e-Golf

Edition: 07.2018
PartNr.: 5GE012720AG

Edition 07.2018

Vehicle data sticker

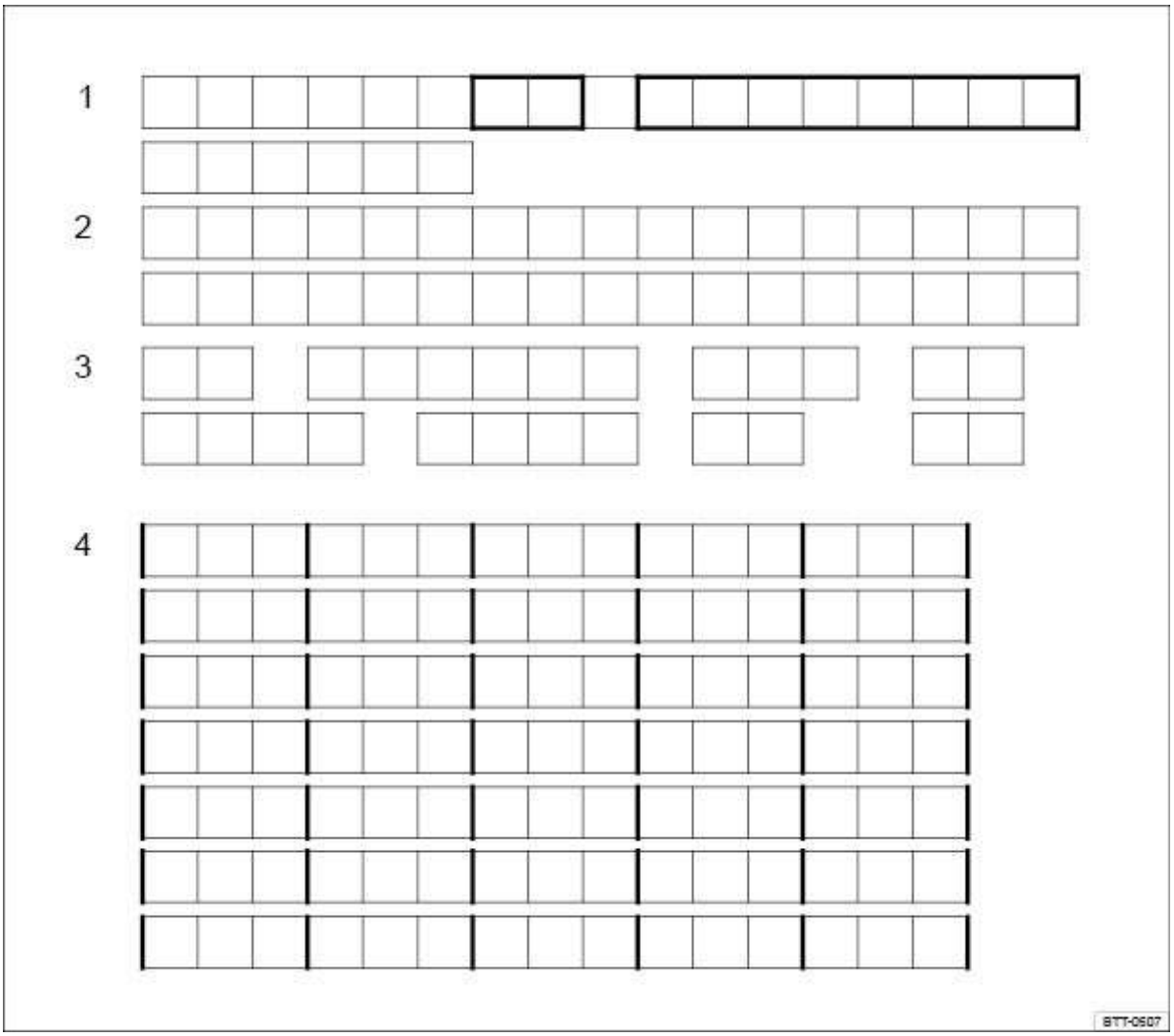


Fig. 1 1: Vehicle identification number; 2: Vehicle type, engine power, gearbox type; 3: Engine code, gearbox code, paint number, interior equipment; 4: Optional extras, PR numbers

Pre-delivery inspection carried out on:	**Date of delivery to customer/initial registration:**[a)]
Volkswagen dealership stamp	Volkswagen dealership stamp

[a)] Whichever comes first.

Thank you for choosing Volkswagen

By purchasing this Volkswagen, you have become the owner of an electric vehicle fitted with the most up-to-date technology and a multitude of convenience functions for your use and enjoyment. Vehicles with electric drive differ in some respects from vehicles driven exclusively by a combustion engine.

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. In particular read the information about the special features of electric vehicles.

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

About this owner's manual

- This owner's manual is valid for all models and versions of the e-Golf.
- 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 have a different layout to that shown 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.

All equipment and models are described 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.

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.

Standard booklets in the vehicle wallet:

- Owner's manual

Additional booklets in the vehicle wallet (optional):

- Supplements
- Infotainment system (including mobile phone interface)
- *Other supplements*

About this owner's manual

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

Indicates that the section is continued on the next page.

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.

Owner's manual

Overview of the vehicle

Front view

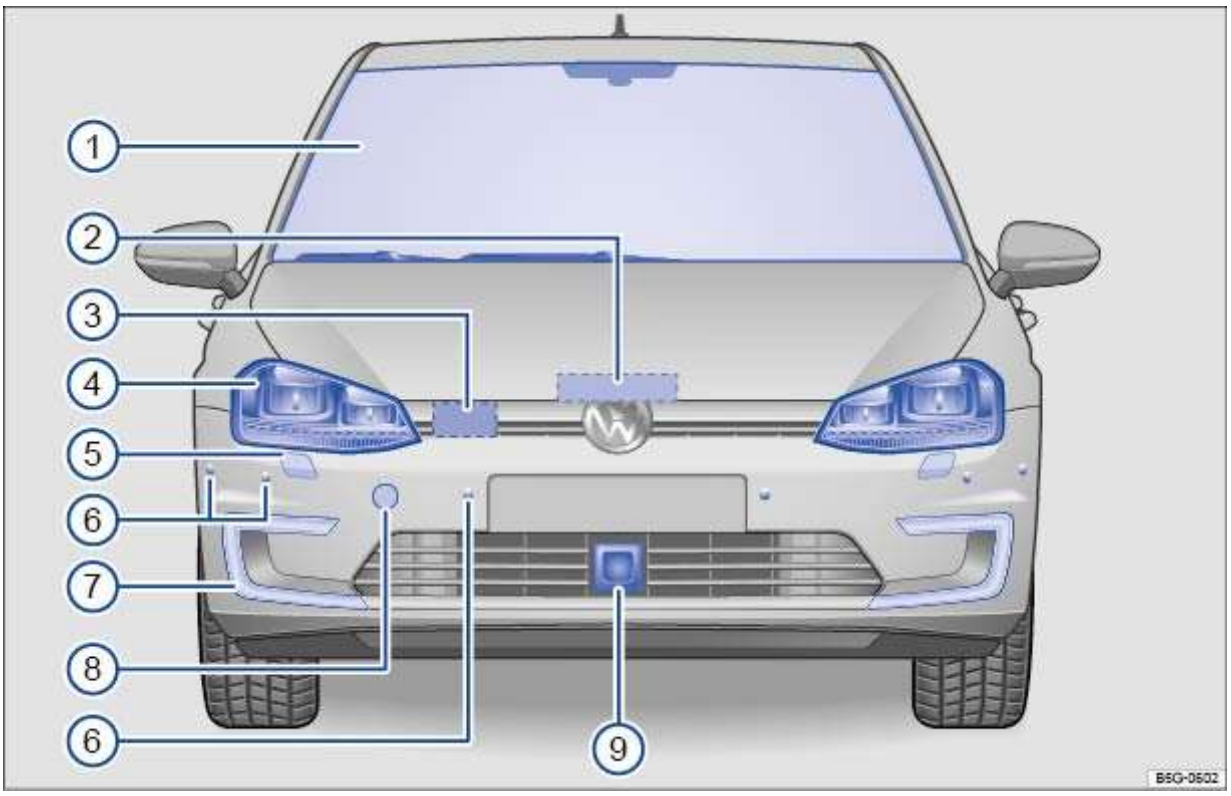


Fig. 2 Overview of the front of the vehicle.

Key to ⇒ *Fig. 2* :

1 Windscreen:

- with vehicle identification number ⇒ *Technical data*
- with windscreen heating ⇒ *Heating, ventilation, cooling*
- with windscreen wipers ⇒ *Wipers* ⇒ *Wiper blades*
- with camera window for assist systems ⇒ *Caring for and cleaning the vehicle exterior*
- with rain/light sensor positioned near the interior mirror ⇒ *Light functions* ⇒ *Rain/light sensor* ⇒ *Caring for and cleaning the vehicle exterior*

2 Bonnet opening lever ⇒ *In the engine compartment*

3 Identification for electric vehicles

4 Headlights ⇒ *Lights* ⇒ *Bulbs with LED technology*

5 Headlight washer system ⇒ *Wiper function*

6 Sensors for assist systems ⇒ *Caring for and cleaning the vehicle exterior*

7 Lights in the bumper ⇒ *Lights* ⇒ *Bulbs with LED technology*

8 Behind a cover: mounting for towing eye ⇒ *Tow-starting or towing*

9 Radar sensor for assist systems ⇒ *Caring for and cleaning the vehicle exterior*

Side view

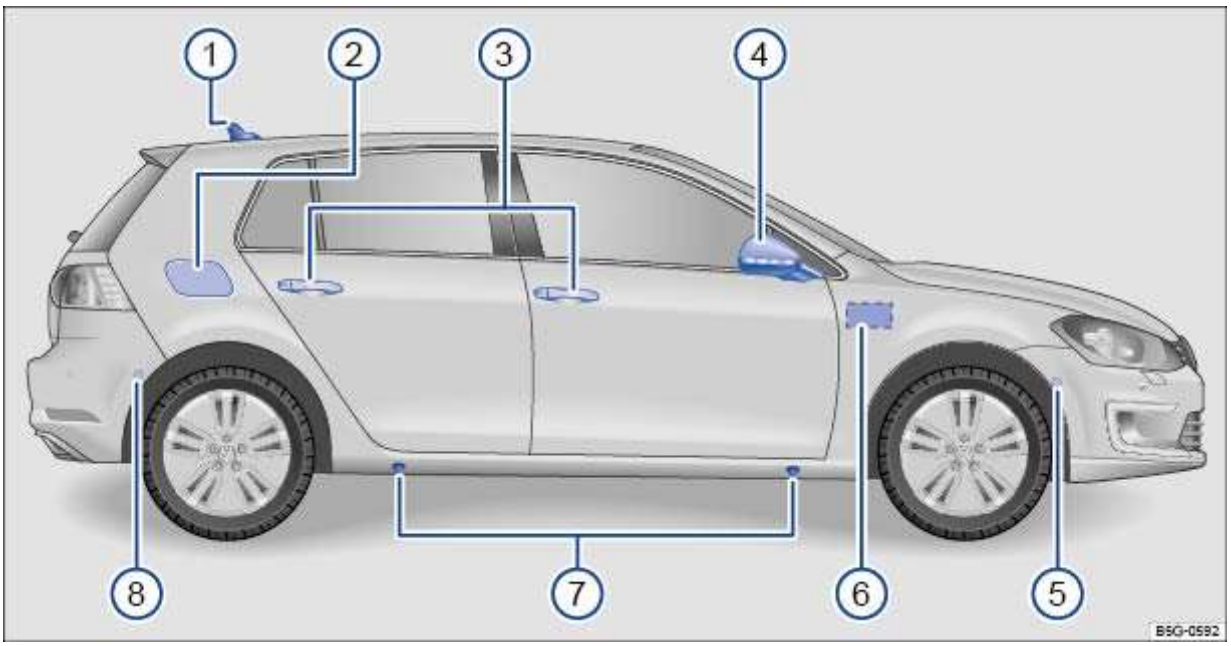


Fig. 3 Overview of the right side of the vehicle.

Key to ⇒ *Fig. 3* :

1. Roof aerial ⇒ *Radio reception and aerials*
2. Charging socket flap ⇒ *Charging the high-voltage battery*
3. Door release lever ⇒ *Doors and central locking button*
4. Exterior mirror ⇒ *Exterior mirrors*
   - With Blind Spot Monitor display ⇒ *Blind Spot Monitor*
5. Front sensors for assist systems ⇒ *Caring for and cleaning the vehicle exterior*
6. Identification for electric vehicles
7. Jacking points ⇒ *Changing a wheel*
8. Rear sensors for assist systems ⇒ *Caring for and cleaning the vehicle exterior*

Rear view

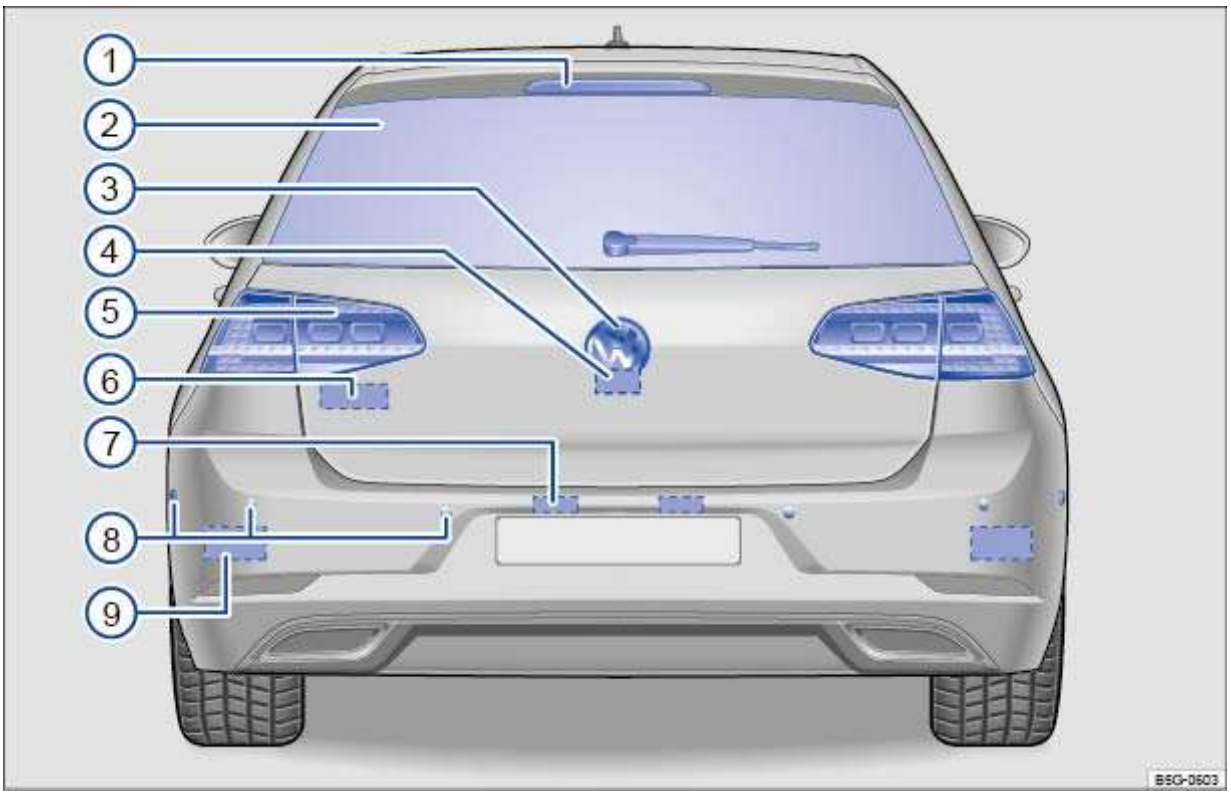


Fig. 4 Overview of the rear of the vehicle.

Key to ⇒ *Fig. 4* :

1. High-mounted brake light
2. Rear window:
   - with rear window heating ⇒ *Heating, ventilation, cooling*
   - with rear window wiper ⇒ *Wipers ⇒ Wiper blades*
3. Volkswagen badge for opening the boot lid ⇒ *Opening and closing the boot lid*
4. Area of camera for parking systems ⇒ *Safety notes on the parking systems ⇒ Caring for and cleaning the vehicle exterior*
5. Tail light clusters ⇒ *Lights ⇒ Bulbs with LED technology*
6. Identification for electric vehicles
7. Number plate light ⇒ *Bulbs with LED technology*
8. Sensors for assist systems ⇒ *Caring for and cleaning the vehicle exterior*
9. Behind the bumper: radar sensor for assist systems ⇒ *Caring for and cleaning the vehicle exterior*

Driver door

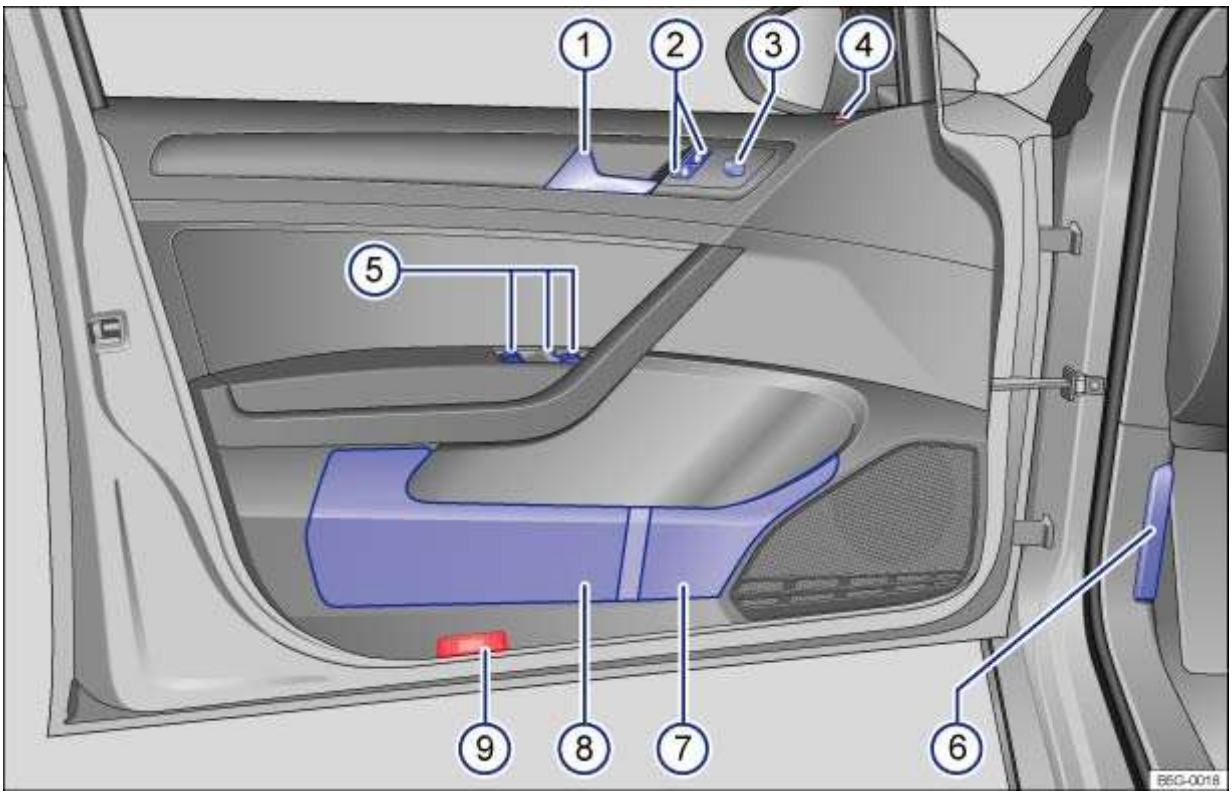


Fig. 5 Driver door (left-hand drive vehicles): controls (mirrored for right-hand drive vehicles).

Key to ⇒ *Fig. 5* :

1. Door release lever ⇒ *Doors and central locking button*
2. Central locking button for locking and unlocking the vehicle ⇒ *Central locking button*
3. Switch for exterior mirror adjustment and functions ⇒ *Exterior mirrors*
4. Central locking indicator lamp ⇒ *Indicator lamp in the driver door*
5. Buttons for operating the electric windows ⇒ *Windows*
6. Bonnet release lever ⇒ *In the engine compartment*
7. Stowage compartment:
   - with bottle holder
8. Stowage compartment:
   - with storage possibility for a high-visibility waistcoat ⇒ *In an emergency*
9. Reflector

Driver side

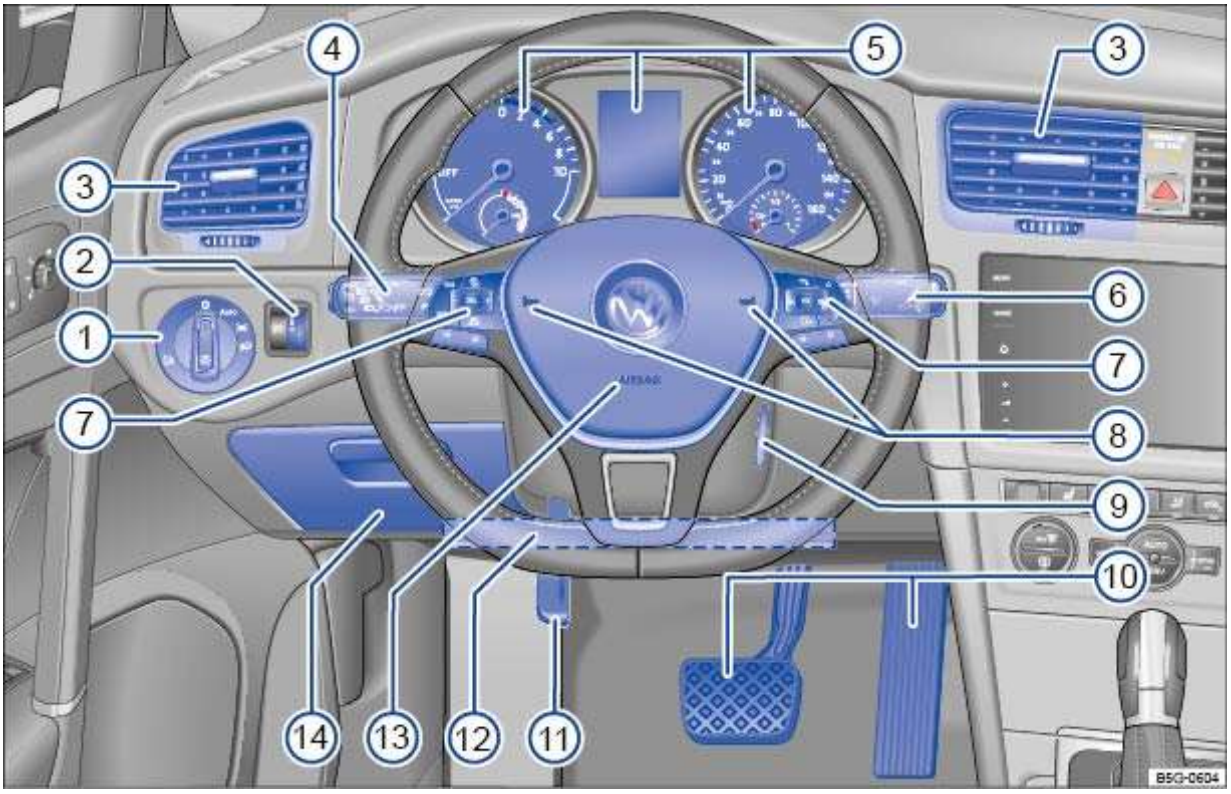


Fig. 6 Overview of the driver side (left-hand drive vehicles).

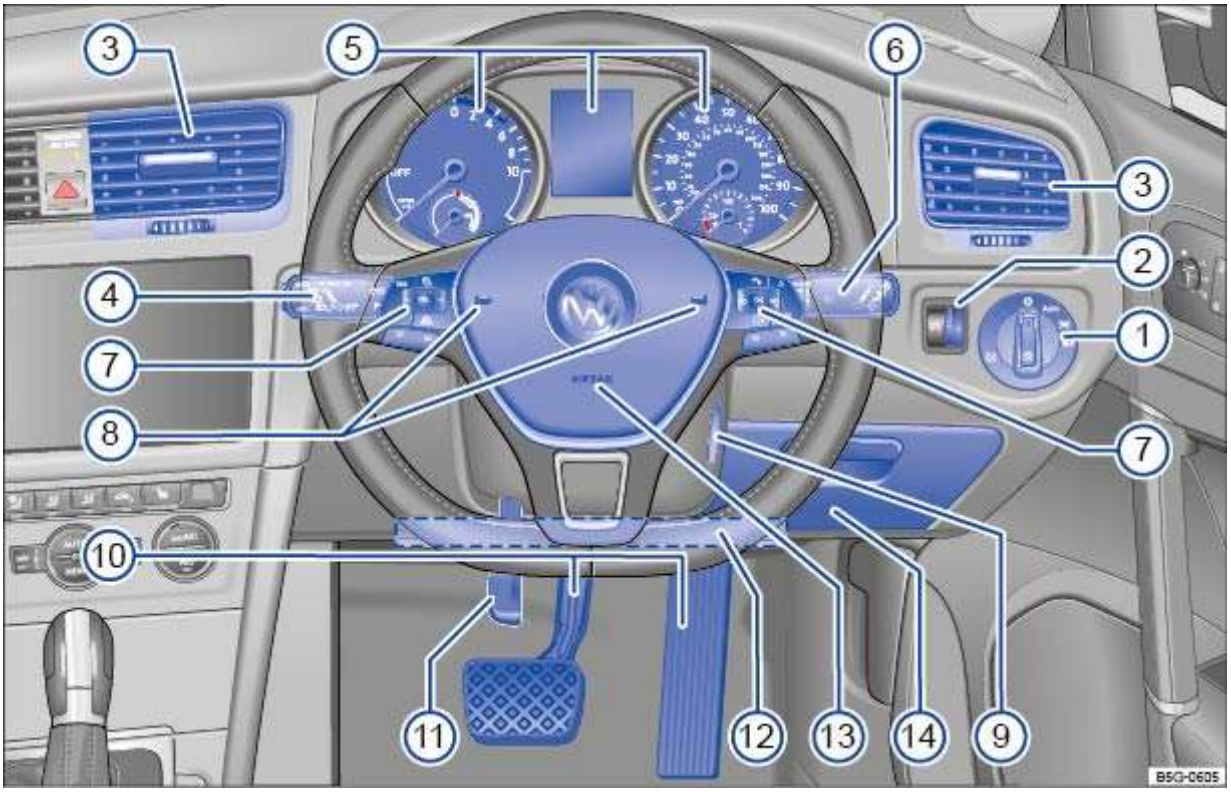


Fig. 7 Overview of the driver side (right-hand drive vehicles).

Key to ⇒ *Fig. 6* and ⇒ *Fig. 7*:

1. Light switch ⇒ *Vehicle lighting*
2. Controls for instrument and switch lighting ⇒ *Lights*
3. Vents ⇒ *Heating, ventilation, cooling*
4. Turn signal and main beam lever ⇒ *Turn signals* ⇒ *Main beam*
   - With switches and buttons for the driver assist systems ⇒ *Button for driver assist systems* ⇒ *Driver assist systems*

5 Instrument cluster ⇒ *Instrument cluster*

- with warning and indicator lamps ⇒ *Driver information*

6 Lever for wipers and washers ⇒ *Wipers*

- With buttons for operating the menus ⇒ *Instrument cluster*

7 Controls on the multifunction steering wheel:

- for driver assist systems ⇒ *Driver assist systems*
- for selecting menus ⇒ *Operation using the multifunction steering wheel*
- for audio, navigation
- for opening the telephone menu or accepting a telephone call
- for adjusting the volume
- for activating voice control (no function with some equipment levels)

8 Horn

9 Ignition lock ⇒ *Activating and deactivating the electric drive*

10 Pedals ⇒ *Pedals*

11 Lever for adjusting the steering column position ⇒ *Steering wheel*

12 Location of the knee airbag ⇒ *Airbag system*

13 Location of the driver front airbag ⇒ *Airbag system*

14 Stowage compartment

Centre console

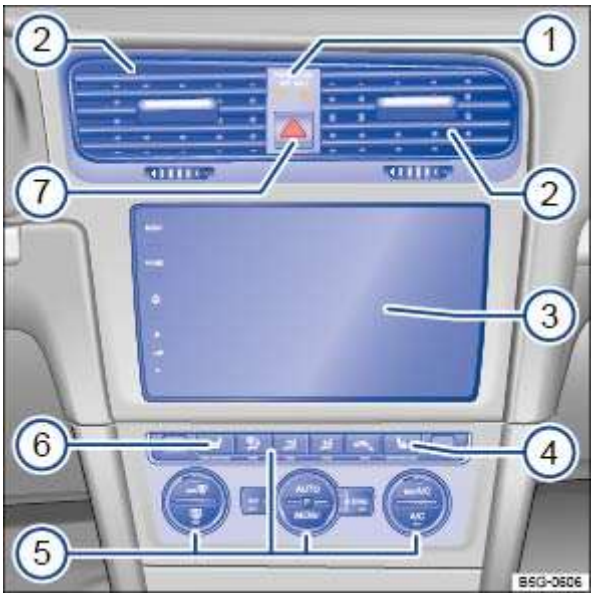


Fig. 8 Overview of the upper section of the centre console.

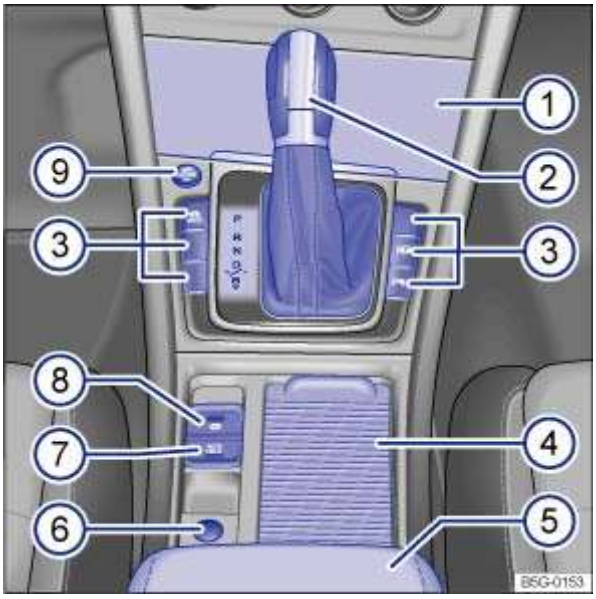


Fig. 9 Overview of the lower section of the centre console (left-hand drive vehicles).

Key to ⇒ *Fig. 8* :

1. Indicator lamp for the front passenger front airbag switch-off function OFF ⇒ *Airbag system*
2. Vents ⇒ *Heating, ventilation, cooling*
3. Infotainment system ⇒ *Infotainment system operation and displays*
4. Button for the right-hand seat heating ⇒ *Heating, ventilation, cooling*
5. Controls for Climatronic ⇒ *Heating, ventilation, cooling*
6. Button for the left-hand seat heating ⇒ *Heating, ventilation, cooling*
7. Hazard warning lights button ⇒ *In an emergency*

Key to ⇒ *Fig. 9* :

1. Stowage compartment:
   - USB socket ⇒ *Cable and wireless connections*
   - with function for wireless charging using the QI standard ⇒Booklet*Infotainment system*,
2. Selector lever for driving mode ⇒ *Driving mode selection*
3. Buttons:
   - for driver assist systems for parking and manoeuvring ⇒ *Parking and manoeuvring*
   - for driving profile selection ⇒ *Driving profile selection*
4. Behind a cover: drink holders
5. Centre armrest with stowage compartment:
   - With mobile phone interface ⇒Booklet*Infotainment system*,
   - with CD changer (with some equipment packages)
6. Cigarette lighter or 12-volt socket ⇒ *Ashtray and cigarette lighter* ⇒ *Electrical sockets*
7. Button for Auto Hold function ⇒ *Auto Hold function*
8. Electronic parking brake ⇒ *Electronic parking brake*

9 Button for activating and deactivating the hybrid drive (keyless comfort start function) ⇒ *Activating and deactivating the electric drive*

Front passenger side

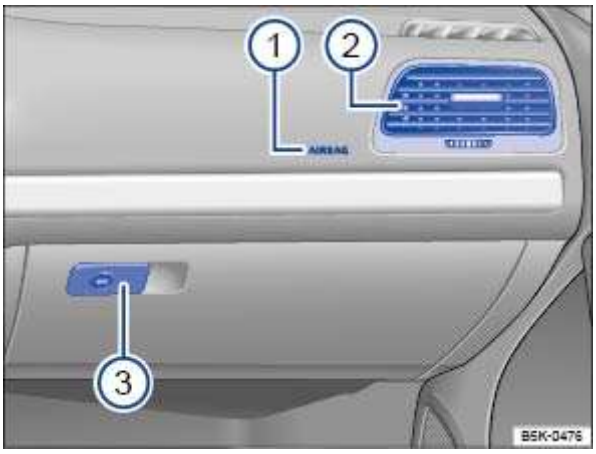


Fig. 10 Front passenger side (left-hand drive vehicles): overview of dash panel (mirrored for right-hand drive vehicles).

Fig. 11 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. 10* and ⇒ *Fig. 11* :

1 Location of front passenger front airbag in the dash panel ⇒ *Airbag system*

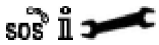
2 Vents ⇒ *Heating, ventilation, cooling*

3 Glove compartment:

- With opening lever
- with vent
- with media drives for the Infotainment system ⇒Booklet/*Infotainment system*,
- with card reader ⇒Booklet/*Infotainment system*,
- with holder for memory cards
- with holder for coins and plastic cards
- with mounting for glasses compartment
- with vehicle wallet

4 On the side of the dash panel: key-operated switch for switching off the front passenger front airbag ⇒ *Airbag system*

Controls in the headliner

Symbol	Meaning
	Buttons for interior and reading lights ⇒ *Interior lighting* .
	Buttons for emergency call service, information call and breakdown call ⇒ *In an emergency* .

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 electric drive is activated or the vehicle is in motion.

Depending on the vehicle equipment level, symbols may be displayed in the instrument cluster instead of warning lamps.

Some warning and indicator lamps are not available in all markets.

For details on indicator lamps which light up in the light switch, see Chapter Lights ⇒ *Lights* .

Symbol	Meaning
	Central warning lamp. Observe the additional information on the instrument cluster display.
	Electronic parking brake ⇒ *Operating the electronic parking brake* .
	Brake fluid level ⇒  *Brake fluid level* or brake system ⇒ *Troubleshooting* .
	Cooling system fault ⇒ *Troubleshooting* .
	Electromechanical steering not functioning ⇒ *Troubleshooting* .
	Fasten seat belt ⇒ *Warning lamp* .
	Collision warning from area monitoring system (Front Assist) ⇒ *Warning levels and braking intervention* .
	Depress the brake pedal ⇒ *Brake request* .
	12-volt vehicle battery ⇒ *Troubleshooting* .
	Fault in electric drive system ⇒ *Troubleshooting* .
	Check brake pads ⇒ *Troubleshooting* .
	Central warning lamp. Observe the additional information on the instrument cluster display.
	12-volt vehicle battery ⇒ *Troubleshooting* .
	Electronic Stability Control (ESC) **OR** traction control system (TCS) ⇒ *Troubleshooting* .
	Traction control system (TCS) switched off ⇒ *Troubleshooting* .
	Fault in anti-lock brake system (ABS) ⇒ *Troubleshooting* .
	Electronic parking brake fault ⇒ *Troubleshooting* .
	Rear fog light switched on ⇒ *Switching the rear fog light on and off* .
	Vehicle lighting is not working ⇒ *Troubleshooting* .
EPC	Fault in engine management system ⇒ *Troubleshooting* .
	Electromechanical steering function reduced ⇒ *Troubleshooting* .
	Tyre monitoring system ⇒ *Troubleshooting for Tyre Pressure Loss Indicator* .

Symbol	Meaning
	Fault in the rain/light sensor ⇒ *Troubleshooting* , ⇒ *Troubleshooting* .
	Fault in wipers ⇒ *Troubleshooting* .
	Washer fluid level too low ⇒ *Troubleshooting* .
	Fault in airbag and belt tensioner system ⇒ *Indicator lamp* .
OFF	Front passenger front airbag switched off ⇒ *Indicator lamp* .
ON	Front passenger front airbag switched on ⇒ *Indicator lamp* .
	Lane keeping system (Lane Assist) ⇒ *Driving with the lane keeping system* .
	Adaptive Cruise Control (ACC) not available ⇒ *ACC not available.* .
m/k/n998MK	Area monitoring system (Front Assist) switched off ⇒ *Operating the area monitoring system (Front Assist)* .
	Fault in electric drive system ⇒ *Troubleshooting* .
	Electronic engine sound ⇒ *Troubleshooting* .
	Lit up: charge the high-voltage battery as soon as possible ⇒ *High-voltage battery* . Flashing: high-voltage battery is being charged ⇒ *High-voltage battery* .
	High-voltage battery almost empty ⇒ *Troubleshooting* .
	Turn signal ⇒ *Switching turn signals on and off* .
	Depress the brake pedal ⇒ *Troubleshooting* .
	High-voltage battery is being charged ⇒ *High-voltage battery* (appears in the Active Info Display only).
READY	Symbol indicates that the vehicle's drive system is ready ⇒ *Activating and deactivating the electric drive* .
	Auto Hold function ⇒ *Auto Hold function*
	Cruise control system ⇒ *Cruise control system* **OR** Adaptive Cruise Control (ACC) ⇒ *Switching ACC on and off* **OR** Speed limiter ⇒ *Speed limiter* .
	Lane keeping system (Lane Assist) ⇒ *Driving with the lane keeping system* .
	Main beam or headlight flasher ⇒ *Switching main beam on and off* .
	Charging connector connected ⇒ *High-voltage battery* .
	Cruise control system ⇒ *Cruise control system* **OR** Adaptive Cruise Control (ACC) ⇒ *Switching ACC on and off* .
	Speed limiter active ⇒ *Speed limiter* .
m/k/n966MK	Adaptive Cruise Control (ACC) ⇒ *Switching ACC on and off* .
	Distance warning from area monitoring system (Front Assist) ⇒ *Warning levels and braking intervention* .
	Fault in the cruise control system ⇒ *Fault in the cruise control system.* .
	Main-beam control ⇒ *Main-beam control*
	Service alert ⇒ *Service interval display* .
	Charge level of mobile telephone battery ⇒Booklet*Infotainment system*,.
	The outside temperature is below +4°C (+39°F) ⇒ *Displays* .
	Reference to information in the owner's manual.

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.**

Instrument cluster

Introduction

This chapter contains information on the followingsubjects:

⇒ *Analogue instrument cluster*
⇒ *Available power*
⇒ *Digital instrument cluster (Active Info Display)*
⇒ *Displays*
⇒ *Instrument cluster menus*
⇒ *Driving data display (multifunction display)*
⇒ *Warning and information messages*
⇒ *Driver Alert System (recommendation for rest breaks)*
⇒ *Dynamic Road Sign Display (Sign Assist)*
⇒ *Eco-driving notes*
⇒ *Time*
⇒ *Service interval display*

The vehicle is equipped either with an analogue or a digital instrument cluster (Active Info Display).

WARNING

Accidents and injuries can occur if the driver is distracted.

- **Never press the buttons on 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.**

When you activate the electric drive after the 12-volt vehicle battery has been fully discharged or replaced, or after a jump start or an emergency 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.

Analogue instrument cluster

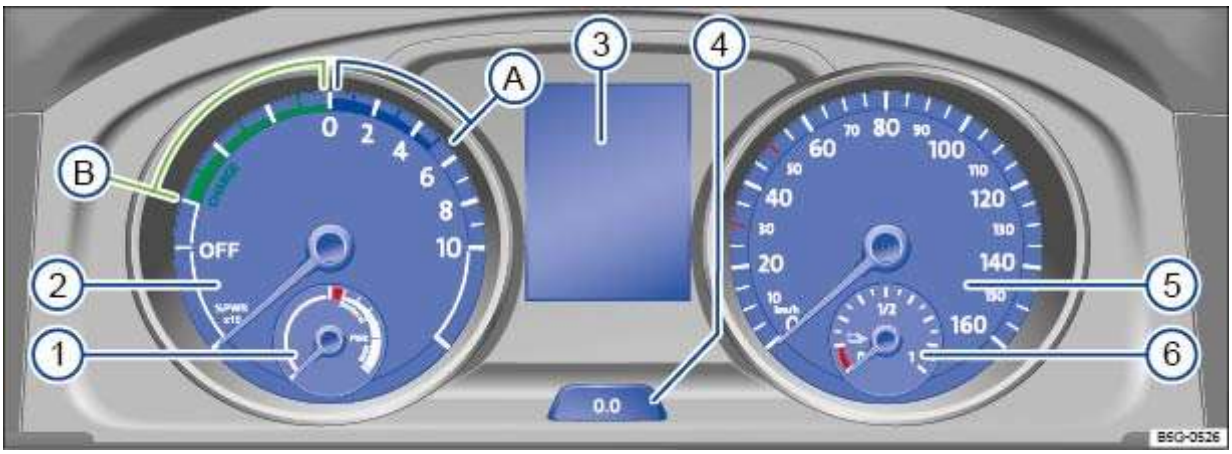


Fig. 12 Instrument cluster in the dash panel with power display.

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

Descriptions of the instruments ⇒ ***Fig. 12*** **:**

(1) **Power availability indicator** Displays the current available power of the electric drive ⇒ *High-voltage battery* .

(2) **Power display** ⇒ *Available power* .The current power level is displayed in kilowatts (in % PWR x 10) while the vehicle is in motion.When the electric drive is activated, the display changes from OFF to 0.

(3) **Displays** ⇒ *Displays* .

(4) **Reset, set and display button** ⇒ *Displays* .

(5) **Speedometer**.

(6) **Charge level indicator** Displays charge level of high-voltage battery ⇒ *High-voltage battery* .

(A) When the needle is located in the blue area Ⓐ, the vehicle is driving in the particularly low-energy consumption range.

(B) When the needle is located in the green area Ⓑ, braking energy is converted into electrical energy via the electric drive and fed into the high-voltage battery ⇒ *Driving mode selection* .

Power display

When the electric drive is activated before setting off, the power display needle changes from OFF to 0 and the indicator lamp READY lights up in the instrument cluster ⇒ *Activating and deactivating the electric drive* .

The current power is displayed in the instrument cluster while you are driving ⇒ *Fig. 12* .

Available power

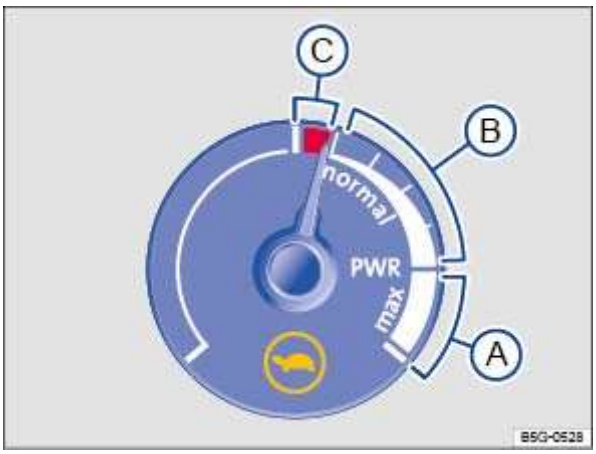


Fig. 13 In the instrument cluster: power availability.

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

Power availability indicator

Key to ⇒ ***Fig. 13*** **:**

(A) Maximum electric drive power availability. High power availability is required, for example, to accelerate the vehicle quickly to overtake safely.

(B) Maximum electric drive power no longer available ⇒ .

(C) Currently available drive power very limited. The indicator lamp lights up in the instrument cluster.

The current power availability in the electric drive is displayed in the instrument cluster while you are driving ⇒ *Fig. 13* .

The limited power availability can be dependent on driving characteristics, e.g. rapid acceleration. The power availability is also generally limited under the following conditions:

- Very cold or very hot high-voltage battery temperatures.
- Low high-voltage battery charge level.

When the charge level of the high-voltage battery approaches the reserve range, the maximum possible driving speed will be reduced in addition to the available power. Charge the high-voltage battery as soon as possible.

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 ensure 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.**

Digital instrument cluster (Active Info Display)

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

The Active Info Display is a digital instrument cluster with high-resolution TFT colour display. It addition to the standard dials such as the rev counter and speedometer, other displays can also be selected by choosing various information profiles.

Fig. 14 Active Info Display in the dash panel

Descriptions of the instruments ⇒ ***Fig. 14*** **:**

(1) **Variable operating mode display.** The content displayed varies depending on the active operating mode.

(2) **Display of information profiles.** The content displayed varies depending on which information profile has been selected. ⇒ *Fig. 14* shows the Classic information profile with no additional information.

(3) **Displays**⇒ *Displays* .

(4) **Reset, set and display button**⇒ *Displays* .

5 **Speedometer.**

6 **Digital speed display.**

7 **High-voltage battery charge level display** ⇒ *High-voltage battery* .

Variable operating mode display

The left round instrument ⇒ *Fig. 14* ① adapts itself to the operating mode.

Information profiles

To select a specific information profile, go to the **Views** menu in the display of the instrument cluster ⇒ *Instrument cluster menus* . The Active Info Display shows additional information in the centre of the dials ⇒ *Fig. 14* ② depending on the information profile you have selected. The following information profiles are available:

- **Classic.** No additional information shown.
- **Efficiency.** Digital display of the average consumption and graphic display of the current consumption in the driving mode display. Percentage display of zero-emissions driving distance in the speedometer.
- **Navigation.** When route guidance is *active*: the remaining distance to the set destination and an estimated time of arrival are shown in the driving mode display, and arrows to aid navigation are shown in the speedometer. If route guidance is *inactive*: the current altitude is shown in the driving mode display, and a compass is shown in the speedometer.
- **Driver assistance.** Graphic displays relating to various driver assist systems are shown ⇒ *Driver assist systems* , or the driving time is shown digitally in the driving mode display. The speedometer shows arrow navigation or a compass.

Navigation map in the Active Info Display

In vehicles with a factory-fitted Infotainment system ⇒Booklet*Infotainment system*,, the Active Info Display can show a detailed map. To display this map, select the **Navigation** menu item in the instrument cluster ⇒ *Operating the instrument cluster* .

The navigation map can be shown in two sizes. If the larger map version is selected, the Active Info Display dials will be smaller. To select the preferred map size:

- Press the OK button on the multifunction steering wheel ⇒ *Operation using the multifunction steering wheel* to switch between map sizes as required.
- **OR:** press the △ or ▽ arrow button on the multifunction steering wheel to select the required map size. A frame appears around the selected option.
- Confirm the selection by pressing the OK button on the multifunction steering wheel.

WARNING

If the maximum power reserve is not available or the charge level of the high-voltage battery is low, 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.**

Displays

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

Possible information shown on the instrument cluster display

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

- Open doors, bonnet and boot lid.
- Warning and information messages ⇒ *Warning and information messages* .
- Mileage displays.
- Time ⇒ *Time* .
- Radio and navigation information ⇒Booklet*Infotainment system*,.
- Telephone information ⇒Booklet*Infotainment system*,.
- Outside temperature.
- Compass display.
- Selector lever positions.
- Driving data display (multifunction display) and menus for various settings ⇒ *Instrument cluster menus* .
- Service interval display ⇒ *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 (Sign Assist)* .
- Engine code (EC).
- Charge level of the 12-volt vehicle battery.
- Remaining charging time during charging of the high-voltage battery ⇒ *High-voltage battery* .
- Personalisation: welcome and user selection.

Open doors, bonnet and boot lid

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

Selector lever positions

The gear selected is displayed on the side of the selector lever and on the display ⇒ *Driving mode selection* in the instrument cluster.

Outside temperature display

If the outside temperature falls below approximately +4°C (+39°F), the temperature display also shows a snowflake symbol. . This symbol remains lit until the outside temperature rises above +6°C (+43°F) ⇒ .

When the vehicle is stationary or travelling at very low speeds, the temperature displayed may be slightly higher than the actual outside temperature as a result of the heat radiated from the engine.

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

Mileage displays

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

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

- Press the 0.0 button in the instrument cluster ⇒ *Analogue instrument cluster* or ⇒ *Digital instrument cluster (Active Info Display)* briefly to reset the trip recorder to 0.

Speed warning for winter tyres

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

Speed warning settings can be made in the vehicle settings in the Infotainment system ⇒ *Vehicle settings menu* .

Compass display

Depending on the vehicle equipment, the instrument cluster display shows the vehicle's current direction of travel in short form, e.g. NW for northwest, when the ignition is switched on.

When the navigation system is switched on and no route guidance is active, the graphic display of a compass is additionally available.

Engine code

Press and hold the 0.0 button in the instrument cluster ⇒ *Analogue instrument cluster* or ⇒ *Digital instrument cluster (Active Info Display)* (for approximately 15 seconds) to show the vehicle's engine code in the instrument cluster display. The ignition must be switched on for this, but the electric drive must not be activated.

Current recuperation level

You can choose between four brake energy recuperation levels. A text confirmation is shown in the instrument cluster display for a few seconds each time a new brake energy recuperation level is selected. Additionally, the current brake energy recuperation level is shown in the instrument cluster display ⇒ *Energy recovery (brake energy recuperation)* .

