasses. Suitable eye protection and protective clothing should always be worn when performing work on the high-voltage battery to prevent the battery fluid coming in contact with skin and eyes. If skin or eyes come into contact with battery fluid, rinse the affected areas with clean flowing water for at least 15 minutes and seek a doctor immediately.
- ③ The high-voltage battery can burn. The high-voltage battery must never be exposed to fire, sparks or naked flames. Always handle the high-voltage battery with care to avoid damage and fluid leaks.
- ④ Always keep children away from the high-voltage battery.
- ⑤ You will find further information and warnings in the owner's manual and in the workshop literature.
- ⑥ Incorrect handling of the high-voltage battery can cause serious injuries or death. Under no circumstances remove the lid from the high-voltage battery nor disassemble the high-voltage battery.
- ⑦ Incorrect handling of the high-voltage battery can cause serious injuries or death. Have maintenance work on the high-voltage battery performed **exclusively** by properly qualified and trained specialist staff. Never make modifications to the high-voltage battery. The opened high-voltage battery must not come into contact with water or other liquids. Liquids can cause short-circuits, electric shocks and burns.

---

## Care instructions for the high-voltage battery

Correct handling of the high-voltage battery makes a significant contribution maintaining its good and reliable condition in the long term. The same also applies to charging and standing times of the vehicle.

Volkswagen recommends observing the following care instructions:

- Avoid complete discharge of the high-voltage battery if possible, e.g. due to extended standing times with a low charge level → . The charge level should not fall below 20% for extended periods.
- Do not charge the high-voltage battery to a level of 100% in everyday operation. For daily charging, set an upper battery charge limit in the Infotainment system which corresponds to requirements, e.g. 80% (→ *Timer-controlled charging*).
- Avoid regular fast charging with direct current (DC) due to the high charging currents.

### Temperature behaviour

The high-voltage battery provides less power at very low temperatures. If the charge level is also low, power may be significantly restricted only a short time after driving off.

- In frost conditions, do not park the vehicle for several hours with a charge level below 40% (→ *Alternating current (AC)*).
- Use the stationary air conditioning in good time to improve comfort and performance, particularly at temperatures below  $-15^{\circ}\text{C}$  (→ *Stationary air conditioning*).

#### NOTICE

If the vehicle is parked for an extended period with discharged high-voltage battery, it is possible that the high-voltage battery will no longer be charged or the vehicle will no longer start. In the long term, irreversible damage can be caused to the high-voltage battery.

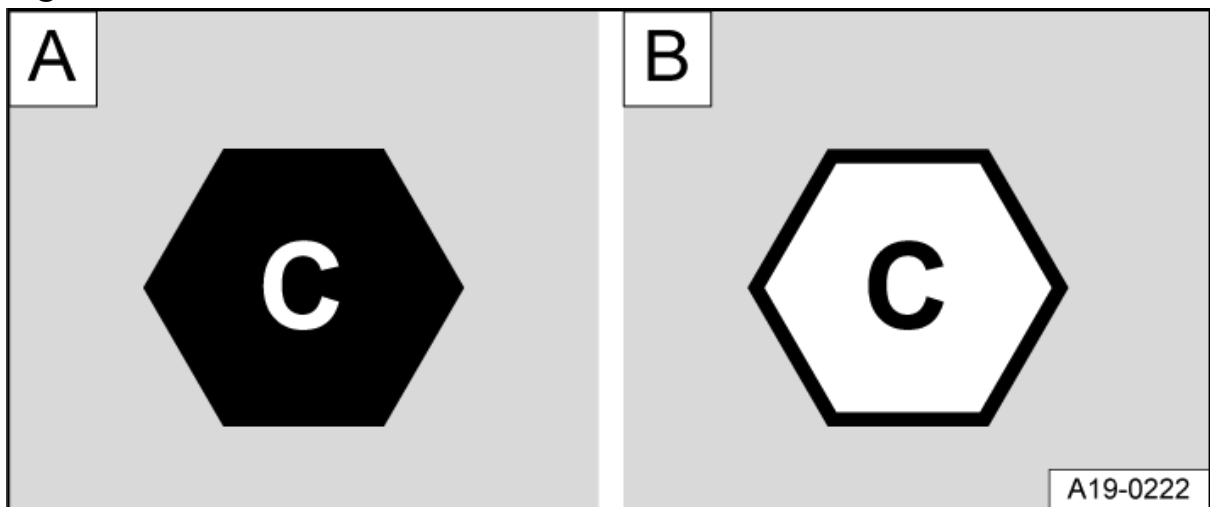
- Charge the high-voltage battery at regular intervals.
-

## Identification of electric power

### Compatibility of vehicle and charging infrastructure

The following signs in accordance with DIN EN 17186 provide information on whether the local power supply is suitable for the vehicle. The signs are located on the vehicle's charging socket, components of the local charging infrastructure (charging station, socket) and on the charging cable → ⚠. The signs refer to standardised charging systems in accordance with DIN EN 62196.

#### Signs

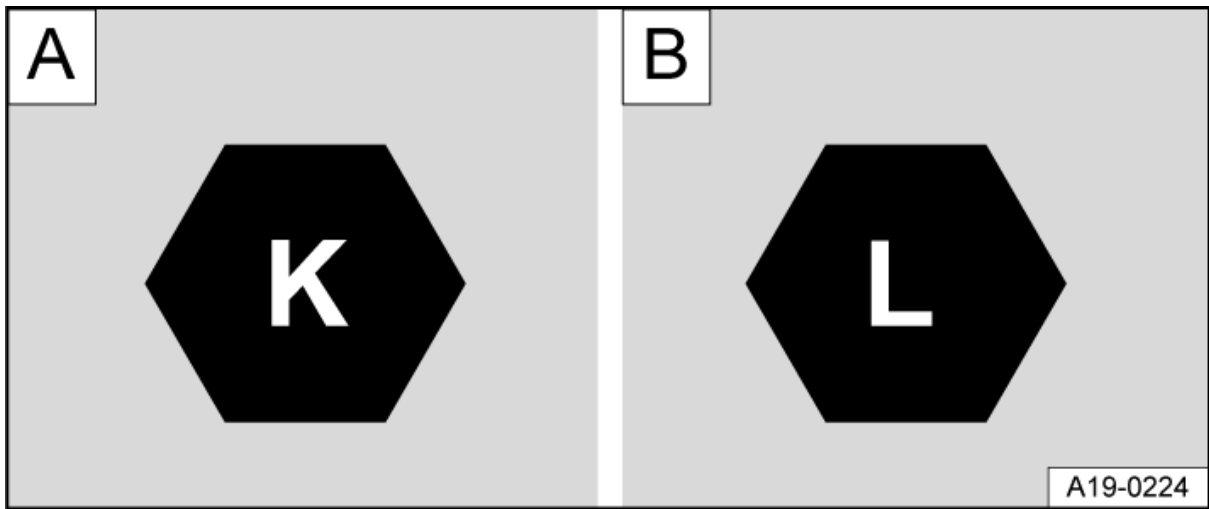


**Fig. 1** Identification for alternating current (AC) and Type 2 connector

**A**  
on the vehicle and

**B**  
on the charging station.

The European standard DIN EN 62196-2 applies to charging with alternating current (AC) in a low-voltage network up to 480 V.



**Fig. 2** Identification for direct current (DC) and CCS connector on the vehicle

with a voltage up to 500 volts and  
up to 1,000 volts.

**A**

**B**

The European standard DIN EN 62196-3 applies to charging with direct current (DC) up to 850 V.

**⚠ WARNING**

Charging at untested electrical installations can cause damage and serious injuries.

- If no sign is present or if the charging infrastructure is unknown, you should first contact a specialist electrical installation company.

---

## Charging cable

---

### Introduction to the topic

The charging cable supplied with the vehicle depends on the scope of delivery and the country-specific technical requirements, e.g. charging connector connections for mains sockets.

Volkswagen recommends using **only** the supplied charging cable → ⚠.

#### Handling the charging cable

---

- Handle with care.
- Do not fold or bend over sharp edges.
- Pull only at the connectors.

#### Handling the safety device and the charging connectors

---

- Fit the protective caps after use.
- Protect against intense sunlight (ambient temperature not higher than 50°C or 122°F).
- Do not drop.
- Do not immerse in liquid.

#### WARNING

Never use damaged charging connectors and charging cables.

- Always check charging connectors and cables for damage before use.
- Have the charging cable checked by a Volkswagen dealership if there is a malfunction.

#### WARNING

Always connect the charging cable for mains sockets directly to a mains socket. Never use the charging cable together with an extension cable, a cable reel, a multiple socket outlet or an adapter such as a regional adapter or timer. Injuries due to fire could be incurred or the charging cable or the house's electrical system could become damaged.

#### WARNING

If you are not familiar with the electrical installation or it has not been checked by qualified expert personnel, never use it for charging. If the electrical installation is in poor condition, this can cause serious damage, particularly fires.

- If a fault occurs on the mains socket or electrical system, seek assistance from an expert in electrical systems.

#### NOTICE

The charging cable may be subject to a regular testing requirements as mobile electrical equipment. A test adapter is required.

---

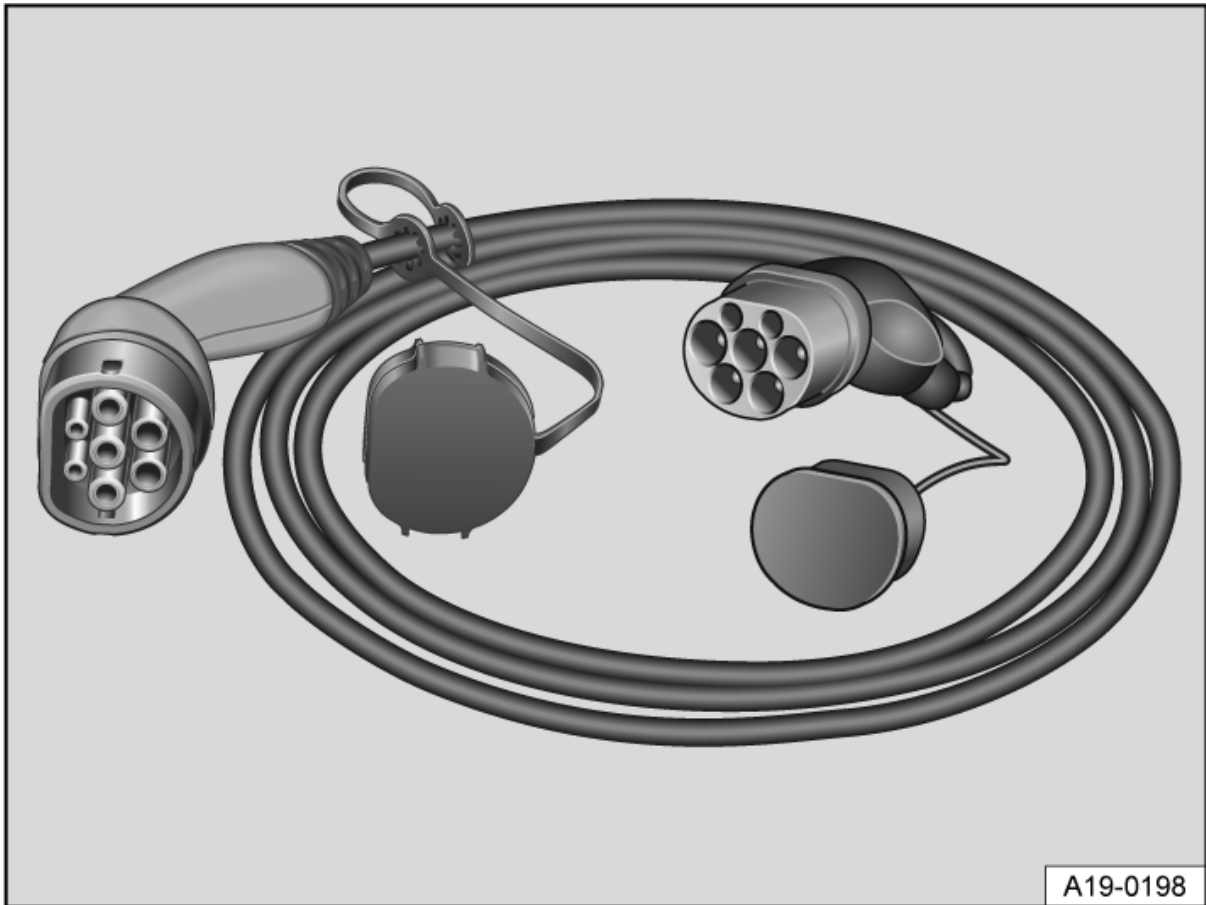


Comply with the maximum load for the safety circuit used. If the charging cable is connected to a mains socket with other electrical consumers in the same electrical circuit, the fuse in the electrical circuit can be tripped.



| Charging cables must be disposed of in an environmentally friendly way and must not be disposed of as household waste.

## Charging cable for charging stations with alternating current (AC)



**Fig. 1** Charging cable for charging stations with alternating current (AC).

The maximum charging current is 16 A or 32 A and depends on the vehicle equipment and the supplied charging cable → *Charging cable for charging stations with alternating current (AC)* .

### Charging in Norway

In Norway, there are many electrical installations that are constructed according to different technical rules than those in place in Europe.

**Only** use a charging cable with a cross-section of 5 x 6 mm<sup>2</sup> → ⚠. Please note the information on the charging cable.

Before travelling to Norway, check whether the carried charging cable for charging stations meets the requirements listed above.

#### ⚠ WARNING

Charging the high-voltage battery with an unsuitable charging cable may lead to short circuits, severe injury and fatal electric shocks.

- Do not use a charging cable if the cross-section is too small.

#### 📌 NOTICE

Follow the manufacturer's information and instructions on using the charging station.



Charging with a charging cable with a rating of 16 A is not possible at some charging stations that support 32 A.

# Charging cable for mains sockets

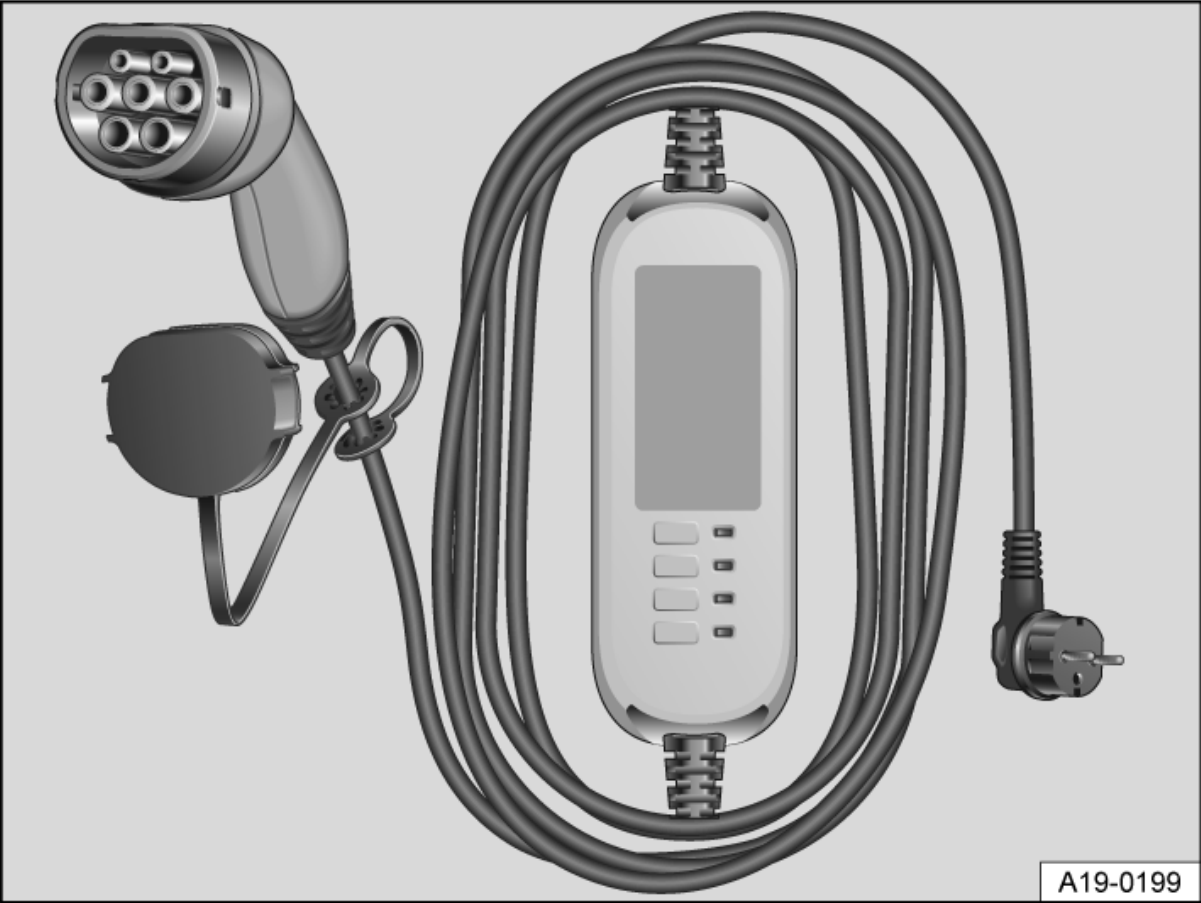
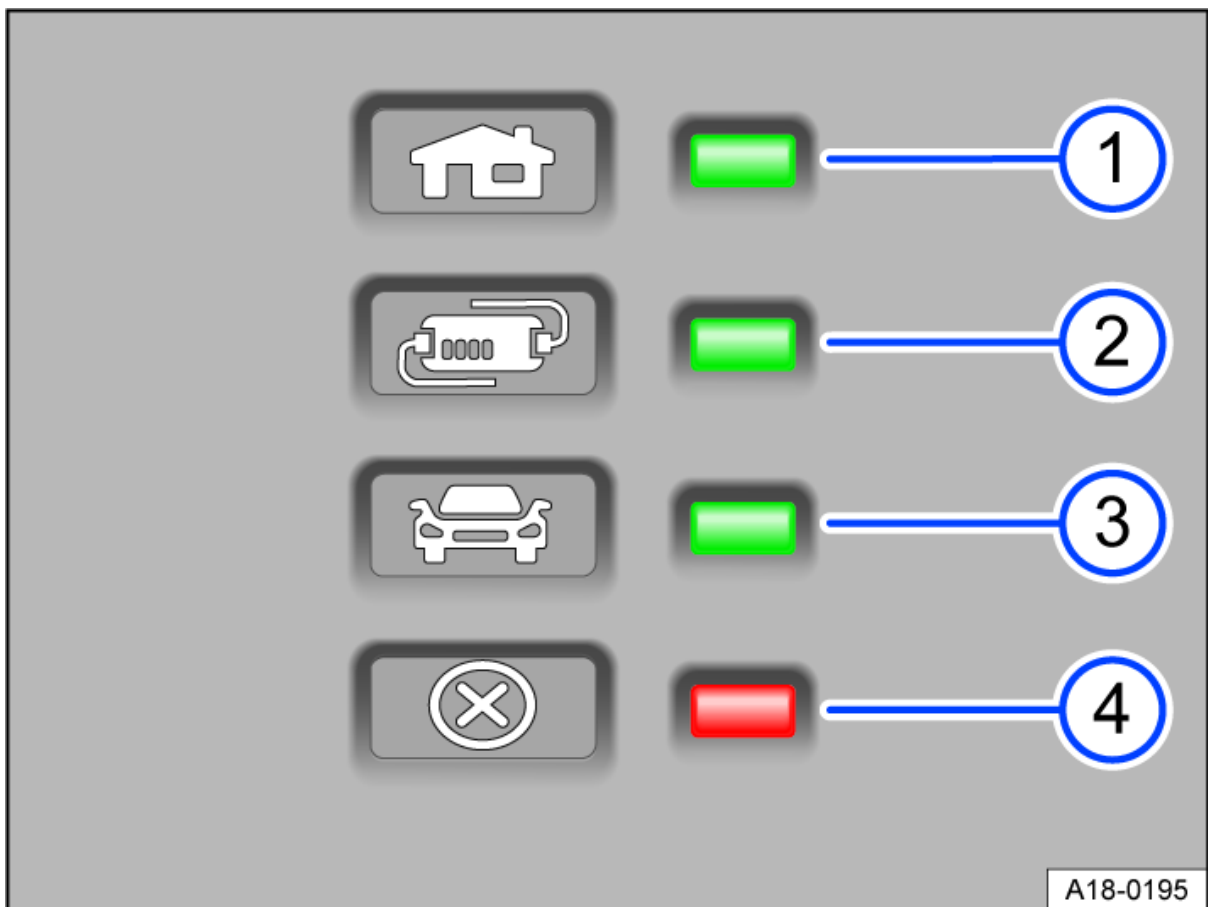


Fig. 1 Charging cable for mains sockets (illustration)



**Fig. 2** Protective device on the charging cable.

- ① Indicator lamp for plug and power supply.
- ② Indicator lamp for protection unit
- ③ Indicator lamp for vehicle
- ④ Fault warning lamp.

### **Safety device**

The charging connector is de-energised by the electronic protective device → *Fig. 2* until it is inserted in the vehicle's charging socket.

When the charging cable is connected to a mains socket, the protective device will automatically perform a self-test. All warning and indicator lamps will briefly light up and go out one after another. The current operating status is then displayed.

### **Status indicator**

The indicator lamps for the status indicator light up or flash green.

Display → Fig. 2	Meaning
<span style="border: 1px solid black; padding: 2px;">1</span> Lit up	Charging cable is connected to the mains network.
<span style="border: 1px solid black; padding: 2px;">1</span> , <span style="border: 1px solid black; padding: 2px;">2</span> lit up, <span style="border: 1px solid black; padding: 2px;">3</span> flashing	High-voltage battery is being charged.
<span style="border: 1px solid black; padding: 2px;">1</span> , <span style="border: 1px solid black; padding: 2px;">2</span> and <span style="border: 1px solid black; padding: 2px;">3</span> lit up	Charging process ended. High-voltage battery has been charged.

## Display for increased charging cable temperature


The charging cable is equipped with a temperature monitoring function. The temperature monitoring function is triggered if the charging cable overheats, e.g. due to storage in an overheated luggage compartment or strong sunlight.

If charging is still possible, the warning lamp → Fig. 2 4 flashes red in addition to a status indicator. The charging current is automatically **reduced**. As soon as the charging cable has cooled down enough, the charging current is increased again.

If charging is **interrupted** by the safety device, the status indicator goes out and the indicator lamp flashes green. The warning lamp flashes red. Remove the charging cable and leave it to cool. If the error occurs again, seek expert assistance.

## Limiting the charge current

The charging cable limits the charging current corresponding to the available power supply. Depending on the country-specific mains sockets, the maximum charging current may be 6 A, 8 A or 10 A.

A reduced or maximum charging current can be selected in the  menu in the vehicle settings of the Infotainment system (→ *Timer-controlled charging*).

## Fault displays



If the warning lamp → Fig. 2 4 flashes or lights up red without a status indicator 1, 2 or 3 being lit continuously, there is a fault present. The charging process will be interrupted or aborted. Observe the fault display and go to a qualified workshop if necessary.


Display → Fig. 2	Meaning
<span style="border: 1px solid black; padding: 2px;">1</span> flashing, <span style="border: 1px solid black; padding: 2px;">4</span> lit or flashing	Fault in the power supply.
<span style="border: 1px solid black; padding: 2px;">2</span> flashing, <span style="border: 1px solid black; padding: 2px;">4</span> lit or flashing	Fault in the safety device.
<span style="border: 1px solid black; padding: 2px;">3</span> flashing, <span style="border: 1px solid black; padding: 2px;">4</span> lit or flashing	Vehicle malfunction.

 NOTICE

Before driving abroad, find out about the correct charging cable and the maximum permissible charging current. If possible, use the charging cable supplied in the country concerned.

---

 Charging cable supplied outside Norway often cannot be used for recharging from mains sockets in Norway. Norwegian charging cables do not have a warning lamp → *Fig. 2*  1 due to differences in the power grid.

 If the vehicle is connected to the power grid via an additional connection or is located in direct proximity to high-voltage lines during the charging process, charging at a mains socket may not be possible. Additional connections to the power grid:

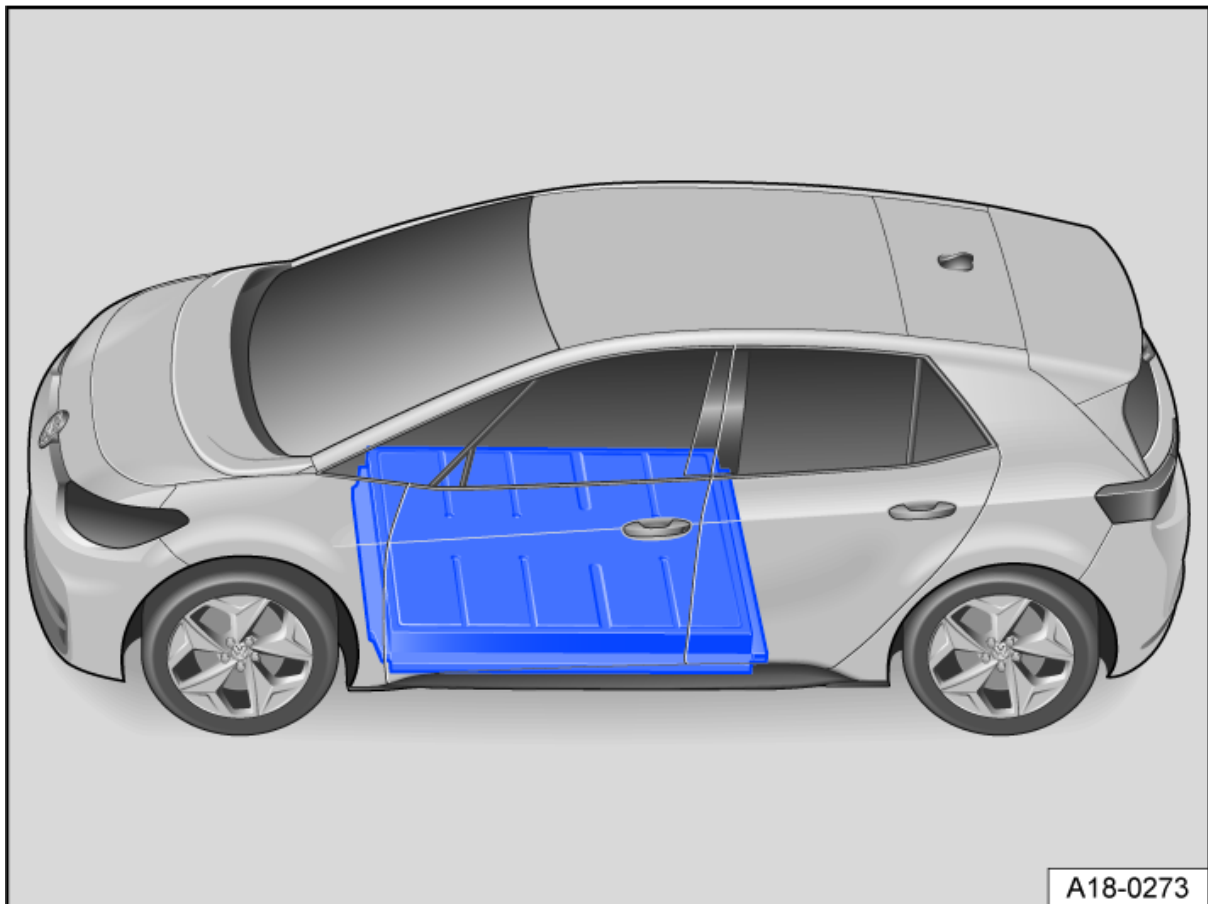
- Connection of a charger for 12-volt vehicle battery.
- Contact with working equipment connected to the power grid, e.g. lifting platform.

---

## Charging the high-voltage battery

---

### Introduction to the topic



**Fig. 1** Underneath the passenger compartment: location of the high-voltage battery

The electric drive motor of the vehicle is powered via a high-voltage battery located under the passenger compartment → *Fig. 1*.

Volkswagen recommends charging the high-voltage battery at a charging station or wall box with alternating current (AC) and with maximum charging power → ⚠. This results in higher efficiency compared with charging using a mains socket.

#### Checklist

- 
- ✓ The vehicle's drive system has been deactivated (→ *Deactivating the vehicle's drive system*).
  - ✓ The charging cable and charging infrastructure are in fault-free and tested condition.
- 

### **AC charging at a charging station or wall box**

Charging can take place with maximum AC charging power at a public or domestically installed charging station or wall box. A charging card may be required at public charging stations.

### **AC charging at a mains socket**



The high-voltage battery can be charged at home from a mains socket. The electrical installation must have been tested and must be fault-free → ⚠️. A longer charging time must be planned than for charging at a charging station or wall box.

## DC charging at a charging station

Charging takes place with high currents at charging stations with direct current (DC). No additional charging cable is required. A charging card may be required.

Observe the notes on frequent charging with direct current (DC) → ⚠️.

## Residual current protection

The vehicle is protected against direct current residual currents (DC residual current). This prevents DC residual currents that may be produced when charging from flowing via the charging cable into the domestic electrical installation.

### ⚠️ WARNING

Incorrect battery charging, failure to observe the safety instructions or incorrect handling of the high-voltage battery can cause short circuits, electric shocks, explosions, fire, serious burns and injuries and death.

- Always adhere to the stipulated sequence of steps in order to avoid the risk of an electric shock and serious injuries caused by residual energy in the electrical storage system.
- Charge the high-voltage battery only at properly installed, tested and undamaged mains sockets as well as at a fault-free electrical installation. Have the mains sockets and electrical installation checked by a qualified professional on a regular basis.
- Never charge the vehicle in areas at risk of explosion. Components of the charging cable can cause sparks and thus ignite flammable or explosive vapours.
- Never use damaged charging connectors or cables. Always check charging connectors and cables for damage before use.
- Never use the charging cable together with an extension cable, a cable reel, a multiple socket outlet or an adapter such as a regional adapter or timer.
- Always protect electrical connectors against direct ingress of water, moisture and other liquids.
- For safety reasons, no other work should be carried out in or on the vehicle during the charging process.
- Always end the charging process before disconnecting the mains plug. Otherwise, the charging cable and the electrical installation could be damaged.
- Never charge multiple vehicles on the sockets in a single fuse circuit at the same time. Use a different fuse circuit for charging other vehicles. Always comply with the power rating for the fuse circuit being used. If necessary, contact a qualified electrician.

### ⚠️ WARNING

Driving when the charge level of the high-voltage battery is too low can lead to the vehicle breaking down when in traffic, and can lead to accidents and serious injuries.

### ⓘ NOTICE

Fast charging with direct current (DC) uses a very high charging power. Frequent fast charging can permanently reduce the charging capacity of the high-voltage battery.

- You should primarily charge the high-voltage battery at a charging station or wall box using alternating current (AC).



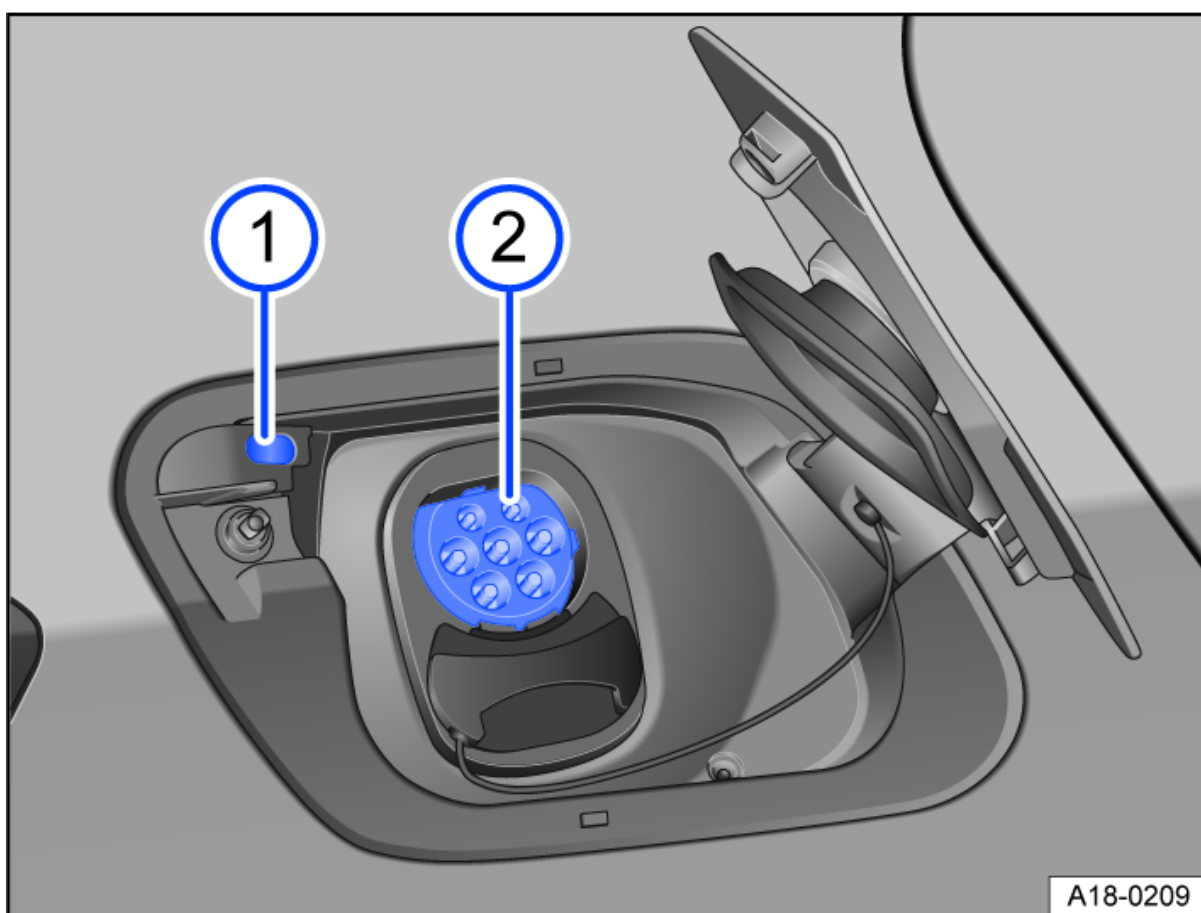
The high-voltage battery can only be charged at charging stations that meet the requirements of the corresponding country and at least the following standards:

- IEC 61851 and IEC 62196 (*Europe*).
- GB/T 18487 and GB/T 20234 (*China*) in the 2015 version.
- SAE J1772 (*Japan*).
- SAE J1772 (*USA and Canada*).



Charging of the high-voltage battery can be subject to limitations in very low and very high temperature conditions.

## AC charging (charging station, mains socket)



**Fig. 1** Behind the charging socket flap at the rear right: charging socket (schematic diagram).

- ① Charging process display with illumination of the charging socket (→ *Charging process display*).
- ② Charging socket.

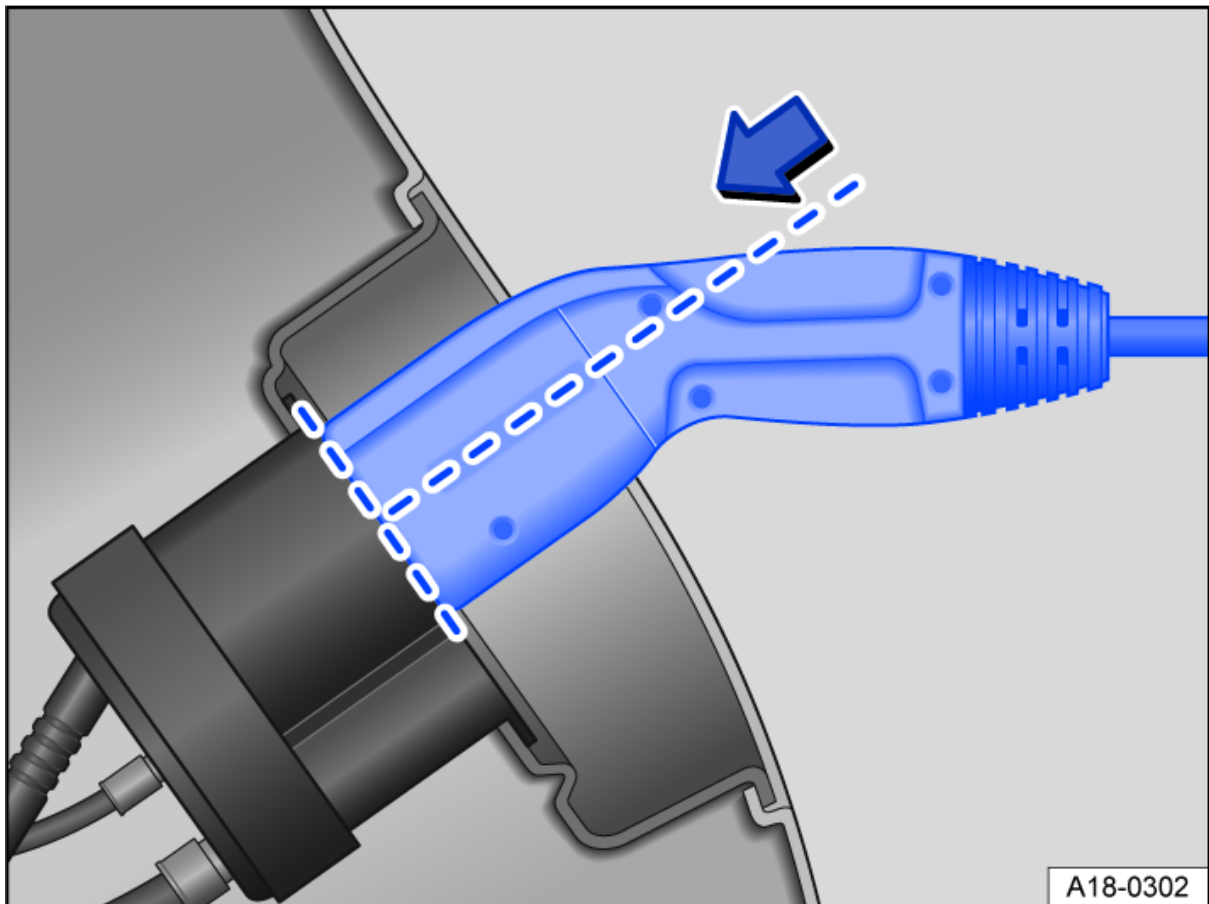
The rectifier installed in the vehicle converts the power from the public AC network into direct current.

*Charging station, wall box, mains socket:* The vehicle's high-voltage battery can be charged with **alternating current (AC)** via the top connection in the charging socket → *Fig. 1* ② (→ *Charging operations*).

### Connecting the charge cable

- First connect the charging cable to the power supply or take it out of the charging station or wall box. Unwind charging cable completely.
- *Charging cable for mains sockets:* The protective device will carry out a self-test (→ *Charging cable for mains sockets*).
- With the vehicle unlocked, press at the rear right on the charging socket flap to open the flap → *Fig. 1*.

—Insert the charging connector into the charging socket ensuring that it is inserted straight → [Fig. 1](#) (2). Check whether the charging connector is inserted all the way → [Fig. 2](#).



**Fig. 2** At the charging socket: fully plugged charging connector (schematic diagram).

The charging connector is locked automatically.

The LED light unit (charging process display) on the charging socket blinks or flashes white (→ *Charging process display*).

When the charging connector is connected, a screen with charging information will be opened in the Infotainment system (→ *Timer-controlled charging*). Make settings for the charging process if necessary.

### **Starting the charging process automatically**

If no departure time has been programmed, charging will start immediately (→ *Vehicle settings menu*). The charging station or wall box may need to be enabled.

The high-voltage battery is charged fully or up to the set upper battery charge limit (→ *Timer-controlled charging*).

### **During charging**

The charging process display on the charging socket pulses green → [Fig. 1](#) (1).

The charging connector is locked during charging and cannot be removed.

### **Ending the charging process**

Charging can be ended before the desired charge level is reached:

- Touch the **STOPP** function button on the Infotainment system screen.

Touch the **START** function button to restart the charging process.

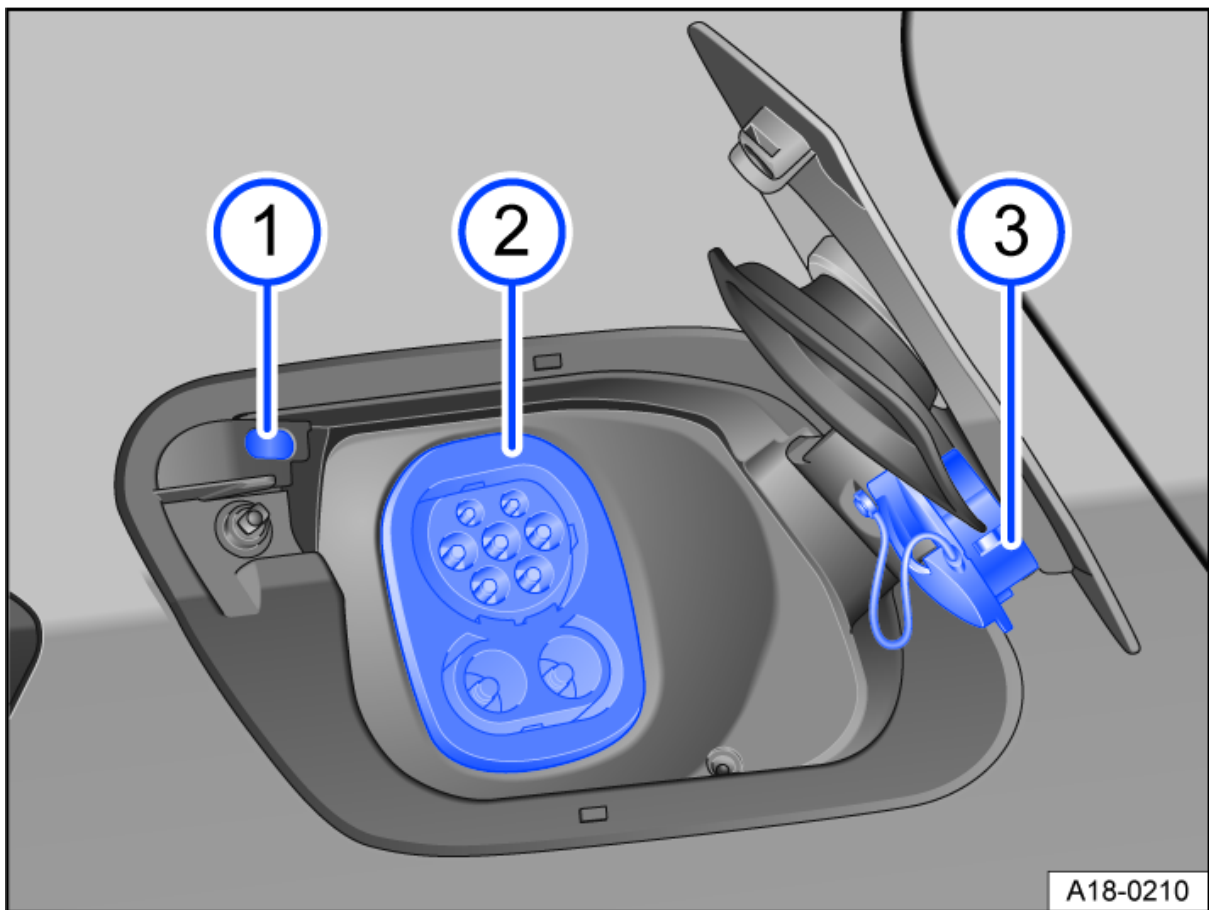
## After charging

The charging process display on the charging socket lights up green when the desired charge level has been reached.

Removing the charging connector:

- Unlock the vehicle.
- Disconnect the charging connector from the socket within 30 seconds.
- OR:** if the setting **Automatically release connector** is activated in the Infotainment system (→ *Vehicle settings menu*), the charging connector will be unlocked automatically after the end of charging.
- Disconnect the charging cable from the power supply.
- Close the charging socket flap so that it engages audibly.

## DC charging



**Fig. 1** Behind the charging socket flap at the rear right: charging socket (schematic diagram).

Key to → *Fig. 1*:

- ① Charging process display with illumination of the charging socket (→ *Charging operations*).
- ② Charging socket.
- ③ Protective cap.

The alternating current is converted into direct current outside the vehicle. A significantly higher charging power is achieved compared with AC charging.

*Public fast charging station:* the high-voltage battery can be charged with **direct current (DC)** at a corresponding charging station. This significantly shortens the charging time.



The permanently installed charging cable of the charging station must be shorter than 30 metres.

### Connecting the charge cable

Charging takes place via the bottom connection of the charging socket.

—With the vehicle unlocked, press at the rear right on the charging socket flap to open the flap → *Fig. 1*.

—Remove the protective cap from the bottom connection of the charging socket → *Fig. 1* ③.

— Plug the charging connector of the charging station into the charging socket → *Fig. 1* (2).

The charging connector is locked automatically.

The LED light unit (charging process display) on the charging socket blinks or flashes white (→ *Charging process display*).

## Starting charging automatically

Enable the charging station → .

### NOTICE

Follow the manufacturer's information and instructions on using the charging station.

The charging process starts immediately.

## During charging

The charging process display on the charging socket pulses green → *Fig. 1* (1).

The charging connector is locked during charging and cannot be removed.

## Ending charging

The charging process can be ended directly at the charging station.

## After charging

The charging process display on the charging socket lights up green when the desired charge level has been reached.

The charging connector is automatically unlocked when the charging process has been ended.

— Remove the charging connector from the charging socket.

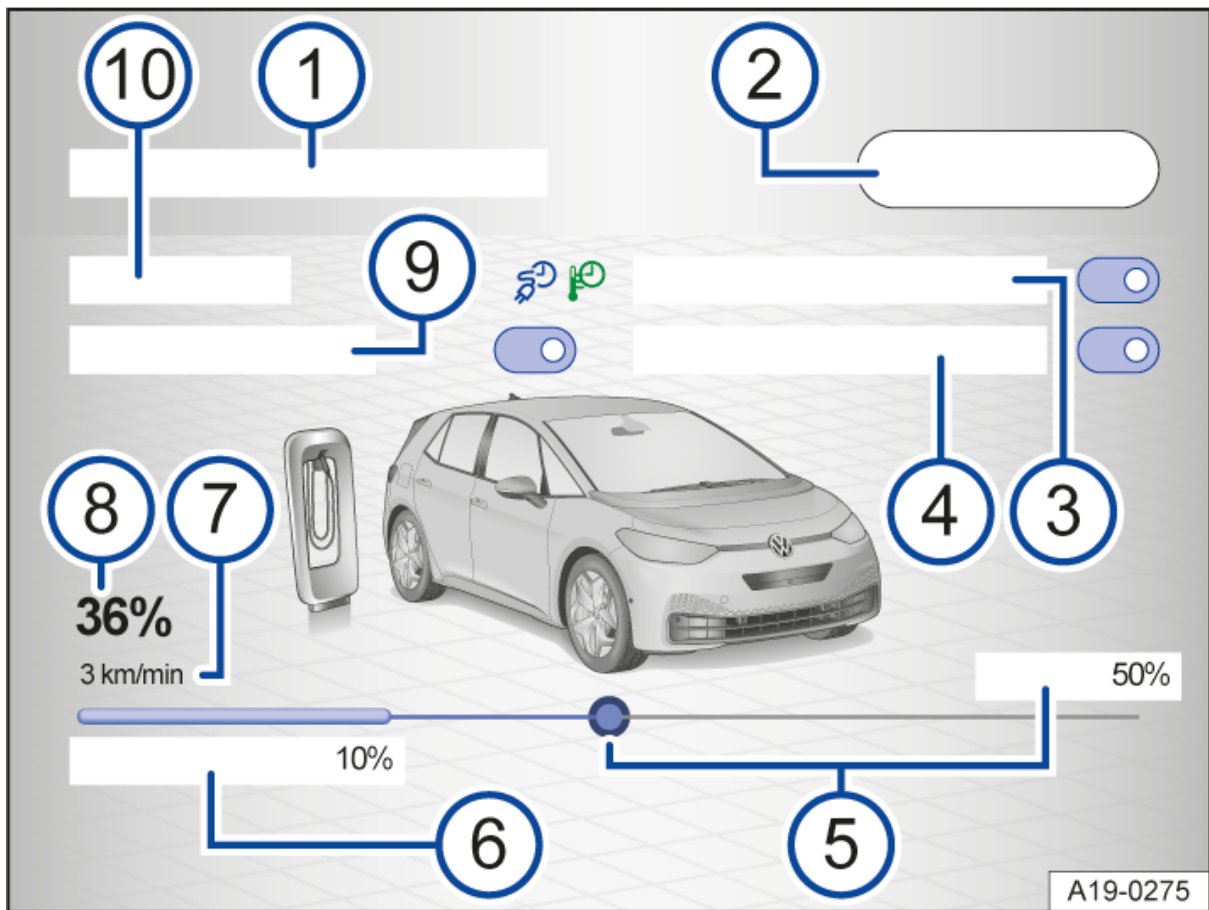
— Fit the protective cap on the bottom connection of the charging socket → *Fig. 1* (3).

— Close the charging socket flap so that it engages audibly.



Stationary air conditioning of the vehicle via a charging station is only possible during charging. Stationary air conditioning will be ended after the charging process. Alternatively, the "Air conditioning without external power supply" setting in the Infotainment system can be used (→ *Stationary air conditioning*).

## Charging information in the Infotainment system



**Fig. 1** In the Infotainment system: charging information for immediate charging and time-controlled charging (illustration).

- ① Charging location (only for timer-controlled charging).
- ② Start or end charging.
- ③ Reduce charging current, e.g. if other electrical consumers are operated simultaneously via one circuit. The charging power is reduced and the charging time is extended as a result. Possible only for charging with an alternating current (AC).
- ④ Automatically release the charging connector after the end of charging. This function should be used only at a charging station (AC) with permanently installed charging cable.
- ⑤ Set upper battery charge limit. The high-voltage battery is automatically charged to a value between 50% and 100%. Volkswagen recommends charging up to a maximum level of 80% in everyday use. Observe the care instructions for the high-voltage battery (→ *High-voltage components*).
- ⑥ Set the lower battery charge limit (only for timer-controlled charging).
- ⑦ Charging power as a range increase in km/h or km/min, depending on the charging infrastructure and ambient conditions, e.g. outside temperature. The charging power can vary during the charging process. The charging power will be reduced when the charge level is in a minimum or maximum range due to the characteristics of the high-voltage battery.
- ⑧ Current charge level.



- ⑨ Activate or deactivate air conditioning (only for timer-controlled charging).
- ⑩ End of charging or planned departure time (only for timer-controlled charging).

---

A screen with charging information is automatically opened in the Infotainment system when the charging connector is plugged in.


Observe the additional information on timer-controlled charging for → *Fig. 1* ①, ⑥, ⑨ and ⑩.

Closing the screen with charging information

---

- Touch the **x** function button.
- OR**: display of the screen is automatically ended after approx. 2 minutes.
- OR**: vehicle is locked.

### Charging menu in the vehicle settings

If no charging connector is plugged in, charging information can be accessed in the **Charging**  menu in the vehicle settings of the Infotainment system (→ *Vehicle settings menu*).


---

## Timer-controlled charging in the Infotainment system

The vehicle automatically recognises a created charging location and adopts the stored settings.

### Creating charging locations

Up to five charging locations can be created in the Infotainment system in order to charge the high-voltage battery for a desired departure time.

- Open the vehicle settings in the Infotainment system (→ *Vehicle settings menu*).
- Touch the  function button.
- Add a charging location.

Further settings can be made when the charging location has been created:

### Charging timer

You can activate timer-controlled charging for a desired departure time with a charging timer.

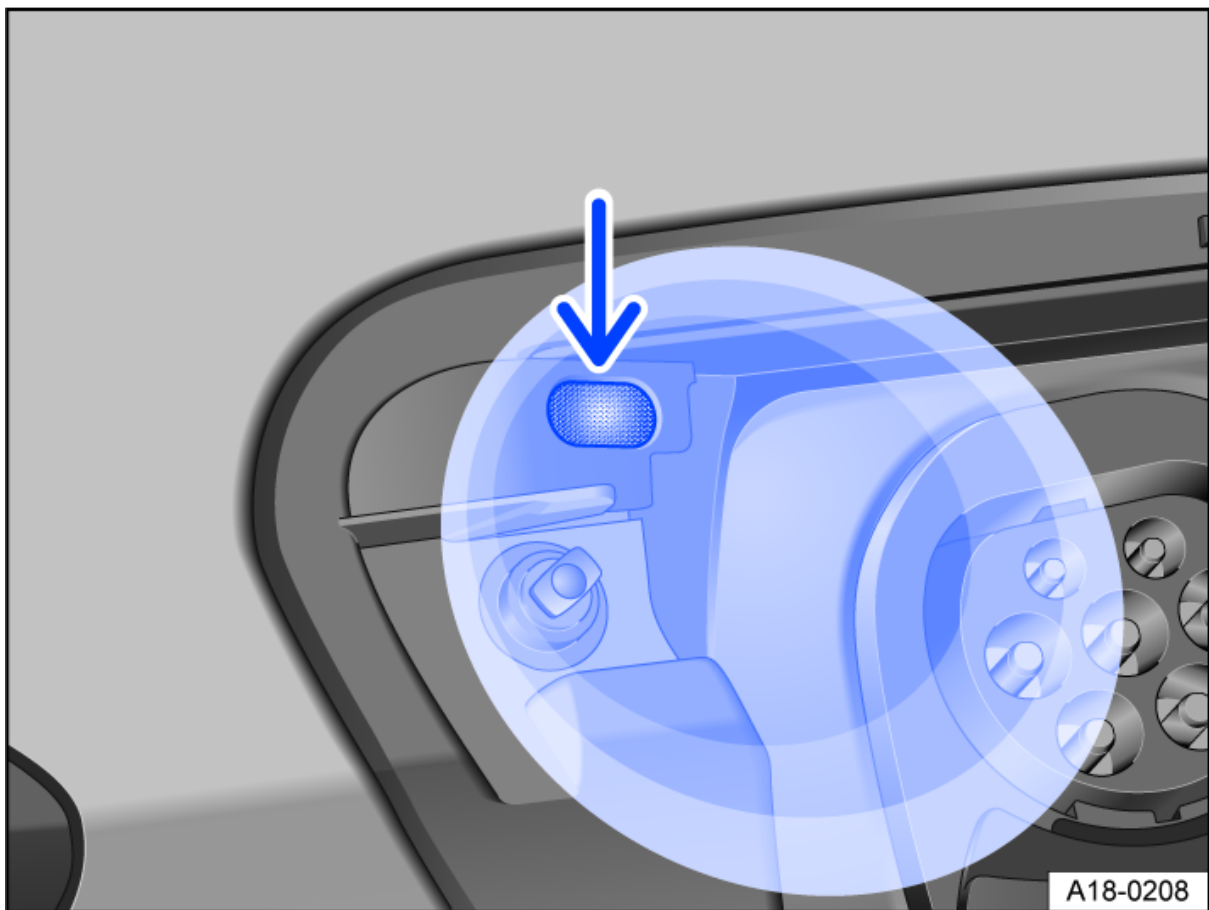
- Set the weekday and time (one-off or weekly)
- Activate or deactivate the charging timer by a "tick"  in the checkbox.

If the charging timer is activated and the charging location near the vehicle has been recognised, the high-voltage battery will be charged automatically corresponding to the settings.

Advanced settings for a charging timer:

- Air conditioning:** if the vehicle is equipped with stationary air conditioning, the vehicle interior can be air conditioned before the planned departure time. The desired temperature is set in the stationary air conditioning menu (→ *Stationary air conditioning*).
- Lower battery charge limit:** the high-voltage battery is first charged up to the set value - independently of the next planned departure time. The aim is to avoid a charge level which is too low.
- Upper battery charge limit:** the high-voltage battery is charged up to the set value for the next planned departure time. Observe the care instructions for the high-voltage battery (→ *High-voltage components*).
- Control by external energy management system:** the vehicle communicates with the charging station and takes into account the settings of an external energy management system, e.g. in a home with a photovoltaic system.
- Low tariff online:** the vehicle checks online for possible low-tariff periods of an energy supplier. These periods are taken into account for the charging operation.
- Preferred charging times:** individual charging times may be helpful if there are other domestic consumers or when using off-peak electricity.
- Address:** the address or geo coordinates are displayed.

## Charging process display



**Fig. 1** Behind the charging socket flap; charging process display (arrow) with illumination of the charging socket.

An LED light unit on the charging socket shows the charging process status → *Fig. 1* (arrow).

A sticker on the charging socket flap provides information about the displays of the LED light unit.

### **Charging process displays:**

LED light unit flashes:

—The charging connector was recognised by the vehicle.

□ White LED light unit:

—Blinks: vehicle communication setup with the charging infrastructure. Charging process is being prepared.

— Lights up continuously: no charging function is active.

■ Green LED light unit:

—Pulsates: the high-voltage battery is being charged.

—Lights up continuously: charging has been completed successfully.

—Flashes: timer-controlled charging is activated. Charging has not yet started.

—Lights up alternately with the red display: charging is taking place with a reduced charging current to prevent the vehicle from breaking down. A fault is present, e.g. charging connector not fully locked.

■ Red LED light unit:

—Lights up continuously: fault in the charging system. The charging process cannot not be started or has been cancelled.

## Illumination of the charging socket

In darkness, automatic illumination of the charging socket → *Fig. 1* can help orientation at the vehicle.

### Switching on

---

- ✓ The vehicle has been unlocked.
  - ✓ **OR:** the charging connector has been plugged into the charging socket.
  - ✓ **OR:** the charging connector has been unplugged from the charging socket.
- 

### Switching off

---

- ✓ The illumination goes out automatically after some time when the vehicle is unlocked or locked.
- 

### ! NOTICE

If the charging process display continually indicates a fault in the power supply or in the charging system if the vehicle, seek expert assistance.

---

---

## Troubleshooting

### **High-voltage battery is empty**

The indicator lamp lights up red. A text message is displayed.

The range may be just a few kilometres.

—Charge the high-voltage battery immediately.

### **Exhaustive discharge of the high-voltage battery due to long standing time**

The indicator lamp lights up red. A text message is displayed.

The high-voltage battery may be damaged, e.g. due to a long standing time.

—Charge the high-voltage battery.

### **Low charge level of the high-voltage battery**

The indicator lamp lights up yellow. A text message is displayed.

The charge level of the high-voltage battery has reached the reserve range.

—Charge the high-voltage battery.

### **Reduced power**

The indicator lamp lights up yellow. A text message is displayed.

The power is significantly reduced and may decrease further. **Low power can lead to the vehicle breaking down in traffic.**

Convenience functions of the air conditioning system are not possible (*→ Heating, ventilation, cooling*).

—Charge the high-voltage battery when the charge level is low.

—At very cold or hot outside temperatures, the high-voltage battery is heated or cooled respectively during driving. The vehicle power will increase again after some time.

Observe the behaviour of the power display in the **ID. Display** (*→ Digital instrument cluster (AID)*).

The indicator lamp will go out when the power is increased again.

### **Fault in range calculation**

The indicator lamp lights up yellow. A text message is displayed.

There is a fault in range calculation. Go to a qualified workshop!

## **Protective device of charging cable switches off**

If external devices with a separate power connection are used simultaneously, e.g. refrigerator box, a fault may be detected during the self-test of the protective device. The charging cable was connected to the charging socket first.

—Observe the correct order. Always connect the charging cable to the power supply first.

## **Charging time changes**


During DC charging, the charging current is automatically reduced to protect the high voltage battery from overheating.

In the case of several successive rapid charging procedures, this leads to a temporary extension of the charging time, e.g. in the case of continuous operation of the vehicle.

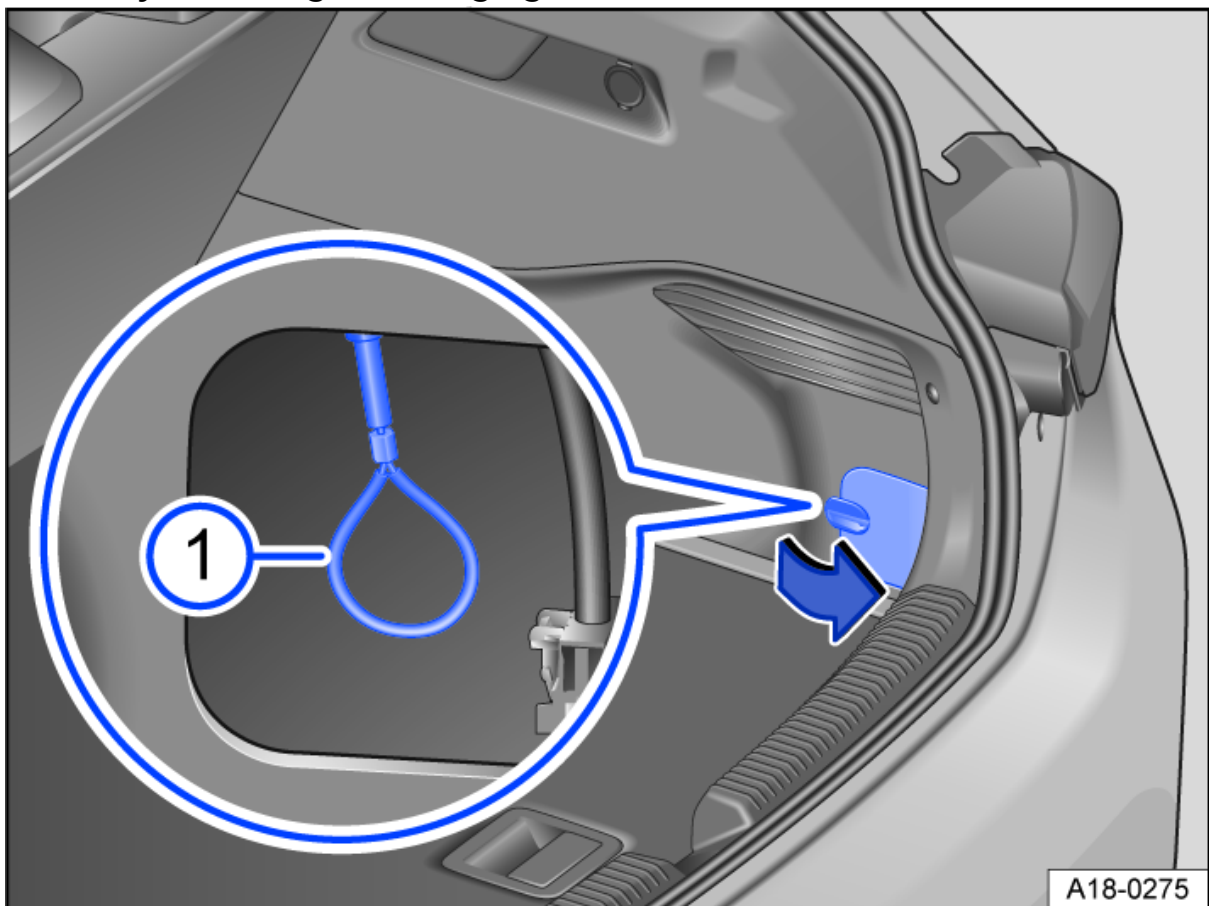
## Manually unlocking the charging connector


### Prerequisites


- ✓ The vehicle is unlocked (→ *Vehicle key*).
- ✓ The charging process has been completed or interrupted (→ *Charging operations*).
- ✓ When charging with alternating current (AC), the setting **Automatically release connector** is activated in the Infotainment system (→ *Vehicle settings menu*).



If the charging connector still cannot be unplugged, manually unlock the charging connector → .

### Manually unlocking the charging connector



**Fig. 1** Behind a cover on the right side of the luggage compartment: loop  for manually unlocking the charging connector.

There is a loop for manually unlocking the charging connector behind a cover on the right side of the luggage compartment → *Fig. 1* .

- Open the luggage compartment.
- Turn the catch at the bottom right in the luggage compartment and open the cover → *Fig. 1* (arrow).
- Take out the loop and pull → *Fig. 1* . The charging connector can now be removed → .

Then fit the cover again and close the catch →ⓘ.

**⚠ WARNING**

If the charging connector remains locked unexpectedly, the cause may be a fault in the vehicle or the charging station. Live contacts may become accessible as a result of the manual unlocking procedure. Touching the contacts can cause burns or other injuries and even lead to a fatal electric shock.

- Never touch the contacts in the charging socket or charging connector.

**ⓘ NOTICE**

Only unlock the charging connector manually in the event of a malfunction on the vehicle.

**ⓘ NOTICE**

After performing manual release of the charging connector, have the charging socket checked immediately by a qualified workshop.



---

## If and when

---

### Vehicle toolkit

---

#### Introduction to the topic

Observe any country-specific legislation when securing your vehicle in the event of a breakdown.

#### WARNING

In the event of a sudden driving or braking manoeuvre or accident, a loose vehicle toolkit, breakdown set and spare wheel or temporary spare wheel could be flung through the vehicle and cause severe injuries.

- Ensure that the vehicle toolkit, breakdown set and spare wheel or temporary spare wheel are always properly secured in the luggage compartment.

#### WARNING

Unsuitable or damaged tools in the vehicle toolkit can lead to accidents and injuries.

- Never work with unsuitable or damaged tools from the vehicle toolkit.

---

## Stowage

The vehicle toolkit may be located in various positions in the luggage compartment:

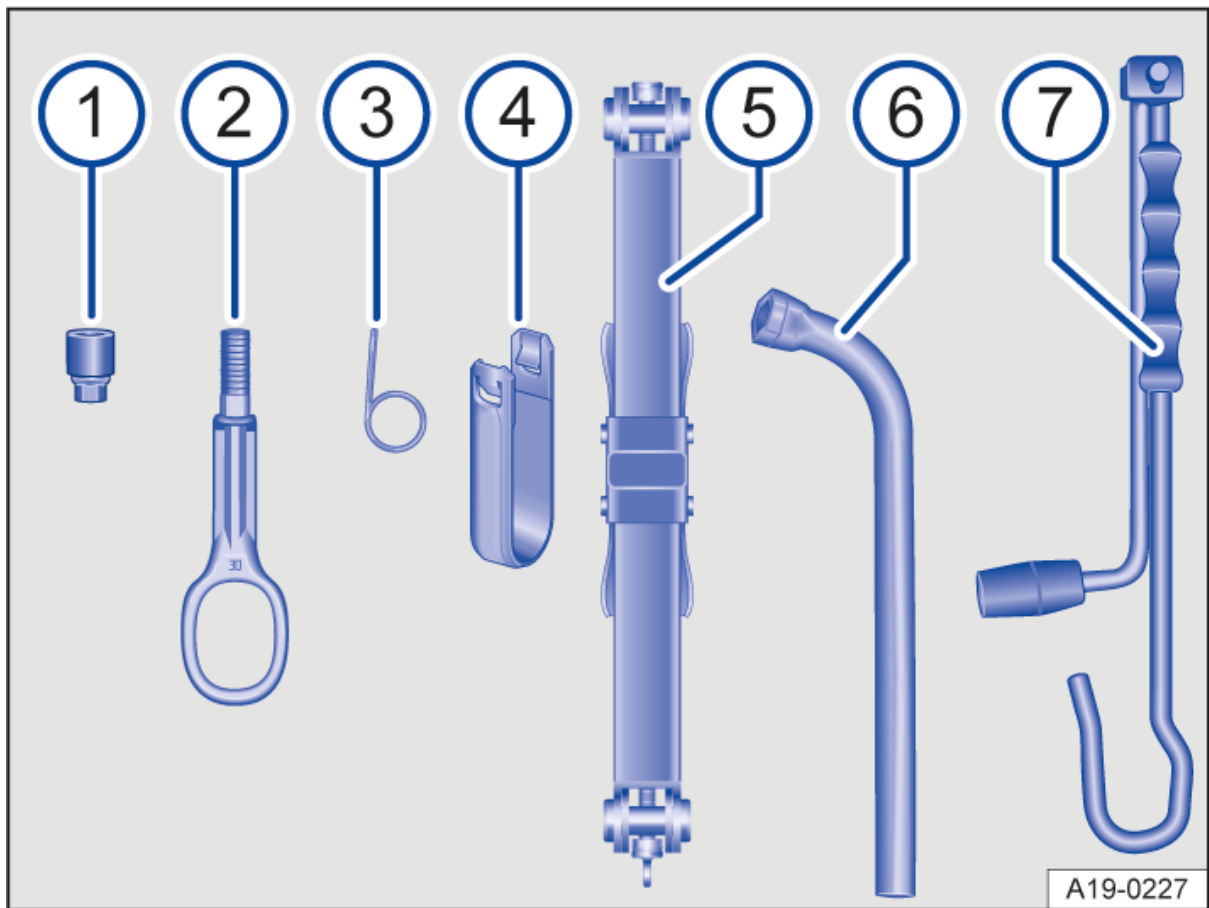
- In a bag on the left or right in the stowage compartments of the luggage compartment.
- In a foam rubber holder under the luggage compartment floor (*→ Luggage compartment floor*).

### NOTICE

Never drop the luggage compartment floor; guide it slowly back down. The trims or the luggage compartment floor could otherwise be damaged.

---

## Contents of the vehicle toolkit



**Fig. 1** Contents of the vehicle toolkit. (illustration)

The content of the vehicle toolkit varies according to the country and vehicle equipment level  
*Fig. 1:*

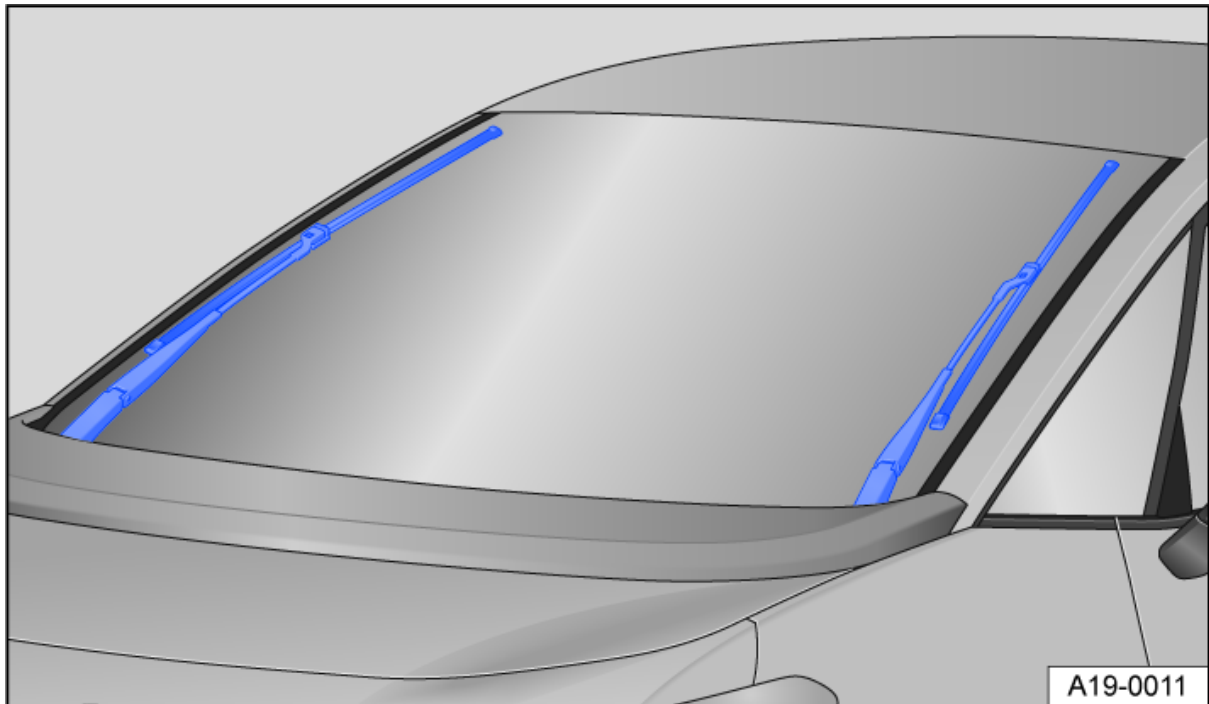
- ① Adapter for the anti-theft wheel bolt. Volkswagen recommends that you carry the wheel bolt adapter in the vehicle toolkit at all times. The **code number** of the anti-theft wheel bolt is stamped on the front of the adapter. You will need this number to replace the adapter if it is lost. Make a note of the code number for the anti-theft wheel bolt and keep it in a safe place – but not inside the vehicle.
- ② Screw-in towing eye.
- ③ Wire hook for pulling off the centre trims, wheel covers and the wheel bolt caps.
- ④ Extraction bracket.
- ⑤ Jack. Before you repack the jack, you must fully wind in the claw.  
**Maintenance:** there are no maintenance cycles for the jack. Grease the jack with universal lubricant when necessary.
- ⑥ Box spanner for wheel bolts.
- ⑦ Crank.

---

## Wiper blades

---

### Service position




**Fig. 1** Wipers in service position.

The wiper arms can be lifted off the windscreen when in the service position. Carry out the following steps to move the windscreen wipers to the service position:

#### Activating service position

- The bonnet and driver and front passenger doors must be closed (*→ In the engine compartment*).
- Switch the ignition on and then off again.
- Push the wiper lever up briefly.

#### Lifting the windscreen wiper arms

- Move the wiper arms to the service position before lifting → .
- When lifting a wiper arm, hold it **only** in the area of the wiper blade mounting.

Place the wiper arms back onto the windscreen before driving away. With the ignition switched on, briefly press the wiper lever up to bring the wiper arms back to the original position.

#### NOTICE

- In order to prevent damage to the bonnet and the wiper arms, the windscreen wiper arms should only be lifted when in the service position.
  - Always return the wiper arms to the windscreen before starting your journey.
-

## Cleaning and changing wiper blades

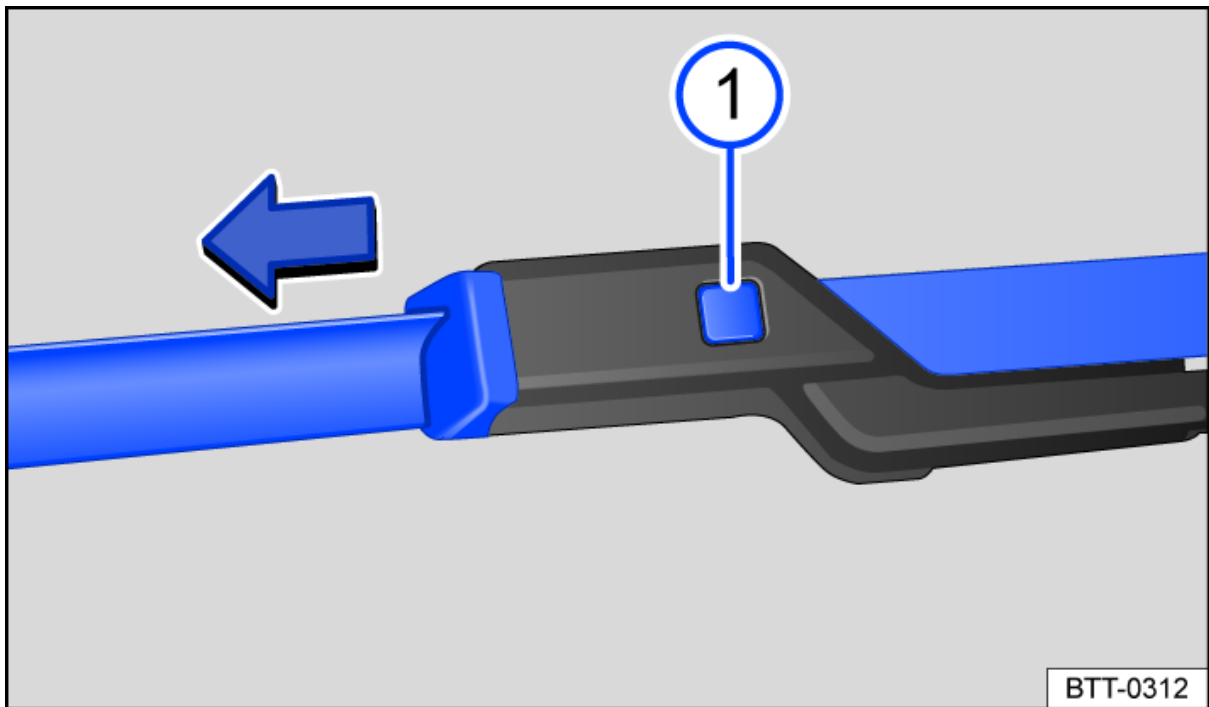


Fig. 1 Changing the windscreen wiper blades.

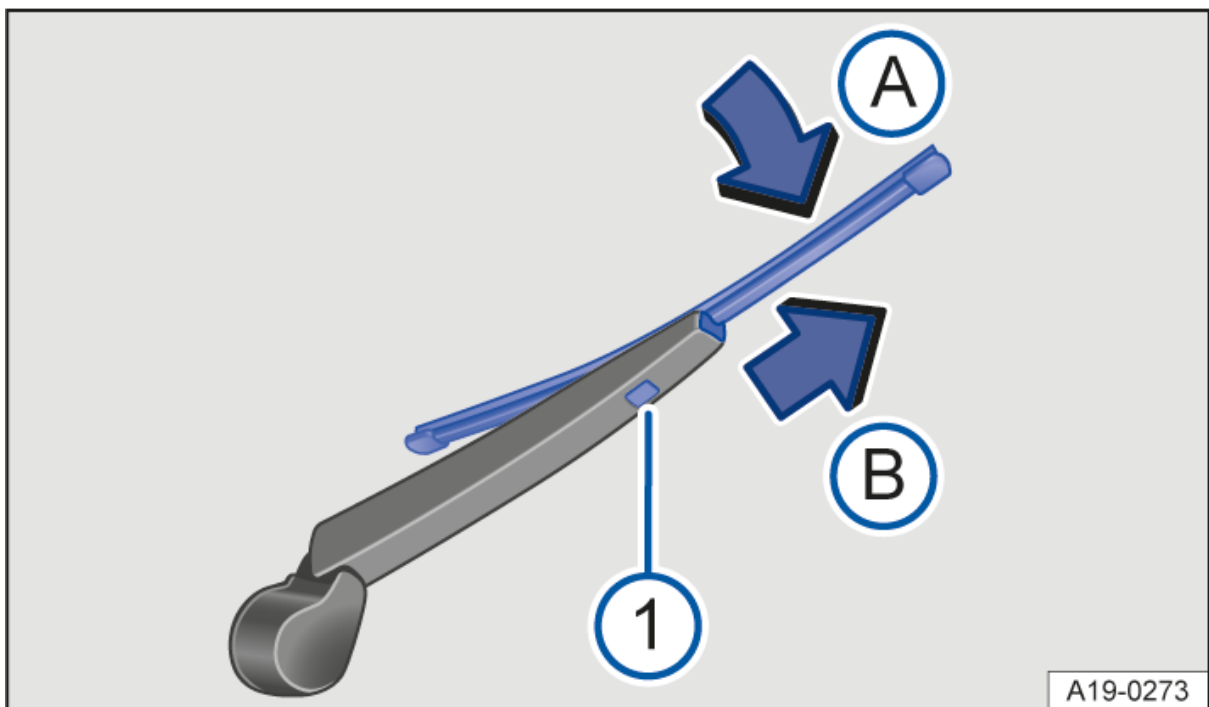


Fig. 2 Changing the rear window wiper blade.

The factory-fitted windscreen wiper blades are coated with graphite. The graphite coating ensures that the wiper blade moves quietly over the window. If the graphite coating is damaged, the wiper will become louder.

Check the condition of the wiper blades on a regular basis. **Rubbing wiper blades** should be changed if damaged or cleaned if dirty → *Cleaning and changing wiper blades* .

Damaged wiper blades should be replaced immediately. Wiper blades can be obtained from a qualified workshop.

## Cleaning wiper blades

**Note for the windscreen wipers:** move the wiper arms to the service position before lifting them (→ *Wiper blades*).

- When lifting a wiper arm, hold it **only** in the area of the wiper blade mounting.
- Clean the wiper blades carefully using a damp sponge → *Cleaning and changing wiper blades*.
- Place the wiper arms carefully back onto the windscreen.

## Changing the windscreen wiper blades

- Move the wiper arms to the service position before lifting (→ *Wiper blades*).
- When lifting a wiper arm, hold it **only** in the area of the wiper blade mounting.
- Press and hold the release button and simultaneously pull off the wiper blade in the direction of the arrow → *Fig. 1* (1).
- Insert a new wiper blade with the **same length and design** onto the wiper arm. Push it on until it engages.
- Place the wiper arms carefully back onto the windscreen.

## Changing the wiper blade for the rear window

- When lifting a wiper arm, hold it **only** in the area of the wiper blade mounting.
- Lift and fold back the wiper arm.
- Press and hold the release button → *Fig. 2* (1).
- Tilt the wiper blade in the direction of the wiper arm → *Fig. 2* (arrow (A)) and pull it off in the direction of the arrow (B) at the same time. You may need to use some force to do this.
- Insert a new wiper blade with the **same length and design** onto the wiper arm against the direction of the arrow. Push it on until it engages → *Fig. 2* (arrow (B)). The wiper blade must be in the folded back position → *Fig. 2* (arrow (A)).
- Carefully place the wiper arm back onto the rear window.

### WARNING

Worn or dirty windscreen wiper blades reduce visibility and increase the risk of accidents and severe injuries.

- Always change wiper blades if they are damaged or worn and no longer clean the window properly.

### NOTICE

Damaged or dirty wipers can scratch the windows.

- Do not use any detergents containing solvents, hard sponges and other sharp objects, as they can damage the graphite coating of the wiper blades during cleaning.
- Do not use fuel, nail varnish remover, paint thinner or similar products to clean the windows.



Wax deposits on the windscreen and rear window could cause the wiper blades to rub. Remove wax residue using a special cleaning product or cleaning cloths.

---

## Exterior lighting

---

### Introduction to the topic

Before changing a bulb, check whether a bulb or LED light unit has failed. You can normally change bulbs yourself. If the exterior lighting is realised using LED technology, depending on model and vehicle equipment, it is not possible for you to change the LED light units or individual LEDs yourself. If individual LEDs fail, this may be an indication that more LEDs are on the point of failure. In this case, have the LED light units checked and renewed if necessary at a qualified workshop.

It may be illegal to drive with faulty exterior lights.

### Additional bulb specifications

Some bulbs in headlights or in tail light clusters might have factory specifications that are different to standard bulbs. The designation is inscribed on the bulb, either on the glass part or on the base.

#### WARNING

Changing bulbs incorrectly can cause accidents and serious injuries.

- When working in the front compartment, always read and observe the safety warnings (*→ In the engine compartment*). The front compartment of any vehicle is a dangerous area. Serious injuries can be sustained here.
- Halogen bulbs are pressurised and could explode when they are being changed.
- Change the defective bulb only once it has cooled down completely.
- Never change a bulb unless you are familiar with the procedure. If you are uncertain of what to do, the work should be carried out by a qualified workshop.
- Do not touch the glass part of the bulb with unprotected fingers. When the light is switched on, heat will cause fingerprints to evaporate on the bulb, which in turn will cause the reflector to "go blind"
- There are sharp-edged parts on the headlight housing and on the tail light cluster housing. Protect your hands when changing bulbs.

#### NOTICE

Damage to the electrical system can be caused by water entering the system if the rubber cover or plastic covers on the headlight housing are not properly mounted after a bulb has been changed.

---




---

## Checklist “Information on changing bulbs”

### Checklist

---

Always carry out the following actions for changing a bulb in the given order → *Checklist Information on changing bulbs* :

1. Park the vehicle on a firm and level surface at a safe distance from the flow of traffic.
2. Switch on the electronic parking brake (→ *Electronic parking brake*).
3. Switch off the lights (→ *Dipped beam*).
4. Move the turn signal and main beam lever to neutral position (→ *Turn signals*).
5. Switch off the ignition.
6. Allow the orientation lighting to go out (→ *Coming Home and Leaving Home function (orientation lighting)*).
7. Leave the defective bulbs to cool down.
8. Check to see if a fuse has visibly blown (→ *Fuses*).
9. Follow the instructions to change the affected bulb → . Always replace bulbs with identical bulbs of the same type. The designation is inscribed on the bulb, either on the glass part or on the base.
10. Do not touch the glass part of the bulb with unprotected fingers. When switched on, the heat of the bulb would cause the remaining fingerprint to evaporate and be deposited on the reflector. This will impair the light output of the headlight.
11. After changing a bulb, check to ensure that the bulb is working properly. If the bulb is not working properly, the bulb may not have been inserted properly, may have failed again, or the connector may have been fitted incorrectly.
12. Each time you change a bulb at the front of the vehicle, the headlight settings should be checked by a qualified workshop.

#### WARNING

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

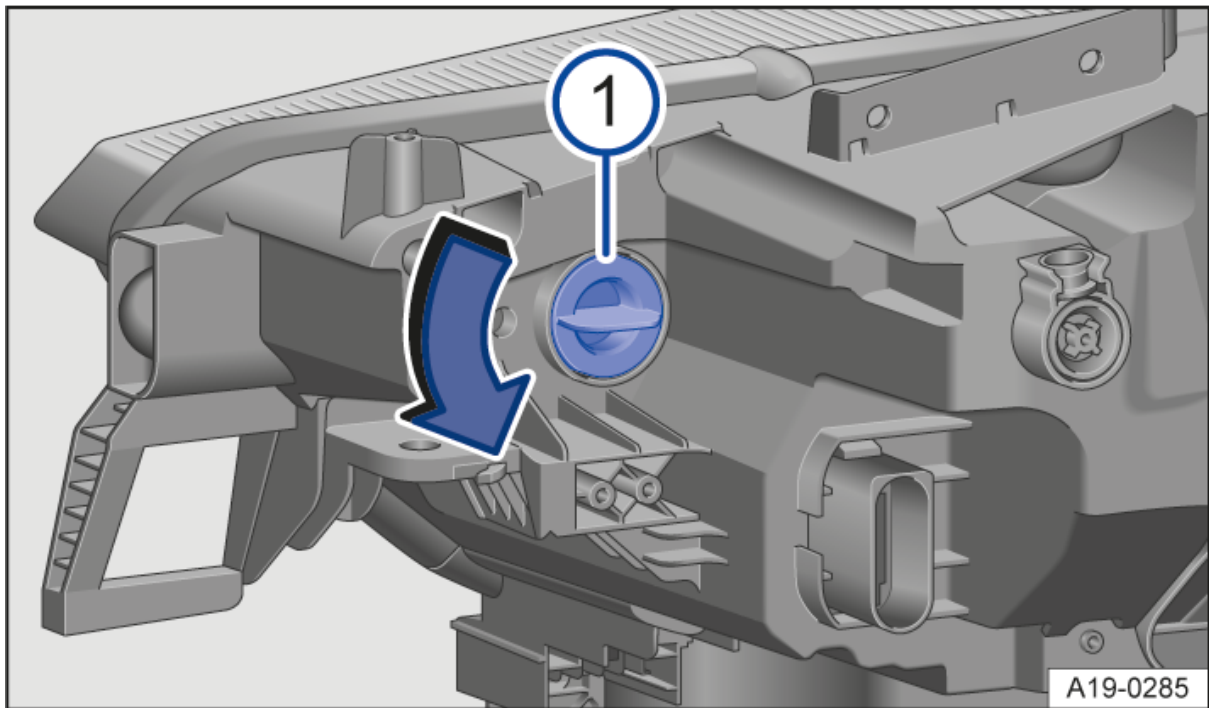
- Always follow the instructions in the checklist and observe the general safety procedures.

#### NOTICE

Always take care when removing or fitting lights to prevent damage to the paintwork or to other vehicle parts.

---

## Changing the turn signal bulb



**Fig. 1** Rear of the right headlight: changing the turn signal bulb.

The actions should only be carried out in the specified order:

1. Observe and follow the instructions in the checklist (→ *Exterior lighting*).
2. Open the bonnet ⚠ (→ *In the engine compartment*).
3. Pull out bulb holder → *Fig. 1* (1) in the direction of the arrow.
4. Replace the defective bulb with a new bulb of the same type.
5. Carefully insert the bulb holder into the headlight and turn it as far as it will go in the opposite direction to the arrow.
6. Close the bonnet ⚠ (→ *In the engine compartment*).



The illustration shows the right-hand headlight from the rear. The left-hand headlight is a mirror image of the one shown.

---

## Changing fuses

---

### Introduction to the topic

At the time of publication we are unable to provide an complete overview of the locations of the fuses for the electrical consumers. This is because the vehicle is under constant development, because fuses are assigned differently depending on the vehicle equipment level and because several electrical consumers may use a single fuse. You can obtain further information about the fuse assignment from a Volkswagen dealership.

Several electrical consumers can share a single fuse. Conversely, a single consumer could have more than one fuse.

Therefore fuses should only be replaced when the cause of the fault has been rectified. If a new fuse blows again shortly after fitting, have the electrical system checked by a qualified workshop as soon as possible.

### Fuses for emergency services

A high-voltage system fuse in the fuse box under the steering wheel, behind the stowage compartment (left-hand drive) or behind a cover in the glove box (right-hand drive) is identified with a tag to enable emergency services to de-energise the vehicle as quickly as possible. Never attempt to replace these fuses or swap them with other fuses in other slots → *Introduction to the topic* . If this fuse is faulty, always have it replaced by a qualified workshop.

#### WARNING

The voltage in the high-voltage system can cause electric shocks, serious burns and death!

- Never touch the electrical cables in the front compartment.
- Avoid causing short circuits in the electrical system.
- Never attempt to replace or repair fuses for the high-voltage system. Always have work performed by a qualified workshop.

#### WARNING

Using unsuitable or repaired fuses and bridging an electrical circuit without fuses can cause a fire and serious injuries.

- Never fit fuses that have a higher fuse rating. Fuses must always be replaced by a new fuse with the same amp rating (same colour and markings) and size.
  - Never repair a fuse.
  - Never use a metal strip, paper clip or similar objects to replace a fuse.
-

 **NOTICE**

- To avoid damage to the electrical system in the vehicle, switch off the ignition, the lights and all electrical consumers before changing a fuse.
  - Make sure that it is not possible to activate the vehicle's drive system when changing a fuse.
  - You can damage another location in the electrical system by using a fuse with a higher amp rating.
  - Fuse boxes must be protected from dirt and moisture when opened. Dirt and moisture in the fuse boxes can damage the electrical system.
  - Remove the covers for the fuse boxes carefully and install them again properly so as to avoid damage to the vehicle.
- 

 **NOTICE**

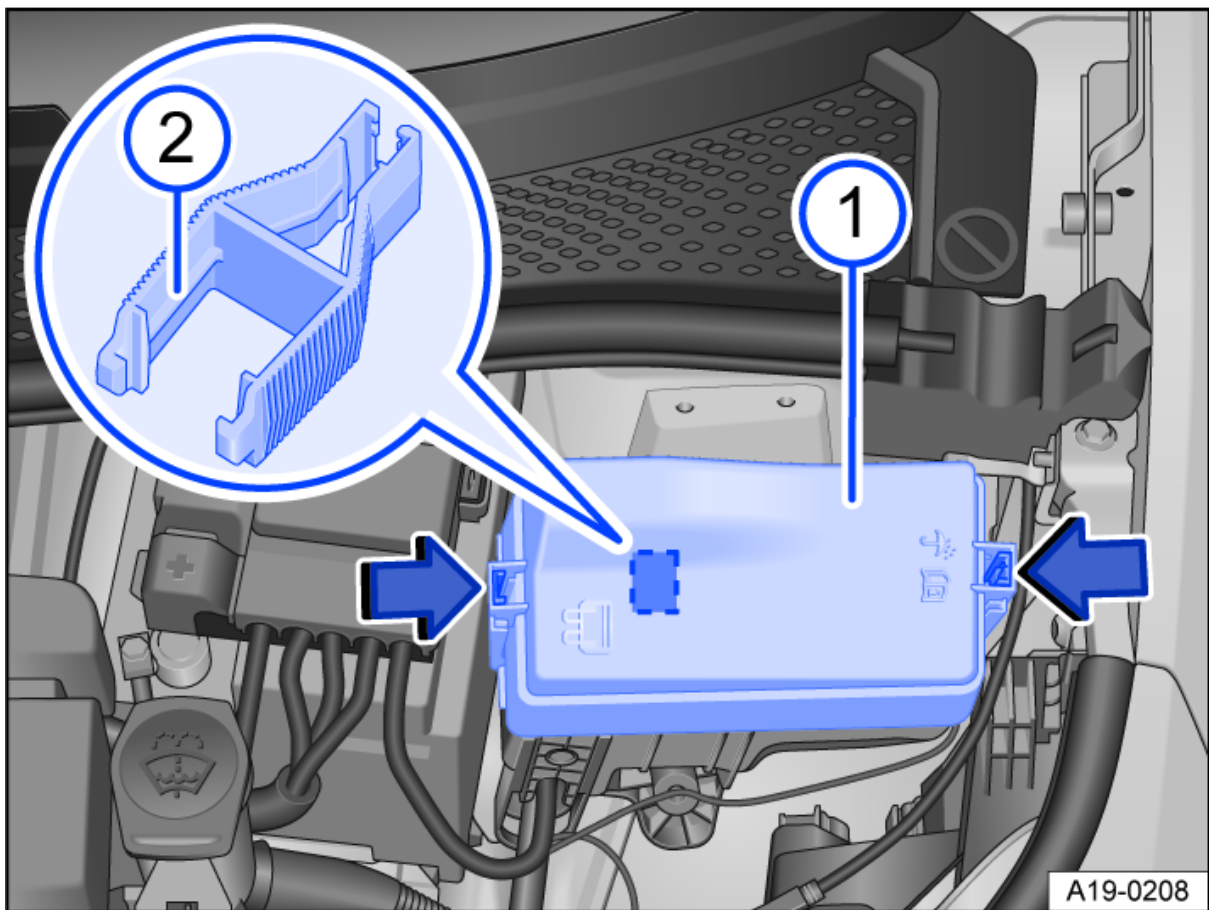
Never remove the specially tagged high-voltage fuses from the fuse box in the dash panel. These are for the exclusive use of the emergency services so that the vehicle can be de-energised as quickly as possible.