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 still be black ice on the roads when outside temperatures are above +4°C (+39°F), even when no snowflake symbol is displayed.**
- **You should never rely solely on the outside temperature display!**

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

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

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

If warning messages 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. In this case, take the vehicle to a qualified workshop to have the malfunctions rectified.

Instrument cluster menus

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

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

Qualified workshops can program and modify other functions depending on the vehicle equipment level. Volkswagen recommends using a Volkswagen dealership for this purpose.

- **Driving data**⇒ *Driving data display (multifunction display)*
- **Assist systems**.
- **Views**[1)]⇒ *Digital instrument cluster (Active Info Display)* .
- **Navigation** ⇒Booklet*Infotainment system*,.
- **Audio** ⇒Booklet*Infotainment system*,.
- **Telephone** ⇒Booklet*Infotainment system*,.
- **Vehicle status**⇒ *Warning and information messages* .
- **Energy flow display**⇒ *e-displays* .
- **Personalisation (user selection)**⇒ *Personalisation* .

[1)] Only in vehicles with an Active Info Display.

Driving data display (multifunction display)

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

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

Switching between displays

m/k/a997MKVehicles without multifunction steering wheel:

- Press the rocker switch TRIP on the wiper lever ⇒ *Operating using the wiper lever* .

m/k/a997MKVehicles with multifunction steering wheel:

- Press the △ or ▽ button ⇒ *Operation using the multifunction steering wheel* .

Switching between recorders

Press the OK/RESET button on the wiper lever, or press the OK button on the multifunction steering wheel.

Since start recorder

The memory will be deleted if the journey is interrupted for more than two hours.

Since charging recorder

Display and storage of the collected driving and consumption values. The memory is deleted automatically when charging takes place.

Long-term recorder

The memory collects driving data for up to 19 hours and 59 minutes or 99 hours and 59 minutes of driving time or 1,999.9 km or 9,999.9 km distance covered. The memory is deleted if one of these maximum values[1] is exceeded.

Clearing a driving data recorder

- Select the memory that you wish to delete.
- Press and hold the OK/RESET button on the wiper lever or the OK button on the multifunction steering wheel for approximately two seconds.

Selecting displays

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

Average consumption display

Displays the average energy consumption in kilowatt hours per hundred kilometres (kWh/100km). This display only appears after the vehicle has travelled a distance of approximately 100 metres.

Range display

Approximate distance in km that can still be covered with the same driving style.

Average speed display

The average speed is displayed after approximately 100 metres.

Convenience consumers

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

Setting the speed warning

- Select the display **Warning at --- km/h** or **Warning at --- mph**.
- Press the OK/RESET button on the wiper lever or the OK button on the multifunction steering wheel to save the current speed and activate the warning.
- Within approx. five seconds, set the speed with the TRIP rocker switch on the wiper lever or the △ or ▽ buttons on the multifunction steering wheel. Then press the OK/RESET or OK button or wait a few seconds. The speed is now saved and the warning is activated.
- To deactivate, press the OK/RESET or OK button again. The stored speed will be deleted.

The speed warning can be adjusted within a range of 30 km/h (18 mph) to 250 km/h (155 mph).

Some settings can be saved in the user accounts for personalisation and can therefore change automatically when the user account is changed ⇒ *Personalisation* .

[1] Changes depending on the instrument cluster version.

Warning and information messages

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

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 text messages on the instrument cluster display ⇒ *Symbols in the instrument cluster*. An acoustic warning is also given in certain cases. The texts and symbols can differ depending on the version of the instrument cluster.

In addition, a list of current malfunctions can be opened manually. To do so, open the menu **Vehicle status** or **Vehicle**⇒ *Instrument cluster menus*.

Priority 1 warning (red)
: The symbol flashes or lights up (sometimes together with a signal tone). **Do not drive on!** Danger. Check the fault and correct the cause. Seek expert assistance if necessary.

Priority 2 warning (yellow)
: The symbol flashes or lights up (sometimes together with a signal tone). 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.

Information message
: Information about various procedures within the vehicle.

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

If warning messages 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. In this case, take the vehicle to a qualified workshop to have the malfunctions rectified.

Driver Alert System (recommendation for rest breaks)

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

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

Fig. 15 On the instrument cluster display: Driver Alert System.

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. 15*. 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 the instrument cluster display can be switched off by pressing the OK/RESET button on the wiper lever or the OK button on the multifunction steering wheel ⇒ *Operating the instrument cluster*. The message can be displayed again on the instrument cluster display using the multifunction display ⇒ *Warning and information messages*.

Functional limitations

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 can be activated and deactivated in the vehicle settings 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.
- 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 after an extended period of slow driving (speed less than 60 km/h (37 mph)). If the speed is increased, the system evaluates the driving behaviour again.

WARNING

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

- **The driver is responsible at all times for their fitness to drive.**
- **Never drive a vehicle when you are tired.**
- **The system cannot always detect the driver's level of alertness. Observe the information in the section 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 highways and good roads.

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

Dynamic Road Sign Display (Sign Assist)

Fig. 16 On the instrument cluster display: examples of recognised speed limits and overtaking restrictions with accompanying additional signs.

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

Dynamic Road Sign Display uses a camera in the base of the interior mirror to monitor standard road signs and informs the driver of any detected speed limits or overtaking restrictions. Within the limits of the system, the system also displays additional signs, e.g. temporary restrictions or restrictions in wet weather. 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 Dynamic Road Sign Display are displayed on the instrument cluster ⇒ *Fig. 16* and in some cases also on the Infotainment system, depending on which version is installed in the vehicle.

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

Error: traffic sign recognition
: System fault. Go to a qualified workshop.

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

Traffic sign recognition: clean the windscreen!
: The area around the camera on the windscreen is dirty. Clean the windscreen ⇒ *Vehicle care* .

Dynamic Road Sign Display is currently restricted.
: No data transmission 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
: Traffic sign recognition is not supported in the country in which you are currently travelling.

Switching on and off

Continuous display of road signs in the instrument cluster can be activated and deactivated in the vehicle settings in the Infotainment system.

Display of road signs

After validation and evaluation of the information from the camera, the Infotainment system and the current vehicle data, the activated Dynamic Road Sign Display shows up to three valid road signs with the accompanying additional signs ⇒ *Fig. 16* B:

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. 16* A.

2. position:
: Road signs that do not always apply (e.g. **100 km/h** (**60 mph**) in wet) are shown in second place.

Additional sign:
: if the windscreen wiper is active while the vehicle is in motion, any road sign with the additional when wet sign that now applies will be moved left to the first position, for example.

3. position:
: A further road sign can be displayed in the third position, e.g. overtaking temporarily not permitted ⇒ *Fig. 16* C.

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 settings can be adjusted in increments of 5 km/h (3 mph) within a range between 0 km/h (mph) and 15 km/h (9 mph) above the permitted maximum speed.

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. snow, rain, fog or heavy spray.
- Glare, e.g. from oncoming traffic or sunlight.
- High speeds.
- 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 of the Infotainment system.
- Vehicles with road sign stickers, e.g. speed restrictions on trucks.

WARNING

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

- **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 traffic sign recognition 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 traffic signs can be recognised by the system and displayed correctly.**
- **Road signs and traffic regulations have priority over the recommendations and displays provided by the Dynamic Road Sign Display system.**

NOTICE

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

Some settings can be saved in the user accounts for personalisation and may therefore change automatically when the user account is changed ⇒ *Personalisation* .

Eco-driving notes

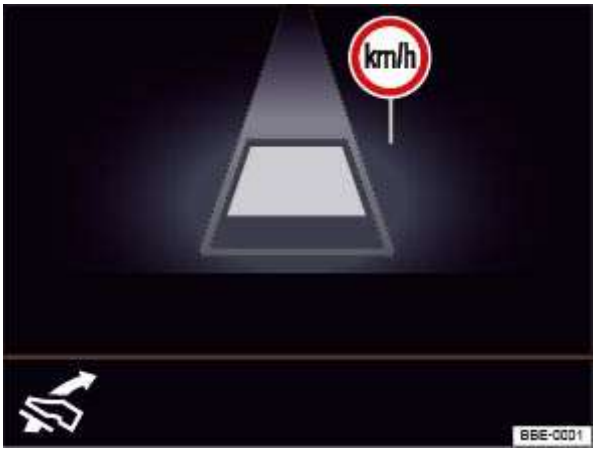


Fig. 17 Display of eco-driving notes (illustration)

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

The eco-driving notes support the driver by providing situation-dependent recommendations on the instrument cluster display for an anticipatory driving style.

When you approach a junction, roundabout or route section with a speed limit, for example, the text message **Foot off the accelerator!** is displayed.

Depending on the selected driving profile, you use the coasting function and brake energy recuperation and therefore save energy as soon as you take your foot off the accelerator. A light progress bar indicates the distance covered in coasting mode ⇒ *Fig. 17* .

The eco-driving notes use the navigation data of the Infotainment system. The most probable route is used if the route guidance function is not active.

The eco-driving notes can be activated and deactivated in the Infotainment system ⇒ *Vehicle settings menu* .

The eco-driving notes are not displayed when the cruise control system or Adaptive Cruise Control are active (ACC).

The eco-driving notes are dependent on the equipment level and are 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

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

- To set the time (on all vehicle clocks), press and hold the 0.0 button in the instrument cluster while the doors are closed until the word **Time** appears on the instrument cluster display ⇒ *Analogue instrument cluster* or ⇒ *Digital instrument cluster (Active Info Display)* .
- Release the 0.0 button. The time is shown in the instrument cluster display and the hour setting is marked.
- Then press the 0.0 button repeatedly until the required hour value is displayed. Press and hold the 0.0 button to scroll through quickly.
- Once you have set the hour, wait until the minutes display in the instrument cluster is marked.

- Then press the 0.0 button repeatedly until the required minute value is displayed. Press and hold the 0.0 button to scroll through quickly.
- Release the 0.0 button to finish setting the clock.

The time can also be set in the vehicle settings in the Infotainment system ⇒ *Vehicle settings menu* .

Service interval display

Fig. 18 In the instrument cluster display: example of a display in the instrument cluster when a service is due (illustration).

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

The service event displays are shown on the instrument cluster and in the Infotainment system ⇒ *Fig. 18* .

The display types and content can vary as different versions of the instrument cluster and Infotainment system are available.

Service alert

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.

Accessing service schedules

You can access the current service schedule when the ignition is switched on, the electric drive has been deactivated and the vehicle is stationary:

- Press and hold the 0.0 button in the instrument cluster ⇒ *Instrument cluster* until the text **Service** appears in the display.
- Release the 0.0 button. Information on the current scheduled service will be shown in the display.

Service information can be displayed in the vehicle settings in the Infotainment system ⇒ *Vehicle settings menu* .

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:

- Switch off the ignition.
- Press and hold down the 0.0 button in the instrument cluster ⇒ *Instrument cluster* .
- Restart the ignition.
- Release the 0.0 button.

- Press the 0.0 button on the instrument cluster ⇒ *Instrument cluster* to confirm.

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

The service message will disappear after a few seconds when the electric drive is activated, or when the OK/RESET button on the wiper lever or the OK button on the multifunction steering wheel is pressed ⇒ *Operating the instrument cluster*.

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. If this is the case, please observe the maximum permissible service intervals ⇒ *Service*.

Operating the instrument cluster

Introduction

This chapter contains information on the followingsubjects:
⇒ *Operating using the wiper lever*
⇒ *Operation using the multifunction steering wheel*
⇒ *Button for driver assist systems*

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

There are no buttons on the wiper lever in vehicles equipped with a multifunction steering wheel ⇒ *Operating using the wiper lever*.

WARNING

Accidents and injuries can occur if the driver is distracted.

- **Never operate the menus on the instrument cluster display while the vehicle is in motion.**

Check the system settings after charging or replacing the 12-volt vehicle battery. System settings may be changed or deleted if the power supply is interrupted.

Operating using the wiper lever

Fig. 19 On the right of the steering column: buttons on the wiper lever (illustration).

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

If any priority 1 warnings ⇒ *Instrument cluster* are currently displayed, you will be unable to open any menus. Some warnings can be confirmed and hidden using the button ⇒ *Fig. 19* ①.

Selecting the menu or Infotainment system display

- Switch on the ignition.

- Personalisation: select user.
- If a message or vehicle pictogram is displayed, press the ⇒ *Fig. 19* ① button, several times if necessary.
- Press and hold the rocker switch ⇒ *Fig. 19* ② to display the menus ⇒ *Instrument cluster menus* or to return to menu selection from a menu or an information display.
- To browse through the menus, press the rocker switch up or down.
- To open the displayed menu or information display, press the button ⇒ *Fig. 19* ① on the wiper lever or wait until the menu or information display opens automatically after a few seconds.

Making settings in menus

- In the displayed menu, press rocker switch ⇒ *Fig. 19* ② at the top or bottom until the desired menu option is marked. A frame appears around the selected option.
- Press the ⇒ *Fig. 19* ① button to make the required changes. A tick indicates that the particular system or function is active.

Returning to menu selection

Select the menu option **Back** in each case to leave the current menu.

If warning messages 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. In this case, take the vehicle to a qualified workshop to have the malfunctions rectified.

Operation using the multifunction steering wheel

Fig. 20 Right-hand side of the multifunction steering wheel: controls for using the menus and information displays in the instrument cluster.

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

If any priority 1 ⇒ *Warning and information messages* warning messages are displayed, you will be unable to open any menus. Some warnings can be confirmed and hidden using the OK button on the multifunction steering wheel ⇒ *Fig. 20*.

Selecting the menu or Infotainment system display

- Switch on the ignition.
- Personalisation: select user.
- If a message or the vehicle pictogram is displayed, press the OK button ⇒ *Fig. 20*, several times if required.
- Press the ◁ or ▷ button to display a menu or browse through a menu ⇒ *Fig. 20*.
- To open the displayed menu or information display, press the button OK ⇒ *Fig. 20* or wait until the menu or information display opens on its own after a few seconds.

Making settings in menus

- In the displayed menu, press the arrow keys △ or ▽ ⇒ *Fig. 20* until the desired menu option is marked. A frame appears around the selected option.
- Press the OK ⇒ *Fig. 20* button to make the required changes. A tick indicates that the particular system or function is active.

Returning to menu selection

Press the ↩ or ↪ button ⇒ *Fig. 20* .

VIEW button on the multifunction steering wheel

m/k/a995MK Vehicles with analogue instrument cluster: the VIEW button ⇒ *Fig. 20* allows you to change between the current and previous menus.

m/k/a995MK Vehicles with Active Info Display: press the VIEW button ⇒ *Fig. 20* to open the **Views** menu in the instrument cluster display. In the **Views** menu, you can select different information profiles.

If warning messages 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.

Button for driver assist systems

First read and observe the introductoryinformation and safety warnings ⇒ ⚠ *Introduction*

The driver assist system button is located in the turn signal and main beam lever or on the multifunction steering wheel, depending on the equipment package. You can switch the driver assist systems on or off with the button in the **Assist systems** menu.

Switching individual driver assist systems on and off

- Press the m/k/a521MK button to open the **Assist systems** menu.
- Select the driver assist system and switch it on or off. A tick indicates that a driver assist system is switched on.
- Confirm your selection by pressing the OK/RESET button on the wiper lever, or by pressing the OK button on the multifunction steering wheel.

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

Infotainment system operation and displays

Introduction

This chapter contains information on the followingsubjects:
⇒ *Vehicle settings menu*
⇒ *e-displays*
⇒ *e-Manager*
⇒ *Personalisation*

The Infotainment system combines key vehicle systems in a central operating unit, e.g. menu settings, radio and navigation system.

General information on operating the unit

The following section contains relevant information on the settings that can be adjusted in the **Vehicle** menu. Basic information on operating the Infotainment system and on warning and safety instructions is contained in a separate manual ⇒Booklet*Infotainment system*,.

Systems settings and display of vehicle information

After pressing the MENU button or function button and the **Vehicle** function button, touch the corresponding function buttons to display information or make settings.

- Vehicle settings (setup).
- e-displays ⇒ *e-displays* .
- Settings for the stationary air conditioning ⇒ *Stationary air-conditioning* .
- Active media.
- e-Manager ⇒ *e-Manager* .
- Driving data.
- Vehicle status.
- Convenience consumers.
- Radio station selection.

By touching the **m/k/n965MK** function button, you can, for example, query the current status of the systems and display system faults.

WARNING

Accidents and injuries can occur if the driver is distracted. Operating the Infotainment system can distract you from the road.

- **Always drive carefully and responsibly.**

After activating the electric drive after the 12-volt vehicle battery has been totally discharged or replaced, system settings (time, date, personal convenience settings and programming) and user accounts may have been changed or deleted. Check and correct the settings as necessary once the 12-volt vehicle battery has been sufficiently charged.

Vehicle settings menu

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

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

Opening the Vehicle settings menu

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

If the checkbox in the function button is ticked ☑, the respective function is switched on.

Touch the function button to return to the previous menu.

e-displays

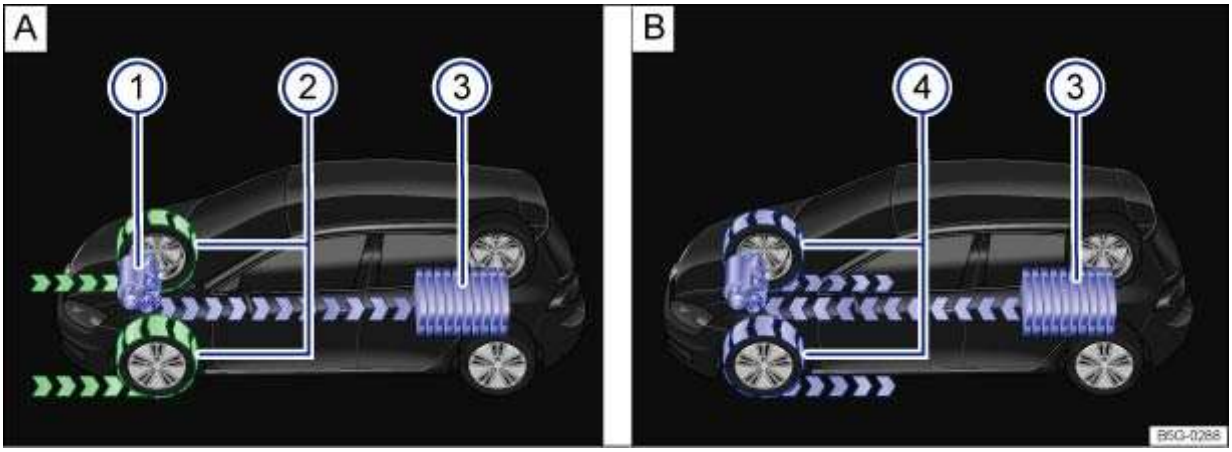


Fig. 21 Infotainment system screen: illustration of energy flow display.

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

Key to ⇒ ***Fig. 21***

Energy recovery (brake energy recuperation).

Electric motor active.

(1) The high-voltage battery is being charged through brake energy recuperation.

(2) The vehicle is coasting.

(3) High-voltage battery.

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

Opening the e-displays menu on the Infotainment system screen

With the ignition switched on, select the menu option **e-displays** in the vehicle settings in the Infotainment system ⇒ *Vehicle settings menu* .

To change between views in the **e-displays** menu, touch the function buttons < or > .

Energy flow display

The **Power flow** view shows the energy flow in the electric drive using graphics and arrows while the vehicle is in operation ⇒ *Fig. 21* . The power flow display thereby helps the driver to maintain an energy-saving driving style.

The colour symbolises power flow **from** the high-voltage battery (electric motor operation) or **to** the high-voltage battery (battery charging).

The colour symbolises energy recovery through coasting or braking (brake energy recuperation).

Range monitor

The **Range monitor** view shows the remaining range depending on the current driving situation and possibilities offered by the selected operating mode. The range monitor therefore supports an energy-saving driving style.

WARNING

Accidents and injuries can occur if the driver is distracted.

- **Operating the Infotainment system can distract you from the road.**
- **Do not allow the displays shown on the Infotainment system screen to distract you from the traffic around you.**
- **Always pay close attention to the surroundings of the vehicle.**

e-Manager

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

The e-Manager allows profiles to be set-up or selected for time-controlled or deferred charging of the high-voltage battery and for electric heating and cooling of the stationary air conditioning.

The e-manager can be accessed via the vehicle settings in the Infotainment system.

Opening e-Manager

- Switch on the ignition.
- Switch on Infotainment system if necessary.
- Press or touch the **MENU** button or function button.
- Touch the **Vehicle** function button.
- Touch function button Touch m/k/n950MK to open the **e-Manager** menu.

Departure time 1–3 menu

In the **Departure time 1–3** menus, you can change settings for departure times and activate them.

Touching the **Charging location** function button in the respective menu allows you to set new charging locations or to configure and select existing charging locations. In addition, you can change settings for charging locations.

You can change settings for the following points in the **Configure charging location** submenu:

- Air-conditioning
- Charging
- Upper battery charge limit
- Maximum charging current
- Night current (only if the charging location has the corresponding technical equipment).

Settings menu

You can change basic settings for the following vehicle-related points in the **Settings** menu.

- Maximum charging current
- Interior temperature
- Air conditioning using the battery
- Lower battery charge limit

Personalisation

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

The personalisation function allows personalised vehicle settings, such as air conditioning system, instrument cluster or lighting settings, to be saved in a user account. Four user accounts are available. Users are identified by the vehicle keys upon unlocking the vehicle. A user account is assigned to each vehicle key.

Changes to the settings will be assigned to the active user account and saved upon locking the vehicle or changing the user account.

Welcome and user account selection

When personalisation is activated, the name of the current user account appears on the instrument cluster display for approximately ten seconds after you switch on the ignition.

During this time, you can select a user account using the buttons on the wiper lever or multifunction steering wheel ⇒ *Infotainment system operation and displays* .

When you select a user account, the saved vehicle settings are activated.

User management and settings

When the ignition is switched on, you can use the **Personalisation** menu in the Infotainment system for user management and to make settings. The menu can be accessed via the vehicle settings in the Infotainment system.

Changing the user account

You can select the user account either via the **Personalisation** menu or via the **Vehicle status** menu.

Manually assigning vehicle keys to user accounts

You can assign a vehicle key to the currently active user account. For this purpose, select **Manual** key assignment.

Automatically assigning vehicle keys to user accounts

If you have selected **Automatic** key assignment, the following vehicle key is assigned to the user account upon changing the user account:

- m/k/a995MKVehicles without Keyless Access: vehicle key used to unlock the vehicle.
- m/k/a995MKVehicles with Keyless Access: vehicle key that is identified first by the personalisation function when the driver door is opened.

Personalised vehicle settings

- Opening and closing (single door unlocking, window convenience opening etc.)
- Seat adjustments.
- Light and vision (daytime running lights, cornering light, convenience turn signal etc.)
- Air conditioning system settings.
- Active assist systems.
- Driving profile selection.
- Multifunction display and instrument cluster (selection of displays).
- Infotainment system (display brightness and station sorting).

A new vehicle key will be assigned to the current user account. To assign the vehicle key to a different user account, select the user account you want and manually assign it to the vehicle key.

Safety

General notes

Checklist

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 ⇒ :

✓ Check that all lights and turn signals are working properly.

✓ Check the tyre pressure and charge level Tyre pressure, Electric range and charge level display.

✓ Check the washer fluid level Washer fluid.

✓ Make sure that you have a good, clear view through all of the windows Caring for and cleaning the vehicle 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 Safe transport of children.

✓ Adjust the front seats, head restraints and mirrors properly to match 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.

Checklist

In some countries, special safety standards and legislation apply that may differ from the construction of the vehicle. 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 and consumables?

✓ Will the navigation function in the factory-fitted Infotainment system work with the available navigation data in the destination country?

✓ Are special tyres necessary for travelling in the destination country?

✓ Is a fire extinguisher prescribed 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?

Checklist

Therefore, do not do any work in the engine compartment unless you know exactly how to carry out the jobs, 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:

✓ Windscreen washer fluid level Washer fluid.

✓ Engine coolant level Coolant.

✓ Brake fluid level Brake fluid.

✓ Tyre pressure Wheels and tyres.

Vehicle lighting Lights necessary for traffic safety:

- Turn signals
- Side lights, dipped beam headlights and main beam headlights
- Tail light cluster
- Brake lights
- Rear fog light
- Number plate light

Information on changing bulbs ⇒ *Bulbs with LED technology*.

DANGER

Please observe important safety information about the front passenger front airbag ⇒ *Installing and using child seats*.

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 non-availability of Genuine Parts.

Observe the instructions and information for vehicles with an N1 approval ⇒ *Information about vehicles with N1 approval (light commercial vehicle)* .

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 severe operating conditions. Severe operating 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.

High-voltage system

General information on the high-voltage system

DANGER

The car'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.

- **You should always assume that the high-voltage battery is fully charged and that all high-voltage components are live. This can also be the case when the electric drive is switched off and the ignition is switched off.**
- **Never touch high-voltage cables, the high-voltage battery or the terminals of the high-voltage battery, and never touch these with jewellery or other metal objects, in particular if the high-voltage cables, high-voltage battery or high-voltage battery terminals are damaged.**
- **Never attempt to carry out any work on the high-voltage network, high-voltage cables or high-voltage battery.**
- **Never open, maintain or repair components or parts of the high-voltage network, and never disconnect them from the network.**
- **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.**
- **Any work on the high-voltage system, or on systems which could be indirectly affected by it, must be carried out only by properly trained and qualified expert personnel.**
- **Work in the vicinity of high-voltage components and high-voltage cables with machining, shaping and sharp-edged tools or heat sources, e.g. welding, soldering, hot air or thermal bonding, may be performed only after the vehicle has been de-energised. Only properly qualified and trained specialist staff may de-energise the vehicle.**
- **The Volkswagen standards and guidelines must be adhered to when carrying out any work on the high-voltage system or the high-voltage battery.**
- **During such work, keep the vehicle key safe and far enough away from the vehicle to prevent any risk of the ignition being accidentally switched on (particularly in vehicles with Keyless Access).**
- **Any gasses 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, either immediately or at a later time. These emitted gases could also potentially cause a fire. If damage has been incurred, it is vital to then open the vehicle windows to allow any emitted gases to disperse. Do not inhale these gases.**
- **Never touch any liquids or expose yourself to any gases leaking from the high-voltage battery, especially if the battery has been damaged.**
- **In the event of a fire, move away from the hazard area and call the fire service. Inform the fire service that the vehicle in question has electric drive.**
- **Remember to inform any attending emergency services that the vehicle is fitted with a high-voltage battery.**

WARNING

An electric vehicle does not generate any operating noise when stationary and produces only low noise when driving. Other road users, such as pedestrians and children, may therefore have difficulty hearing or detecting the electric vehicle. This can result in accidents and injuries, for example when driving in traffic-calmed areas, when manoeuvring the vehicle or when driving in reverse.

WARNING

Never leave the vehicle unattended when the electric drive is activated. The vehicle can start moving when the accelerator is pressed. This could cause accidents and serious or fatal injuries. When the vehicle's electric drive is ready for use, the indicator lamp READY indicator lamp in the instrument cluster display ⇒ *Activating and deactivating the electric drive*.

- **Always make sure that the ignition is switched off and the selector lever is in position P whenever exiting the vehicle.**

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

Sitting position

Introduction

This chapter contains information on the followingsubjects:
⇒ *The dangers of assuming an incorrect sitting position*
⇒ *Correct sitting position*

Number of seats

The vehicle has a total of **five** seats: two at the front and three at the rear.

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 restraint system which is suitable for their height and weight ⇒ *Safe transport of children* and ⇒ *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. When you are sat 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

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

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 armrest.
- 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

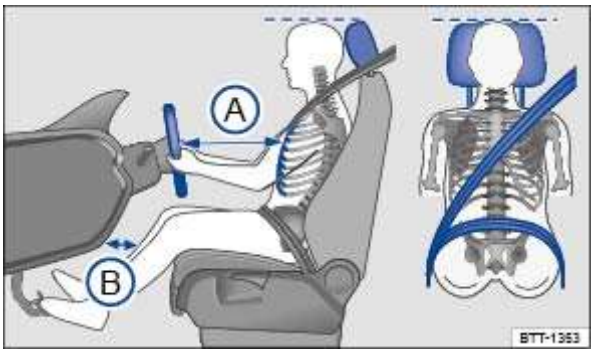


Fig. 22 Illustration: correct distance between the driver and the steering wheel, correct seat belt routing and correct head restraint adjustment.

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

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

If any vehicle occupants cannot assume a correct sitting position due to their physical build, they should contact a 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. 22* .
- For short people, push the head restraint all the way down, even if their head is then located beneath the top edge of the head restraint.
- For taller people, push the head restraint up as far as it will go.
- Keep both feet in the footwell while the vehicle is in motion.
- Adjust and fasten seat belts properly ⇒ *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. 22Ⓐ*, and the circumference of the steering wheel can be held at the sides with both hands and your arms slightly bent ⇒ *Steering wheel* .

- 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. 22Ⓑ*.
- 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

This chapter contains information on the followingsubjects:
⇒ *Warning lamp*
⇒ *Frontal collisions and the laws of physics*
⇒ *What happens to vehicle occupants who have not fastened their seat belts*
⇒ *Seat belt protection*
⇒ *Using seat belts*
⇒ *Fastening and unfastening seat belts*
⇒ *Seat belt routing*
⇒ *Seat belt height adjuster*
⇒ *Belt retractor, belt tensioner, belt tension limiter*
⇒ *Service and disposal of belt tensioners*
⇒ *Proactive occupant protection system*

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 ⇒ *Safe transport of children* .**
- **Only start driving when all passengers have correctly fastened their seat belts.**
- **Only ever insert the latch plate into the buckle of the associated seat, and always 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 anchorage 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. 23 On the instrument cluster display: warning lamp.

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

A signal tone will be given for a few seconds if the seat belts are not fastened as the car pulls off and reaches a speed of more than approximately 25 km/h (15 mph), or if the seat belts are unfastened while the vehicle is in motion. The warning lamp will also flash. ⇒ *Fig. 23*.

The warning lamp does not go out until the driver and front passenger fasten their seat belts while the ignition is switched on.

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.

Frontal collisions and the laws of physics

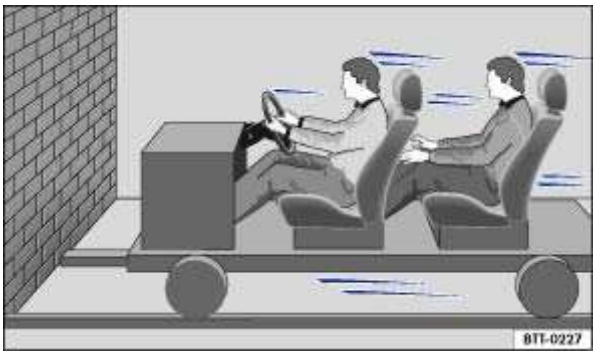


Fig. 24 Unbelted occupants in a vehicle heading for a brick wall.

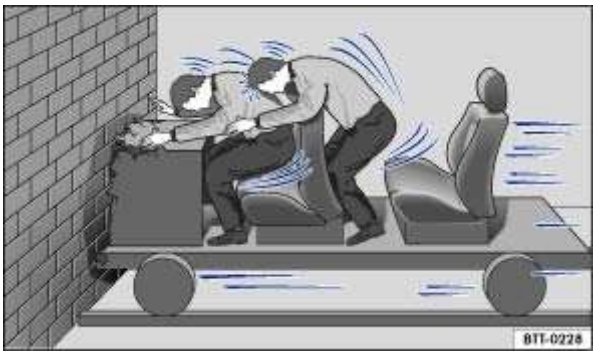


Fig. 25 Unbelted occupants in a vehicle striking a brick wall.

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

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. 24*.

The higher the vehicle speed and the heavier the weight of the vehicle, the greater the amount of energy that will have to 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 25 km/h to 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 attached 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 occupants 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. 25*.

Even 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.

What happens to vehicle occupants who have not fastened their seat belts

Fig. 26 An unbelted driver is thrown forwards.

Fig. 27 The unbelted rear passenger is thrown forwards, hitting the belted driver.

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

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. 26* .

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. 27* .

Seat belt protection

Fig. 28 Driver restrained by a properly positioned seat belt during a sudden braking manoeuvre.

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

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. 28* .

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 just driving round the corner. Ensure that all passengers are also wearing 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.

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

Using seat belts

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

Checklist

Using 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

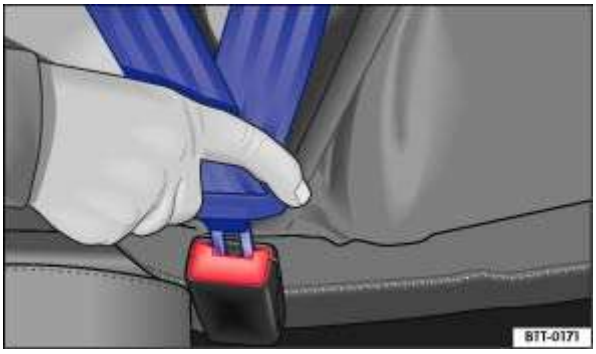


Fig. 29 Inserting the seat belt latch plate into the buckle.

Fig. 30 Removing the latch plate from the buckle.

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

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 proactive occupant protection system, the driver and front passenger seat belts are automatically tensioned in certain situations ⇒ *Proactive occupant protection system* . In addition, belt slack can be minimised.

Fastening the seat belts

Fasten seat belts before every trip.

- Adjust the front seat and head restraint correctly ⇒ *Sitting position* .
- Engage the rear 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. 29* .
- 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. 30* . 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

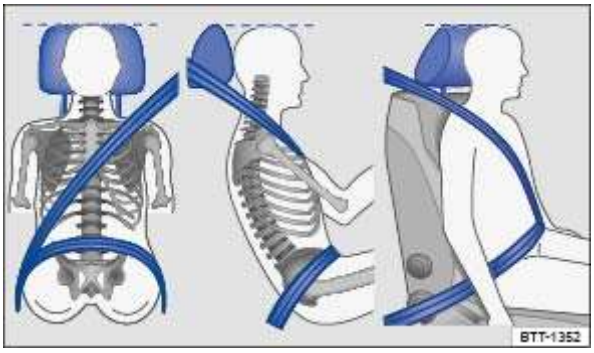


Fig. 31 Correct seat belt routing and head restraint adjustment.

Fig. 32 Correct seat belt routing during pregnancy.

First read and observe the introductoryinformation and safety warnings⇒⚠ *Introduction*

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. This is why you must always fasten your seat belt and ensure that the seat belt routing is correct ⇒ *Fig. 31* .

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. 32* .

Correct seat belt routing according to height

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

- Seat belt height adjuster for the front seats ⇒ *Seat belt height adjuster* .
- Height-adjustable front seats ⇒ *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 a low as possible over the pelvis and lie flat around the round stomach.**
- **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.

Seat belt height adjuster

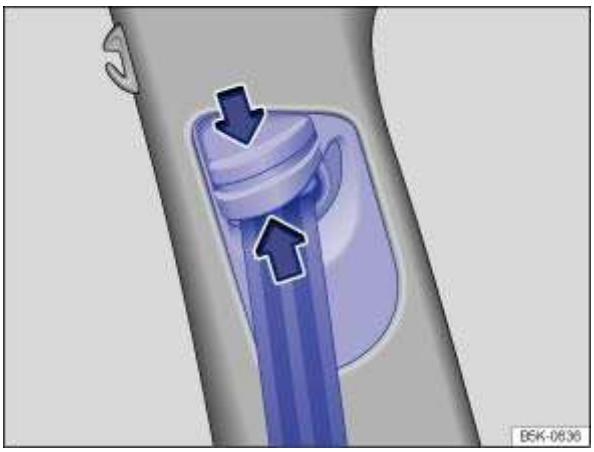


Fig. 33 Next to the front seats: belt height adjuster.

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

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

- Push the shoulder belt guide together in the direction of the arrows and hold ⇒ *Fig. 33* .
- Push the shoulder belt guide up or down so that the seat belt runs over the middle of the shoulder ⇒ *Seat belt routing* .
- Let go of the shoulder belt guide.
- Pull sharply on the seat belt to check whether the shoulder belt guide is engaged securely.

WARNING

Never adjust the seat belt height when the vehicle is in motion.

Belt retractor, belt tensioner, belt tension limiter

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

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

Automatic belt retractor

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

Fastened seat belts on the front seats may be tensioned automatically by the proactive occupant protection system in critical situations, for example during emergency braking or as a result of oversteering or understeering. Both seat belts are slackened 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 occupants 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,
- Oversteering or understeering and
- 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 ⇒ *Service and disposal of belt tensioners* .

Service and disposal of belt tensioners

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

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 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

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

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 scope of functions for the proactive occupant protection system will be available only if the function has been activated in the Infotainment system and there are no malfunctions ⇒ *Function limitations* .

Basic functions

Depending on country-specific legal requirements and also on the vehicle equipment, the following functions may be initiated, either individually or jointly, in critical situations (e.g. emergency braking or in the case of oversteering 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 side windows leaving only a narrow gap.

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

Additional information for vehicles with an area monitoring system (Front Assist)

In vehicles fitted with the area monitoring system (Front Assist), the probability of a collision with the vehicle ahead is also calculated within the system limits *⇒ Area monitoring system (Front Assist)* . The system can trigger the proactive occupant protection system if it detects a probable collision or initiates strong braking.

Settings in the Infotainment system

With some equipment levels, settings for the proactive occupant protection system with the full range of functions can be made in the Infotainment system.

Select the **Vehicle settings** menu and make settings in the **Proactive occupant protection system** submenu.

The proactive occupant protection system will be reactivated every time the ignition is switched on.

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

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* .
- When the TCS or ESC are switched off, and when the vehicle is reversing *⇒ Brake support systems* .
- Reversible belt tensioning for the front passenger seat is switched off if the front passenger front airbag is deactivated.
- If there is a system fault in the area monitoring system (Front Assist) *⇒ Area monitoring system (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 technology used in the 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 people, animals, objects crossing in front of the vehicle, or objects which are hard to detect.**
- **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.**
- **Incorrect system activation can occur.**

WARNING

Accidents and injuries can occur if the driver is distracted.

- **Never change settings in the Infotainment system when the vehicle is in motion.**

Airbag system

Introduction

This chapter contains information on the followingsubjects:
⇒ *Type of front passenger front airbag system*
⇒ *Indicator lamp*
⇒ *Troubleshooting*
⇒ *Description and function of the airbags*
⇒ *Front airbags*
⇒ *Switching the front passenger front airbag on and off*
⇒ *Side airbags*
⇒ *Curtain airbags*
⇒ *Knee airbags*

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.
- Vehicle occupants sitting on the front seats and rear outer seats must never carry any people, pets or objects in the deployment zone between themselves and the airbags. Ensure that children and passengers also 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 and steam may be released when the airbags trigger. 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 cleansers that contain solvents.

Type of front passenger front airbag system

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

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.

- Front passenger front airbag in the dash panel.
- Indicator lamp in the instrument cluster display.
- Indicator lamp PASSENGER AIR BAG OFF.
- Indicator lamp PASSENGER AIR BAG ON.

Airbag system with front passenger front airbag deactivation

The front passenger front airbag can be deactivated manually by means of a key-operated switch ⇒ *Switching the front passenger front airbag on and off*.

- Front passenger front airbag in the dash panel.
- Indicator lamp in the instrument cluster display.
- Indicator lamp PASSENGER AIR BAG OFF in the centre console.
- Indicator lamp PASSENGER AIR BAG ON in the centre 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

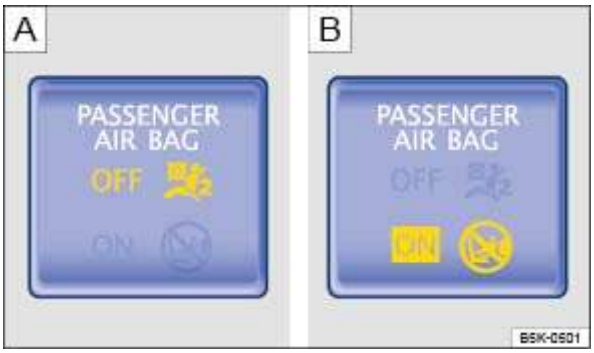


Fig. 34 In the centre console: indicator lamp for deactivated front passenger front airbag or for activated front passenger front airbag .

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

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.

OFF

Front passenger front airbag switched off. The yellow indicator lamp in the centre console lights up continuously ⇒ *Fig. 34* . **A** .

ON

Front passenger front airbag switched on. The yellow indicator lamp in the centre 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. 34* . **B** .

If the PASSENGER AIR BAG OFF indicator lamp in the centre 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 **deactivated**, 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 to the front passenger seat or remove a child seat that is already fitted. The front passenger front airbag may trigger during an accident in spite of the fault.**

Troubleshooting

First read and observe the introductoryinformation and safety warnings⇒⚠ *Introduction*

Fault in airbag system or belt tensioner

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 tensioners checked.

Airbag system or belt tensioner deactivated 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 deactivated

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

The front passenger front airbag has been switched off.

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 is 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

First read and observe the introductoryinformation and safety warnings⇒⚠ *Introduction*

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. Exception: in vehicles with a knee airbag, the knee area of the driver will be protected.

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 braking 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 only work effectively 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 driver and front passenger.
- Belt tension limiter for the driver, front passenger and, if applicable, for the rear outer seats.
- Belt height adjuster for the front seats.
- Warning lamp and, where applicable, belt status display.
- Front airbags for driver and front passenger.
- Side airbags for the driver, front passenger and, if applicable, for the rear outer seats.
- Curtain airbags on the left and right.
- If applicable, knee airbag for the driver.
- Airbag indicator lamp .
- Indicator lamp PASSENGER AIR BAG OFF in the centre console.
- Indicator lamp PASSENGER AIR BAG ON in the centre console.
- Control units and sensors.
- Height-adjustable head restraints optimised for rear impact.
- Adjustable steering column.
- If applicable, anchor points for child seats on the rear outer seats and on the front passenger seat.
- If applicable, securing points for the top tether for child seats.
- High-voltage system switches off automatically if there is an accident involving deployment of the driver front airbag.

Situations when the front, knee, side and curtain 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 rollover.
- The collision speed is lower than the required reference value in the control unit.

Front airbags

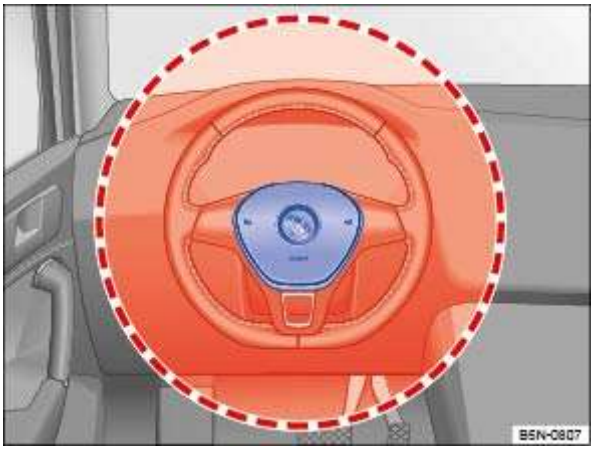


Fig. 35 Location and deployment zone of the driver front airbag.

Fig. 36 Location and deployment zone of the front passenger front airbag.

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

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. 35* and the front airbag for the front passenger is located in the dash panel ⇒ *Fig. 36* . 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 at 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.**
- **No other people, animals or objects may be carried between the occupants of the front seats and the airbag deployment zone. Ensure that children and passengers also 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. 35* and dash panel ⇒ *Fig. 36*.

- **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. 37 In the dash panel on the front passenger side: key switch for disabling and enabling the front airbag on the front passenger side

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

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

Enabling 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 key bit into the key-operated switch on the dash panel until you feel the second point of resistance ⇒ *Fig. 37*. 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 fold away the key bit ⇒.
- The indicator lamp PASSENGER AIR BAG ON lights up in the centre console and disappears after approximately 60 seconds ⇒ *Indicator lamp*.

- Close the door on the front passenger side.
- Check that the PASSENGER AIR BAG OFF indicator lamp in the centre console does *not* light up when the ignition is switched on ⇒ *Indicator lamp* .

Disabling 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 vehicle key bit into the key-operated switch in the dash panel to the second point of resistance ⇒ *Fig. 37* . Around three quarters of the key bit should be inserted in the key switch at this point ⇒ .
- Without applying force, turn the vehicle key 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* .

Ensuring that the front passenger front airbag has been deactivated

A deactivated front passenger front airbag is indicated **only** by the continuously lit PASSENGER AIR BAG OFF indicator lamp (OFF lights up yellow continuously) ⇒ *Indicator lamp* .

If the indicator lamp PASSENGER AIR BAG OFF **does not light up continuously** or lights up together with the indicator lamp in the instrument cluster display, do not fit a child restraint system on the front passenger seat for safety reasons. The front passenger front airbag may trigger during an accident.

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.**
- **Untimely inflation of the front passenger front airbag could lead 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

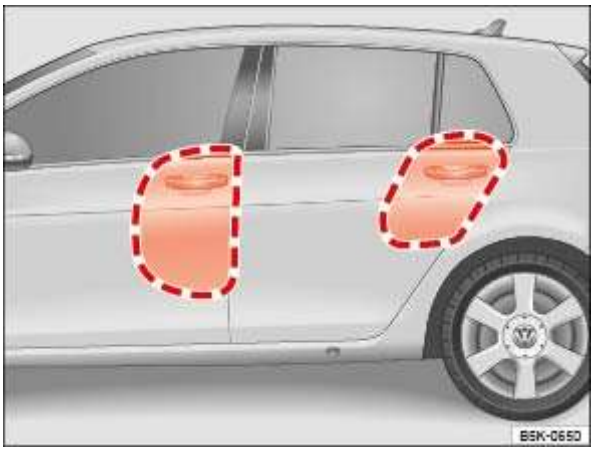


Fig. 38 On left-hand side of vehicle: deployment zones of side airbags:

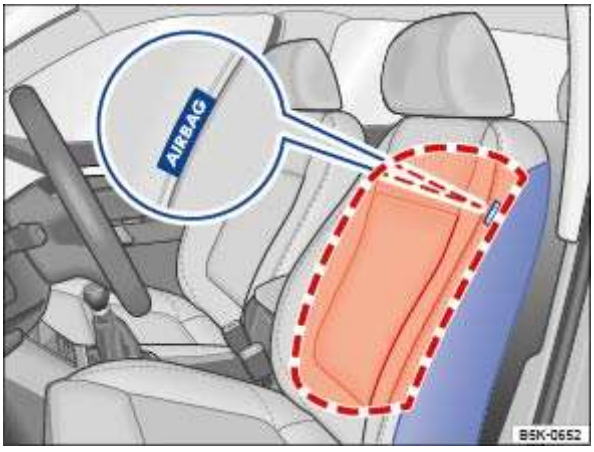


Fig. 39 On the side of the front seat: location and deployment zone of the side airbag.

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

Depending on the vehicle equipment level, side airbags may also be fitted for the front seats and rear outer seats ⇒ *Fig. 38*.

- The side airbags for the front seats are located in the outer seat backrest cushions of the driver seat and front passenger seat ⇒ *Fig. 39*.
- If fitted, the side airbags for the rear outer seats are each located between the door entry and the individual rear seat backrests.

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

The areas inside the red lines are covered by the side airbags when triggered (deployment zones) ⇒ *Fig. 38* and ⇒ *Fig. 39*. You must never leave or attach any objects in these areas ⇒.

During 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 at high speed.

- **Always leave the deployment zones of the side airbags clear.**
- **Vehicle occupants sitting on the front seats and rear outer seats must never carry any people, pets or objects in the deployment zone between themselves and the airbags. Ensure that children and passengers also keep to this rule.**
- **The built-in coat hooks 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 bolster, the side airbags may not be triggered correctly, may not trigger at all, or may trigger unexpectedly.**
- **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. 40 On the left-hand side of the vehicle: location and deployment zone of the curtain airbag.

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

Depending on the vehicle equipment, curtain airbags are installed in the vehicle interior above the doors on the driver and front passenger sides ⇒ *Fig. 40* .

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. 40* . For this reason, you must never leave or attach any items in this area ⇒ .

In a side collision the curtain airbag is triggered on the impact side of the vehicle.

In a side collision, the curtain airbags reduce the risk of injury to the areas of the body facing the impact for vehicle occupants on the front seats and outer rear seats.

WARNING

Once triggered, the airbag inflates at 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.**
- **Vehicle occupants sitting on the front seats and rear outer seats must never carry any people, pets or objects in the deployment zone between themselves and the airbags. Ensure that children and passengers also keep to this rule.**
- **The built-in coat hooks 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 them (e.g. pens or the remote control for a garage door).**

Knee airbags

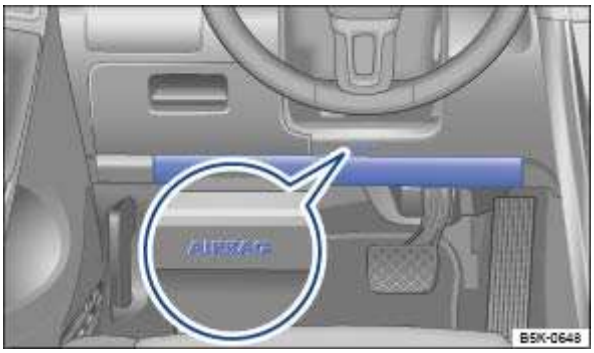


Fig. 41 On the driver side: location of the knee airbag.