---



There are other fuses in the vehicle in addition to those described in this chapter. These should be changed only by a qualified workshop.

## Fuses in the front compartment



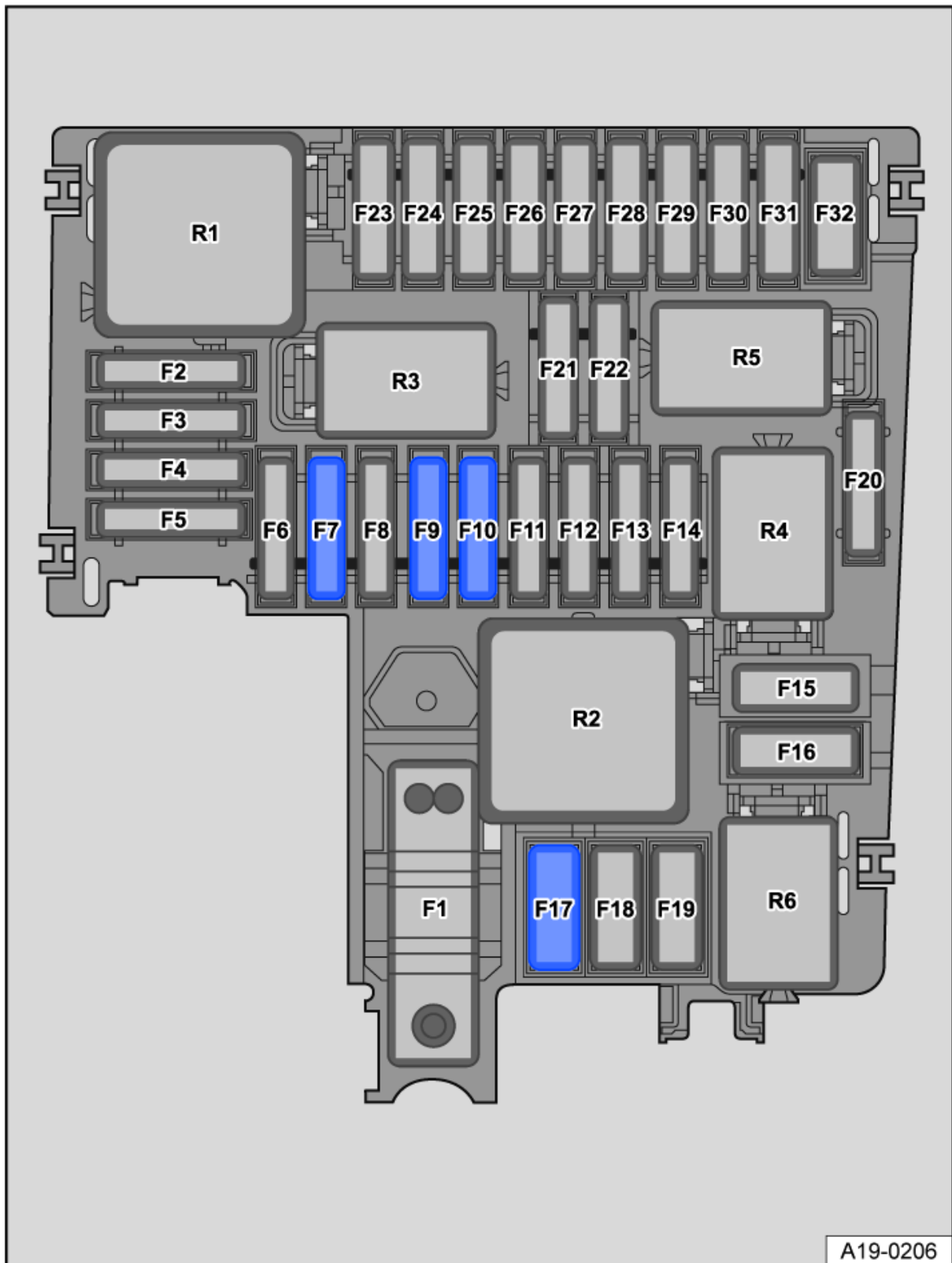
**Fig. 1** In the front compartment: fuse box with plastic grippers.

### Opening the fuse box in the front compartment

- Open the bonnet  $\triangle$  ( $\rightarrow$  *In the engine compartment*).
- Press the locking button in the direction of the arrow  $\rightarrow$  *Fig. 1* (arrows) in order to unlock the cover of the fuse box  $\rightarrow$  *Fig. 1* (1).
- Lift off the cover.
- To *install*, position the cover on the fuse box and press it downwards until the cover audibly clicks into place on both sides.

There may be a pair of plastic grippers for removing fuses in the fuse box  $\rightarrow$  *Fig. 1* (2).

## Fuse table for fuses in the front compartment



**Fig. 1** In the front compartment: fuse locations.

The table shows the fuse locations of the electrical consumers relevant for the driver. The first column in the table contains the location. The other columns contain the fuse types, the amp rating and the consumer protected by the fuse.

Depending on the market and specification of your vehicle, the fuse numbers and locations may differ to those given in the table. If necessary, ask your Volkswagen dealership for the exact fuse assignment.

Fuse location → *Fig. 1* :

- F7    **30 amps, ATO®**, front wipers, right
- F9    **15 amps, ATO®**, horn.
- F10   **30 amps, ATO®**, front wipers, left
- F17   **40 amps, MAXI+®**, windscreen heating.

## Fuses in the dash panel

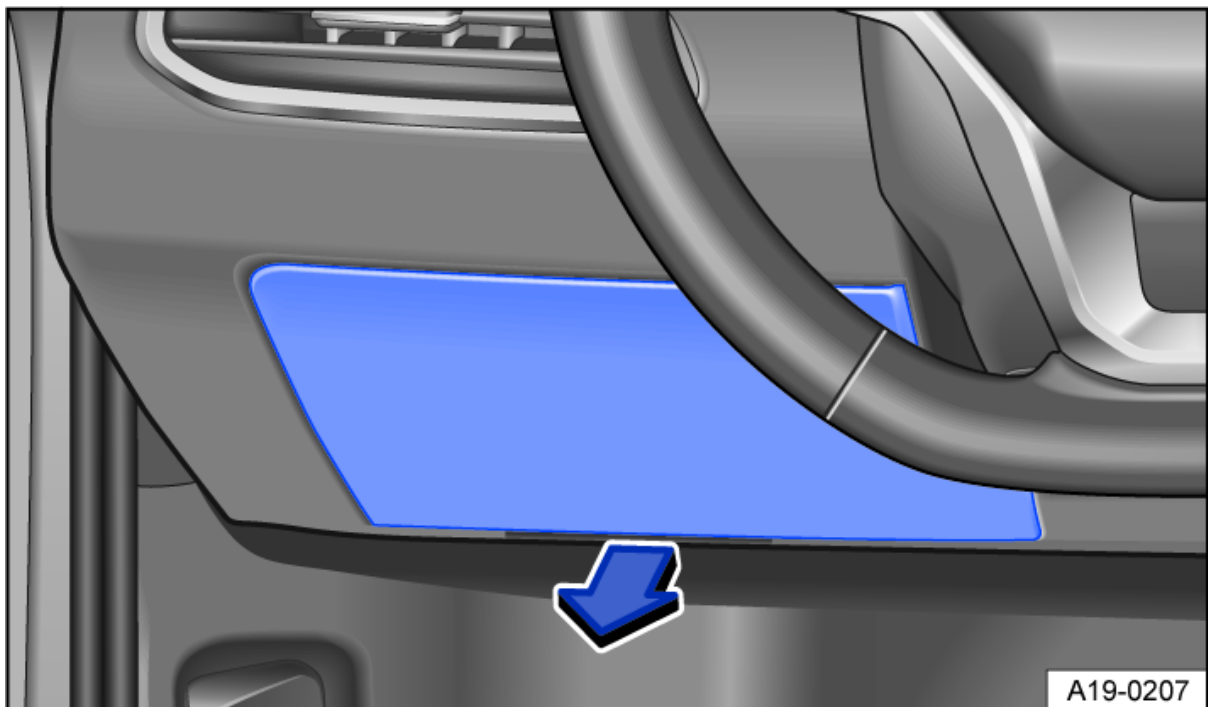


Fig. 1 Dash panel on the driver side: fuse box cover.

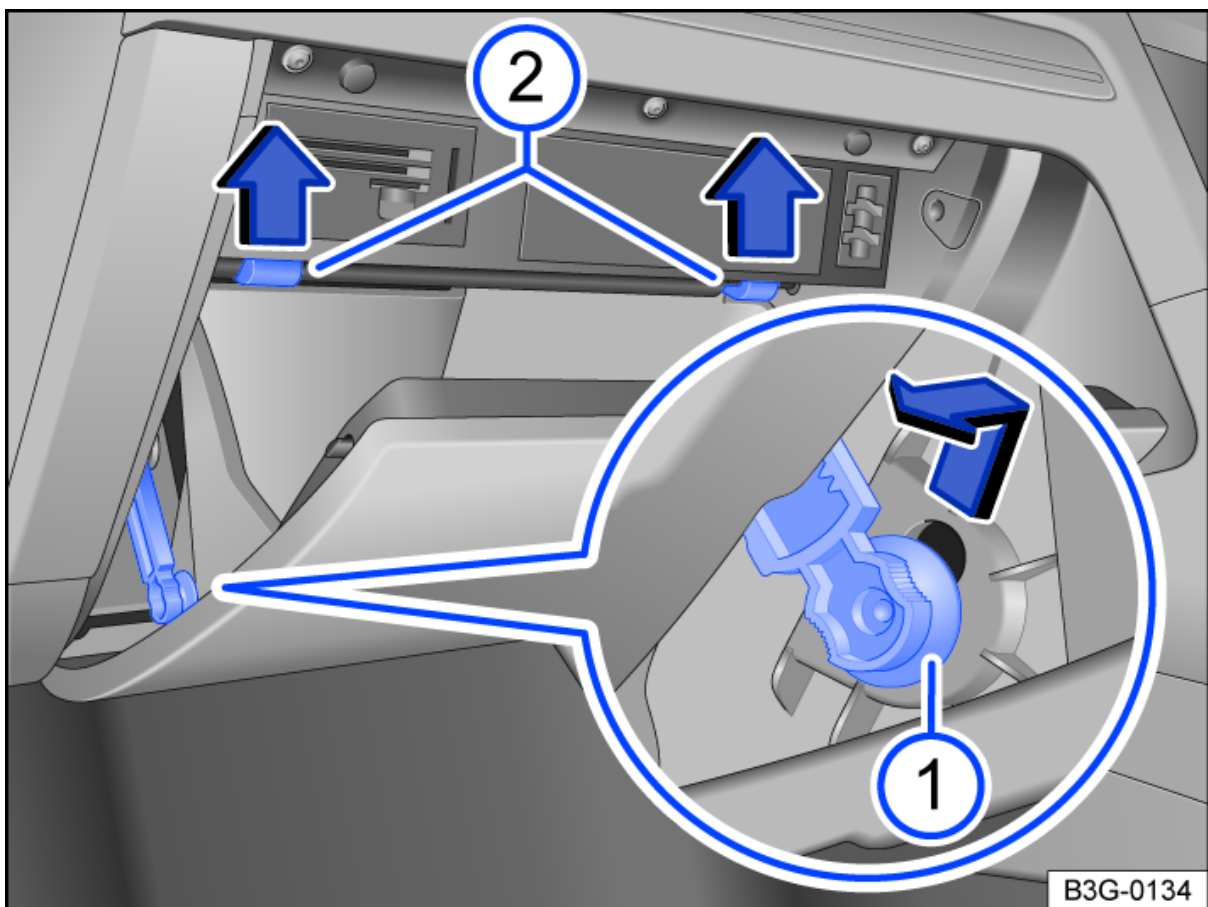


Fig. 2 Fuse box cover in the dash panel: right-hand drive vehicle, on the front passenger side.

**Left-hand drive vehicle: opening the fuse box in the dash panel**

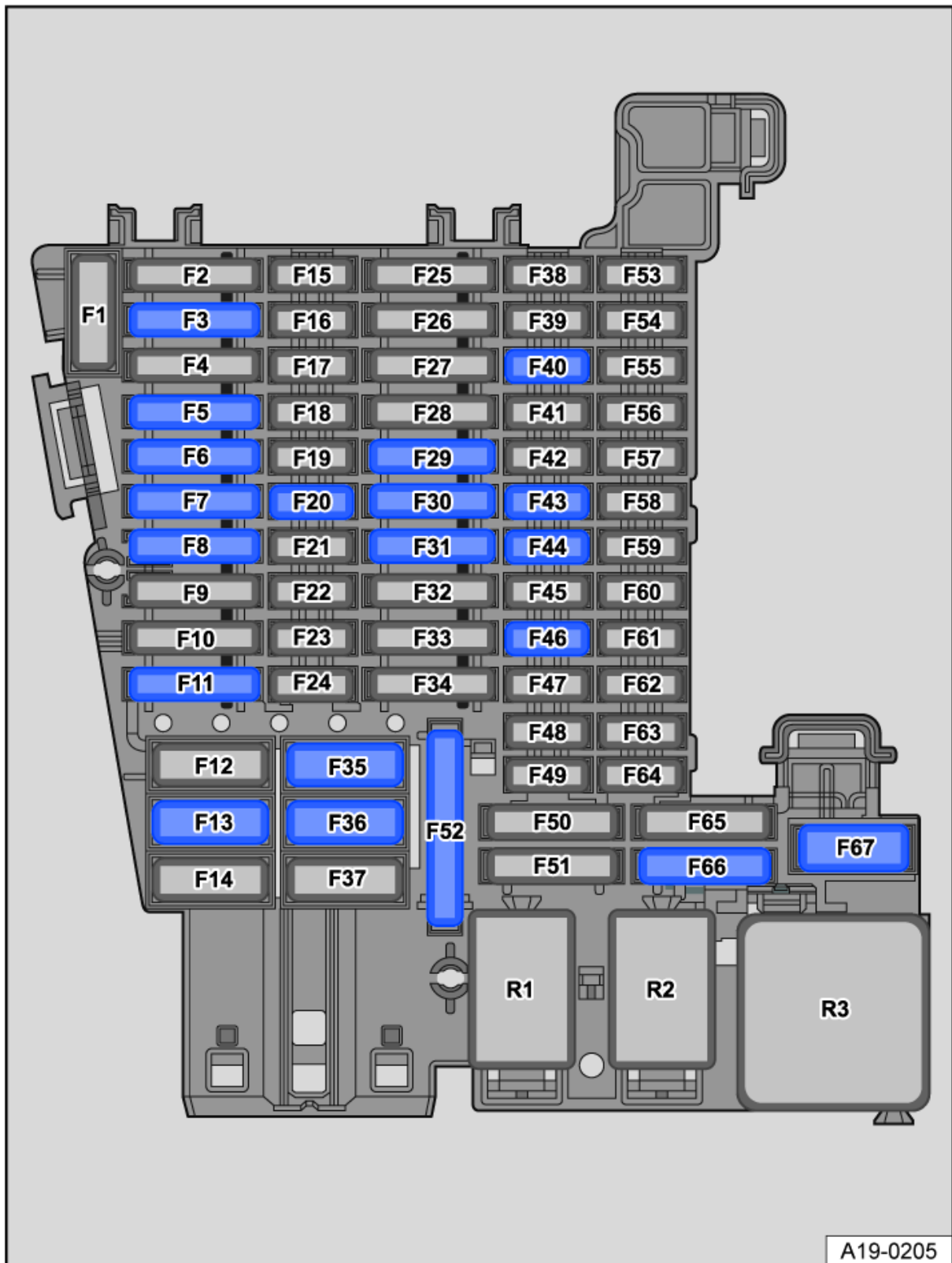


- Reach behind the cover and pull off in the direction of the arrow → *Fig. 1*.
- To *install*: align the cover on the opposite side and fold it closed in the opposite direction to the arrow until you hear it engage.

### **Right-hand drive vehicle: opening the fuse box in the dash panel**

- Open the glove box and empty if necessary.
- Push damper element upwards into the opening of the holder and pull out to the side → *Fig. 2* (1).
- Push catches upwards in the direction of the arrow at the same time open the stowage compartment further → *Fig. 2* (2).
- To *install*: move the stowage compartment into position. Insert the damper element into the opening in the holder and slide upwards until it engages audibly. Carefully push the stowage compartment forwards beyond the resistance of the catches → *Fig. 2* (2).

## Fuse table for fuses in the dash panel



**Fig. 1** In the dash panel: fuse assignment.

The table shows the fuse locations of the electrical consumers relevant for the driver. The first column in the table contains the location. The other columns contain the fuse types, the amp rating and the consumer protected by the fuse.

Depending on the market and specification of your vehicle, the fuse numbers and locations may differ to those given in the table. If necessary, ask your Volkswagen dealership for the exact fuse assignment.

Fuse location → *Fig. 1* :

- F5 **25 amps, ATO®**, left exterior lighting.
- F6 **30 amps, ATO®**, interior lighting.
- F7 **30 amps, ATO®**, seat heating.
- F8 **15 amps, ATO®**, sun blind in glass roof.
- F13 **40 amps, MAXI+®**, central locking.
- F20 **10 amps, MINI®**, telephone.
- F30 **20 amps, ATO®**, Infotainment components.
- F35 **40 amps, MAXI+®**, rear seat heating.
- F36 **40 amps, MAXI+®**, blower regulator.
- F40 **10 amps, MINI®**, anti-theft alarm.
- F43 **10 amps, MINI®**, air conditioning system control panel or heating and fresh air system, rear window heating relay.
- F44 **7.5 amps, MINI®**, light switch (dipped beam), rain and light sensor, background lighting, Interactive Light.
- F46 **10 amps, MINI®**, display, Infotainment control panel.
- F52 **20 amps, ATO®**, cigarette lighter, sockets.
- F66 **15 amps, ATO®**, rear window wiper.
- F67 **30 amps, MAXI+®**, rear window heating.

Fuse locations for vehicles with factory-fitted bicycle carrier preparation:

- F3 **25 amps, ATO®**, control unit for trailer detection, left
- F11 **15 amps, ATO®**, control unit for trailer detection
- F29 **15 amps, ATO®**, control unit for trailer detection
- F31 **25 amps, ATO®**, control unit for trailer detection, right



Electric windows and electrically adjustable seats may be protected by **circuit breakers** which switch on again automatically a few seconds after the overload, e.g. frozen windows, has been rectified.

# Changing blown fuses

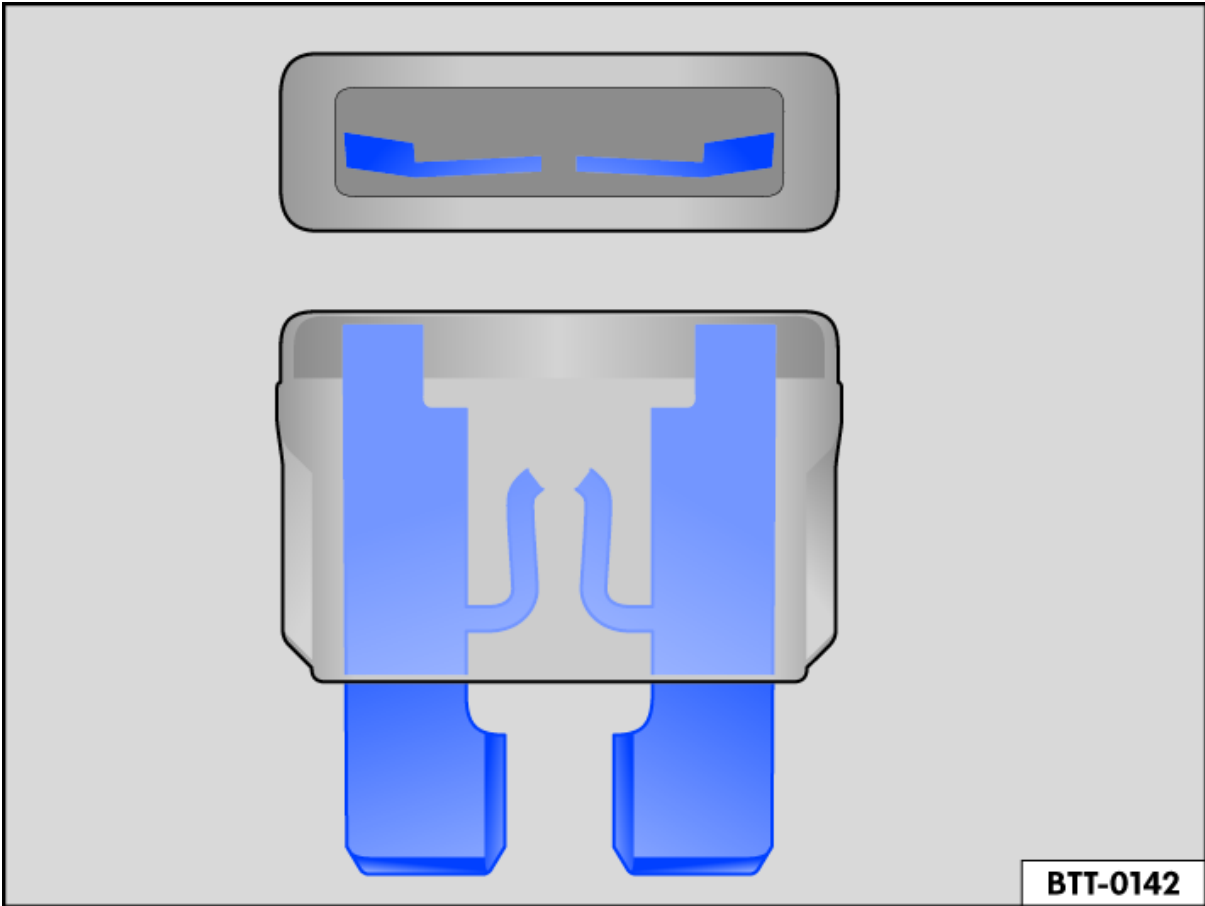


Fig. 1 Blown fuse.

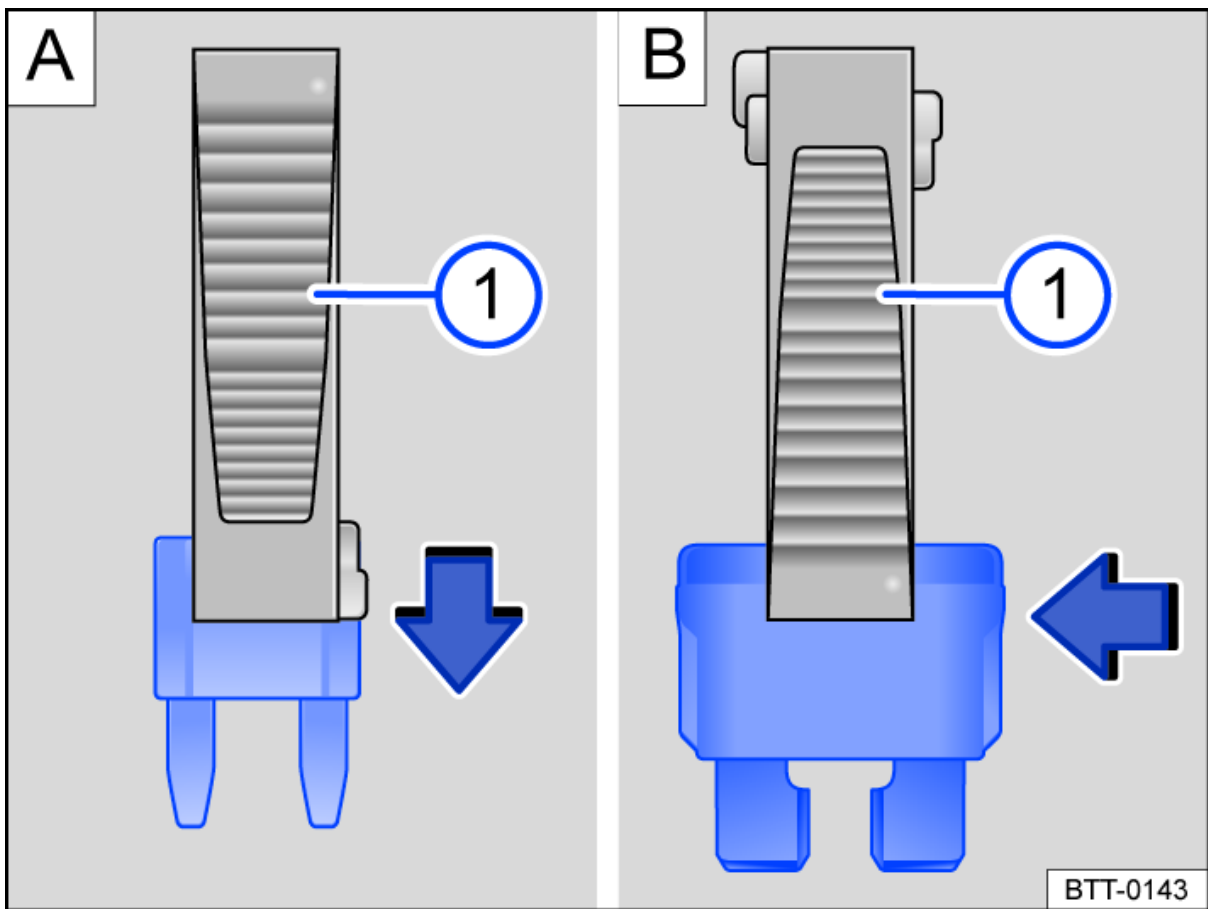


Fig. 2 Removing or inserting fuse with plastic grippers:

flat blade fuse,

cartridge fuse.

### Fuse types

- Standard flat blade fuse (ATO®).
- Small flat blade fuse (MINI®).
- Large flat blade fuse (MAXI® or MAXI+®).

### Colour coding of fuses

Fuses (ATO® - MINI® - MAXI® and MAXI+®)

*Colour*, *Amp rating*

Black 1 amp

Purple 3 amps

Orange 5 amps

Brown 7.5 amps

Red 10 amps

Blue

	15 amps
Yellow	20 amps
White or clear	25 amps
Green	30 amps
Light green	40 amps

## Preparations

- Switch off the ignition, the lights and all electrical consumers.
- Open the appropriate fuse box (→ *Fuses in the dash panel*).

## Detecting a blown fuse

- Shine a torch onto the fuse. This will help you to spot the blown fuse more easily.
- You can see if a *flat blade fuse* is blown from the top and side through the transparent housing due to the melted metal strip → *Fig. 1*.

## Changing fuses

- If applicable, take the plastic grippers out of the fuse box or the cover of the respective fuse box → *Fig. 2* ①.
- Push the plastic grippers clip suitable for the fuse design onto the fuse from the top or the side → *Fig. 2*.
- Remove the fuse.
- If the fuse has blown, replace it with a new fuse of the *same* amp rating (same colour and same markings) and *same* size → *Changing blown fuses*.
- Once the new fuse has been inserted, put the plastic grippers back in the cover.
- Insert the cover again or close the fuse box cover.

### ! NOTICE

You can damage another location in the electrical system by using a fuse with a higher amp rating.

---

---

## Jump starting

---

### Introduction to the topic

For technical reasons, your vehicle may not be push-started → *Introduction to the topic*.

If the vehicle's drive system cannot be activated because the 12-volt vehicle battery is discharged, you can use the 12-volt vehicle battery in another vehicle to activate the vehicle's drive system.

Suitable jump leads are needed for jump starting.

Cable cross-section for the jump leads:

—For vehicles with an electric drive at least 25 mm<sup>2</sup>.

#### WARNING

Using the jump leads incorrectly or completing the jump start procedure incorrectly can cause the 12-volt vehicle battery to explode, which can lead to severe injuries. Please note the following in order to reduce the risk of the 12-volt vehicle battery exploding:

- All work on the 12-volt vehicle battery and the electrical system can cause serious chemical burns, fire or electric shocks. Always read the warnings and safety information before carrying out any kind of work on the 12-volt vehicle battery (→ *12-volt vehicle battery*).
- The vehicle battery providing assistance must have the same voltage (12 volts) and approximately the same capacity as the flat 12-volt vehicle battery (see label on battery).
- Never charge a 12-volt vehicle battery which is frozen or has been frozen. Discharged 12-volt vehicle batteries can already freeze at temperatures of around 0°C (+32°F).
- The 12-volt vehicle battery must be replaced if it is frozen or has ever been frozen.
- A highly explosive mixture of gases is given off when the 12-volt vehicle battery is jump started. Always keep fire, sparks, naked flames and lit cigarettes away from the 12-volt vehicle battery. Never use a mobile telephone when the jump leads are being connected or disconnected.
- Position the jump leads so that they never come into contact with any moving parts in the front compartment.
- Never confuse the negative and positive terminals or connect the jump leads incorrectly.
- Observe the operating manuals of the jump lead manufacturer and the manufacturer of the other vehicle.

#### NOTICE

Please note the following in order to avoid considerable damage to the vehicle electrical system:

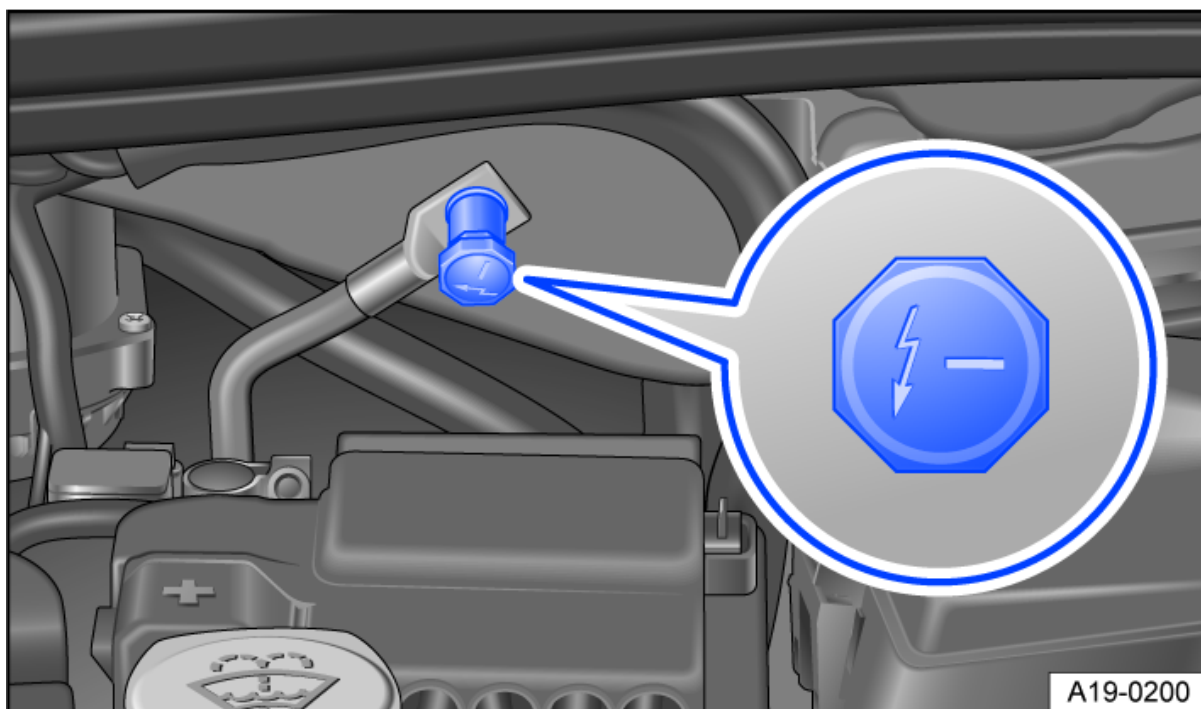
- A short circuit can be caused if the jump leads are wrongly connected.
- The vehicles must not touch each other, as any contact could mean that electricity could flow as soon as the positive terminals are connected.

#### NOTICE

Tow-starting the vehicle can cause damage.

---

## Jump-start connection point (earth connection)



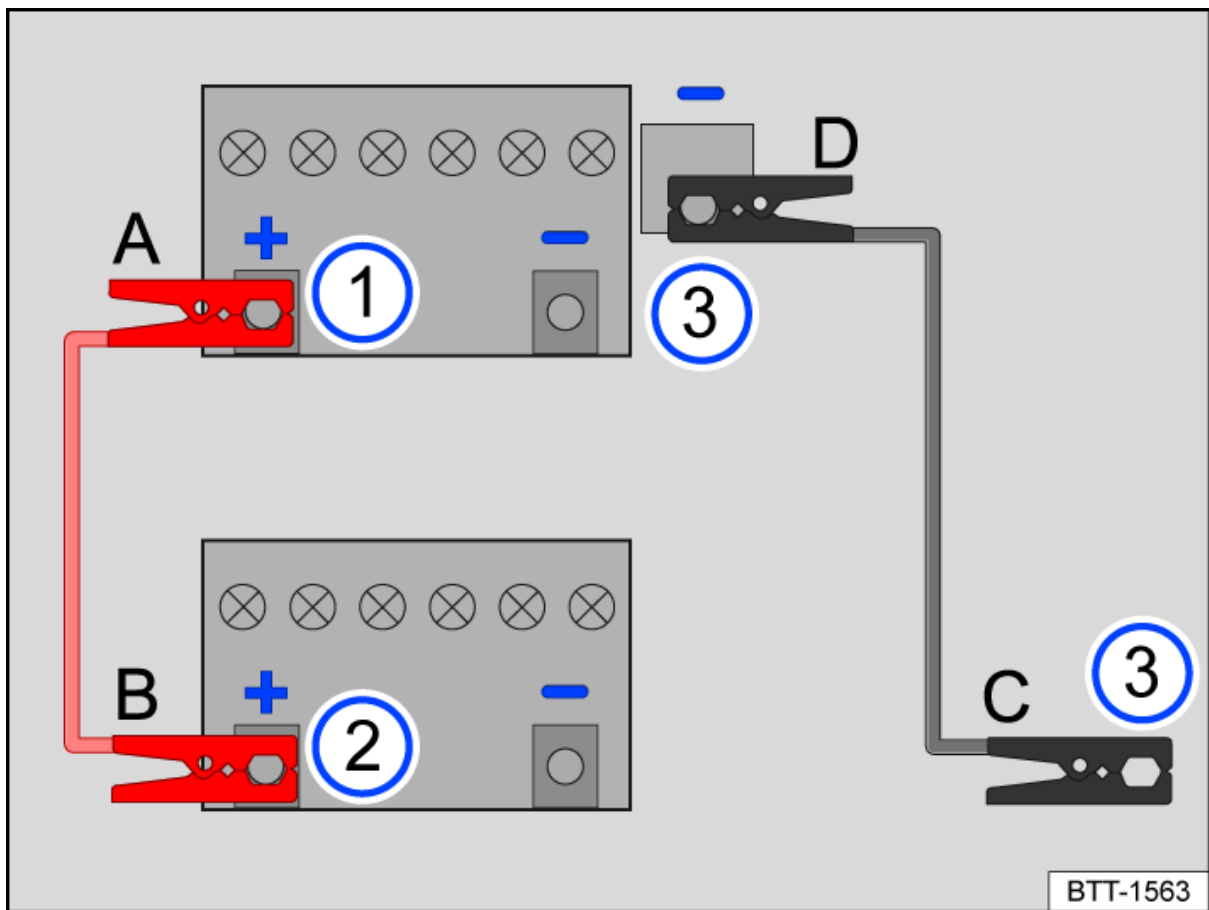
**Fig. 1** In the vehicle front end: jump-start connection point (earth connection).

The jump-start connection point – (earth connection) is used for connecting the *black* jump lead → [Fig. 1](#).

The vehicle can only be jump started via this jump-start connection point (earth connection).



## Jump starting the vehicle



**Fig. 1** How to connect the jump leads.

Key to *Fig. 1* :

- ① Vehicle with discharged 12-volt vehicle battery that is being jump-started.
- ② Vehicle with 12-volt vehicle battery that is supplying power and jump-starting the other vehicle.
- ③ Suitable earth connection: jump-start connection point.

### ⓘ NOTICE

Observe the instructions for jump starting in the owner's manual of the other vehicle.

The discharged 12-volt vehicle battery must be properly connected to the vehicle electrical system.

The vehicles must not be touching each other. Otherwise electricity could flow as soon as the positive terminals are connected.

Ensure that the battery clamps have good metal-to-metal contact with the battery terminals.

If the vehicle's drive system cannot be activated, stop the procedure and repeat it after approximately one minute.

Please contact an expert if the vehicle's drive system still cannot be activated.

## Attaching the jump leads

The jump leads should be connected only in the order **A – B – C – D** → *Fig. 1* .

The *black* jump lead should never be connected to the negative terminal – on the 12-volt vehicle battery. Connecting the lead to the negative terminal can cause incorrect condition evaluation of the 12-volt vehicle battery in the vehicle electronics.

- Switch off the ignition in both vehicles (→ *Deactivating the vehicle's drive system*).
- Connect one end of the *red* jump lead **A** to the positive terminal + of the battery on the vehicle with the discharged 12-volt vehicle battery → *Fig. 1* (1) .
- Connect the other end of the *red* jump lead **B** to the positive terminal + of the vehicle battery providing assistance → *Fig. 1* (2) .
- Connect one end of the *black* jump lead **C** to the jump-start connection (earth connection) of the vehicle providing assistance → *Fig. 1* (3) .
- Connect the other end of the *black* jump lead **D** to the jump-start connection point (earth connection) on the vehicle with the discharged 12-volt vehicle battery → *Fig. 1* (3) .
- Position the leads in such a way that they cannot come into contact with any moving parts in the front compartment.

## Activating the vehicle's drive system

- Start the engine of the vehicle that is supplying power and let it run at idle, and start the ignition in the electric vehicle.
- Activate the electric drive on the vehicle with the discharged 12-volt vehicle battery.

Please seek expert assistance if the vehicle's drive system cannot be activated.

## Removing the jump leads

- Before disconnecting the jump leads, switch off the dipped beam headlights if they are switched on.
- After activation of the vehicle's drive system and with running engine of the vehicle providing assistance or switched-on ignition of the electric vehicle, disconnect the jump leads only in the order **D – C – B – A** → *Fig. 1* .
- Close the battery cover as required.
- Go to a qualified workshop without delay and have the 12-volt vehicle battery checked.

 **WARNING**

Jump starting the vehicle incorrectly can cause the 12-volt vehicle battery to explode, which can lead to serious injuries. Please note the following in order to reduce the risk of the 12-volt vehicle battery exploding:

- All work on the 12-volt vehicle battery and the electrical system can cause serious chemical burns, fire or electric shocks. Always read the warnings and safety information before carrying out any kind of work on the 12-volt vehicle battery (*→ 12-volt vehicle battery*).
- Always wear suitable eye protection and gloves and never lean over the 12-volt vehicle battery.
- Attach the connecting cables in the correct order – the positive cable first, followed by the negative cable.
- Never connect the negative cable to parts of the high-voltage system or to the brake lines.
- The non-insulated parts of the battery clamps must not be allowed to touch each other. The jump lead attached to the positive terminal on the 12-volt vehicle battery must not touch electrically conductive parts of the vehicle.
- Avoid electrostatic discharge in the vicinity of the 12-volt vehicle battery. The explosive gas emitted from the 12-volt vehicle battery could be ignited by sparks.
- Do not use jump leads if the 12-volt vehicle battery is damaged or if it is frozen or has been frozen.

 **NOTICE**

Once the vehicle has been successfully jump-started, go to a qualified workshop and have the 12-volt vehicle battery checked.

---

# Towing

---

## Introduction to the topic

Towing requires experience, especially when using a tow-rope. Both drivers should be familiar with the technique required for towing. Inexperienced drivers should not attempt to tow.

Make sure that no excessive pulling forces occur and take care to avoid jerking movements. When towing offroad, there is always a risk of overloading the anchorage points.

Observe any legal requirements when towing.

## Towing

Towing is where a vehicle that cannot be driven is pulled with the aid of another vehicle.

The vehicle can be towed with a tow-bar or a tow-rope:

- The maximum permitted towing speed is 50 km/h (30 mph).
- The maximum permitted towing distance is 50 km (30 mph).

## Tow-rope, tow-bar

It is easier and safer to tow a vehicle with a tow-bar. Use a tow-rope only if you do not have a tow-bar.

The tow-rope should be slightly elastic to reduce the strain on both vehicles. It is advisable to use a tow-rope made of synthetic fibre or similarly elastic material.

## Towing with a breakdown truck

The vehicle may only be transported on a recovery vehicle when standing on four wheels.

### WARNING

If a vehicle is being towed, the vehicle handling and braking efficiency will change significantly.

### WARNING

Never tow a vehicle that has no power supply.

- Never remove the vehicle key from the ignition or switch off the ignition using the starter button during towing. This could cause the mechanical steering column lock (steering lock) or the electronic steering column lock to engage suddenly. You will no longer be able to steer the vehicle. This can lead to a loss of control of the vehicle, accidents and serious injuries.
- If the power supply of the towed vehicle fails, stop towing immediately and seek expert assistance.

**!** NOTICE

Towing with a tow-rope or tow-bar can damage the vehicle.

- Tow the vehicle carefully with a tow-rope or tow-bar.
  - If possible, have the broken-down vehicle transported by a breakdown truck.
- 

**!** NOTICE

When pushing the vehicle by hand, the tail light clusters, side spoilers on the rear window and large panels can be damaged and the rear spoiler may become detached.

- When pushing the vehicle by hand, do not press on the tail light clusters, side spoilers on the rear window, large panels and the rear spoiler.
- 

**!** NOTICE

The vehicle can be damaged, e.g. the vehicle paintwork, when removing and fitting the cover and towing eye.

- Remove and install the cover and the towing eye carefully so as to avoid damage to the vehicle.
-

---

## Notes on towing

It is still possible to activate the turn signals in a vehicle that is being towed, even if the hazard warning lights are switched on. To do this, operate the turn signal and main beam lever in the required direction while the ignition is switched on. The hazard warning lights will not flash while the turn signal is being used. The hazard warning lights will start flashing again automatically as soon as the turn signal and main beam lever is moved back to the neutral position.

### In which situations may the vehicle not be towed?

Do not have the vehicle towed in the following situations:

- The text message **Towing damages electrical system. Owner's manual!** is displayed in the instrument cluster.
- The power supply for the 12-volt vehicle electrical system cannot be guaranteed.
- The 12-volt vehicle battery is discharged. The steering remains locked and the parking brake and steering column lock cannot be released if they have been applied previously.
- The instrument cluster display does not work properly.
- The gearbox cannot be shifted to neutral (**N**).
- If the steering function or the operating clearance of the wheels cannot be ensured after an accident.

If the vehicle cannot be towed on its own wheels due to one of the above conditions, seek expert assistance and have the vehicle transported standing on a recovery vehicle if necessary. Inform the people involved, in particular the organisation office and the transport company, that your vehicle is an electric vehicle.

---

## Towing

### Preparations

- Attach the tow-rope or the tow-bar only to the mounting points provided (→ *Tow-starting or towing*).
- Make sure that the tow-rope is not twisted. Otherwise a towing eye can become unscrewed during towing.
- Switch on the ignition and hazard warning lights on both vehicles. However, observe any regulations to the contrary.
- Observe the instructions for towing in the vehicle wallet of the other vehicle.

### Pulling vehicle (front)

The vehicle is not suited for towing other vehicles.

### Pulled vehicle (rear)

- Make sure that the ignition is switched on so that the steering wheel is not locked and so that you can indicate, sound the horn and operate the wipers if necessary.
- The brake servo and power steering function only when the vehicle's drive system is activated. Otherwise you must press the brake pedal with significantly more force and also use more effort for steering.
- Make sure that the tow-rope is always taut.
- Select the lever position **N**.

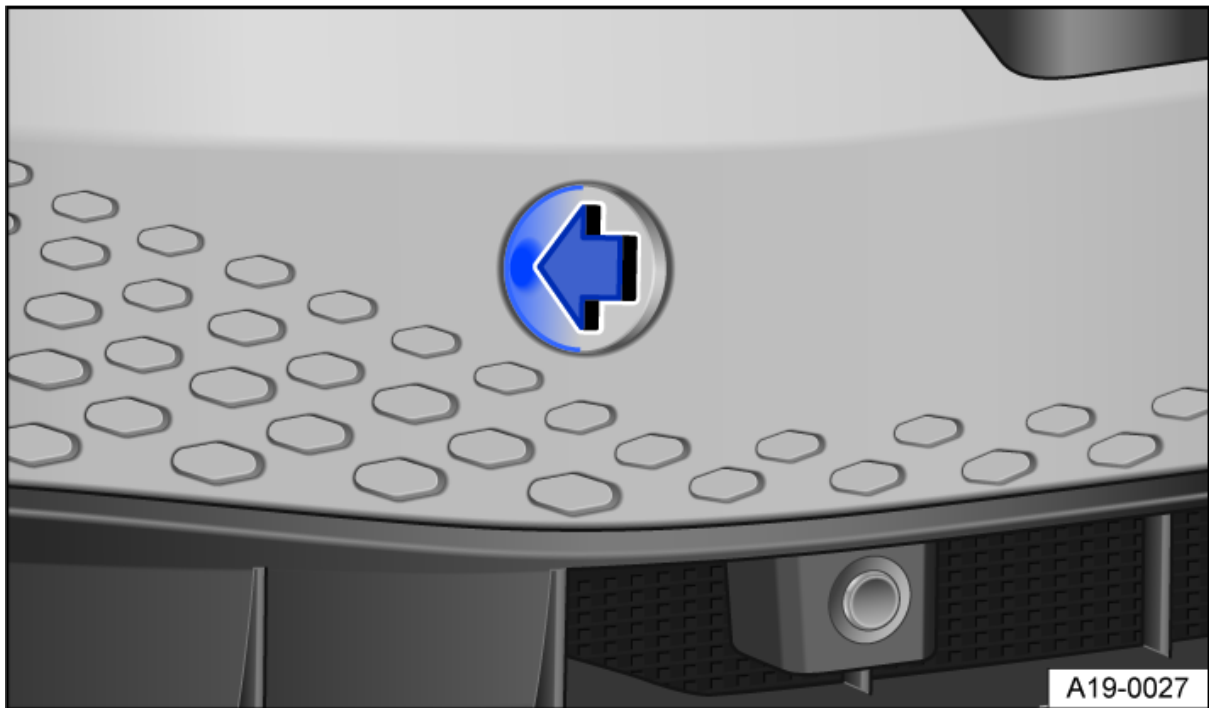
In emergency situations the vehicle may be towed or pushed only at **walking speed** for **no more than 100 m** on its own four wheels. For any further distance the vehicle must be transported on a recovery vehicle → *Towing* .