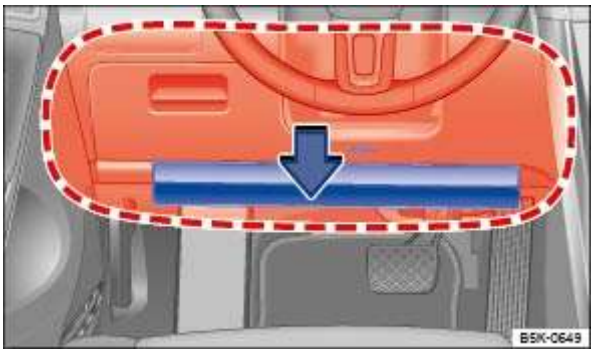


Fig. 42 On the driver side: deployment zone of the knee airbag.

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

Depending on the vehicle equipment, a knee airbag is installed on the driver side in the lower part of the dash panel.

The location of the knee airbag is indicated by the AIRBAG label ⇒ *Fig. 41* .

The area in the red frame is covered by the knee airbag when triggered (deployment zone) ⇒ *Fig. 42* . For this reason, you must never leave or attach any items in this area ⇒ .

WARNING

Once triggered, the airbag inflates at high speed.

- **Do not use any objects, e.g. key rings, that could interfere with the deployment zone of the knee airbag.**
- **Never secure any items on the cover or in the deployment zone of the knee airbag.**
- **The knee airbag is deployed in the area in front of the driver's knees. Adjust the driver seat so there is at least a 10 cm gap between the knees and the location of the knee airbag. Contact a qualified workshop if your physical build makes this impracticable.**

Safe transport of children

Introduction

This chapter contains information on the followingsubjects:
⇒ *Types of child seat*
⇒ *Installing and using child seats*
⇒ *Securing systems*
⇒ *Securing child seats with ISOFIX*
⇒ *Securing child seats with top tether*
⇒ *Securing child seats with a seat belt*

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.

Please observe 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 should always be fitted to the rear seats ⇒ *Installing and using 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 observe the following:

- **Children who are either under 12 years of age or less than 150 cm tall must not be carried in the vehicle if they are not secured in a suitable child seat while the vehicle is in motion. Regulations in some countries may differ, and must be complied with.**
- **Always secure children in the vehicle in a suitable child seat. The 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 drivers 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

Observe the instructions and information for vehicles with an N1 approval ⇒ ***Information about vehicles with N1 approval (light commercial vehicle)*** **.**

Types of child seat

Fig. 43 Some typical child seats.

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

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

Standards for child seats

The regulations ECE-R 44 or ECE-R 129[1)] apply to child seats in the European Union. Both regulations apply simultaneously. Child seats which have been tested in accordance with these standards carry an orange ECE approval label. This ECE approval label may include the following information on the child seat:

- Weight class
- Size class

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

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

Child seat weight classes

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

- **Weight class 0/0+**: group 0/0+ or 0/1 rear-facing infant carriers ⇒ *Fig. 43* are the best option for the period from birth to 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 cushions, 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 as i-Size (in accordance with regulation ECE-R 129).

- **Universal**: child seats with universal approval are approved for use in all vehicles. No type list is required. ISOFIX child seats with universal approval must also be securing 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 which child seats are approved for this vehicle in accordance with i-Size.

[1)] Regulation ECE-R 129 has not yet been implemented by the state authorities in all countries.

Installing and using child seats

Fig. 44 A typical airbag label on the sun visor.

Fig. 45 A typical airbag label on the B-pillar.

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

Country-specific regulations

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

Information on fitting a child seat

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

- Read and follow the instructions provided by the child seat manufacturer ⇒.
- Whenever possible, fit all child seats to the rear seat behind the front passenger seat so that children can exit the vehicle on the kerb side.
- Set the seat belt height adjuster to the highest position.
- 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 of it. 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 vehicle 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 it and stow it safely in the vehicle ⇒ *Sitting position*.

Airbag sticker

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

- On the driver sun visor and in some cases on the front passenger sun visor ⇒ *Fig. 44*.
- On the B-pillar on the front passenger side ⇒ *Fig. 45*.

It is essential to note the warning information shown on these warnings 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* . 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* .

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.**
- **Adjust the seat belt height adjuster of the seat belt to the highest position.**
- **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 observe 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 set, 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 help 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*** **.**
- **Do not place any objects in the side airbag deployment zones.**

Securing systems

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

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

Key terms for 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.

Compatible child seats have two rigid attachment arms that click into ISOFIX attachment points at the bottom of the backrest (on the outer rear seats). The ISOFIX securing system as described here is specific to Europe ⇒ *Securing child seats with ISOFIX* . An upper strap (top tether) and/or 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 ⇒ *Securing child seats with a seat belt* .

Additional securing points:

- **Top tether**: the strap at the top of the child seat is routed over the vehicle seat backrest and hooked to an anchor ring on the back of the rear seats ⇒ *Securing child seats with top tether* . Top tether anchor points are marked with an anchor symbol.
- **Support foot**: some child seats are propped up with 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 bench 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 support foot also.

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 child seats with ISOFIX

Fig. 46 On vehicle seat: markings identifying the ISOFIX anchor points for child seats (illustration).

Fig. 47 Fitting a typical ISOFIX child seat with the attachment arms.

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

Quick guide to ISOFIX and i-Size installation

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

Group	Size class	Front passenger seat	Outer rear seats	Centre rear seat
Group 0: up to 10kg	E	X	IL-SU	X
Group 0+: up to 13kg	E	X	IL-SU	X
	D	X		X
	C	X		X
Group 1: 9 to 18kg	D	X	IL-SU, IUF	X
	C	X		X
	B	X		X

Group	Size class	Front passenger seat	Outer rear seats	Centre rear seat
	B1	X		X
	A	X		X
Group 2: 15 to 25kg	–	X	IL-SU	X
Group 3: 22 to 36kg	–	X	IL-SU	X
i-Size child restraint system	–	X	X	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.

Installing child seats with ISOFIX

The location of the ISOFIX anchor points is shown by a symbol ⇒ *Fig. 46* .

- Observe the instructions ⇒ *Installing and using child seats* .
- Pull off any protective caps that may be fitted on the ISOFIX retaining ring points.
- Push the attachment arms on the child seat into the ISOFIX anchor points as shown by the arrows ⇒ *Fig. 47* . The child seat must click and audibly securely into place.
- Pull on both sides of the child seat to check whether the seat has clicked properly into place.

Securing child seats with top tether

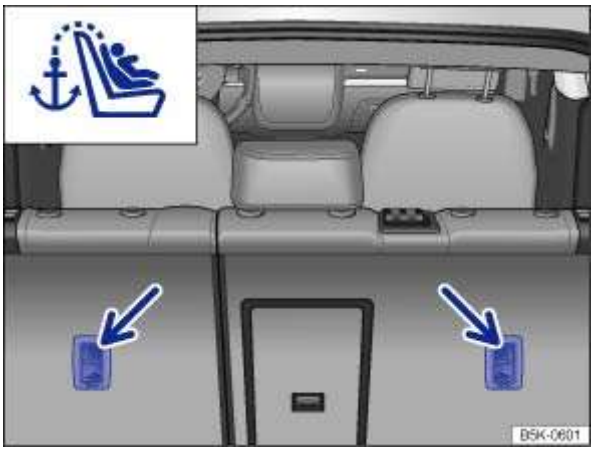


Fig. 48 On the back of the rear bench seat: anchor rings for the top tether.

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

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. Anchor rings for use with the top tether are marked by a symbol and sometimes also with TOP TETHER.

- Observe the instructions ⇒ *Installing and using 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 ⇒ *Securing child seats with ISOFIX* as shown by the arrows. The child seat must click and audibly securely into place.
- Remove the luggage compartment cover, if necessary ⇒ *Luggage compartment cover*.
- Guide the top tether of the child seat backwards into the luggage compartment and hook it into the top tether anchor ring in the rear seat backrest ⇒ *Fig. 48*.
- 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. 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 child seats with a seat belt

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

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

Group		Child's weight	Front passenger seat		Seats on the rear bench seat
			Front passenger front airbag is activated.	Front passenger front airbag is deactivated.	
Group 0		up to 10kg	x	u	u
Group 0+		up to 13kg	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 25kg	u	x	u
Group 3		22 to 36kg	u	x	u

Securing a child seat using the seat belt

- Observe the instructions ⇒ *Installing and using child seats*.
- The seat belt height adjuster must be at the highest setting.
- 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 locks securely with a click.

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 ⇒ *Equipment for an emergency*.

Checklist

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

✓ Stop the vehicle at a safe distance away from moving traffic and on a suitable surface.

✓ Switch on the hazard warning lights using the button Centre console.

✓ Switch on the electronic parking brake Electronic parking brake.

✓ Move the selector lever for driving mode to position P.

✓ Deactivate the electric drive Activating and deactivating the electric drive.

✓ Ensure that all occupants exit the vehicle and go straight to a safe place away from moving traffic, e.g. behind the safety barrier. Observe the country-specific regulations concerning high-visibility waistcoats.

✓ Take all vehicle keys with you when you leave the vehicle.

✓ Place the warning triangle in position to draw the attention of other road users to your vehicle.

✓ Allow the electric drive to cool down and, if necessary, seek expert assistance.

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

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

- When traffic ahead suddenly starts moving more slowly 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 observe 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 for 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.

- **Always follow the instructions in the checklist and observe the general safety procedures.**

NOTICE

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

Equipment for an emergency

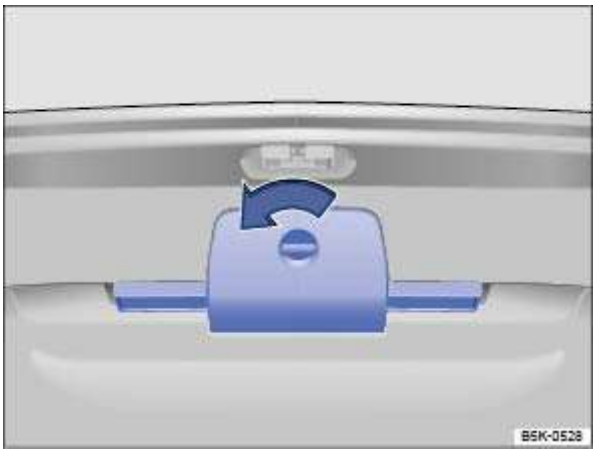


Fig. 49 In the boot lid: holder for the warning triangle.

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, replace the content if necessary and stow the first-aid kit safely again.

Warning triangle

Depending on the vehicle equipment, the warning triangle may be located in the boot lid. When the boot lid is open, turn the lock of the holder ⇒ *Fig. 49* by 90° anticlockwise in the direction of the arrow, open the holder and remove the warning triangle.

The warning triangle must comply with legal requirements.

Return the warning triangle to its holder after use and lock it into place.

High-visibility waistcoat

With some equipment packages, the high-visibility waistcoat may be located in a stowage compartment in the front door trim or in the glove box on the front passenger side ⇒ *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 though 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 the stowage compartments so that it is easily accessible.**

What to do in the event of an accident or fire

Checklist

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

✓ Switch off the ignition and remove the vehicle key from the ignition lock.

✓ Switch on the hazard warning lights using the button Making you and your vehicle safe.

✓ Place the warning triangle in position to draw the attention of other road users to your vehicle Making you and your vehicle safe.

✓ 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

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 ⇒ :

✓ Switch off the ignition and remove the vehicle key from the ignition lock.

✓ If possible, switch on the hazard warning lights using the button Making you and your vehicle safe.

✓ If possible, place the warning triangle in position to draw the attention of other road users to your vehicle Making you and your vehicle safe.

✓ 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.

- **Always follow the instructions 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.**

Information call, breakdown call and Emergency Call Service

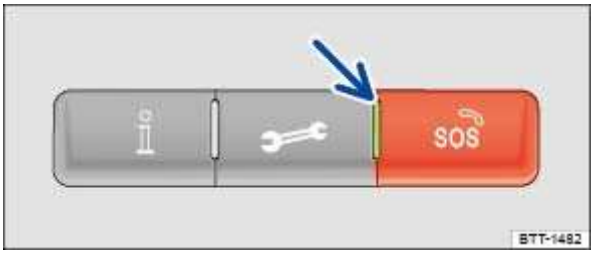


Fig. 50 In the roof console: control for voice services.

Depending on the vehicle equipment, a control may be installed in the roof console ⇒ *Fig. 50*. Pressing the buttons or or enables you to access the following voice services: information call, breakdown call and emergency call service.

The required connection is established by a factory-fitted control unit. A connection to a telephone call centre will be established when you trigger one of the voice services.

Indicator lamp

The control is equipped with an indicator lamp ⇒ *Fig. 50* (arrow). 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: all voice services are deactivated.

■ Indicator lamp flashing red for about 20 seconds after the ignition is switched on: at least one voice service is disabled.

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

■ Indicator lamp lights up green: voice service available, system ready for operation.

■ Indicator lamp flashes green: active connection to a voice service.

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 telephone call centre communicates in the language registered for the vehicle in Car-Net.

Breakdown call

- The breakdown call allows you to seek professional assistance should your vehicle break down.
- Some vehicle data, e.g. the current location, is transmitted parallel to the voice call.
- The telephone call centre communicates in the language registered for the vehicle in Car-Net.

Emergency Call Service

- If an emergency call is placed manually or automatically after an accident where an airbag was triggered, data relevant for the emergency call, e.g. the current vehicle location, will be transmitted automatically ⇒ *Customer information* .
- The telephone call centre communicates in the language set up in the vehicle's Infotainment system. English is used if this language is not available at the location of the emergency.

Back-up to 112 emergency number

In some cases, the Emergency call service may be restricted or unavailable so the general emergency number 112 is used to conduct an emergency call. In this case, only a voice-based connection is established. No other data will be transmitted, e.g. regarding the vehicle or its location.

The following circumstances may restrict access to the Emergency call service and lead to the call being forwarded to the 112 emergency number:

- Your current emergency call 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.
- You are in an area with sufficient mobile communications and GPS reception but the telecommunications provider's mobile network is not available.
- The Emergency call service is prohibited by law in some countries.
- There is no valid licence for using the Emergency call service.
- The components in the vehicle required for the Emergency call service are damaged or do not have a sufficient power supply.

Please also observe the other information on Volkswagen Car-Net ⇒ *Data transfer* .

Opening and closing

Vehicle key

Functions of the vehicle key

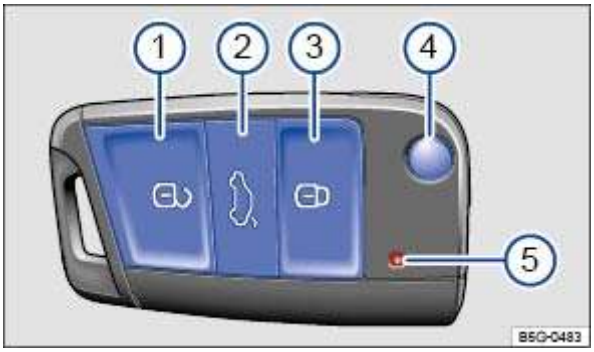


Fig. 51 Vehicle key.

Key to ⇒ *Fig. 51* :

1. Central locking button: unlock the vehicle.
2. Unlock only the boot lid.
3. Central locking button: lock the vehicle.
4. Fold the key bit in and out.
5. Indicator lamp: flashes when button is pressed.

Unlocking or locking the vehicle from outside

- *Unlock:* press the button.
- *Lock:* press the button.
- Press the button or . The boot lid is released.
- *Unlocking:* all turn signals flash *twice*.
- *Locking:* all turn signals flash *once*.

WARNING

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

- **Always take all vehicle keys with you every time you leave the vehicle. Children or unauthorised persons could lock the doors and boot lid, activate the electric drive or switch on the ignition and thus operate electrical equipment, e.g. 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 in the case of small children.**
- **Never remove the vehicle key from the ignition lock when the vehicle is in motion. The steering lock may be activated and you will no longer be able to steer the vehicle.**

NOTICE

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

Changing the button cell

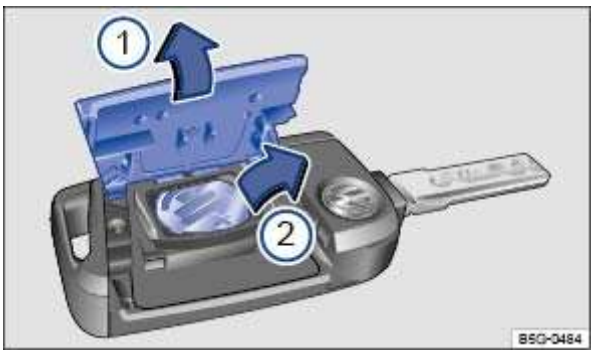


Fig. 52 Vehicle key: replacing the round cell.

Key to ⇒ *Fig. 52*:

1. Cover.
2. Button cell.

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

- Fold out the key bit.
- Lever off the cover ⇒ *Fig. 52①* ⇒.
- Lever the button cell out of the battery compartment ⇒ *Fig. 52②*.
- Press the new button cell into the battery compartment ⇒.
- Press the cover onto the housing ⇒ *Fig. 52①*.

DANGER

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

- **Always keep the vehicle key, key ring with batteries, spare batteries, round cells and other batteries that are larger than 20mm out of the reach of children.**
- **Call for medical help immediately 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.**
- **Ensure that the battery is fitted the right way round.**

Dispose of discharged batteries in accordance with regulations governing the protection of the environment.

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 ⇒ *Changing the button cell*.

- Fold out the key bit.
- Remove the cap on the driver door handle ⇒ *Opening and closing the driver door manually*.
- Stand next to the vehicle.
- Press the button on the vehicle key.
- Unlock the vehicle using the key bit.
- Fit the cap ⇒ *Opening and closing the driver door manually*.

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: the central locking system switches off briefly to prevent overloading of the system.

- Close the driver door.

- **OR:** synchronise the vehicle key ⇒ *Synchronising the vehicle key* .

Indicator lamp does not flash

If the indicator lamp in the vehicle key does not flash when a button is pressed, the button cell in the vehicle key must be changed ⇒ *Changing the button cell* .

Keyless locking and starting system Keyless Access

Introduction

This chapter contains information on the followingsubjects:
⇒ *Unlocking and locking with Keyless Access*
⇒ *Troubleshooting*

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 the vehicle's range.

Unlocking and locking with Keyless Access

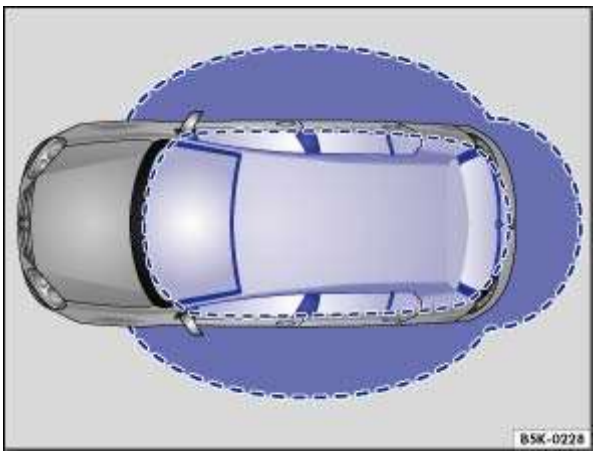


Fig. 53 Keyless Access: operating ranges.

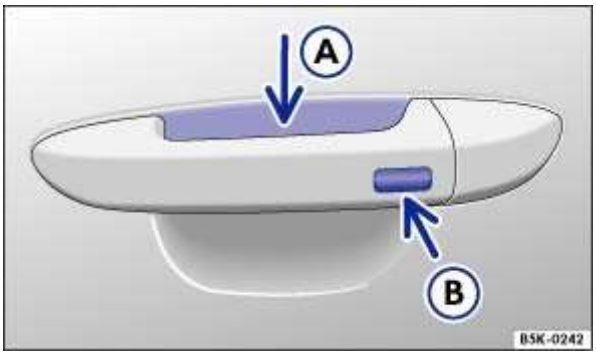


Fig. 54 In the door handle: sensors.

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

Unlocking and locking the vehicle

- Touch the sensor ⇒ *Fig. 54Ⓐ* on the inside of the driver or front passenger door handle.
- Switch off the ignition.
- Shut the driver or front passenger door.
- Touch the sensor ⇒ *Fig. 54Ⓑ* on the outside of the driver or front passenger door handle.

Vehicle unlocking is confirmed by all turn signals flashing *twice* and locking by the turn signals flashing *once*.

Locking and 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 ⇒ *Fig. 53* .

The boot lid is locked automatically after it is closed.

If the vehicle is completely unlocked, the boot lid will **not** lock automatically when closed.

Temporarily deactivating Keyless Access

Keyless Access can be deactivated temporarily as described below so that the vehicle cannot be unlocked and started due to misuse by unauthorised third parties.

- Lock the vehicle with the button on the vehicle key.
- In addition, touch the sensor on the outside of the door handle once within five seconds ⇒ *Fig. 54Ⓑ*. Do not reach into the door handle.
- Keyless Access is now temporarily deactivated.
- Check deactivation by waiting for at least ten seconds and then pull the door handle again. It must 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.

Operating convenience functions

All electric windows can be closed automatically.

- Keep a finger on the sensor of the driver or front passenger door handle for a few seconds ⇒ *Fig. 54Ⓑ* until the windows are closed.

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

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

If the message **Keyless Access system faulty** appears on the instrument cluster display, there may be a malfunction 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 message will be shown on the instrument cluster display. This may occur if the vehicle key is subject to interference by another radio signal or is covered by another item, e.g. an aluminium case ⇒ *Activating and deactivating the electric drive* .

If the vehicle has a DSG® dual clutch gearbox, it can be locked only if the selector lever is in position **P**.

The entire vehicle will be unlocked if the sensor is touched twice, even if a single door has already been unlocked.

Troubleshooting

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

Keyless Access does not work

The function of the 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.

Doors and central locking button

Introduction

This chapter contains information on the followingsubjects:
⇒ Indicator lamp in the driver door
⇒ Automatic locking and unlocking
⇒ Central locking button
⇒ Opening and closing the driver door manually
⇒ Manually closing the front passenger door and rear doors
⇒ Childproof lock
⇒ SAFELOCK
⇒ Troubleshooting

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 charging socket 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 instrument cluster display indicates if one or more doors are not closed properly *⇒ Displays* . **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.

- **The doors and boot lid should therefore be opened or closed only 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 reach extremes of heat or cold, according to season. This can cause serious injuries and illness or fatalities, especially to 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

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

The central locking indicator lamp is located in the driver door ⇒ *Overview of the vehicle* .

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

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

Settings for central locking can be made in the **Vehicle settings** menu in the Infotainment system.

Automatic locking (Auto Lock)

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

Automatic unlocking (Auto Unlock)

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

- The vehicle is at a standstill and the vehicle key has been removed.
- *In vehicles with DSG® dual clutch gearbox*: the selector lever is in position **P** and the ignition has been switched off.
- **OR:** the vehicle is stationary and the button has been pressed.
- **OR:** the door release lever has been operated.
- **OR:** in an accident where the airbags have been triggered ⇒ *Troubleshooting* .

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.

Central locking button

Fig. 55 In the driver door: central locking button.

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

Key to ⇒ ***Fig. 55*** **:**

Unlock the vehicle.

Lock the vehicle.

The central locking button functions with the ignition switched on or off only when all doors are closed.

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

Please note the following if the central locking button was used to lock the vehicle from inside:

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

Opening and closing the driver door manually

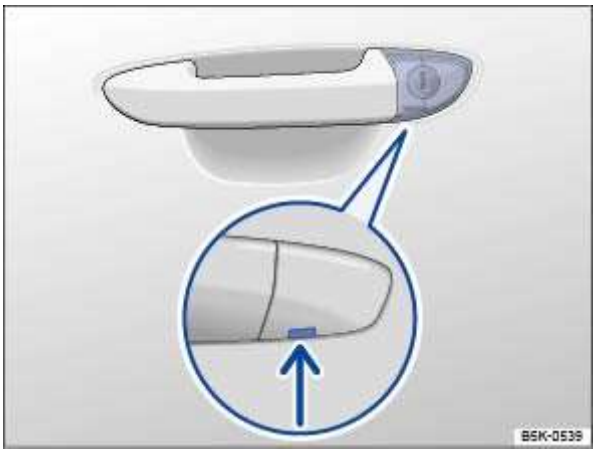


Fig. 56 Driver door handle: concealed lock cylinder.

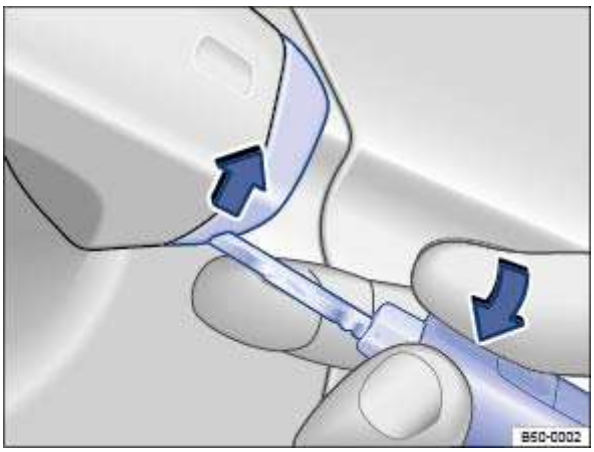


Fig. 57 Driver door handle: lever off cap.

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

If locked manually, all doors are locked. With manual unlocking, only the driver door is unlocked. Observe information on the anti-theft alarm ⇒ *Anti-theft alarm* .

- Pull the door release lever until the cap is removed.
- Position the key bit on the notch in the driver door handle from below.
- Hold your index finger under the key bit.
- Lever off the cap with the vehicle key in the direction of the arrow ⇒ *Fig. 57* .
- Insert the key bit into the lock cylinder and lock or unlock the vehicle.
- Pull the door release lever and fit the cap again.

Keyless Access is not activated if the vehicle was locked manually ⇒ *Unlocking and locking with Keyless Access* .

Things to note when unlocking manually

- The alarm is triggered when the driver door is opened ⇒ *Anti-theft alarm* .
- The vehicle must be started manually after unlocking ⇒ *Activating and deactivating the electric drive* .
- Switch on the ignition to switch off the alarm.

The electronic immobiliser recognises a valid vehicle key.

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

Manually closing the front passenger door and rear doors

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

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 front edge of the door.
- Insert the key bit into the slot and turn.
- 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

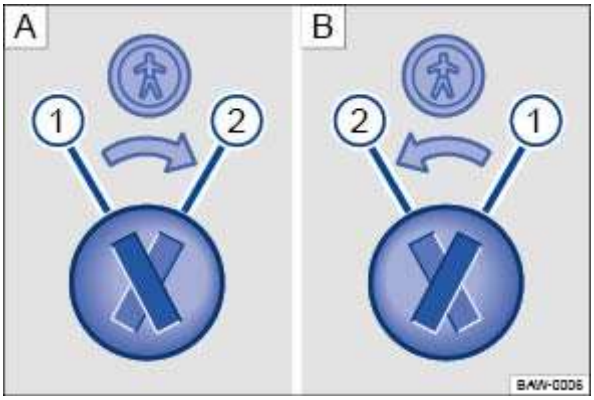


Fig. 58 Childproof lock: rear left door, rear right door.

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

Key to ⇒ ***Fig. 58*** **:**

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

When the childproof lock is activated, the door cannot be opened from the inside.

- **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 reach extremes of heat or cold, according to season. This can cause serious injuries and illness or fatalities, especially to small children.**

SAFELOCK

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

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 ⇒⚠.

- Press the button on the vehicle key *once*.

The red LED light unit in the driver door flashes.

- Press the button on the vehicle key *twice* in quick succession.
- *Vehicles with the keyless access locking and starting system Keyless Access:* touch the sensor on the outside of the door handle *twice* ⇒ *Unlocking and locking with Keyless Access* .
- Press the central locking button in the driver door once ⇒ *Central locking button* .
- **OR:** deactivate interior monitoring and the anti-tow alarm.

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

Deactivating SAFELOCK

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

- Switch on the ignition.
- **OR:** press the button on the vehicle key *twice*.

With some equipment levels, temporarily deactivate the interior monitoring system and the anti-tow alarm using the OFF button ⇒ *Interior monitoring system and anti-tow alarm* or in the **Vehicle settings** menu in the Infotainment system before locking the vehicle.

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* .

With some equipment levels, the interior monitoring system and anti-tow alarm are activated or deactivated by pressing the OFF button ⇒ *Interior monitoring system and anti-tow alarm* again or in the **Vehicle settings** menu in the Infotainment system.

⚠ 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 SAFELOCK mechanism on all doors is not deactivated and the central locking button is not activated until you switch on the ignition (however the doors will not be unlocked).

Troubleshooting

First read and observe the introductoryinformation and safety warnings⇒⚠ *Introduction*

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 the vehicle has been locked:

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

Vehicle locks itself automatically

The vehicle will lock itself again automatically after around 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 central locking button in the vehicle interior.

Response when locking the vehicle with a second vehicle key

Keyless Access: the vehicle key inside the vehicle is disabled for activating the electric drive as soon as the vehicle is locked from outside with a second vehicle key. Press the  button on the vehicle key in the vehicle interior to enable it for activation of the electric drive ⇒ *Activating and deactivating the electric drive* .

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 the ignition off and then back on again.

Automatic deactivation of the sensors

- 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.

Please note that the sensors in the door handles can be activated by a powerful jet of water or steam if a valid vehicle key is simultaneously within their operating 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 locking and starting system Keyless Access* .

 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 and central locking button* .

 If there is no valid vehicle key in the vehicle or if it is not detected, a corresponding message will be shown on the instrument cluster display. This may occur if the vehicle key is subject to interference by another radio signal or is covered by another item, e.g. an aluminium case ⇒ *Activating and deactivating the electric drive* .

Anti-theft alarm

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

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

The anti-theft alarm outputs acoustic and visual warning signals for up to five minutes.

When does the system trigger an alarm?

- When a door that was unlocked mechanically with the vehicle key is opened.
- If the bonnet is opened.
- If the boot lid is opened.
- If the ignition is switched on with an invalid vehicle key.
- If the 12-volt vehicle battery is disconnected.
- In case of 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 (in vehicles with anti-tow alarm or interior monitoring ⇒ *Interior monitoring system and anti-tow alarm*).

Switching off the alarm

- Unlock the vehicle using the unlocking button on the vehicle key.
- **OR:** switch on the ignition using a valid vehicle key. A short alarm lasting around one second may sound.
- On vehicles with Keyless Access: grip the door handle ⇒ *Unlocking and locking with Keyless Access* .

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

Interior monitoring system and anti-tow alarm

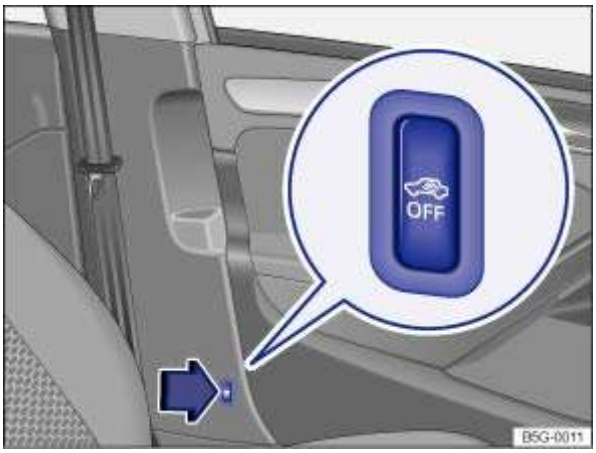


Fig. 59 Next to the driver seat: button for switching off the interior monitoring system and anti-tow alarm (depending on vehicle equipment).

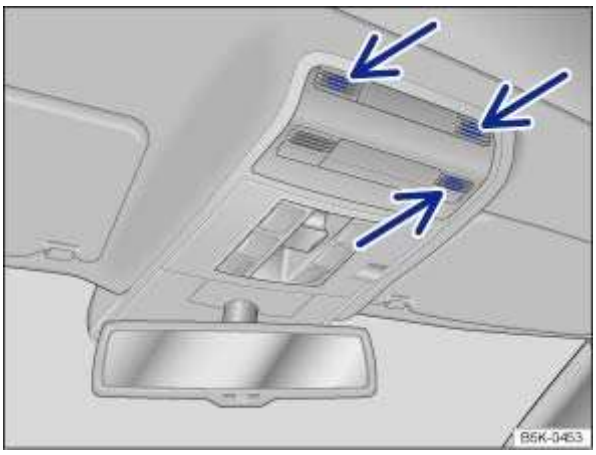


Fig. 60 In the roof console: sensors for the interior monitoring system (arrows).

If movements are detected in the vehicle interior when the vehicle is locked, the interior monitoring system will trigger an alarm ⇒ *Fig. 60*.

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

Switching on the interior monitoring system and anti-tow alarm

Close the stowage compartments in the roof console so that the sensors can function.

Lock the vehicle. When the anti-theft alarm is switched on, the interior monitoring system and the anti-tow alarm ⇒ *Fig. 60* are also activated.

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

Depending on the vehicle equipment, the interior monitoring system and anti-tow alarm can be switched off temporarily using the OFF ⇒ *Fig. 59* button or in the **Vehicle settings** menu in the Infotainment system.

- Switch off the ignition and open the driver door.
- Press the OFF button ⇒ *Fig. 59*. A yellow indicator lamp OFF.
- Close all doors and the boot lid.
- Lock the vehicle using the vehicle key.

Press the OFF button ⇒ *Fig. 59* again before locking the vehicle to reactivate the interior monitoring and anti-tow alarm.

- Switch on the ignition.
- Deactivate interior monitoring and the anti-tow alarm in the **Vehicle settings** menu in the Infotainment system.
- Close all doors and the boot lid.
- Lock the vehicle using the vehicle key.

The interior monitoring system and anti-tow alarm are deactivated until the next time the vehicle is locked.

We recommend deactivating interior monitoring and the anti-tow alarm in the following situations:

- If any people or animals are to remain inside the vehicle.
- If the vehicle is to be loaded onto another vehicle.
- If the vehicle is being transported.
- If the vehicle is going to be towed with one axle off the ground.
- If the vehicle is to be parked in a two-storey garage.
- If the vehicle is to be parked in a car wash.

Risk of false alarm of the interior monitoring system

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

- If one or more windows or the glass roof are 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.

The SAFELOCK is also deactivated when the interior monitoring and anti-tow alarm are switched off *⇒ SAFELOCK*.

Boot lid

Introduction

This chapter contains information on the followingsubjects:
⇒ Opening and closing the boot lid
⇒ Unlocking the boot lid manually
⇒ Troubleshooting

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

WARNING

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

- **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 attached 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 beforehand.**
- **Close and lock the boot lid and all vehicle doors when the vehicle is not in use. Ensure there is no-one left 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 reach extremes of heat or cold, according to season. This can cause serious injuries and illness or fatalities, especially in the case of small children.**

WARNING

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

- **The boot lid may not always be detected as being unlocked if there is a carrier and items attached to it. The boot lid may open suddenly while the vehicle is in motion if it is unlocked.**

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 rack or luggage carrier.**
- **Remove the snow or load before opening the boot lid.**

WARNING

Do not push down the boot lid with your hand on the rear 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 and could lead to the rear window wiper or rear spoiler being torn off.

Opening and closing the boot lid

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

Opening the boot lid

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

Closing boot lid

- Pull the boot lid downwards by the handle in the interior trim with sufficient momentum so that it engages in the lock ⇒.

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

The instrument cluster display indicates if the boot lid is open or not closed properly ⇒ *Displays* .

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

WARNING

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

- **When closing the boot lid, please ensure that there are no hands in the direct path of the boot lid as it moves.**

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

Unlocking the boot lid manually

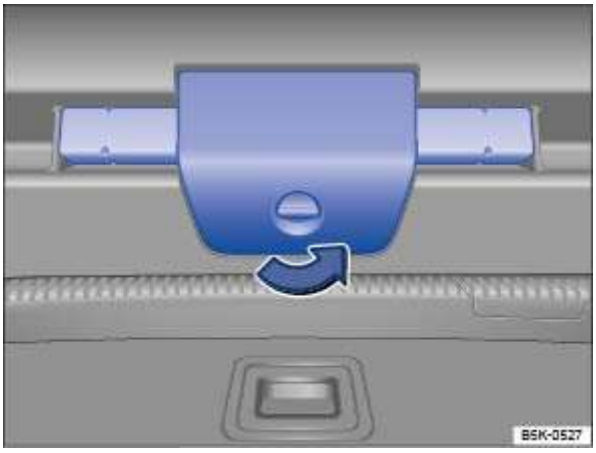


Fig. 61 In the boot lid: open holder for the warning triangle.

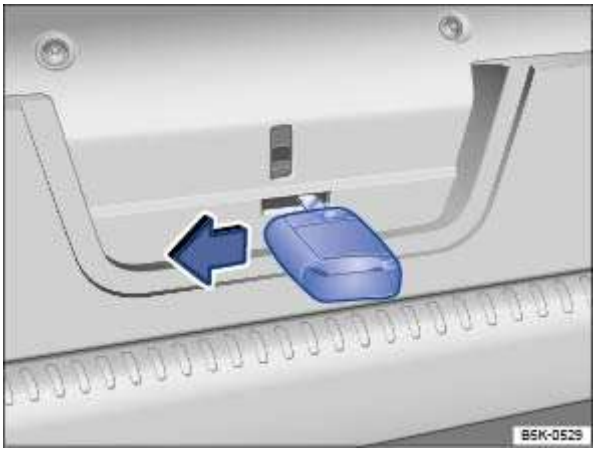


Fig. 62 In the boot lid: manual release mechanism for the boot lid.

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

Unlocking the boot lid manually

- Turn the lock for the warning triangle holder 90° anticlockwise ⇒ *Fig. 61* .
- Open the holder for the warning triangle and remove the warning triangle.
- Insert the key bit into the opening in the boot lid ⇒ *Fig. 62* and press the release lever in the direction of the arrow.

Troubleshooting

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

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 increased force for this.

Boot lid is stiff

At outside temperatures below 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 the windows

The buttons are located in the doors ⇒ ***Overview of the vehicle*** .

Open windows: press the button. Close windows: pull the button.

Press to disable the electric window buttons in the rear doors.

The windows can still be operated using the buttons several minutes after the ignition has been switched off, provided the driver door and the 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

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.
- *In vehicles with keyless locking and starting system Keyless Access:* place your finger on the locking sensor in the door handle for a few seconds until the windows are closed ⇒ *Unlocking and locking with Keyless Access*. The vehicle key must also be within the operating range.
- To interrupt the function, let go of the unlocking or locking button **OR** remove your finger from the sensor.

A valid vehicle key must be located in the operating range. All turn signals will flash *once* as confirmation that all the windows have been closed.

Set the convenience opening settings in the **Vehicle settings** menu in the Infotainment system.

WARNING

Careless or unsupervised use of the electric windows can cause serious injuries.

- **The electric windows should be opened or closed only 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 the driver door and the 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.

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 close, the window stops where it is. To close the window **without the roll-back function**, press the button again within a few seconds ⇒⚠.

⚠ 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 windows, 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 windows are closed via convenience closing using the vehicle key.

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.

Closing windows without roll-back function

- Attempt to close the window again within a few seconds by holding the button. **The roll-back function will be deactivated for a small section of the path of the closing window.**
- 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 will open itself automatically again.
- Please go to a qualified workshop if the window still cannot be closed.

Steering wheel

Adjusting the steering wheel position

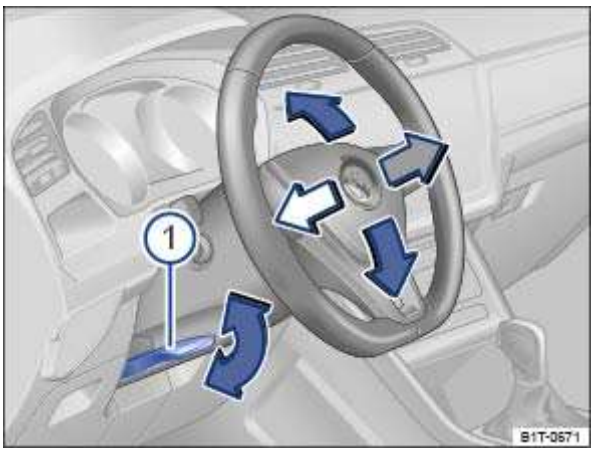


Fig. 63 Below the steering wheel in the steering column trim: lever for mechanical adjustment of the steering wheel position.

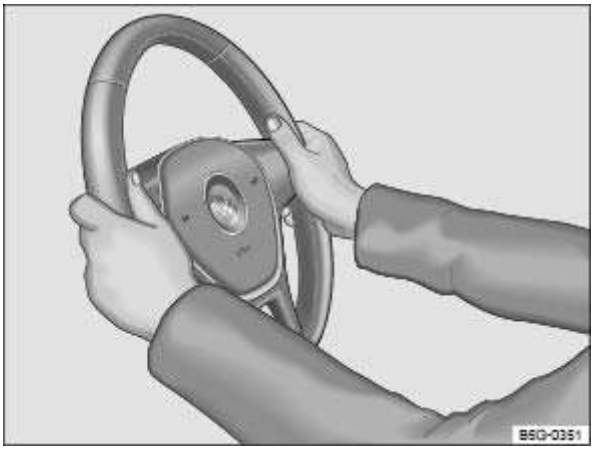


Fig. 64 On the steering wheel: 9 o'clock and 3 o'clock position.

Adjust the steering wheel position **before** setting off and only when the vehicle is stationary ⇒⚠.

- Push down the lever ⇒ *Fig. 63①*.
- Adjust the steering wheel so that you can hold it with both hands at its circumference at the *9 o'clock and 3 o'clock positions* with your arms slightly bent ⇒ *Fig. 64*.
- Push the lever up firmly until it is flush with the steering column trim ⇒⚠.

⚠ WARNING

Incorrect use of the steering column position adjustment and incorrect adjustment of the steering wheel can cause serious or fatal injuries.

- **After adjusting the steering column, always move lever ⇒ *Fig. 63①* up so that it engages securely. This prevents the steering column from moving spontaneously while the vehicle is in motion.**
- **Never adjust the steering wheel when the vehicle is in motion. If you determine that a readjustment is necessary, 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. 64*. 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. on 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

This chapter contains information on the followingsubjects:

⇒ *Mechanically adjusting the front seat*

⇒ *Folding the front passenger seat backrest forwards*

The following section describes the options for adjusting the front seats. Always ensure that the sitting position has been properly adjusted ⇒ *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 bent and so that the distance from the dash panel to your knees 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.**
- **Adopt and maintain the greatest possible distance from the steering wheel and dash panel.**
- **You should always sit upright with your back against the seat backrest with the front seats properly adjusted. Do not position any body part too close where the airbags are fitted.**
- **The risk of serious injury is increased for passengers on the rear seat if they are not sitting upright because the seat belts are incorrectly positioned.**

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 seating position is adopted while adjusting the seat.**
- **Only adjust the height and tilt of the seat or move it forwards and backwards when there is no-one in the adjustment range of the seats.**
- **The adjustment range of the seats must not be restricted by any items.**
- **Only adjust the height of the rear seat or move it forwards and backwards when the area around the seat is clear.**
- **The areas for adjusting and locking the seats must not be soiled.**

WARNING

Cigarette lighters in the vehicle could be damaged or accidentally lit. This could lead to serious burns and other injuries.

- **Before adjusting the seats always ensure that there is no lighter on or near the moveable parts of the seat.**
- **Before closing stowage areas or compartments always ensure that there is no lighter in the way.**
- **Never stow lighters in stowage areas, compartments or on other surfaces in the vehicle. High surface temperatures, especially in summer, may cause cigarette lighters to self-ignite.**

NOTICE

Sharp edges can damage the seats.

- **Do not touch the seats with sharp-edged objects. Sharp-edged objects such as zips, rivets on clothing or belts can damage surfaces. Open Velcro fasteners can also cause damage.**

Mechanically adjusting the front seat

Fig. 65 On the left front seat: controls.

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

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.

Adjusting the seat position

Key to ⇒ ***Fig. 65*** **:**

1 *Folding forwards:* pull lever to fold the backrest forward. Push the seat forwards at the same time.*Folding backwards:* slide the seat back as far as it will go until it engages in position. The backrest releases automatically and can be folded backwards. Engage the seat backrest in an upright position.

2 Operate the lever to adjust the lumbar support.

3 Take your weight off the backrest and turn the handwheel to adjust it.

4 Move the lever up or down, several times if necessary, to adjust the seat height.

5 Push or pull the lever, several times if necessary, to adjust the angle of the seat cushion.

6 Raise the handle and slide the seat cushion forwards or backwards.

7 Pull the lever to push the front seat forwards or backwards. The front seat must engage after the lever has been released.

Folding the front passenger seat backrest forwards

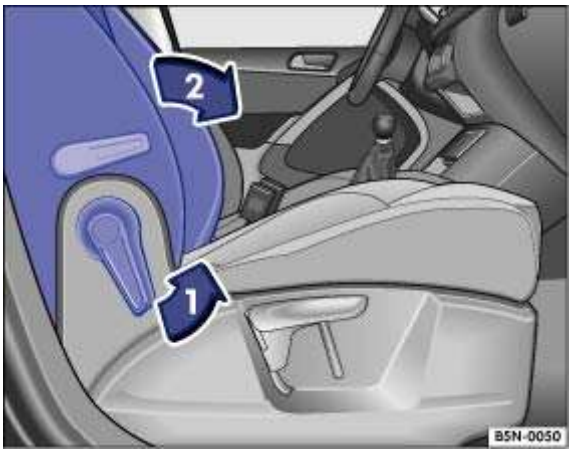


Fig. 66 Front passenger seat: folding backrest forwards.

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

The front passenger seat backrest can be folded forwards to a horizontal position.

The front passenger front airbag must be switched off if any items are to be transported on the front passenger seat when folded forwards ⇒ *Airbag system* .

Folding the front passenger seat backrest forwards

- Remove any items from the front passenger seat cushion ⇒ .
- Lower the front passenger seat down as far as possible.
- Push the front passenger seat as far back as possible.
- Push the head restraint all the way down.
- Release the front passenger backrest in the direction of the arrow ⇒ *Fig. 66①*.
- Fold the front passenger seat backrest forwards in the direction of the arrow ⇒ *Fig. 66②* until it is horizontal.

When it is folded down, the front passenger seat backrest must engage securely into place.

Folding back the front passenger seat backrest

When folding back, check to ensure that there are no items or body parts near the hinges.

- To fold back, release the front passenger seat backrest ⇒ *Fig. 66①* again.
- Fold back the front passenger seat backrest so that it is upright.

When it is folded up, the front passenger seat backrest must engage securely into place.

WARNING

Injuries could be caused if the front passenger seat backrests are folded forwards and backwards carelessly.

- **Fold the front passenger seat backrest forwards and backwards only when the vehicle is stationary.**
- **While folding the front passenger seat backrest forwards, always ensure that there are no people, animals or objects in its path.**
- **The front airbag must be switched off and the PASSENGER AIRBAG indicator lamp OFF will light up for as long as the front passenger seat backrest is folded forwards.**
- **When folding forwards and backwards, keep all hands, fingers, feet and other body parts away from the seat hinges and seat release mechanism.**
- **Floor mats or other objects could get caught in the hinges on the front passenger seat backrest. This could cause the front passenger seat backrest to fail to engage securely when it is returned to the upright position.**
- **When being folded back, the front passenger seat backrest must be securely locked in the upright position. If the front passenger seat backrest is not locked properly it could move suddenly and cause severe injuries.**

WARNING

The open seat anchors and hinges of the folded front passenger seat backrest could cause serious injuries in the event of a sudden braking manoeuvre or accident.

- **Never transport people (adults or children) on the front passenger seat if the front passenger seat backrest is folded forwards.**
- **If the front passenger seat backrest is folded forwards, you must use only the rear seat behind the driver seat. This also applies to children in child seats.**

Rear seats

Introduction

This chapter contains information on the followingsubjects:
⇒ Folding the backrests on the rear bench seat forwards and backwards

The following section describes the options for adjusting the rear seats. Always ensure that the sitting position has been properly adjusted *⇒ 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 seating position is adopted while adjusting the seat.**
- **The rear seat should only be adjusted when there is no one in the direct area.**

WARNING

Cigarette lighters in the vehicle could be damaged or accidentally lit. This could lead to serious burns and other injuries.

- **Before adjusting the seats always ensure that there is no lighter on or near the moveable parts of the seat.**
- **Before closing stowage areas or compartments always ensure that there is no lighter in the way.**
- **Never stow lighters in stowage areas, compartments or on other surfaces in the vehicle. High surface temperatures, especially in summer, may cause cigarette lighters to self-ignite.**

WARNING

The centre armrest must always be folded up while the vehicle is in motion in order to reduce the risk of injury.