#### WARNING

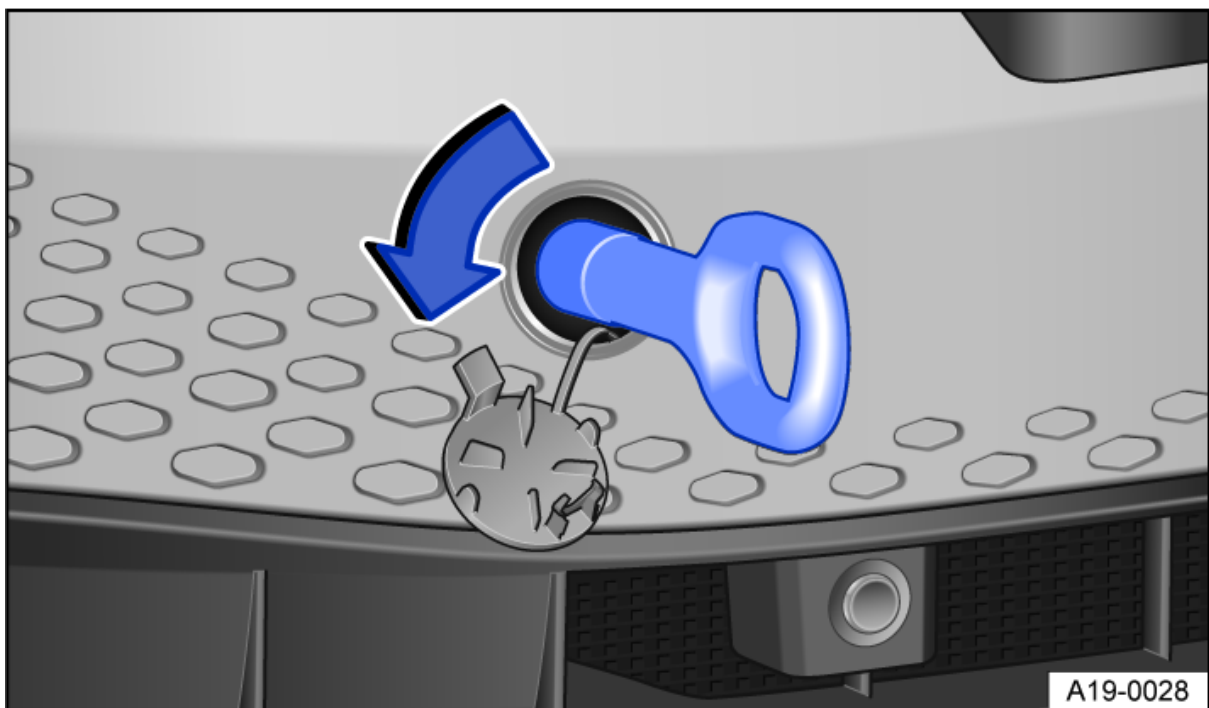
If the vehicle is towed even though the text message **Towing damages electrical system. Owner's manual!** is displayed in the instrument cluster, vibrations can occur in the drive system and the rear wheels can lock, particularly on icy or wet roads. Locking wheels can cause you to lose control of the vehicle, which can lead to accidents and serious injuries.

- If the message **Towing damages electrical system. Owner's manual!** appears in the instrument cluster, tow the vehicle only in emergency situations.
- If the message **Towing damages electrical system. Owner's manual!** appears in the instrument cluster, tow the vehicle only at walking speed for a maximum of 100 m.

## Fitting the towing eye at front



**Fig. 1** In the front bumper on the right: removing the cover.



**Fig. 2** In the front bumper on the right: screwing in the towing eye.


The towing eye must always be kept in the vehicle.

Comply with the notes on towing (→ *Tow-starting or towing*).

### Fitting the towing eye at front

—Remove the towing eye from the vehicle toolkit in the luggage compartment (→ *Vehicle toolkit*).



- Press at the side of the cover (arrow) to release the cover → *Fig. 1*.
- Pull the cover forwards to remove it and leave it to hang from the vehicle.
- Turn the towing eye **anti-clockwise** into the threaded hole and tighten as far as possible → *Fig. 2* , → . Use a suitable object to screw the towing eye fully and securely into the mounting.
- After you have finished towing, remove the towing eye by unscrewing it **clockwise**.
- Insert the cap in the respective recess and press in until it engages.
- Clean the towing eye if necessary and place it back in the vehicle toolkit in the luggage compartment.

 **NOTICE**

The towing eye must always be screwed fully and securely into the mounting. Otherwise, the towing eye can be wrenched out of the mounting when the vehicle is being tow-started or towed.

---

---

## Checking and refilling

---

### In the front compartment

---

#### Safety notes for working in the front compartment

The front compartment of a vehicle is a hazardous area. You should only carry out work in the front compartment if you know exactly how to perform the required tasks, are aware of the general safety procedures and have access to the correct equipment, service fluids and suitable tools. Failing to carry out work correctly can cause serious injuries → ⚠️. The work should be carried out by a qualified workshop if you are uncertain. Volkswagen recommends using a Volkswagen dealership for this purpose.

Always park the vehicle on a level and stable surface before carrying out any work in the front compartment.

#### DANGER

The voltage of the high-voltage system is dangerous and can cause burns or other injuries and even lead to a fatal electric shock.

- You should always assume that the high-voltage battery is charged and that all high-voltage components are live. This can also be the case when the ignition is switched off.
- Never touch damaged components of the high-voltage system or allow jewellery or other metal objects to come into contact with these components. Damage is not visible in all cases.
- Never carry out work on the orange-coloured high-voltage cables or the other high-voltage components. Any work on the high-voltage system must be carried out only by authorised qualified workshops with corresponding approval for this work.
- Never damage, change or remove the orange-coloured high-voltage cables or disconnect them from the high-voltage network.
- Never open, modify or remove the cover of the high-voltage battery.
- Never carry out work with cutting, forming and sharp-edged tools or heat sources in the vicinity of high-voltage components and high-voltage cables. Work on and in the vicinity of the high-voltage system must be performed only by authorised qualified workshops.
- Any gases emitted by or escaping from the high-voltage battery may be toxic or flammable.
- Damage to the vehicle or to the high-voltage battery could lead to a leak of toxic gases or fluids, either immediately or at a later time. These emitted gases could also potentially cause a fire. Do not inhale these gases.
- Never touch the fluids that leak from the high-voltage battery.
- In the event of a fire, move away from the hazard area and call the fire service.
- Always inform any attending fire and emergency services that the vehicle is fitted with a high-voltage battery.

 **WARNING**

Unqualified work on the high-voltage system and on high-voltage components can lead to malfunctions, accidents and injuries.

- Any work on the high-voltage system must be carried out only by authorised qualified workshops with corresponding approval for this work.

 **WARNING**

Unintentional vehicle movements during service work can cause serious injury.

- Never work underneath a vehicle if it is not secured against rolling away. If you are working underneath the vehicle while the wheels are on the ground, the vehicle must be on a level surface and the wheels must be blocked.
- If you have to work underneath the vehicle, use suitable stands to provide extra support for the vehicle. The jack is not sufficient for this task and can fail, which can lead to serious injuries.

 **WARNING**

The front compartment of any vehicle is a dangerous area. Serious injuries can be sustained here.

- The utmost care and attention must be paid when carrying out any work and you must follow the general safety rules. Never take any risks.
- Never perform any work in the front compartment unless you know exactly how to carry it out. If you are uncertain of what to do, the work should be carried out by a qualified workshop. Serious injuries can result from work that has not been carried out properly.
- Never open the bonnet if you see steam or coolant escaping from the front compartment. Hot steam or hot coolant can cause serious burns. Always wait until you can no longer see or hear steam or coolant coming from the front compartment.
- Hot electric drive components can burn the skin.
- The following must be observed before opening the bonnet:
  - Electronic parking brake must be active.
  - Keep the vehicle key safe and far enough away from the vehicle to prevent any risk of the vehicle's drive system being accidentally activated and the electrical system thus energised.
  - Always keep children away from the front compartment and never leave them unsupervised.
- The cooling system is under pressure when the electric drive is hot. Never open the cap of the coolant expansion tank when the electric drive is hot. Coolant may spray out and cause serious burns and other injuries.
  - Slowly and carefully turn the cap on the coolant expansion tank anticlockwise while exerting gentle downward pressure on the cap.
  - Always protect the face, hands and arms from hot coolant or steam with a large, thick cloth.

 **WARNING**

High voltages in the electrical system can cause electric shocks, burns, serious injuries and death!

- Never short circuit the electric system. The 12-volt vehicle battery could explode.
- In order to reduce the risk of a potentially fatal electric shock and serious injuries while the vehicle's drive system is active or being activated, never touch high-voltage components, the high-voltage battery or the high-voltage system, in particular orange high-voltage cables.

 **WARNING**

There are rotating components in the front compartment that can cause serious injury.

- Never reach into the radiator fan or into the area of the radiator fan. Touching the rotor blades can result in serious injuries. The fan is temperature-controlled and can start automatically, even when the ignition has been switched off or the vehicle key has been removed from the ignition lock.
- If any work has to be performed during the start procedure or when the vehicle's drive system is activated, the rotating parts (such as the radiator fan etc.) pose an additional safety risk, and can potentially cause fatal injuries. Always be particularly careful.
  - Always ensure that no body parts, jewellery, ties, loose items of clothing or long hair can be caught up in rotating engine components. Before starting work, remove any jewellery and ties, tie up long hair and pull clothes in tightly to avoid them getting caught in engine parts.
  - Always take due care and attention when depressing the accelerator.
- Always ensure you have not left any objects, such as cleaning cloths and tools, in the front compartment. Any forgotten items can cause malfunctions, damage to the electric drive and fires.

 **WARNING**

Additional insulating materials, such as example blankets in the front compartment, can interfere with the operation of the electric drive, and can cause fires and lead to severe injuries.

- Never cover the electric drive with blankets or other insulating materials.

 **WARNING**

Service fluids and some materials in the front compartment are highly flammable and can cause fires and serious injuries!

- Never smoke in the vicinity of the front compartment.
- Never work near naked flames or sparks.
- Observe the following if work on the 12-voltage vehicle electrical system is necessary:
  - Always disconnect the 12-volt vehicle battery. Ensure that the vehicle is unlocked when the 12-volt vehicle battery is disconnected as otherwise the anti-theft alarm will be activated.
  - Never work in the direct proximity of heating systems, water heaters or any other naked flames.
- Always have a fully functional and tested fire extinguisher to hand.

 **NOTICE**

When refilling or replacing service fluids, ensure that you pour the correct service fluids into the correct openings. The use of incorrect service fluids could result in serious malfunctions and engine damage.

 **NOTICE**

After an accident, or after the underside of the vehicle has struck an obstacle, the high-voltage battery must be checked by appropriately qualified and trained experts.

| Any service fluids leaks from the vehicle are harmful to the environment. You should therefore regularly check the ground underneath your vehicle. If there are spots of oil or other fluids on the ground, the vehicle should be inspected by a qualified workshop. Any spilt service fluids must be disposed of properly.

---

## Preparing the vehicle for working in the front compartment

### Checklist

---

The following steps should always be carried out in the specified order before working in the front compartment → ⚠:

- ✓ Park the vehicle on a level and stable surface.
  - ✓ Depress and hold the brake pedal until the vehicle's drive system has been deactivated.
  - ✓ Switch on the electronic parking brake at the position switch.
  - ✓ Deactivate the vehicle's drive system (→ *Deactivating the vehicle's drive system*).
  - ✓ Remove the vehicle key from the vehicle and keep in a location outside the vehicle so that the vehicle is not put into operation accidentally (→ *Switching off the engine*).
  - ✓ Always keep other persons away from the front compartment.
  - ✓ Secure the vehicle against rolling away.
- 

### WARNING

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

- Always follow the instructions in the checklist and observe the general safety procedures.

## Opening and closing the bonnet

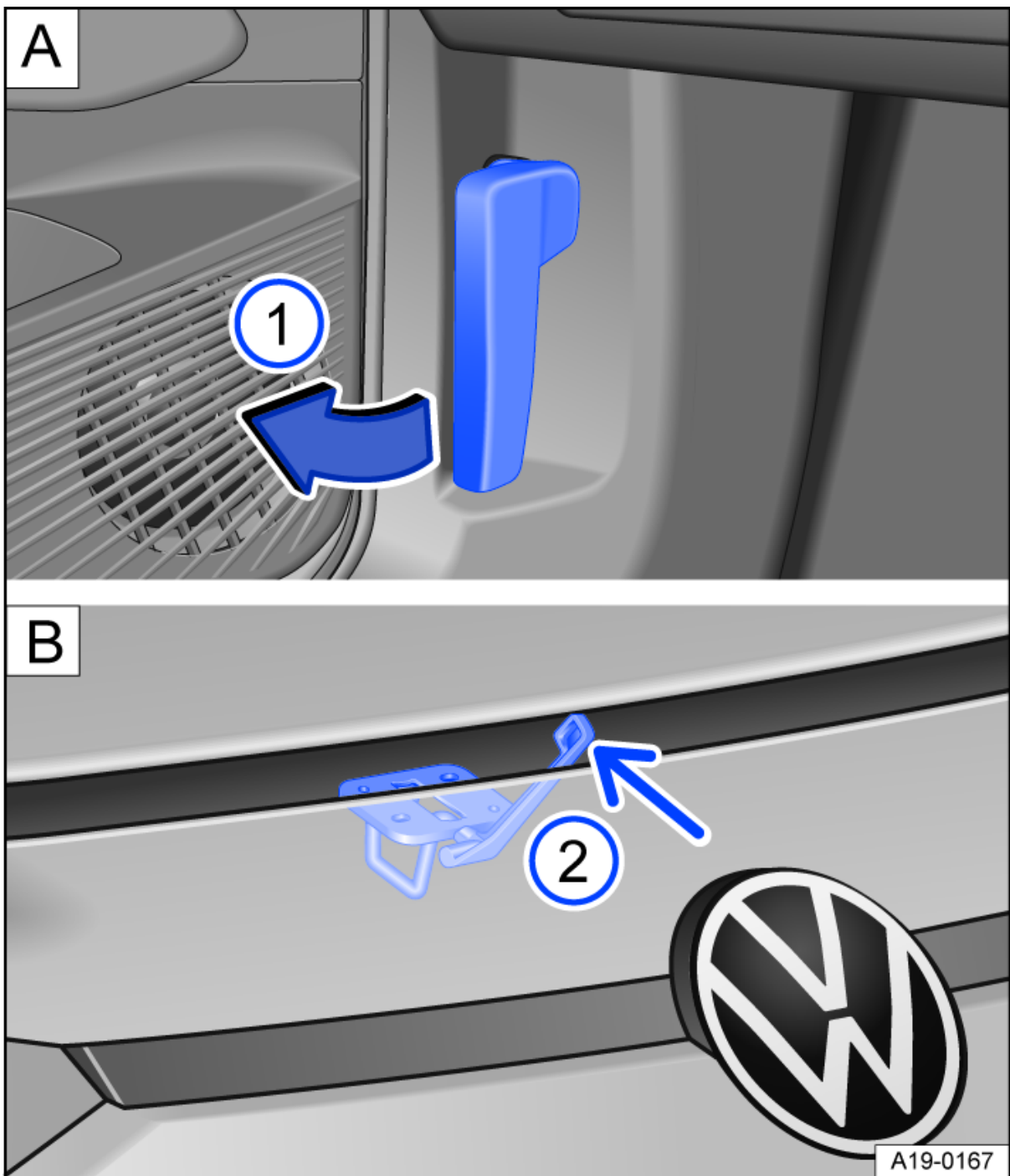


Fig. 1

In the footwell on the driver side: release lever **A** for the bonnet.

On the bonnet: opening lever. **B**

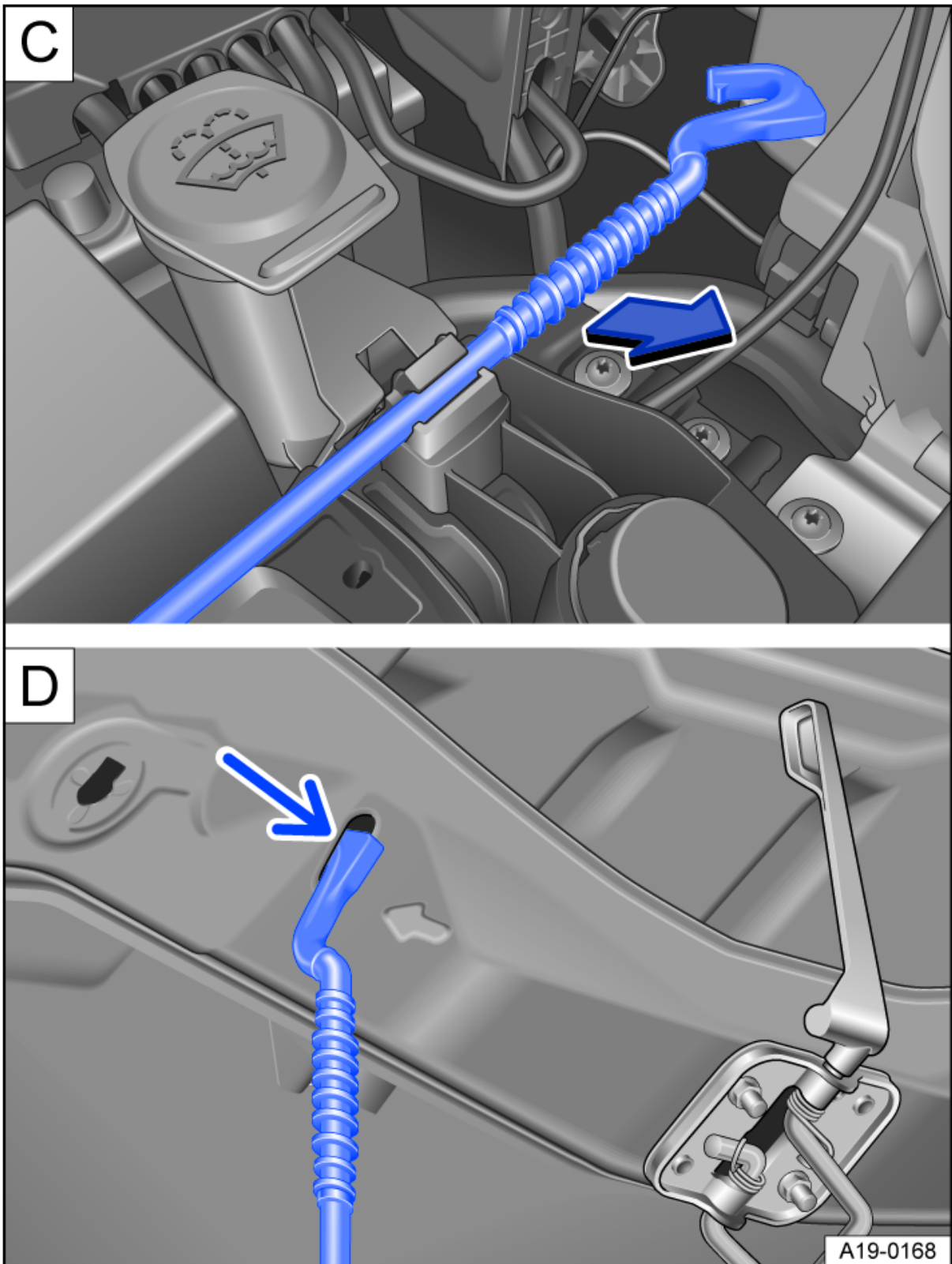


Fig. 2

**C**

In the front compartment: bonnet stay in the holder.

**D**

On the bonnet: recess for the bonnet stay.

### Opening the bonnet

—Open the driver door and pull the release lever in the direction of the arrow → *Fig. 1 A*. The bonnet is released from the lock carrier catch by spring force → *Opening and closing the bonnet*.

- Lift the bonnet slightly and at the same time press the opening lever in the direction of the arrow → *Fig. 1* **B** to fully open the bonnet.
- Take the bonnet stay out of the holder in the direction of the arrow → *Fig. 2* **C** and insert in the opening → *Fig. 2* **D**.

## Closing the bonnet

- Lift the bonnet slightly → *Opening and closing the bonnet*.
- Unhook the bonnet stay from the opening → *Fig. 2* **D** and place in the holder → *Fig. 2* **C**.
- Let the bonnet drop into the catch from a height of about 20 cm (8 in) – *do not* press it down!

If the bonnet has not closed properly, lift it and then close it again.

The bonnet is flush with the body parts around it when it is closed properly.

The bonnet is no longer highlighted in the instrument cluster display (→ *In the engine compartment*) or the display goes out.

### WARNING

If the bonnet is not closed properly, it can open suddenly while you are driving and completely obscure your view of the road. This can lead to accidents and serious injuries.

- After closing bonnet, always check that the catch is properly engaged in the lock carrier.
- If you notice that the bonnet is not closed properly while the vehicle is in motion, stop the vehicle as soon as possible and close the bonnet.
- Open or close the bonnet only when no-one is in its movement path.

### NOTICE

- The bonnet should only be opened when the wiper arms are flush to the windscreen and when they are switched off in order to avoid damage to the bonnet and the wiper arms.




## Display



**Fig. 1** On the instrument cluster display: the bonnet is open or not closed properly (illustration).

A symbol on the instrument cluster display indicates if the bonnet is open or is not closed properly → [Fig. 1](#).

 **Do not drive on!** If necessary, lift the bonnet and then close it again.

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

### WARNING

Failure to observe warnings can cause your vehicle to break down in traffic, which can lead to accidents and serious injuries.

- Never ignore any warnings.
- Stop the vehicle as soon as possible and when safe to do so.



The symbol can differ depending on the version of the instrument cluster.

---

## Service fluids and consumables

All **service fluids and consumables**, e.g. coolant and batteries, are being constantly developed. This also applies to engine oils in the case of combustion engines. For this reason, service fluids and consumables should be replaced at a qualified workshop. Volkswagen dealerships are kept up to date on all changes.

### WARNING

Unsuitable service fluids and consumables, and the incorrect use of these fluids and consumables, can cause accidents, serious injuries, burns or poisoning.

- Service fluids must be kept in their original sealed container.
- Never store service fluids in empty food containers, bottles or any other non-original containers as people finding these containers could drink them.
- Keep children away from all service fluids and consumables.
- Always read and follow the information and warnings on the service fluid packaging.
- When using products that give off harmful fumes, always work outdoors or in a well-ventilated area.

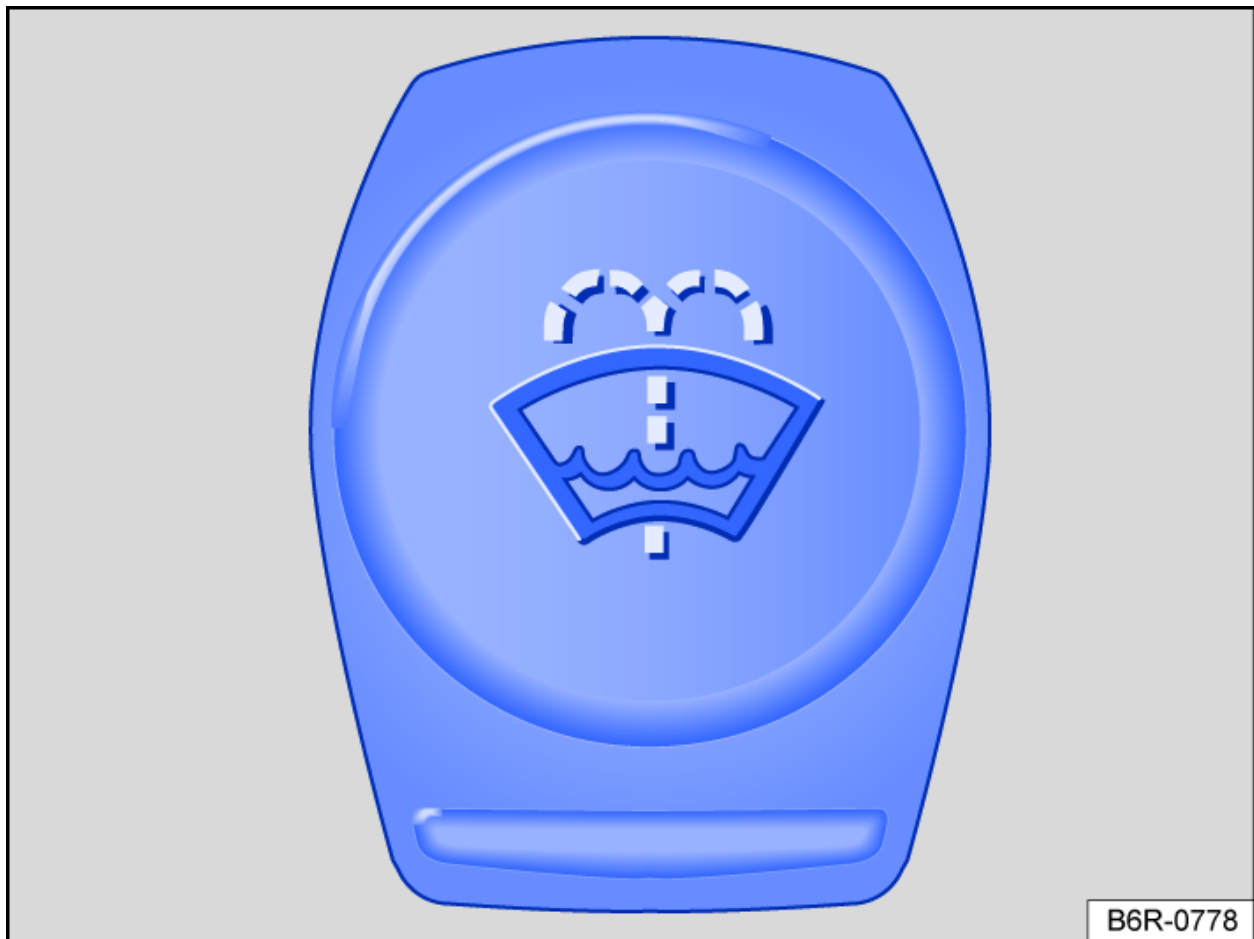
### NOTICE

- Only use suitable service fluids for refilling. Never use the wrong service fluid. Failure to observe this warning can result in serious malfunctions and engine damage.

---

| Leaking service fluids can pollute the environment. Spilt service fluids must be collected in suitable containers and disposed of properly and in an environmentally responsible way.





## Washer fluid



**Fig. 1** In the front compartment: cap of washer fluid reservoir.

The washer fluid level should be checked regularly and refilled as necessary.

There is a strainer in the filler throat of the washer fluid reservoir. The strainer keeps large dirt particles away from the washer jets when refilling. The strainer should only be removed for cleaning. If the strainer is damaged or is not present when refilling, dirt particles can enter the system and block the washer jets.

- Open the bonnet  (→ *In the engine compartment*).
- The washer fluid reservoir is identified by the  symbol on the cap → *Fig. 1*.
- Check whether there is enough washer fluid in the reservoir.
- To top up, mix clean water (not distilled water) with a commercially available washer fluid → . Observe the mixture instructions on the packaging.
- At low outside temperatures, add a special anti-freeze agent so that the fluid cannot freeze → .

The filling quantity of the washer fluid reservoir is approx. 3.0-7.5 litres (3.1-7.9 quarts) depending on the equipment.

### WARNING

Never mix coolant additive or other unsuitable additives into the windscreen washer fluid. These may leave an oily film on the window, considerably restricting the field of vision.

 **NOTICE**

- Never mix suitable cleaning agents with other cleaning agents. This can cause the ingredients to separate and block the washer jets.
-

---

# Coolant

---

## Introduction to the topic

Do not work on the cooling system unless you are familiar with the task, aware of the general safety procedures and have the correct equipment, service fluids and suitable tools. Failing to carry out work correctly can cause serious injuries → *Introduction to the topic*. The work should be carried out by a qualified workshop if you are uncertain. Volkswagen recommends using a Volkswagen dealership for this purpose.

Information on warning and indicator lamps that light up can be found in the troubleshooting sections at the end of the chapter (→ *Coolant*).

### WARNING

Coolant is toxic.

- Coolant should only be kept in sealed original containers in a safe place.
- Never store coolant in empty food containers, bottles or any other non-original containers as people finding these containers may then drink the coolant.
- Coolant must be stored out of the reach of children.
- The amount of correct coolant additive used must be sufficient for the lowest ambient temperature that you expect the vehicle to be exposed to.
- Coolant can freeze at extremely cold outside temperatures, causing the vehicle to break down. Vehicle occupants with inadequate winter clothing could then freeze to death as the heating will also no longer function.

| Coolant and coolant additives can pollute the environment. Spilt service fluids must be collected and disposed of properly and in an environmentally responsible way.

---

## Coolant specification

The cooling system is filled at the factory with a mixture of specially prepared water and at least 40% coolant additive.

Inform yourself at a qualified workshop about which coolant is suitable for your vehicle.

Volkswagen recommends using a Volkswagen dealership for this purpose.

The proportion of coolant additive must *always* be at least 40% to protect the cooling system. If greater frost protection is required in very cold climates, the proportion of anti-freeze additive can be increased. However, the percentage of coolant additive should not exceed 60%, as this would reduce the frost protection and the cooling effect.

The coolant additive is dyed purple. The mixture of water and a coolant additive offers anti-freeze protection down to  $-25^{\circ}\text{C}$  ( $-13^{\circ}\text{F}$ ), protects the alloy parts in the cooling system against corrosion, prevents limescale deposits and significantly increases the boiling point of the coolant.

When refilling the coolant, a mixture of **distilled water** and at least 40% of the suitable coolant additive must be used in order to obtain the optimum corrosion protection → *Coolant specification*.

### WARNING

Insufficient anti-freeze in the cooling system of the vehicle can cause the electric drive to break down and thereby cause serious injuries.

- The amount of correct coolant additive used must be sufficient for the lowest ambient temperature that you expect the vehicle to be exposed to.
- Coolant can freeze at extremely cold outside temperatures, causing the vehicle to break down. Vehicle occupants with inadequate winter clothing could then freeze to death as the heating will also no longer function.

### NOTICE

Never mix genuine coolant additives with other coolants that have not been approved by Volkswagen.

- If the liquid in the coolant expansion tank is not pink (colouring results from mixing the purple coolant additive with distilled water) but for example brown instead of purple, the suitable coolant has been mixed with an unsuitable coolant additive. The coolant must be changed as soon as possible if this is the case. Failure to observe this warning can result in serious malfunctions or damage to the electric drive and cooling system.

---

| Coolant and coolant additives can pollute the environment. Spilt service fluids must be collected and disposed of properly and with respect for the environment.

## Checking the coolant level and refilling coolant

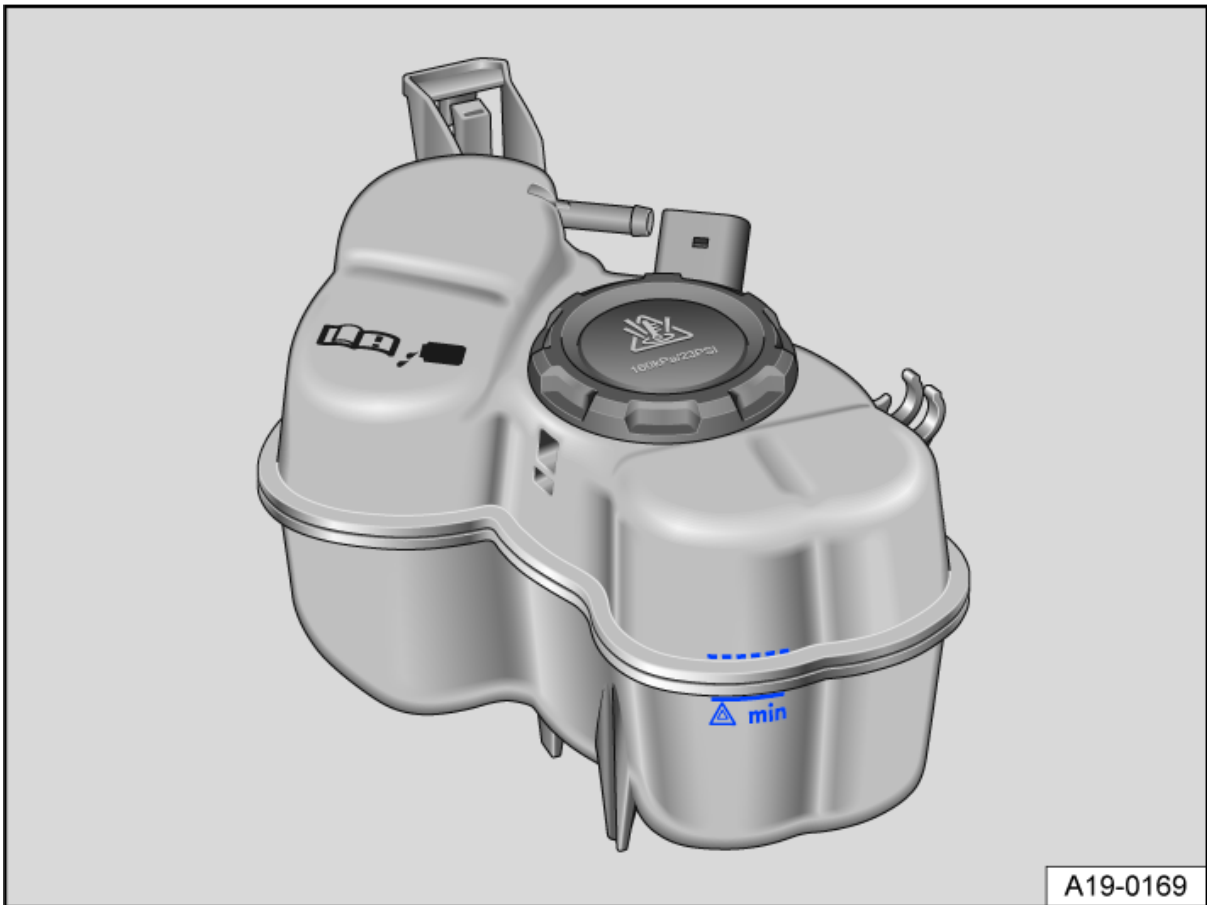





Fig. 1 Under the bonnet: markings on the coolant expansion tank.



Fig. 2 Under the bonnet: coolant expansion tank cap (illustration).

## Preparations

- Park the vehicle on a firm and level surface.
- Allow the electric drive to cool down → .
- Open the bonnet  (→ *In the engine compartment*).
- The coolant expansion tank is identified by the  symbol on the cap → *Fig. 2*.

## Checking the coolant level




The engine coolant may be above the marked area upon delivery (**new vehicles**). This is normal. The coolant does not have to be sucked off.

- Check the coolant level at the side markings of the coolant expansion tank when the electric drive is cold → *Fig. 1*. The coolant level must be between the marks.
- Refill coolant if the liquid level in the coolant expansion tank is below the minimum marking (“min”). When the engine is warm, the engine coolant level may be slightly above the upper mark.

## Adding coolant

The warning lamp for the coolant will light up if the coolant level is too low. In this case, seek specialist assistance immediately.

Observe the following if the coolant level is too low and there is no qualified workshop in the near vicinity:

- Always protect your face, hands and arms from hot coolant or steam by placing a suitable cloth on the cap of the coolant expansion tank.
- Unscrew the cap carefully → .
- Refill only **new** coolant according to the Volkswagen specification (→ *Coolant*).
- Only refill coolant if there is still a remaining quantity of coolant in the expansion tank. If this is not observed, the engine could be damaged. If you cannot see any coolant in the expansion tank **do not drive on**. Seek expert assistance.
- If there is still a residual quantity of coolant in the coolant expansion tank, add coolant up to the upper level marking and check after one day. If the level drops **again**, please visit a qualified workshop and have the cooling system checked.
- The coolant level must be between the marks on the coolant expansion tank → *Fig. 1*. **Do not fill above the top edge of the marked area** → .
- Screw the cap closed tightly.
- If in an emergency you do not have access to coolant with the required specification, do not use any other coolant additive (→ *Coolant*)! Instead, initially refill with **distilled water** →  only. Then add the correct proportion of the specified coolant additive as soon as possible (→ *Coolant*).



## WARNING

Hot steam and hot coolant can cause serious burns.

- Never open the bonnet if you can see or hear steam or coolant coming out of the front compartment. Always wait until you can no longer see or hear escaping steam or coolant. Hot components can burn the skin.
- The following must be observed before opening the bonnet:
  - Switch on the electronic parking brake.
  - Always keep children away from the front compartment and never leave them unsupervised.
- The cooling system is under pressure when the engine is hot. Never open the cap of the coolant expansion tank when the engine is hot. Coolant may spray out and cause serious burns and other injuries.
  - Turn the cap slowly and very carefully anticlockwise while exerting gentle downward pressure on the cap.
  - Always protect the face, hands and arms from hot coolant or steam with a large, thick cloth.

## NOTICE

- Refill only with distilled water. All other types of water can cause corrosion in the engine due to the chemical components contained in the water. This can also lead to engine failure. If any other type of water is refilled, the fluid in the cooling system should be completely replaced immediately by a qualified workshop.
- Do not fill coolant above the top of the marked area → *Fig. 1*. Otherwise the excess coolant will be pressed out of the cooling system when the engine is hot and could cause damage.
- If a large amount of coolant has been lost, do not refill the coolant until the engine has *cooled completely*. Heavy coolant loss is an indication of leaks in the cooling system. The cooling system should be checked by a qualified workshop as soon as possible. Failure to do so can result in engine damage.
- Do not refill coolant if there is no more coolant in the coolant expansion tank. Air could have entered the cooling system. Do not drive on! Seek expert assistance. Failure to do so can result in engine damage.
- When refilling service fluids, please ensure that you pour the correct service fluids into the correct openings. The use of incorrect service fluids can result in serious malfunctions and damage to the electric drive.

---

## Troubleshooting



### Coolant

The indicator lamp flashes red.

Engine coolant temperature too high or engine coolant level too low.

#### **Do not drive on!**

Stop the vehicle as soon as possible and when safe to do so.

- Deactivate the vehicle's drive system.
- Allow the electric drive to cool down until the warning lamp goes out.
- Check the engine coolant level at the **coolant expansion tank** (→ *Coolant*).

If the engine coolant level is too low:

- Adding coolant (→ *Coolant*)

If the warning lamp does not go out, seek expert assistance.



### and display --.- in the instrument cluster

The indicator lamp flashes red.

Fault in the engine cooling system.

- Stop the vehicle as soon as possible and when safe to do so.
- Seek expert assistance.



### lights up together with

The indicator lamps flash red.

#### **Stop the vehicle immediately**

Fault in the high-voltage coolant circuit.

- Deactivate the vehicle's drive system.
- Seek expert assistance.

## Brake fluid



**Fig. 1** In the front compartment: cap of the brake fluid reservoir.

Brake fluid will gradually absorb water from the surrounding air over the course of time. The brake system will be damaged if there is too much water in the brake fluid. The boiling point of the brake fluid is also considerably reduced by the water content. Heavy use of the brakes may cause a vapour lock in the brake system if the water content is too high. Vapour locks reduce the braking efficiency, considerably increase braking distance and can even cause the brake system to fail completely. Your own safety and that of other road users depends on having a brake system that functions properly at all times → *Brake fluid*.

### **Brake fluid specification**

Volkswagen has developed a brake fluid that has been optimised for the brake system in the vehicle. To ensure the best possible operation of the brake system, Volkswagen expressly recommends the use of brake fluid compliant with **VW standard 501 14**.

Before using a particular brake fluid, check that the specifications printed on the container correspond to the vehicle requirements.

Brake fluid that is compliant with VW standard 501 14 is available from Volkswagen dealerships.

If this brake fluid is not available and it is necessary to use another high-quality brake fluid instead, brake fluid that is compliant with DIN ISO 4925 or US standard FMVSS 116 DOT 4 CLASS 6 can be used.

Not all brake fluids that are compliant with DIN ISO 4925 or US standard FMVSS 116 DOT 4 CLASS 6 have the same chemical composition. Some of these brake fluids may contain chemicals that can damage or destroy brake system components over time.

Volkswagen therefore recommends the use of brake fluid that is compliant with **VW standard 501 14** to ensure sustained optimal operation of the brake system.

Brake fluid that is compliant with VW standard 501 14 fulfils the requirements of DIN ISO 4925 or US standard FMVSS 116 DOT 4 CLASS 6.

## **Brake fluid level**

The brake fluid level must always be between the MIN and MAX markings on the brake fluid reservoir and above the MIN marking → *Brake fluid*.

The brake fluid level cannot be checked accurately in all models as a flap or engine components may partially conceal the brake fluid container. If the brake fluid level cannot be read exactly, please go to a qualified workshop.

The brake fluid level drops slightly during vehicle operation as the brake pads wear and the brakes are automatically adjusted.

## **Brake fluid level**

The indicator lamp lights up red.

Brake fluid level is too low.

—  **Do not drive on!**

— Check the brake fluid level.

If the brake fluid level is too low:

— Inform a qualified workshop.

— Have the brake system checked.

## **Changing the brake fluid**

The brake fluid should be changed by a qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose. Only brake fluid that conforms with the required specification should be used.

 **WARNING**

Brake failure or reduced braking efficiency can be caused by the brake fluid level being too low or by brake fluid that is too old or unsuitable.

- The brake system and brake fluid level must be checked regularly.
- The brake fluid should be changed regularly.
- Heavy use of the brakes with old brake fluid can cause a vapour lock. Vapour locks reduce braking efficiency, considerably increase braking distance and can cause the brake system to fail completely.
- Please ensure that the correct brake fluid is used. Only use brake fluid that is explicitly compliant with VW standard 501 14.
- Any other brake fluid or a low-quality fluid can affect the functioning of the brakes and reduce braking efficiency.
- If a brake fluid compliant with VW standard 501 14 is not available, use a high-quality brake fluid compliant with DIN ISO 4925 CLASS 6 or the US standard FMVSS 116 DOT 4, but only in exceptional circumstances.
- The refilled brake fluid must be new.

 **WARNING**

Brake fluid is toxic.

- In order to reduce the risk of poisoning, never use bottles or other containers to store brake fluid. There is always a risk of someone drinking from such containers, even if they are labelled appropriately.
- Brake fluid must always be stored in its original sealed container and kept out of the reach of children.

 **NOTICE**

Brake fluid that has leaked or been spilt can damage the vehicle paintwork, plastic parts and tyres. Wipe off brake fluid that has leaked or been spilled immediately from all parts of the vehicle.

| Brake fluid can pollute the environment. Any spilt service fluids must be cleaned up and disposed of properly.

---

## 12-volt vehicle battery

---

### Introduction to the topic

The 12-volt vehicle battery is a component of the electrical system and in event of the high-voltage system failing, supplies the safety-relevant systems of the vehicle with energy. In the scope of maintenance work, the 12-volt vehicle battery is checked and where required, replaced.

You should only carry out work on the electrical system if you know exactly how to perform the required tasks, are aware of the general safety procedures and have access to the correct equipment, service fluids and suitable tools. Failing to carry out work correctly can cause serious injuries. All work should be carried out by a qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.

Information on warning and indicator lamps that light up can be found in the troubleshooting sections at the end of the chapter (*→ 12-volt vehicle battery*).

### Location of 12-volt vehicle battery

The 12-volt vehicle battery is located in the front compartment.

### Explanation of the warnings on the 12-volt vehicle battery

---



Always wear eye protection!



Electrolyte is very corrosive and caustic. Always wear protective gloves and eye protection!



No fire, sparks, naked lights or smoking!



A highly explosive mixture of gases is given off when the 12-volt vehicle battery is charging!

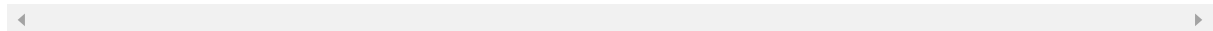


Always keep children away from electrolyte and the 12-volt vehicle battery!



Always observe the owner's manual!

---



## WARNING

Any work on the 12-volt vehicle battery and the electrical system can cause serious chemical burns, fire or electric shocks. Always read the following warnings and safety information before carrying out any kind of work:

- Switch off the ignition and all electrical consumers before carrying out any work on the 12-volt vehicle battery and also disconnect the negative cable from the 12-volt vehicle battery.
- Children should always be kept away from electrolyte and the 12-volt vehicle battery.
- Always wear eye protection and protective gloves.
- Electrolyte is very aggressive. It can burn the skin and can cause blindness. When working with the 12-volt vehicle battery, ensure that your hands, arms and face in particular are protected from acid spillage.
- Do not smoke during the work, and never work near naked flames or sparks.
- When handling cables and electrical equipment, avoid generating sparks and electrostatic charge.
- Never short circuit the battery terminals.
- Never use a damaged 12-volt vehicle battery. It can explode. Damaged 12-volt vehicle batteries must be replaced as soon as possible.
- Never use a frozen 12-volt vehicle battery. Discharged 12-volt vehicle batteries can already freeze at temperatures of around 0°C (+32°F). Frozen 12-volt vehicle batteries must be replaced immediately.

## NOTICE

Do not expose the 12-volt vehicle battery to direct daylight for an extended time.

- The ultraviolet radiation can damage the battery housing.

## NOTICE

Protect the 12-volt vehicle battery against frost if the vehicle is left standing for extended periods.

- The 12-volt battery can freeze and be destroyed as a result.



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

---

## Checking the electrolyte level of the 12-volt vehicle battery

The 12-volt vehicle battery is located under the bonnet.

The electrolyte level of the 12-volt vehicle battery cannot be checked because the battery window is hidden by the main fuse box of the vehicle.

Always have the electrolyte level of the 12-volt vehicle battery checked by a qualified workshop.



---

## Charging, replacing, disconnecting and connecting the 12-volt vehicle battery

If you suspect that the 12-volt vehicle battery is damaged or faulty, go to a qualified workshop and have the 12-volt vehicle battery checked.

### Charging the 12-volt vehicle battery

The 12-volt vehicle battery should be charged by a qualified workshop, as the technology used in factory-fitted 12-volt vehicle batteries requires voltage-limited charging → ⚠️. Volkswagen recommends using a Volkswagen dealership for this purpose.

### Replacing the 12-volt vehicle battery

The 12-volt vehicle battery has been developed to suit the conditions of its installation location and has special safety features. If a 12-volt vehicle battery has to be replaced, discuss the electromagnetic compatibility, size and necessary servicing, output and safety requirements for the new 12-volt vehicle battery with a Volkswagen dealership before purchase. The ventilation opening of the 12-volt vehicle battery must always be on the negative terminal side: the ventilation opening on the positive terminal side must always be sealed.

Only maintenance-free 12-volt vehicle batteries compliant with the standards TL 825 06 and VW 7 50 73 should be used. These standards must be dated October 2014 or later.

Always have the 12-volt vehicle battery replaced by a qualified workshop, as the vehicle electronics must be adapted as part of the replacement process. Only qualified workshops have the technology required to carry out this adjustment correctly. Volkswagen recommends that the 12-volt vehicle battery is replaced by a Volkswagen dealership.

### Disconnecting the 12-volt vehicle battery

Please observe the following if the 12-volt vehicle battery has to be disconnected from the electrical system in the vehicle:

- Switch all electrical consumers off.
- Unlock the vehicle before disconnecting the battery in order to avoid triggering the anti-theft alarm.
- First disconnect the negative cable and then the positive cable → ⚠️.

### Connecting the 12-volt vehicle battery

- Switch off all electrical consumers before reconnecting the 12-volt vehicle battery.
- First reconnect the positive cable and then the negative cable → ⚠️.

Various indicator lamps may light up after the 12-volt vehicle battery has been connected and the ignition is switched on. They will go out if you drive a short distance at a speed of approximately 15 – 20 km/h (10 – 12 mph). If the indicator lamps remain lit up, the vehicle should be checked by a qualified workshop.

If the 12-volt vehicle battery was disconnected for an extended period, the system may not be able to calculate or correctly display the time when the next service is due (→ *Instrument cluster*). Observe the maximum permissible service intervals (→ *Maintenance*).

*Vehicles with Keyless Access: (→ Keyless Access):* if the ignition cannot be switched on after connecting the 12-volt vehicle battery, lock and unlock the vehicle from the outside. Then try to switch on the ignition again. Please seek expert assistance if the ignition cannot be switched on.

## Automatic switch-off for electrical consumers

The intelligent vehicle electrical system automatically implements a range of measures to prevent the 12-volt vehicle battery from discharging under high loads:

—The performance of large electrical consumers may be reduced or they may be switched off completely.

The vehicle electrical system cannot always prevent the 12-volt vehicle battery from discharging. For example when the ignition is switched on for an extended period with the engine off, or when the side or parking lights are on when the vehicle is parked for an extended period.

## 12-volt vehicle battery is discharged

—Through use of electrical consumers when the vehicle's drive system has been deactivated.

### WARNING

Incorrectly securing the battery and using incorrect 12-volt vehicle batteries can cause short circuits, fire and serious injuries.

- Always use maintenance-free and leak-proof 12-volt vehicle batteries that have the same properties, specifications and dimensions as the factory-fitted 12-volt vehicle battery.

### WARNING

A highly explosive mixture of gases is given off when the 12-volt vehicle battery is being charged.

- 12-volt vehicle batteries should only be charged in well-ventilated spaces.
- Never charge a 12-volt vehicle battery which is frozen or has been frozen. Discharged 12-volt vehicle batteries can already freeze at temperatures of around 0°C (+32°F).
- Always have the 12-volt vehicle battery replaced if it has ever frozen.
- Incorrectly connected cables can cause a short circuit. First connect the positive cable and then the negative cable.

### NOTICE

- Never connect or disconnect 12-volt vehicle batteries if the vehicle's drive system is activated or the engine is running. Never use a 12-volt vehicle battery that does not correspond with the vehicle's specifications. This can damage the electrical system or electronic components, which can cause electrical faults.
- Never connect equipment that supplies electric power, such as solar panels or a battery charger, to the 12-volt socket or to the cigarette lighter to charge the 12-volt vehicle battery. This can damage the vehicle electrical system.

| 12-volt vehicle batteries may contain toxic substances such as sulphuric acid and lead. Dispose of the 12-volt vehicle battery in accordance with the relevant regulations.

| Electrolyte can pollute the environment. Clean up any service fluid leakages and dispose of them properly.

---

## Troubleshooting

### **12-volt vehicle battery**

The indicator lamp lights up red. The text message **12 V battery not charging. Stop vehicle.** is displayed.



**Do not drive on!** Stop the vehicle as soon as possible and when safe to do so.

The 12-volt vehicle battery will not be charged while the vehicle is in motion.

- Switch off any electrical consumers that are not required.
- Inform a qualified workshop.
- Have the electrical system checked.

### **12-volt vehicle battery**

The indicator lamp lights up yellow. The text message **Error: 12 V battery Unable to restart. Visit workshop.** is displayed.

Fault in the connection between the vehicle electrical system and the 12-volt vehicle battery.

If the vehicle's drive system is deactivated in this situation it cannot be switched back on again. Start the vehicle using jump leads if necessary (*→ Jump starting*) or seek expert assistance.

- Go to a qualified workshop.
- Have the electrical system checked.

### **12-volt vehicle battery**

The indicator lamp lights up yellow. The text message **Error: 12 V battery diagnostics. Visit workshop.** is displayed.

Fault in the system for monitoring the 12-volt vehicle battery.

- Go to a qualified workshop.
- Have the electrical system checked.

### **12-volt vehicle battery**

The indicator lamp lights up yellow. The text message **Error: Replace 12 V battery. Visit workshop.** is displayed.

The 12-volt vehicle battery has almost reached the end of its service life.

- Go to a qualified workshop.
- Have the 12-volt vehicle battery checked and replaced if necessary (*→ 12-volt vehicle battery*).

## **12-volt vehicle battery**

The indicator lamp lights up yellow. The text message **Please have the 12 V battery checked. Visit workshop.** is displayed.

Fault in the connection between the vehicle electrical system and the 12-volt vehicle battery.

- Go to a qualified workshop.
- Have the electrical system checked.

## **12-volt vehicle battery**

The indicator lamp lights up yellow and the text message **12 V battery low. Charge by driving.** is displayed.

12-volt vehicle battery has poor charging capacity, caused for example by low temperatures.

- Drive a short distance to recharge the 12-volt vehicle battery.

---

# Wheels and tyres

---

## Tyre monitoring system

---

### Introduction to the topic

The tyre monitoring system warns the driver when the tyre pressures are too low.

The following tyre monitoring systems are available for this vehicle:

#### Tyre Pressure Loss Indicator

—Monitors various parameters (including rolling circumference) of all four tyres while driving using ABS sensors (indirect measurement).

The reference pressure for the tyre monitoring system is the recommended tyre pressure for cold factory-fitted tyres at maximum load. The reference pressure corresponds to the information on the tyre pressure sticker (→ *Tyre pressure*).

If the tyre pressure of all four tyres has been adjusted correctly, the Tyre Pressure Loss Indicator must be re-synchronised (→ *Tyre Pressure Loss Indicator*). This adjusts the reference pressure to the current tyre pressure.

#### WARNING

The intelligent tyre monitoring system technology cannot overcome the laws of physics, and functions only within the limits of the system. Incorrect handling of the wheels and tyres can lead to a sudden loss of pressure in the tyres, tread separation and even tyre blow-out.

- Check tyre pressures regularly and always maintain the specified tyre pressure value (→ *Tyre pressure*). If the tyre pressure is too low, it is possible that the tyre temperature will increase to such an extent that the tread peels off and the tyre bursts.
- Always maintain the correct cold tyre pressure as specified on the tyre pressure sticker (→ *Tyre pressure*).
- Check the tyre pressure regularly when the tyres are cold. If necessary, adjust the tyre pressure in the cold tyre to the recommended tyre pressure for the tyres installed on your vehicle (→ *Tyre pressure*).
- Check your tyres regularly for signs of wear or damage.
- Never exceed the top speed and load permitted for the fitted tyres.

| Under-inflated tyres will increase energy consumption and tyre wear.



When new tyres are driven at high speeds for the first time, they can expand slightly and trigger a one-off pressure warning.



Old tyres should only be replaced by tyres that have been approved by Volkswagen for the vehicle type.



Do not rely solely on the tyre monitoring system. Check your tyres regularly to ensure that they are properly inflated and have no signs of damage, such as punctures, cuts, cracks, and blisters. Remove any objects that become embedded in the tyre tread but have not penetrated into the body of the tyre itself.

---

# Tyre Pressure Loss Indicator

## Functional description

The Tyre Pressure Loss Indicator uses data from the ABS sensors and other functions to check the speed of rotation and the rolling circumference of the individual wheels.



The Tyre Pressure Loss Indicator does not work if there is a fault in the ESC or ABS (→ *Brake support systems*).

## The rolling circumference can change:

- If the tyre pressure has been changed.
- If the tyre pressure is too low.
- If the tyre has structural damage.
- If the vehicle is loaded more heavily on one side.
- If snow chains have been fitted.
- If a temporary spare wheel has been fitted.
- If one wheel per axle has been changed.

The Tyre Pressure Loss Indicator (⚠) may react with a delay or not display anything at all in the event of a sporty driving style, when driving on snow-covered or icy roads or unpaved roads or when driving with snow chains.

The tyre monitoring system indicates a change in rolling circumference of the tyres with the (⚠) warning lamp in the instrument cluster.

The recommended tyre pressure for the factory-fitted tyres is indicated on the tyre pressure sticker on the driver's door pillar (→ *Tyre pressure*).

The tyre pressure of all tyres including the spare wheel or temporary spare wheel must be checked monthly on a cold tyre and correspond to the vehicle manufacturer's specifications on the tyre pressure sticker. If the tyre size of the mounted tyres differs from the specifications on the type plate or tyre pressure sticker, the correct tyre pressure must be determined.

The Tyre Pressure Loss Indicator does not remove the need for regular maintenance and inspection of tyres. The driver is responsible for ensuring the correct tyre pressure is maintained at all times, even if the Tyre Pressure Loss Indicator does not give any warning that the tyre pressure is too low.

The Tyre Pressure Loss Indicator also can display a malfunction in conjunction with the (⚠) warning lamp. If the Tyre Pressure Loss Indicator is malfunctioning, the (⚠) warning lamp flashes for about a minute after the vehicle's drive system has been activated and then stays continuously lit.

If the Tyre Pressure Loss Indicator shows a malfunction, tyre pressure cannot be monitored correctly. The malfunctioning of the Tyre Pressure Loss Indicator can have various causes, e.g. due to replacing a wheel or tyre. When a wheel or tyre has been replaced, a check needs to be made whether the (⚠) warning lamp is indicating a system malfunction (→ *Tyre Pressure Loss Indicator*) to ensure that the Tyre Pressure Loss Indicator is functioning properly.



## Synchronising the Tyre Pressure Loss Indicator

- Switch on the ignition.
- Switch on Infotainment system if necessary.
- Touch the **Vehicle** function button.
- Touch the **Status** function button.
- Touch the **Status** function button (top).
- Navigate to the last menu.
- Touch the **SET** function button.
- When all four tyre pressures correspond to the required values, touch the **Confirm** function button.
- OR:** Touch the **Cancel** function button to cancel the process. The current tyre pressure is not saved and the system will not be re-synchronised.

After an extended driving time (at least 20 minutes) with driving at different speeds, the system will automatically learn the new values and monitor them.

The Tyre Pressure Loss Indicator must be re-synchronised under the following conditions:

- If the tyre pressures have been changed.
- If one or more wheels have been changed.
- If the wheels are swapped over, e.g. from front to rear.

The Tyre Pressure Loss Indicator may only be re-synchronised if all the tyres have been filled at the correct tyre pressure when measured on a cold tyre. To measure the cold tyre pressure, the vehicle must have been stationary for 3 hours or driven only a few kilometres at a slow speed during this time.



After a warning about the tyre pressure being too low, switch the ignition off and then back on again. The Tyre Pressure Loss Indicator can only then be re-synchronised.

---

## Troubleshooting for Tyre Pressure Loss Indicator

### **Low tyre pressure**

The indicator lamp lights up yellow.

There is a loss of pressure in one or more tyres or the tyre is structurally damaged.

—  **Do not drive on!**

— Check and adjust all tyre pressures (*→ Tyre pressure*).

— Damaged tyres should be replaced.

— Re-synchronise the Tyre Pressure Loss Indicator (*→ Tyre Pressure Loss Indicator*).

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

### **Fault in the Tyre Pressure Loss Indicator**

The indicator lamp flashes for about a minute and then remains lit up in yellow.

There is a system fault.

—  **Do not drive on!**


— Switch the ignition off and then back on again.

— Re-synchronise the Tyre Pressure Loss Indicator (*→ Tyre Pressure Loss Indicator*).

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

 **WARNING**

Differing tyre pressures or tyre pressures that are too low can cause tyre damage, tyre failure, loss of vehicle control, accidents, serious injury and death.

- If the indicator lamp () lights up, stop the vehicle as soon as possible and check all the tyres (*→ Tyre pressure*).
- Different tyre pressures or tyre pressures that are too low can increase wear on the tyres, reduce vehicle stability and increase the braking distance.
- Differing tyre pressures or tyre pressures that are too low can cause sudden tyre failure and lead to a tyre bursting and the loss of control over the vehicle.
- The driver is responsible for the correct tyre pressure of all tyres on the vehicle. The recommended tyre pressure can be found on a sticker (*→ Tyre pressure*).
- The tyre monitoring system cannot function correctly unless all cold tyres have the correct tyre pressure.
- The pressure in all tyres must always be appropriate to the vehicle load (*→ Tyre pressure*).
- Always inflate all tyres to the correct tyre pressure before every journey (*→ Tyre pressure*).
- If the vehicle is driven with insufficient tyre pressure, this results in greater tyre flexing. This could warm up the tyre to such an extent that the tread may separate and the tyre could burst. This could cause the driver to lose control of the vehicle.
- High speeds and overloading of the vehicle may cause the tyres to heat up to such an extent that the tyre bursts, leading you to lose control of the vehicle.
- If the tyre pressure is too low or too high, the tyres will wear prematurely and the vehicle will not handle well.
- If the tyre is not flat and it is not necessary to change the wheel immediately, drive at low speed to the nearest qualified workshop and check and correct the tyre pressure (*→ Tyre pressure*).
- The Tyre Pressure Loss Indicator must always be correctly calibrated.



Driving on unpaved roads for long periods or a sporty driving style can temporarily deactivate the Tyre Pressure Loss Indicator. In the event of a malfunction, the indicator lamp will flash for 65 seconds and then light up continuously. However, the indicator lamp will go out when the road conditions or driving style change.

---

## Useful information about wheels and tyres

---

### Introduction to the topic

The tyres are the most heavily loaded and most underestimated parts of a vehicle. Tyres are very important as the narrow tyre surfaces are the only contact between the vehicle and the road.

The service life of tyres is dependent on tyre pressure, driving style, handling and correct fitting.

#### WARNING

New tyres or tyres which are old, worn down or damaged cannot provide full levels of vehicle control and braking efficiency.

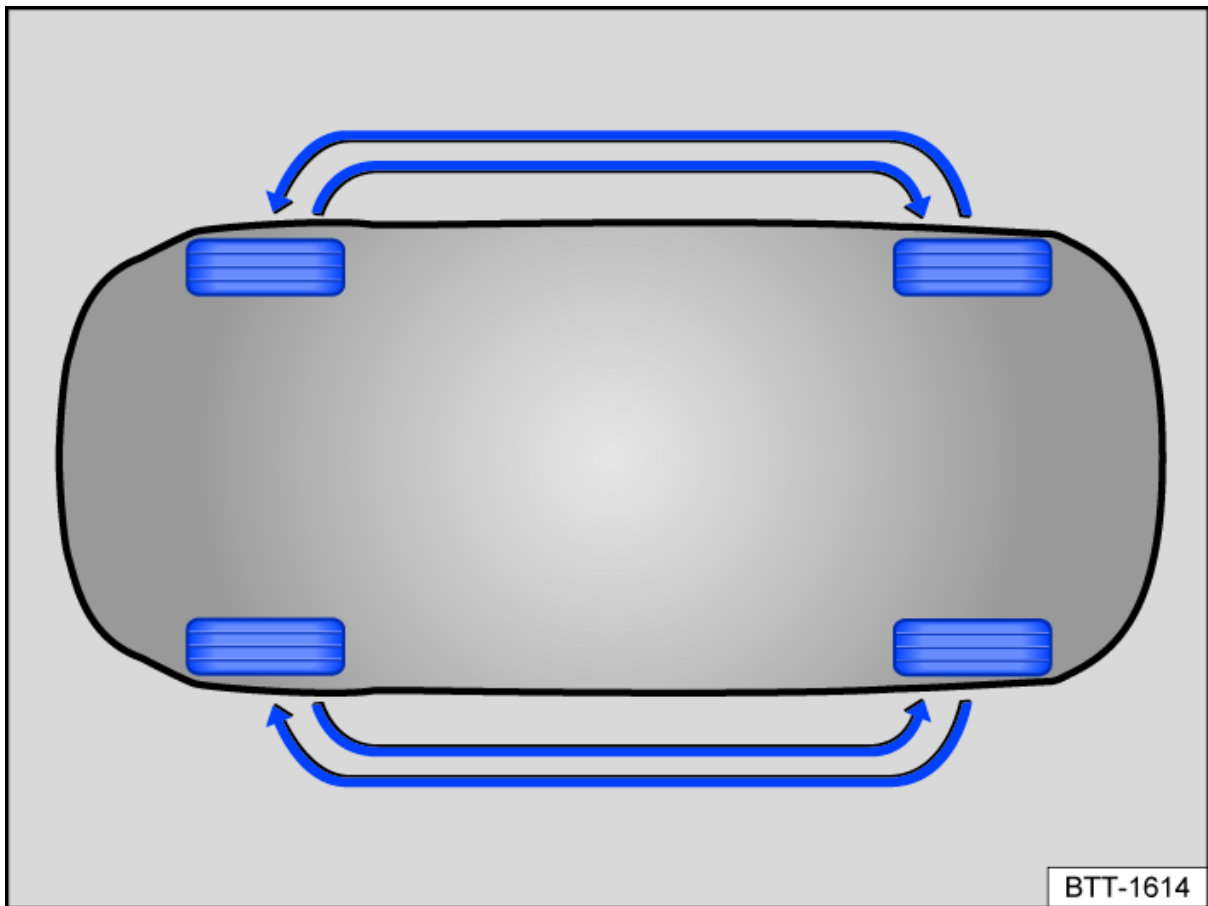
- Incorrect handling of wheels and tyres can reduce vehicle safety and cause accidents and serious injuries.
- All four wheels must be fitted with radial tyres of the same type, size (rolling circumference) and the same tread pattern.
- New tyres will have to be run in as they will initially have reduced grip and braking effect. Drive particularly carefully for the first 600 km (370 miles) in order to prevent accidents and serious injury.
- Check tyre pressures regularly when the tyres are cold, and always keep to the specified value. If the tyre pressure is too low, it is possible that the tyre temperature will increase to such an extent when driving that the tread peels off and the tyre bursts.
- Check the tyres for damage and wear at regular intervals.
- Never drive with worn tyres or tyres that are damaged (i.e. they have holes, cuts, cracks or blisters). Driving with tyres in this condition can result in burst tyres, accidents and serious injuries. Worn or damaged tyres must be replaced as soon as possible.
- Never exceed the top speed and load permitted for the fitted tyres.
- The effectiveness of the driver assist systems and brake support systems depends on the tyre grip.
- If you notice unusual vibrations or if the vehicle pulls to one side when driving, stop the car immediately and check the wheels and tyres for damage.
- In order to reduce the risk of losing control of the vehicle, and the risk of accident and serious injury, never loosen the bolts on rims with bolted-on rim rings.
- Do not use wheels or tyres if you do not know their history. Used wheels and tyres may be damaged, even if the damage is not visible. This can cause tyre damage, tyre failure and loss of control of the vehicle.
- Even if they have not been used, old tyres can suddenly lose pressure or burst, especially at high speeds, and thus cause accidents and serious injuries. Avoid using tyres that are more than six years old. If you have no alternative, drive slowly and with extra care at all times.

#### WARNING

If the wheels are incorrectly fastened or if wheel bolts are missing, the wheels could come loose, leading to a loss of control of the vehicle, causing accidents and serious injuries.

- Never drive if wheel bolts are missing or loose.
  - Always use wheel bolts that match the wheel rims and the vehicle type.
  - Always tighten the wheel bolts with the correct tightening torque. If you do not have a torque wrench, tighten the wheel bolts with the wheel bolt wrench and have the torque checked without delay by the nearest qualified workshop.
-

## Handling wheels and tyres



**Fig. 1** Illustration: diagram showing how to swap wheels.

The wheels and tyres approved by Volkswagen have been carefully selected.

### Rotating wheels

Regularly rotating the wheels as shown in the illustration → *Fig. 1* is recommended to help ensure that tyres wear evenly. All the tyres will then last for about the same time.

Volkswagen recommends having the wheels changed by a qualified workshop.

### Avoiding damage to the wheel rims and tyres

- Drive over kerbs and other low obstacles slowly and at right angles so that the two front wheels come into contact with the obstacle at the same time.
- Check the tyre pressure regularly.
- Regularly check tyres for damage, e.g. holes, slits, punctures or blisters.
- Never exceed the maximum speed and load permitted for the tyres that are fitted (→ *Tyre lettering and tyre type*).
- Damaged or worn tyres must be replaced immediately (→ *Wheels and tyres*).
- Protect the tyres from contact with aggressive substances, including grease, oil, petrol and brake fluid → ⚠.
- Replace missing dust caps on the valves immediately.

- Remove foreign bodies that have not yet penetrated to the inside of the tyre (→ *Wheels and tyres*).
- Observe all warnings of the tyre monitoring system (→ *Tyre Pressure Loss Indicator*), (→ *Tyre Pressure Monitoring System*).

## **Tyres that are more than six years old**

Tyres age through physical and chemical processes that can impair their function. Tyres that have been stored unused for an extended period of time age more quickly than tyres that are used all the time.

Volkswagen recommends replacing tyres that are more than six years old with new tyres. This also applies to tyres which appear to still be in good condition and whose tread depth has not yet reached the minimum value stipulated by legislation → ⚠.

Winter and all-year tyres also largely lose their effectiveness through **ageing** – regardless of the remaining tread depth.

The age of each tyre can be determined on the basis of the manufacturing date (→ *Tyre pressure*).

## **Storing tyres**

- Always store tyres in a cool, dry and preferably dark place. **Do not** store tyres mounted on the rim vertically.
- Any tyres not fitted on rims should be kept in suitable sleeves to protect against dirt and should be stored vertically (standing on the tread).

## **New tyres**

- Drive particularly carefully for the first 600 km (370 miles) with new tyres as the tyres have to be *run in*. Tyres that have not been run in have reduced grip → ⚠ and braking efficiency → ⚠.
- All four wheels must be fitted with tyres of the same type, size, and the same tread pattern.

## **Replacing tyres**

- Always replace tyres at least on an axle-by-axle basis → ⚠.
- Old tyres should only be replaced by tyres that have been approved by Volkswagen for the vehicle type.
- Never use tyres with an effective size that is larger than Volkswagen-approved tyres.

## **Re-synchronising the Tyre Pressure Loss Indicator**

The Tyre Pressure Loss Indicator must be re-synchronised each time one or more wheels is changed. This also applies if the wheels have been swapped, e.g. from the front to the rear (→ *Tyre Pressure Loss Indicator*).

 **WARNING**

Corrosive liquids and other substances can cause visible and invisible damage to the tyres, which can cause the tyre to burst.

- Always keep chemicals, oils, lubricants, fuel, brake fluid and other corrosive substances away from the tyres.

 **WARNING**

Even if they have not been used, old tyres can suddenly lose pressure or burst, especially at high speeds, and thus cause accidents and serious injuries.

- Avoid using tyres that are more than six years old. If you have no alternative, drive slowly and with extra care at all times.

 **WARNING**

New tyres will have to be run in as they will initially have reduced grip and braking effect.

- Drive particularly carefully for the first 600 km (370 miles) in order to prevent accidents and serious injury.

 **WARNING**

Wheels must have the necessary clearance. If the wheels do not have the necessary clearance, the tyre could rub on parts of the running gear, the vehicle body and the brake lines. This can lead to a fault in the brake system and to tread separation and thus to a tyre bursting.

- The actual tyre size must not exceed the tyre dimensions of manufacturers approved by Volkswagen and must not rub on any vehicle body parts.

 **NOTICE**

Avoid heavy impacts and drive round obstacles whenever possible. Tyres can be deformed in particular by potholes and kerb edges. This can cause damage to the tyres and wheel rims.

 **NOTICE**

Do not damage the valves when fitting different tyres. Never drive without valve caps. This could cause damage to the valves.

| Old tyres should be disposed of properly and as required by legislation.



If the spare tyre is not the same as the tyres that are mounted on the car - for example in the case of winter tyres or a temporary spare wheel - only use the spare tyre in the event of a breakdown for a short period of time and drive with extra care. Refit the normal road wheel as soon as possible.



Volkswagen-approved tyres are guaranteed to have the dimensions that are suitable for the vehicle. In the case of other tyres, the tyre seller must provide a certificate from the tyre manufacturer stating that the tyre is also suitable for the vehicle. This certificate must be stored in a safe place in the vehicle.

---

## Wheel rims and wheel bolts

Wheel rims, tyres and wheel bolts are matched to the vehicle type. If different wheel rims are fitted, the correct wheel bolts with the correct length and correctly shaped bolt heads must be used. This ensures that the brakes work properly and that the vehicle drives quietly and safely.

For technical reasons, it is not generally possible to use the wheel rims from other vehicles. This can also apply to wheel rims of the same vehicle type.

The tightening torque of the wheel bolts must be checked regularly with a properly functioning torque wrench. (→ *Wheel bolts*).

### Wheel bolts

The correct wheel bolts must be used for all vehicle types; these bolts must always be tightened with the correct tightening torque (→ *Wheel bolts*).

### Two-piece wheel bolts

Two-piece wheel bolts must be used for the vehicle. With two-piece wheel bolts, the ball seat is loosely connected to the head.

### Wheel rims with bolted rim rings or trim elements

Rims with bolted-on rings or trim elements consist of several components. These components are joined together using special bolts. Damaged wheel rims must be replaced and must always be repaired only by a qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose → ⚠.

### Wheel rim identification

In some countries, new wheel rims must contain information on certain properties. The following information may be provided on the wheel rim:

- Seal of conformity.
- Rim size.
- Name of manufacturer or brand name.
- Date manufactured (month/year).
- Country of origin.
- Production number.
- Raw materials batch number.
- Product code.



 **WARNING**

The use of unsuitable or damaged wheel rims can impair vehicle safety and cause accidents and serious injury.

- Only use wheel rims that have been approved for the vehicle.
- Check the rims regularly for damage and replace as necessary.

 **WARNING**

Incorrect loosening and tightening of the bolts on wheel rims with bolted-on rings can cause accidents and serious injury.

- Never loosen the bolts on wheel rims with bolted-on rings.
- All work on wheel rims with bolted-on rings must be carried out by a qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.

## Tyre pressure

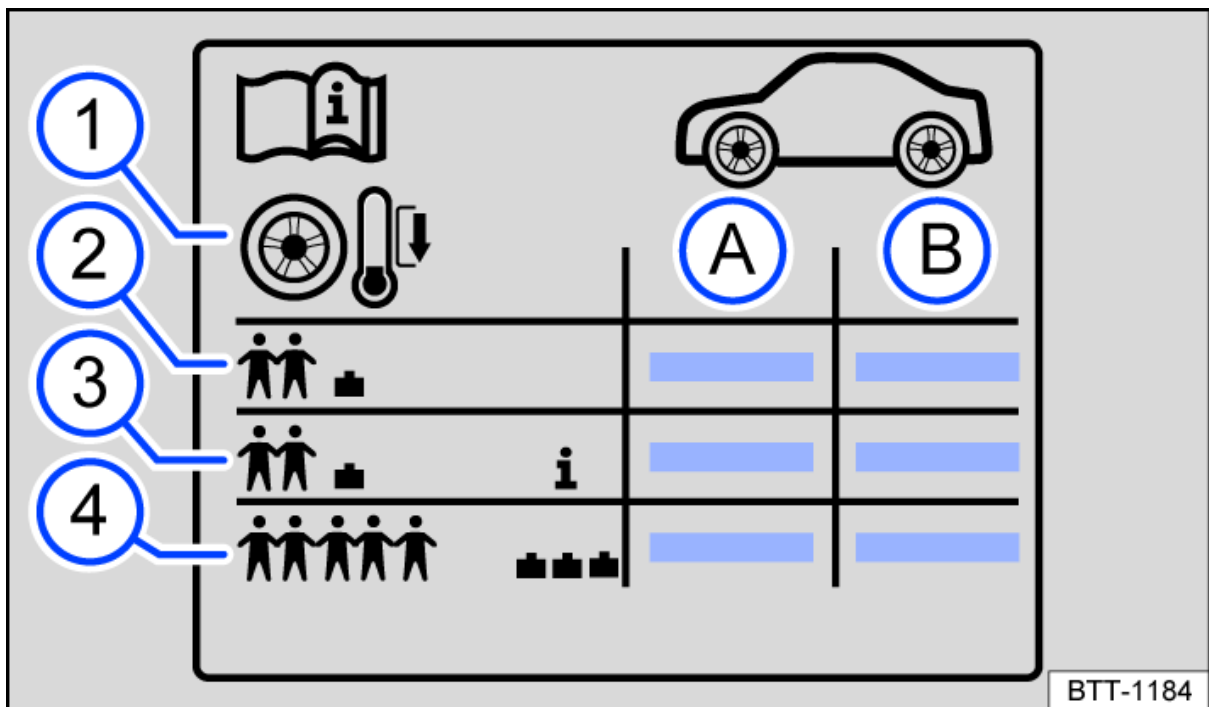


Fig. 1 Symbols on the tyre pressure sticker.

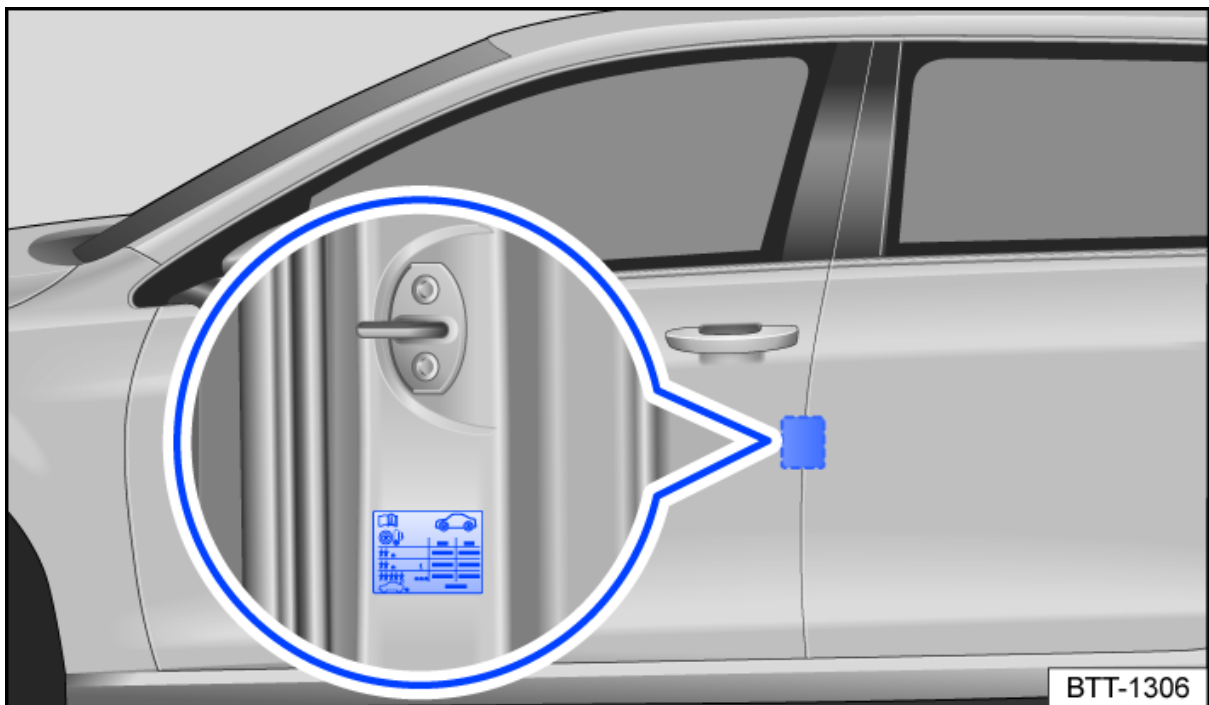


Fig. 2 On the driver door pillar: tyre pressure sticker (alternatively on the inside of the charging socket flap).


Key to *Fig. 1* :

- (A) Tyre pressure for the tyres on the front axle.
- (B) Tyre pressure for the tyres on the rear axle.
- (1) Note: check the tyre pressure when the tyres are cold.

- ② Tyre pressure for partial load.
  - ③ *Vehicle-dependent*: comfort tyre pressure for partial load.
  - ④ Tyre pressure for full load.
- 

The sticker provides the correct tyre pressure for approved tyres and is located either on the driver door pillar → [Fig. 2](#) or inside the charging socket flap.

The appearance of the sticker may differ between vehicles. It may include additional tyre sizes.

The wrong tyre pressure will have a negative effect on the vehicle's response and lead to high levels of wear or even a burst tyre → . The correct tyre pressure is particularly important at **high speeds**.

## Comfort tyre pressure

Depending on the vehicle, the tyre pressure sticker may show details of a comfort tyre pressure → [Fig. 1](#) ③. The comfort tyre pressure allows increased driving comfort. Energy consumption may increase when driving with comfort tyre pressure.

## Checking the tyre pressure

- Check the tyre pressure at least once a month.
- Always check the tyre pressure when the tyres are cold. The specified tyre pressure applies to **cold tyres**. Tyre pressure is always higher in warm tyres than it is in cold tyres. For this reason, never reduce the pressure in warm tyres to adjust the tyre pressure.
- Always adjust the tyre pressure to the load level → [Fig. 1](#) ④.
- After adjusting the tyre pressures, always screw the caps onto the valves and observe the information on the tyre monitoring system.
- Always use the tyre pressure specified on the sticker. Never exceed the maximum tyre pressure which is given on the sidewall of the tyre

### WARNING

Incorrect tyre pressure may cause the tyre to suddenly lose pressure or burst while the vehicle is in motion. This can cause serious accidents and fatal injuries.

- If the tyre pressure is too low, it is possible that the tyre temperature will increase to such an extent when driving that the tread peels off and the tyre bursts.
- Excessive speeds and overloading of the vehicle can cause overheating, sudden tyre damage including tyre bursts and detachment of the tread surface, and thus to a loss of control of the vehicle.
- If the tyre pressure is too low, the tyres will wear prematurely and the car will not handle well.
- Check tyre pressures regularly, at least once a month, and before every long journey.
- All tyres must have the correct tyre pressure to suit the vehicle load.
- Never reduce excess pressure when the tyres are warm.

### NOTICE

- When attaching the tyre pressure gauge, ensure that you do not position it at an angle to the valve stem. This can damage the tyre valve.
  - Always make sure the valve caps are completely screwed on while driving.
-

| Under-inflated tyres can contribute to an increase in energy consumption.

## Tread depth and tread wear indicators

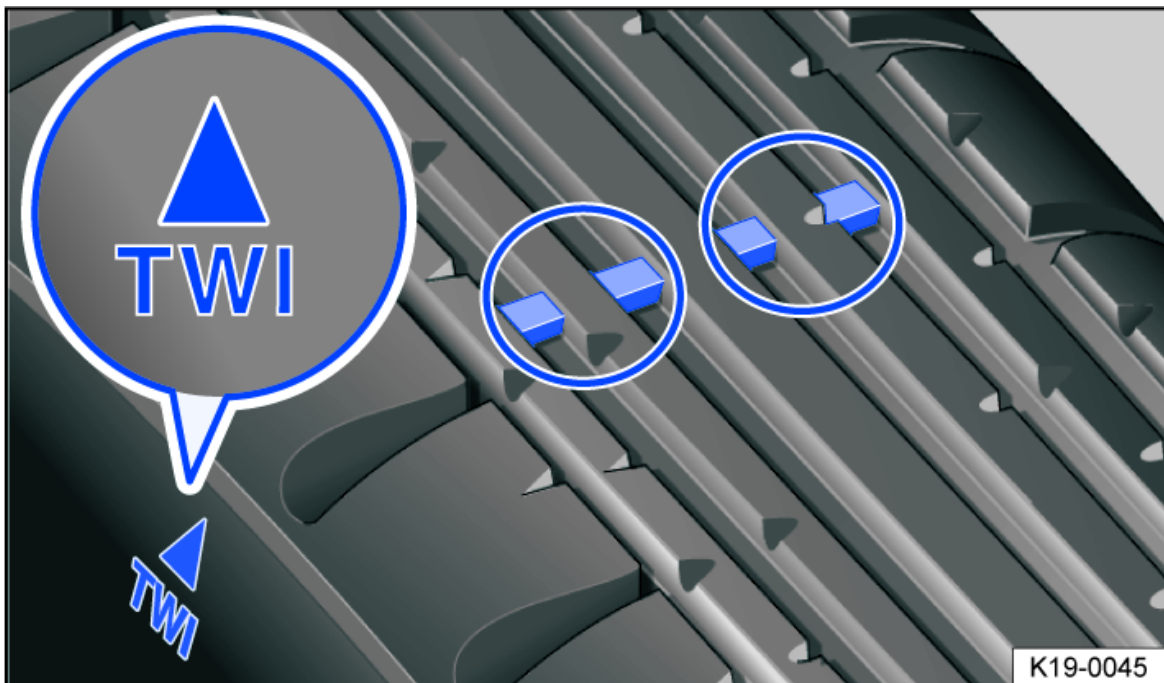


Fig. 1 Tyre tread: tread wear indicators.

### Tread depth

Most driving situations require the highest possible tread depth. All tyres should have an even tread depth on at least one axle. This is especially true in wet or wintry road conditions.

In most countries, the legally permissible minimum tread depth is reached at 1.6 mm (1/16 in) residual tread - measured in the tread grooves next to the wear indicators (observe deviating country-specific legal regulations). The tyres should have the same tread depth, at the minimum on each axle → ⚠.

Observe any country-specific legal requirements relating to the permissible minimum tread depths for winter and all-year tyres.

### Tread wear indicators in tyres

The tread wear indicators show if a tyre is worn down. The tyre must be replaced at the latest when the tread depth is just down to the tread wear indicator.

There are 1.6 mm (1/16 in) high wear indicators → *Fig. 1* in the tread base of the tyres. Markings on the tyre sidewall indicate the position of the tread wear indicators → *Fig. 1*.

 **WARNING**

Worn tyres are a safety risk and can lead to a loss of control of the vehicle and cause serious injury.

- Tyres must be replaced at the latest when the tread is worn down to the tread wear indicators.
- Worn tyres have considerably less grip, particularly on wet roads, which can cause the vehicle to “float” along the road surface (aquaplaning).
- Worn tyres reduce the possibility of controlling the vehicle well in normal and difficult driving situations and increase braking distance and the risk of skidding.

---

## Tyre damage

Damage to tyres and wheel rims is often hidden → ⚠.

- If you suspect that a wheel is damaged, slow down immediately and stop the vehicle as soon as it is safe to do so.
- Check the tyres and wheel rims for damage.
- Do not drive on if a tyre is damaged.
- Changing a damaged wheel (→ *Changing a wheel*). Seek expert assistance for this if necessary.
- Or:** seal damaged wheel with the breakdown set and inflate (→ *Breakdown set*).
- If there is no visible damage, drive slowly and cautiously to the next qualified workshop in order to have the vehicle checked.

### Embedded foreign bodies in the tyres

- Leave the foreign body in the tyre if it has entered the inner tyre. Foreign bodies that are stuck between the tyre tread blocks can be removed.
- Changing a damaged wheel (→ *Changing a wheel*). Seek expert assistance for this if necessary.
- Or:** seal damaged wheel with the breakdown set and inflate (→ *Breakdown set*).
- Check and adjust the tyre pressure.
- Go to a qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.
- On vehicles with mobility tyres:* leave the foreign body in the tyre and go to a qualified workshop. A sealant applied to the inside of the tyre tread encloses the foreign body and seals the tyre temporarily.

### Tyre wear

The tyre wear is affected by several factors:

- Style of driving.
- How well the tyres are balanced.
- Adjustments made to the running gear.

Fast cornering, heavy acceleration and hard braking all increase tyre wear.

Wheel imbalance may develop when the vehicle is driven; you will notice this by the nervous steering response. Unbalanced wheels will affect the level of tyre wear. In this case the wheels should be balanced again.

Incorrect wheel alignment causes excessive tyre wear, impairing the safety of the vehicle. The wheel alignment should be checked by a qualified workshop if tyres show excessive wear.

 **WARNING**

If you notice unusual vibration or the car pulling to one side while the vehicle is in motion, this may indicate that one of the tyres is damaged.

- Reduce speed immediately and park the vehicle without obstructing traffic.
- Check the tyres and wheel rims for damage.
- Never drive on if tyres or wheel rims are damaged. Seek expert assistance instead.
- If there is no visible damage, drive slowly and cautiously to the next qualified workshop in order to have the vehicle checked.



# Tyre lettering and tyre type

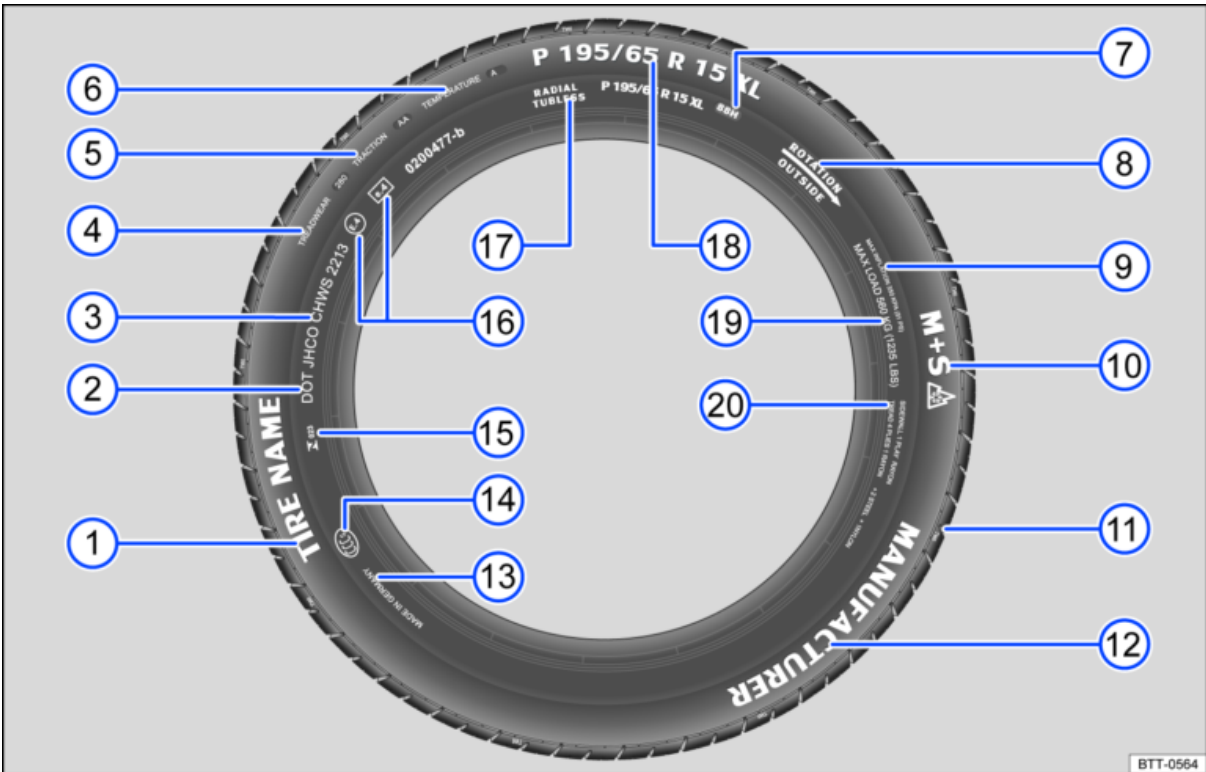





Fig. 1 International tyre lettering.

→ Fig. 1 Tyre lettering (example)	Meaning
1 <i>Product name</i>	Individual tyre designation of the manufacturer.
2 DOT	The tyre complies with the legal requirements of the USA Department of Transportation, responsible for tyre safety standards.
3 JHCO CHWS 2213	<p>Tyre identification number (<b>TIN</b>)</p> <p>JHCO CHWS Identifier of producing plant and specifications of the tyre manufacturer on size and characteristics.</p> <p>2213 Date of manufacture: 22nd week in 2013.</p>
Information for the end user concerning comparative values for specified basic tyres (standardised test procedure) (→ <i>Customer information</i> ):	
4 TREADWEAR 280	Relative life expectancy for the tyre, with reference to a US-specific standard test. Tyres with the specification 280 wear at a rate of 2.8 times more slowly than standard tyres that have a treadwear value of 100. The performance of tyres is determined by how they are used and can significantly deviate from standard values due to driving style, maintenance, road surface and climatic conditions.
5 TRACTION AA	Wet braking performance of the tyre (AA, A, B or C). The wet braking performance is tested under controlled conditions on certified test tracks. Tyres marked C have a low traction performance. The traction value assigned to the tyres is based on linear traction tests and does not include acceleration and lateral stability or aquaplaning and traction under maximum load.
6 TEMPERATURE A	Temperature stability of the tyre at high speeds on a test bed (A, B or C). A and B tyres exceed legal requirements. The temperature evaluation is based on tyres with correct pressure and does not allow for excess pressure. Excessive speed, incorrect pressure or excess pressure can cause heat build-up or tyre damage. This applies to one or a combination of these factors.
7 88 H	Load index → <i>Tyre load</i> and speed index → <i>Speed index</i> .
8 Rotation and arrow <b>OR:</b> Outside	Denotes direction of rotation → <i>Tyres with directional tread pattern</i> . Denotes outside of tyres → <i>Asymmetrical tyres</i> .