- **The middle 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-edged objects such as zips, rivets on clothing or belts can damage surfaces. Open Velcro fasteners can also cause damage.**

Folding the backrests on the rear bench seat forwards and backwards

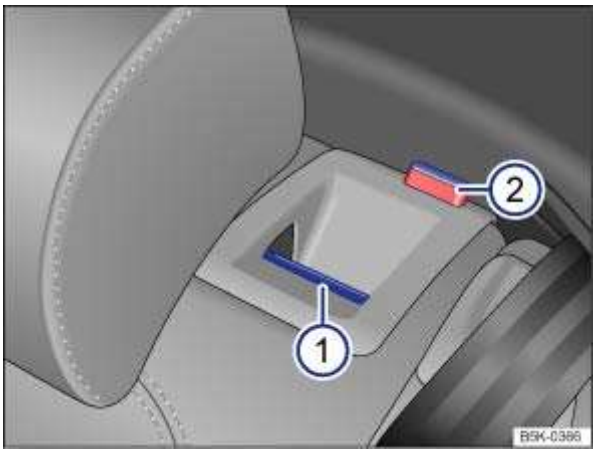


Fig. 67 In the rear seat backrest: release button.

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

The rear seat is split for folding. Each part of the rear seat backrest can be folded down to increase the size of the luggage compartment.

Folding the rear seat backrest forwards

- Push the head restraint all the way down.
- Pull the release button ⇒ *Fig. 67①* 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. 67②*.

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. 67②* must no longer be visible.

WARNING

Injuries can be caused if the rear backrests are folded forwards and backwards carelessly.

- **While folding the rear backrest, always ensure that no people, animals or other objects are in the way.**
- **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 seat area when folding the rear seat backrest forwards and backwards.**
- **Ensure that the rear seat backrest engages securely, otherwise the seat belts for the rear seats will not work properly. This applies to the centre seat of the rear bench seat in particular. If a seat is occupied, and the rear seat backrest has not clicked securely into place, the seat occupant and rear seat backrest will move forwards in the event of a sudden braking or driving manoeuvre or in an accident.**
- **The rear seat backrest has not engaged properly if you can see a red marking ⇒ *Fig. 67②*. 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 backrest is folded forwards or is not clicked securely into place.**

NOTICE

Damage to the vehicle or to other objects could be caused if the rear bench seat backrest is folded forwards and backwards carelessly.

- **Before folding the rear seat backrests forwards, always adjust the front seats so that the rear head restraints or rear seat cushions do not collide with the front seats.**
- **Before folding down the rear seat back rest, always ensure that there are no objects located in its opening/closing path.**

Head restraints

Introduction

This chapter contains information on the followingsubjects:
⇒ *Adjusting the head restraints*
⇒ *Removing and installing head restraints*

The following section describes the options for adjusting and removing the head restraints. Always ensure that the sitting position has been properly adjusted ⇒ *Sitting position* .

Every seat is fitted with a head restraint. The centre head restraint is designed solely for use with the middle rear bench seat. Therefore you should not install this head restraint in any of the other positions.

Correct head restraint setting

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

Head restraint setting for shorter people

Push the head restraint all the way down, even if the head is then underneath the top edge of the head restraint. There may be a small gap between the head restraint and backrest in the lowest position.

Head restraint setting for taller people

Push the head restraint up as far as it will go.

WARNING

Driving without head restraints or with incorrectly adjusted head restraints increases the risk of severe or fatal injuries in the event of an accident or sudden driving or braking manoeuvre.

- **If a seat is occupied, the head restraint for that seat must be fitted and adjusted correctly.**
- **Each vehicle occupant must adjust the head restraint to suit their body size, 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

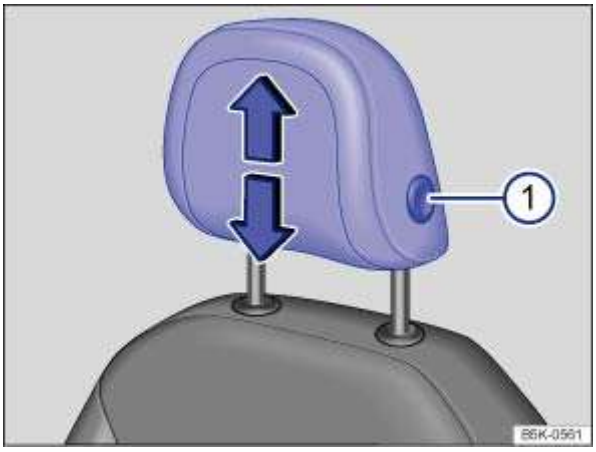


Fig. 68 Front head restraint: adjusting.

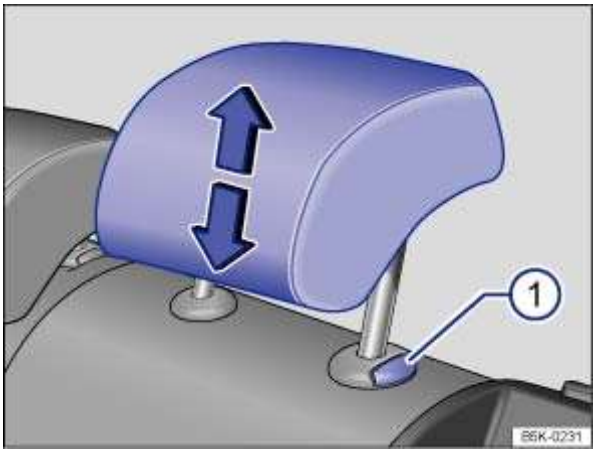


Fig. 69 Rear head restraint: adjusting.

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

Adjusting the height of the head restraint

- Press the button ⇒ *Fig. 68①* or ⇒ *Fig. 69①* if necessary and slide the head restraint up or down in the direction of the arrow ⇒.

The head restraint must click securely into position.

Removing and installing head restraints

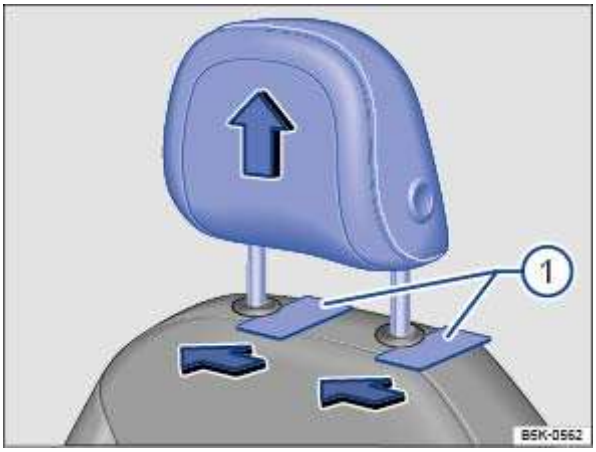


Fig. 70 Front head restraint: removing.

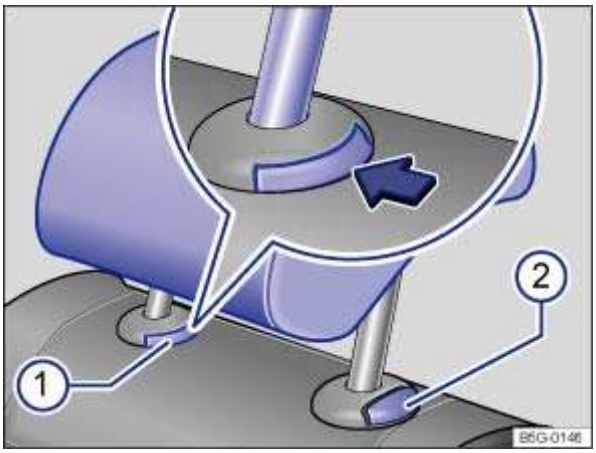


Fig. 71 Rear head restraint: removing.

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

Removing the front head restraint

- You may need to lower the head restraint ⇒ .
- To release the head restraint, slide a flat object such as a plastic card between the backrest cover and the caps on the head restraint guide pins ⇒ *Fig. 70①* while a second person pulls the head restraint out fully.

Fitting the front head restraint

- Position the head restraint correctly over the head restraint guides and then insert into the guides of the corresponding seat backrest.
- Slide the head restraint all the way down until the guide pins click into place.
- Adjust the head restraint so that a correct sitting position can be assumed ⇒ *Sitting position* .

Removing the rear head restraints

- Release the rear bench seat backrest and fold the backrest forwards.
- Push the head restraint all the way up ⇒ .
- Press button ⇒ *Fig. 71①* on the head restraint guide.
- At the same time press button ② while a second person pulls the head restraint out fully.
- Push back the rear seat backrest and allow it to engage securely.

Fitting the rear head restraints

- Release the rear bench seat backrest and fold the backrest forwards.
- 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. 71*② and push the head restraint downwards.
- Push back the rear seat backrest and allow it to engage securely.
- Adjust the head restraint so that a correct sitting position can be assumed ⇒ *Sitting position* .

Seat functions

Centre armrest

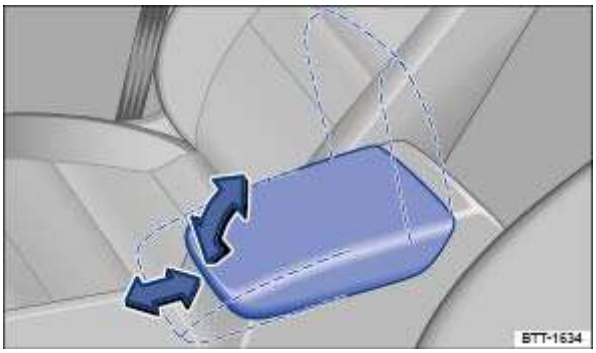


Fig. 72 Front centre armrest.

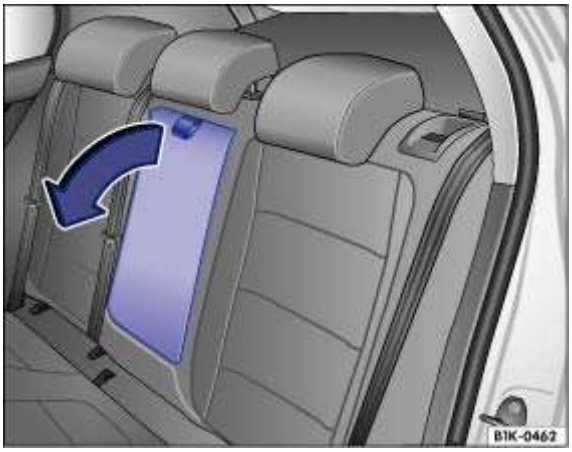


Fig. 73 Rear fold-out centre armrest.

Front centre armrest

- To *lift*, pull the centre armrest up gradually in the direction of the arrow ⇒ *Fig. 72* .
- To *lower*, pull the centre armrest all the way up. Then lower the centre armrest.
- To *move it backwards and forwards*: push the centre armrest in the direction of the arrow all the way forwards ⇒ *Fig. 72* , or all the way backwards.

With some equipment packages, there may be a stowage compartment under the centre armrest.

Rear centre armrest

There may be a fold-out centre armrest in the middle seat backrest of the rear bench seat.

- To *fold it down*, pull the loop in the direction of the arrow ⇒ *Fig. 73* .
- To *fold it back*: fold the centre armrest upwards in the opposite direction of the arrow ⇒ *Fig. 73* 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

When fully open or not completely closed, the front centre armrest can restrict the freedom of movement of the driver's arms and therefore cause accidents and serious injuries.

- **Always keep stowage compartments closed while the vehicle is in motion.**
- **Never transport an adult or child on the centre armrest. An incorrect seating position can cause serious injury.**

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 middle 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.**

Lights

Turn signals

Switching turn signals on and off

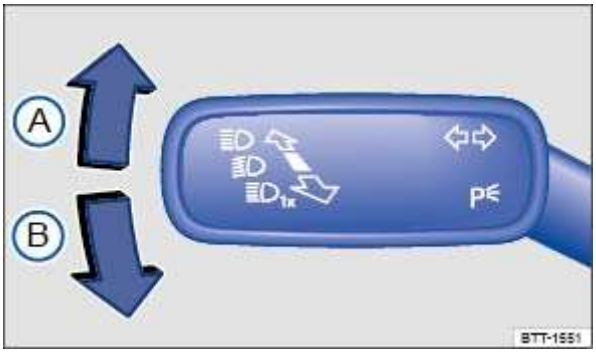


Fig. 74 On left of the steering column: turn signal and main beam lever.

- Switch on the ignition.
- Move the turn signal and main beam lever from the centre position to the following position ⇒ *Fig. 74* :

  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 and have the vehicle checked if the acoustic signal does not sound when a turn signal is switched on.

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* .

Some settings can be stored in the user accounts of the personalisation function and therefore change when the user account changes ⇒ *Personalisation* .

Vehicle lighting

Switching lights on and off

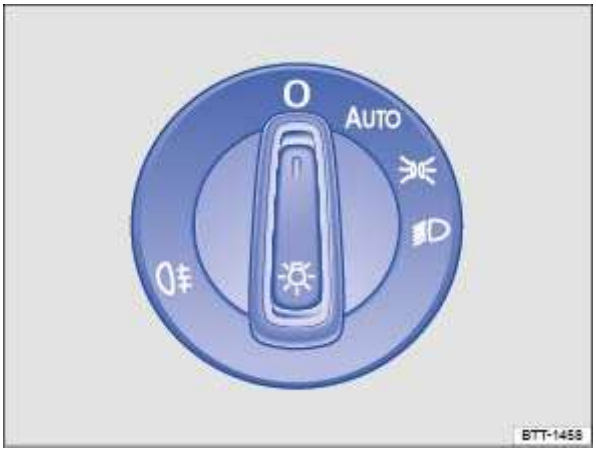


Fig. 75 Next to the steering wheel: light switch (one variant).

Switching lights on

- Switch on the ignition.
- Turn the light switch to the appropriate position.

AUTO

Automatic headlights: dipped beam is switched on or off depending on the brightness level and the weather ⇒ , ⇒ *Automatic headlights* **AUTO** .

The side lights and daytime running lights are switched on. The symbol in the light switch lights up green.

The dipped beam headlights are switched on.

Switching off the lights

- Switch off the ignition.
- Turn the light switch to the appropriate position.

O

The lights are switched off.

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 ⇒ *Switching the parking lights on and off* . The symbol in the light switch lights up green.

Dipped beam switched off – the side lights will remain on as long as the vehicle key is inserted in the ignition lock or, in vehicles equipped with Keyless Access, as long as the driver door is closed.

Daytime running lights

The daytime running lights (dependent on equipment level) can increase the visibility of your vehicle in traffic during the day.

The daytime running lights are switched on every time the ignition is switched on when the light switch is in position 0, or AUTO (when brightness is detected).

The daytime running lights cannot be switched on or off manually.

WARNING

Accidents and serious injuries can occur if roads are not sufficiently illuminated and other road users have difficulty seeing the vehicle, or cannot see it at all.

- **The light assist functions are designed to provide assistance only. The driver is responsible for making sure that 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 light clusters will not be switched on with the daytime running lights. If the tail light clusters 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 on the dipped beam headlights manually if this is necessary due to particular weather conditions, e.g. 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

- **Switching on the rear fog light** : pull out the light switch ⇒ *Fig. 75* . The indicator lamp in the instrument cluster lights up yellow.
- To switch the rear fog light off, press in the light switch or turn it to position 0.

If the automatic headlights function AUTO is active and the rear fog light is switched on, the dipped beam headlights will also be switched on irrespective of the current ambient light conditions.

Light functions

Side lights

If the side lights are switched on, both headlights light up with side lights together with parts of the tail light clusters, the number plate lighting and the buttons in the centre console and the dash panel. The daytime running lights also switch on when the ignition is switched on.

If the vehicle is **not** locked from outside (when the ignition is switched off) the continuous parking light on both sides of the vehicle switches on automatically after ten minutes to reduce 12-volt vehicle battery discharge ⇒ *Switching the parking lights on and off* .

Automatic headlights AUTO

If the automatic headlights AUTO are switched on, the vehicle lighting and the instrument and switch lighting will switch on and off depending on the light conditions. 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

A cornering light is switched on when turning slowly or travelling around very tight bends.

Dynamic cornering light (AFS)

The dynamic cornering light permits optimum illumination of the road. Dynamic cornering light functions only when the automatic headlights AUTO are switched on and at speeds above around 10 km/h (6 mph).

In vehicles with a corresponding equipment level, the dynamic cornering light can be activated and deactivated in the Infotainment system in the **Vehicle settings** menu ⇒ *Vehicle settings menu* .

Signal tones if lights are not switched off

If the key is removed from the ignition lock and the driver door is opened, a signal tone will sound in the following situations:

- If the parking light is switched on.
- If the side lights are switched on or the rear fog light is switched on .

When the Coming Home function is switched on, no signal tone will be given as a reminder that a light is still switched on when leaving the vehicle.

Some settings can be stored in the user accounts of the personalisation function and therefore change when the user account changes ⇒ *Personalisation* .

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 ⇒ *Bulbs with LED technology* .
- If the fault persists, seek expert assistance.

Vehicle lighting not working

The indicator lamp lights up yellow.

Vehicle lighting not working partially or completely.

- Check the lighting and change the appropriate bulb as required ⇒ *Bulbs with LED technology* .
- If the fault persists, seek expert assistance.

Fault in rain/light sensor

The indicator lamp lights up yellow.

In the light switch position AUTO, the vehicle lighting is not switched on or off automatically.

- Switch the ignition on and off.
- If the fault persists, seek expert assistance.

Dynamic cornering light

The dynamic cornering light does not work when travel mode ⇒ *Switching over headlights for driving abroad (travel mode)* is activated.

In vehicles with driving profile selection, the selected driving profile can affect the swivelling motion of the lights. For example, the dynamic cornering light is deactivated in the **Eco** driving profile ⇒ *Driving profile selection* .

A corresponding display appears in the instrument cluster if there is a dynamic cornering light fault. Go to a qualified workshop.

Advanced main-beam control

Advanced main-beam control will respond in the same way as the *normal* main-beam control and switch main beam on or off automatically in the following situations:

- If the dynamic cornering light has been deactivated.
- If travel mode is activated ⇒ *Switching over headlights for driving abroad (travel mode)* .

Main beam

Switching main beam on and off

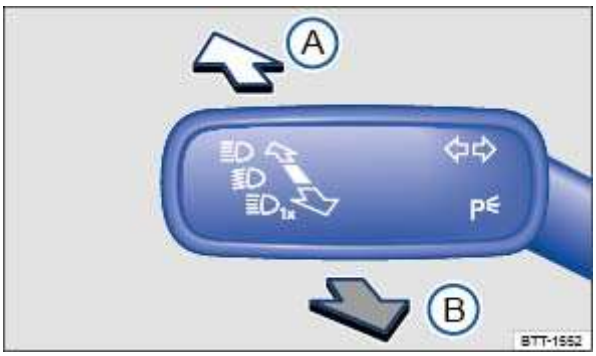


Fig. 76 On left of the steering column: turn signal and main beam lever.

- Switch on the ignition and dipped beam.
- Move the turn signal and main beam lever from the centre position to the following position ⇒ *Fig. 76* :

(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* .

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 on the main beam at speeds over approximately 60 km/h (37 mph), depending on ambient and traffic conditions, and switches it off again at speeds under approximately 30 km/h (18 mph) ⇒ .

There are two system versions for main beam control:

- Main beam control (Light Assist). Main-beam control automatically switches main beam on and off when other road users are detected.
- Advanced main-beam control (Dynamic Light Assist) ⇒ *Advanced main-beam control (Dynamic Light Assist)* .

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.
- Tap the turn signal and main beam lever forwards out of the basic position.

When the main-beam control is switched on, the indicator lamp lights up on the instrument cluster display. When main-beam control is active, the blue indicator lamp for main beam lights up additionally in the instrument cluster.

Switching off main beam control

- Switch off the automatic headlights function 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: tap 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.

Advanced main-beam control (Dynamic Light Assist)

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.

System limits

The main beam must be switched off manually under the following conditions because it is not switched off in time or not switched off at all by the main beam control:

- In poorly lit streets where there are highly-reflective signs.
- Other road users with insufficient lighting, such as pedestrians or cyclists.
- In tight bends, brows of hills or depressions in the land or half-hidden oncoming traffic.
- With oncoming traffic on streets with a central barrier where the driver can see clearly over the central barrier e.g. truck drivers.
- In fog, snow or heavy rain.
- In dusty or sandy areas.
- Damage to the windscreen in the camera's vision field.
- If the viewing field of the camera is misted up, dirty, covered by a sticker, snow or ice.
- If the camera is broken or the power supply is interrupted.

WARNING

Do not let the extra convenience afforded by main beam control tempt you into taking any risks when driving – this can cause accidents. The system is not a substitute for the full concentration of the driver.

- **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.

Parking light

Switching the parking lights on and off

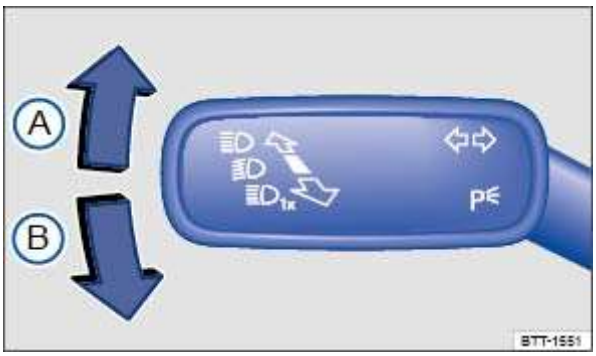


Fig. 77 On left of the steering column: turn signal and main beam lever.

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. 77* :

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 .
- 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 much 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 securely 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 lighting time of the one-sided parking light is generally double that of the two-sided parking light.**

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.

m/k/a995MK Not in China: the Coming Home function is switched on manually. In contrast, the Leaving Home function is controlled automatically by a rain/light sensor.

m/k/a995MK Only in China: the Coming Home and Leaving Home functions are controlled automatically by a rain/light sensor.

The switch-off delay can be set and the function activated or deactivated in the vehicle settings in the Infotainment system ⇒ *Vehicle settings menu* .

Switching on the Coming Home function

m/k/a999MK Not in China

- Switch off the ignition.
- Operate the headlight flasher for approximately one second.

The Coming Home lighting is switched on when the driver door is opened. The *switch-off delay* starts when the last vehicle door or the boot lid has been closed.

Switching on the Coming Home function

m/k/a999MK Only in China

- Switch off the ignition.

The Coming Home lighting is switched on when the light switch is in position AUTO and the rain/light sensor detects that it is *dark*.

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 door or the boot lid is still open approximately 30 seconds after switch on.
- **OR:** turn light switch to position 0.
- **OR:** switch on the ignition.

Switching on the Leaving Home function

- Unlock the vehicle when the automatic headlights function AUTO is switched on and the rain/light sensor detects that it is *dark*.

Switching off the Leaving Home function

- Automatically after the switch-off delay.
- **OR:** lock the vehicle.
- **OR:** turn light switch to position 0.
- **OR:** switch on the ignition.

Some settings can be stored in the user accounts of the personalisation function and therefore change when the user account changes ⇒ *Personalisation* .

Headlights

Headlight range control

The headlight range is automatically adapted to suit the vehicle load level as soon as the headlights are switched on ⇒.

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 asymmetric dipped beam headlights may dazzle oncoming traffic. Therefore the headlights need to be switched over when you travel to these countries.

In vehicles with advanced main-beam control, the alignment of the headlights can be adjusted in the Infotainment system in the **Vehicle settings** menu ⇒ *Vehicle settings menu*.

The function of the dynamic cornering light and advanced main-beam control is deactivated when travel mode is activated. The main beam is then only switched on and off automatically.

Travel mode may only be used for a short period. Please contact a qualified workshop for a permanent alteration. Volkswagen recommends using a Volkswagen dealership for this purpose.

Interior lighting

Instrument and switch lighting

Fig. 78 Next to the steering wheel: brightness control for instrument and switch lighting ①.

The brightness of the instrument and switch lighting can be adjusted in the Infotainment system in the **Vehicle settings** menu ⇒ *Vehicle settings menu*.

Depending on the vehicle equipment level, it may be possible to adjust the brightness of the instrument and switch lighting to suit your requirements by turning control ⇒ *Fig. 78* ① when the lights are switched on.

The brightness setting is automatically adjusted to the changing light conditions in the vehicle.

When the light switch is in position **AUTO**, 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.

When the light is switched off and the ignition switched on, the dash panel lighting (indicators and scales) is switched on. As the ambient light becomes lower, the illumination of these scales is automatically reduced and may be switched off entirely. This function is intended to remind the driver to switch on the dipped beam in good time, i.e. when driving through tunnels.

Interior and reading lights, background lighting

Press the corresponding button:

Switches the front interior lights on and off.

Switches the rear interior lights on and off.

The interior lights are switched on automatically when the vehicle is unlocked, a door is opened or the vehicle key is removed from the ignition.

Switches the reading lights on and off.

Glove box and luggage compartment lights

A light will be switched on and off when the glove box on the front passenger side or the boot lid is opened or closed.

Background lighting

Depending on the vehicle equipment, the background lighting provides indirect light in various areas of the vehicle interior.

The footwell may also be illuminated.

The brightness of the background lighting can be adjusted in the Infotainment system in the **Vehicle settings** menu ⇒ *Vehicle settings menu* .

The lights go out when the vehicle is locked or after a delay of a few minutes when the vehicle key is removed from the ignition lock. This prevents the 12-volt battery from discharging.

Some settings can be stored in the user accounts of the personalisation function and therefore change when the user account changes ⇒ *Personalisation* .

Visibility

Wipers

Operating the wiper lever

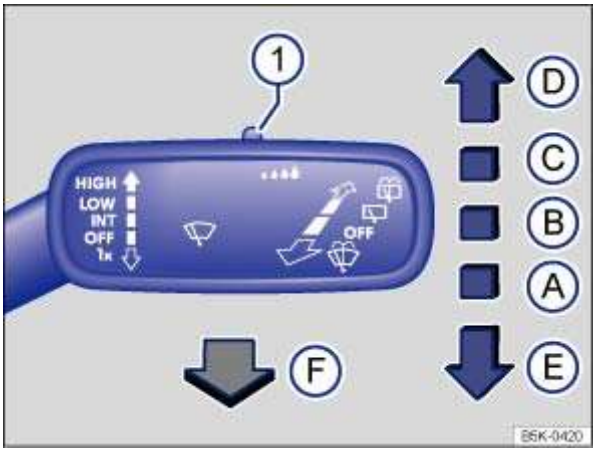


Fig. 79 On the steering column, right: operating the front windscreen wipers.

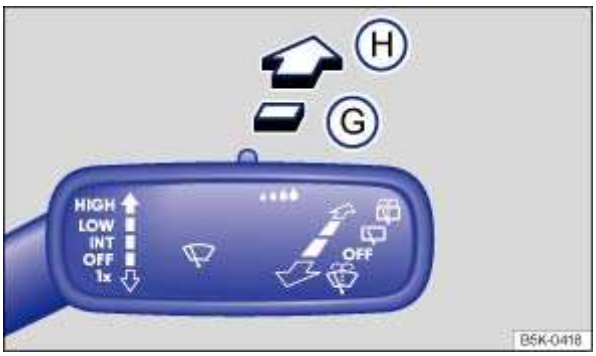


Fig. 80 On the steering column, left: operating the rear windscreen wiper.

The wipers will only function when the ignition is switched on and the bonnet or boot lid are closed.

Move the wiper lever to the desired position ⇒:

A **OFF** Wipers switched off.

B **INT** Interval wipe for the windscreen or rain/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 **LOW** Slow wipe.

D **HIGH** Fast wipe.

E 1x Flick wipe – wipes briefly. Push and hold the lever down for longer to wipe more quickly.

F Pulling the lever activates the wash and wipe system for cleaning the windscreen. 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 Use the switch to set the interval lengths (vehicles without a rain/light sensor) or adjust the sensitivity of the rain/light sensor.

G Interval wipe for the rear window. The wiper will wipe the window approximately every six seconds.

H Pushing the lever activates the wash and wipe system for cleaning the rear window.

WARNING

Without adequate anti-freeze, the washer fluid can freeze on the windscreen and obscure your view.

- **In winter temperatures, the windscreen washer system should only be used when adequate frost protection has been added.**
- **Never use the windscreen washer system at winter temperatures before the windscreen has been heated by the ventilation system or the windscreen heating. This could lead to the anti-freeze mixture freezing on the windscreen and restrict the driver's vision.**

WARNING

Worn or dirty 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 windows properly ⇒ *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 wipers 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 windscreen wipers when the glass 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.

Some settings can be stored in the user accounts of the personalisation function and therefore change automatically when the user account changes ⇒ *Personalisation* .

When parking the vehicle in cold weather, it may be helpful to leave the windscreen wipers in the service position to make it easier to loosen the wiper blades ⇒ *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 regulated automatically 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 vehicle lighting is switched on.

Once the ignition has been switched on, the headlights will be washed the first time the wash and wipe system is used, and every tenth time thereafter. Hardened dirt, such as insect remains, should be removed from the headlight lens at regular intervals.

In winter, you should remove any snow from the headlight washer system covers in the bumper to keep it in working order. Remove any ice with a de-icer spray.

Rain/light sensor

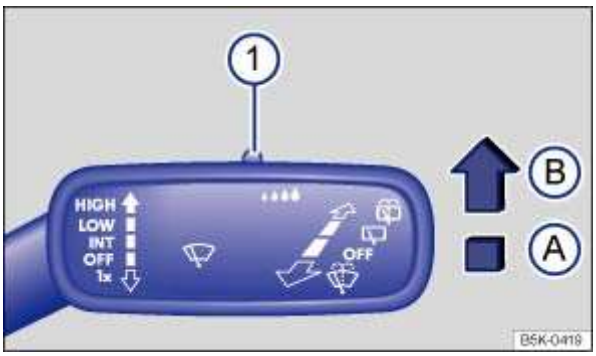


Fig. 81 On the right of the steering column: wiper lever.

When the rain/light sensor is activated, it automatically controls the frequency of the wiper intervals, depending on the intensity of the rain.

Activating and deactivating the rain/light sensor

- Position Ⓐ - the rain/light sensor is deactivated.
- Position Ⓑ - the rain/light sensor is active; 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.

Setting the sensitivity of the rain/light sensor

The sensitivity of the rain/light sensor can be adjusted manually using the switch in the wiper lever ⇒ *Fig. 81* ① ⇒ ⚠ .

- Switch to the right – high sensitivity.
- Switch to the left – low sensitivity.

⚠ WARNING

The rain/light sensor cannot always detect every rain shower and activate the windscreen wipers.

- **If necessary, switch on the windscreen wipers manually if the water on the windscreen restricts the field of vision.**

Some settings can be stored in the user accounts of the personalisation function and therefore change automatically when the user account changes ⇒ *Personalisation* .

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/light sensor

The indicator lamp lights up yellow.

The wipers are not switched on automatically if it rains during rain/light sensor operation.

- Switch the ignition on and off.
- If the fault persists, seek expert assistance.

Fault in wipers

The indicator lamp lights up yellow.

The wipers do not wipe.

- Switch the ignition on and off.
- If the fault persists, seek expert assistance.

Changes in the activation behaviour of the rain/light sensor

Possible causes for faults and misinterpretations *relating to the sensitive surface* of the rain/light sensor ⇒ *Overview of the vehicle* 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 on the windscreen 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/light sensor to become less sensitive and react too slowly, or prevent it from reacting at all. Clean the sensitive surface of the rain/light sensor at regular intervals and inspect the wiper blades for damage ⇒ *Caring for and cleaning the vehicle exterior* .
- **Crack in the windscreen:** a wash cycle will be triggered if the rain/light sensor is on when the windscreen is impacted by a stone. The rain/light sensor will then register the reduction in sensitivity of the surfaces and adjust accordingly. The size of the crack can affect the way in which the rain/light sensor activates the wipers.

We recommend that you use an alcohol-based glass cleaner to remove wax and polish.

The wipers will try to wipe away any obstacles that are on the windscreen. The wipers will stop moving if the obstacle blocks their path. Remove the obstacle and switch the wipers back on again.

Mirrors

Introduction

This chapter contains information on the followingsubjects:
⇒ *Interior mirror*
⇒ *Exterior mirrors*

You can use the exterior mirrors and the interior mirror to observe traffic behind you and adjust driving style accordingly.

For safety reasons it is important that the driver positions the exterior and interior mirrors correctly before starting a journey ⇒ .

Looking in the exterior mirrors and the interior mirror does not allow the driver to see the entire area around the side and rear of the vehicle. The area that cannot be seen is known as the blind spot. 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 corrodes plastic surfaces. Remove the fluid as soon as possible, e.g. using a wet sponge.

Interior mirror

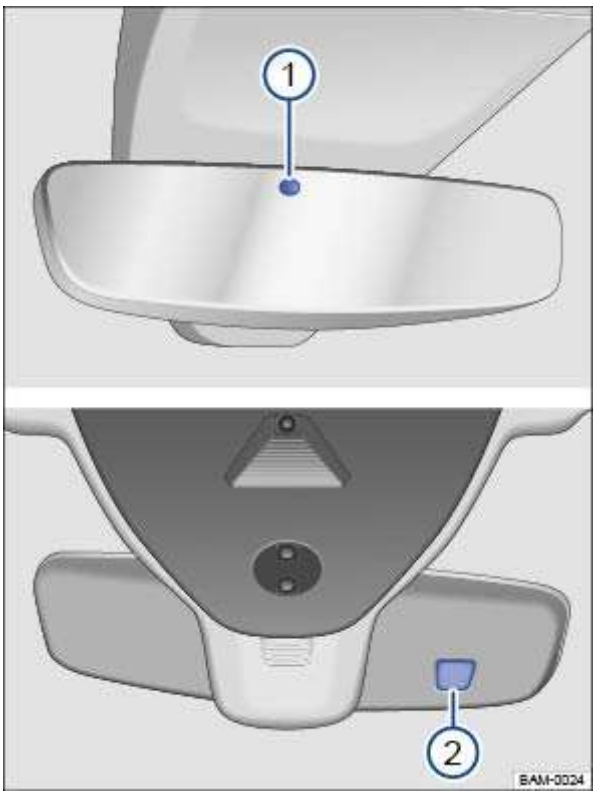


Fig. 82 On the windscreen: automatic anti-dazzle interior mirror.

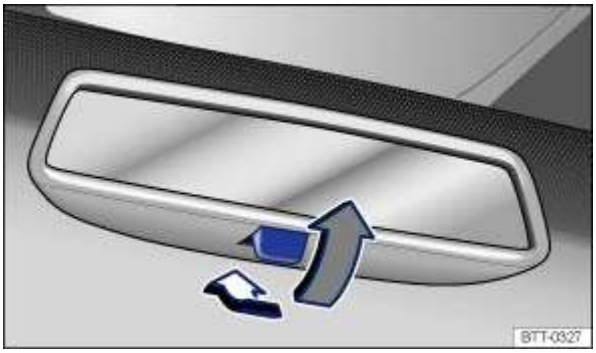


Fig. 83 On the windscreen: manual anti-dazzle interior mirror.

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

Automatic anti-dazzle interior mirror

When the ignition is turned on, the sensors measure the incident light from the rear ⇒ *Fig. 82①* and from the front ②.

The interior mirror darkens *automatically* depending on the measured values.

If the incident light on the sensors is hindered or interrupted, e.g. by a sun blind or other hanging objects, the automatic anti-dazzle interior mirror will not function or will not function correctly. Mobile navigation devices attached to the windscreen or near the interior automatic anti-dazzle interior mirror can also influence the sensors ⇒.

The automatic anti-dazzle function will be deactivated in some situations, e.g. when reverse gear is engaged.

Manual anti-dazzle interior mirror

- Basic position: the lever on the lower part of the mirror is pointing towards the windscreen.
- Pull the lever to the back to select the anti-dazzle function ⇒ *Fig. 83* .

WARNING

The illuminated display from a mobile navigation device can lead to the functional impairment of the automatic anti-dazzle interior mirrors 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

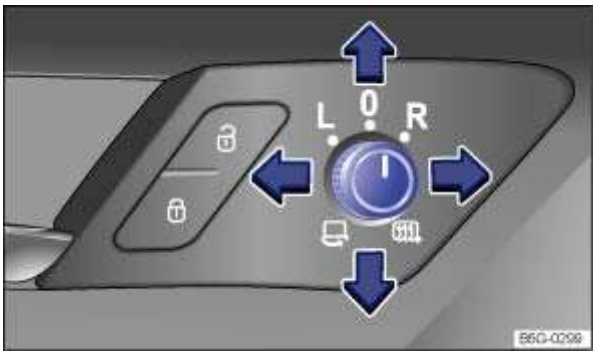


Fig. 84 In the driver door: rotary knob for the exterior mirrors.

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

The exterior mirror functions for left-hand drive vehicles are described in the following section. Position **L** corresponds with the exterior mirror on the driver side and position **R** corresponds with the exterior mirror on the front passenger side. The opposite applies to right-hand drive vehicles.

- Switch on the ignition.
- Turn the rotary knob in the driver door to the desired symbol ⇒ *Fig. 84*.
- 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 in exterior mirrors 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.

R

Adjust the right-hand exterior mirror.

0

Neutral position. The exterior mirror cannot be adjusted and all functions are switched off.

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 (synchronised).
- If necessary, correct the settings for the right-hand exterior mirror: move the rotary knob to position **R** and adjust the right 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 will 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.
- Apply the electronic parking brake.
- Switch on the ignition.
- Put the gearbox in neutral position.
- Select reverse gear.
- Adjust the front passenger exterior mirror so that you can see the kerb area, for example.
- Move the selector lever to the neutral position.
- Switch off the ignition.
- The settings for the mirror position will be saved and assigned to the vehicle key.
- 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 into 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 obstacle in the path of the mirror.**
- **Always ensure that no fingers are caught between the exterior mirror and the foot of the mirror 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. Fuel is otherwise wasted.

In the event of a fault, the electric exterior mirrors can be adjusted by hand by pressing on the outer edge of the mirror.

Some settings can be stored in the user accounts of the personalisation function and therefore change automatically when the user account changes ⇒ *Personalisation* .

Protection from the sun

Sun visors

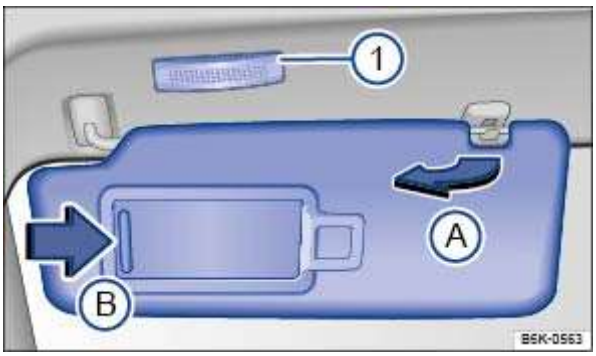


Fig. 85 In the front headliner: sunroof blind.

Various positions 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. 85Ⓐ*.

Illuminated vanity mirror

There is a vanity mirror behind a cover on the inside of the sun visor. When you open the cover ⇒ *Fig. 85Ⓑ*, a lamp ⇒ *Fig. 85①* lights up.

WARNING

Driving with the sun visors folded down and the sunblinds pulled out can reduce your view of the road.

- **Sun visors and sunblinds should always be replaced in their holder 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.

Heating and air conditioning system

Heating, ventilation, cooling

Introduction

This chapter contains information on the followingsubjects:
⇒ *Operating the air conditioning system*
⇒ *Air recirculation mode*
⇒ *Seat heating*
⇒ *Windscreen heating*
⇒ *Troubleshooting*

Climatronic heats, cools and dehumidifies the air. It works most effectively with the windows and the glass roof closed. If heat has built up in the vehicle interior, opening the doors and windows can speed up the cooling process.

Displaying activated functions

Lit up LEDs on rotary knobs and buttons indicate that the function is switched on.

Seat occupied recognition

The air conditioning is controlled in relation to the occupied seats in order to keep the energy consumption of the air conditioning system as efficient as possible. **Eco** is shown on the Infotainment system display and on the display of the air conditioning block when the seat-occupied recognition system is activated.

The seat-occupied recognition system is reactivated again when the electric drive has been activated and when the seat belt on the seat in question has been unfastened and fastened. Never unfasten a seat belt while the vehicle is in motion ⇒⚠.

Cooling the glove box

Cooled air can be fed into the glove box when the air conditioning system is switched on and the vent in the glove box is open.

⚠ WARNING

Poor visibility through the windscreen, door windows and rear window increases the risk of collisions and accidents, which can cause serious injuries.

- **Keep the windscreen, all door windows and the rear window free of ice, snow and mist to ensure good visibility.**
- **Set the heating, air conditioning and rear window heating controls to prevent the windows from misting up.**
- **Only drive off once the door windows, rear window and windscreen are clear.**
- **Use air recirculation mode only for short periods. Condensation could otherwise form very quickly on the windows, greatly reducing visibility.**
- **Switch off the air recirculation mode when it is no longer required.**

⚠ WARNING

Stale air can quickly make the driver tired and affect their concentration, which in turn can cause collisions, accidents and serious injuries.

- **Never switch off the blower or switch on the air recirculation mode for an extended period as this prevents fresh air from entering the vehicle interior.**

⚠ WARNING

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.

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.

Some settings can be stored in the user accounts of the personalisation function and therefore change when the user account changes ⇒ *Personalisation* .

Operating the air conditioning system

Fig. 86 In the upper part of the centre console: Climatronic air conditioning block.

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

Some functions and buttons are only available with certain equipment levels and with certain types of installed systems.

MENU – Air conditioning settings in the Infotainment System

- Press the MENU button in the air conditioning block to access the Climatronic air conditioning settings in the Infotainment system.

The upper area of the screen shows the current air conditioning settings.

- Blue: cooling.
- Red: heating.
- Grey: seat is not occupied ⇒ *Seat occupied recognition* .
- Touch the function button to set automatic control of air recirculation mode.
- Touch the function button to switch cooling mode, air distribution and the blower on or off via the Infotainment system.
- Touch the Presettings function button to adjust automatic mode, maximum cooling output, the defrost function or manual operation of the cooling system in the Infotainment system.
- Touch the function button to adjust the blower speed in automatic mode.

Switching off

- Press the OFF button in the air conditioning block.
- **OR:** turn the centre rotary control anti-clockwise as far as it will go ⇒ *Fig. 86* .
- **OR:** touch the OFF function button in the Infotainment system.

Air care – Climatronic with allergen filter

The allergen filter of the Air Care Climatronic can reduce the amount of pollutants and also allergens that enter the vehicle interior.

- Press the MENU button in the air conditioning block.
- Touch the Air Care function button.
- Touch the Active function button to switch the Air Care function on or off.

SYNC – Synchronising the temperature settings

- Press the SYNC button to adopt the temperature settings for the driver side on the front passenger side.
- **OR:** touch the SYNC button in the air conditioning settings in the Infotainment system.

AUTO – Automatic mode

The automatic mode ensures constant temperatures in the vehicle interior. The air temperature, air quantity and air distribution are regulated automatically. Automatic mode switches off if ventilation is adjusted manually.

A/C – Cooling mode

- Press the A/C button in the air conditioning block to switch cooling mode on or off.

The cooling mode dehumidifies the air.

MAX A/C – Maximum cooling output

- Press the MAX A/C button. Air recirculation mode is switched on automatically and the air distribution is adjusted to position.

| – Temperature

- Turn the outer rotary control to adjust the temperatures for the driver and front passenger sides. ⇒ *Fig. 86* .

The set temperatures are displayed above the rotary controls for Climatronic.

- m/k/a995MKMaximum cooling output: set temperature to below +16°C (+61°F). The display then shows **LO**.
- m/k/a995MKMaximum heating output: set temperature to above +29.5°C (+85°F). The display then shows **HI**.

– Seat heating

- Press the buttons or to switch the seat heating on and off ⇒ *Seat heating* .

– Blower

- Turn the middle rotary control.

No blower speed is displayed in the rotary control when Climatronic is in automatic mode.

– Air recirculation mode

- Press the button.

Air distribution

– air distribution to the upper body via the vents in the dash panel.

– air distribution to footwell.

– air distribution to the windscreen.

MAX | – Defrost function

- Press the MAX button ⇒ *Fig. 86* .

When the defrost function is switched on, the air is dehumidified by Climatronic and the blower set to a high speed. The windscreen heating is also switched on.

– Rear window heating

- Press the button when the electric drive is activated in order to switch the rear window heating on and off.

The rear window heating will switch off after 10 minutes at the latest.

Recommended settings for Climatronic

- Press the AUTO button.
- Set the temperature to +22°C (+72°F).
- Open and position the vents on the dash panel.

NOTICE

To prevent damage to the rear window heating, do not put stickers over the heating elements on the inside of the window.

When the defrost function MAX is switched off manually, the most recently used driving profile will be selected.

Energy consumption increases when the defrost function MAX is switched on.

Air recirculation mode

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

In air recirculation mode, no fresh air enters the vehicle interior.

Manual air recirculation mode

- Press the button in the air conditioning block to switch manual air recirculation mode on or off.
- **OR:** touch the button in the air conditioning settings in the Infotainment system.

Automatic air recirculation mode of Climatronic

In automatic air recirculation mode, fresh air will enter 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.

- Open the air conditioning settings in the Infotainment system.
- Touch the function button.
- Touch the **Automatic air recirculation** function button.

When is air recirculation mode deactivated?

Air recirculation mode is deactivated in the following situations ⇒ :

- If button MAX in the air conditioning block is pressed.
- **OR:** when the MAX function button in the air conditioning settings in the Infotainment system is pressed.
- If a sensor detects that the vehicle windows might mist up.

WARNING

Stale air can quickly make the driver tired and affect their concentration, which in turn can cause collisions, accidents and serious injuries.

- **Never use the air recirculation mode for an extended period as no fresh air will enter the vehicle interior.**
- **Use air recirculation mode for a short period only. Condensation could otherwise form 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. The smoke can leave a residue on the cooling system evaporator and 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

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

The seat cushions and backrest surfaces can be heated electrically when the ignition is switched on.

Operating the seat heating

- Press the or button in the air conditioning block in order to switch the seat heating to the highest temperature setting.
- Press the or button repeatedly in order to adjust the temperature setting.
- To switch the seat heating off, press the button or repeatedly until the LEDs go out.

When should I not switch on the seat heating?

Do not switch on the seat heating if one of the following conditions applies:

- 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 experiencing reduced sensitivity to pain or temperature due to medication, paralysis or chronic illness (e.g. diabetes) could sustain burns on the back, buttocks and legs when using the seat heating. These burns may take a long time to heal or may never heal fully. Please consult a doctor if you have questions about your own state of health.

- **Anyone experiencing reduced sensitivity to pain or temperature should never use the seat heating.**

WARNING

Wet upholstery can cause a fault 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 the system starts to emit a smell, switch the seat heating off immediately and have it checked by a qualified workshop.**

To save energy, switch the seat heating off as quickly as possible.

Windscreen heating

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

The windscreen heating functions when the engine is running.

Manual windscreen heating

- Open the air conditioning settings in the Infotainment system.
- Touch the function button to switch windscreen heating on or off.

The windscreen heating is switched off automatically depending on the outside temperature or after approximately eight minutes at the latest.

Windscreen heating using the defrost function

The windscreen heating will be switched on when the defrost function is switched on and a sensor detects that the windscreen may mist up.

Switch-off conditions

The windscreen heating switches itself off if **one** of the following conditions is met:

- The power consumption is too high.
- There is a fault in the air conditioning system.

- The specified time has elapsed.

Troubleshooting

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

The cooling system cannot be switched on or its function is restricted

The cooling system functions only when the vehicle's drive system is activated and at ambient temperatures above +3°C (+38°F).

- Switch on the blower.
- In order to operate the cooling system only when the ignition is switched on, charge the vehicle with direct current during this time.
- Check the fuse of the air conditioning system ⇒ *Fuses in the dash panel* .
- Select the **Normal** driving profile as the cooling system is switched off in the **Eco+** driving profile ⇒ *Driving profile selection* .
- Charge the high-voltage battery when the charge level has reached the reserve range.
- If the fault persists, seek expert assistance.

The heating and fresh air system cannot be switched on or its function is restricted

- In order to operate the heating and fresh air system with the ignition switched on, charge the vehicle with direct current during this time.
- If the fault persists, seek expert assistance.

The windows are misted up

- Keep the air intake in front of the windscreen free of ice, snow or leaves in order to improve heating and cooling performance ⇒ *Vehicle care* .
- Do not cover the air vents in the rear of the luggage compartment to allow air to flow through the vehicle from the front to the rear.
- Press the MAX button or turn the rotary knob to position in order to switch on the defrost function ⇒ .

The wrong unit of temperature is set

- Change the unit of temperature for all temperature displays in the vehicle using the Infotainment system ⇒ *Infotainment system operation and displays* .
- Change the units of temperature for all temperature displays in the vehicle in the instrument cluster menu ⇒ *Instrument cluster* .

Water under the vehicle

If the humidity and temperature outside the vehicle are high, **condensation** can drip off the evaporator in the cooling system and form a pool underneath the vehicle. This is normal and does not indicate a leak.

If the outside humidity is high and the outside temperature low, **condensation** may evaporate when the stationary air conditioning is running ⇒ *Stationary air-conditioning* . If this is the case, steam may appear underneath the vehicle. The vehicle is not damaged.

WARNING

Poor visibility through all windows increases the risk of collisions and accidents, which can cause serious injuries.

- **Always ensure that all windows are free of ice, snow and mist to ensure good visibility.**
- **Maximum heat output, which is needed to defrost the windows as quickly as possible, is available only when the electric drive has been activated. Do not start your journey until you have good visibility.**
- **To help ensure good visibility, take care to use the air conditioning system and the rear window heating correctly.**

To operate the heating and fresh air system or the cooling system when the ignition is switched on, the vehicle must be charged with direct current during this time.