	→ Fig. 1 Tyre lettering (example)	Meaning	
9	MAX INFLATION 350 KPA (51 psi/3.51 bar)	US limitation for the maximum air pressure.	
10	M+S or M/S or 	Denotes winter tyres (mud and snow tyres) (→ <i>Winter tyres</i> ). Studded snow tyres are labelled with an <i>E</i> after the <i>S</i> .	
11	TWI	Indicates the position of the tread wear indicator (→ <i>Tread depth and tread wear indicators</i> ).	
12	<i>Brand name, logo</i>	Manufacturer.	
13	Made in Germany	Country of manufacture.	
14		Country-specific identification for China (China Compulsory Certification).	
15	 023	Country-specific identification for Brazil.	
16	E4 e4 0200477-b	Indicates conformity with international regulations with the number of the country that granted approval. Approved tyres which comply with ECE regulations are identified with <i>E</i> , tyres which comply with EC regulations are identified with <i>e</i> . This is followed by the multiple-digit approval number.	
17	RADIAL TUBELESS	Tubeless radial tyre.	
18	P 195 / 65 R 15 XL	Size designation:	
		P	Identification for passenger vehicle.
		195	Tyre width from wall to wall in mm.
		65	Aspect ratio in %.
		R	Tyre construction: radial.
		15	Rim diameter in inches.
XL	Heavy-duty tyres (extra load tyres).		
19	MAX LOAD 615 KG (1235 LBS)	US load data for the maximum load per wheel.	
20	SIDEWALL 1 PLY RAYON	Details of the tyre carcass components: 1 ply of rayon (artificial silk).	
	TREAD 4 PLIES 1 RAYON + 2 STEEL + 1 NYLON	Details of the tread components: In the example there are 4 plies under the tread surface: 1 ply of rayon (artificial silk), 2 steel belt plies and 1 nylon ply.	

The tyre lettering is located on both sides. Certain labels may only be found on one side of the tyre, e.g. tyre identification number and manufacturing date.

**Any further numbers and letters are internal codes used by the tyre manufacturer or country-specific codes.**

## **Low-profile tyres**

Low-profile tyres have a wider tread surface, larger rim diameter and lower sidewalls than conventional wheel/tyre combinations (→ *Handling wheels and tyres*). Low-profile tyres can improve the vehicle's handling and precision. They may however result in a less comfortable ride on uneven road surfaces and tracks.

## **Tyres with directional tread pattern**

An arrow on the tyre sidewall indicates the direction of rotation on tyres with directional tread. The direction of rotation must be observed in all cases. This guarantees the best possible running characteristics.

If, however, the tyre is fitted in the opposite direction to the tread pattern, you must take more care when driving as the tyre is now no longer being used according to its designation. The tyres must be replaced as quickly as possible or be fitted with the tread in the correct direction.

## **Asymmetrical tyres**

Asymmetrical tyres take into account the differing behaviour of the inner and outer areas of the tread pattern. The sidewalls of asymmetrical tyres are marked to indicate "inside" or "outside". Always observe the correct tyre position on the wheel rim.

## **Tyre load**

The load index indicates the maximum load capacity of an individual tyre in kilograms (tyre load).

Examples:

78     425 kg

81     462 kg

83     487 kg

85     515 kg

87     545 kg

88     560 kg

91     615 kg

92     630 kg

93     650 kg

95     690 kg

97	730 kg
99	775 kg
100	800 kg
101	825 kg
102	850 kg
103	875 kg
104	900 kg

### **Speed index**

The speed index indicates the maximum permitted speed that may be driven with the tyre.

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)

Some tyre manufacturers use the code "ZR" for tyres with a maximum permitted speed of over 240 km/h (149 mph).

---

## Maximum load and speed range for tyres

Vehicles in the EU and the so-called EU user states are issued an EC Certificate of Conformity. This details the size, diameter and speed range of all tyres approved by Volkswagen for the relevant vehicle type.

The type plate shows whether there is an EC Certificate of Conformity for this particular vehicle (*→ Technical data*).

—If the type plate has a row marked "Permit" then the vehicle has an EC Certificate of Conformity.


—If there is no type plate, or no row marked "Permit" the vehicle does not have an EC Certificate of Conformity.

## Winter tyres

Summer tyres have less grip on icy or snow-covered roads. Winter or all-season tyres improve the handling and braking characteristics in winter road conditions. Volkswagen recommends that winter tyres be fitted to the vehicle at temperatures below +7°C (+45°F) or in winter road conditions.


Winter and all-season tyres lose their effectiveness when the **tread** is worn down to a depth of 4 mm (3/16 inch).

### The following applies when using winter tyres:

- Observe any country-specific legal requirements.
- Use winter tyres on all four wheels at the same time.
- Only use in winter road conditions.
- Only use the sizes of tyre that have been approved for the vehicle.
- Winter tyres must have the same belt type, size and the same tread pattern.
- Observe the maximum speed permitted by the speed index → .

### Speed limitation

Winter tyres have a speed limit depending on the speed index (→ *Tyre lettering and tyre type*).

Speed warning settings can be made and adjusted in the Infotainment system using the **MENU** or **CAR** button and the  and **Tyres** function buttons.

If you use **V-rated winter tyres**, the speed limits and required tyre pressure will be determined by the engine size. You must ask a Volkswagen dealership about the maximum permitted speed and required tyre pressure.

#### WARNING

The improved winter driving characteristics afforded by the winter tyres should not encourage you to take any risks.

Exceeding the speed limitation of winter tyres can cause the tyres to fail suddenly and the vehicle to lose control.

- Never disregard the speed limitation of the winter tyres fitted, even if the permissible top speed of the vehicle is higher.
- Never exceed the maximum payload of the winter tyres that are fitted.
- Adapt your speed and driving style to suit visibility, weather, road and traffic conditions.

| The vehicle handling is better if summer tyres are fitted at temperatures above +7°C (+45°F). The rolling noise is quieter, the tyre wear lower and the energy efficiency higher in this case.



In vehicles with Tyre Pressure Loss Indicator, the system must be re-synchronised after changing from summer tyres to winter tyres or vice versa (→ *Tyre Pressure Loss Indicator*).



Volkswagen dealerships can provide details on permissible winter tyre sizes.



## Snow chains

Please observe legislation and also the maximum permitted speed when driving your vehicle with snow chains.

On icy or snow-covered roads, snow chains will improve traction and braking response.

Snow chains may be fitted **only to the rear wheels**. They may be fitted **only to the following tyre and wheel combinations**:

Tyre size	Wheel rim
215/55 R 18	7½ J x 18
215/50 R 19	7½ J x 19

Volkswagen recommends that you ask your Volkswagen dealership for information about appropriate wheel, tyre and snow chain size.

If possible, use snow chains with fine-pitch links which do not protrude more than 9 mm, including the tensioner.

Remove hubcaps and trim rings before fitting snow chains. For safety reasons, cover caps must then be fitted over the wheel bolts. Caps are available from Volkswagen dealerships.

### WARNING

The use of snow chains that are unsuitable for your vehicle or the incorrect installation of snow chains can cause accidents and serious injuries.

- Always use the correct snow chains.
- Follow the assembly instructions provided by the snow chain manufacturer.
- Never exceed the maximum speed permitted for the snow chains that are fitted.

### NOTICE

- Remove the snow chains when driving on roads that are free of snow. The snow chains will otherwise impair handling, damage the tyres and wear out very quickly.
- Snow chains that are in direct contact with the wheel rim can scratch or damage it. Volkswagen recommends using snow chains with built-in rim protection.



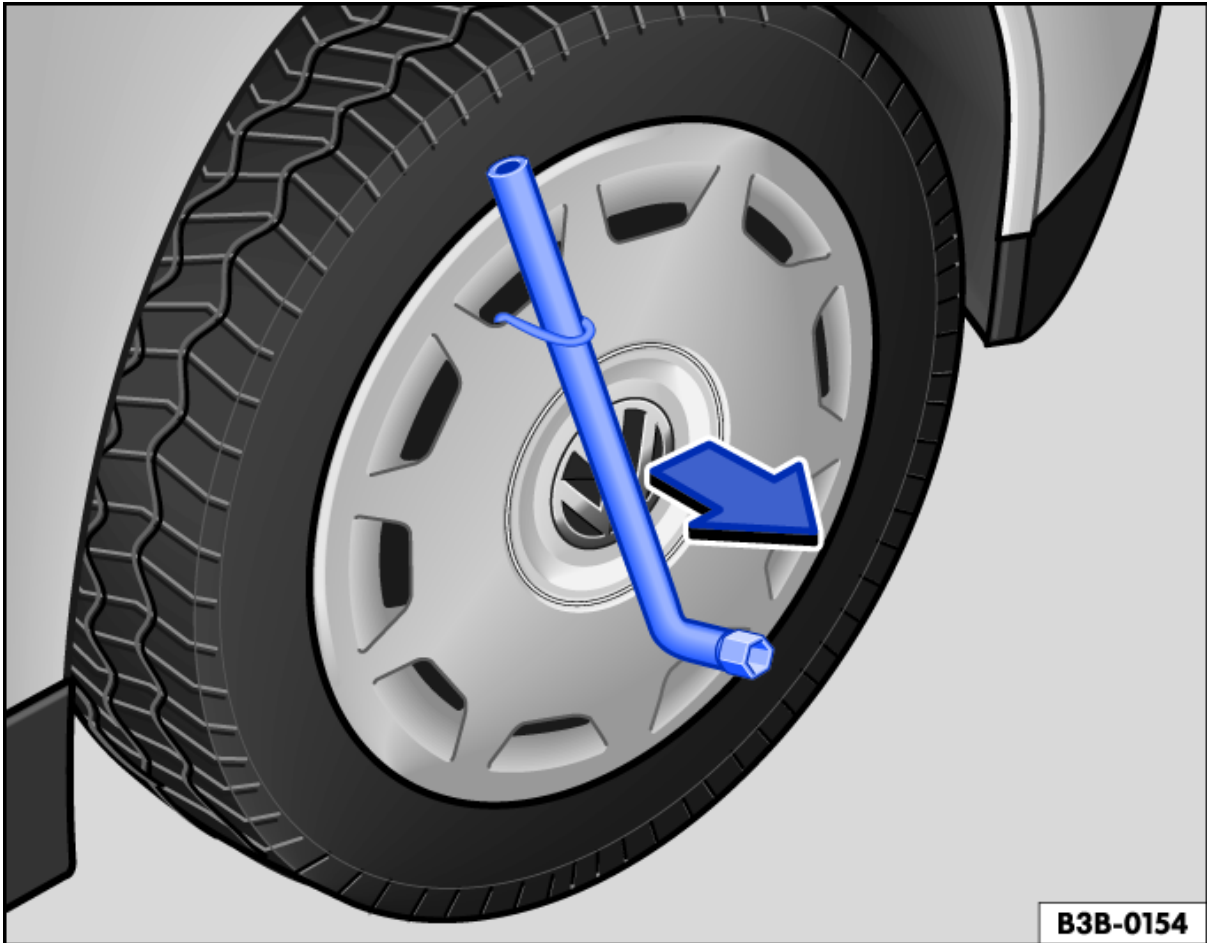
In vehicles with a Tyre Pressure Loss Indicator, the system must be re-synchronised when snow chains are fitted (→ *Tyre Pressure Loss Indicator*).

---

## Hubcaps

---

### Wheel cover



**Fig. 1** Removing the wheel cover.

The wheel cover protects the wheel bolts and must be fitted again after changing the wheel.

### Removing wheel covers

- Take the box spanner and wire hook from the vehicle toolkit (→ *Vehicle toolkit*).
- Insert the wire hook into one of the holes in the wheel cover.
- Push the box spanner through the wire hook → *Fig. 1* and remove the wheel cover in the direction of the arrow.

### Fitting wheel covers

- Check the correct position of the anti-theft wheel bolt (→ *Wheel bolts*).
- Press the wheel cover onto the wheel rim so that the valve hole is located over the tyre valve → *Fig. 2* (1). Please ensure the cover engages securely all the way round.

 **WARNING**

Using unsuitable hubcaps, or fitting them incorrectly, can cause accidents and serious injuries. Incorrectly fitted hubcaps can become loose while the vehicle is in motion and endanger other road users.

- Do not use damaged hubcaps.
- Always ensure that the airflow to cool the brakes is not restricted or reduced. This also applies if hubcaps are retrofitted. If the airflow is not sufficient, the braking distance could increase significantly.

 **NOTICE**

The wheel cover can be firmly fixed and should not be removed using force.

## Wheel bolt caps



**Fig. 1** Removing the wheel bolt caps.

The caps protect the wheel bolts and should be fitted fully back in position after changing the wheel.

### Removing and fitting the caps

- *Removing*: take the wire hook from the vehicle toolkit (→ *Vehicle toolkit*).
- Insert the wire hook through the opening in the cap → *Fig. 1* and pull off in the direction of the arrow.
- *Fitting*: press the caps onto the bolts as far as they will go.

The **anti-theft wheel bolt** has a separate cap. It only fits onto the anti-theft wheel bolt and not onto the conventional wheel bolts.

---

# Changing a wheel

---

## Introduction to the topic

You should carry out a wheel change yourself only when the vehicle is parked safely, you are familiar with the safety procedures and have access to the correct equipment. Some models are delivered from the factory without a jack or box spanner. If this is the case, wheels should be changed by a qualified workshop.

The jack supplied with the vehicle is only designed for changing a wheel when one vehicle tyre is damaged and has to be replaced. If both tyres on one side of the vehicle, both tyres on one axle, or all tyres are damaged, seek expert assistance.

### WARNING

Changing a wheel can be dangerous, especially when carried out at the side of a road. Please note the following steps in order to reduce the risk of serious injuries:

- Stop the vehicle as soon as possible and when safe to do so. Park the vehicle at a safe distance from moving traffic in order to carry out the wheel change.
  - All passengers and children in particular must be at a safe distance and away from the area of work during the wheel change.
  - Switch on the hazard warning lights to warn other road users.
  - Check that the surface the vehicle is parked on is level and firm. If necessary, use a large, strong board or similar support for the jack.
  - Only change the wheel yourself when you feel confident with carrying out the procedure. If not, seek expert assistance.
  - Always use suitable and undamaged tools to change the wheel.
  - Always deactivate the vehicle's drive system and switch off the ignition (*→ Parking*).
  - The wheel bolt tightening torque should be checked with a correctly functioning torque wrench immediately after changing a wheel.
  - In the case of vehicles with a Tyre Pressure Loss Indicator, the system must be re-synchronised immediately after a wheel change (*→ Tyre Pressure Loss Indicator*).
-

---

## Preparations for changing a wheel

### Checklist

---

The following actions must always be carried out in the given order in preparation for changing the wheel → ⚠:

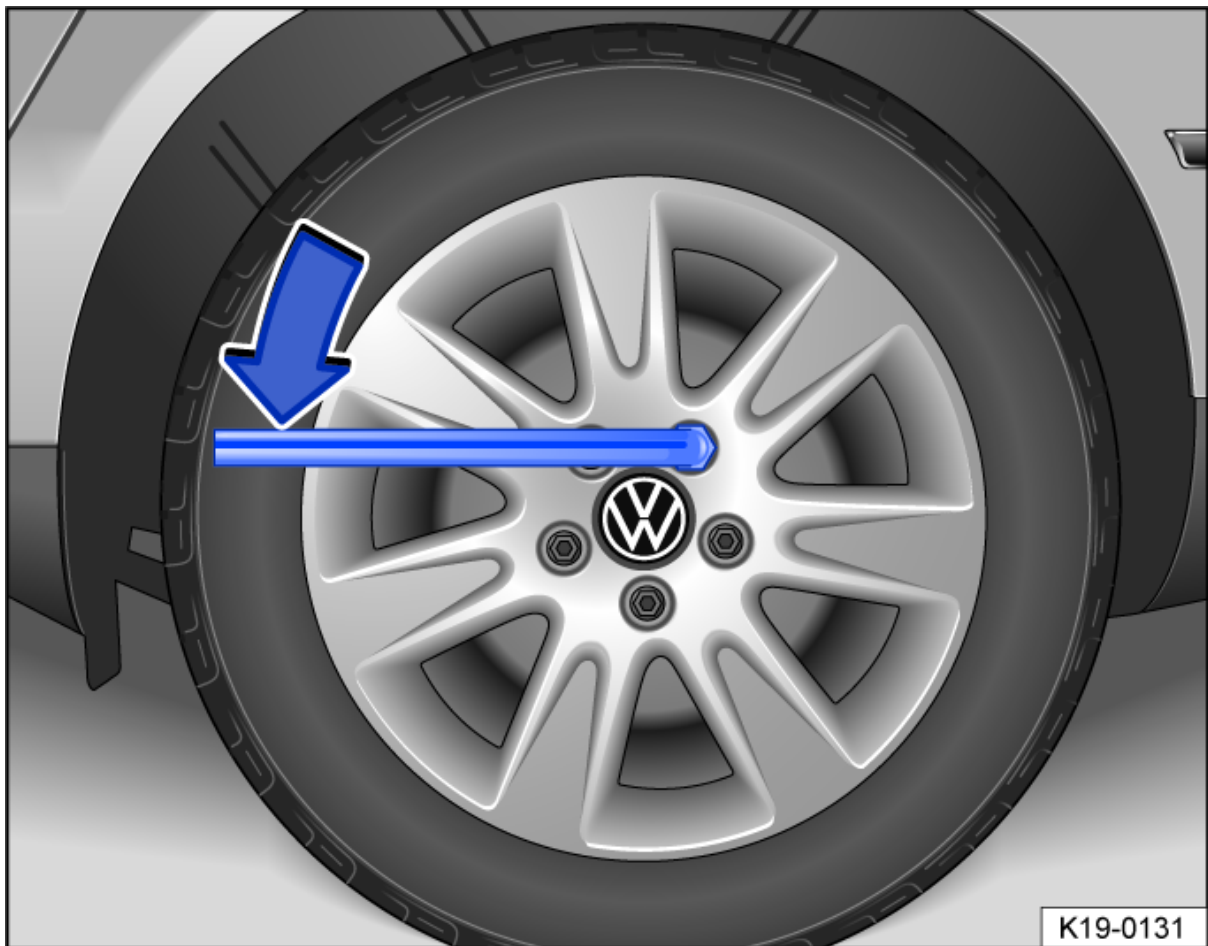
1. If your vehicle has a flat tyre, park the vehicle on a firm and level surface at a safe distance from moving traffic.
2. Deactivate the vehicle's drive system and switch off the ignition (→ *Parking*).
3. Ask all vehicle occupants to leave the vehicle and stand at a safe distance away from moving traffic.
4. Switch on the hazard warning lights and set up the warning triangle (→ *In an emergency*). Observe any legal requirements.
5. Chock the wheel diagonally opposite the wheel being worked on with a stone, collapsible chocks or another suitable object.
6. Remove any items of luggage from the luggage compartment.
7. Remove the spare wheel or temporary spare wheel and the vehicle toolkit from the luggage compartment.
3. Remove the hubcaps (→ *Hubcaps*).

#### WARNING

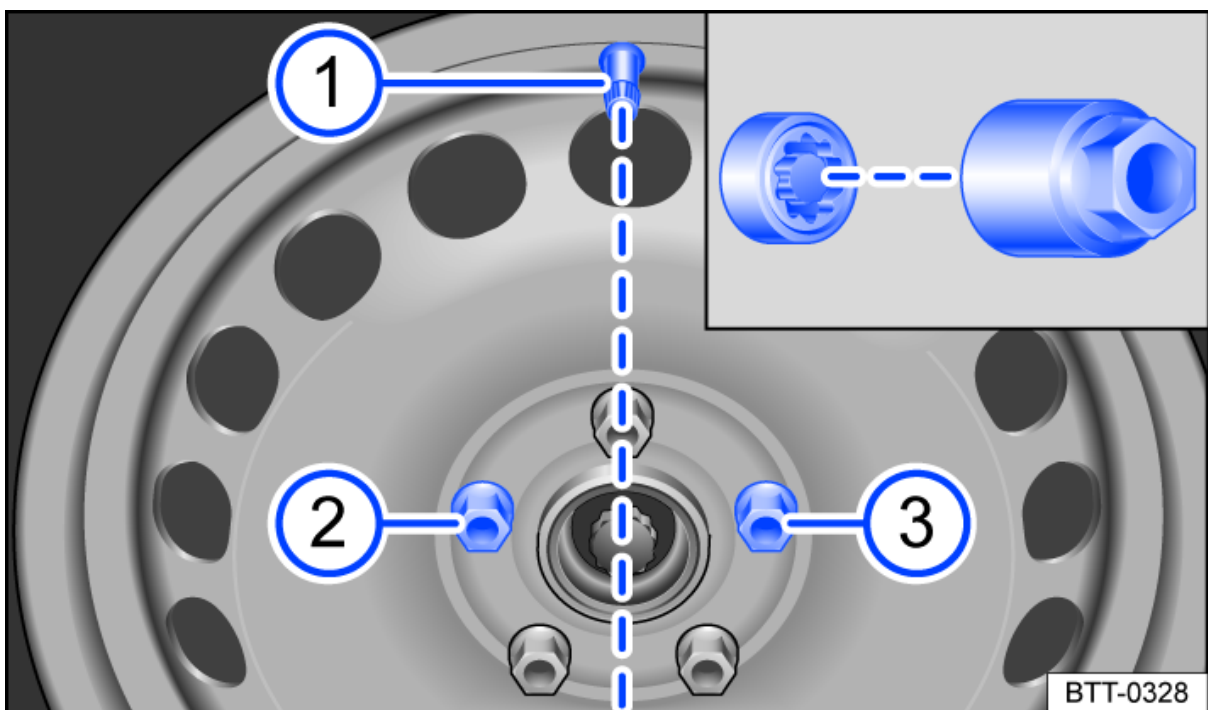
Ignoring any of the items on this important safety checklist can lead to accidents and severe injuries.

- Follow the actions in the checklist and observe the general safety procedures.
-

## Wheel bolts



**Fig. 1** Changing a wheel: loosening the wheel bolts.



**Fig. 2** Changing a wheel: tyre valve ① and locations of the anti-theft wheel bolt ② or ③.

Use a suitable box spanner to loosen the wheel bolts.

Only loosen the wheel bolts by approximately one turn before raising the vehicle with the jack. If one of the wheel bolts is very tight, you may be able to loosen it by pushing down the end of the box spanner carefully with your foot. Hold on to the vehicle for support and ensure that you have a secure footing.

Use a suitable box spanner to loosen the wheel bolts.

Only loosen the wheel bolts by approximately one turn before raising the vehicle with the jack. If one of the wheel bolts is very tight, you may be able to loosen it by pushing down the end of the box spanner carefully with your foot. Hold on to the vehicle for support and ensure that you have a secure footing.


## Two-piece wheel bolts

Two-piece wheel bolts must be used for the vehicle. With two-piece wheel bolts, the ball seat is loosely connected to the head.

Single-piece wheel bolts may not be used. If you are not sure which wheel bolts can be used for your vehicle, consult a qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.

## Loosening wheel bolts

—Fit the box spanner over the wheel bolt as far as it will go → *Fig. 1*.


—Hold the end of the box spanner and turn the wheel bolt *one* turn anticlockwise → .

## Loosening the anti-theft wheel bolt




—Take the adapter for the anti-theft wheel bolt out of the vehicle toolkit.

—Insert the adapter into the anti-theft wheel bolt as far as it will go.

—Push the box spanner onto the adapter as far as it will go.

—Hold the end of the box spanner and turn the wheel bolt *one* turn anticlockwise → .

## Screwing in the anti-theft wheel bolt (wheel cover)

On wheels with a wheel cover, the anti-theft wheel bolt must be screwed in at position → *Fig. 2*  or  according to the position of the tyre valve . The wheel cover can otherwise not be fitted.

## Tightening torque for wheel bolts

Specified tightening torque for wheel bolts for steel or alloy wheel rims:

—120 Nm.

If the wheel bolts are corroded and stiff, they must be renewed and the wheel hub threads cleaned **before the tightening torque is checked**.

Never grease or oil the wheel bolts or the threads of the wheel hubs.

The tightening torque should be checked with a properly functioning torque wrench immediately after changing a wheel.



 **WARNING**

Incorrectly tightened wheel bolts can loosen while the vehicle is in motion and cause accidents, serious injury, and loss of control of the vehicle.

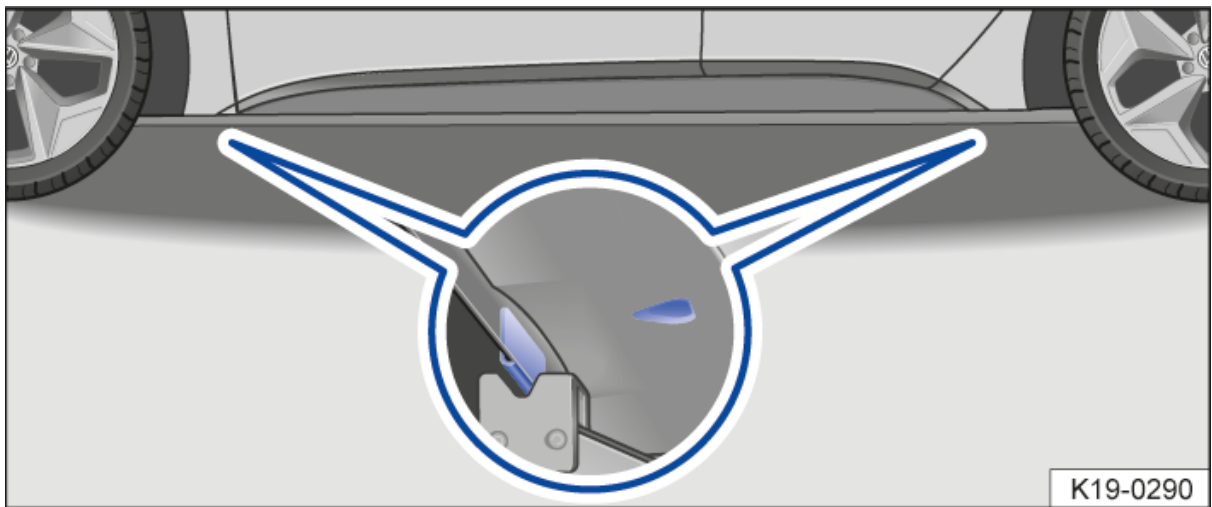
- The wheel bolts and threads of the wheel hubs must be clean, free from oil and grease, and turn easily.
- Always use the box spanner placed in the vehicle at the factory to loosen and tighten the wheel bolts.
- Only loosen the wheel bolts by approximately one turn before raising the vehicle with the jack.
- Never grease or oil the wheel bolts or the threads of the wheel hubs. This could cause them to loosen while the vehicle is in motion, even if the required torque setting is used.
- Never loosen the bolts on wheel rims with bolted-on rings.
- If the tightening torque of the wheel bolts is too low, the wheel bolts and rims can loosen while the vehicle is in motion. The wheel bolts and the threads could be damaged if the tightening torque is too high. Check the tightening torque regularly using a torque wrench.

 **WARNING**

The wrong wheel bolts can loosen while the vehicle is in motion and cause accidents, serious injury, and loss of control of the vehicle.

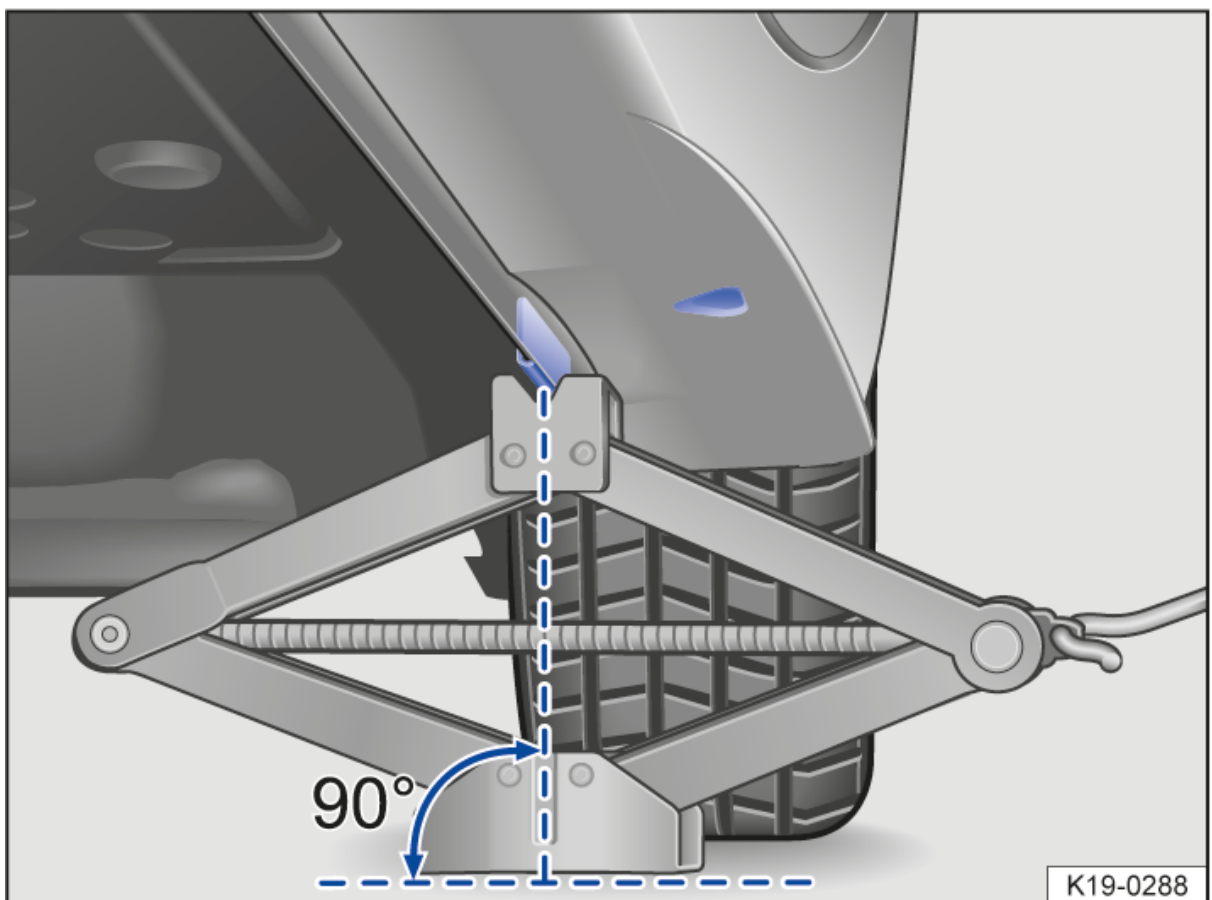
- Only use wheel bolts that belong to the respective wheel rim.
- Never use different wheel bolts.
- On vehicles with two-piece wheel bolts: use only two-piece wheel bolts.

## Lifting the vehicle with the jack

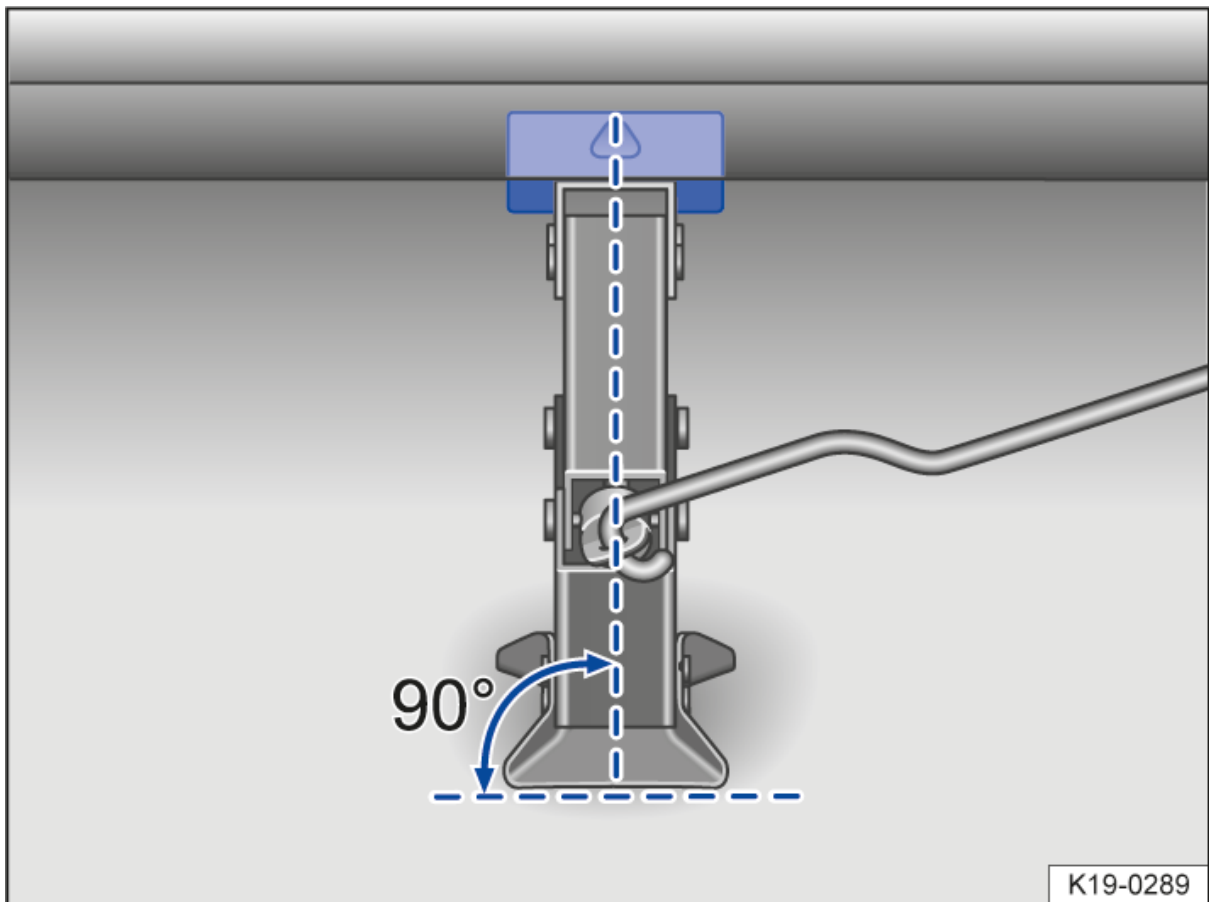


**Fig. 1** Jacking points.

The jack may be positioned only at the reinforcements on the underbody, which are located behind the markings on the body. Always use the jacking point closest to the wheel you are working on → [Fig. 1](#).



**Fig. 2** Jack applied at the rear left-hand side of the vehicle.



**Fig. 3** Correct alignment of the jack.

#### Checklist

For your own safety, carry out the following points in the specified order → ⚠ :

1. Choose a firm and level surface suitable for lifting the vehicle.
2. Deactivate the vehicle's drive system and switch off the ignition (→ *Parking*).
3. Chock the wheel diagonally opposite using collapsible chocks or other suitable objects.
4. Loosen the wheel bolts (→ *Wheel bolts*).
5. Find the jacking point under the vehicle → *Fig. 1* which is closest to the wheel that is being changed.
6. Insert the hand crank into the opening on the jack (depending on equipment).
7. Crank up the jack until it just fits under the jacking point of the vehicle.
8. Make sure that the entire surface of the foot of the jack is resting securely on the ground and that the foot of the jack is positioned vertically directly beneath the point of application → *Fig. 2* and → *Fig. 3*.
9. Position the jack and simultaneously continue to crank the claw up until it is in position around the vertical rib underneath the vehicle → *Fig. 2*.
10. Crank the jack further until the wheel is just clear of the ground.

 **WARNING**

Incorrect use of the vehicle jack can cause the vehicle to slip off the jack, which can lead to severe injuries. Please note the following to help reduce the risk of injuries:

- Only use vehicle jacks that have been approved by Volkswagen for your vehicle type. Other vehicle jacks could slip out of position – this includes vehicle jacks supplied with other Volkswagen models.
- The ground must be firm and level. Soft ground or surfaces at an incline under the vehicle jack may cause the vehicle to slip off the jack. If necessary, use a large, strong board or similar support for the jack.
- On a hard, slippery surface (such as tiles), use a rubber mat or similar to prevent the vehicle jack from slipping.
- Apply the jack only at the points described. The jack claw must grip the jacking point under the side member securely → *Fig. 2*.
- Never place any part of your body (e.g. an arm or leg) underneath a vehicle which is only supported by the jack.
- If you have to work underneath the vehicle, use suitable stands to provide extra support for the vehicle.
- Never jack up the vehicle when the engine is running, or if the vehicle is tilted to the side or on a gradient.
- Never start the engine when the vehicle is raised on a jack. Engine vibrations can cause the vehicle to fall off the jack.

 **WARNING**

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

- Follow the actions in the checklist and observe the general safety procedures.

## Changing a wheel




**Fig. 1** Changing a wheel: removing the wheel bolts with the screwdriver handle.

### Removing the wheel

- Observe the checklist (*→ Changing a wheel*).
- Loosen the wheel bolts (*→ Wheel bolts*).
- Jack up the vehicle (*→ Raising the vehicle with a jack*).
- Using the wheel wrench *→ Fig. 1*, completely unscrew loosened wheel bolts and place them on a clean surface.
- Remove the wheel.

### Fitting the spare wheel or temporary spare wheel

- Note the tyre direction of rotation (*→ Tyre lettering and tyre type*).
- Put the wheel in place.
- Screw the anti-theft wheel bolt with the adapter clockwise to the correct position (*→ Wheel bolts*) and tighten *slightly*.
- Screw in all the other wheel bolts in clockwise direction and tighten them *slightly*.
- Lower the vehicle with the jack.

- Use the box spanner to tighten all the wheel bolts securely in a clockwise direction → . Do not tighten the bolts in clockwise or anticlockwise sequence. Tighten them in diagonal sequence.
- Fit the caps, wheel centre trim or wheel cover (→ Hubcaps).

### After changing a wheel

- Clean the tools and place them back in the foam rubber holder in the luggage compartment.
- Stow the changed wheel securely in the luggage compartment.
- Have the tightening torque of the wheel bolts checked immediately (→ *Wheel bolts*).
- The damaged wheel should be replaced as soon as possible.

#### WARNING

Incorrect torque or incorrect use of wheel bolts can lead to a loss of control of the vehicle, cause accidents and serious injuries.

- Always keep all wheel bolts and threads in the wheel hubs clean and free from oil and grease. The wheel bolts must be easy to turn and be tightened to the specified torque.



After changing a wheel, the indicator lamp for the tyre monitoring system may indicate a fault in the system (→ *Tyre Pressure Loss Indicator*) (→ *Tyre Pressure Monitoring System*).

---

## Breakdown set

---

### Introduction to the topic

The breakdown set can be used to temporarily and reliably seal any tyre damage caused by foreign bodies or punctures (up to approx. **4 mm** in diameter). **Do not remove foreign objects (e.g. screws or nails) from the tyre!**

Once the sealant has been added to the tyre, the tyre pressure must be checked and adjusted again after approximately 10 minutes of driving.

Seek expert assistance if more than one of the vehicle's tyres is damaged. The breakdown set is designed to fill only one tyre.

Use the breakdown set only when the vehicle has been safely parked and you are familiar with the work and safety precautions needed. Seek expert assistance if this is not the case.

### **The tyre sealant must not be used:**

- If the wheel rim is damaged.
- If the outside temperature is below  $-20^{\circ}\text{C}$  ( $-4^{\circ}\text{F}$ ).
- If there are cuts or punctures in the tyre that are larger than 4mm.
- If the vehicle was driven with very low tyre pressure or a flat tyre.
- If the use-by date on the tyre filler bottle has expired.
- If a foreign object has been removed from the tyre.
- In connection with mobility tyres. The word "Seal" is visible on the outer wall of the tyre if your vehicle is fitted with mobility tyres.

 **WARNING**

Using the breakdown set can be dangerous, especially if the tyre is inflated at the roadside. Please note the following steps in order to reduce the risk of serious injuries:

- Stop the vehicle as soon as possible and when safe to do so. Park the vehicle at a safe distance from moving traffic in order to fill the tyre.
- Check that the surface the vehicle is parked on is level and firm.
- All passengers, and children in particular, must be at a safe distance and away from your area of work.
- Switch on the hazard warning lights to warn other road users.
- The breakdown set should be used only if you feel confident with carrying out the procedure. If not, seek expert assistance.
- Tyres repaired with the breakdown set are intended for temporary, emergency use only. They should be used only until you can reach the nearest qualified workshop.
- Tyres that have been repaired using the breakdown set should be replaced as soon as possible.
- Sealant is hazardous to health and must be washed off immediately if it gets onto the skin.
- The breakdown set must be stored out of the reach of children.
- Never use a jack, even if it is approved for the vehicle.
- Always deactivate the vehicle's drive system and switch off the ignition (→ *Parking*).

 **WARNING**

Tyres that have been filled with sealant will not handle in the same way as a standard tyre.

- Never drive faster than 80 km/h (50 mph).
- Avoid full acceleration, sudden braking and fast driving through bends in the road.
- Drive for just 10 minutes at no more than 80 km/h (50 mph) and then check the tyre.

| Dispose of used or out-of-date sealant in accordance with legal requirements.



You can get a new tyre filler bottle from a Volkswagen dealership.



Observe the separate instructions from the manufacturer of the breakdown set.



## Contents of the breakdown set

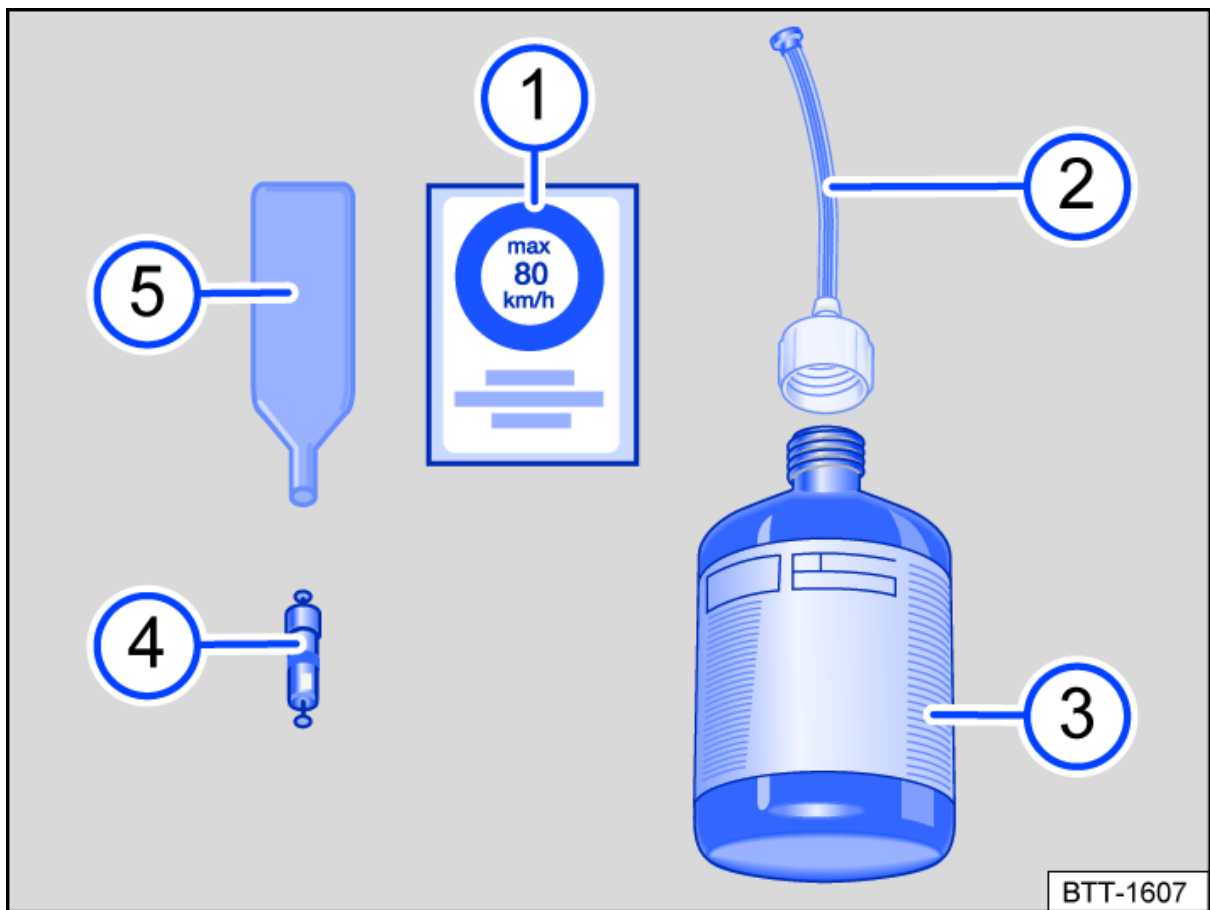


Fig. 1 Illustration: components of the breakdown set.

The breakdown set consists of the following items → *Fig. 1* :

- ① Sticker with the maximum permitted speed "max. 80 km/h" or "max. 50 mph".
- ② Tyre sealant tube with plug.
- ③ Tyre filler bottle.
- ④ Spare valve core.
- ⑤ Valve core extractor.

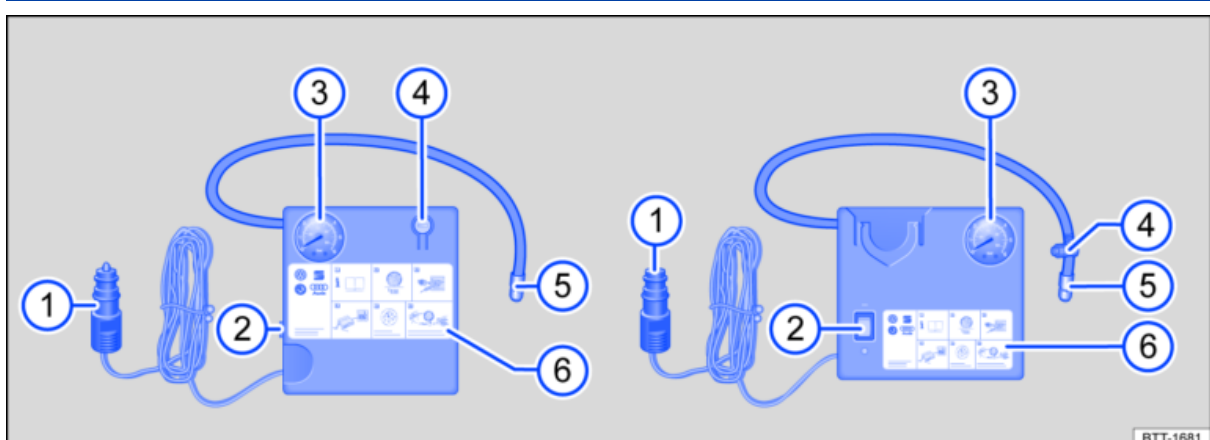


Fig. 2 Illustration: compressor from the breakdown set.