Stationary air-conditioning

Introduction

This chapter contains information on the followingsubjects:
⇒ *Operating the stationary air conditioning*
⇒ *Programming the stationary air conditioning*

The stationary air conditioning allows the vehicle interior to be cooled, ventilated or heated when the vehicle is stationary. Operation of the system allows ice, condensation and a thin covering of snow to be cleared from the windscreen in winter. The stationary air conditioning is supplied with power from the high-voltage battery of the vehicle or via the mains socket.

The stationary air conditioning system can be programmed and managed in the **e-Manager** in the Infotainment system ⇒ *e-Manager* or via an app on your mobile telephone.

When the ignition is switched off, the stationary air conditioning system can be switched on or off manually using the app on your mobile telephone. Information on the app, the requirements for its use and availability, and also on compatible end devices is available on the internet ⇒ *Data transfer* .

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.

Operation of the stationary air conditioning when the charging cable is not connected will place a load on the high-voltage battery. At extreme temperatures, the heating or cooling output of the stationary air conditioning may be insufficient to achieve the set temperature.

Operating the stationary air conditioning

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

Switching on the stationary air conditioning

- Program a start time in the **e-Manager** in the Infotainment system ⇒ *Programming the stationary air conditioning* .

Switching off the stationary air conditioning

- Press the A/C button in the air conditioning block.

Stationary air conditioning switches itself off automatically

- After the programmed running time has elapsed ⇒ *Programming the stationary air conditioning* and ⇒ *Data transfer* .
- If the charge level of the high-voltage battery is too low ⇒ *High-voltage battery* .

Operation when charging connector is not connected

If you want to use the stationary air conditioning without connecting the charging connector, you need to enable the option that allows climate control without external power supply in the **Stationary air conditioning** menu in the Infotainment system ⇒ *Programming the stationary air conditioning* . This setting is stored in the vehicle.

Programmed stationary air conditioning is not started unless the option for climate control without connected charging connector is activated. If you manually start the system with the Air conditioning application, an error message will appear because the charging connector is not connected.

The stationary air conditioning is supplied with energy by the high-voltage battery when the charging connector is not connected.

Operation when charging connector is connected

When the charging connector is connected, the stationary air conditioning is supplied with power by the mains socket or charging stations. The operating options for the stationary air conditioning depend on the type of charging used:

- m/k/a995MKCharging with alternating current (AC current): the vehicle can either be charged **or** conditioned. If you have programmed a departure time ⇒ *Programming the stationary air conditioning* , the high-voltage battery will be charged first and then the vehicle interior cooled or heated. The charging process is extended if stationary air conditioning is switched on via the mobile telephone app.
- m/k/a995MKCharging with direct current (DC current): the vehicle can be conditioned only during the charging process. The charging station can switch itself off as soon as the high-voltage battery is charged. Further conditioning of the vehicle interior then takes place only if the option for air conditioning without external power supply is activated. This option can be set in the **e-Manager** under **Settings** .

Maximum cooling or heating output

You can use the Infotainment system or mobile telephone app to select the maximum cooling or heating output.

- *Maximum cooling output (LO):* set temperature below +16 °C (+61 °F).
- *Maximum heating output (HI):* set temperature above +29.5 °C (+85 °F).

When maximum cooling or heating output is set, the temperature is controlled. Depending on the outside temperature, the contrary function may be switched on temporarily.

If stationary air conditioning is set to maximum cooling output, the heater may still be switched on if the outside temperature is too low. A red vehicle shape is shown in the display for as long as the contrary function is active.

If stationary air conditioning is set to maximum heating output, the cooling may still be switched on if the outside temperature is too high. A blue vehicle shape is shown in the display for as long as the contrary function is active.

If the charge level of the high-voltage battery is too low, the stationary air conditioning will switch off automatically or switch-on will be deactivated.

Operating noises can be heard if the stationary air conditioning is switched on.

The high-voltage battery discharges proportionally to how long or how often the stationary air conditioning is used without an external power supply.

Programming the stationary air conditioning

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

The stationary air conditioning can be programmed in the Infotainment system for timer-controlled operation before a departure time.

In the Infotainment system, you can program departure times in the **e-Manager**. For each departure time settings can be made to determine whether the vehicle should be charged or air conditioned, or both at the same time. A target temperature can also be preset, and settings made to determine whether the vehicle should be air conditioned without an external power supply. Further information on the **e-Manager** in ⇒ *Infotainment system operation and displays* and ⇒ *High-voltage battery* .

You program the temperature required in the vehicle at the planned departure time. Starting from the required temperature, the vehicle calculates the lead time, i.e. the point in time when the stationary air conditioning is switched on in order to reach the required temperature. The maximum lead time when the charging connector is switched on is approximately 30 minutes.

The lead time is approximately 10 minutes when the charging connector is not connected.

Programming check

The next activated timer and the set functions are shown in the Infotainment system when the ignition is switched off.

At very low outside temperatures, it is possible that the set temperature cannot be reached before you start the journey.

Driving

Notes on driving

Pedals

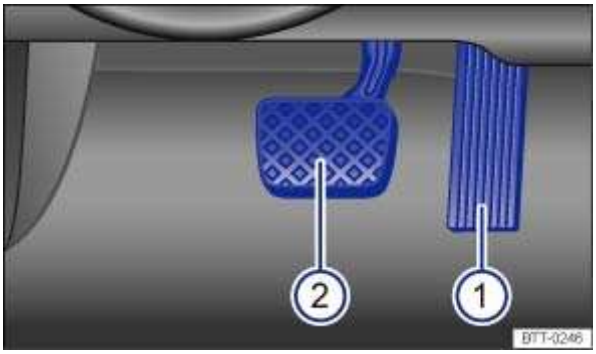


Fig. 87 In the footwell: pedals.

Key to ⇒ *Fig. 87* :

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, the brake pedal travel to fully stop the vehicle will be longer if a brake circuit has failed. 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. A few tips are provided below which will help you protect the environment and also save money.

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 a sufficient distance from the vehicle in front will help you anticipate the driving situation.

Using energy recovery (brake energy recuperation)

By selecting the recuperation level **D1**, **D2**, **D3** or **B** in the position selection, it is possible to use the energy of the rolling vehicle to charge the high-voltage battery *⇒ Energy recovery (brake energy recuperation)* . The vehicle is braked as a result.

Using coasting mode

If neither the accelerator pedal nor brake pedal are pressed in selector lever position **D** and no recuperation is set, the vehicle will roll (coast) practically without any energy consumption.

Avoid full throttle

Never drive the vehicle at top speed. The drag coefficient increases at excessively high speeds. This in turn increases the force needed to move the vehicle.

Drive off immediately

Deactivate the electric drive if you are stopped for a long period, e.g. in a traffic jam or at a railway crossing.

Have the vehicle serviced regularly

Regular maintenance is an essential prerequisite for economical driving and increases the service life of the vehicle.

Observe the correct tyre pressures

An inadequate tyre pressure does not just mean greater wear, but also increases the rolling resistance of the tyres and thus the energy consumption. Use optimised rolling resistance tyres.

Adjust the tyre pressure according to the vehicle load. Observe the information on the tyre pressure sticker *⇒ Useful information about wheels and tyres* .

Tyre Pressure Loss Indicator or Tyre Pressure Monitoring System *⇒ Tyre monitoring system* .

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.

To keep the vehicle's air resistance as low as possible, remove any attachments, such as ski, bicycle and roof holders, after use.

Save electrical energy

Convenience consumers such as the air conditioning system or window heating require energy from the high-voltage battery.

- Ventilate the vehicle before starting your journey at high outside temperatures 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 to protect the environment. Think Blue. is Volkswagen's global brand for sustainability and conservation.

Your Volkswagen dealership can provide you with further information on maintenance and energy-efficient spare parts, e.g. new tyres.

Think Blue. Trainer.

The Think Blue. Trainer. analyses and visualises your driving style and helps you to drive more economically.

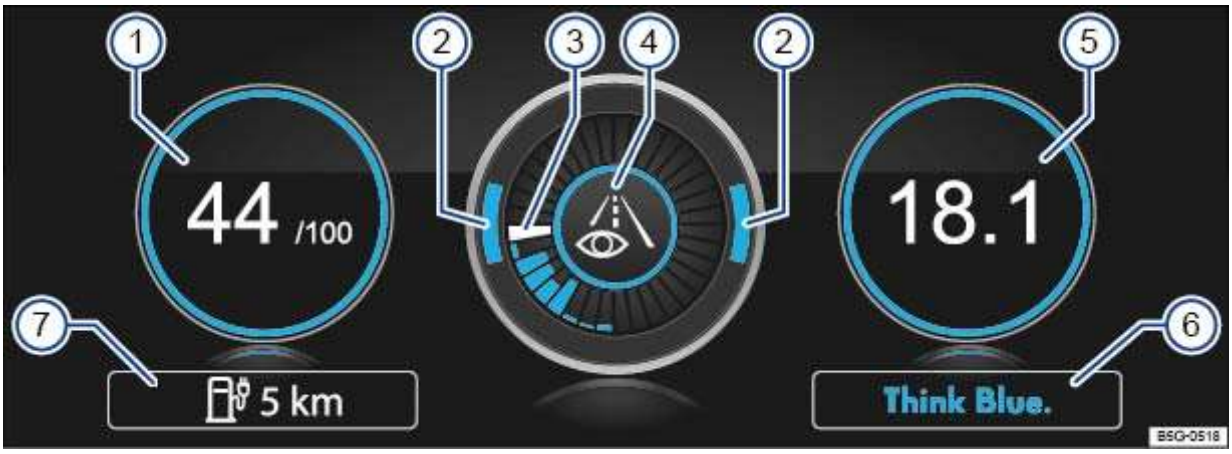


Fig. 88 In the Infotainment system: Think Blue. Trainer.

Key to ⇒ *Fig. 88* :

(1) Blue Score:The higher the displayed value on a scale from 0 to 100, the more efficient your driving style. A blue border symbolises an efficient and constant driving style. A grey border indicates an inefficient driving style.Touch the display to open the statistics of the last 30 driving minutes **Since start**.

(2) Acceleration and braking:At a constant speed, two arcs appear in the central area. The arcs move up or down during acceleration and braking.

(3) History display:The efficiency of the driving style is indicated by the blue bars. The white bar saves a blue bar around every five seconds.

(4) Driving tips: Think ahead when driving. Adapt your speed. eco Economic driving style.

(5) Consumption:The display shows the energy consumption **Since start** in **kWh/100 km**. A blue border symbolises an efficient and constant driving style. A grey border indicates an inefficient driving style.Touch the display to open the statistics of the last 30 driving minutes **Since start**.

(6) Tips for saving energy:Touch the **Think Blue.** function button to access additional tips.

(7) Range:Touch the function button to open the range monitor ⇒ *Infotainment system operation and displays* .

Opening the Think Blue. Trainer.

- Depending on the vehicle equipment, press the **MENU** button or function button in the Infotainment system.
- Touch the function buttons **Vehicle** , **Selection** , **Think Blue. Trainer.** .

WARNING

Accidents and injuries can occur if the driver is distracted. Operating the Infotainment system can distract you from the road.

- **Always drive carefully and responsibly.**

Electric drive functions

Power output of the electric drive

The maximum torque of the electric drive is available immediately when you press 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 ⇒ *Energy recovery (brake energy recuperation)* . This will also occur to a certain extent when the vehicle is coasting to a stop or travelling downhill.

The higher the charge level of the high-voltage battery, the lower the recuperation and thus 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 instrument cluster 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 electric drive is activated and the position **D/B** or reverse gear **R** is selected.
- After every position change to **D/B** or **R**.
- The vehicle is moving at a speed of less than 10 km/h (6 mph) and the driver door is opened.
- The vehicle is at a standstill and the driver door is opened or the driver seat belt is unfastened with the brake pedal pressed.

The crawling function is deactivated when the driver door is closed and seat belt is fastened if:

- The vehicle is driven faster than 10 km/h (6 mph).
- The selector lever is in position **P** or **N**.
- The vehicle has already been set in motion once after the electric drive was activated.

WARNING

Unintentional vehicle movements can cause serious injury.

- **If the electric drive is activated and the selector lever is in D/B position or reverse gear is engaged, the vehicle must be held with the foot brake. Even if just the electric drive is activated, it is possible that the power transmission is not fully interrupted so that the vehicle crawls.**
- **Never leave the vehicle in driving mode N or D/B. The vehicle will roll downhill irrespective of whether or not the electric drive is activated.**

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)

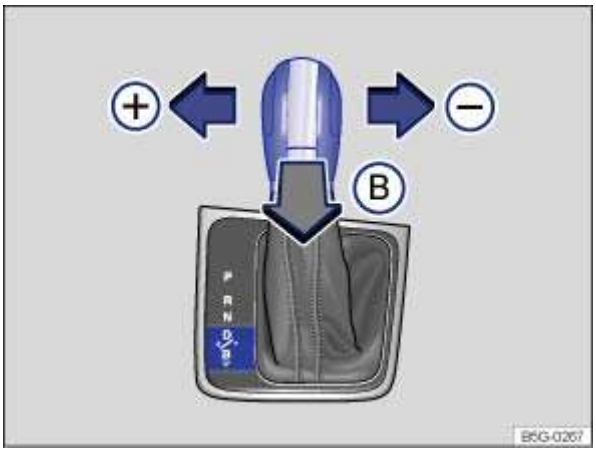


Fig. 89 Selector lever for driving mode: selecting recuperation. In right-hand drive vehicles the display of the selector lever positions is mirrored.

Energy recovery (brake energy recuperation) can produce a braking effect. This braking effect may vary depending on the gearbox programme selected and the charge level of the high-voltage battery.

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 recuperation status is displayed on the power display in the instrument cluster ⇒ *Instrument cluster* . When recuperation is active, the needle will move into the green area of the display. The current brake energy recuperation level appears in the instrument cluster display. A statistic showing the energy recuperated in the last 30 minutes may be shown in the instrument cluster ⇒ *Infotainment system operation and displays* .

The extent of the engine braking effect varies depending on the recuperation level. 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. 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 will not allow the wheels to safely contact the road surface, recuperation and thus also the engine braking effect will be automatically reduced ⇒ .

Selecting a brake energy recuperation level

There are a total of four brake energy recuperation levels. It is possible to shift up and down through brake energy recuperation levels **1** to **3** by tapping the selector lever to the sides ⇒ *Fig. 89*⊕⊖:

- Tap to the **left**, to switch up a recuperation level.
- Tap to the **right**, to switch down a recuperation level.
- Press to the **right** for *a few seconds* to switch off recuperation.

To change up to brake energy recuperation level **four**: tap the selector lever to position **B**. Tapping again in the direction of the arrow switches back to **D** position and the last-selected recuperation level is activated.

D
The vehicle is coasting. Energy is only recuperated during braking.

D
Light brake energy recuperation, recuperation level one

D
Medium brake energy recuperation, recuperation level two

D
High brake energy recuperation, recuperation level three

B
Very high brake energy recuperation, recuperation level four

In recuperation levels one - four, brake energy recuperation takes place during braking, coasting to a stop and when driving downhill. The electric drive acts as a generator in this case. It converts kinetic energy into electrical energy that is used to charge the high-voltage battery.

Driving down hills

The steeper the slope, the higher the recuperation level that should be selected ⇒. Never allow the vehicle to roll down mountains or hills in the neutral position **N**.

- Reduce your speed.
- Increase the recuperation level with the selector lever ⇒ *Driving mode selection* .

WARNING

Medium, high and very high recuperation can lead to loss of traction and skidding, particularly on slippery roads. This can cause you to lose control of the vehicle, which can lead to accidents and serious injuries.

- **Only use medium, high or very high recuperation if visibility, weather, road and traffic conditions permit, and other road users are not put at risk due to the vehicle's acceleration and your driving style.**

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 when at high altitudes, e.g. mountain pass altitude, in order to facilitate a braking effect by means of recuperation when subsequently driving downhill.**
- **Reduce your speed before driving down a long, steep gradient.**
- **When driving down a long, steep gradient, slow the vehicle using the vehicle brake.**

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 that have been fully run in. In the run-in period, the brakes should not be subjected to hard braking and situations should be avoided that create a heavy load on the brakes, e.g. when driving up close to the vehicle ahead.

The **rate of wear** of the brake pads depends to a great extent on the conditions under which the vehicle is operated and the way in which the vehicle is driven. If the vehicle is used for regular urban trips, 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 brakes must be dried as quickly as possible by careful braking at higher speed. Please ensure that no following vehicle and no other road user is put at risk as a result of this action ⇒.

Any **salt layer accumulating on the discs and pads** will delay the braking effect and increase the braking distance. If the brakes on the vehicle have not been applied for a long time on roads that have been gritted with salt, the layer of salt must be reduced through careful braking ⇒.

Corrosion on the brake discs and **dirt** in the brake pads 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 at all 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 force exerted by the driver's foot 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 the warning lamp lights up either on its own or together with a text message in the instrument cluster display, go to a qualified workshop immediately to have the brake pads checked and 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 brake when visibility, weather, road and traffic conditions permit.**

WARNING

Driving without the brake servo can considerably increase the braking distance and thus cause accidents and serious injuries.

- **Never deactivate the electric drive 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.**

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 ⇒ *Stowing luggage and loads* .
- 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* .

WARNING

Moving loads can severely impair the vehicle's stability and driving safety which could cause accidents and severe injuries.

- **Secure objects properly to prevent them from sliding.**
- **Use suitable 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 reduces the possible range of the vehicle considerably. Volkswagen does not recommend driving with an open boot lid 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 could 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. Comply with legal regulations.**
- **If items protrude out of the luggage compartment, never use the boot lid to wedge them into place or hold them in position.**
- **If you drive with the boot lid open, you must remove any carriers and luggage 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:

- Check the depth of the water before driving through it. The water level must be **no higher** than the lower edge of the vehicle body ⇒.
- Do not drive faster than walking speed.
- Never stop the vehicle, reverse or switch off the electric drive 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 using careful braking manoeuvres. Ensure that you do not endanger any other road users or violate any legal regulations 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 service scope and service types could also be affected. This is particularly important if the vehicle is driven in another climate region for a long period of time.

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

Fault in the brake system

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.

Activating and deactivating the electric drive

Ignition lock

Fig. 90 To the right of the steering wheel: positions of the vehicle key in the ignition lock.

When there is no vehicle key in the ignition lock, the steering column lock may be activated.

Vehicle key positions ⇒ *Fig. 90*

0 Ignition switched off. The vehicle key can be removed.

1 Ignition switched on. The steering lock can be released.

2 Depress the brake pedal when the indicator lamp lights up green. Activating the electric drive. Once the electric drive is activated, release the vehicle key. Once released, the vehicle key moves back to position ⇒ *Fig. 90①*.

Ignition switched on warning

A warning message appears in the instrument cluster display if the driver door is opened while the ignition is switched on. A signal tone may also be given.

The warning is a reminder that the ignition must be switched off before leaving the vehicle.

WARNING

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

- **Always take all vehicle keys with you every time you leave the vehicle. The electric drive 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 when the vehicle is locked. They could become trapped in the vehicle in an emergency and may not be able to get themselves to safety. For example, locked vehicles may be subjected to very high or very low temperatures, according to season. This can cause serious injuries and illness or fatalities, especially for small children.**
- **Never remove the vehicle key from the ignition lock when the vehicle is in motion. The steering column lock may be activated and you will no longer be able to steer the vehicle.**
- **The key bit in the vehicle key must be folded out fully and locked in position.**
- **Only attach light items to the vehicle key that weigh no more than 100 g.**

If you leave the vehicle key in position ⇒ *Fig. 90* ① in the ignition lock with the electric drive deactivated over a longer period, the 12-volt vehicle battery will discharge.

m/k/a995MK In some markets: if you cannot remove the vehicle key, move the selector lever to the **P** position. If necessary, press the lock button in the selector lever and then release it.

Starter button

The starter button replaces the ignition lock (Press & Drive).

Fig. 91 In the lower section of the centre console: starter button for activating the electric drive.

The starter button is used to start the motor (Press & Drive).

The vehicle can be activated only if there is a valid vehicle key in the vehicle.

When leaving the vehicle, the electronic steering column lock will be activated when the ignition is switched off and the driver door is opened ⇒ *Steering* .

Switching the ignition on and off

Press the starter button once without depressing the brake pedal ⇒ .

Automatic ignition switch-off

The ignition switches off automatically after a short time if the driver moves away from the vehicle with the vehicle key when the ignition is switched on. If the dipped beam headlights were switched on at the time, the side lights will remain switched on for approximately 30 minutes. The side lights can be switched off ⇒ *Opening and closing* manually ⇒ *Lights* or by locking the vehicle.

Restart function of the electric drive

If no valid vehicle key is detected in the vehicle interior once the electric drive has been switched off, the electric drive can be restarted within approximately 5 seconds. A corresponding message appears on the instrument cluster display.

After this time, the electric drive cannot be re-activated without a valid vehicle key in the vehicle interior.

WARNING

Unintentional vehicle movements can cause serious injury.

- **Do *not* depress the brake pedal when switching on the ignition, as the vehicle will otherwise be immediately ready to drive.**

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 electric drive, switch on the ignition or operate electrical equipment such as the electric windows.**

Before leaving the vehicle, always switch off the ignition manually and note any information shown in the instrument cluster display.

Leaving the vehicle stationary for long periods with the ignition switched on can discharge the 12-volt vehicle battery and prevent activation of the electric drive.

Activating the electric drive

Once the electric drive has started, the vehicle's drive system is ready for operation. The vehicle is ready to drive when the electric drive is switched on.

Requirements for activating the electric drive

The vehicle electric drive 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.
- m/k/a995MKVehicles with starter button: there is a valid vehicle key in the vehicle.

Activating the electric drive

- m/k/a995MKVehicles with ignition lock: turn vehicle key to position ⇒ *Fig. 90①*. The ignition is switched on.
- m/k/a995MKVehicles with starter button: press the starter button once. The ignition is switched on.
- Depress and hold the brake pedal. If the brake pedal is not pressed, the indicator lamp lights up green and the message **Brake pedal not depressed** appears in the instrument cluster display.
- Shift the selector lever for driving mode to position **P** or to position **N**.
- m/k/a995MKVehicles with ignition lock: turn vehicle key to position ⇒ *Fig. 90②* – do not press the accelerator. Hold the vehicle key until the indicator lamp READY lights up. When the indicator lamp READY lights up on the instrument cluster, release the vehicle key. The vehicle key moves back to position ⇒ *Fig. 90①*. The needle in the power display moves from OFF to 0.
- m/k/a995MKVehicles with starter button: press and hold the starter button ⇒ *Starter button* until the indicator lamp READY lights up on the instrument cluster – do not press the accelerator. When the indicator lamp READY lights up on the instrument cluster, release the starter button. The needle in the power display moves from OFF to 0.
- m/k/a995MKVehicles with starter button: if the indicator lamp READY does not light up, cancel the procedure and repeat. If necessary, perform an emergency start ⇒ *No valid vehicle key recognised*.
- m/k/a995MKVehicles with starter button: the starter button is deactivated if the vehicle was locked with the vehicle key. If you are in the vehicle and need to start the engine, unlock the vehicle first or perform an emergency start ⇒ *No valid vehicle key recognised*.
- Release the electronic parking brake if you wish to pull away ⇒ *Electronic parking brake*.

Noises prior to driving

A clicking noise may be heard when activating the electric drive. This is quite normal, and no cause for concern.

Recognising readiness to drive

The electric drive produces no noticeable motor noises either while the electric drive is being activated or while it is running. It is therefore not possible to recognise that the vehicle is ready to drive based on motor noises. Instead, the following features indicate that the vehicle is ready to drive:

- The needle in the power display in the instrument cluster is positioned at 0 ⇒ *Instrument cluster*.
- The illumination of the needles in the instrument cluster is switched on regardless of whether the vehicle's exterior lighting is switched on.
- The indicator lamp READY.
- An acoustic signal will sound.

Activating the electric drive at very low outside temperatures

The high-voltage battery may freeze and fail at very low outside temperatures (approximately -27°C (-16°F) and colder). It will no longer be possible to activate the vehicle's drive system.

The vehicle's drive system can be reactivated as soon as the temperature of the high-voltage battery has increased sufficiently.

Volkswagen recommends parking your vehicle in a weather-proof area to ensure that the vehicle's drive system can be activated, even when the outside temperature is low.

Driving off with the electric drive

- Activate the electric drive ⇒ *Activating the electric drive* . Depress and hold the brake pedal.
- Move the selector lever to position **D/B** or engage reverse gear ⇒ *Driving mode selection* .
- Switch the electronic parking brake off and release the brake pedal ⇒ *Electronic parking brake* .
- Press the accelerator pedal.

WARNING

Never leave the vehicle when it is ready to drive. The vehicle could move suddenly or something unexpected may happen that may cause damage, fire or serious injuries.

- **Always switch off the ignition before leaving the vehicle.**
- **When parking or leaving the vehicle, always ensure that selector lever for driving mode is in position P and that the electric parking brake is switched on.**
- **When exiting the vehicle, always ensure that all doors, windows, the boot lid and bonnet are completely closed and locked.**

The electric drive cannot be activated with the starter button, for example, if the button cell in the vehicle key is weak or flat. In this case, use the emergency start function ⇒ *No valid vehicle key recognised* .

At very low outside temperatures when the high-voltage battery is consequently very cold, electrical driving and the vehicle range may be limited.

Deactivating the electric drive

Deactivating the electric drive

The actions should be carried out only in the specified order.

- Bring the vehicle to a stop.
- Park the vehicle ⇒ *Parking* .
- m/k/a995MK Vehicles with ignition lock: turn vehicle key to position ⇒ *Fig. 90* and remove the key as appropriate.
- m/k/a995MK Vehicles with starter button: press the starter button briefly ⇒ *Starter button* . If the electric drive cannot be switched off, carry out the emergency switch-off procedure ⇒ *Electric drive cannot be deactivated* .
- Follow the instructions in the instrument cluster ⇒ *Instrument cluster* .

WARNING

Never leave the vehicle when it is ready to drive. The vehicle could move suddenly or something unexpected may happen that may cause damage, fire or serious injuries.

- **Always switch off the ignition before leaving the vehicle.**
- **When parking or leaving the vehicle, always ensure that selector lever for driving mode is in position P and that the electric parking brake is switched on.**
- **When exiting the vehicle, always ensure that all doors, windows, the boot lid and bonnet are completely closed and locked.**

WARNING

Never deactivate the electric drive while the vehicle is in motion. This can lead to a loss of vehicle control, accidents and serious injuries.

- **The airbags and belt tensioners will not work if the ignition is switched off.**
- **The brake servo will not work when the electric drive is switched off. More force is required on the brake pedal to stop the vehicle.**
- **The power steering will not function if the electric drive is switched off, and more force will be required to steer the vehicle.**
- **If the vehicle key is removed from the ignition, the steering lock can activate and you will no longer be able to steer the vehicle.**

WARNING

The parts of the high-voltage system become very hot. This can cause fires and serious injuries.

- **Never park the vehicle where parts of the high-voltage system can come into contact with inflammable material underneath the vehicle, e.g. undergrowth, leaves, dry grass.**
- **Never apply additional underseal or anti-corrosion coatings to heat shields.**

Depending on the vehicle equipment, the vehicle key can be removed from the ignition lock when the selector lever is not in position **P**. The warning **Please move selector lever to position P!** appears in the instrument cluster display. This reminds you to move the selector lever to position **P** before you leave the vehicle.

After the electric drive is switched off, the radiator fan in the engine compartment may run on for some minutes, even if the ignition is switched off or the vehicle key has been removed. The radiator fan will switch itself off automatically.

Leaving vehicle with active electric drive

The electric drive is automatically deactivated if the vehicle is left after stopping with active electric drive as well as a selected gear position.

This protects the drive against unauthorised use.

The electronic parking brake is switched on.

Warning before leaving the vehicle

When the driver door is opened, an acoustic warning tone sounds and the warning message **Move the selector lever to position P!** is displayed. In this way, a warning is given that the vehicle could potentially roll away.

Automatic re-activation of the electric drive

The electric drive can be re-activated automatically again within 30 seconds. For this, the driver door must be closed and the seat belt fastened and also one of the following conditions met:

- Press accelerator pedal.
- **OR:** switch off the electronic parking brake.
- **OR:** change selector lever position.

A short tone sequence indicates that the electric drive is ready to drive.

If the 30 second period expires without activated electric drive, the electric drive can be reactivated by restarting the vehicle ⇒ *Activating the electric drive* . Observe any messages that appear on the instrument cluster display.

WARNING

If the vehicle is left unattended when ready to drive it may lead to accidents and serious injuries.

- **Never leave the vehicle unattended when it is ready to drive.**
- **Always switch the ignition off and move the selector lever to position P before exiting the vehicle.**
- **When parking or exiting the vehicle, always ensure that the selector lever is in position P and that the electronic parking brake is switched on.**
- **When exiting the vehicle, always ensure that all doors, windows, the boot lid and bonnet are completely closed and locked.**

Deactivation of the ignition when leaving the vehicle (Keyless Access only)

In order to protect the 12-volt vehicle battery in vehicles with the keyless locking and starting system Keyless Access, the ignition is switched off automatically when leaving the vehicle (under certain conditions) in order to ensure that the vehicle can be restarted.

Ignition warning

In order to indicate that the ignition is still active when leaving the vehicle, an acoustic warning tone sounds when the driver door is opened and corresponding warning messages are shown on the instrument cluster display. The ignition also switches off automatically after a while.

Automatic ignition switch-off

If the ignition is not switched off at the end of a journey and after leaving the vehicle, it switches itself off automatically after a certain period of time in order to prevent accidental discharge of the 12-volt vehicle battery.

Automatic switch-on of side lights

If the dipped beam is switched on at the time the ignition is automatically deactivated, the side lights are switched on either until the vehicle is locked or for a maximum of around 30 minutes.

WARNING

If the vehicle is left unattended when ready to drive it may lead to accidents and serious injuries.

- **Never leave the vehicle unattended when it is ready to drive.**
- **Always switch the ignition off and move the selector lever to position P before exiting the vehicle.**
- **When parking or exiting the vehicle, always ensure that the selector lever is in position P and 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.**

When leaving the vehicle, always switch off the ignition and observe any messages shown in the instrument cluster display.

Electronic immobiliser

The immobiliser helps to prevent the electric drive from being activated and driven with an unauthorised vehicle key.

There is a chip in the key. The immobiliser is automatically deactivated by this when a valid vehicle key is inserted in the ignition lock.

The electronic immobiliser is automatically activated when the vehicle key is removed from the ignition lock. In vehicles with Keyless Access, the vehicle key must be outside the vehicle.

Thus the vehicle can only be made ready to drive when a genuine Volkswagen 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.

Electronic engine sound

The electronic engine sound is a sound that warns other road users about approaching electric vehicles.

Fig. 92 In the lower part of the centre console: button for electronic engine sound.

When you activate the vehicle's drive system, the electronic engine sound will remain switched on.

The electronic engine sound is faded out gradually at higher speeds.

The electronic engine sound is switched on and off with the button.

Driving without electronic engine sounds requires increased care and attention. Volkswagen recommends that you always drive with the electronic engine sound switched on.

Troubleshooting

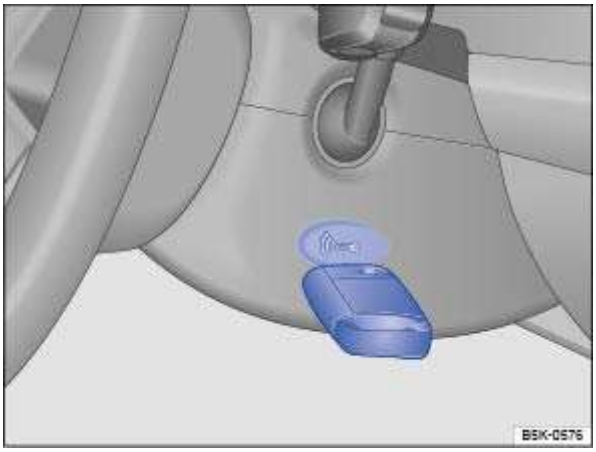


Fig. 93 On the right of the steering column: emergency start function in vehicles with the keyless access locking and starting system.

EPC Fault in engine management system

The indicator lamp lights up yellow.

Fault in engine management system.

- The electric drive should be checked by a qualified workshop as soon as possible.

Vehicle key cannot be removed from the ignition lock

An unauthorised vehicle key has been inserted in the ignition lock.

Remove the vehicle key as follows:

- Press the lock button in the selector lever and release.
- Remove the vehicle key from the ignition lock.

No valid vehicle key recognised

A corresponding display will appear in the instrument cluster.

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. 93* .
- The ignition is switched on automatically, and in some cases the electric drive is activated.

Electric drive cannot be deactivated

The electric drive cannot be deactivated by briefly pressing the starter button.

In this case it is necessary to perform an emergency switch-off procedure:

- Press the starter button twice within a few seconds or press and hold once.

The electric drive is deactivated automatically ⇒ .

Electronic engine sound not working

The indicator lamp lights up yellow and an acoustic signal sounds.

The text message **Error: electronic engine sound. Please drive carefully!** is displayed in the instrument cluster.

- Go to a qualified workshop.

It is possible to continue driving.

Electric drive cannot be activated

A corresponding message will be displayed in the instrument cluster if an unauthorised vehicle key is used or there is a system fault.

- Use an authorised vehicle key.
- If the problem persists, seek expert assistance.

Vehicle standstill due to discharged high-voltage battery

A corresponding text message is shown on the instrument cluster display.

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.

- Switch off the ignition.
- Activate the electric drive 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.

Charge the high-voltage battery ⇒ *Charging the high-voltage battery* .

Driving mode selection

Selector lever for driving mode

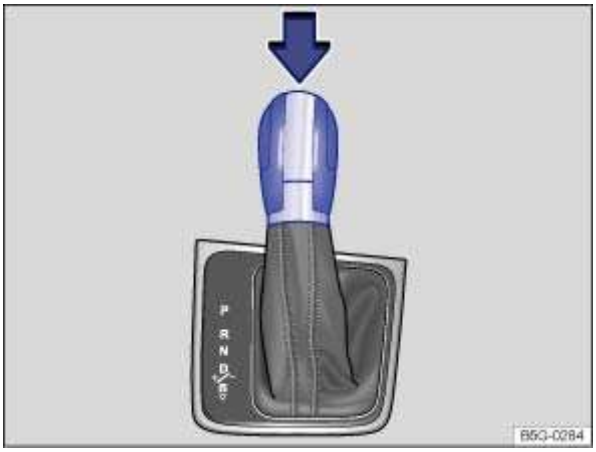


Fig. 94 Left-hand drive vehicles: selector lever for driving mode with lock button (arrow). The controls are mirrored in right-hand drive vehicles.

The vehicle has one forwards **D/B** and one reverse gear **R**.

The selector lever for driving mode is equipped with a selector lever lock. To change the selector lever position from **P** or **N** position to a driving gear, switch on the ignition, depress the brake pedal and press the lock button in the selector lever in the direction of the arrow ⇒ *Fig. 94* .

P – Parking lock

The drive wheels are locked mechanically. Select only when the vehicle is *stationary*.

R – Reverse gear

Reverse gear is selected. Select only when the vehicle is *stationary*.

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.

D – Standard forward driving position

The electric drive is in the normal programme (brake energy recuperation levels 0 - 3).

B – Very high brake energy recuperation

Very high brake energy recuperation in overrun mode (brake energy recuperation level four).

▽ – Changing driving modes

Change between positions **D** and **B** by tapping the selector lever *once* to the rear out of position **D/B** ⇒ *Fig. 89Ⓑ* . The selector lever will always spring back into position **D/B**. Tapping the selector lever again *to the rear* switches back to driving mode **D**.

Driving down hills

The steeper the downhill gradient, the higher the recuperation level you must select. A high recuperation level increases the braking effect of the electric drive. Never allow the vehicle to roll down mountains or hills in the neutral position **N**.

- Reduce your speed.
- Press the selector lever to position **B**.

Stopping the vehicle and pulling away when driving uphill

If you wish to stop the vehicle or pull away when driving uphill you should use the Auto Hold function ⇒ *Electronic parking brake* .

When you stop the vehicle on an incline and the vehicle remains in gear, the vehicle must always be prevented from rolling by depressing the brake pedal or by applying the electronic parking brake. The brake pedal or the electronic parking brake should not be released until you pull away ⇒ .

Kickdown function

In selector lever position **D/B**, the kickdown function allows maximum acceleration when the accelerator is fully depressed. In the **Eco** and **Eco+** driving profiles, the restriction of the maximum speed is cancelled if you use the kickdown function ⇒ .

Selector lever lock

The selector lever lock in position **P** or **N** prevents gears from being engaged inadvertently, which would cause the vehicle to move.

To release the selector lever lock with the ignition switched on, depress and hold the brake pedal. Press the lock button in the selector lever at the same time.

The selector lever lock is not engaged if the selector lever is moved quickly through position **N**, e.g. when shifting from reverse to **D/B.** This makes it possible, for instance, to rock the vehicle backwards and forwards if it is stuck in snow or mud. The selector lever lock engages automatically if the brake pedal is not depressed and the lever is in position **N** for more than approximately 1 second and the vehicle is travelling no faster than approximately 5km/h (3mph).

In rare cases, the selector lever lock may not engage. The drive is then deactivated to prevent the vehicle from accidentally pulling away. Use the following procedure to engage the selector lever lock:

- Depress the foot brake and then release it again.
- **OR**: move selector lever to position **P** or **N** and then select a driving gear.

WARNING

Engaging an incorrect selector lever position can cause you to lose control of the vehicle, which can lead to accidents and serious injuries.

- **Never depress the accelerator pedal when selecting a position.**
- **Never select reverse gear or engage the parking lock while the vehicle is in motion.**

WARNING

Rapid acceleration can cause loss of traction and skidding, particularly on slippery roads. This can cause you to lose control of the vehicle, which can lead to accidents and serious injuries.

- **Only use kickdown or fast acceleration if visibility, weather, road and traffic conditions permit, and other road users are not put at risk due to the acceleration and the driving style.**
- **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 mean that you may no longer be able to steer or control the vehicle.**

WARNING

Unintentional vehicle movements can cause serious injury.

- **The driver must never leave the driver seat when the electric drive is activated and a driving mode has been selected. If you have to leave the vehicle while the electric drive is switched on, always switch on the electronic parking brake and move the selector lever to position P.**
- **Never leave the vehicle in driving mode N, R or D/B. The vehicle could start to move depending on the incline of the road.**
- **If the electric drive is activated and the selector lever is in D/B or R position, the vehicle must be held with the foot brake.**
- **Never select reverse gear when the vehicle is in motion.**

NOTICE

If the electronic parking brake is not switched on when the vehicle is stationary and the brake pedal is released when the selector lever is in position P, the vehicle may move a few centimetres forwards or backwards.

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. Press the brake pedal to avoid putting an unnecessary load on the electric drive.**
- **Never allow the vehicle to roll in position N, particularly if the vehicle is not ready to drive.**

If the selector lever is left in a position other than **P** for a long period and the ignition is switched off, this can discharge the 12-volt vehicle battery.

Troubleshooting

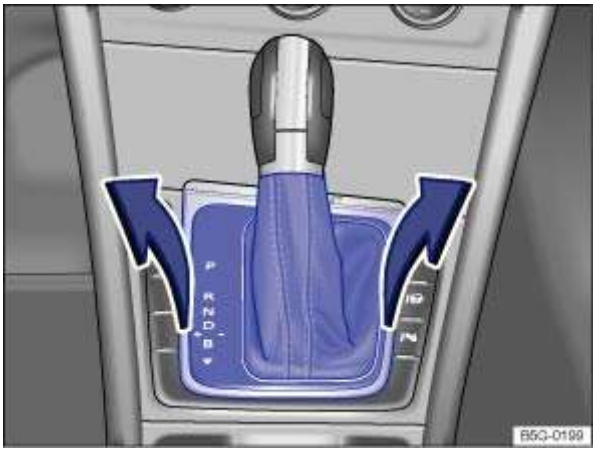


Fig. 95 Removing the cover of the gearshift gate.

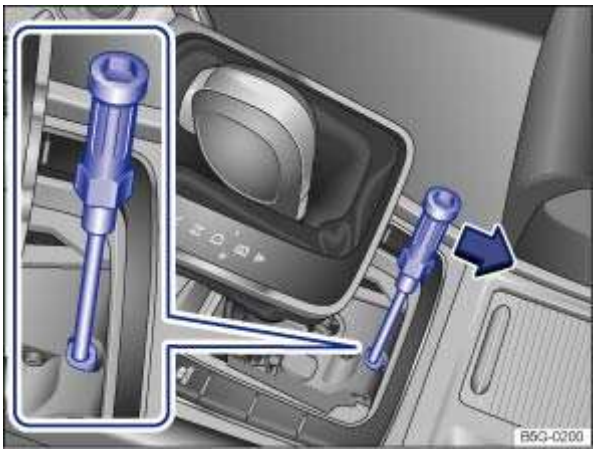


Fig. 96 Unlocking the selector lever lock manually.

Fault in electrical system

The warning lamp lights up red.

There is a fault in the electrical system.

The text message **Error: Electrical system. Stop!** appears on the instrument cluster display.

- **Stop the vehicle immediately!**

- Stop vehicle immediately in the open air as soon as it is safe and possible to do so.
- Deactivate the electric drive.
- Seek expert assistance.

and electrical system overheated

The warning lamp lights up red.

The electrical system is overheated.

The text message **Electrical system overheated. Stop! Owner's manual!** appears on the instrument cluster display.

- **Stop the vehicle immediately!**
- Stop vehicle immediately in the open air as soon as it is safe and possible to do so.
- Deactivate the electric drive.
- **Do not refill 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 shown on the instrument cluster display.

There is a fault in brake energy recuperation.

This can lead to restrictions in the driving range.

- Go to a qualified workshop.

and Restricted braking efficiency

The indicator lamps light up yellow.

The text message **Error: Brake efficiency restricted** is displayed on the instrument cluster.

The brake system has failed or has a fault.

- Go to a qualified workshop.

Engine does not start

The indicator lamp lights up green.

The brake pedal is not depressed when shifting the selector lever out of position N into a driving gear.

- To select a position, press the brake pedal.
- See also electronic parking brake ⇒ *Electronic parking brake* .

Driving off is prevented by the lock button

The indicator lamp flashes green.

The vehicle cannot drive off.

The lock button in the selector lever is not engaged.

- Engage the selector lever lock.

Releasing the selector lever lock manually

If the power fails in the vehicle, e.g. if the 12-volt vehicle battery is flat, and the vehicle has to be towed, the selector lever lock must be released manually. Seek professional assistance for this.

The manual release mechanism is located under the cover of the gearshift gate.

Removing the cover of the gearshift gate:

- Switch on the electronic parking brake. If the electronic parking brake cannot be applied firmly the vehicle will have to be prevented from rolling off using other means.
- Switch off the ignition.
- Carefully pull the cover upwards in the area around the selector lever gaiter with connected electrical wiring ⇒ *Fig. 95*.
- Pull the cover up and over the selector lever ⇒ ⚠.

Releasing the selector lever lock manually:

- Using the flat blade of the screwdriver from the vehicle tool kit, carefully push the release lever in the direction of the arrow ⇒ *Fig. 96* and keep it in this position.
- Press the lock button on the front of the selector lever and move the selector lever into position **N**.
- After manual release, carefully press the cover onto the centre console while ensuring that the electrical wires are positioned correctly.

Vehicle does not move even though position is engaged

If the vehicle will not move in the required direction, the system may have selected the position incorrectly.

- Depress the brake pedal and reselect the position.
- If the vehicle still does not move in the required direction, there is a system fault. Seek expert assistance and have the system checked.

⚠ WARNING

Never move the selector lever out of the position P if the electronic parking brake is not switched on. Otherwise the vehicle could move unexpectedly if it is stopped on an incline, which could lead to accidents and serious injuries.

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, or with no 12-volt vehicle battery and the selector lever in position N. The vehicle can only be towed in certain conditions. ⇒ *Tow-starting or towing*

Steering

Information on steering

The steering should be locked every time you leave the vehicle to make it more difficult for the vehicle to be stolen.

The steering

The power steering is not hydraulic. It is an electromechanical system. The advantage of this steering system is that no hydraulic hoses, hydraulic oil, pumps, filter or other parts are required. The electromechanical system reduces energy consumption. A hydraulic system requires constant oil pressure in the system, whereas an electromechanical steering system only needs an energy supply while steering.

Electronic steering column lock in vehicles with starter button

The steering column is locked electronically on vehicles with starter button:

- Stop the vehicle and move the selector lever to position **P** if necessary.
- Switch off the ignition and then open the driver door. The steering column is locked.

If you do **not** want the steering column to be locked, first open the driver door and then switch off the ignition. The steering column will remain unlocked as long as the vehicle is not locked.

Mechanical steering column lock

The steering column is locked mechanically in vehicles with an ignition lock:

- Stop the vehicle and move the selector lever to position **P** if necessary.
- Remove the vehicle key.
- Turn the steering wheel slightly until the steering lock clicks into place.
- Turn the steering wheel slightly to take the load off the steering lock mechanism.
- Insert the vehicle key into the ignition lock.
- Hold the steering wheel in this position and turn the ignition on.

Electromechanical steering

The power steering provided by the electromechanical steering system automatically adjusts to the vehicle speed, steering wheel torque and steering wheel angle. The electromechanical steering only functions when the electric drive is activated.

You will need considerably more strength than normal to steer the vehicle if the power steering is reduced or has failed completely.

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 electric drive is activated.**
- **Never allow the vehicle to roll if the electric drive is switched off.**
- **Never remove the vehicle key from the ignition lock when the vehicle is in motion. The mechanical steering column lock (steering lock) or electronic steering column lock may be activated and you will no longer be able to steer the vehicle.**

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.

NOTICE

When the vehicle is towed, the ignition must be switched on to prevent the steering wheel from locking, and so that the turn signals, horn, wipers and window washer system can be used.

Troubleshooting

Fault in steering

The warning lamp lights up or flashes red.

- 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.
- **Do not drive on!** Seek expert assistance.
- The vehicle must not be towed on its own four wheels.

Fault in steering

The indicator lamp lights up or flashes yellow.

If the indicator lamp **lights up continuously**, start the engine again and drive a short distance slowly. If the indicator lamp remains lit, go to a qualified workshop.

- Turn the steering wheel back and forth.
- Switch the ignition off and then on again.
- Observe the messages on the instrument cluster 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

This chapter contains information on the followingsubjects:
⇒ Setting a driving profile

By selecting different driving profiles, the driver can adapt the characteristics of the vehicle systems to the current driving situation and an economical driving style. The adaptable vehicle systems include the engine management system and the air conditioning system.

The effect on the vehicle settings in the individual driving profiles depends on the vehicle equipment level.

The driving profile can be changed when the vehicle is stationary or while driving ⇒. After selecting a driving profile, the vehicle settings (excluding engine settings) are switched to the new profile mode immediately. When traffic conditions allow, briefly take your foot off the accelerator to activate the newly selected driving profile for the engine.

WARNING

Selecting a driving profile while the vehicle is in motion can distract you from the road and cause accidents.

Some settings can be stored in the user accounts of the personalisation function and therefore change when the user account changes ⇒ *Personalisation* .

Setting a driving profile

Fig. 97 In the lower part of the centre console: button for selecting driving profile

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

Selecting the driving profile

- Switch on the ignition.
- Press the MODE driving profile selection button ⇒ *Fig. 97* .
- To change driving profiles, press the driving profile selection button ⇒ *Fig. 97* again or touch the function button of the desired driving profile in the Infotainment system.
- Touch the function button in the Infotainment system to display additional information about the active driving profile.

If the **Normal** driving profile is selected, the LED in the driving profile selection button will remain switched off.

The **Eco** or **Eco+** driving profile is automatically selected according to the charge level of the high-voltage battery to save energy.

Properties of driving profiles

- **Normal**: the driving profile is always selected after you activate the vehicle's drive system. The full power of the electric drive is available. The Adaptive Cruise Control (ACC) and the Climatronic are in normal mode. The Infotainment system display shows **Normal**.[1)]

- **Eco**: in the **Eco** driving profile the output of the electric drive is limited in favour of a lower energy consumption. The maximum speed is reduced. The Climatronic switches to reduced-consumption Eco mode, with the blower and the defrost function still being available. The vehicle is accelerated or braked with optimised consumption by the Adaptive Cruise Control (ACC). The Infotainment system display shows **Eco.**[1)]
- **Eco+**: in the **Eco+** driving profile, the output of the electric drive is limited further in favour of lower energy consumption. The maximum speed is reduced. The Climatronic heating and cooling functions are switched off with the blower and the defrost function still being available. There is no difference compared with the **Eco** driving profile for the Adaptive Cruise Control (ACC). The Infotainment system display shows **Eco+.**[1)]

WARNING

The vehicle handling may change as a result of the different driving profiles. Never allow the driving profile selection to tempt you into taking any risks when driving.

- **Always adapt your speed and driving style to the current visibility, weather and road or traffic conditions.**

The output limitation of the electric drive in the **Eco** and **Eco+** driving profiles can be temporarily cancelled by quickly pressing the accelerator pedal to the floor (kickdown).

[1)] The display for the current driving profile may be hidden while certain other functions are activated in the Infotainment system.

Driver assist systems

Cruise control system

Introduction

This chapter contains information on the followingsubjects:
⇒ Operating the cruise control system with the turn signal and main beam lever
⇒ Operating the cruise control system via the multifunction steering wheel
⇒ Troubleshooting

The cruise control system helps to maintain a speed set by the driver.

Speed range

The cruise control system is available when driving forwards at speeds from around 20 km/h (15 mph).

Driving with the cruise control system

You can exceed the stored speed at any time, e.g. to overtake. Control is interrupted for the duration of the acceleration manoeuvre and is then resumed with the stored speed.

How do I operate the cruise control system?

Depending on the vehicle equipment, you can operate the cruise control system either by means of the turn signal and main beam lever *⇒ Operating the cruise control system with the turn signal and main beam lever* or via the multifunction steering wheel *⇒ Operating the cruise control system via the multifunction steering wheel*.

Displays

When the cruise control system is switched on, the instrument cluster display shows the stored speed and the status of the cruise control system:

Shown small or grey: cruise control system not regulating speed.

Shown large or white: cruise control system regulating speed.

If no speed is stored, the instrument cluster display shows --- instead of the speed.

Driving downhill

Driving downhill may cause the set speed to be exceeded.

Apply the foot brake to slow the vehicle down, and switch on brake energy recuperation as required ⇒ *Driving mode selection* .

WARNING

Use of the cruise control system can lead to accidents and serious injuries if traffic does not allow you to drive at a safe distance at a constant speed.

- **Never use the cruise control system in heavy traffic, if the distance to the vehicles in front is insufficient, on steep or winding roads, on slippery road surfaces e.g. due to snow, ice, wet roads, loose chippings, or on flooded roads.**
- **Never use the cruise control system when driving off-road or on unpaved road surfaces.**
- **Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.**
- **Always switch cruise control off after use to avoid unintentional speed control.**
- **It is dangerous to use a set speed that is too high for the prevailing road, traffic or weather conditions.**
- **The cruise control system cannot maintain a constant speed when travelling downhill. The vehicle speed can increase under its own weight. Switch on brake energy recuperation or brake the vehicle with the foot brake.**

Operating the cruise control system with the turn signal and main beam lever

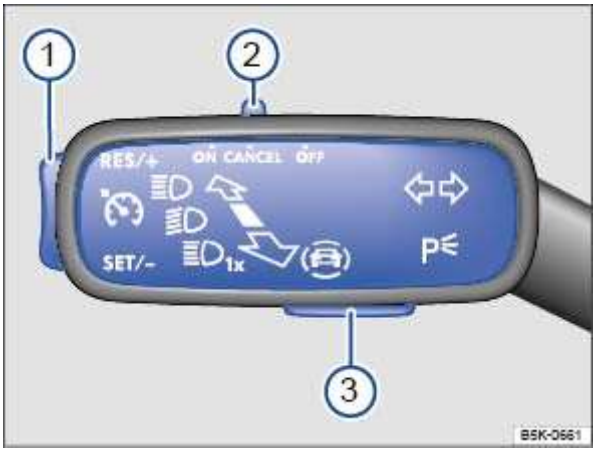


Fig. 98 On the left of the steering column: switch and buttons for operating the cruise control system.

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

Switching on

- Move switch ⇒ *Fig. 98②* to position **ON**.

No speed has been stored and the speed is not yet controlled.

Starting control

- Press button ⇒ *Fig. 98①* in the area **SET/-** while driving.

The cruise control system stores and regulates the current speed.

The green indicator lamp .

Setting the speed

You can set the stored speed using the button ⇒ *Fig. 98①* while the cruise control system is regulating the speed:

RES/+ (short)
+ 1 km/h (1 mph)
SET/- (short)
- 1 km/h (1 mph)

Press and hold button ⇒ *Fig. 98①* to continuously change the stored speed. The vehicle adapts the current speed by accelerating or closing the throttle. The vehicle is not actively braked.

Interrupting control

- Slide the switch ⇒ *Fig. 98②* to position CANCEL or depress the brake pedal.

The speed remains stored in the memory.

Resuming control

- Press button ⇒ *Fig. 98①* in area RES/+.

The cruise control system resumes operation with the stored speed and regulates the speed again.

Switching off

- Move switch ⇒ *Fig. 98②* to position OFF.

The cruise control system is switched off and the stored speed is deleted.

Switching to the speed limiter

- Press button ⇒ *Fig. 98③*.
- Select the speed limiter on the instrument cluster display.

The cruise control system is switched off.

Operating the cruise control system via the multifunction steering wheel

Fig. 99 Left-hand side of the multifunction steering wheel: buttons for operating the CCS.

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

Switching on

- Press the button.

No speed has been stored and the speed is not yet controlled.

Starting control

- Press the SET button while driving.

The cruise control system stores and regulates the current speed.

The green indicator lamp .

Setting the speed

You can adjust the stored speed during speed control by the cruise control system:

RES
+ 1 km/h (1 mph)
SET
-1 km/h (1 mph)
+
+ 10 km/h (5 mph)
-
- 10 km/h (5 mph)

Press and hold the button + or - to continuously change the stored speed.

The vehicle adapts the current speed by accelerating or closing the throttle. The vehicle is not actively braked.

Interrupting control

- Briefly press the CNL or button. Alternatively, depress the brake pedal.

The speed remains stored in the memory.

Resuming control

- Press the RES button.

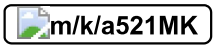
The cruise control system resumes operation with the stored speed and regulates the speed again.

Switching off

- Press and hold the  button.

The cruise control system is switched off and the stored speed is deleted.

Switching to the speed limiter

- Press the  button.
- Select the speed limiter on the instrument cluster display.

The cruise control system is switched off.

Troubleshooting

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

Fault in the cruise control system.

- Go to a qualified workshop.

Control is automatically interrupted.

- The vehicle has exceeded the stored speed for an extended period.
- The selector lever is not in position **D/B**.
- Brake support systems, e.g. TCS or ESC, have performed a control intervention.
- The vehicle was braked by the area monitoring system (Front Assist) ⇒ *Area monitoring system (Front Assist)* .
- If the problem persists, switch off the cruise control system and go to a qualified workshop.

Speed limiter

Introduction

This chapter contains information on the followingsubjects:
⇒ *Operating the speed limiter with the turn signal and main beam lever*
⇒ *Operating the speed limiter via the multifunction steering wheel*
⇒ *Troubleshooting*

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 around 30 km/h (20 mph).

Driving with 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.

How do I operate the speed limiter?

Depending on the vehicle equipment, you can operate the speed limiter either by means of the turn signal and main beam lever ⇒ *Operating the speed limiter with the turn signal and main beam lever* or via the multifunction steering wheel ⇒ *Operating the speed limiter via the multifunction steering wheel* .

Displays

When the speed limiter is switched on, the instrument cluster display shows the stored speed and the status of the speed limiter:

Shown small or grey: speed limiter not active.

Shown large or white: speed limiter active.

Driving downhill

Driving downhill may cause the set speed to be exceeded.

Apply the foot brake to slow the vehicle down, and switch on brake energy recuperation as required ⇒ *Driving mode selection* .

WARNING

Always switch off the speed limiter after use to avoid unintentional cruise control.

- **The speed limiter does not relieve the driver of their responsibility for the speed of the vehicle. Do not drive at full throttle if it is not required.**
- **Use of the speed limiter in adverse weather conditions is dangerous and can cause serious injury, e.g. through aquaplaning, snow, ice, or leaves. Use the speed limiter only when the road and weather conditions allow it to be used safely.**
- **The speed limiter cannot limit the vehicle speed when travelling downhill. The vehicle speed can increase under its own weight. Switch on brake energy recuperation or apply the foot brake to slow down the vehicle.**

Operating the speed limiter with the turn signal and main beam lever

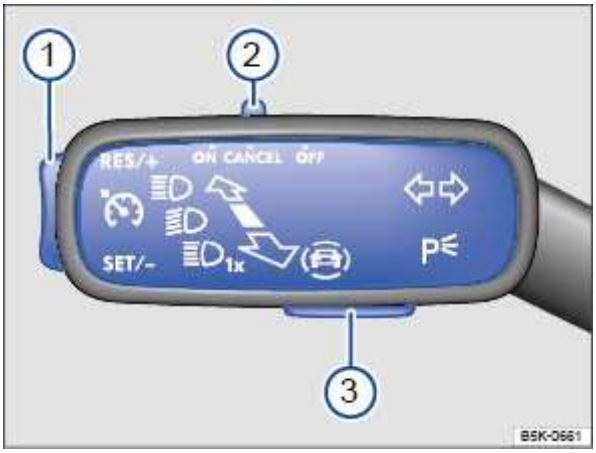


Fig. 100 On the steering column, left: switch and buttons for operating the speed limiter.

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

Switching on

- Move switch ⇒ *Fig. 100②* to position **ON**.

The speed last set is stored. No control takes place yet.

Starting control

- Press button ⇒ *Fig. 100①* in the area SET/- while driving.

The current speed is stored as the maximum speed. The green indicator lamp .

Setting the speed

You can adjust the stored speed by means of the button ⇒ *Fig. 100①*:

RES/+ (short)
+ 1 km/h (1 mph)
SET/- (short)
- 1 km/h (1 mph)

Press and hold button ⇒ *Fig. 100①* to continuously change the stored speed.

Interrupting control

- Press switch ⇒ *Fig. 100②* in position CANCEL.

The speed remains stored in the memory.

Resuming control

- Press button ⇒ *Fig. 100①* in area RES/+.

The speed limiter is activated again as soon as the current speed is lower than the stored speed.

Switching off

- Move switch ⇒ *Fig. 100②* to position OFF.

The speed limiter is switched off and the speed remains stored (also after the ignition is switched off).

Switching to the cruise control system or Adaptive Cruise Control (ACC)

- Press button ⇒ *Fig. 100③*.
- Select the desired system on the instrument cluster display.

The speed limiter is switched off.

Operating the speed limiter via the multifunction steering wheel

Fig. 101 Left-hand side of the multifunction steering wheel: buttons for operating the speed limiter.

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

Switching on

- Press the button.

The speed last set is stored. No control takes place yet.

Starting control

- Press the SET button while driving.

The current speed is stored as the maximum speed. The green indicator lamp .

Setting the speed

You can adjust the stored speed:

RES
+ 1 km/h (1 mph)

SET
-1 km/h (1 mph)

+ 10 km/h (5 mph)

-
- 10 km/h (5 mph)

Press and hold the button + or - to continuously change the stored speed.

Interrupting control

- Press the button CNL or .

The speed remains stored in the memory.

Resuming control

- Press the RES button.

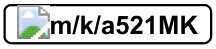
The speed limiter is activated again as soon as the current speed is lower than the stored speed.

Switching off

- Press and hold the  button.

The speed limiter is switched off and the speed remains stored (also after the ignition is switched off).

Switching to the cruise control system or Adaptive Cruise Control (ACC)

- Press the  button.
- Select the desired system on the instrument cluster display.

The speed limiter is switched off.

Troubleshooting

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

Control is automatically interrupted.

- Malfunction. Switch off the speed limiter and 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.

Adaptive Cruise Control (ACC)

Introduction

This chapter contains information on the followingsubjects:
⇒ *Special driving situations*
⇒ *Limits of ACC*
⇒ *Switching ACC on and off*
⇒ *Setting ACC*
⇒ *Troubleshooting*

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.

Driving with ACC

You can override control by ACC at any time. Control will be interrupted if you brake. If you accelerate, control will be interrupted while you are accelerating and then resumed.

Does the vehicle have ACC?

The vehicle is equipped with ACC if you can make settings for ACC in the vehicle settings of the Infotainment system ⇒ *Vehicle settings menu* .

If the vehicle has ACC, the cruise control system is not available as an independent system.

Brake request

If automatic deceleration by ACC is not sufficient, ACC 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

ACC detects driving situations by means of the radar sensor at the front of the vehicle ⇒ *Front view* .

The range of the radar sensor is up to approximately 120 m.

WARNING

The intelligent technology used in the ACC cannot overcome the laws of physics, and functions only within the limits of the system. Never let the extra convenience tempt you into taking safety risks when driving. Careless or unintentional use of the Adaptive Cruise Control (ACC) can cause accidents and lead to serious injury. The system is not a substitute for the full concentration of the driver.

- **Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.**
- **Never use the ACC in poor visibility, on steep or winding roads, or on slippery road surfaces e.g. due to snow, ice, wet roads, loose chippings, or on flooded roads.**
- **Never use ACC off-road or on non-surfaced roads. The ACC is designed for use on surfaced roads only.**
- **ACC does not react to stationary vehicles.**
- **ACC does not react to persons, animals or vehicles crossing or approaching in the same lane.**
- **Brake immediately if speed reduction by ACC 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.**
- **Be prepared to control the speed yourself at all times.**

Special driving situations

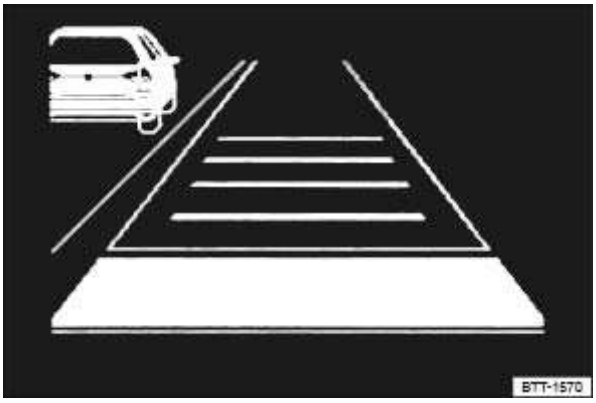


Fig. 102 On the instrument cluster display: slower vehicle detected in the left-hand lane (illustration).

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

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 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. ACC remains active and the instrument cluster display shows **ACC ready to start** for a few seconds. During this time 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).

- Press the RES button.
- Press the RES button or briefly press the accelerator.
- The vehicle is stationary for longer than approximately three minutes.
- A vehicle door is opened.
- The ignition is switched off.

Inside Overtaking Prevention System

If ACC detects a slower vehicle in the left-hand lane (left-hand traffic: in the right-hand lane), ACC will brake the vehicle gently within the system limits and therefore prevent a prohibited overtaking manoeuvre ⇒ *Fig. 102* . The function is active from speeds of around 80 km/h (50 mph), but is not available in all countries.

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 the radar sensor may be unable to detect obstacles that are located in the vehicle's path. This can result in serious injury and accidents.

- **Always check the road ahead before moving off and brake the vehicle if necessary.**

Limits of ACC

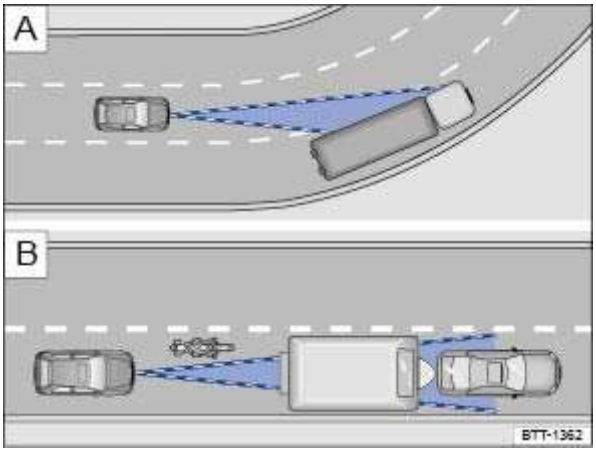


Fig. 103 Driving through bends. Vehicles outside the range of the radar sensor.

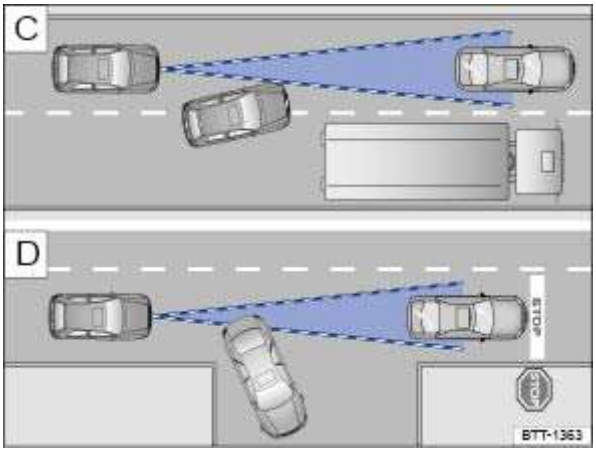


Fig. 104 Vehicle changes lane. Turning vehicle and stationary vehicle.

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

When not to use ACC

- Driving in heavy rain, snow or heavy spray.
- Driving through tunnels.
- Driving through road works.
- Driving on twisting roads, e.g. mountain roads.
- Driving off-road.
- Driving in multi-storey car parks.
- Driving on roads with embedded metal objects, e.g. railway tracks.
- Driving on roads with loose chippings.
- m/k/a995MKVehicles without inside overtaking prevention function: driving on multi-lane roads when vehicles in the overtaking lane are driving more slowly.

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, possible functional restrictions may be displayed only after a delay at the start of the journey and when driving ⇒.

Objects that cannot be detected

- Persons.
- Animals.
- Stationary vehicles.
- Crossing or oncoming vehicles.
- Other stationary obstacles.

If a vehicle that has been detected by the adaptive cruise control turns off the road or pulls out and there is a stationary vehicle in front of this vehicle, the ACC will not react to the stationary vehicle ⇒ *Fig. 104* **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. 103* **A**.

Vehicles outside the sensor range

- Vehicles that are driving outside the sensor range in close proximity to your vehicle, e.g. motorbikes ⇒ *Fig. 103* **B**.
- Vehicles that change into your lane directly in front of your vehicle ⇒ *Fig. 104* **C**.
- Vehicles with bodies or attachments that project beyond the vehicle.

WARNING

If you use ACC in the above situations, this can result in accidents and serious injuries as well as violation of legal regulations.

Switching ACC on and off

Fig. 105 Left-hand side of the multifunction steering wheel: buttons for operating ACC.

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

Switching on

- Press the button.

The indicator lamp m/k/n966MK lights up grey, ACC does not regulate.

Starting control

- Press the SET button while driving forwards.

ACC stores the current speed and maintains the set distance. If the current speed is outside the defined speed range, ACC will set the minimum speed (when driving more slowly than the limit) or maximum speed (when driving faster than the limit).

The following indicator lamps light up, depending on the driving situation:

ACC regulating.

No vehicle has been detected ahead.

m/k/n966MK
Vehicle detected ahead (white).

Interrupting control

- Briefly press the button or press the brake pedal.

The indicator lamp m/k/n966MK lights up grey, the speed and distance remain stored.

Control is automatically interrupted if the traction control system (TCS) is deactivated.

Resuming control

- Press the RES 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 speed limiter

- Press the m/k/a521MK button.
- Select the speed limiter on the instrument cluster display.

ACC is switched off.

Setting ACC

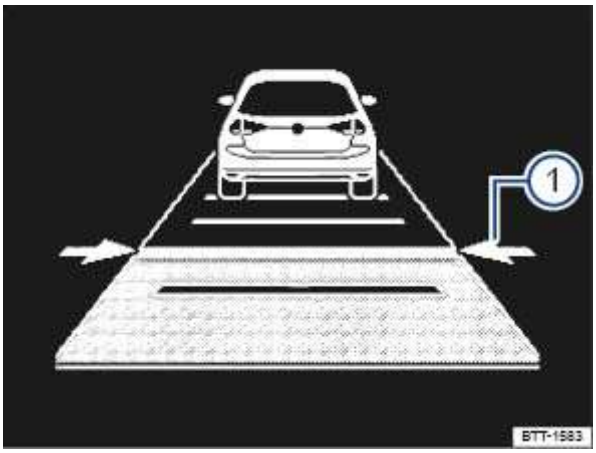


Fig. 106 On the instrument cluster display: setting the distance (illustration, ACC regulating).

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

Setting the distance

You can set the distance in 5 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 distance setting ⇒ *Fig. 106①*. Please observe any country-specific requirements for the minimum distance.

You can set the distance which should be set at the start of control operation in the vehicle settings of the Infotainment system ⇒ *Vehicle settings menu* .

If ACC is not regulating, the set distance and vehicle are not highlighted on the instrument cluster display.

Setting the speed

You can adjust the stored speed within the defined speed range by means of the buttons on the multifunction steering wheel:

RES
+ 1 km/h (1 mph)

SET
- 1 km/h (1 mph)

+
+ 10 km/h (5 mph)

-
- 10 km/h (5 mph)

Press and hold the corresponding button to continuously change the stored speed.

Setting the control behaviour

- m/k/a995MK Vehicles with driving profile selection: set the desired driving profile ⇒ *Driving profile selection* .
- m/k/a995MK Vehicles without driving profile selection: set the desired gearbox programme in the vehicle settings of the Infotainment system ⇒ *Vehicle settings menu* .

WARNING

If you do not maintain the minimum distance to a vehicle in front and 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. 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.**

Some settings can be stored in the user accounts of the personalisation function and therefore change automatically when the user account changes ⇒ *Personalisation* .

Troubleshooting

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

ACC not available.

The indicator lamp lights up yellow.

- The radar sensor is dirty. Clean the radar sensor ⇒ *Vehicle care* .
- The visibility 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 visibility 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. Deactivate the electric drive and activate again.
- Structural modifications have been made to the front of the vehicle.
- If the problem persists, go to a qualified workshop.

ACC does not function as expected.

- The radar sensor is dirty. Clean the radar sensor ⇒ *Vehicle care* .
- The system limits are not met ⇒ *Limits of ACC* .
- The brakes have overheated, control was interrupted automatically. Allow the brakes to cool down and check functioning again.
- If the problem persists, go to a qualified workshop.

Control cannot be started.

- The selector lever is in position **D/B**.
- The brake lights on the vehicle are working.

- ESC is not regulating.
- The brake pedal is not depressed.

Unusual noises during automatic braking.

- This is normal and is not a fault.

Area monitoring system (Front Assist)

Introduction

This chapter contains information on the followingsubjects:
⇒ Warning levels and braking intervention
⇒ Limits of Front Assist
⇒ Pedestrian Monitoring
⇒ Operating the area monitoring system (Front Assist)
⇒ Troubleshooting

The area monitoring system (Front Assist) with City Emergency Braking System can help to avoid accidents.

Within the limits of the system, Front Assist can warn the driver about imminent collisions, prepare the vehicle for emergency braking, assist with braking, and initiate automatic braking. The warning time varies depending on the traffic situation and driver behaviour.

Front Assist is not a substitute for the full concentration of the driver.

Driving with Front Assist

You can cancel the automatic braking interventions of Front Assist by steering or pressing the accelerator.

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.

Radar sensor

Front Assist detects driving situations by means of the radar sensor at the front of the vehicle *⇒ Front view*. The range of the radar sensor is up to approximately 120 m.

Functions included in the system

The City Emergency Braking System and Pedestrian Monitoring (depending on vehicle equipment) are part of Front Assist and are automatically active when Front Assist is switched on.

WARNING

The intelligent technology used in Front Assist cannot overcome the laws of physics, and functions only within the limits of the system. Never let the extra convenience afforded by Front Assist tempt you into taking risks when driving. The driver is always responsible for braking 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.**
- **Front Assist cannot prevent accidents and serious injuries on its own.**
- **Front Assist can issue unnecessary warnings and carry out unwanted braking interventions in certain complex driving situations, e.g. at traffic islands.**
- **Front Assist can issue unnecessary warnings and carry out unwanted braking interventions when its function is impaired, e.g. if the radar sensor is dirty or its position has been changed.**
- **Front Assist without Pedestrian Monitoring does not react to persons. In addition, the system does not react to animals or to vehicles that are crossing or approaching in the same lane.**
- **If you are unsure whether the vehicle possesses Pedestrian Monitoring, please enquire about this at a qualified workshop before starting your journey.**
- **Be prepared to take over control of the vehicle yourself at all times.**

Warning levels and braking intervention

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

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: as from around 65 km/h (40 mph).

Advance warning

The system detects a possible collision with a vehicle in front or a pedestrian crossing in front of the vehicle and prepares the vehicle for possible emergency braking.

An acoustic warning sounds and the red warning lamp lights up. Brake or take avoiding action.

Speed range: as from around 30 km/h (20 mph).

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.

Speed range: as from around 30 km/h (20 mph).

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.

Speed range: as from around 5 km/h (3 mph).

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.

Speed range: as from around 5 km/h (3 mph).

City Emergency Braking System

The City Emergency Braking System is part of Front Assist. If the driver does not react to a possible collision, the system can also automatically brake the vehicle with increasing braking force without any advance warning.

The red warning lamp  .

Speed range: around 5 km/h (3 mph) to 30 km/h (20 mph).

Limits of Front Assist

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

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 radar sensor is exposed to environmental conditions that impair sensor functioning, the system may detect this only after a certain delay. For this reason, possible functional restrictions may be displayed only after a delay at the start of the journey and when driving ⇒.

Objects that cannot be detected

- 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 who are stationary, moving towards the vehicle or moving in the same direction as the vehicle.

Function limitations

- In tight bends.
- Driving in heavy rain, snow or heavy spray.
- Driving in multi-storey car parks.
- Driving on roads with embedded metal objects, e.g. railway tracks.
- Reversing.
- If TCS is switched off manually.
- If the ESC is taking corrective action.
- If the radar sensor is dirty or covered.
- If several brake lights on the vehicle are defective.
- 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.
- If there is a fault in Front Assist.

Switching off Front Assist

- If the vehicle is used in a capacity other than driving in normal traffic, e.g. off-road.
- If the vehicle is being towed or is loaded onto another vehicle.
- If the radar sensor is covered temporarily by add-on parts, e.g. auxiliary headlights.
- If the radar sensor is faulty.
- After external force on the radar sensor, e.g. after a frontal collision.
- 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

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

Pedestrian Monitoring can help to avoid accidents with pedestrians crossing the vehicle's path or to mitigate the consequences of an accident.

The system gives a warning when there is a risk of collision, prepares the vehicle for emergency braking, helps to brake the vehicle or performs an automatic brake intervention. In the event of an advance warning, the red warning lamp .

When Front Assist is switched on, Pedestrian Monitoring is active as part of Front Assist in a vehicle speed range from around 5 km/h (3 mph) to 65 km/h (40 mph).

The Pedestrian Monitoring system is not available in all countries, depending on the vehicle equipment level.

WARNING

The intelligent Pedestrian Monitoring technology cannot overcome the laws of physics, and functions only within the limits of the system. Never let the extra convenience afforded by the Pedestrian Monitoring system 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 pedestrian.**
- **The Pedestrian Monitoring system cannot prevent accidents and serious injuries on its own.**
- **The Pedestrian Monitoring system can issue unnecessary warnings and carry out unwanted braking interventions in complex driving situations, e.g. on a twisting main road.**
- **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 its position has been changed.**
- **Be prepared to take over control of the vehicle yourself at all times.**

Operating the area monitoring system (Front Assist)

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

Front Assist and the advance warning (country-dependent) are automatically switched on when you switch on the ignition.

Volkswagen recommends that Front Assist and also the distance and advance warnings are switched on at all times. Exceptions ⇒ *Limits of Front Assist* .

Switching on and off

- Switch Front Assist on and off in the vehicle settings of the Infotainment system ⇒ *Vehicle settings menu* .
- **Or:** switch Front Assist on and off in the instrument cluster menus ⇒ *Instrument cluster menus* .

If you switch off Front Assist, the advance warning and distance warning will also be switched off. The yellow m/k/n998MK indicator lamp lights up in the instrument cluster display.

Setting the distance and advance warnings

- Switch the desired function on and off in the vehicle settings of the Infotainment system ⇒ *Vehicle settings menu* .

Depending on the vehicle equipment, you can also set the warning time for the advance warning.

Some settings can be stored in the user accounts of the personalisation function and therefore change automatically when the user account changes ⇒ *Personalisation* .

Troubleshooting

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

Front Assist is not available, the radar sensor does not have sufficient visibility.

- The radar sensor is dirty. Clean the radar sensor ⇒ *Vehicle care* .
- The visibility of the radar sensor is impaired due to the weather conditions, e.g. snow, or due to detergent deposits or coatings. Clean the radar sensor ⇒ *Vehicle care* .
- The visibility 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* .
- Structural modifications have been made to the front of the vehicle.
- If the problem persists, switch off Front Assist and go to a qualified workshop.

Front Assist does not function as expected or is triggered unnecessarily several times.

- The radar sensor is dirty. Clean the radar sensor ⇒ *Vehicle care* .
- The system limits are not met ⇒ *Limits of Front Assist* .
- If the problem persists, switch off Front Assist and go to a qualified workshop.

Lane keeping system (Lane Assist)

Introduction

This chapter contains information on the followingsubjects:
⇒ *Driving with the lane keeping system*
⇒ *Troubleshooting*

The lane keeping system (Lane Assist) helps the driver stay in lane.

Using a camera in the windscreen, the lane keeping system detects lane markings on the road. If your vehicle moves too close to a recognised 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 passive under the following conditions:

- Vehicle speed is less than 60 km/h (35 mph).
- The lane keeping system has not detected any lane markings.

WARNING

The intelligent technology used in the lane keeping system cannot overcome the laws of physics, 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.

- **Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.**
- **Your hands should always be on the steering wheel so that you can steer at any time. The driver is always responsible for staying in lane.**
- **The lane keeping system cannot recognise all lane markings. Poor road surfaces, road structures or objects could be recognised incorrectly as lane markings by the lane keeping system. The lane keeping system should be switched off immediately in these situations.**
- **Follow the information on the instrument cluster display and respond according to the commands.**
- **Always pay close attention to the surroundings of the vehicle.**
- **If the camera's field of view is dirty, covered or damaged, the function of the lane keeping system may be impaired.**

Some settings can be saved in the user accounts of the personalisation function and can therefore change automatically when the user account is changed ⇒ *Personalisation* .

Driving with the lane keeping system

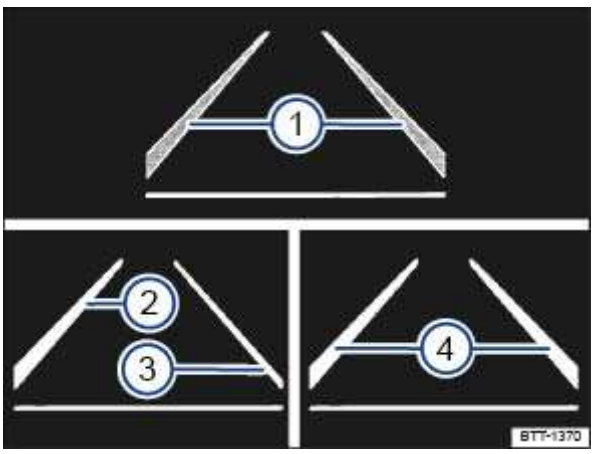


Fig. 107 On the instrument cluster display: lane keeping system displays.

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

Switching the lane keeping system on and off

- Using the button for the driver assist systems, select the corresponding menu option ⇒ *Button for driver assist systems* .
- **OR:** in the **Driver assistance** menu in the Infotainment system ⇒ *Vehicle settings menu* .

If the indicator lamp lights up yellow in the instrument cluster display, the lane keeping system is switched on but is not active.

The lane keeping system is active at speeds from around 65 km/h (40 mph) when lane markings can be identified ⇒ *System limits* . The indicator lamp lights up green.

Adaptive lane guidance (country-dependent)

The adaptive lane guidance system detects the preferred position in a lane and keeps the vehicle in this position.

Adaptive lane guidance is switched on and off in the **Driver assistance** menu in the Infotainment system ⇒ *Vehicle settings menu* .

Displays

Display areas in the instrument cluster display ⇒ *Fig. 107* :

1. Lane markings detected. System not regulating.
2. Lane markings detected. System is regulating.
3. No lane markings detected. System not regulating.
4. Lane markings detected. System is regulating. Adaptive lane guidance active.

Temporarily switching off the lane keeping system

Switch off the lane keeping system in the following situations:

- Very sporty driving.
- In poor weather conditions and when driving on poor roads.
- In roadworks and before crests in the road.

The system tells the driver to take control

In the absence of any steering input, the system prompts the driver with acoustic warnings and a display on the instrument cluster display to take over active steering.

If the driver does not respond, the system will give another warning by a brief braking jolt before switching to passive state or activating Emergency Assist (depending on vehicle equipment).

Steering wheel vibration

The following situations can lead to vibration of the steering wheel:

- If the corrective steering intervention is not sufficient to keep the vehicle in its lane.
- If the system can no longer detect a lane during a significant steering intervention.

If there is a system fault, the lane keeping system can deactivate itself automatically.

Troubleshooting

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

No camera visibility, error message, system switches itself off

- Clean the windscreen ⇒ *Caring for and cleaning the vehicle exterior* .
- Check whether any damage is visible on the windscreen in the camera's field of view.

The system is not responding as expected

- 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.
- Check the area of the windscreen that is in the camera's field of view for damage.
- Do not fit any objects to the steering wheel.

Traffic Jam Assist

Traffic Jam Assist helps the driver to keep in lane, and also provides assistance when following other vehicles in congestion or slow-moving traffic.

Traffic Jam Assist is an extension of the lane keeping system (Lane Assist) for vehicles with an automatic gearbox and combines its functions with the Adaptive Cruise Control (ACC). Please therefore read both these chapters and observe the information about the system limits and warnings.

Traffic Jam Assist function

Traffic Jam Assist can maintain a time interval set by the driver to a vehicle in front and help the vehicle to stay in lane ⇒ .

The system automatically controls acceleration, braking, steering and, if required, will decelerate **to a stop** behind a vehicle that is stopping, and then drive away again automatically.

Use Traffic Jam Assist only on motorways and good main roads. Do not use Traffic Jam Assist in urban traffic.

Switching Traffic Jam Assist on and off

Traffic Jam Assist is switched on and off in the Infotainment system together with adaptive lane guidance of the lane keeping system ⇒ *Vehicle settings menu* .

Traffic Jam Assist can also be switched off together with the lane keeping system by pressing the button for driver assist systems.

Technical requirements for using Traffic Jam Assist

- The lane keeping system is switched on and active together with adaptive lane guidance ⇒ *Driving with the lane keeping system* .
- Adaptive Cruise Control (ACC) is switched on and active ⇒ *Switching ACC on and off* .
- The selector lever is in position **D/B** or in the Tiptronic gate.
- The system has detected a lane marking on both the right and left sides of the vehicle ⇒ *Fig. 107①* .
- The speed is under 60 km/h (35 mph).

Traffic Jam Assist is not active (indicator lamp for the lane keeping system lights up yellow)

- If one of the conditions stated in ⇒ *Technical requirements for using Traffic Jam Assist* is no longer fulfilled.
- If one of the conditions for the functioning of the lane keeping system is no longer fulfilled ⇒ *Lane keeping system (Lane Assist)* .
- If one of the conditions for the proper functioning of the Adaptive Cruise Control (ACC) is no longer fulfilled ⇒ *Limits of ACC* .

Switch off Traffic Jam Assist in the following situations

Traffic Jam Assist should always be switched off in the following situations due to system limitations:

- When a high level of concentration is required by the driver.
- Very sporty driving.
- In poor weather conditions, e.g. snow or heavy rain.
- Poor road conditions.
- Driving through road works.
- In urban areas.

WARNING

The intelligent technology of Traffic Jam Assist cannot overcome the laws of physics, and functions only within the limits of the system. Always take care when using Traffic Jam Assist 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.**
- **Do not use Traffic Jam Assist in urban traffic.**
- **Do not use Traffic Jam Assist in poor visibility, on steep or winding roads, or on slippery road surfaces e.g. on snow, ice, wet roads, loose chippings or flooded roads.**
- **Never use Traffic Jam Assist off-road or on unsurfaced roads. Traffic Jam Assist is designed solely for use on surfaced roads.**
- **Traffic Jam Assist does not react to persons, animals or vehicles crossing or approaching in the same lane.**
- **If the speed reduction achieved by Traffic Jam Assist is insufficient, brake the vehicle immediately by depressing the foot brake.**
- **If the vehicle starts to roll unintentionally after the driver has been prompted to take control of the vehicle, brake the vehicle immediately using the foot brake.**
- **If a prompt instructing the *driver to take control of the vehicle* appears on the instrument cluster display, take control of the vehicle immediately.**
- **Your hands should always be on the steering wheel so that you can steer at any time. The driver is always responsible for staying in lane.**
- **The driver must be prepared to take control of the vehicle (by accelerating or braking) at all times.**

If Traffic Jam Assist does not function as described in this chapter, do not use the system and go to a qualified workshop.

If there is a fault in the system, visit a qualified workshop and have the system checked.

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 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 is an extension of the lane keeping system (Lane Assist) and combines these functions with the Adaptive Cruise Control (ACC) . Please therefore read both these chapters and observe the information about the system limits and warnings.

Description

If there is no driver activity, Emergency Assist prompts the driver to take control of the vehicle by visual and acoustic warnings and by using braking jolts.

If the driver remains inactive, the system automatically controls the accelerator, brake and steering to slow the vehicle down and keep it in lane ⇒ ⚠. Provided there is sufficient stopping distance, the system decelerates the vehicle **to a complete stop** and switches on the electronic parking brake automatically ⇒ *Operating the electronic parking brake* .

When Emergency Assist is actively controlling the vehicle, the hazard warning lights are switched on and the vehicle performs slight snaking movements within its lane to warn other road users.

The hazard warning lights can be deactivated by pressing the accelerator or brake, by making a steering intervention or, depending on the situation, by pressing the button for the hazard warning lights.

When Emergency Assist has been triggered, the system is not available again until the ignition has been switched off and then back on.

Prerequisites

- The lane keeping system and ACC are switched on.
- The selector lever is in position **D/B** or in the Tiptronic gate.
- The system has detected a lane marking on both the right and left sides of the vehicle ⇒ *Fig. 107* .

Switching Emergency Assist on and off

Emergency Assist is automatically activated when the lane keeping system is switched on ⇒ *Driving with the lane keeping system* .

⚠ WARNING

The intelligent technology used in Emergency Assist cannot overcome the laws of physics, 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.**
- **Your hands should always be on the steering wheel so that you can steer at any time.**
- **Emergency Assist cannot always prevent accidents and serious injuries on its own.**
- **If the radar sensor for the Adaptive Cruise Control (ACC) or the camera for the lane keeping system are covered or have been displaced, Emergency Assist may carry out unwanted brake 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 there is a malfunction in the Emergency Assist system, switch off the lane keeping system (Lane Assist). This will also switch off Emergency Assist ⇒ *Driving with the lane keeping system* .**
- **Go to a qualified workshop and have the system checked. Volkswagen recommends using a Volkswagen dealership for this purpose.**

Blind Spot Monitor

Introduction

This chapter contains information on the followingsubjects:
⇒ *Driving with the Blind Spot Monitor*

⇒ *Troubleshooting*

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 exterior mirrors.

System limits

Use the Blind Spot Monitor only on surfaced roads.

It is possible that the Blind Spot Monitor will not interpret the traffic situation correctly in the following driving situations, for example:

- In tight bends.
- When driving in the middle of two lanes.
- When road lanes are of different 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 Blind Spot Monitor cannot overcome the laws of physics, and functions only within the limits of the system. Never let the extra convenience afforded by the Blind Spot Monitor tempt you into taking any safety risks when driving. Careless or unintentional use of the Blind Spot Monitor can cause accidents and serious injuries. The system is not a substitute for the full concentration of the driver.

- **Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.**
- **Your hands should always be on the steering wheel so that you can steer at any time.**
- **Pay attention to the indicator lamps in the exterior mirrors and in the instrument cluster display and respond according to the prompts.**
- **Always pay close attention to the surroundings of the vehicle.**
- **Never use the Blind Spot Monitor if the radar sensors are dirty, covered or damaged. These circumstances can impair the proper functioning of the system.**
- **In direct sunlight, the indicator lamp in the exterior mirror may be only imperfectly visible.**

Some settings can be saved in the user accounts of the personalisation function and can therefore change automatically when the user account is changed ⇒ *Personalisation* .

Driving with the Blind Spot Monitor

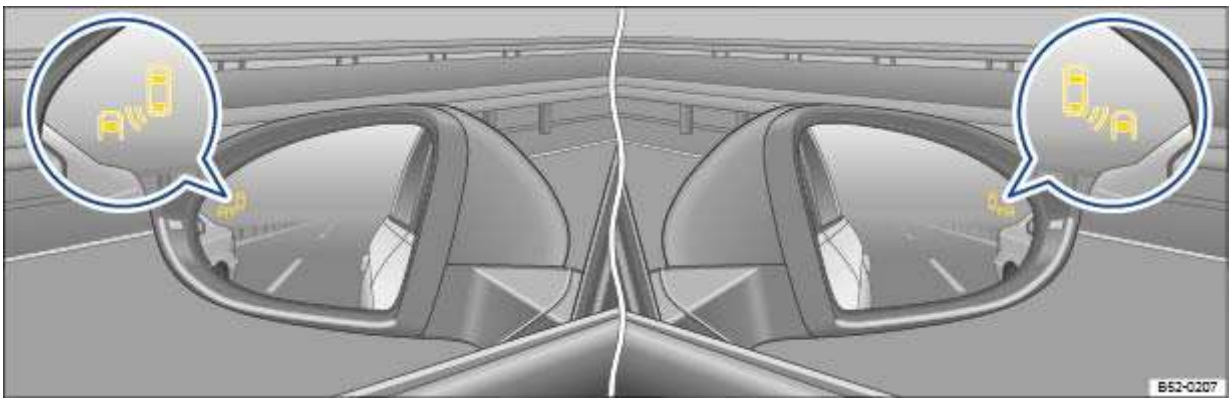


Fig. 108 In the exterior mirrors: Blind Spot Monitor display.

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

Switching on and off

- Depending on the vehicle equipment, by means of the button for the driver assist systems ⇒ *Button for driver assist systems* .
- **OR:** via the **Assist systems** menu in the instrument cluster.
- **OR:** depending on the vehicle equipment, in the **Driver assistance** menu in the Infotainment system ⇒ *Vehicle settings menu* .

When the Blind Spot Monitor is ready for operation, the yellow indicator lamp will light up once briefly in the mirrors.

This most recent system setting is retained even after the ignition has been switched off and on.

Function

When switched on, the Blind Spot Monitor is active from a speed of around 15 km/h (9 mph).

In the following driving situations, the yellow indicator lamp *lights up* in the mirror glass of the corresponding exterior mirror ⇒ *Fig. 108* :

- If your vehicle is being overtaken.
- When overtaking another vehicle with a speed difference of up to approximately 10 km/h (6 mph). No display will be shown if the takeover manoeuvre is much faster.

If a vehicle is detected in the blind spot and the turn signal is additionally activated in the direction of the detected vehicle ⇒ , the yellow indicator lamp .

In vehicles with the lane keeping system, the yellow indicator lamp also *flashes* if you leave your current lane without operating the turn signal when the lane keeping system is switched on (Blind Spot Monitor Plus). A warning is provided by a corrective steering intervention during a possible critical situation (information level, warning level). This 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.

The quicker another vehicle approaches, the earlier there is a corresponding display in the exterior mirror.

Automatic deactivation

The radar sensors of the Blind Spot Monitor will switch off automatically if, for example, the system detects that a radar sensor is 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 Blind Spot Monitor has been automatically deactivated, the system cannot be activated until the ignition has been switched off and back on again.

Troubleshooting

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

Blind Spot Monitor is not working

The indicator lamp lights up yellow.

- Go to a qualified workshop.

System fault

- Clean the radar sensors or remove stickers or accessories from the radar sensors, mirrors and bumper ⇒ *Caring for and cleaning the vehicle exterior* .
- Check whether any damage is visible.

The system is not responding as expected

- The radar sensors are dirty. The sensor visibility may be impaired by dirt and snow or also residue from cleaning agents or coatings ⇒ *Caring for and cleaning the vehicle exterior* .
- The prerequisites for system operation must be met ⇒ *System limits* .
- 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.
- Only Volkswagen-approved vehicle paints may be used on the rear bumper. Other vehicle paints could limit or interfere with functioning of the system.
- Tinting foils have been retrofitted on the side windows.

Parking and manoeuvring

Parking

Stopping the vehicle

- Always park the vehicle on a suitable surface.
- Depress and hold the brake pedal.
- Engage the parking lock **P**.
- Switch on the electronic parking brake ⇒ *Electronic parking brake* .
- Deactivate the vehicle's drive system and switch off the ignition. The (P) indicator lamp in the instrument cluster display lights up red.
- Take your foot off the brake pedal.
- Turn the steering wheel slightly if necessary to engage the steering lock mechanism.
- Get out of the vehicle. Take all vehicle keys with you.
- Ensure that all vehicle occupants leave the vehicle.
- Lock the vehicle.

Additional points to note on uphill and downhill gradients

Before switching off the engine, turn the steering wheel so that the front wheels will roll against the kerb if the parked vehicle starts to move.

- When facing downhill, turn the wheels so that they face the kerb.
- When facing uphill, turn the wheels so that they face the centre of the road.

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 (P) indicator lamp lights up red on the instrument cluster display when the ignition is switched off.**
- **Never remove the vehicle key from the ignition lock when the vehicle is in motion. The steering lock may be activated and you will no longer be able to steer or control the vehicle.**
- **Never leave children or people requiring assistance alone in the vehicle. They could switch off the electronic parking brake, or move the selector lever or gearshift lever, and thus set the vehicle in motion.**
- **Always take all vehicle keys with you every time you leave the vehicle. The electric drive 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. 109 In centre console: button for the electronic parking brake.

Switching on

- When the vehicle is stationary, pull and hold the (P) button until the indicator lamp in the button lights up yellow.
- If the indicator lamp in the ⇒ *Fig. 109* button and the red indicator lamp (P) in the instrument cluster display are lit, the electronic parking brake is switched on.

Switching off

- Switch on the ignition.
- Depress the brake pedal and press the (P) button.
- **OR**: when the vehicle's drive system has been activated, gently press the accelerator **without** pressing the brake pedal.
- The indicator lamp in the ⇒ *Fig. 109* button and the red indicator lamp (P) in the instrument cluster display go out.

Automatic switch-off of the electronic parking brake when driving off

The electronic parking brake is released automatically when the vehicle pulls away if a gear is engaged or changed when the driver door is closed.

Moving off on steep uphill gradients or with increased vehicle weight

You can prevent the electronic parking brake from switching off automatically by pulling the (P) button upwards and holding it while pulling away.

If higher engine power is required to move off, the electronic parking brake will be deactivated only when you release the (P) button.

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.

Emergency braking function

The emergency braking function should only be used in those situations where the vehicle cannot be stopped using the foot brake ⇒ ⚠!

- Pull the (P) button. The vehicle brakes strongly. A signal tone can be heard at the same time.

⚠ WARNING

The 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 as only the rear wheels are braked in some cases. Always use the foot brake.**

⚠ WARNING

Failing to park the vehicle properly before leaving it may result in the vehicle rolling away. This can cause accidents, serious injuries and damage to property.

- **Always park the vehicle in the specified order ⇒ *Parking*.**
- **Before leaving the vehicle, ensure that the electronic parking brake is switched on and that the (P) indicator lamp lights up red on the instrument cluster display when the ignition is switched off.**

Troubleshooting

(P) Electronic parking brake is switched on

The (P) indicator lamp lights up red.

(P) The holding force is insufficient in the current situation

The (P) indicator lamp flashes red.

- Stop in a different position.
- Hold the electronic parking brake until the vehicle pulls away.

Fault in electronic parking brake

The indicator lamp lights up yellow. Go to a qualified workshop or a Volkswagen dealership.

Electronic parking brake does not switch off

The prerequisites for switching off are not met.

OR: the 12-volt vehicle battery is discharged.

- Check whether all prerequisites for switching off the electronic parking brake are met ⇒ *Switching off*.
- Use jump leads ⇒ *Jump starting the vehicle*.

The electronic parking brake is making noises

- It may be possible to hear noises 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 acoustic checks when the vehicle is parked.

Auto Hold function

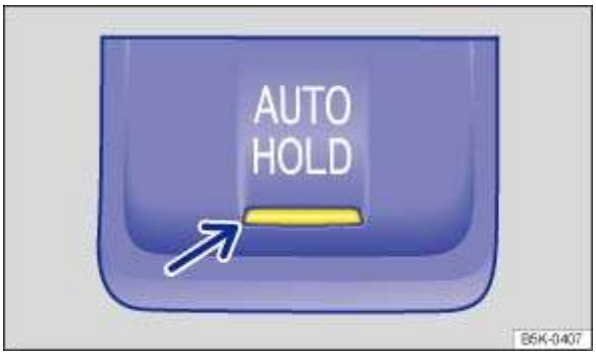


Fig. 110 In the centre console: button for the Auto Hold function.

Description of the Auto Hold function

The Auto Hold function can hold the vehicle stationary. It is not necessary to hold the vehicle with the foot brake in this case.

The Auto Hold function is active when the indicator lamp in the button AUTO HOLD ⇒ *Fig. 110* lights up yellow and the indicator lamp (P) lights up green in the instrument cluster display.

The Auto Hold function stops holding the vehicle as soon as it moves off.

If any of the conditions for the Auto Hold function change while the vehicle is stationary, the Auto Hold function will switch off automatically. The green indicator lamp (P) in the instrument cluster display then goes out together with the yellow indicator lamp in the AUTO HOLD button.

Switching on the Auto Hold function

The Auto Hold function can be switched on when the driver door is closed and the electric drive has been activated.