---

The compressor in the breakdown set consists of the following components → *Fig. 2* :

- ① 12-volt plug.
- ② ON/OFF switch.
- ③ Tyre pressure display.
- ④ Air bleed screw.
- ⑤ Tyre filler hose.
- ⑥ Air compressor.

---

The breakdown set is located underneath the floor covering in the luggage compartment.

There is a slot on the lower end of the **valve core extractor** → *Fig. 1* ⑤ for the valve core. This is required for extracting the valve core from the tyre valve and then screwing it back into the valve again. This also applies to the spare valve core ④.




The air compressor from the breakdown set may be operated from the 12-volt socket, even if the power stated on the type plate of the air compressor exceeds the maximum power of the socket.

---

## Preparations

### Checklist

---

The following actions must always be carried out in the given order in preparation for filling a tyre → :

1. If you get a flat tyre, park your vehicle on a firm and level surface at a safe distance from the flow of traffic.
2. Deactivate the vehicle's drive system and switch off the ignition (*→ Parking*).
3. Ask all vehicle occupants to leave the vehicle and stand at a safe distance away from moving traffic.
4. Switch on the hazard warning lights and set up the warning triangle (*→ In an emergency*). Observe any legal requirements.
5. Check whether the puncture can be repaired with the breakdown set (*→ Breakdown set*).
6. Remove any items of luggage from the luggage compartment.
7. Take the breakdown set out of the luggage compartment.
8. Take the sticker from the breakdown set (*→ Breakdown set*) and stick it on the dash panel within the driver's field of vision.
9. Do **not** remove foreign objects (e.g. screws or nails) from the tyre.

#### WARNING

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

- Follow the actions in the checklist and observe the general safety procedures.
-

---

## Sealing and inflating tyres


### Sealing a tyre

- Unscrew the cap from the tyre valve.
- Use the valve core extractor → Fig. 1 (5) to screw the valve core out of the tyre valve. Place the core on a clean surface.
- Shake the tyre filler bottle → Fig. 1 (3) vigorously to and fro several times.
- Screw the tyre filler hose → Fig. 1 (2) tightly onto the tyre filler bottle in a clockwise direction. The seal on the top of the bottle is pierced when doing so.
- Remove the plug from the tyre filler hose → Fig. 1 (2) and place the open end fully on the tyre valve.
- Hold the bottle upside down and fill the **entire** contents of the tyre filler bottle into the tyre.
- Remove the empty tyre filler bottle from the valve.
- Use the valve core extractor → Fig. 1 (5) to screw the valve core back into the tyre valve.

### Inflating the tyre

- Screw the tyre filler hose → Fig. 2 (5) of the air compressor tightly onto the tyre valve.
- Check that the bleed screw → Fig. 2 (4) is closed.
- Activate the vehicle's drive system.
- Insert the 12-volt plug → Fig. 2 (1) into one of the vehicle's 12-volt sockets (→ *Sockets*).
- Use the ON/OFF switch → Fig. 2 (2) to switch on the air compressor.
- Run the air compressor until the tyre pressure has reached 2.0 – 2.5 bar (29 – 36 psi/200 – 250 kPa). **Maximum running time: 8 minutes** → ⚠, → ⚠.
- Switch off the air compressor.
- If a pressure level of 2.0 – 2.5 bar (29 – 36 psi/200 – 250 kPa) **cannot be achieved**, unscrew the tyre filler hose from the tyre valve.
- Drive (or reverse) the vehicle approximately 10 metres so that the sealing compound is evenly distributed in the tyre.
- Screw the compressor's tyre filler hose firmly back onto the tyre valve and inflate the tyre again.
- If the required pressure still cannot be reached, the tyre is too badly damaged. The tyre cannot be sealed with the breakdown set. Do not drive on. Seek expert assistance → ⚠.
- Disconnect the air compressor and unscrew the tyre filler hose from the tyre valve.
- Drive the vehicle no faster than 80 km/h (50 mph) if a tyre pressure of 2.0 – 2.5 bar (29 – 36 psi / 200 – 250 kPa) has been reached.

### Check after driving for 10 minutes

- Park the vehicle on a firm and level surface at the next safe opportunity, e.g. a car park.
- Reconnect the tyre filler hose → *Fig. 2* (5) and read the tyre pressure on the tyre pressure display → *Fig. 2* (3)
- **1.3 bar (19 psi/130 kPa) and lower:**
  - **Do not continue driving!** The tyre cannot be sealed adequately with the breakdown set.
  - Seek expert assistance → .
- **1.4 bar (20 psi/140 kPa) and higher:**
  - Adjust the tyre pressure back to the correct value.
  - Resume your journey to the nearest qualified workshop. Do not exceed a maximum speed of 80 km/h (50 mph).
  - The damaged tyre should be replaced at the qualified workshop.

 **WARNING**

The tyre filler hose and the air compressor can become hot during inflation.

- Protect your hands and skin from the hot components.
- Do not place the hot tyre filler hose or the hot air compressor on any inflammable materials.
- Allow the device to cool down fully before stowing.
- If the tyre will not inflate to at least 2.0 bar (29 psi/200 kPa), the tyre is too damaged. The sealant is unable to seal the tyre. Do not drive on. Seek expert assistance.

 **WARNING**

If the defective tyre cannot be sealed adequately with the breakdown set, the tyre will lose air when driving. This can lead to tyre failure, loss of control of the vehicle, accidents, serious injuries and death.

- Do not carry on driving if the tyre pressure is 1.3 bar (19 psi/130 kPa) or lower after driving for 10 minutes.
- Seek expert assistance.

 **NOTICE**

Switch the air compressor off after a maximum of 8 minutes to avoid overheating. Let the air compressor cool down for a few minutes before switching it back on.

---

## Maintenance

---

### Service

---

#### Service work and digital service schedule

The **vehicle data stickers** attached to the inside cover of this owner's manual help ensure that you can have the correct Volkswagen Genuine Parts® installed in your vehicle whenever required. It also determines which type of servicing applies to your vehicle.

The vehicle data sticker confirms **when the vehicle was first registered or delivered, when the delivery inspection was carried out**, and thus the date from which your vehicle is covered by our warranty.

#### Recording the service work performed ("digital service schedule")

The service records are stored by your Volkswagen dealership or qualified workshop in a central system. This transparent documentation of the service history allows the service operations performed to be reproduced at any time. Each time you have your vehicle serviced, Volkswagen recommends asking for a printed service record, which contains all service work stored in the system.

With every service, the printout of the previous service record is replaced by a current printout.

**The digital service schedule is not available in some markets. In this case, your Volkswagen dealership will inform you about the documentation process for service work.**

#### Service work

The following information is documented in the digital service schedule by your Volkswagen dealership or qualified workshop:

- When which service was carried out.
- Whether any repairs are recommended, such as replacement of the brake pads in the near future.
- Whether you had any special requests before or during the maintenance work. Your service advisor will note these on the order.
- Which components and service fluids were changed.
- When your next service is scheduled for.

The type and scope of service work may differ from vehicle to vehicle. Information on specific work for your vehicle can be requested from a qualified workshop.

 **WARNING**

Inadequate servicing, no servicing at all, or failure to adhere to service intervals can result in breakdowns, accidents and serious injury.

- Have service work carried out by an authorised Volkswagen dealership or workshop.

 **NOTICE**

Volkswagen is not responsible for any vehicle damage caused by inadequate service work or the lack of availability of parts.



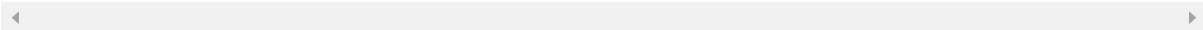
Regular servicing of your vehicle not only maintains its value, it also ensures that your vehicle remains roadworthy and in working order. You should therefore have your vehicle serviced according to the Volkswagen guidelines.

---

## Inspection

Service event	PR No.	Service interval
<b>Inspection</b>	<b>VI6</b>	According to the service interval display

---



### Service interval display

The service interval display in the digital instrument cluster shows information about a due inspection (→ *Service interval display*). If necessary, additional work that is due can then also be carried out, e.g. changing brake fluid.



---

## Information on operating conditions

The service intervals and scope of service always apply to vehicles used under **normal operating conditions**.

If the vehicle is operated under **heavy-duty conditions**, some work will have to be performed before the next service is due or at shorter intervals than those specified.

**Heavy-duty conditions are, for example:**

- Use in areas with high levels of dust.
- Driving mainly in wintry conditions.

**This applies particularly to the following components (depending on the vehicle equipment):**

- Dust and pollen filter.
- Air Care allergen filter.

**The service advisor at your qualified workshop will be pleased to advise you** on whether your vehicle requires more frequent work due to the conditions under which it is used.

### **WARNING**

Inadequate servicing, no servicing at all, or failure to adhere to service intervals can result in breakdowns, accidents or serious injury.

- Have your service work carried out by an authorised Volkswagen dealership or workshop.

### **NOTICE**

Volkswagen is not responsible for any vehicle damage caused by inadequate service work or the lack of availability of parts.

---

---

## Scope of service

---

## Vehicle care

---

## Accessories, modifications, repairs and renewal of parts

---

### Accessories and parts

Volkswagen recommends that you seek advice from a Volkswagen dealership before purchasing accessories, replacement parts or service fluids, for example if the vehicle is to be retrofitted with accessories or if parts have to be renewed. Volkswagen dealerships can recommend accessories, parts and service fluids suitable for your requirements. They can also answer any questions you might have regarding official regulations.

Volkswagen recommends that you use only approved **Volkswagen accessories** and **Volkswagen Genuine Parts®**. These parts and accessories have been specially tested by Volkswagen for suitability, reliability and safety. And Volkswagen dealerships are qualified to install them correctly.

Although the market is constantly scrutinised, Volkswagen cannot assume responsibility for the reliability, safety and suitability of products **Volkswagen has not approved**. Volkswagen can therefore assume no responsibility for these parts, even if they have been approved by an official testing agency or are covered by an official approval certificate.

Any **retrofitted equipment** which has a direct effect on the control of the vehicle must be approved by Volkswagen for use in your vehicle and bear the **e** mark (approval symbol of the European Union). These devices include cruise control systems or electronically controlled damping systems, for example.

Any **additional electrical components** fitted that do not serve to control the vehicle itself must bear the **CE** mark (manufacturer declaration of conformity in the European Union). Such devices include refrigerator boxes, computers and ventilator fans.

#### WARNING

Incorrectly performed repairs or modifications to your vehicle can impair the effectiveness of the airbags, cause faults, accidents and fatal injury.

- Never secure or position objects, e.g. telephone holders, in the deployment zone of the airbags since these objects can cause serious or fatal injuries if the airbags are triggered.

---

## Repairs and technical modifications

**Repairs and technical modifications must always be carried out according to Volkswagen specifications → ⚠.**

Unauthorised modifications to the electronic components or software in the vehicle may cause faults. As the electronic components are linked together in networks, these faults may indirectly affect the working of other systems. This can seriously impair vehicle safety, lead to excessive wear of components and also invalidate the type approval for the vehicle.

The Volkswagen dealership cannot be held liable for any damage caused by technical modifications and/or work performed incorrectly.

The Volkswagen dealership is not responsible for damage caused by technical modifications and/or work performed incorrectly. Such damage is not covered by the Volkswagen guarantee.

Volkswagen recommends that all repairs and technical modifications be performed by an authorised Volkswagen workshop using **Volkswagen Genuine Parts®**.

### **Volkswagen repair information**

Volkswagen Service information and official Volkswagen repair information can be obtained for a fee.

**Customers in Europe, Asia, Australia, Africa, Central and South America:**

Please contact a Volkswagen dealership or qualified workshop or register on the **erWin** online portal (electronic repair and workshop information):

<https://erwin.volkswagen.de>

### **Vehicles with special auxiliary equipment or body parts**

Auxiliary equipment and second stage manufacturers must ensure that the equipment and bodies (conversions) adhere to the stipulated environmental laws and regulations, particularly the EU directive 2000/53/EC concerning end-of-life vehicles and EU directive 2003/11/EC concerning the restriction on the marketing and use of certain dangerous substances and preparations.

The vehicle owner must keep all assembly documentation for these conversions and pass it on to the scrapping company upon vehicle handover if the vehicle is scrapped. This is intended to facilitate environmentally responsible disposal for all vehicles, including refitted vehicles.

### **Windscreen repairs**

To function properly, some items of equipment require an electrical or electronic module, which is located on the inside of the windscreen near the interior mirror. If the windscreen has been damaged in the viewing field of the electrical or electronic module, e.g. by stone impact, the windscreen must be replaced. Repairing the crack can lead to malfunction or functional faults in the equipment.

After changing the windscreen, the camera and sensors must be adjusted and calibrated by a qualified workshop.

## Impairment or damage to sensors and cameras

Incorrectly performed repairs, structural changes to the vehicle, e.g. lowering the suspension, retrofitted add-on parts or changes to the trim can lead to sensors and cameras being displaced or damaged. This can also be caused by collisions when parking, or also even by minor damage such as stone impacts on the windscreen.

The area in front of and around the sensors and cameras must not be covered by stickers, additional headlights, trim frames for number plates or similar. Observe the position of sensors and cameras on the vehicle (→ *Vehicle overviews*).

Failure to observe this may impair important functions of driver assist systems and damage the vehicle.

Repairs and structural modifications should be carried out by a qualified workshop.

Further information:

- Repainting and paint touch-ups in the area around the sensors may impair the function of the system in question.
- On some vehicle models, the Volkswagen badge can impair the view of the radar sensor in the front area. You should therefore operate the vehicle only with the original Volkswagen badge or a badge approved by Volkswagen.

### WARNING

Incorrect repairs and modifications can cause functional problems and damage to the vehicle and impair the effectiveness of the driver assist systems. This can result in accidents and severe injuries.

- Have repairs and modifications to your vehicle carried out only by a qualified workshop.

### WARNING

Unsuitable spare parts and accessories, incorrectly carried out work, modifications and repairs can lead to damage to the vehicle and cause accidents and serious injuries.

- Volkswagen strongly recommends that you use only approved Volkswagen accessories and Volkswagen Genuine Parts®. These parts and accessories have been specially tested by Volkswagen for suitability, reliability and safety.
- Have repairs and modifications to your vehicle carried out only by a qualified workshop. Qualified workshops have the necessary tools, diagnostic equipment, repair information and qualified personnel.
- Never fit parts to your vehicle that differ in their design or characteristics from the factory-fitted parts.
- Never secure or position objects, e.g. telephone holders, in the deployment zone of the airbags since these objects can cause serious or fatal injuries if the airbags are triggered.
- Use only wheel rim/tyre combinations that have been approved by Volkswagen for your vehicle type.

---

## Repairs and faults in the airbag system

Repairs and technical modifications must always be carried out according to Volkswagen specifications → ⚠.

Modifications and repairs to the front bumper, the doors, the front seats, the headliner, or the bodywork should be carried out by a qualified workshop. System components and airbag system sensors might be fitted on these vehicle components.

If you work on the airbag system or remove and install parts of the system when performing other repair work, parts of the airbag system may be damaged. The consequence may be that, in the event of an accident, the airbag inflates incorrectly or does not inflate at all.

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

Any modifications to the vehicle's suspension could prevent the airbag system from working properly during a collision. For example, using wheel rim/tyre combinations that have not been approved by Volkswagen, lowering the vehicle or making modifications to the suspension rate including work on the springs, struts and shock absorbers etc., could change the forces that are measured by the airbag sensors and sent to the electronic control unit. Some changes to the suspension could cause the forces measured by the sensors to increase, for example. This can lead to the airbag system being triggered in collision scenarios where it normally would not be triggered if modifications to the suspension had not been made. Other modifications can cause the forces measured by the sensors to decrease, therefore preventing the airbag system from being triggered when it should have been.

### WARNING

Incorrect repairs and modifications can cause function problems and damage to the vehicle and impair the effectiveness of the airbag system. This can result in accidents and serious or even fatal injuries.

- Have repairs and modifications to your vehicle carried out only by a qualified workshop.
- Airbag modules cannot be repaired. They must be replaced.
- Never install recycled airbag components or components that have been taken from end-of-life vehicles in your vehicle.

### WARNING

Modifications to the vehicle's suspension, including the use of unsuitable tyre/rim combinations, can cause the airbag system to work differently and increase the risk of serious or fatal injuries in the event of an accident.

- Never install components in the suspension system which do not have the same characteristics as the original factory-fitted components.
- Never use wheel rim/tyre combinations that have not been approved by Volkswagen.

---

## Mobile communication in the vehicle

### Electromagnetic radiation

If a mobile telephone or radio device is used without being connected to the external aerial, the electromagnetic radiation will not be optimally directed to the outside of the vehicle. Increased levels of radiation in the vehicle interior may occur in areas with poor signal in particular, for instance in rural areas. This could constitute a health hazard → ⚠.

Depending on the vehicle's equipment level, a suitable mobile phone interface can be used to connect the mobile telephone to the external aerial. The connection quality is improved and the range is increased.

### Using the telephone

Many countries require a hands-free system to be used when using a telephone inside the vehicle, e.g. via a Bluetooth<sup>®</sup> connection. Before use, secure the mobile telephone to a suitable bracket → ⚠ or stow it in a storage compartment so that it cannot slip around, e.g. in the centre console.

### Two-way radios

Observe legal requirements and the manufacturer's operating instructions for operating two-way radios. The retrofitting of two-way radios requires authorisation.

Contact your Volkswagen dealership for further information on installing a two-way radio.

#### WARNING

Mobile telephones which are loosely placed in the vehicle or not properly secured could be flung through the interior and cause injuries during a sudden driving or braking manoeuvre, or in the event of an accident.

- Secure a mobile telephone and accessories outside the deployment zone of the airbags, or stow them safely.

#### WARNING

If mobile telephones or two-way radios that are not connected to an external aerial are used, electromagnetic radiation in the vehicle could exceed limit values and thus be a health hazard for drivers and other vehicle occupants. This also applies to external aerials which have not been correctly installed.

- Keep a distance of at least 20 cm (8 in) between a device's aerial and an active medical implant, such as a pacemaker.
- Do not carry device which is operationally ready close to or directly above an active medical implant, e.g. in a breast pocket.
- Switch off the device immediately if you suspect it may be interfering with an active medical implant or any other medical device.

---

## Customer information

---

### Warranty

---

#### Volkswagen dealership warranty

Volkswagen dealerships guarantee that all vehicles purchased from them are free of faults.

Volkswagen dealerships provide a warranty that factory-new Volkswagen vehicles are free of faults

Details of warranty conditions and the warranty periods can be found in your sales contract.

Please ask your Volkswagen dealership for further information.

You are advised that natural wear and damage caused by abnormally rough or improper use, or unauthorised modifications are not covered by this warranty.

If your vehicle does break down, please contact your nearest available Volkswagen dealership.

---

## Warranty for the paintwork and body

Volkswagen dealerships provide a warranty on the paintwork and body of all vehicles purchased from them.

In addition to the warranty conditions for factory-new Volkswagen vehicles (as detailed in the purchase contract), the Volkswagen dealer guarantees that the body of any vehicles it sells will not be affected by paint imperfections or corrosion perforation for a specified period:

- a three-year warranty on paint imperfections and
- a twelve-year corrosion perforation warranty. Here, corrosion perforation refers to rust forming on the inside (cavity) of the body and causing holes in the sheet metal.
- *Applies only to the USA:* a seven-year corrosion perforation warranty. Here, corrosion perforation refers to rust forming on the inside (cavity) of the body and causing holes in the sheet metal.

If such damage occurs nevertheless, it will be repaired free of charge for parts and labour by any Volkswagen dealership.

*The warranty does not cover the following:*

- Damage caused by external influence or insufficient care.
- Imperfections on the body or paintwork which are not repaired promptly according to manufacturer specifications.
- Corrosion perforation that is directly related to body repairs not being carried out according to manufacturer specifications.

If the body is repaired or painted, your Volkswagen dealership will confirm your warranty against corrosion perforation for the repaired area.



---

## Warranty for high-voltage batteries in electric and hybrid vehicles from Volkswagen AG

- 1.** In addition to the above warranties, the selling Volkswagen dealership provides a warranty for material or manufacturing defects of the high-voltage batteries in the vehicles sold for a period of eight years or a mileage of 160,000 km, whichever comes first.
- 2.** Reduction of battery capacity over time is determined by its components and does not constitute a defect under the terms of this guarantee, provided that this value does not fall below 70% of the battery's usable capacity before either eight years or 160,000 km, whichever comes first.
- 3.** The guarantee on high voltage batteries does not apply if the defect has been caused by the battery not being used, handled or maintained as described in the owner's manual. This applies in particular to charging the battery.
- 4.** With the exception of the warranty term, all warranty conditions stipulated by the Volkswagen dealership selling the vehicle (prerequisites, criteria for freedom from defects, exclusions, settlement of claims, entry into force and start of extended warranty term, scope of application etc.) also apply to the high-voltage battery.

---

## Data storage and services

Valid in EU countries where the General Data Protection Regulation of the European Union is effective:

### Data processing in the vehicle

Your vehicle is fitted with electronic control units. Control units process data that they receive from vehicle sensors, generate themselves or exchange with each other, for example. Some control units are required for the safe functioning of your vehicle, others support you when driving (driver assist systems), others enable convenience or Infotainment functions.

### Personal reference

Each vehicle is given a unique vehicle identification number. In Germany, for example, this vehicle identification number can be traced back to the current and former owners of the vehicle using information provided by the Federal Motor Transport Authority (Kraftfahrtbundesamt ). There are also other ways of tracing the vehicle to the owner or driver, via data collected for the vehicle e.g. the registration number.

The data generated or processed by control units may therefore be personal data or under certain conditions is personal data. Depending on the vehicle data available, it may be possible to draw conclusions, e.g. about your driving behaviour, your location or your route or your usage behaviour.

### Your rights regarding data protection

In accordance with applicable data protection law, you have certain rights vis-à-vis Volkswagen when your personal data is processed.

Accordingly, you are entitled to receive comprehensive information free of charge from Volkswagen and third parties, e.g. breakdown services or workshops used and providers of online services in the vehicle if they have stored your personal data. You are entitled to request information concerning what personal data and for what purpose it is stored as well as where the data originates from. Your right to information also includes the transfer of data to other bodies.

Further information on your legal rights, e.g. your right to have your data deleted or corrected, can be found in the applicable data protection information on the Volkswagen website including the contact details and a reference to the data protection officer.

Data that is only stored locally in the vehicle can be read out for a fee with expert assistance, e.g. in a workshop.

### Legal requirements for the disclosure of data

If legal requirements exist, Volkswagen is obliged to disclose data stored at Volkswagen to the extent required to government agencies in individual cases, e.g. as part of a police investigation of a criminal offence.

Within the framework of applicable law, government agencies are also authorised to read data from vehicles themselves in individual cases. In the event of an accident, information can be read from the airbag control unit to help clarify the situation.

## Operating data in the vehicle

Control units process data to operate the vehicle.

These include, for example:

- Vehicle status information, e.g. speed, deceleration, lateral acceleration, number of wheel revolutions and display of closed seat belts.
- Ambient conditions, e.g. temperature, rain and light sensor, adaptive cruise control.


As a rule, these data are volatile and are not stored beyond the operating time and are only processed in the vehicle itself. Control units often contain data storage devices. These are used to document information regarding the vehicle status, component load levels, maintenance requirements, technical events and faults on a temporary or permanent basis.

Depending on the technical equipment, the following data is stored:

- Operating states of system components, e.g. filling levels, tyre pressure, status of the vehicle battery.
- Faults or malfunctions in important system components, e.g. lights, brakes.
- System reactions to specific driving situations, e.g. triggering of an airbag, intervention of the stability control systems.
- Information on events which damaged the vehicle.

In special cases, e.g. when the vehicle has detected a malfunction, it may be necessary to store data that would normally only be volatile.

If you make use of services, e.g. repairs or maintenance work, the stored operating data can, if necessary, be read and used together with the vehicle identification number. The data can be read from the vehicle by employees of the service network, e.g. workshops, or third parties, e.g. breakdown services. The same applies to warranty cases and quality assurance measures.

The data is read via the legally prescribed OBD connection ("on-board diagnosis") in the vehicle → . The operating data that is read documents the technical status of the vehicle or individual components thereof and provides support with fault diagnosis, compliance with warranty obligations and quality improvement. These data, in particular information on component load-levels, technical events, operating errors and other faults, are transmitted to Volkswagen together with the vehicle identification number if necessary. Furthermore, the manufacturer is liable for the product. Here too, Volkswagen uses operating data from vehicles for product recalls, for example. These data can also be used to check the customer's warranty and guarantee claims.

Fault memories in the vehicle can be reset by an authorised workshop or at your request as part of repair or service work.

The event memory should only be read and reset by a qualified workshop. Additional information on the stored data is available from qualified workshops.

After a fault has been rectified, the information in the memory relating to the fault is deleted. Other memory content is overwritten on an ongoing basis.

## Reprogramming control units

All data for the control of components are stored in the control units. Some convenience functions, such as convenience turn signal, single door unlocking and displays, can be reprogrammed using special workshop equipment. If the convenience functions are reprogrammed, the specifications and descriptions in this owner's manual will no longer match the original functions. Volkswagen recommends having any reprogramming entered into the digital service schedule by a Volkswagen dealership or qualified workshop.

Information about possible reprogramming can be obtained from the Volkswagen dealership.

## Convenience and Infotainment functions

You can store convenience settings (personalisation) in the vehicle and change or reset them at any time.

Depending on the equipment in the vehicle, this includes, for example:

- Settings of the seat and steering wheel positions.
- Running gear and air conditioning settings.
- Personalised settings such as mirror adjustment or background lighting.

Depending on the equipment installed, you may be able to store your own data in the vehicle's Infotainment functions.

Depending on the equipment in the vehicle, this includes, for example:

- Media files for playback of music, films or photos in an Infotainment system.
- Address book data for use with a hands-free system or navigation system.
- Navigation destinations entered.
- Data on the use of online services.

These data can be stored locally in the vehicle or located on a device that you have connected to the vehicle, e.g. mobile device, USB stick or MP3 player. If these data are stored in the vehicle, you can delete them at any time.

These data are transmitted to third parties only at your request, in particular in relation to the use of online services and in accordance with your personal settings.

## Integration of mobile devices

If your vehicle contains the necessary equipment, you can connect your mobile device or any other mobile end device to your vehicle so that you can control this device via the controls integrated in the vehicle when the corresponding functions are available. For example, images and sound from the mobile device can be outputted via the Infotainment system. At the same time, certain information is sent to your mobile device. This includes location data and further general vehicle information, depending on the type of integration. For more details, refer to the information about display of apps in the Infotainment system.

This enables selected apps on the mobile device to be used in the vehicle, e.g. navigation or music player. The mobile device and vehicle do not interact in any other ways than those described here, in particular the device does not actively access vehicle data. The type of further data processing

depends on the app provider. The settings that you can make here depend on the app in question and the operating system on your mobile device.

## Online services

If your vehicle is equipped with a connection to a mobile network, your vehicle will be able to exchange data with other systems. The vehicle can be connected to a mobile network using a transmitter and receiver unit in the vehicle or using your own mobile device. This mobile network connection enables you to use online functions. This includes online services and apps provided by Volkswagen or other third-party providers.

## Manufacturer services

In the case of Volkswagen online services, Volkswagen describes the respective functions in a suitable place, e.g. in a separate service description or on an Internet page, and the associated privacy information is provided. Personal data may be required in order to provide online services. For this, data are exchanged over a secure connection, e.g. using the designated IT systems of the manufacturer. Any collection, processing and use of personal data that goes beyond the provision of the service takes place exclusively according to legal regulations, contractual agreements or the necessary permission.

You can activate and deactivate the services and functions, some of which are subject to a fee and in some cases also disable the vehicle's entire data connection. This does not apply to any functions and services required by law, e.g. emergency call systems.

## Third-party services

If you are able to use online services provided by a party other than the manufacturer, these services are the sole responsibility of the provider in question and are subject to this provider's data protection policy and terms and conditions of use. Volkswagen has no influence over the content exchanged as part of these services.

Please refer to the provider in question for information about the type, scope and purpose of the collection and use of personal data related to third-party services.

### WARNING

Incorrect use of the diagnostic interface can cause malfunctions, which can result in accidents and serious injuries.

- Never read the event memory yourself using the diagnostic interface.
- The event memory should be read only by a qualified workshop using the diagnostic interface. Volkswagen recommends using a Volkswagen dealership for this purpose.

---

## Event data recorder

This vehicle is equipped with an event data recorder. The main task of an event data recorder is to record data in particular accident scenarios or situations which are similar to an accident, e.g. when the airbags are triggered or when there is a collision with an obstacle on the road. These data help in analysis of how a vehicle system behaved in these situations. The event data recorder records data relating to driving dynamics and the restraint system for a short period of ten seconds or less. This information includes, for example:

- how various systems in your vehicle have functioned.
- whether the seat belts of the driver and front passenger were fastened.
- the extent to which the driver pressed the brake or accelerator pedal.
- how fast the vehicle was travelling.

These data help to obtain a better understanding of the circumstances in the situations where accidents and injuries have occurred.

Data from driver assist systems are also recorded. In addition to information about whether the systems were switched on or off, available only to a restricted extent or inactive, it is also possible to determine whether these functions steered, accelerated or braked the vehicle in the above-described situations. Depending on the vehicle equipment, these systems include the following:

- adaptive cruise control.
- lane keeping system.
- Park Assist.
- emergency braking function.

The data of the event data recorder are recorded only if a particular situation occurs which is similar to an accident. No recordings occur under normal driving conditions. Audio or video data from the vehicle interior or vehicle surroundings are not stored. Personal data such as name, gender, age or accident location are also not recorded at any time. However, third parties such as law enforcement agencies can use appropriate means to link the content of the event data recorder with other sources of data and thus establish a reference to persons as part of an accident investigation.

In order to read the data in the event data recorder you need the necessary special equipment, a connection to the legally required diagnostic interface (on-board diagnosis) and the ignition must be switched on.

Volkswagen will not access, read or process data from the event data recorder unless the vehicle owner (or lessee in the case of leasing) grants their permission. Exceptions to this are contractual or legal provisions.

Due to its legal product monitoring obligations, Volkswagen is entitled to use the data for field monitoring and also for research purposes and quality improvements. For research purposes, Volkswagen makes the data available to third parties in anonymous form, in other words without any reference to the individual vehicle, vehicle owner or lessee.

---

## Information stickers and plates

Stickers and plates showing important information for vehicle operation are factory-fitted in the front compartment and on certain vehicle parts.

- Never remove stickers and plates or render them illegible.
- If vehicle parts bearing stickers or plates are removed from the vehicle, replacement stickers or plates with the same information must be applied properly to the new parts by the qualified workshop.

### Safety certificate

There is a safety certificate on the door pillar of the driver door which states that all necessary safety standards and specifications from the transport safety authorities of the particular country were met at the time of production. The month and year of production and the vehicle identification number may also be listed. Observe notes in the owner's manual.

### High-voltage warning sticker

Stickers with warnings about the high voltage in the vehicle electrical system are affixed in the vehicle front end and on high-voltage components, including the high-voltage battery (*→ High-voltage components*).

#### WARNING

Handling the vehicle incorrectly will increase the risk of accident and injuries.

- Observe legal requirements.
- Observe the owner's manual.

#### NOTICE

Handling the vehicle incorrectly could lead to the vehicle becoming damaged.








- Observe legal requirements.
  - Carry out servicing work in accordance with the specifications.
-

---

## Fluids in the air conditioning system

### Refrigerant in the air conditioning system

The sticker in the front compartment contains information regarding the type and quantity of refrigerant used in the vehicle's air conditioning system. The sticker is located at the front of the front compartment, close to the refrigerant filler neck.

Symbol	Description
	Warning: the air conditioning system must always be serviced by trained specialists.
	Type of refrigerant.
	Type of lubricating oil.
	See workshop information (available only for Volkswagen dealerships).
	The air conditioning system must always be serviced by trained specialists.
	Flammable refrigerant.
	Make sure you dispose of all components correctly and never install components taken from older vehicles or recycling facilities into the vehicle.

---

### Lubricating oil in the air conditioning system

The air conditioning system contains up to 210 ml (7 oz) of lubricating oil. The exact specifications and quantity of the lubricant used in the air conditioning system are available on the web portal **erWin** (electronic repair and workshop information) (*→ Repairs and technical modifications*).

#### WARNING

In order to ensure safe and risk-free operation, always have the air conditioning system serviced by trained specialists.

#### NOTICE


- Never repair the air conditioning system's evaporator using spare parts taken from older vehicles or recycling facilities, or other such spare parts.
-



---

## Infotainment system and antennas

The aerials for the Infotainment system are installed at different points in the vehicle:

- On the windscreen between the glass layers.
- On the rear window and side windows with a printed aerial structure → .

### NOTICE

The printed aerial structure on the rear window and side windows can be damaged by corrosive or acidic substances or if hard objects rub against the windows.

- Do not affix any stickers in the area of the rear window and side windows.
  - Never clean the area of the aerial structure with corrosive or acidic agents.
-

---

## Component protection

Some electronic components and control units are fitted with component protection as standard, e.g. the Infotainment system.

The component protection permits a qualified workshop to legitimately install or replace components and control units.

The component protection prevents the full operation of factory-supplied components outside the vehicle in the following situations:

- Installation in other vehicles, e.g. after theft.
- Operation of components outside the vehicle.

If a text message about component protection appears in the display of the instrument cluster or the screen of the Infotainment system, go to a qualified workshop.

---

## Information in accordance with the EU Chemicals Regulation REACH


In accordance with the European regulations on chemicals, known as REACH, Volkswagen would like to inform you about the substances that may be found in your vehicle.

You can access this information online using your vehicle identification number (*→ Technical data*):

<https://reachinfo.volkswagen.com>

---

## Disposal of used batteries and electronic devices

Vehicle keys, radio remote controls and used batteries contained in them must not be disposed of with household waste. This is indicated by the symbol .

- Dispose of electronic devices and batteries at a collection point in accordance with local regulations.
- Consult a Volkswagen dealership for further information.

| *USA and Canada:* Batteries for vehicle keys and remote controls can contain perchlorate. For correct handling of this substance, observe the information on the website <http://www.dtsc.ca.gov/hazardouswaste/perchlorate>. Observe all legal requirements for handling and disposal of batteries. Volkswagen recommends having replacement and disposal of these batteries performed by a Volkswagen dealership or a qualified workshop.

---

## Declaration of conformity

The respective manufacturers declare herewith that the following products conform, at the time of vehicle production, with the basic requirements and other relevant laws and regulations, including FCC Part 15.19, FCC Part 15.21 and RSS-Gen Issue 1:

### **Radio-based equipment**

- Electronic immobiliser.
- Vehicle key.
- Keyless locking and starting system Keyless Access.
- Adaptive Cruise Control (ACC).
- Emergency Braking System (Front Assist) incl. City Emergency Braking System with Pedestrian Monitoring.
- Lane change system (Side Assist).
- Emergency Assist.
- Driving assistant (Travel Assist).

### **Electrical equipment**

- 12-volt socket.

---

## Third party copyright law information

<http://www.volkswagen.com/softwareinfo>

Some of the products installed in the vehicle contain software components for which Open Source licences are required.

A list of the Open Source software components used including information on copyright laws as well as the respective Open Source licence conditions and the corresponding licence text is available via the aforementioned website. The source code of certain Open Source software components can be requested from the manufacturer of the vehicle. The manufacturer will provide you with the source code according to the respective licence conditions, whereby you will only be charged with the cost of making it available (for example, costs for the data storage device and postage and packing). You can find the required information at the aforementioned website.

---

## Returning and scrapping end-of-life vehicles

### Returning end-of-life vehicles

Volkswagen has already made provision for your vehicle to be recycled in an environmentally responsible way. Once the vehicle has been returned, a certificate of destruction will be issued to show that the vehicle has been disposed of correctly and in an environmentally responsible way.

End-of-life vehicles can be returned free of charge, provided that national legislation is complied with.

Further information on return and recycling of end-of-life vehicles can be obtained from a Volkswagen dealership.

### Scrapping

The relevant safety requirements must be observed when scrapping the vehicle or its individual components, e.g. the airbag system and belt tensioners. Qualified workshops are familiar with these requirements.

---

## Information about vehicles with N1 approval (light commercial vehicle)

Please observe the following for vehicles used to transport goods with a maximum permitted weight of up to 3.5 t (N1 approval in Europe):

### Variants and number of seats

There are a number of designs for N1 vehicles based on a Volkswagen passenger car. The number of seats may be restricted to two or four.

*Vehicles with two seats:* there is no floor covering in the rear of the vehicle interior because there is no rear bench seat → ⚠.

*Vehicles with four seats:* the centre seat on the rear bench seat **cannot be used** → ⚠.

### Transporting children safely

As in vehicles with passenger car approval (M1), approved child restraint systems can be used on the seats (→ *Child seats*).

### Towing a trailer

If the vehicle is approved for towing a trailer, observe any local regulations for driving with a trailer and using a towing bracket.

If the vehicle exceeds the gross vehicle weight rating or the rear axle load, the vehicle speed must not exceed 80 km/h when towing a trailer. This also applies to countries where higher speeds are permitted. Observe local speed limits. These may be lower for vehicles with trailers than for vehicles without trailers.

Any permitted excess loads for the vehicle are entered in the vehicle documents. If no excess load has been entered, it is possible to drive up to 100 km/h, although local regulations must be observed.

### Technical data

Technical data can be found in the vehicle documents.

#### WARNING

Risk of injury and electric shock from exposed wires.

- Ensure the luggage compartment trim is installed upon or before delivery, so that the cables in the rear of the vehicle are covered up when using the vehicle.

#### WARNING

Risk of severe injuries due to persons being transported incorrectly.

- Never transport adults or children in the middle of the rear bench seat.
- The lack of restraint systems such as seat belt and head restraint can result in serious or fatal injury in the event of an accident.



 WARNING

Risk of severe and fatal injuries.

- Do not travel with people in the luggage compartment.
- Observe the safety notes and information regarding the luggage compartment and transporting items (→ *Transporting items*).

---

## Information on EU Directive 2014/53/EU

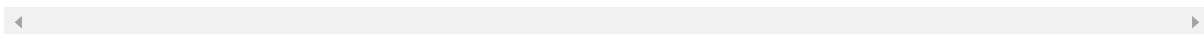
---

### Simplified EU Declaration of Conformity

Your vehicle is equipped with various radio systems. The manufacturers of these radio systems declare that this equipment complies with Directive 2014/53/EU where required by law.

The complete text of the EU declaration of conformity is available at the following internet address:

[www.volkswagen.com/generalinfo](http://www.volkswagen.com/generalinfo)



---

## Manufacturers' addresses

For components that, due to their size or nature, cannot be provided with a sticker, the respective manufacturers' addresses as required by law are listed here:

### **Door opening lever with NFC wireless technology**

HELLA GmbH & Co. KGaA

Rixbecker Straße 75

59552 Lippstadt

GERMANY

### **Radio remote control (auxiliary heater), auxiliary heating (transmitter/receiver unit)**

Digades GmbH

Äußere Weberstr. 20

02763 Zittau

GERMANY

Webasto Thermo & Comfort SE

Friedrichshafener Str. 9

82205 Gilching

GERMANY

---

## Mapping tables

The mapping tables are designed to help you link the device name used in a declaration of conformity with the vehicle equipment and terms used in the manuals contained the vehicle wallet.

### Sicherheit

In diesem Abschnitt sind Zertifikatsnummern folgender Bauteile enthalten:

— *Garagentoröffner, Keyless-Access, Funkschlüssel (Fahrzeug), Kombi-Instrument, elektronische Wegfahrsperre, Türöffnungshebel mit NFC-Funktechnik, Mobiler Schlüssel Service-Karte..*

**ADHL5D, BNF\_HL, BNF\_LL, DoC 0001 mobile key\_DFR, EHL2, eNSF, EZS-VW-Touareg, FS09, FS12A, FS12P, FS14, FS1744, FS19, FS1902, FS1903, FS94, G09CO4 Key, Kessy MQB-A, Kessy MQB-B B, Kessy MQB-B H, Kessy PQ35GP, Kessy MQB37W, Instrument cluster 1, Instrument cluster 2, Instrument cluster 3, LCW05-VWE1, LCW05-VWE5, LCW05-SEE6, NSF\_HL, NSF\_LL1, NSF\_LL3, PQ35 Kessy, RSB19, VWTOUA PKETOUA, VWTOUA RKETOUA, 2017-02-EU-LF\_IC\_IM, Immobiliser integrated in dashboard module instrument cluster, 3G0.837.205.**

### Air conditioning

This section contains the certificate numbers of the following components:

— *Radio remote control (auxiliary heater), auxiliary heater (transmitter/receiver unit).*

**EasyStart R, EasyStart R (22 1000 32 95 00, 22 1000 34 72 00), STH VW - 50000884, Sender STH VW - 50000886, Telearstart, 50000864 D208L VW, 9019510C / Receiver of aux heater 869 MHz, 9019747B / Remote control of aux heater 868 MHz,**

### Tyres

This section contains the certificate numbers of the following components:

— *Tyre inflation pressure sensors.*

**TSSRE4Dg, TSSSG4G5, AG2FW4.**

### Control unit

This section contains the certificate numbers of the following components:

— *Central control unit, door control unit, wireless charging function.*

**BC-Module, BCM PQ26 ROW (502N1xFOx), BCMevo, BCM2, BCM2R, BR11, HUF71110, KGF-Max, RXI-35-433-DC, WCH-185, 5WK50254.**

### Driver assist systems

This section contains the certificate numbers of the following components:

— *Radar sensors for assistance systems, Car2X communication.*

ARS4-B, ASR5-B, BSD 3.0, LCA 2.0A, LRR3, LRR3 Master & Slave, LRR4, LRR4R, MRRe14FCR, MRRevo14F, MRR1Plus, MRR1Rear, RS4, R3TR.

## Infotainment and online communication

This section contains the certificate numbers of the following components:

— *Infotainment system, Bluetooth, Wi-Fi hotspot, mobile phone interface, Car-Net "Security & Service", Car-Net "e-Remote".*

ALPS UGZZF-102B, ALPS UGZZF-202B, A109, A475 / A754, A580 / A270, A473 / A476 / A750, A486 / A449 / A493 / 183, HT-5, HT-6, L40VW2, L53VW2, L56VW2, L62VW2, L69VW2, L73VW2, L77VW2, MIB Global Entry/Standard, MIB Global Entry/Standard, MIB Standard 2 – PQ +/NAV with BT, MIB Standard 2 – PQ +/NAV with BT and WLAN, MIB Standard 2 – ZR +/Nav with BT, MIB Standard 2 – ZR +/Nav mit BT and WLAN, MIB2 Entry, MIB2 Main-Unit, MIB2STD, MIB 2 Standard PQ, MIB 2 Standard ZR, MMI3G, MMI3G RU, RRVW401\*, RRVW402\*, RRVW402B, TUVMO2IU-E, TUVMO3IU-E, 7C0.035.153, 7C0.035.153.A.

## Aerials

This section contains the certificate numbers of the following components:

— *Aerials, aerial amplifier, connection to the external aerial.*

LTE-MBC-EU, UMTS/GSM-MMC.

920 301 A, 920 611 A.

1K8.035.552, 1K8.035.552.C, 1K8.035.552.F, 1S0.035.577.A, 2GA.035.577, 2GA.035.577.A, 2GA.035.577.B, 2GM.035.577.A, 2G0.035.577.A, 2K5.035.525.AB, 2K5.035.525.AC, 2K5.035.525.AD, 2K5.035.525.AE, 2K5.035.525.L, 2K5.035.525.M, 2K5.035.525.Q, 2K5.035.525.T, 2K5.035.526.AA, 2K5.035.526.AB, 2K5.035.526.AC, 2K5.035.526.AD, 2K5.035.526.AE, 2K5.035.526.AF, 2K5.035.526.L, 2K5.035.526.M, 2K5.035.526.Q, 2K5.035.526.T, 2K5.035.532.Q, 2K5.035.532.R, 2K5.035.532.S, 2K5.035.540.A, 3C0.035.507.AA, 3C0.035.507.N, 3C0.035.507.P, 3G0.980.611, 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, 3789.01, 4G5.035.225.B, 4G8.035.225.B, 4G9.035.225.B, 4N0.035.503.AG, 4N0.035.503.AF, 4N0 035 503.J, 4S0.035.225.A, 4S0.035.225.D.

5C3.035.552, 5C3.035.552.A, 5C3.035.552.B, 5C5.035.552, 5C5.035.552.A, 5C5.035.552.B, 5E5.035.577.A, 5E5.035.577.B, 5F4.035.225, 5F4.035.225.A, 5F4.035.225.B, 5G6.035.577, 5G6.035.577.A, 5G6.035.577.B, 5G6.035.577.E, 5G6.035.577.F, 5G9.035.577, 5G9.035.577.A, 5G9.035.577.B, 5G9.035.577.G, 5G9.035.577.H, 5G9.035.577.J, 5G9.035.577.K, 5H0.035.510, 5H6.035.577, 5H6.035.577.A, 5H6.035.577.B, 5H6.035.577.T, 5L0.035.501.A, 5NA.035.577, 5NA.035.577.A, 5NA.035.577.B, 5NA.035.577.E, 5NA.035.577.F, 5Q0.035.507.A, 5Q0.035.507.AG, 5Q0.035.507.AH, 5Q0.035.507.B, 5Q0.035.507.C, 5Q0.035.507.P, 5Q0.035.507.Q, 5Q0.035.507.S, 5TA.035.577, 5TA.035.577.A, 5TA.035.577.B, 5WA.035.507.A, 5WA.035.507.B, 5WA.035.507.E, 5WA.035.507.F, 5WA.035.507.T, 510.035.577, 510.035.577.A, 510.035.577.B, 575.035.225, 575.035.225.A, 575.035.225.B.