- Press the AUTO HOLD button ⇒⚠. The indicator lamp in the button AUTO HOLD ⇒ *Fig. 110* lights up yellow. The Auto Hold function is operational, but the vehicle is not necessarily held stationary ⇒⚠.

If the selector lever is moved to position **N**, the Auto Hold function will **not** be switched on or will be switched off. As a result, the vehicle will not be held securely in a stationary position ⇒⚠.

Holding the vehicle stationary with the Auto Hold function

- Make sure that the Auto Hold function is operational. The indicator lamp in the AUTO HOLD button lights up yellow.
- Bring the vehicle to a standstill using the brake ⇒ *Parking*.
- Release the brake. The green indicator lamp (P) lights up in the instrument cluster display. The vehicle is being held stationary by the Auto Hold function ⇒⚠.

Switching off the Auto Hold function

- Press the AUTO HOLD button ⇒⚠. The indicator lamp in the button AUTO HOLD ⇒ *Fig. 110* goes out.

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 pressed when the Auto Hold function is switched off ⇒⚠.

Switching off the Auto Hold function temporarily using the (P) button

It can sometimes be necessary to turn the Auto Hold function off temporarily to enable the vehicle to roll more easily, for example when manoeuvring.

- Press the brake pedal with activated electric drive.
- Press the (P) button. The Auto Hold function is deactivated.

The Auto Hold function will be reactivated as soon as the brake pedal is depressed again when the vehicle has come to a standstill.

⚠ 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 (P) indicator lamp lights up green or red in 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 electric drive is activated and the Auto Hold function is switched on.**
- **In some cases, the Auto Hold function cannot sufficiently hold the vehicle on uphill gradients or brake it sufficiently on downhill gradients, e.g. if the ground is slippery or icy.**

NOTICE

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

The parking systems include the following:

- Park Distance Control ⇒ *Park Distance Control* .
- Rear view camera system ⇒ *Rear view camera system (Rear View)* .
- Park Assist ⇒ *Park Assist* .
- Rear Traffic Alert ⇒ *Rear Traffic Alert* .

The available systems depend on the vehicle equipment level.

Limits of the parking systems

The sensors or cameras may not always be able to detect objects such as thin rails, fences, posts, trees, very low or high obstacles and open or opening boot lids.

In some cases, dirt and ice on the sensors or cameras can be registered as an obstacle.

Limits of the rear view camera system

The rear view camera system shows only two-dimensional images on the screen. The lack of depth of field means that potholes and protruding objects on the ground, for example, may be detected only with difficulty, or may not be detected at all.

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.

WARNING

The intelligent technology used in the parking systems cannot overcome the laws of physics, and functions only within the limits of the system. 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.**
- **Unintentional vehicle movements can cause serious injury.**
- **Keep looking in the direction in which you are parking and at the relevant area surrounding the vehicle.**
- **Do not allow the displays in the instrument cluster and the images shown in the Infotainment system to distract you from the traffic.**
- **Always monitor the area around the vehicle as the parking systems will not always detect infants, animals and objects.**
- **The parking systems have blind spots in which obstacles and people are not detected.**
- **External sources of sound and certain surfaces on objects and clothing may influence the sensor 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.**
- **When approaching objects at high speeds, the signals and displays of the parking systems may not respond quickly enough to emit a warning.**

Volkswagen recommends that drivers practise using the parking systems in a traffic-calmed area or car park to allow them to familiarise themselves with the systems and their functions.

Park Distance Control

Introduction

This chapter contains information on the followingsubjects:
⇒ *Switching on and off*

⇒ *Display representation*

⇒ *Troubleshooting*

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. If there is an obstacle in the detection range of the sensors, the system indicates this on the Infotainment system and by means of signal tones.

Settings

Depending on the vehicle equipment, settings for Park Distance Control can be made in the Infotainment system ⇒ *Infotainment system operation and displays* .

Switching on and off

Fig. 111 In the centre console: button for switching Park Distance Control on and off (depending on equipment).

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

Park Distance Control is switched on automatically when reverse gear is engaged or if the vehicle rolls backwards.

Depending on the vehicle equipment, Park Distance Control can also be activated automatically when driving forwards ⇒ *Automatic activation when driving forwards (depending on vehicle equipment)* .

Switching on Park Distance Control

- Press the button.

Switching off Park Distance Control

- Press the button.

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: the selector lever is moved to **P** position.

Automatic activation when driving forwards (depending on vehicle equipment)

Park Distance Control switches itself on automatically if the vehicle approaches an obstacle in front of the vehicle when driving forwards at a speed of less than 15 km/h (9 mph). Automatic activation can be switched on in the Infotainment system.

Automatic activation takes place only once. Renewed automatic activation is possible under the following conditions:

- Press the button.

- Switch the ignition off and then back on again.
- Switch on the electronic parking brake briefly.

Manoeuvre braking

If the vehicle is equipped with manoeuvre braking, the manoeuvre braking function triggers the emergency brake as soon as an obstacle is detected while reversing.

Depending on the vehicle equipment, the manoeuvre braking function can also trigger emergency braking when driving forwards.

The manoeuvre braking function helps to prevent collisions. The vehicle speed must not be higher than 10 km/h (6 mph). The manoeuvre braking function is activated or deactivated when Park Distance Control is switched on or off. The manoeuvre braking function is inactive for five metres after a braking operation in the same direction of travel. The manoeuvre braking function is ready for braking again after changing gear or position. The same restrictions apply as to Park Distance Control.

Manoeuvre braking is not active if Park Distance Control was activated automatically.

Touch the  function button in the Infotainment system to switch manoeuvre braking on and off.

Display representation

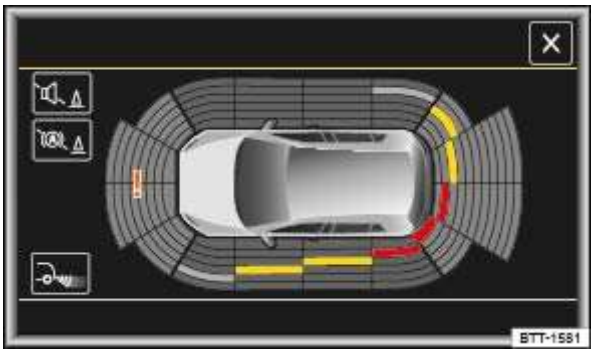


Fig. 112 Display in the Infotainment system: full-screen mode. The scanned areas depend on the vehicle equipment level.

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

The vehicle approaching an obstacle is displayed in several segments on the Infotainment system and this is backed up by an acoustic signal ⇒ *Fig. 112*. This display along the side of the vehicle can vary depending on the situation.

Do not drive on! Obstacle close to the vehicle. A continuous tone sounds.

Obstacle in the vehicle path. An intermittent tone sounds. The shorter the distance, the shorter the intervals.

Obstacle outside the vehicle path.

Mute signal tones.

Switch manoeuvre braking on and off (depending on vehicle equipment).

Switch to rear view camera system (depending on vehicle equipment).

System fault in the monitored area (depending on equipment level). The colour may vary.

Troubleshooting

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

The system is not responding as expected

- The sensors are dirty ⇒ *Caring for and cleaning the vehicle exterior* . The sensor visibility may be impaired by dirt and snow or also residue from cleaning agents or coatings.
- The prerequisites for system operation are not met ⇒ *Automatic activation when driving forwards (depending on vehicle equipment)* .
- The vehicle is damaged in the area of the sensors, e.g. caused by parking collisions.
- The detection ranges of the sensors are blocked by add-on parts, e.g. bicycle carriers.
- Changes have been made to the paintwork in the area of the sensors or structural modifications have been made, e.g. on the running gear.
- The ultrasound signal is subject to interference from external noise sources, e.g. rough tarmac surface or cobblestones.

No sensor visibility, error message, system switches itself off

The sensor area is switched off permanently if a sensor fails.

When the Park Distance Control system is initially switched on, any malfunctions are indicated by a text notification along with an acoustic warning and a flashing indicator lamp in the  button. If the sensors are dirty or covered, the affected sensor cluster will be displayed on the Park Distance Control screen. A cleaning message (depending on equipment) will also be displayed.

Possible solution

- Switch off the system temporarily.
- Check whether any of the causes described apply.
- Clean the sensors or remove stickers or accessories from the sensors and cameras ⇒ *Caring for and cleaning the vehicle exterior* .
- Check whether any damage is visible.
- You can switch the system back on again once you have rectified the cause of the problem.
- If the system still fails to respond as expected, have the system checked by a qualified workshop or your Volkswagen dealership.

Rear view camera system (Rear View)

Introduction

This chapter contains information on the followingsubjects:
⇒ *Switching on and off*
⇒ *Display representation*
⇒ *Prerequisites*
⇒ *Driving into a parking space*
⇒ *Troubleshooting*

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, orientation lines support the view to the rear.

WARNING

Using images from the camera to estimate the distance from obstacles (people, vehicles etc.) is inaccurate and could cause accidents and severe injuries.

- **Camera lenses enlarge and distort the field of vision and make objects appear different and inaccurate on the screen.**

Switching on and off

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

Switching on the rear view camera system

- Select reverse gear.
- **OR:** press the button.

Switching off the rear view camera system

Drive forwards at a speed of at least 10–15 km/h (6–9 mph).

Display representation

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

The functions and displays of the rear view camera system image depend on the vehicle equipment and may differ from each other.

Functions and symbols of the rear view camera system

You can make settings by means of the function buttons when the rear view camera system is switched on. Some setting options depend on the vehicle equipment.

x
Closing current display.

Setting display: brightness, contrast, colour.

Switch to Park Distance Control ⇒ *Park Distance Control* .

Show Park Distance Control display.

Hide Park Distance Control display.

Orientation lines

Red line: safety distance to rear.

Lateral green lines: extension of the vehicle.

Prerequisites

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

The prerequisites for parking using the rear view camera system must be met.

- Do not exceed a speed of approximately **15 km/h (9 mph)**.
- Width of the parking space: **vehicle width + 0.2 m**.
- Maintain a distance of approximately **one metre** from the parking space (parallel only).
- Length of the parking space: **approx. 8 m** (parallel only).

The following conditions must be met in order to display a correct image:

- The boot lid is closed.
- The surrounding area has a flat surface.
- Vehicle does not have a heavy load at the rear.

Driving into a parking space

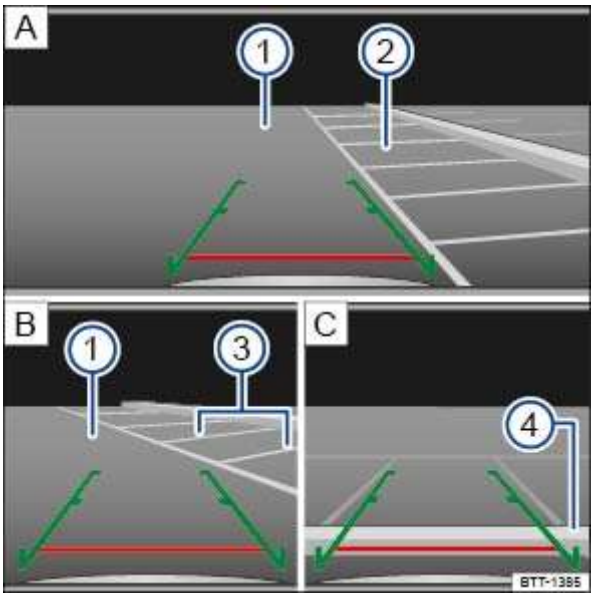


Fig. 113 Infotainment system display: parking using the rear view camera system.

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

Key to ⇒ ***Fig. 113*** :

A
Choose parking space.

B
Drive towards the selected parking space.

C
Align the vehicle in the parking space.

1
Road.

2
Selected parking space.

3
Side limits of the selected parking space.

4
Rear limit of the parking space.

Parking with the rear view camera system

- Position the vehicle in front of the parking space ⇒ *Fig. 113*② **A**.
- Select reverse gear.
- Reverse slowly and steer the vehicle so that the lateral lines lead into the selected parking space ② **A**. The lines must correspond to the lateral boundary lines of the parking space ③ **B**.

- Stop when the horizontal line reaches the rear boundary ④ C.

Troubleshooting

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

The system is not responding as expected

- The camera is dirty ⇒ *Caring for and cleaning the vehicle exterior*. The camera visibility may be impaired by dirt and snow or also residue from cleaning agents or coatings.
- The system requirements must be met ⇒ *Prerequisites*.
- The vehicle is damaged in the area around the camera, e.g. caused by parking collisions.
- The detection range of the camera is blocked by add-on parts, e.g. bicycle carriers.
- Changes have been made to the paintwork in the area of the camera or structural modifications have been made, e.g. on the running gear.

No camera visibility, error message, system switches itself off

- Clean the camera or remove stickers or accessories from the camera ⇒ *Caring for and cleaning the vehicle exterior*.
- Check whether any damage is visible.

Possible solution

- Switch off the system temporarily.
- 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 system still fails to respond as expected, have the system checked by a qualified workshop.

Park Assist

Introduction

This chapter contains information on the followingsubjects:
⇒ *Prerequisites*
⇒ *Looking for a parking space*
⇒ *Driving into a parking space*
⇒ *Driving out of a parking space*
⇒ *Troubleshooting*

Park Assist shows parking spaces which are suitable for parking and assists the driver when driving into and out of parking spaces.

Park Assist is an extension of Park Distance Control ⇒ *Park Distance Control*.

Park Assist automatically steers the vehicle. The driver must control the accelerator, gear changes and brake ⇒ *Safety notes on the parking systems*.

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.**
- **Exception: if a dangerous situation occurs, intervene and take over the steering.**

NOTICE

Park Assist uses parked vehicles, the kerb and other objects as guidance. Please ensure that the wheels and tyres are not damaged when parking the vehicle. If necessary, stop the parking procedure in good time to prevent damage to the vehicle.

Prerequisites

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

The following prerequisites must be met for driving into and out of parking spaces:

- The traction control system (TCS) must be switched on ⇒ *Brake support systems*.
- Maintain a distance of **0.5–2.0 metres** when driving past the parking space.
- The parking space must have at least the dimensions required by Park Assist.
- Speed when driving past the parking space (for parking spaces parallel to the road): not above **40 km/h (25 mph)**.
- Speed when driving past the parking space (for parking spaces perpendicular to the road): not above **20 km/h (12 mph)**.
- Maximum speed: **7 km/h (4 mph)**. An automatic braking intervention can take place when driving into a parking space.

The parking manoeuvre can be continued after the automatic brake intervention.

The automatic braking intervention takes place a maximum of once per parking manoeuvre. The parking manoeuvre will be cancelled if a speed of approximately 7 km/h (4 mph) is exceeded again.

WARNING

Do not let the automatic braking intervention function of Park Assist tempt you to take any risks while driving – this can cause accidents The system is not a substitute for the full concentration of the driver.

- **Park Assist has system-related limitations. In some situations the automatic braking intervention can only work in a limited way or not at all.**
- **You should always be prepared to brake the vehicle yourself.**
- **Automatic braking intervention is ended after approximately 1.5 seconds. Depress the brake pedal of the vehicle yourself following the automatic braking intervention.**

Looking for a parking space

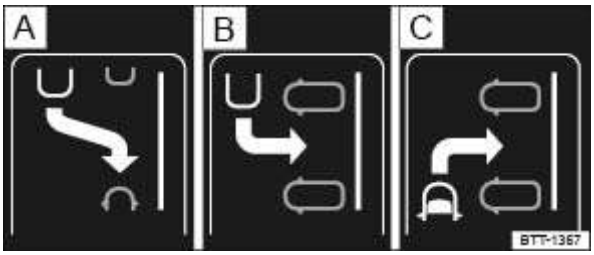


Fig. 114 Instrument cluster display: display of parking modes.

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

Park Assist has three parking modes ⇒ ***Fig. 114*** **(illustration).**

A
Reverse parallel parking.

B
Reverse perpendicular parking.

C
Forward perpendicular parking.

- Drive slowly past a row of parked vehicles, paying attention to the traffic.
- Press the P button. Park Assist automatically searches for a suitable parking space on the front passenger side.
- Stop when Park Assist displays a recommended parking mode on the instrument cluster display.
- Drive into the parking space when a corresponding prompt ⇒ *Fig. 115⑤* is shown on the instrument cluster display ⇒ *Driving into a parking space* .

If you want Park Assist to search for a parking space on the opposite side of the road, operate the turn signal for the corresponding side.

Changing parking mode

If Park Assist has found other alternative parking modes, these will be displayed in a miniature view.

They can be selected in turn by repeatedly pressing the P button. Park Assist will switch itself off after selection of all found parking modes. The originally recommended parking mode is offered when the P button is pressed again.

If you wish to park in a perpendicular parking space in forward direction, select Forward perpendicular parking ⇒ *Fig. 114* **C**. Otherwise the vehicle will reverse into the perpendicular parking space.

Park Assist can be activated retroactively. If a suitable parking space was driven past before, it is displayed.

Driving into a parking space

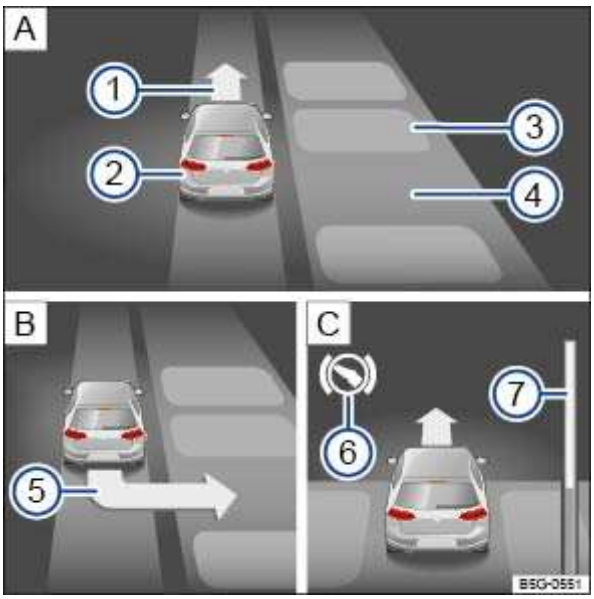


Fig. 115 On the instrument cluster display: parking perpendicular to the road.

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

Key to ⇒ ***Fig. 115*** **:**

A

Choose parking space.

B

Position for parking.

C

Align the vehicle in the parking space.

1

Prompt to drive forward

2

Your vehicle

3

Parked vehicle or obstacle.

4

Parking space detected

5

Prompt to select reverse gear.

6

Prompt to press the brake pedal

7

Progress bar Symbolically shows the relative distance still to be driven.

The prerequisites for parking space selection must be met and the vehicle must be stationary ⇒ *Prerequisites* .

- Release the steering wheel ⇒ *Park Assist* .
- Select reverse gear when a reverse arrow appears on the instrument cluster display.
- Accelerate carefully.
- Brake when an acoustic signal sounds to indicate that you should change direction, an arrow ⇒ *Fig. 115①* A lights up, the display lights up or a message is shown.
- Drive forwards until an acoustic signal sounds or until the prompt to reverse is shown on the instrument cluster display.
- Repeat reversing and driving forwards until a corresponding message is displayed on the instrument cluster. A signal tone may also sound.

Driving out of a parking space

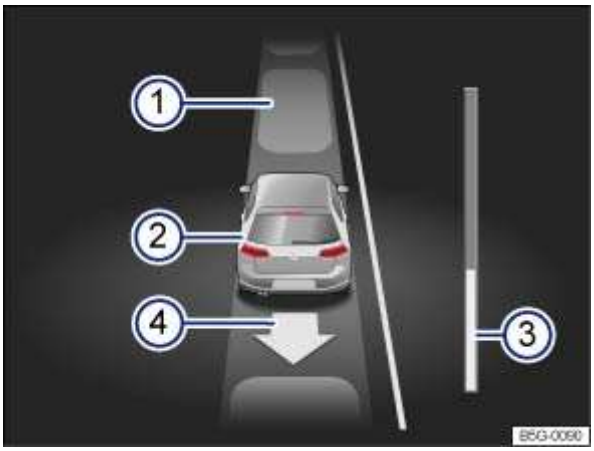


Fig. 116 On the instrument cluster display: driving out of a parallel parking space.

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

Key to ⇒ ***Fig. 116*** **:**

1 Stationary vehicle.

2 Your vehicle with reverse gear engaged

3 Progress bar. Symbolically shows the relative distance still to be driven.

4 Direction indicator for next manoeuvre for driving out of the parking space.

Park Assist can drive out of parallel parking spaces if the prerequisites for this are met ⇒ *Prerequisites*.

- Press the button.
- Use the turn signal lever to select the direction (left or right) in which you would like to drive out of the parking space.
- Select reverse gear.
- Release the steering wheel when the following message is shown: **Steering intervention active. Please monitor area around vehicle.**
- Accelerate carefully.
- Brake when an acoustic signal sounds, the display lights up or until the prompt to drive forward appears on the instrument cluster display.
- Depress the brake pedal until Park Assist has finished steering or until the display in the instrument cluster display goes out.
- Repeat reversing and driving forwards until a corresponding message is displayed on the instrument cluster. A signal tone may also sound.
- Take over steering with the steering angle set by Park Assist.
- Drive the vehicle out of the parking space when permitted by the traffic situation.

Troubleshooting

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

The system is not responding as expected

- The sensors are dirty ⇒ *Caring for and cleaning the vehicle exterior*. The sensor visibility may be impaired by dirt and snow or also residue from cleaning agents or coatings.
- The system requirements must be met ⇒ *Prerequisites*.
- The sensors are covered by water.
- The vehicle is damaged in the area of the sensors, e.g. caused by parking collisions.
- The detection ranges of the sensors are blocked by add-on parts, e.g. bicycle carriers.
- Changes have been made to the paintwork in the area of the sensors or structural modifications have been made, e.g. on the vehicle front end or the running gear.
- The ultrasound signal is subject to interference from external noise sources, e.g. rough tarmac surface or cobblestones.

No sensor visibility, error message, system switches itself off

Park Assist is switched off if a sensor fails.

- Clean the sensors or remove stickers or accessories from the sensors and cameras ⇒ *Caring for and cleaning the vehicle exterior*.
- Check whether any damage is visible.

Possible solution

- Switch off the system temporarily.
- 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 system still fails to respond as expected, have the system checked by a qualified workshop.

Automatic cancellation of parking or leaving a parking space

Park Assist cancels the manoeuvre for driving into or leaving a parking space if one of the following situations occurs:

- The button is pressed.
- The driver intervenes using the steering wheel.
- The driver door is opened.

- The parking operation is not completed within around six minutes.
- There is a system fault.
- TCS is switched off or is taking corrective action.

Automatic braking intervention to minimise damage

In some countries, Park Assist can assist the driver with an automatic braking intervention in certain situations ⇒ .

Depending on the vehicle equipment and certain conditions, e.g. weather, load or inclination of the vehicle, Park Assist can automatically brake the vehicle before an obstacle. Following this intervention, the driver must depress the brake pedal.

The parking manoeuvre is ended if an automatic braking intervention occurs.

Rear Traffic Alert

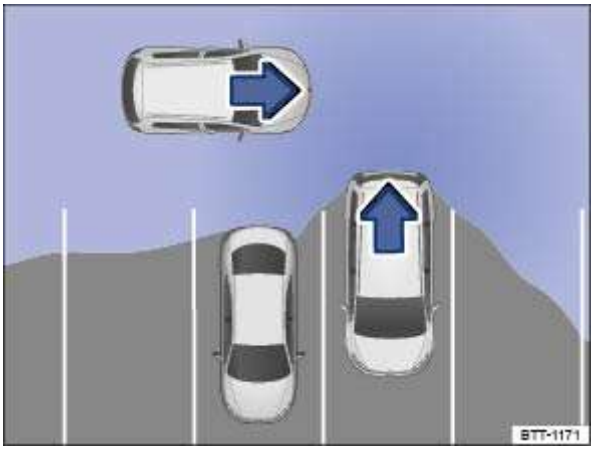


Fig. 117 Rear Traffic Alert: monitored area around the vehicle leaving the parking space.

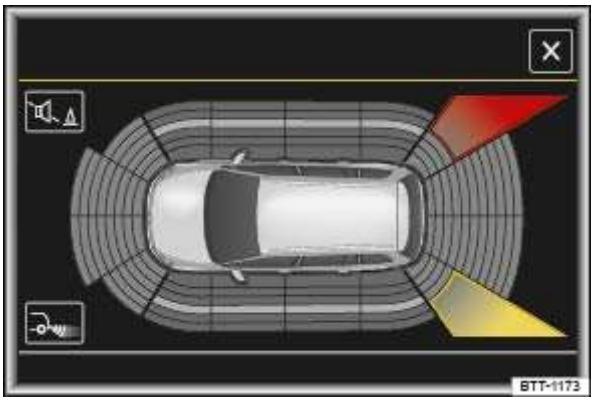


Fig. 118 Display in the Infotainment system: Rear Traffic Alert.

Rear Traffic Alert is part of the Blind Spot Monitor ⇒ *Driving with the Blind Spot Monitor* .

Switching on and off

- By means of the **Assist systems** menu in the instrument cluster ⇒ *Instrument cluster menus* .
- **OR:** depending on the vehicle equipment, by means of the button for the driver assist systems ⇒ *Button for driver assist systems* .
- **OR:** depending on the vehicle equipment, in the **Driver assistance** menu in the Infotainment system ⇒ *Infotainment system operation and displays* .

Function

Rear Traffic Alert monitors the traffic crossing behind the vehicle when reversing out of a parking space or manoeuvring. Rear Traffic Alert functions using radar sensors in the rear bumper.

Key to ⇒ ***Fig. 118***

Do not drive on! Critical situation.

Possible critical situation.

Detection of a critical situation can also take place acoustically:

- A warning signal will sound and a text message will be displayed in the instrument cluster for vehicles without Park Distance Control.
- In vehicles with Park Distance Control, an acoustic signal will sound with the continuous tone of Park Distance Control. If the Park Distance Control is deactivated, no warning can be given to the driver and the Rear Traffic Alert system will also be switched off temporarily.

Automatic braking intervention to minimise damage

If Rear Traffic Alert detects an approaching road user and the driver has not pressed the brake, the system can brake automatically.

Automatic braking intervention is activated when reversing at speeds of between 1–12 km/h (1–7 mph). The vehicle is held stationary for up to two seconds after vehicle standstill has been detected.

After automatic braking intervention is activated to prevent damage to the vehicle, the system requires approximately ten seconds before it can activate another automatic braking intervention.

Automatic braking intervention can be interrupted by pressing the accelerator or brake pedal sharply and taking control of the vehicle.

WARNING

The intelligent Rear Traffic Alert technology cannot overcome the laws of physics, and functions only within the limits of the system. Do not let the support function of the Rear Traffic Alert tempt you to take any risks while driving – this can cause accidents. The system is not a substitute for the full concentration of the driver.

- **Never use the system with impaired vision or in unpredictable traffic situations, e.g. on extremely busy roads or across several lanes.**
- **Always pay attention to the area around the vehicle – cyclists and pedestrians are frequently not clearly detected.**
- **The Rear Traffic Alert will not always independently bring the vehicle to a complete stop.**

Brake support systems

Information on brake support systems

The vehicle is fitted with brake support systems. The systems can support the driver in critical driving or braking situations. Brake support systems cannot overcome the limits of physics and cannot always keep the vehicle under control in every single critical driving or braking situation. The driver is responsible for driving safety ⇒ .

Driving with brake support systems

The brake support systems work when the electric drive is activated. They do not need to be operated separately.

The brake pedal may pulsate or noises may occur while the brake support systems are regulating. Continue to apply the necessary amount of brake pressure. Apply the necessary pressure to the brake pedal consistently. If necessary, steer the vehicle while the brake pedal is depressed.

Electronic Stability Control (ESC)

ESC helps to reduce the risk of skidding and to improve driving stability in certain driving situations ⇒ .

ESC is always switched on.

Traction control system (TCS)

The TCS reduces the drive output if wheelspin occurs and adapts the drive output to suit road surface conditions ⇒ *Troubleshooting* . The TCS makes it easier to pull away, accelerate and drive up hills.

Depending on the vehicle equipment, the TCS can be switched off in exceptional circumstances ⇒ *Switching TCS on and off* .

Anti-lock brake system

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 ⇒ *Troubleshooting* .

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.

If you reduce the pressure on the brake pedal, the brake assist system will switch off the brake servo.

Electronic differential lock (EDL and XDS)

EDL brakes a spinning wheel automatically and distributes the drive force to the other drive wheels.

The EDL switches off automatically under unusually heavy loads to prevent the brake from overheating. The EDL switches back on again automatically as soon as the brake has cooled down.

XDS improves traction in order to keep the vehicle on its intended course.

Automatic Post-Collision Braking System

In the event of a collision, the Automatic Post-Collision Braking System can help the driver to reduce the risk of skidding, and the danger of secondary collisions, through automatic braking.

The Automatic Post-Collision Braking System functions only for collisions that are detected as a collision by the airbag control unit.

The vehicle is braked automatically if the required systems have not been damaged in the collision and have remained functional.

The following actions override automatic braking in the event of a collision:

- When the driver depresses the accelerator.
- When the brake pressure transmitted through the depressed brake pedal is greater than the brake pressure provided by the system.

Electronic brake pressure distribution system (EBD)

Every vehicle's centre of gravity moves forwards whenever the brake is operated. This means that the rear wheels are in danger of locking due to the lower traction. 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. Under normal conditions, the system will prevent the rear from breaking

away if too much brake pressure if applied to the rear wheels. The electronic brake pressure distribution system is included in the ABS' scope of functions.

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. The brake pressure boost will reduce gradually after you switch off the ignition. Secure the vehicle against rolling away *⇒ Parking* .

Failure of the electromechanical brake servo is indicated in the instrument cluster by the yellow indicator lamps  and  is shown on the instrument cluster display. When you brake with a failed electromechanical brake servo, the brake pedal may produce pulsating movements.

If the electromechanical brake servo is not functioning, the brake pedal needs to be depressed more forcefully as the braking distance will be increased due to the lack of assistance for the brake system.

Brake blending

Energy recovery (recuperation) can produce a braking effect *⇒ Energy recovery (brake energy recuperation)* . This braking effect may vary depending on the gearbox programme selected and the charge level of the high-voltage battery. When recuperation causes a pronounced braking effect, the vehicle brake lights are also activated. In generator mode, depending on the speed of rotation, the temperature and the charge level of the high-voltage battery, the electric motor can generate braking torque on the front wheels.

These interconnections can lead to varying electric delays, which are compensated hydraulically as the driver determines. This function is known as brake blending. Brake blending regulates the interactions between mechanical braking and the motor braking effect.

WARNING

The intelligent technology used in brake assist 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 let the extra safety afforded by the brake support systems ABS, brake assist system, EDL, TCS and ESC tempt you into taking any risks when driving.**
- **The brake support systems cannot defy the laws of motion. Slippery and wet roads will remain dangerous, even when the ESC and other systems are active.**
- **Driving too fast on wet roads can cause the wheels to lose contact to the road surface and aquaplane. The vehicle cannot be braked, steered or controlled once it has lost contact with the road surface.**
- **Brake support systems cannot prevent an accident if e.g. you are driving too close to the vehicle in front or are driving too fast for the specific driving situation.**
- **Although the brake support systems are very effective and can help to control the vehicle in difficult driving situations, please always remember that the driving stability of the vehicle depends on the tyre grip.**
- **When accelerating on a slippery surface, for example on ice and snow, accelerate carefully. The wheels can spin even when brake support systems are active, and this can lead to a loss of control of the vehicle.**

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 also applies, but not exclusively, to the brakes, tyres and other named systems.

- **Please always bear in mind that modifications and changes to the vehicle can affect the way brake support systems operate.**
- **Alterations to the suspension or the use of non-approved wheel and tyre combinations can affect the function of brake support systems and reduce their effectiveness.**
- **Suitable tyres support the effectiveness of ESC.**

WARNING

Driving without the brake servo can considerably increase the braking distance and thus cause accidents and serious injuries.

- **Never allow the vehicle to roll when the electric drive is deactivated.**
- **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.**

Switching TCS on and off

Switch off the traction control system (TCS) if the vehicle does not have sufficient traction:

- When driving in deep snow or on loose surfaces.
- When rocking the car backwards and forwards to free it when stuck.

Then switch on the TCS again.

Switching TCS on and off

TCS can be switched off and on in the Infotainment system ⇒ *Infotainment system operation and displays* .

When the TCS is switched off, the yellow indicator lamp lights up on the instrument cluster display.

As soon as the TCS starts regulating, the indicator lamp flashes yellow.

Troubleshooting

Do not drive on! Brake system fault.

Warning lamp lights up red.

- Seek expert assistance immediately.

Anti-lock brake system failure or fault

Warning lamp lights up yellow.

- Go to a qualified workshop. The vehicle can be braked without ABS.

Traction control system regulating to prevent the wheels from spinning.

Indicator lamp flashes yellow.

ESC switched off for system-related reasons

Indicator lamp lights up yellow.

- Switch the ignition on and off.
- Drive a short distance at a speed of 15 – 20 km/h (9 – 12 mph) if necessary.
- If still lights up, seek expert assistance.

Traction control system switched off.

Indicator lamp lights up yellow.

Brake system fault or failure

Text message in the instrument cluster display **Error: brake efficiency.**. The brake servo function is taken over by the ESC as a substitute. The brake pedal may pulsate in this case.

- Go to a qualified workshop.

/ Electromechanical brake servo not working.

Indicator lamp lights up yellow. There may be pulsating movements of the brake pedal.

- Depress the brake pedal forcefully.

The brake support systems make noises

Noises may be heard when the brake support systems are performing control interventions.

Unexpected reduction in engine power

Faults can occur in the ESC and TCS systems if the four wheels have different tyres.

Any differences in the rolling radius of the tyres can cause the system to reduce motor power unexpectedly.

WARNING

- **If the brake system warning lamp lights up together with the ABS indicator lamp , the ABS control function may have failed. This can cause the rear wheels to lock quickly when you brake. Locked rear wheels can lead to a loss of control of the vehicle. If possible, reduce your speed and drive carefully at low speed to the nearest 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, ABS is not working properly. The vehicle can be stopped using the normal brakes only (without ABS). The protection provided by ABS is no longer available. Go to a qualified workshop as soon as possible.**

Practical equipment

Stowage areas

Introduction

This chapter contains information on the followingsubjects:

WARNING

Loose objects may be flung through the vehicle interior in the event of a sudden driving or braking manoeuvre. This can cause serious injury and can also lead to loss of control of the vehicle.

- **Stow objects only in closed stowage compartments.**
- **Always keep stowage compartments closed while the vehicle is in motion.**

WARNING

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 glove box closed while the vehicle is in motion.**

WARNING

Cigarette lighters in the vehicle could be damaged or accidentally lit. This could lead to serious burns and other injuries.

- **Before adjusting the seats, always make sure that there is no cigarette lighter on or near the moveable parts of the seat.**
- **Before closing stowage areas or compartments, always make sure that there is no lighter in the way.**
- **Never stow lighters in stowage areas or compartments or on other surfaces in the vehicle. High surface temperatures, especially in summer, may cause cigarette lighters to self-ignite.**

WARNING

Incorrect use of the drink holders can cause injury.

- **Never place hot drinks in a drink holder. Hot drinks in a drink holder could be spilled and cause scalding in any sudden braking manoeuvre or accident.**

WARNING

Closed drink bottles can explode in the vehicle in extreme heat or crack in extremely cold temperatures.

- **Never leave closed drink bottles in an extremely hot or extremely cold vehicle for extended periods.**

NOTICE

- **Do not stow any temperature-sensitive objects, food or medicines inside the vehicle. Hot and cold temperatures could damage them or render them unusable.**
- **Objects stored in the vehicle that are made from transparent materials, such as transparent suction cups on the windows, can concentrate the sun's rays and thus cause damage to the vehicle.**

Ashtray and cigarette lighter

Introduction

This chapter contains information on the followingsubjects:

⇒ *Cigarette lighter*

WARNING

Improper use of the cigarette lighter or the ashtray could cause fires, burns and other serious injuries.

- **Use the cigarette lighter only for its intended purpose.**
- **Never leave children unsupervised in the vehicle. The cigarette lighter can be used when the ignition is switched on.**
- **Never put paper or any other combustible materials in the ashtray.**

Cigarette lighter

Fig. 119 In the lower part of the centre console: cigarette lighter.

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

- With the ignition switched on, press in the knob on the cigarette lighter.
- Wait for the lighter to pop out.
- Pull out the cigarette lighter and use it ⇒.

The cigarette lighter socket can also be used as a 12-volt socket ⇒ *Electrical sockets* .

Electrical sockets

Introduction

This chapter contains information on the followingsubjects:
⇒ *Sockets in the vehicle*

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 electric 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.

Unshielded devices can cause interference with radio reception and vehicle electronics.

Sockets in the vehicle

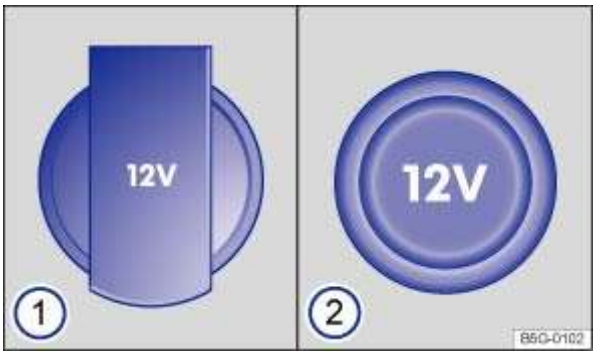


Fig. 120 In the bottom of the centre console and in the luggage compartment: folding 12-volt socket ① or 12-volt socket with removable cover ②.

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

Maximum power rating

12-volt socket

120 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 190 W ⇒.

Data transfer

Cyber security

Control units with integrated eSIM card, 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 include the following in particular:

- Diagnostic port
- Control units with integrated eSIM card
- Volkswagen Car-Net control unit
- Mobile phone interface
- Media Control
- App-Connect
- WLAN hotspot
- Bluetooth connection
- USB port
- SD card slot
- SIM card slot

Connectivity components are the key locations 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 continuous further 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 improves the security, stability and running speeds of the vehicle systems in vehicles that have already been produced.

You too can actively reduce the risk of unauthorised access to vehicle systems and functions:

- Use only data media and mobile devices in the vehicle than do not contain manipulated data or malware.
- 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 usual precautionary measures to be taken when using the Internet, you should protect your computer, data media and mobile devices with suitable anti-virus software and regularly update the signatures.**

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.**

Volkswagen Car-Net

Introduction

This chapter contains information on the followingsubjects:
⇒ *Status display*
⇒ *Legal requirements*
⇒ *Deactivating Car-Net services*
⇒ *Impairments*

Various Car-Net service portfolios are summarised under Volkswagen Car-Net that offer you additional functions for your vehicle, e.g. Security & Service. These services can be run, e.g. at home on a computer or when travelling on a mobile device (smartphone or tablet).

The vehicle and computer or mobile device will be networked via an Internet connection.

Volkswagen Car-Net is a feature that is not available in all countries. It is made up of different portfolios that need to be activated online before use and are subject to country-specific running period limitations.

Both the Car-Net portfolios offered by Volkswagen and also individual services may be changed, stopped, deactivated, reactivated, renamed and expanded without further notice.

In Europe and Japan, you will find details on how to create a user account, the service description and other information about Volkswagen Car-Net at www.volkswagen.com/car-net.

Activating Volkswagen Car-Net

You can activate Volkswagen Car-Net at www.volkswagen.com/car-net:

Step 1: Create a user account.

Step 2: Add vehicle to your user account.

Step 3: Order Volkswagen Car-Net.

Step 4: Activate Volkswagen Car-Net.

Description of services

Read and observe the service description before using Volkswagen Car-Net services. Service descriptions are updated from time to time and made available online.

- Always use the latest edition of the relevant service description.

WARNING

In areas with insufficient mobile communications and GPS reception, no emergency calls or telephone calls can be made and no data can be transferred.

- **If possible, go to a different location.**

NOTICE

Vehicle damage can be caused by factors that are outside the control of Volkswagen AG. Such factors include in particular:

- **Insufficient network strength**
- **Misuse of mobile devices**
- **Data loss during transfer**
- **Unsuitable and malicious third-party applications**
- **Malicious software on data media, computers, tablets and mobile devices**

Status display

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

The current Volkswagen Car-Net status is displayed on the Infotainment screen as follows:

Symbol, meaning	
	White ball: Volkswagen Car-Net services are available.
	Grey ball: Volkswagen Car-Net services are not available or not activated.
	Grey ball, white key: private mode is active. All purchased Volkswagen Car-Net service packages have been deactivated by the user.
	White ball, white key: customised private mode is active. A Volkswagen Car-Net service package has been deactivated by the user, no tracking service[1)] is active.
	White ball, white vehicle: Volkswagen Car-Net services are available, tracking services[1)] are active.
	Grey ball, white vehicle: Volkswagen Car-Net services are not available, tracking services[1)] are active.

1) Concerns the following services: Area Alert, Speed Alert, Parking Position and Online Anti-Theft Alarm.

Legal requirements

Fig. 121 Symbol for vehicles that send tracking information

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

By concluding a Volkswagen Car-Net contract for your vehicle, you as the contracting party undertake within the meaning of data protection law to inform each driver that the vehicle can transmit and receive data online. This also applies if you sell or lend your vehicle.

Failure to observe this obligation to inform can infringe certain rights of vehicle occupants.

GPS tracking: check with all occupants

Some Volkswagen Car-Net services require vehicle data to determine whether the vehicle is complying with set speed limits or whether the vehicle is moved, where the vehicle is parked, or whether the vehicle is located inside or outside geographically defined areas. This information can be displayed in the Volkswagen Car-Net portal and in the Volkswagen Car-Net app.

Therefore, before driving, ask all occupants if they agree to use of the activated services. If an occupant does not agree, deactivate the services (if possible) or exclude the occupant from use of the vehicle. If you do not observe this, you may violate certain rights of the vehicle occupants.

GPS tracking: symbol

If a factory-fitted control unit is used to transmit the vehicle's current location and speed, this symbol ⇒ *Fig. 121* will always be located in the vehicle (e.g. on the roof console). However, the absence of the m/k/n954MK ⇒ *Fig. 121* symbol in the vehicle does not mean that the control unit is not transmitting the current position or speed of the vehicle.

Personal data

Volkswagen collects, processes and uses the user's personal data in accordance with statutory requirements. You can access the current data protection policy on the Volkswagen website.

Deactivating Car-Net services

Fig. 122 Retrofitted sticker in the vehicle if Volkswagen Car-Net services have been permanently deactivated.

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

If you sell the vehicle or lend it for a longer period, inform the user about the deactivated services and deactivated control unit.

If your vehicle is already equipped with the legally required emergency call function eCall, this function will not be affected by the deactivation.

Temporary deactivation

If your vehicle is in a workshop, you may find that the service technicians have deactivated individual or all Car-Net services for the duration of the workshop visit. The services will be available again once the work is complete. Please contact your workshop if necessary. Volkswagen Car-Net portfolios can be deactivated manually in the Infotainment system. The services can then be run again when the deactivation is cancelled in the Infotainment system. Deactivated services are marked with a corresponding indication on the start page of the Car-Net portal.

Permanent deactivation

In order to permanently deactivate Car-Net functions in vehicles with the Security & Service or e-Remote packages, the online connectivity unit must be deactivated by a qualified workshop at your request.

If the emergency call module control unit and communication unit has been deactivated, the qualified workshop responsible for the work may attach a sticker ⇒ *Fig. 122* inside the vehicle (e.g. on the roof console). The sticker indicates that the Volkswagen Emergency Call Service, the Automatic Accident Notification, e-Remote and Security & Service services are no longer functioning.

Impairments

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

Even when the above-mentioned requirements for using the Volkswagen Car-Net services are met, the functionality of the Volkswagen Car-Net services can be impaired or interrupted due to factors that lie outside the control of Volkswagen AG. Such factors include in particular:

- Maintenance, repairs, 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 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, solar storms, 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 or regions where Volkswagen Car-Net services are not available.

Cable and wireless connections

Introduction

This chapter contains information on the followingsubjects:
⇒ *AUX-IN socket*
⇒ *USB port*
⇒ *Bluetooth® interface*
⇒ *Connecting an external audio source via WLAN*

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.**
- **Ensure 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. This will remedy the fault in some cases.

AUX-IN socket

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

The AUX-IN socket is a cable connection which can only be used with a suitable connecting cable with a 3.5 mm jack.

AUX-IN sockets are only available for some vehicles and not in all markets.

Distinguishing features of an AUX IN socket			
m/k/n990MK			

- On front panel of Infotainment system
- Stowage compartment in the front centre armrest
- In the lower part of the centre console

The connected external audio source is played over the vehicle speakers and **cannot** be controlled with the Infotainment system.

An external audio source connected to the socket is indicated by **AUX** on the Infotainment system.

Connecting the external audio source

- Reduce the volume on the Infotainment system.
- Connect the external audio source to the AUX-IN socket.
- Start playback on the external audio source.
- **MENU** ▶ **Media** to open the **Media** main menu.
- **OR**: press the **MEDIA** Infotainment button to open the **Media** main menu.
- Touch and select **AUX**.

The output volume of the external audio source should be adjusted to the volume of the other audio sources.

Once the audio source has been changed in the Infotainment system, the external audio source continues to run in the background.

The function button for selecting the audio source ( ) in the **Media** main menu can vary if another audio source is connected to the Infotainment system (e.g. via Bluetooth® or USB) and is selected.

Preparing external devices for removal

The connected data medium must be prepared for removal before you disconnect it.

- Stop playback.
- In the **Media** main menu, select the **Setup** system settings.
- Touch **Remove safely** and then **AUX**.
- Disconnect the data medium's cable from the Infotainment system.

When playback on the external audio source is stopped, or the jack is removed from the AUX-IN socket, the Infotainment system remains in the **AUX** menu. When another audio source is selected, the external source will continue to run in the background.

Interference may occur if the external audio source is powered from the vehicle's 12-volt socket.

USB port

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

- USB port with data transfer.
- USB port only for recharging the batteries of external devices.

Each USB port is a cable connection which can only be used with a suitable connecting cable.

The type, quantity and installation positions of the USB ports are vehicle-dependent.

- On front panel of Infotainment system
- Stowage compartment in the front centre armrest
- In the lower part of the centre console

Audio files on an external data medium connected to the USB port can be played and controlled with the Infotainment system.

Only supported audio files are displayed. Other files are ignored.

Only mass storage devices and audio sources in mass storage mode are supported. Please refer to the description of your audio source on how to activate this mode.

USB port with charging function

A USB port may be installed in the vehicle which can be used only to recharge the batteries of external devices. These USB ports **are not** marked with and **cannot transmit data**.

Connecting an external data medium to the USB port

- Reduce the volume on the Infotainment system.
- Connecting an external data medium to the USB port .
- Start playback on the external audio source.
- **MENU** ▶ **Media** to open the **Media** main menu.
- **OR:** press the **MEDIA** Infotainment button to open the **Media** main menu.
- Touch and select **USB**.

The function button for selecting the audio source ( ) in the **Media** main menu can vary if another audio source is connected to the Infotainment system (e.g. via Bluetooth® or AUX-IN m/k/n990MK) and is selected.

If the connected audio source is an iPod, it will be displayed in the lower screen line . Depending on the Infotainment system used, specific iPod list views (**Playlists**, **Artists**, **Albums**, etc.) can be displayed under or **LIST**.

Notes and restrictions

The number of USB connections and the compatibility with Apple devices and other media players varies according to equipment level.

The USB port supplies the regular USB voltage of 5 volts.

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.

With some Infotainment systems, external hard drives with a capacity greater than 32 GB may have to be reformatted for the FAT32 file system. You will find the necessary software and information online.

Please observe further limitations and notes on the requirements for media sources.

Removing a device

The connected data medium **must** be prepared before removal.

- In the **Media** main menu, touch **Setup** to open the **Media setup** menu.
- **Remove safely** ▶ **USB** disconnect the audio source from the Infotainment system. The function button is greyed out once the data medium has been ejected from the system.
- Disconnect the data media from the Infotainment system.

Apple devices and devices with Media Transfer Protocol (MTP) can be disconnected from the Infotainment system without preparing.

Data medium cannot be read

A message appears on the Infotainment screen if the data on the connected data media cannot be read.

Do not use USB extension cables or USB hubs.

Bluetooth® interface

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

The Bluetooth® interface is a wireless connection.

Bluetooth® audio mode can be displayed by on the screen.

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.

Prerequisites

- The Bluetooth® audio source must support the A2DP Bluetooth® profile.
- In the **Bluetooth settings** menu, the **Bluetooth audio (A2DP/AVRCP)** function needs to be activated.

Starting Bluetooth® audio transfer

- Reduce the volume on the Infotainment system.
- Switch on Bluetooth® visibility on the external Bluetooth® audio source (e.g. mobile device).
- MENU ▶ Media to open the **Media** main menu.
- **OR:** press the MEDIA Infotainment button to open the **Media** main menu.
- Touch and select BT Audio.
- Touch Search for new device to couple an external Bluetooth® audio source for the first time.
- **OR:** select the external Bluetooth® audio source from the list.
- **OR:** set up a connection via the **Bluetooth settings** menu.
- Observe the information on the further procedure on the Infotainment system screen and on the Bluetooth® audio source screen.
- 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.

The function button for selecting the audio source ( ) in the **Media** main menu can vary if another audio source is connected to the Infotainment system (e.g. via USB or AUX-IN m/k/n990MK) and is selected.