6C0.035.501, 6C0.035.501.A, 6C0.035.501.C, 6C0.035.501.D, 6C0.035.501.G, 6C0.035.501.J, 6C0.035.501.N, 6C0.035.501.P, 6C0.035.501.Q, 6C0.035.577, 6R0.035.501, 6R0.035.501.A, 6R0.035.501.C, 6R0.035.501.D, 6R0.035.501.F, 6R0.035.501.L, 6V6.035.577.A, 6V6.035.577.B, 6V9.035.577.A, 6V9.035.577.B, 7C0.035.501, 7C0.035.501.C, 7C0.035.501.D, 7C0.035.501.F, 7C0.035.501.G, 7E0.035.503, 7E0.035.503.A, 7E0.035.503.B, 7E0.035.503.C, 7E0.035.503.D, 7E0.035.503.E, 7E0.035.510, 7E0.035.510.A, 7H0.035.507.E, 7N0.035.507.A, 7N0.035.507.B, 7N0.035.552.K, 7N0.035.552.J, 7N0.035.552.Q, 7P6.035.552, 7P6.035.552.A, 7P6.035.552.M, 760.035.577.T.

920 105 105, 920 105 110, 920 211 072, 920 211 172, 920 211 201, 920 211 202, 920 213 172, 920 286 002, 920 286 005, 920 286 009, 920 286 010, 920 286 011, 920 286 012, 920 286 013, 920 286 015, 920 286 313, 920 286 323, 920 286 343, 920 286 351, 920 286 352, 920 286 353, 920 286 354, 920 286 362, 920 286 382, 920 286 383, 920 286 385, 920 286 386, 920 301 022, 920 301 030, 920 301 031, 920 301 041, 920 301 042, 920 304 022, 920 336 003, 920 336 005, 920 336 006, 920 336 007, 920 336 008, 920 336 010, 920 336 011, 920 336 012, 920 336 013, 920 336 014, 920 355 001, 920 417 007, 920 417 010, 920 437 003, 920 437 023, 920 437 035, 920 437 303, 920 437 323, 920 437 335, 920 460 003, 920 460 009, 920 460 018, 920 460 025, 920 460 028, 920 460 042, 920 460 047, 920 460 069, 920 460 303, 920 460 318, 920 460 325, 920 460 328, 920 460 342, 920 460 347, 920 460 369, 920 461 001, 920 461 002, 920 461 003, 920 461 004, 920 461 005, 920 481 002, 920 481 003, 920 481 004, 920 481 012, 920 481 013, 920 481 014, 920 554 001, 920 554 002, 920 554 003, 920 554 004, 920 611 001, 920 611 002, 920 611 011, 920 611 012, 920 615 001, 920 615 002, 920 627 003, 920 627 007, 920 627 023, 920 627 024 920 627 048, 920 627 049.

---

## Radio equipment, frequency band, maximum transmit power

If not otherwise stated, the specifications apply to all Volkswagen models or to vehicles that are equipped with the respective radio system. Deviations are marked by footnotes.

$\mu\text{W}$  = Microwatt,  $\text{mW}$  = Milliwatt,  $\text{W}$  = Watt.

### Radar sensors for assist systems

Frequency band, maximum transmit power

front:	24.05 – 24.25 GHz	0.1 W
	76 – 77 GHz	0.66 W
	76 – 77 GHz	3.16 W
	76 – 77 GHz	2 W EIRP
	76 – 77 GHz	0.59 W
side:	77 – 81 GHz	0.22 W
rear:	76 – 77 GHz	1 W

### Keyless Access

125 kHz	22.7 $\text{dB}\mu\text{A}/\text{m}$
434.42 MHz	32 $\mu\text{W}$
868.000 – 868.600 MHz	25 mW

### Tyre pressure sensors

433.92 MHz	10 mW
------------	-------

### Central control unit

21.13 – 22.75 kHz	34.2 $\text{dB}\mu\text{A}/\text{m}$ @ 10 m
-------------------	---

### Instrument cluster

125 kHz	40 $\text{dB}\mu\text{A}/\text{m}$
125 kHz	0.000147 mW

## Electronic immobiliser

125 kHz +/- 10 kHz	3.728 W
--------------------	---------

## Remote control (auxiliary heater)

868.7 – 869.2 MHz (869.0 MHz)	25 mW
----------------------------------	-------

868.0 – 868.6 MHz (868.3 MHz)	3.1 mW
----------------------------------	--------

## Auxiliary heater (Transmitter / Receiver unit)

868.0 – 868.6 MHz (868.3 MHz)	23.5 mW
----------------------------------	---------

868.7 – 869.2 MHz (869.0 MHz)	23.5 mW
----------------------------------	---------

868.0 – 868.6 MHz (868.525 MHz)	10 mW
------------------------------------	-------

## Remote control key (vehicle)

433.05 – 434.78 MHz, 433.05 – 434.79 MHz	10 mW
---	-------

868.0 – 868.6 MHz	25 mW
-------------------	-------

434.42 MHz	32 µW
------------	-------

## Bluetooth

2,402 – 2,480 MHz	0.05 W
-------------------	--------

2,400 – 2,483.5 MHz, 2,408 – 2,480 MHz	10 mW
---	-------

## Outside door handle with NFC radio technology

13.56 MHz	0.5 W
-----------	-------

## Valet keycard

13.56 MHz	0.0004 mW
-----------	-----------



## Wireless charging function

105 – 115 kHz

6 W

## Car2X auxiliary antenna

5,855 – 5,925 MHz

2 W EIRP

## Wi-Fi hotspot

2,412 – 2,462 MHz

0.1 W

2,412 – 2,472 MHz

0.05 W

2,412 – 2,480 MHz

0.1 W

2,400 – 2,483.5 MHz

10 mW

2,402 – 2,442 MHz

0.1 W

2,408 – 2,480 MHz

2.57 mW

## Garage door opener

868.00 – 868.60 MHz

25 mW

868.70 – 869.20 MHz

433.05 – 434.79 MHz

10 mW

40.660 – 40.700 MHz

26.957 – 27.293 MHz

## Mobile phone interface

GSM 850: 824–849 MHz

2 W

GSM 900: 880–915 MHz

GSM 1800: 1,710–1,785 MHz

1 W

GSM 1900: 1,850 – 1,910 MHz

WCDMA FDDI: 1,920 – 1,980 MHz

0.25 W

WCDMA FDDV: 824 – 849 MHz

## Car-Net Security & Service

GSM 900 (880.2 – 959.8 MHz)	2 W
GSM 1800 (1,710.2 – 1,879.8 MHz)	1 W
UMTS B1 (1,920 – 2,170 MHz)	0.25 W
UMTS B8 (880–960 MHz)	
GPS (1,575.42 MHz)	

### Car-Net e-Remote

GSM 850 (824 – 849 MHz)	2 W
GSM 900 (880 – 915 MHz)	
GSM 1800 (1,710 – 1,785 MHz)	1 W
GSM 1900 (1,850 – 1,910 MHz)	
EGPRS 850 (824 – 849 MHz)	0.5 W
EGPRS 900 (880 – 915 MHz)	
EGPRS 1800 (1,710 – 1,785 MHz)	0.4 W
EGPRS 1900 (1,850 – 1,910 MHz)	
UMTS I (1,920 – 1,980 MHz)	0.25 W
UMTS II (1,850 – 1,910 MHz)	
UMTS III (IX) (1,710 – 1,785 MHz)	
UMTS IV (1,710 – 1,755 MHz)	
UMTS V (VI) (824 – 849 MHz)	
UMTS VIII (880 – 915 MHz)	

### Car-Net e-Remote

GSM 900: 880 – 915 MHz	2 W
GSM 1800: 1,710 – 1,785 MHz	1 W
WCDMA FDDI: 1,920 – 1,980 MHz / GPS (1.57542 GHz)	0.25 W

### Key to models

Key to vehicle model groups, where not listed separately in the table:

**MQB 37, MQB 37 (W)** = e-Golf, Golf, Golf GTE, Golf GTD, Golf GTI, Golf Sportsvan, Golf Variant, Jetta, Jetta Hybrid, R Golf, Tiguan, Touran, T-Roc.

**MQB 48** = Arteon, Passat, Passat Alltrack, Passat GTE, Passat Estate, Passat Estate Alltrack, Passat Estate GTE.

**PQ 35** = Beetle, Beetle Cabriolet, Sharan.

## Declaration of conformity for radio systems in countries outside of Europe



**Fig. 1** Overview of some type approval numbers

Type approval number :

- ① Argentina.
- ② Brazil.
- ③ Malaysia.
- ④ Moldavia.
- ⑤ Australia, New Zealand.
- ⑥ Russia and countries where radio systems are approved and permitted according to EAC Directives.
- ⑦ Serbia.
- ⑧ Taiwan.
- ⑨ South Africa.
- ⑩ South Korea.
- ⑪ Europe and countries where radio systems are approved and permitted according to European Directives.
- ⑫ Vietnam.
- ⑬ Ukraine.
- ⑭ Paraguay.
- ⑮ Zambia.

16 Brunei.

17 Belarus.

---

The manufacturer hereby declares that the following radio systems are in compliance with the basic requirements and other relevant regulations and laws at the time of production of the vehicle:

*The following radio systems are not available in every market and not in every vehicle.*

- Connection to the external aerial.
- Aerial.
- Aerial amplifier.
- Bluetooth.
- Remote control (auxiliary heater).
- Vehicle key.
- Garage door opener.
- Infotainment.
- Keyless Access.
- Instrument cluster, electronic immobiliser.
- Radar sensors for assist systems.
- Tyre pressure sensors.
- Auxiliary heater (transmitter/receiver unit).
- Control units with integrated eSIM card.
- Mobile phone interface.
- Volkswagen Car-Net control unit.
- Wi-Fi hotspot.
- Central control unit.

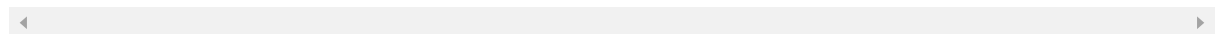
---

## Approval numbers

a) Radar sensors for assist systems b) Instrument cluster, electronic immobiliser, c) Coupling aerial, wireless charging function d) Vehicle key, Keyless Access.

### Egypt

b TAC.07021815923.WIR



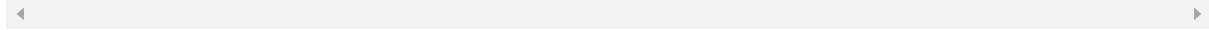
### Algeria

b 31.AF/528/DT/DG/ARPT/18



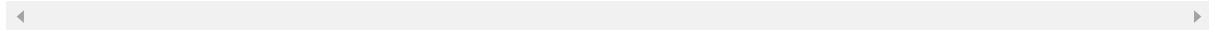
### Argentina

- a C-17908, C-18053, C-21797,
- b H-20731, H-20732, H-20733, H-21901, H-21902, H-21961, H-21962, H-22190, H-22191, H-22192, H-22240, H-22362, H-22363, H-22364, H-22377, H-22378, H-22379, H-22380, H-22381, H-22382, H-22383, H-22524, H-22793, H-22794, H-22856, H-22961.
- d H-22855.



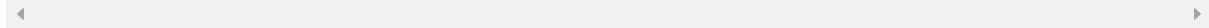
## Australia

- a N11042
- b ABN 81 145 810 206



## Bahrain

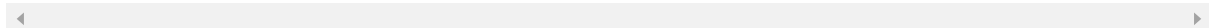
- b DLM / 1405



## Botswana

BTA REGISTERED No:

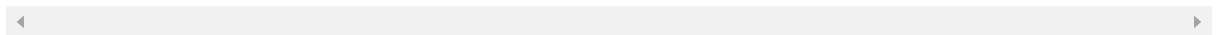
- a BOCRA/TA/2018/2026
- b BOCRA/TA/2018/3991  
BOCRA/TA/2018/3992  
BOCRA/TA/2018/4129  
BOCRA/TA/2018/4130  
BOCRA/TA/2018/4131  
BOCRA/TA/2018/4132  
BOCRA/TA/2018/4133  
BOCRA/TA/2018/4134  
BOCRA/TA/2018/4136  
BOCRA/TA/2018/4193  
BOCRA/TA/2018/4194  
BOCRA/TA/2018/4196  
BOCRA/TA/2019/4311



## Brazil

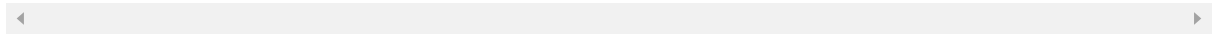
- a 05674-16-06830
- b 00939-19-06673, 01814-19-05364, 02450-17-02010, 02452-17-02010, 02992-14-06673, 03833-18-06353, 03834-18-06353, 04383-18-06673, 05292-18-06353, 05293-18-06353, 05296-18-06353, 05297-18-06353, 05505-18-06353, 05506-18-06353, 05507-18-06353, 05508-18-06353, 05509-18-06353, 05511-18-06353, 05512-18-06353, 06763-18-06353, 06962-18-06353, 07183-18-06353, 07184-18-06353, 07185-18-06353, 07186-18-06353, 07189-18-06353, 07188-18-06353, 07189-18-06353, 07191-18-06353.
- d 01812-19-05364.

Este equipamento não tem direito à proteção contra interferência prejudicial e não pode causar interferência em sistemas devidamente autorizados.



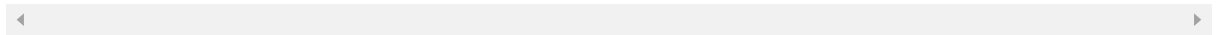
## Brunei

- b DTA-001794, DTA-001977, DTA-001978, DTA-001983, DTA-001985, DTA-001986, DTA-002302, DTA-002306, DTA-002307  
DTA-001793: DRQ-D-MAJU-02-2011-111083  
DTA-001981: DRQ-D-MAJU-02-2011-111083  
DTA-001982: DRQ-D-MAJU-02-2011-111083  
DTA-001986,  
DTA-003220: DRQ-D-MAJU-02-2011-111083



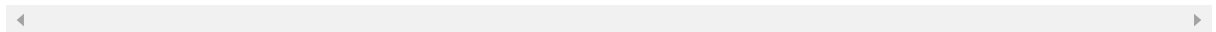
## Chile

- b 3458/DO N°45141 / f26



## China

- a 2016DJ6719



## Dominican Republic

- b DE-0000320-Cc-17445



## Europe and countries that approve radio equipment according to European Directives:

See EU Declarations of Conformities at [www.volkswagen.com/generalinfo](http://www.volkswagen.com/generalinfo).

## Gibraltar

b MDE\_VIS\_1710

## Ghana

a 1R3-1M-7E1-160, 6X6-4H-7EO-OF3

b BR3-1M-GE2-087, BR3-1M-GE2-088, BR3-1M-GE2-089, 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-GE2-0D2, BR3-1M-GE2-0BC, BR3-1M-GE2-OEC, BR3-1M-GE2-OED, BR3-1M-GE2-OEE, BR3-1M-GE2-10A, BR3-1M-GE2-10B, BR3-1M-GE2-130, EX6-6M-GE2-17B, ZRO-M8-7E3-X90.

d ZRO-M8-7E3-X92

## Hong Kong

b US0031800001

## India

b NR-ETA/7218-RLO(NR), NR-ETA/7219-RLO(NR), NR-ETA/7220-RLO(NR).

## Indonesia

a 34539/I/SDPPI/2017, 4211  
38132/I/SDPPI/2017, 2130  
47817/SDPPI/2016, PLG ID: 6094

b 55776/SDPPI/2018, PLG ID: 7205  
56625/SDPPI/2018, PLG ID: 7708  
57406/SDPPI/2018, PLG ID: 7708  
57647/SDPPI/2018, PLG ID: 7708  
57687/SDPPI/2018, PLG ID: 7708  
60924/SDPPI/2019, PLG ID: 4334

c 58849/SDPPI/2018, PLG ID: 4334

d 61642/SDPPI/2019, PLG ID: 4334

## Iran

b Iran\_Kombiinstrument\_MDE\_VIS\_1710

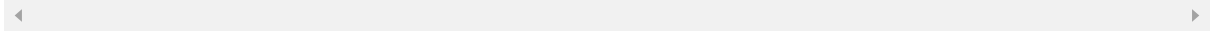
## Israel

b 51-63653, 63-63304.



## Jamaica

b FCC ID: 2AA98A, Kombiinstrument-1, -2, -3



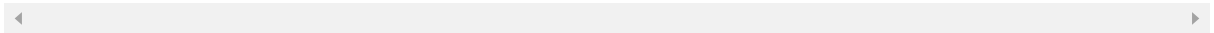
## Japan

a 202-LSE009, 203-JN0638, 203-JN0825

b MDE\_VIS\_1710

d 022-190152

電波法)=本製品は、電波法に基づく特定無線設備の技術基準適合証明などを受けておりま  
す。本製品の改造は禁止されています。適合証明番号などが無効となります

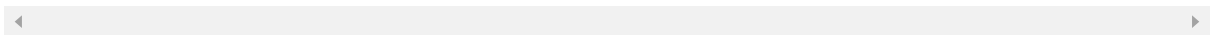


## Jordan

a TRC/LPD/2014/248, TRC/LPD/2016/584, TRC/LPD/2017/254

b TRC/LPD/2018/1

d TRC/LPD/2019/153



## Canada



IC ID / type designator:

- a **3659-R3TR M# R3TR**
- b **11505A-A, 23650-17101001, 23650-17101002, 23650-17101010, 23650-171010101, 23650-17101041, 23650-17101031, 23650-17101032, 23650-17101033, 23650-17101034, 23650-17101041, 23650-17101042, 23650-17101043, 23650-17101051, 23650-17101052, 23650-17101053, 23650-17101054, 23650-18020531, 23650-18020532, 23650-18020533, 23650-18020534, 2694A-013854, 2694A-RSB19.**
- d **2694A-FS19.**

This device complies with Industry Canada license-exempt RSS standard(s). 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.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

IC ID / type designator:

- c **4774A-18500, 5927A-KA3**

This device complies with RSS-210, ICES-001 and RSS-Gen of the Industry Canada 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.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

## Columbia

- b **2018300044**

## Kuwait

- b **Ref 2410**

## Lebanon

b

2665/E&M/2018

## Malaysia

a

CIDF15000490, CIDF17000143, MRR14F, ARS4-B

b

HIDF1500019

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),  
RFC/21A/0718/S(18-2717), RFC/23A/0818/S(18-3153),  
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), RFC/21A/0718/S(18-2717),  
RCFL/22A/0818/S(18-3109), RFC/23A/0818/S(18-3153),  
RCFL/24A/0818/S(18-3152), RFCL/26A/0918/S(18-3810),  
RFCL/27A/0918/S(18-3812), RFCL/29A/1018/S(18-4127),  
RFCL/30A/1018/S(18-4129).

## Morocco

AGREE PAR L'ANRT MAROC : Numéro d'agrément, Date d'agrément

a

MR 9778 ANRT 2014, 11/11/2014  
MR 12623 ANRT 2016, 11/10/2016  
MR 13900 ANRT 2017, 04/05/2017

b

MR 15669 ANRT 2018, 31/01/2018,  
MR 15674 ANRT 2018, 31/01/2018,  
MR 15675 ANRT 2018, 31/01/2018,  
MR 19108 ANRT 2019, 2019\_03\_14.

c

MR 17576 ANRT 2018, 26/09/2018

d

MR 19106 ANRT 2019, 2019/03/04

## Mauritius

b

TA/2018/0084

## Macedonia

b

0803-157/1

## Mexico

- a RCPAPR318-2005, RLVDER316-1666, RLVDER316-2005
- b IFT/223/UCS/DG-AUSE/0311/2018,  
RLVHE0119-0720, RLVVIKO18-0155, RLVVW1718-1092,  
RLVVW1718-1169, RLVVW1718-1170, RLVVW1718-1314,  
RLVVW1718-1315, RLVVW1718-1316, RLVVW1718-1317,  
RLVVW1718-1508, RLVVW1718-1509, RLVVW1718-1517,  
RLVVW1718-1519, RLVVW1718-1567, RLVVW1718-1568,  
RLVVW1718-1790, RLVVW1718-1928, RLVVW1718-1929,  
RLVVW1818-1249, RLVVW1818-1258, RLVVW1819-0009,  
RLVVW1819-0023.

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.



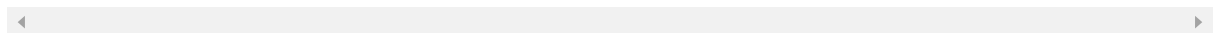
## Moldavia

- a 1014, 024, 8526
- b 024
- c 1014
- d 024



## New Zealand

- b ABN 81 145 810 206



## Oman

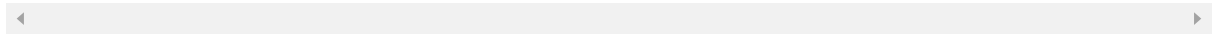
- a R/1733/14, D080134, R/2210/14, D080134
- b R/5130/18, 23/01/2018, R/5725/18, D100428,  
R/5772/18, D100428, R/5774/18, D100428, R/5819/18, D100428,  
R/5820/18, D100428, R/5884/18, D100428, R/5885/18, D100428,  
R/5886/18, D100428, R/5887/18, D100428, R/6022/18, D100428,  
R/6023/18, D100428, R/6366/18, D100428, R/6372/18, D100428,  
R/6535/18, D100428, R/6616/18, D100428, R/6695/18, D100428,  
R/6696/18, R/7383/19.
- c R/3370/16



## Paraguay

d 2019-05-I-000243

Este vehiculo posee el siguiente componente de radiofrecuencias, homologado por la CONATEL – Paraguay.



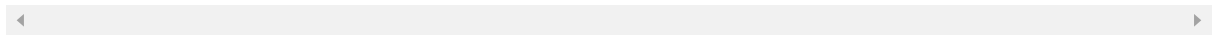
## Philippines

b ESD-1816419C



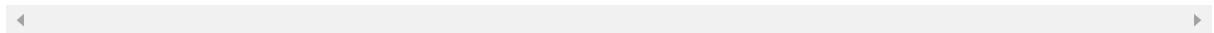
## Qatar

b CRA/SA/2018/R-6820



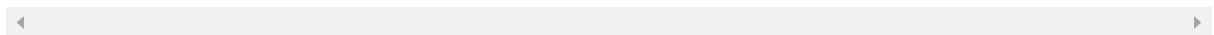
## Zambia

b 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/2018/10/10, ZMB/ZICTA/TA/2018/10/15,  
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/2018/10/26, ZMB/ZICTA/TA/2018/10/27,  
ZMB/ZICTA/TA/2018/12/16



## Saudi Arabia

b 29563



## Serbia

a 34540-1313/16-3, M011 14, M011 17

b P1617197200, M005 17.

d M011 19



## Singapore

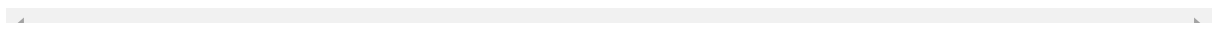
Complies with IMDA Standards:

a DA103787, DA104682 (N0688-15), DB106879 (N3083-18).

b DA104682, DA105282, N4975-17.

c DA103787.

d DA104682.



## South Africa

- a TA-2013/2465, TA-2014/1783, TA-2016/2759.
- b TA-2017/2824, TA-2019/5101.
- c TA-2016/501, TA-2016/820, TA-2016/3539.

## South Korea

- a R-CRM-DDG-R3TR.
- b R-RMM-VCo-Kombi, R-C-HLA-RSB19, R-R-HLA-013854.
- d R-C-HLA-FS1903.

이 기기는 업무용(A급) 전자파 적합기기로서 판매자 또는 사용자는 이 점을 주의하시기 바라며, 가정외의 지역에서 사용하는 것을 목적으로 합니다. 해당 무선 설비는 운용 중 전파혼신 가능성이 있음. 해당 무선설비는 운용 중 전파혼신 가능성이 있으므로, 인명 안전과 관련된 서비스는 할 수 없습니다.

이 기기는 업무용(A급) 전자파 적합기기로서 판매자 또는 사용자는 이 점을 주의하시기 바라며, 가정외의 지역에서 사용하는 것을 목적으로 합니다.

이 기기는 가정용(B급) 전자파 적합기기로서 주로 가정에서 사용하는 것을 목적으로 하며, 모든 지역에서 사용할 수 있습니다. 해당 무선 설비는 운용 중 전파혼신 가능성이 있음.

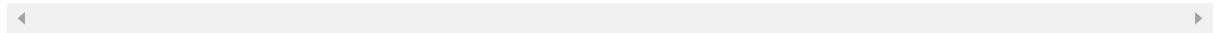
## Taiwan

- a CCAF16LP2450T2.
- b CCAL18LP0610T2, CCAL18LP0850T6, CCAL18LP1020T9, CCAL18LP1030T2, CCAL18LP1190T8, CCAL18LP1200T1, CCAL18LP1210T1, CCAL18LP1410T9, CCAL18LP1430T2, CCAL18LP1440T5, CCAL18LP1460T1, CCAL18LP1480T4, CCAL18LP1570T5, CCAL18LP1580T8, CCAL18LP1590T1, CCAL18LP1600T1, CCAL18LP1610T4, CCAL18LP1620T7, CCAL18LP1730T1, CCAL18LP1740T4, CCAL18LP1750T7, CCAL18LP1820T2, CCAL18LP240T0, CCAL19LP0560T5, CCAL19LP0580T1.

1. 經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。2. 低功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。前項合法通信，指依電信法規定作業之無線電通信。低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

警語 低功率電波輻射性電機管理辦法第十二條經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率，加大功率或變更原設計之特性及功能。第十四條低功率射頻電機之使用不得影響飛航安全及干擾合法通信，經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。前項合法通信，指一電信法規定作業之無線電通信低功率射頻電機需忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

警語經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。低功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。前項合法通信，指依電信法規定作業之無線電通信。低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾

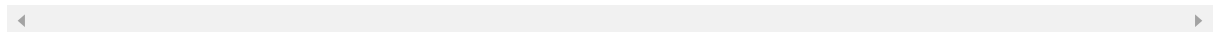


## Thailand

a MRRe14FCR

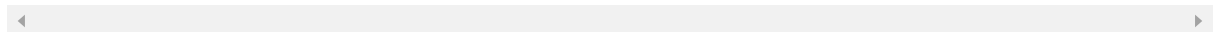
b 255.A.2560

- 1) เครื่องโทรคมนาคมและอุปกรณ์ที่มีความสอดคล้องตามมาตรฐานหรือข้อกำหนดของกสทช.
- 2) เครื่องวิทยุคมนาคมนี้มีระดับการแผ่คลื่นแม่เหล็กไฟฟ้าสอดคล้องตามมาตรฐานความปลอดภัยต่อสุขภาพของมนุษย์จากการใช้ เครื่องวิทยุคมนาคมที่คณะกรรมการกิจการโทรคมนาคมแห่งชาติประกาศกำหนด



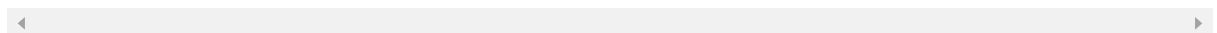
## Tunisia

b AHO-0177-18



## Turkey

b MDE\_VIS\_1710



## **USA and countries that approve and license radio equipment according to FCC Directives:**

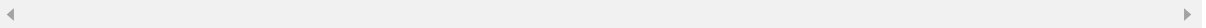
FCC ID:

a **LTQR3TR**

b **2AA98, 2AA98A,  
2AOUZ17101001, 2AOUZ17101002, 2AOUZ17101010,  
2AOUZ17101022, 2AOUZ17101023, 2AOUZ17101031,  
2AOUZ17101032, 2AOUZ17101033, 2AOUZ17101034,  
2AOUZ17101041, 2AOUZ17101042, 2AOUZ17101043,  
2AOUZ17101051, 2AOUZ17101052, 2AOUZ17101053,  
2AOUZ17101054, 2AOUZ17101055, 2AOUZ17101056,  
2AOUZ17101057, 2AOUZ17101071, 2AOUZ17101072,  
2AOUZ18020531, 2AOUZ18020532, 2AOUZ18020533,  
2AOUZ18020534, NBGRSB19, NBG013854.**

d **NBGF519**

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. 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.



FCC ID:

c

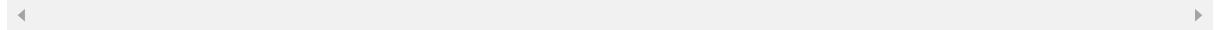
**RK7185-00, QZ9-KA3**

**CAUTION TO USERS:** Changes or modifications not expressly approved by the party responsible for compliance may void the FCC authorization to operate the equipment. This device complies with Part 15 and Part 18 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 and to Part 18 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna. Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

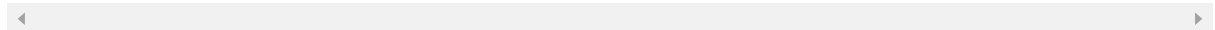
**Radiation Exposure:** This device has been tested for human exposure limits and found compliant at a minimum distance of 5 cm during operation. Thus during the operation of device a distance of 5 cm must be respected in every direction



## Ukraine

a	<b>BSD 3.0</b>	<b>24,05 - 24,25 GHz</b>	<b>20 dBm</b>
	<b>LCA 2.0</b>	<b>24,05 - 24,25 GHz</b>	<b>20 dBm</b>
	<b>RS4</b>	<b>24,05 - 24,25 GHz</b>	<b>20 dBm</b>
	<b>1APTV R3TR</b>		

повний текст декларації про відповідність доступний на веб-сайті за такою адресою:  
[www.volkswagen.com/generalinfo](http://www.volkswagen.com/generalinfo).





b **UA.TR.109.0009-18, UA.TR.109.R.0425-18**  
**0754, 0781, 0816, 0826, 0848, 0849, 0869, 0870, 0871, 0872, 0874,**  
**0880, 0911, 0912, 0942, 0978, 0992, 0993, 1004, 1033**

c **Koppelantenne Gen.3**

справжнім (найменування виробника MANUFACTURER) заявляє, що тип радіобладнання (позначення типу радіобладнання DESIGNATION) відповідає Технічному регламенту радіобладнання.

повний текст декларації про відповідність доступний на веб-сайті за такою адресою:  
[www.volkswagen.com/generalinfo](http://www.volkswagen.com/generalinfo)

## United Arab Emirates

TRA, REGISTERED No, DEALER No

a **ER497919/16, DA0062437/11, ER55421/17, DA36758/14,**  
**ER61136/18, DA40068.**

b **ER61137/18, DA0089862/12, ER70009/19, DA44932.**

d **ER70046/19, DA44932**

## Belarus

d **BY/112 11.01.TP024 020 00007**  
**BY/112 11.01.TP024 020 00008**  
**BY/112 11.01.TP024 020 00047**  
**BY/112 11.01.TP024 020 00059**  
**BY/112 11.01.TP024 030 00140**

---

## Technical data

---

### Notes on technical data

---

#### General information on the data

Except where indicated or specifically stated, the technical data apply to the basic model. The values may differ if additional equipment is fitted, for different model versions and for special vehicles and in the case of country-specific vehicle specifications. All data in the official vehicle documents always take precedence.

Please observe the notes and information for vehicles with N1 approval (*→ N1 approval*).

#### Electric drive

The vehicle data sticker and the official vehicle documents show which electric drive is installed in your vehicle.

#### Weight

The values for the kerb weight in the following tables apply to the road-ready vehicle with driver (75 kg), service fluids and, if applicable, tools and spare tyre. Additional equipment and retrofitted accessories increase the stated kerb weight and reduce the maximum permitted load accordingly.

The load comprises the weights of the following:

- Passengers
- All luggage
- Add-on parts
- Roof load

#### Performance figures

The values apply only for optimum road and weather conditions.

The performance figures were measured without equipment which may detrimentally affect performance, such as add-on parts.

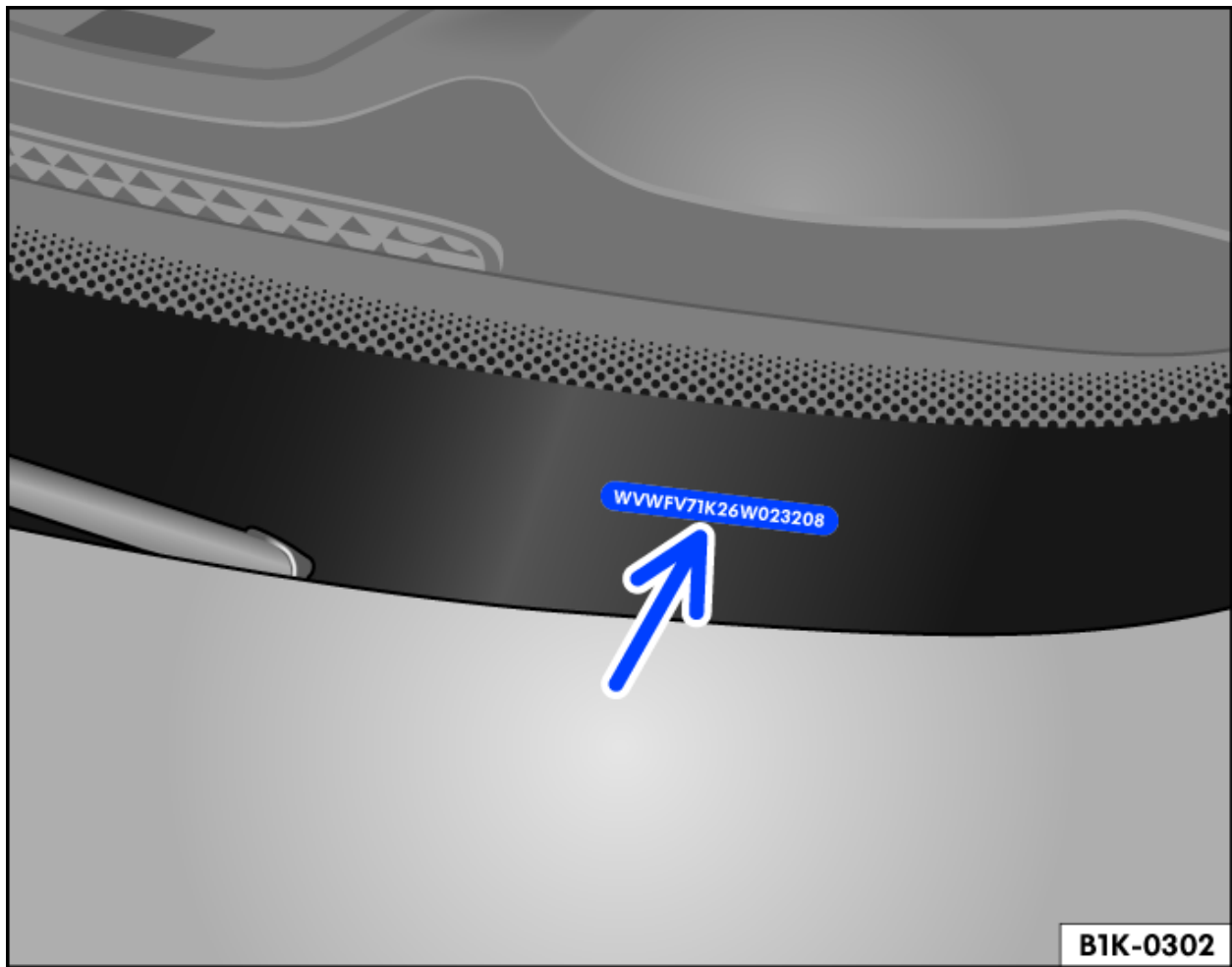
#### Gradient angle

The gradient angle is an indication of the vehicle's gradeability and corresponds to the gradient that the vehicle can drive up under its own power. This depends on aspects such as the road surface, weather conditions and engine power. The values apply to a moving vehicle and not to driving off from standstill.

The number of metres in height gained over a distance of 100 m (gradient) will be given as a percentage or degree value (100% = 45 degrees).



## Vehicle identification number



**Fig. 1** In the windscreen: vehicle identification number.

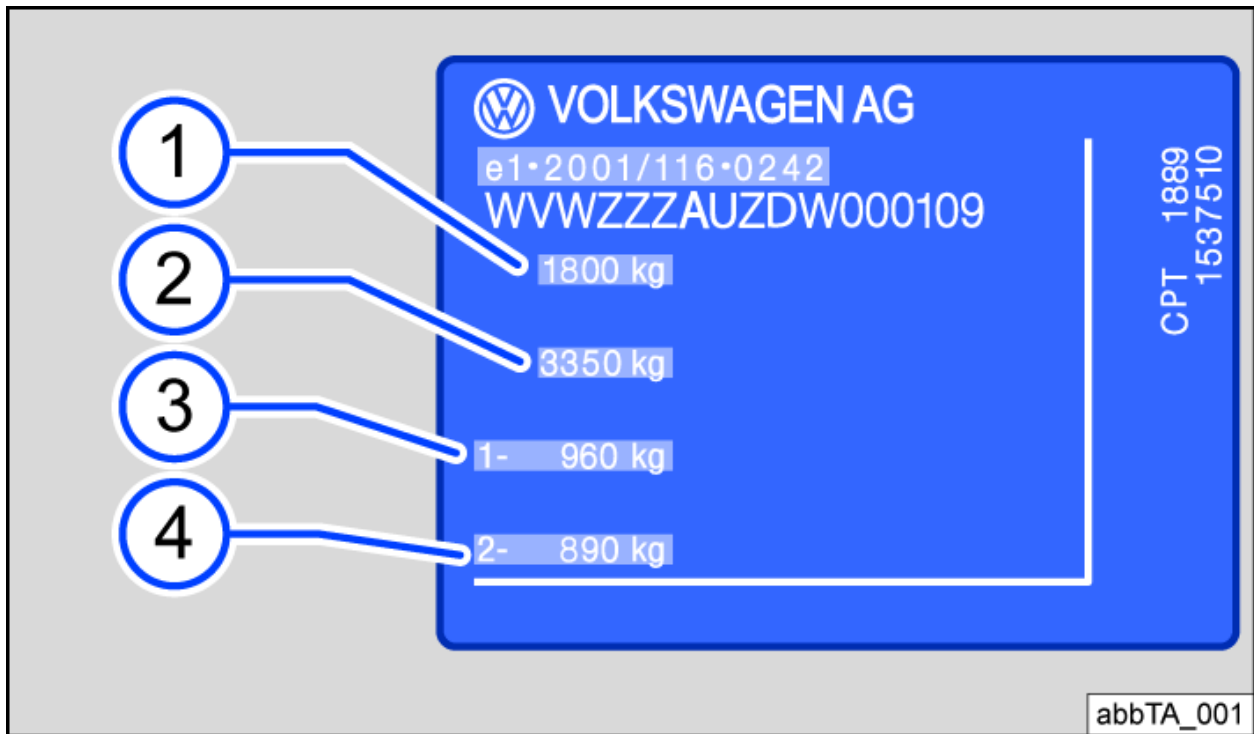
The vehicle identification number (chassis number) can be read from outside the vehicle through a viewer in the windscreen. The viewer is located in the lower corner of the windscreen.

For some models, depending on the Infotainment system version, the vehicle identification number can be displayed in the **Service** menu or in the vehicle settings.

Depending on model, market and engine, the vehicle identification number may also be stamped at one of the following locations:

- In the engine compartment in the right water drainage channel.
- In the engine compartment on the right suspension turret.
- In the engine compartment close to the bonnet hinge on the right side of the vehicle.
- Behind the right front seat under the floor covering.

## Type plate



**Fig. 1** Type plate (illustration).

Depending on country, the number of the type approval, e.g. EC type approval number, may be specified.

- ① Gross vehicle weight rating.
- ② Gross combination weight rating (vehicle plus trailer).
- ③ Gross front axle weight rating.
- ④ Gross rear axle weight rating.

Depending on country and model, the type plate is visible in the lower area of the door pillar after opening the driver or front passenger door. Vehicles for certain export countries do not have a type plate.

## Vehicle data sticker

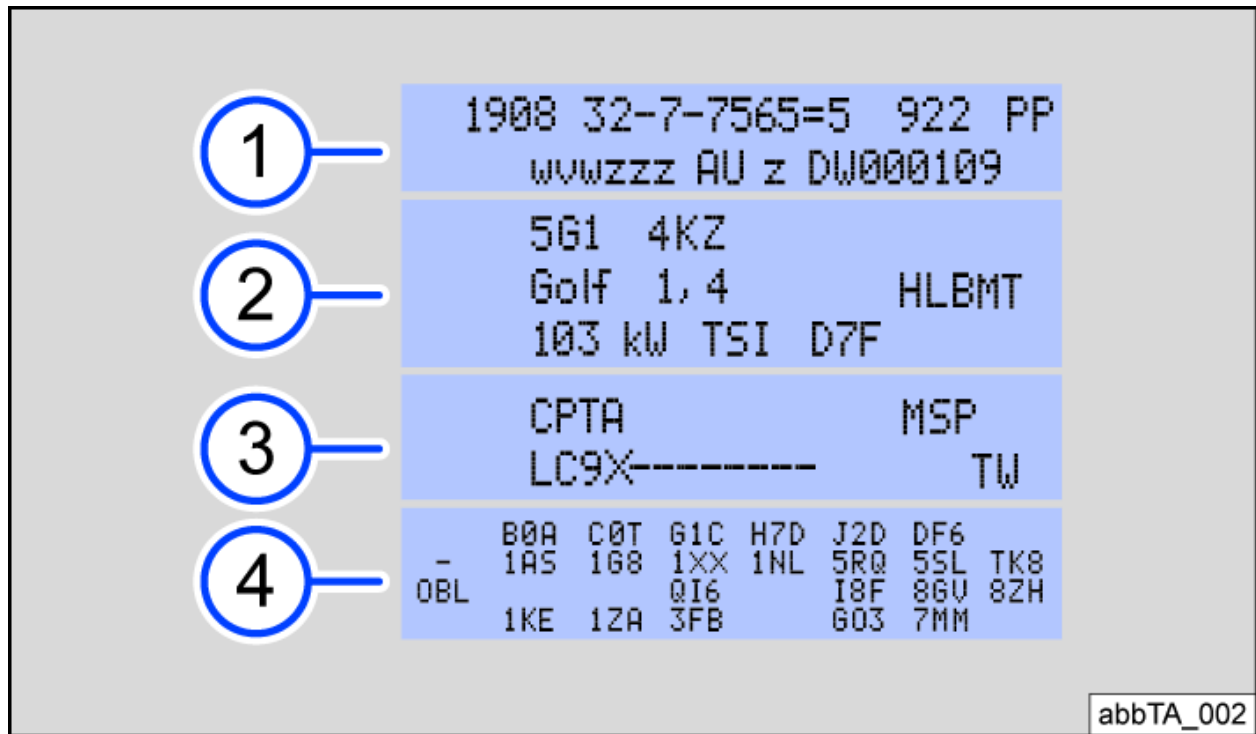


Fig. 1 Illustration: vehicle data sticker

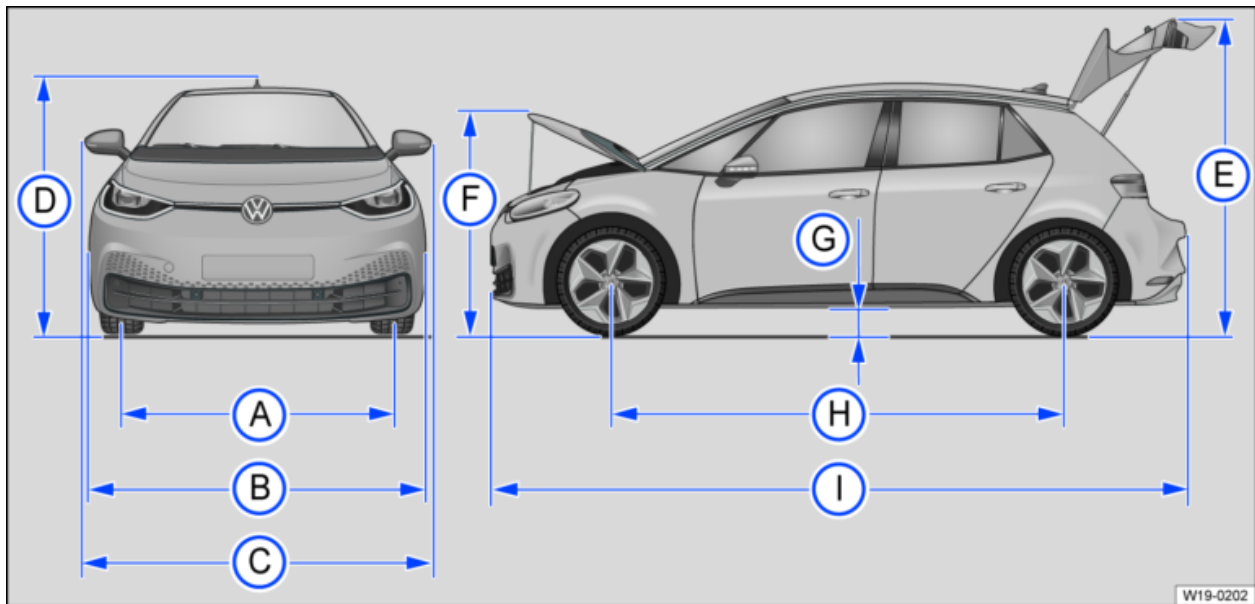
- 1 Vehicle identification number (chassis number)
- 2 Vehicle type, engine power, gearbox type
- 3 Engine and gearbox codes, paint number, interior equipment. In the example, the engine code is "CPTA".
- 4 Additional equipment, PR numbers

The vehicle data sticker is located inside the front cover of the owner's manual and in the area of the luggage compartment. Depending on the vehicle equipment, the vehicle data sticker is affixed under the luggage compartment trim on the luggage compartment wall or luggage compartment floor, in the spare wheel well or on the cross panel.



Depending on the vehicle equipment, the engine code may be displayed on the instrument cluster (→ *Displays*).

## Dimensions



**Fig. 1** Dimensions.

The data in the table apply to the German basic model with the basic specification.

The specified values can vary due to different wheel rim and tyre sizes, additional equipment, different model versions or retrofitted accessories, and also for special vehicles and vehicles that have been manufactured for other countries.

Key to *Fig. 1* :

A	Front track	1,536 – 1,548 mm
	Rear track	1,513 – 1,525 mm
B	Width	1,809 mm
C	Width (from exterior mirror to exterior mirror)	2,070 mm
D	Height to the upper edge of the roof at kerb weight	-- mm
	Height at kerb weight	1,568 mm
E	Height with open boot lid and kerb weight	2,047 mm
F	Height with open bonnet and kerb weight	1,688 mm
G	Ground clearance in road-ready state	150 mm
H	Wheelbase	2,771 mm
I	Length (from bumper to bumper)	4,261 mm
	Turning circle diameter	10.2 m





---

## Electric drive

---

### Electric motor

Figures were not available at time of publication.