Controlling playback

The extent to which the Bluetooth® audio source can be controlled with the Infotainment system varies according to what kind of 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. Furthermore, you may be able to display and change tracks on the Infotainment system depending on the Bluetooth® audio source.

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 provides a list of compatible mobile devices.

Always switch off the warning and service tones on a connected Bluetooth® audio source, e.g. key tones on a mobile device, to prevent interference noise and malfunctions.

With some devices, the Bluetooth® audio connection will be disconnected automatically if an external media player is connected to the Infotainment system via Bluetooth® and the USB port **simultaneously**.

Connecting an external audio source via WLAN

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

The WLAN connection is a wireless connection.

In WLAN audio mode, sources connected via WLAN (e.g. mobile devices) can be used for audio transmission.

The availability of the WLAN audio mode varies according to country and the Infotainment system being used.

Prerequisites

- The connected audio source must have a suitable application (app) or must support media release under the UPnP (Universal Plug and Play) standard.
- WLAN connection to the audio source has been established.

Starting WLAN audio transmission

- Reduce the volume on the Infotainment system.
- MENU ▶ Media to open the **Media** main menu.
- Start the UPnP server application or suitable app for audio playback on the WLAN audio source.
- Touch and select WLAN.
- Observe the information on the further procedure on the Infotainment system screen and on the WLAN audio source screen.

The function button for selecting the audio source ( ) in the **Media** main menu can vary if another audio source is connected to the Infotainment system (e.g. via USB or AUX-IN m/k/n990MK) and is selected.

Controlling playback

The extent to which the WLAN audio source can be controlled via the Infotainment system varies depending on what WLAN audio source is connected.

The availability of the WLAN function is country-specific and varies.

Volkswagen Media Control

Introduction

This chapter contains information on the followingsubjects:
⇒ *Data transmission and control functions*
⇒ *Media Control main menu*
⇒ *Making settings*

The Volkswagen Media Control app can be used to remotely control certain functions in radio mode, media mode and navigation mode. Information may be exchanged between the mobile device and Infotainment system. The individual functions can then be operated via the mobile device.

The availability and functions of the Volkswagen Media Control app vary depending on country and the mobile device used.

- A mobile device.
- The Volkswagen Media Control app is available on the respective mobile device.
- You must establish a WLAN link between the Infotainment system and the mobile device ⇒ *Setting up a data connection*.
- Mobile devices data transfer is activated ⇒ *Making settings*.
- Mobile device as WLAN hotspot with Infotainment system as client in its WLAN.
- Infotainment system as WLAN hotspot with separate Media Control mobile device as client in its WLAN.

The availability of the technologies is country-specific and may vary.

Information on technical requirements, compatible mobile devices, certified apps and availability is available at the Volkswagen website or from your Volkswagen dealership.

The telephone functions are not included in this app.

Data transmission and control functions

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

You can use Volkswagen Media Control to operate the factory-fitted Infotainment system from the other seats as follows:

- Remote control of the radio and media player.
- Remote control of the media playback function.

Furthermore, the **Media Control** main menu in the Infotainment system can also be used to control the playback of audio and video files on up to two tablets.

In some countries and on some devices, you can exchange the following information between the mobile device and the Infotainment system:

- Navigation destinations.
- Traffic information.
- Content of social media networks.
- Audio transmission.
- Video transmission.
- Display of vehicle data.

Media Control main menu

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

The availability of the **Media Control** main menu, function scope and depiction of symbols vary according to country and the Infotainment system being used.

Symbols in the Media Control main menu:

Opens the media browser.

Opens the **Volkswagen Media Control settings** menu ⇒ *Making settings* .

Opens the playback view.

and m/k/a621MK
Start or pause playback. When two mobile devices are connected, the playback is always started or paused on both mobile devices.

m/k/a644MK
Transfers the audio playback to the vehicle loudspeakers.

Play previous track in the playback list.

Play next track in the playback list.

Reduces the playback volume.

Increases the playback volume.

Media playback on up to two connected mobile devices can be controlled on the Infotainment system via the **Media Control** main menu.

When two mobile devices are connected, playback is always started on both mobile devices. For this, the media file to be played need only be on one of the two mobile devices.

Music being played can also be played back using the vehicle speakers.

Opening the Media Control main menu

- MENU ▶ Media ▶ Media Control to open the **Media Control** main menu.

- OR: **MENU** ▶ **Media Control** to open the **Media Control** main menu.

Mobile devices connected via WLAN are displayed in the basic view in the main menu.

Starting playback on connected mobile devices

- Touch  to open the media browser.
- Select the connected mobile device from the list on which the media file to be played is saved.
- Select the category from the list according to which the saved media files should be sorted.
- Select the media file to be played.

The selected media file is played on all connected mobile devices.

The availability of the technology is country-specific and may vary.

Making settings

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

The availability of and the setting options for Volkswagen Media Control vary according to country and the Infotainment system used.

Opening the Volkswagen Media Control settings menu

- **MENU** ▶ **Media** ▶ **Media Control** to open the **Media Control** main menu.
- OR: **MENU** ▶ **Media Control** to open the **Media Control** main menu.
- Touch the **Settings** function button.

Function buttons in the Volkswagen Media Control settings menu

WLAN :
opens the **WLAN and mobile hotspot settings** menu to establish a WLAN connection with a mobile device.

Mobile device data transfer :
data transfer for mobile devices is activated.

Operation via apps :
opens a context menu with the selection options **Deactivate** (operation of the Infotainment system by the tablet is deactivated), **Confirm** (operation of the Infotainment system by the tablet requires confirmation on the Infotainment system) and **Allow** (operation of the Infotainment system by the tablet is activated).

WLAN hotspot

Introduction

This chapter contains information on the followingsubjects:
⇒ *Setting up a data connection*
⇒ *Connecting CarStick to USB port*
⇒ *Configuring a WLAN hotspot*
⇒ *Quick connection (WPS)*
⇒ *Configuring a WLAN client*
⇒ *Making settings*

The Infotainment system can be used as a WLAN hotspot to provide online access for up to eight WLAN devices ⇒ *Configuring a WLAN hotspot* .

Furthermore, the Infotainment system can use the WLAN hotspot of an external WLAN device (WLAN client) ⇒ *Configuring a WLAN client* .

A data connection is required to set up a connection to the Internet and, for example, to use Volkswagen Car-Net.

The availability of Volkswagen Car-Net varies from country to country.

The WLAN 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 flatrate. 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

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

Possible types of data connections

eSIM (embedded SIM):

The Infotainment system is equipped as standard with an integrated SIM card (eSIM). In order to use this eSIM, you must activate the eSIM with a mobile service provider and purchase data packages for use. *Allow internet connection* must be activated in the **Network settings** menu.

SIM card in SIM card reader:

Suitable SIM card in SIM card reader. *Allow internet connection* must be activated in the **Network settings** menu. A stable network can be set up only with a compatible SIM card.

CarStick:

suitable CarStick in USB port ⇒ *Connecting CarStick to USB port* . *Allow internet connection* must be activated in the **Network settings** menu.

Bluetooth® profile **rSAP**:

The Infotainment system is connected with a suitable mobile device via the Bluetooth® profile **rSAP**. *Allow internet connection* must be activated in the **Network settings** menu.

External WLAN device:

Use the WLAN hotspot of an external mobile device ⇒ *Configuring a WLAN client* .

The available data connection types depend on the country and the vehicle equipment level.

Connecting CarStick to USB port

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

The suitable CarStick is inserted into the vehicle USB port and connects the Infotainment system to the Internet via HSDPA/HSUPA, UMTS or EDGE.

Commercially available sticks (e.g. UMTS sticks) are **not** compatible with the Infotainment system. A suitable CarStick is available from Volkswagen dealerships.

Depending on the country and the vehicle equipment level, the vehicle may be fitted with one or more USB connections .

The location of the USB connections varies according to the vehicle.

Connecting to the Internet via a CarStick is not possible with all Infotainment systems.

Making a connection

To install the CarStick and connect to the Internet, read and observe the manual for the CarStick.

It may be necessary to make additional settings ⇒ *Making settings* .

The availability of a suitable CarStick is country-dependent. Information about availability is available on the Volkswagen website or from your Volkswagen dealership.

If the connected CarStick is not recognised, close the connections with all devices and connect the CarStick again.

Configuring a WLAN hotspot

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

The Infotainment system can be used as a WLAN hotspot for online access for up to eight WLAN devices.

In order to establish a connection to the Internet and be able to use Volkswagen Car-Net, for example, a data connection is additionally required, e.g. using an internal SIM card, a CarStick or an external WLAN device. The possible types of data connection vary according to country and the Infotainment system used.

Setting up the WLAN connection

- **MENU** ▶ **Setup** ▶ **WLAN** ▶ **Mobile hotspot** to open the **Hotspot (WLAN) settings** menu.
- Activate assignment of the mobile device on the Infotainment system. For this, activate the **Mobile hotspot** checkbox.
- Touch **Hotspot (WLAN) settings** . Obtain the name of the hotspot and the network key from the **Hotspot (WLAN) settings** sub-menu.
- Enter the displayed network key on the mobile device and confirm.
- The WLAN connection is set up. Further inputs may be required on the mobile device to complete the connection.
- Repeat the procedure to connect further mobile devices.

The following hotspot settings can also be adjusted in the **Hotspot (WLAN) settings** menu:

Security level :
the encryption type **WPA2** is displayed. The encryption type **WPA2** automatically generates a network key.

Network key :
automatically generated network key. Touch the function button to manually change the network key. The network key should consist of at least 8 and a maximum of 63 characters.

SSID :
name of the WLAN network (maximum 32 characters). Touch the function key in order to change the name of the WLAN network manually.

Do not send network name (SSID) :
activate this checkbox to switch off visibility of the WLAN network.

The types of possible data connection depend on the country and the vehicle equipment level.

Quick connection (WPS)

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

The quick connection (WPS) function makes it possible to easily and quickly set up a wireless local network with encryption.

The WLAN connection is set up.

Repeat the procedure to connect further WLAN devices.

The availability of the quick connection (WPS) function varies according to country and the mobile device used as well as the Infotainment system used.

WPS with Infotainment system as WLAN hotspot

- **MENU** ▶ **Setup** ▶ **WLAN** ▶ **Mobile hotspot** to open the **Hotspot (WLAN) settings** menu.
- Touch **WPS quick connection (WPS button)** .
- Activate WPS on the mobile device to be connected.
- The WLAN connection is set up. Further inputs may be required on the mobile device to complete the connection.
- Repeat the procedure to connect further mobile devices.

It is possible to set up 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

- **MENU** ▶ **Setup** ▶ **WLAN** ▶ **WLAN** to open the **Hotspots (WLAN)** menu.
- Touch **WPS quick connection (WPS button)** .
- Activate WPS on the external WLAN device.

The WLAN connection is set up. Further inputs may be required on the mobile device to complete the connection.

WPS is not supported by all mobile devices or other external WLAN devices. Establish the connection manually in this case:

- Setting up the Infotainment system as a WLAN hotspot ⇒ *Configuring a WLAN hotspot* .
- Connecting the Infotainment system as a client with an external WLAN device hotspot ⇒ *Configuring a WLAN client* .

Configuring a WLAN client

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

The Infotainment system can use the WLAN hotspot of an external WLAN device (e.g. a mobile device) to set up an Internet connection for Volkswagen Car-Net (Volkswagen Car-Net may not be available in all countries).

Setting up the WLAN connection

- Activate the WLAN hotspot on the WLAN device; refer to the manufacturer's operating instructions.
- **MENU** ▶ **Setup** ▶ **WLAN** ▶ **WLAN** to open the **Hotspots (WLAN)** menu.
- Activate WLAN on the Infotainment system. For this, activate the **WLAN** checkbox.
- Touch **Find** and select the required WLAN hotspot from the list. The search process for available WLAN hotspots may take a few seconds.

- If necessary, enter the WLAN hotspot network key on the Infotainment system and confirm with **OK**.

The WLAN connection is set up. Further inputs may be required on the WLAN device to complete the connection.

Manual settings: enter the network settings of an external WLAN device manually.

Due to the large number of possible WLAN devices, it is not possible to guarantee fault-free operation of all functions.

The availability of the WLAN function is country-specific and may vary.

Making settings

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

Opening the Network settings menu

- **MENU** ▶ **SETUP** to open the **System settings** menu.
- **OR:** in the **Car-Net** main menu, touch **Setup** 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, there is a Bluetooth® rSAP connection ⇒ *Bluetooth® interface* or if a suitable CarStick is connected to the Infotainment system.

Function buttons in the Network settings menu

Network settings
Opens the submenu for setting up the connection with the mobile provider (**Mobile settings** menu) from which the SIM card being used was purchased.

☐ Data roaming:
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 connection details:
displays the data packets sent and received via the Infotainment system. The display may differ from the data of the mobile network operator (provider).

Restore factory settings:
Resetting to the factory settings **deletes** any inputs and settings that have been made.

Internet connection:
opens a context 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:
Name of the 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:
user 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 :

any inputs and settings made are reset to default settings.

App-Connect

Introduction

This chapter contains information on the followingsubjects:

⇒ *Applications (apps)*

⇒ *App-Connect settings*

⇒ *Apple CarPlay*

⇒ *Android Auto™*

⇒ *MirrorLink®*

In order to avoid distracting the driver, only certified user programs can be used when driving ⇒⚠.

A connection is established via the respective interface depending on the mobile device used.

App-Connect enables the user to display and operate content and functions from the mobile device on the Infotainment system screen.

The availability of the App-Connect technologies is country-specific and may vary.

For more information, please visit the website www.volkswagen.com/apps.

⚠ WARNING

Using applications while the vehicle is in motion can distract you from the road. Accidents and injuries can occur if the driver is distracted.

- **Always drive carefully and responsibly.**

⚠ WARNING

Applications which are used unsuitably or incorrectly can cause damage to the vehicle, accidents or serious injury.

- **Protect the mobile device and the applications on it from misuse.**
- **Do not make changes to the applications.**
- **Observe the operating manual for the mobile device.**

NOTICE

Volkswagen is not responsible for damage to the vehicle caused by poor quality or faulty applications, insufficient programming of applications, insufficient network strength or loss of data during transmission or by misuse of the mobile devices.

Applications (apps)

First read and observe the introductoryinformation and safety warnings⇒⚠ *Introduction*

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.

Apps offered by Volkswagen can be changed, discontinued, deactivated, reactivated and expanded without prior notice.

App-Connect settings

Fig. 123 Main menu: App-Connect.

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

Key to ⇒ ***Fig. 123*** **:**

1 **Info** : displays further information.

2 **Settings** : opens the settings menu for App-Connect.

Opening the App-Connect main menu

- **MENU** ▶ **App-Connect** **m/k/n970MK** to open the **App-Connect** main menu.
- **OR:** press **APP** to open the **App-Connect** main menu.

Settings options

Setting options via the function button **Settings** ⇒ ***Fig. 123*** **:**

Activate data transfer for VW apps :
data transfer for Volkswagen apps is activated.

Allow MirrorLink information to be shown
information is displayed in MirrorLink® mode.

Apple CarPlay

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

Requirements for using Apple CarPlay

Checklist

The following conditions must be fulfilled in order to use Apple CarPlay:

✓ The iPhone must support Apple CarPlay.

✓ Apple CarPlay must be activated in the settings of the iPhone without restrictions.

✓ The iPhone must be connected to the Infotainment system via a USB connection. Only the USB connections of the front seat row are suitable for using Apple CarPlay.

✓ The USB cable used must be an original Apple cable.

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.

- MENU ▶ App-Connect m/k/n970MK to open the **App-Connect** main menu.
- **OR:** press APP to open the **App-Connect** main menu.
- Touch Apple CarPlay to set up the connection with the iPhone.

Disconnecting

- In Apple CarPlay mode, touch  to go to the **App-Connect** main menu.
- Touch  to terminate the active connection.

The display of the function buttons on the screen may vary.

Things to note

Please note the following points during an active Apple CarPlay connection:

- Bluetooth® connections between the iPhone or other mobile devices and the Infotainment system are **not** possible.
- An active Bluetooth® connection is terminated automatically.
- Telephone functions are possible only via Apple CarPlay. The Infotainment functions described in this manual 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 navigation to be started terminates the previously active navigation.
- The instrument cluster display shows information about the telephone mode depending on the Infotainment system used.
- No turning instructions or media mode displays are shown on the instrument cluster display.
- You can accept or reject incoming calls via a multifunction steering wheel, and end an on-going telephone call.

Voice control

Availability of voice control depends on the Infotainment system being used.

-  Touch **briefly** to start voice control of the Infotainment system.
-  **Touch and hold** to start the voice control (Siri) function of the connected iPhone.

 Information on technical requirements, compatible iPhones, certified apps and availability are available on the Volkswagen and Apple CarPlay websites or from a Volkswagen dealership.

Android Auto™

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

Requirements for Android Auto™

Checklist

The following conditions must be fulfilled in order to use Android Auto™:

✓ The 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.

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™:
- **MENU** ▶ **App-Connect** to open the **App-Connect** main menu.
- **OR:** press **APP** to open 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.

Things to note

The following points apply when an Android Auto™ connection is active:

- An active Android Auto™ device can also be connected simultaneously to the Infotainment system via Bluetooth®.
- Bluetooth® connections between the smartphone or other mobile devices and the Infotainment system are **not** possible.
- Telephone functions are possible via Android Auto™. If the Android Auto™ device is connected to the Infotainment system via Bluetooth® at the same time, the telephone function on the Infotainment system can also be used.
- An active Android Auto™ device **cannot** be used as a media device in the **Media** main menu.
- It is **not** possible to use the Android Auto™ navigation at the same time as the internal navigation. The last navigation to be started terminates the previously active navigation.
- The instrument cluster display shows information about telephone mode.
- No turning instructions or media mode displays are shown on the instrument cluster display.
- You can accept or reject incoming calls via a multifunction steering wheel, and end an on-going telephone call.

Voice control

Availability of voice control depends on the Infotainment system being used.

- Touch **briefly** to start voice control of the Infotainment system.
- **Touch and hold** to start voice control (Google Voice™) of the connected smartphone.

The availability of the technologies is country-specific and may vary.

Information on technical requirements, compatible smartphones, certified apps and availability are available on the Volkswagen and Android Auto™ websites or from a Volkswagen dealership.

MirrorLink®

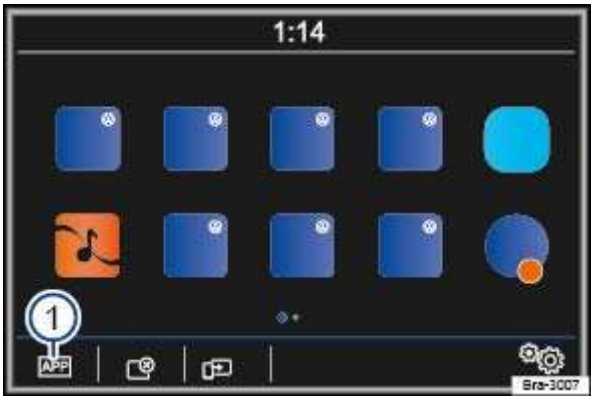


Fig. 124 MirrorLink® main menu: function buttons in the overview of compatible apps.

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

Requirements 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 connection with data transfer.

✓ The USB cable used must be an original cable from the smartphone manufacturer.

✓ Depending on the smartphone 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 smartphone when establishing a connection for the first time.

The requirements for using MirrorLink® must be met.

- Start MirrorLink®:
- **MENU** ▶ **App-Connect** m/k/n970MK to open the **App-Connect** main menu.
- **OR:** press **APP** to open the **App-Connect** main menu.
- Touch MirrorLink to set up a connection with the smartphone.

Disconnecting

MirrorLink® can either be ended via the **App-Connect** main menu or via the **MirrorLink®** main menu depending on the Infotainment system used.

- In MirrorLink® mode, touch APP to go to the **App-Connect** main menu ⇒ *Fig. 124*①.
- **OR:** touch  to access 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®, the telephone function on the Infotainment system can 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 telephone mode.
- No turning instructions or media mode displays are shown on the instrument cluster display.
- You can accept or reject incoming calls via a multifunction steering wheel, and end an on-going telephone call.

Function buttons and displays: effect and meaning ⇒ *Fig. 124*:

APP

Goes back to the **App-Connect** ⇒ *Fig. 123* 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 Close All to close all open apps.

Touch to display the screen of the smartphone on the screen of the Infotainment system.

Open the MirrorLink® settings.

Touch to display the function buttons at the top of the screen.

Touch to return to the **MirrorLink®** main menu.

 Information on technical requirements, compatible smartphones, certified apps and availability is available on the homepage of Volkswagen and MirrorLink® or from your Volkswagen dealership.

Transporting items

Stowing luggage and loads

Cargo and luggage can be transported in the vehicle and on the roof ⇒ *Roof carrier*. Always observe the legal regulations.

Stowing luggage safely in the vehicle

- Always distribute any loads in the vehicle as evenly as possible.
- Always stow luggage and heavy objects in the luggage compartment ⇒  .
- Place heavy objects as far forward in the luggage compartment as possible.
- Observe gross axle weight ratings and the gross vehicle weight rating ⇒ *Notes on technical data*.
- Secure luggage in the luggage compartment to the fastening rings 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 ⇒ *Headlights* .
- Adjust the tyre pressure according to the vehicle load. Observe the tyre pressure sticker ⇒ *Tyre pressure* .
- In vehicles with a tyre monitoring system, set the new vehicle load level as necessary ⇒ *Tyre monitoring system* .

WARNING

Objects that are not secured, or are secured incorrectly, can cause serious injuries in the event of a sudden driving or braking manoeuvre or accident. This applies particularly if objects are struck by an airbag when activated and then flung through the vehicle interior. Please observe the following to reduce the risk of accidents:

- **Always stow all objects in the vehicle securely.**
- **Small and light objects should also be secured.**
- **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 inside the vehicle and stow them securely.**

WARNING

Transporting heavy objects changes the vehicle's handling 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 payload. Both the payload and the distribution of the load in the vehicle will have an effect on the driving response and braking distance of the vehicle.**
- **Transporting heavy objects changes the vehicle's handling and the centre of gravity.**
- **The payload 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

Objects rubbing against the rear windows may damage or destroy the heating wires or, depending on the vehicle equipment, also the aerial.

Luggage compartment cover

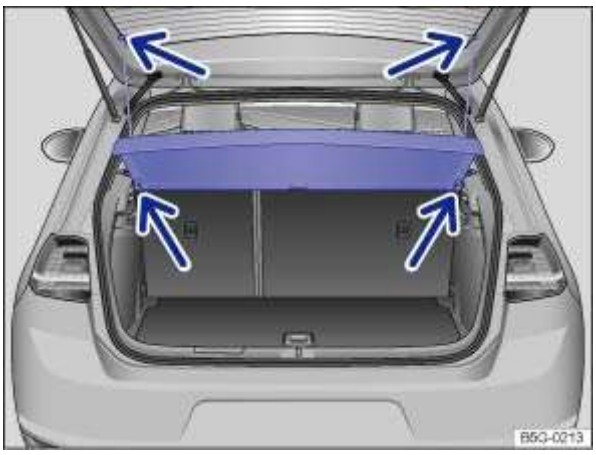


Fig. 125 In the luggage compartment: removing and installing the luggage compartment cover.

When the boot lid is opened and closed ⇒ *Boot lid* , 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. Please ensure 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. 125* (upper arrows).
- Pull the luggage compartment cover out of the side retainers ⇒ *Fig. 125* (lower arrows).

Fitting the luggage compartment cover

- Push the luggage compartment cover into the side retainers ⇒ *Fig. 125* (lower arrows).
- Hook the retaining straps to the boot lid ⇒ *Fig. 125* (upper arrows).

Stowing the luggage compartment cover

- Depending on the equipment level, the removed luggage compartment cover can be stowed under the variable luggage compartment floor ⇒ *Variable luggage compartment floor* . The luggage compartment cover must be turned over for this purpose.

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 pets on the luggage compartment cover.**

NOTICE

To prevent damage to the luggage compartment cover, do not load it to such a height that the load will press against the luggage compartment cover when the boot lid is closed.

Luggage compartment floor

Variable luggage compartment floor

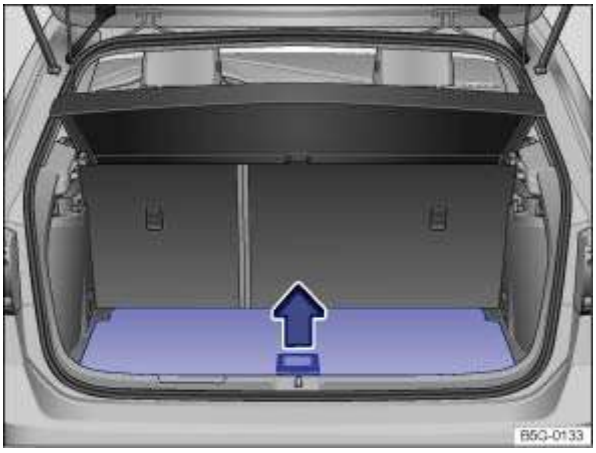


Fig. 126 In the luggage compartment: lifting the variable luggage compartment floor.

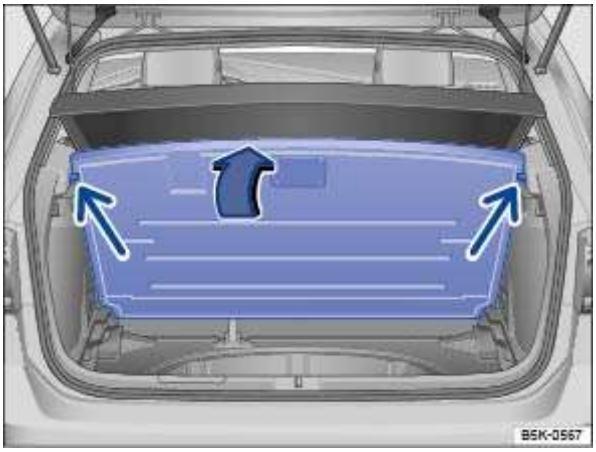


Fig. 127 In the luggage compartment: variable luggage compartment floor folded up.

Opening and closing the luggage compartment floor

- Remove the luggage net if necessary ⇒ *Luggage compartment equipment*.
- To *open*, lift the recessed handle in the luggage compartment floor ⇒ *Fig. 126* and fold the floor upwards until it is held in position by the side restraints (arrows) ⇒ *Fig. 127*.
- To *close*, guide the luggage compartment cover downwards into position ⇒.

Adjusting the height of the luggage compartment floor

Depending on the equipment level, the variable luggage compartment floor is height-adjustable.

- Remove the luggage net if necessary ⇒ *Luggage compartment equipment*.
- Lift the luggage compartment floor and pull it rearwards out of the guides on the sides of the luggage compartment.
- Insert the luggage compartment floor into the guides at the required height and push it forwards as far as it will go.
- Guide the luggage compartment floor downwards onto the vehicle floor ⇒.

NOTICE

Never drop the luggage compartment floor, but rather guide it back down. The trims or the luggage compartment floor could be damaged.

If you intend to stow the removed luggage compartment cover under the variable luggage compartment floor, if necessary insert the luggage compartment floor into the upper guides.

Depending on the model, the vehicle may be equipped with a removable flexible floor covering instead of the variable luggage compartment floor.

Luggage compartment equipment

Stowage areas in the luggage compartment

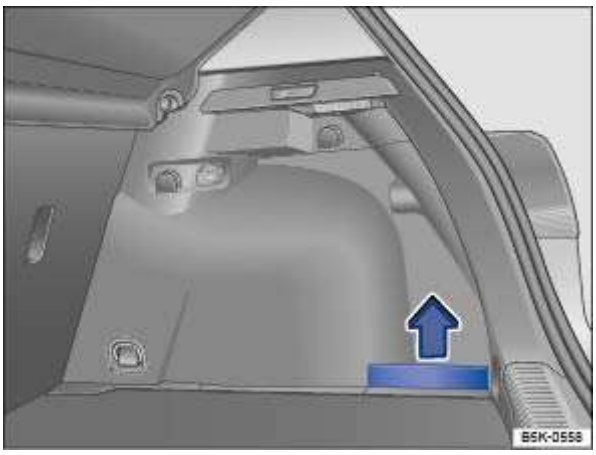


Fig. 128 In the luggage compartment: side stowage compartment with side wall.

Stowage compartment with side wall

There may be stowage compartments in the side of the luggage compartment.

The side wall can be removed in order to stow larger items in the luggage compartment.

- To *remove*, lift out the side wall upwards in the direction of the arrow ⇒ *Fig. 128* .
- To *install*, insert the side wall in the opposite direction to the arrow.

Fastening rings

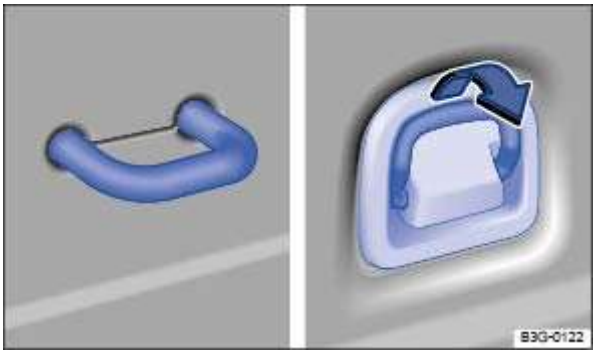


Fig. 129 In the luggage compartment: fixed and folding fastening rings.

There are fastening rings ⇒ *Fig. 129* 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.

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.**
- **Never exceed the maximum load rating of the fastening rings when securing objects.**
- **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.**

The maximum load rating of the fastening rings is approximately 3.5kN.

Suitable lashing, retaining or securing straps and luggage securing systems are available from qualified workshops. Volkswagen recommends using a Volkswagen dealership for this purpose.

Luggage net

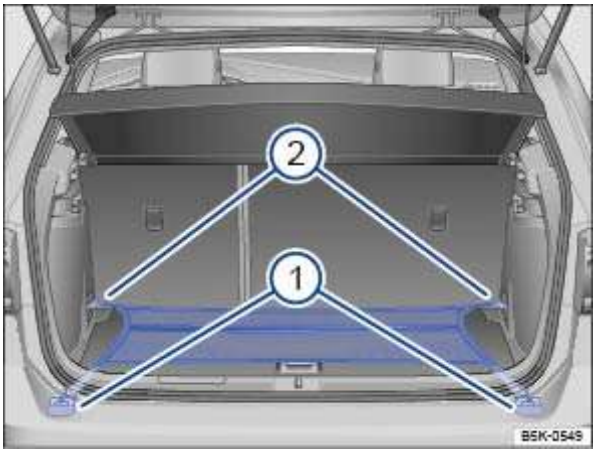


Fig. 130 In the luggage compartment: luggage net fitted flat.

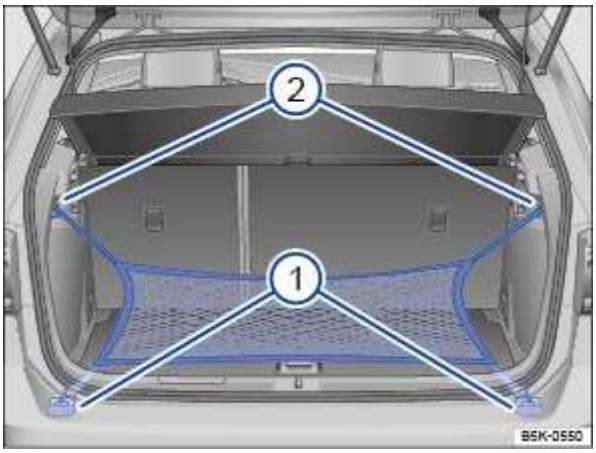


Fig. 131 In the luggage compartment: luggage net hooked onto the loading edge.

The luggage net can help to prevent light items of luggage from sliding around in the luggage compartment. The luggage net also has a built-in pocket with a zip that can hold smaller items.

Hooking the luggage net flat on the luggage compartment floor

- Hook the luggage net onto the fastening rings ⇒ *Fig. 130* ② ⇒⚠. The luggage net zip must face upwards.
- Attach the hooks on the other end of the luggage net to the fastening rings under the loading edge ⇒ *Fig. 130* ①.

It may be necessary to fold out fastening rings in order to use them ⇒ *Fastening rings*.

Hooking the luggage net onto the loading edge

- Hook the short hooks of the luggage net onto the fastening rings ⇒ *Fig. 131* ① ⇒⚠. The luggage net zip must face upwards.
- Hook the loops onto the bag hooks ⇒ *Fig. 131* ②.

Removing the luggage net

When fitted, the luggage net is held taut ⇒⚠.

- Unhook the hooks and loops of the luggage net.
- Store the luggage net in the luggage compartment.

⚠ WARNING

The elastic luggage net must be stretched when it is secured to the fastening rings in the luggage compartment. When fitted, the luggage net is held taut. The luggage net hooks can cause injuries if the luggage net is installed or removed incorrectly.

- **Always hold the luggage net hooks tightly to prevent them from snapping out of the fastening rings during installation or removal.**
- **Protect your eyes and face to avoid injuries from any hooks that may spring out during installation or removal.**
- **Always attach the luggage net hooks in the order described. There is a risk of injury if one of the hooks on the luggage net snaps back.**

Bag hooks

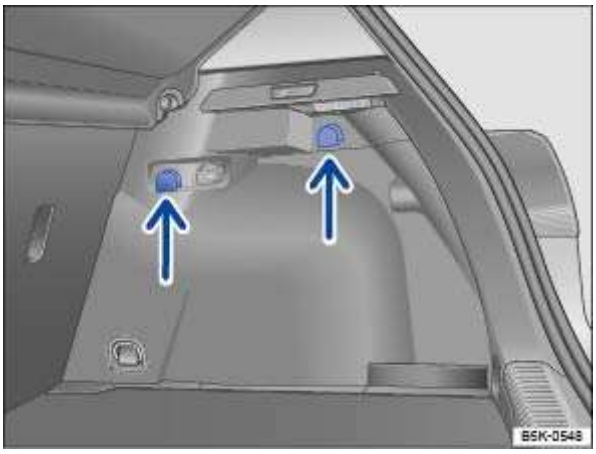


Fig. 132 In the luggage compartment: bag hook.

Bag hooks may be located on the left and right-hand side of the luggage compartment ⇒ *Fig. 132*.

WARNING

Never use the bag hooks for lashing down items of luggage or other objects. The bag hook could break off during a sudden braking manoeuvre or in the event of an accident.

NOTICE

Do not load the bag hook with more than 2.5 kg.

Load-through hatch

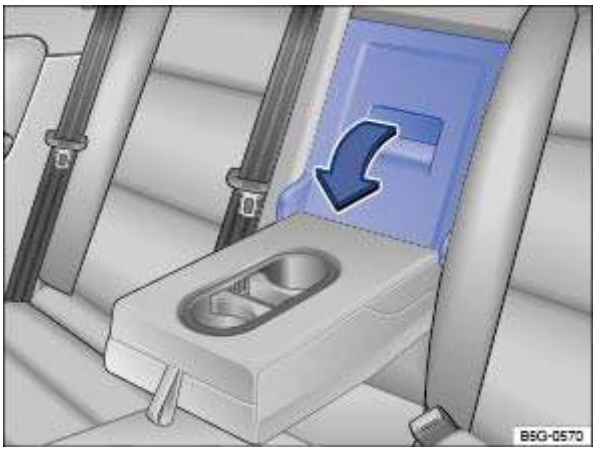


Fig. 133 In the rear seat backrest: opening the load-through hatch.

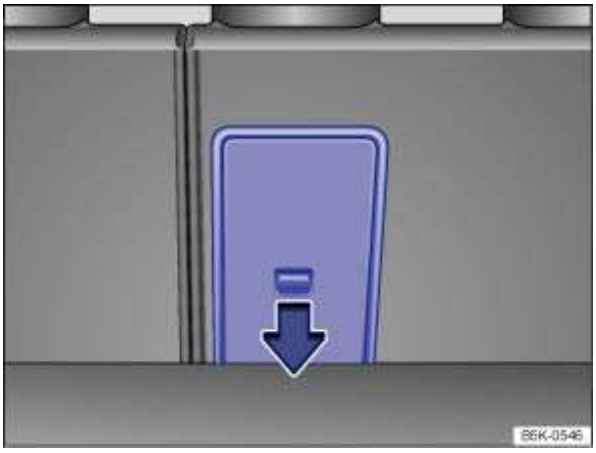


Fig. 134 In the luggage compartment: opening the load-through hatch.

Depending on the vehicle equipment, a load-through hatch may be located in rear seat backrest behind the centre armrest. 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 ⇒ *Seat functions* .
- Opening the load-through hatch from the vehicle interior: pull the release lever in the direction of the arrow ⇒ *Fig. 133* and fold the cover of the load-through hatch fully forward ⇒ ⚠ .
- 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. 134* and fold the flap of the load-through hatch down.
- Push the 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 to the load-through hatch until it clicks into place. The red marking on the luggage compartment side must no longer be visible ⇒ .
- Close the boot lid.
- If necessary, fold back the centre armrest.

WARNING

Failure to pay attention when folding the load-through hatch forwards or backwards may result in injuries.

- **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 (children in particular) must not use this seat if the load-through hatch is folded forward or is not engaged securely into place.**

Roof carrier

Introduction

This chapter contains information on the followingsubjects:
⇒ *Securing a roof carrier*
⇒ *Loading roof carriers*
⇒ *Notes on use*

Depending on the model, the vehicle may be designed for fitting a roof carrier.

Roof carriers can be used to transport bulky items on the roof of the vehicle.

If you are unsure whether a roof carrier can be fitted on your vehicle, please contact a specialist workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.

Only roof carriers that have been approved by Volkswagen for the vehicle must be used.

If the vehicle is *not* approved for use with a roof carrier, do *not* use or retrofit a roof carrier.

WARNING

When transporting heavy or bulky objects on the roof carrier, the vehicle's handling will change due to a shift in the centre of gravity and the increased surface area exposed to the wind.

- **Always secure loads properly using suitable and undamaged lashing, retaining or securing straps.**
- **Cargo that is large, heavy, bulky, long or flat will have a negative effect on the vehicle aerodynamics, centre of gravity and overall handling.**
- **Avoid abrupt and sudden driving and braking manoeuvres.**
- **Always adapt your speed and driving style to suit visibility, weather, road and traffic conditions.**

WARNING

A roof carrier that has *not* been approved for the vehicle or a roof carrier that is fitted to a vehicle that is *not* approved for use with a roof carrier may cause accidents or injuries.

- **Use only roof carriers that have been approved by Volkswagen for your vehicle.**
- **Never use a roof carrier on a vehicle that has not been approved for use with a roof carrier.**
- **A roof carrier that is fitted nevertheless may become loose whilst the vehicle is in motion and fall from the vehicle roof.**

NOTICE

Securing a roof carrier of any kind to a vehicle that is *not* approved for use with a roof carrier may lead to severe damage to the vehicle.

Driving with a fitted roof carrier increases the air resistance of the vehicle and thus also the energy consumption of the electric drive. This reduces the possible range of the vehicle considerably. This applies to all roof carrier systems and the objects transported on them, e.g. bicycles and skis.

Securing a roof carrier

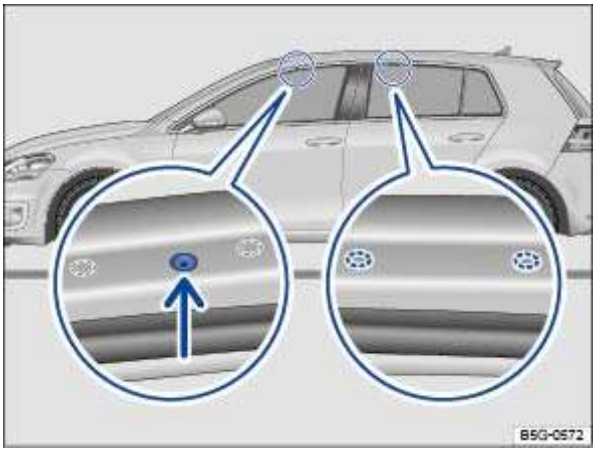


Fig. 135 Attachment points for the mounts.

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

Special roof carriers must be used to transport luggage, bicycles, skis, surfboards or boats safely ⇒. Suitable accessories are available from your Volkswagen dealership.

Attaching the base carrier bars and load carrier system

Mount the base carrier bars in accordance with the supplied assembly instructions.

The holes for attaching the mounts at the front are located on the underside of the roof side members. They are sealed with plastic screws that must be removed before installation ⇒ *Fig. 135* (arrow).

The markings for attaching the mounts at the rear are located on the underside of the roof side members ⇒ *Fig. 135* .

The holes and markings are only visible when the door is open.

Once you have fitted the base carrier bars, you can then secure the respective carrier system on them.

WARNING

Incorrectly attaching and using the base carrier bars and load carrier could cause the whole roof carrier system to fall off the roof. This could cause accidents and injuries.

- **Use base carrier bars and load carriers only if they are undamaged and fitted correctly.**
- **Always fit the base carrier bars and load carrier correctly. Always observe the installation instructions provided by the manufacturer.**
- **Attach the base carrier bars only at the specified mounting points.**
- **Special roof carriers for items such as bicycles, skis, surfboards, etc. should always be properly installed. Always observe the installation instructions provided by the manufacturer.**
- **Check that the roof carrier is secured before starting your journey and tighten as necessary after driving a short distance. During a long trip, check all bolts and fasteners at each stop.**
- **Do not carry out any modifications or repairs to the base carrier bars or the load carrier system.**

Loading roof carriers

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

Maximum permitted roof load

The maximum permitted roof load is **75kg**.

The roof load limit refers to the combined weight of the roof carrier and the load carried on the roof ⇒ .

Make sure you are aware of the weight of the roof carrier system and the load to be transported. Weigh the load if necessary.

However, you will not be able to carry the maximum permitted roof load if you are using a roof carrier with a lower load rating. In this case, do not exceed the maximum weight limit for the load carrier system which is specified in the manufacturer's installation instructions.

Distributing the load

Distribute the load evenly and secure it correctly ⇒ .

WARNING

Accidents and vehicle damage can occur if the maximum permitted roof load is exceeded.

- **Never exceed the quoted roof load, the maximum permissible axle loads, and the permissible gross vehicle weight for the vehicle.**
- **Do not exceed the load rating of the roof carrier, even if the maximum roof load has not been reached.**

WARNING

Loose and incorrectly secured loads can fall off the roof carrier and cause accidents and injuries.

- **Always use suitable and undamaged lashing, retaining or securing straps.**

NOTICE

When opening the boot lid take care not to let it hit the roof load.

Notes on use

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

Remove the roof carrier in the following situations

- The roof carrier is no longer needed.
- Before driving through an automatic car wash.
- The vehicle height exceeds the required clearance height, e.g. in a garage.

NOTICE

- **Always remove the roof carrier before driving through an automatic car wash.**
- **The height of the vehicle is changed by the installation of a roof carrier and the load secured to it. Check and compare the height of the vehicle with clearance heights, e.g. for underpasses and garage doors.**
- **The roof carrier and its load must not interfere with the roof aerial, the glass roof and the boot lid.**

Driving with a fitted roof carrier will increase air resistance and thus increase electrical energy consumption.

Trailer towing

Information on towing

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.

High-voltage battery

Safety instructions for the high-voltage system and the high-voltage battery

Fig. 136 Warning signs (illustrations): high-voltage components, general high-voltage warning sign, warning sign on the high-voltage battery.

Fig. 137 On the battery charger in the electric motor compartment: warning about hot surface.

Overview of the high-voltage system

The high-voltage system includes 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.

All work on the high-voltage system must be carried out by a qualified workshop with appropriately qualified and trained personnel in accordance with the Volkswagen guidelines ⇒ *Safety notes for working in the engine compartment* .

Warning signs and stickers ⇒ *Information stickers and plates* .

General warning signs for high voltage

Warning signs for high voltage ⇒ *Fig. 136* A and B indicate the presence of high voltage. The following vehicle components may be marked with these warning signs:

- Covers and caps over high-voltage components.
- All high-voltage components including the high-voltage battery.
- Lock carrier in the engine compartment.

Warning sign on the high-voltage battery

There is warning sign on the high-voltage battery that warns about the dangers of high voltages.

Key to ⇒ *Fig. 136* C:

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 must 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 manual.

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.

WARNING

Incorrect 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, or on systems which could be indirectly affected by it, must be carried out only by properly trained and qualified expert personnel.**

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.

Charging the high-voltage battery

Introduction

This chapter contains information on the followingsubjects:

⇒ *Electric range and charge level display*
⇒ *Charging the vehicle using a mains socket or charging station (AC)*
⇒ *Immediate charging and timer-controlled charging*
⇒ *Charging process display*
⇒ *Fast charging at a home charging station (wall box)*
⇒ *Fast charging at a charging station (DC)*
⇒ *Troubleshooting*
⇒ *Manually unlocking the charging connector*

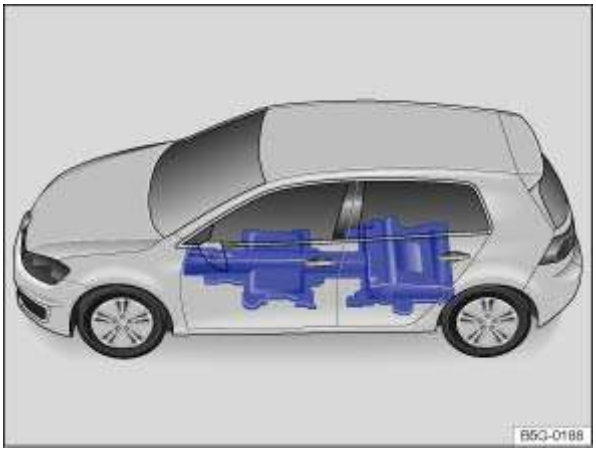


Fig. 138 On vehicle floor: location of high-voltage battery.

The electric motor of the vehicle is powered via a high-voltage battery located on the underbody ⇒ *Fig. 138* .

The high-voltage battery can be charged immediately or using a timer ⇒ *Immediate charging and timer-controlled charging* . Always observe the safety information ⇒ .

Deactivate the electric drive before charging ⇒ *Deactivating the electric drive* .

Charging options

- Charging with a mains socket or charging station (alternating current) ⇒ *Charging the vehicle using a mains socket or charging station (AC)*
- Home charging station (wall box) (alternating current) ⇒ *Fast charging at a home charging station (wall box)*
- Fast charging at a charging station (direct current) ⇒ *Fast charging at a charging station (DC)*

Volkswagen recommends charging the high-voltage battery on the home charging station or the charging station for charging with an alternating current. In this way, you will achieve greater efficiency compared with charging via a mains socket.

Residual current protection

The vehicle is protected against direct current residual currents (DC residual current). The DC residual currents that can occur during charging are thus prevented from flowing into the domestic electrical installation via the charging cable and impairing the function of a residual-current circuit-breaker (in Germany, for example, residual current circuit breaker type A) during the charging procedure.

Night current

Your electricity provider may offer cheaper electricity tariffs at night that you can use to charge the high-voltage battery. In order to use these periods, a preferred charging period can be defined in the **e-Manager** of the Infotainment system *⇒ e-Manager* or on the home charging system, depending on the equipment level.

High-voltage battery guarantee

The new car warranty from Volkswagen AG also covers the vehicle's high-voltage battery *⇒ Warranty for high-voltage batteries in electric and hybrid vehicles[1)] from Volkswagen AG* .

All batteries age depending on their usage and their operating time. To maintain the battery in a good and reliable condition for as long as possible, it is important to know how to handle and care for the battery properly. Please read the information in the following section carefully, and take it into account when using your vehicle.

WARNING

An incorrect battery charging process, a failure to adhere to general safety procedures, the use of unsuitable or damaged sockets and charging cables, charging on an unsuitable electrical installation and improper handling of the high-voltage battery can cause short circuits, electric shocks, explosions, fire, serious burns, injuries and death.

- **Always observe the specified 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. Never remove the mains plug during charging.**
- **Connect the charging cable only to a socket that is protected against water, moisture and other liquids.**
- **Carry out charging only at properly installed, tested and undamaged sockets and using a fault-free electrical installation. Have sockets and the electrical installation checked at regular intervals by qualified personnel.**
- **Never use damaged charging connectors and charging cables. Always check charging connectors and cables for damage before use.**
- **Use only supplied charging cables or the charging station cable. If you need a replacement, we recommend only using Volkswagen charging cables.**
- **Never modify or repair electrical components, in particular those in the high-voltage system.**
- **Never carry out charging in locations where there is an explosion hazard. Components of the charging cable can cause sparks and thus ignite flammable or explosive vapours.**
- **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 from water, moisture and other liquids.**
- **For safety reasons, no other work should be carried out in or on the vehicle during charging.**
- **Always end charging before disconnecting the mains plug. Otherwise, the charging cable and the electrical installation could be damaged.**
- **The charging cable must always be removed before starting the vehicle. Fit the protective caps and close the charging socket flap.**
- **Never charge several vehicles simultaneously at the mains sockets of one fuse circuit. 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 specialist for electrical installations.**

WARNING

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

NOTICE

Frequently charging of the high-voltage battery with a high charging power can lead to a permanent reduction in the charging capacity. Charge the high-voltage battery mainly with a low charging power, e.g. at a home charging station (wall box) or at a tested mains socket.

NOTICE

If the vehicle is parked for a long period with a discharged high-voltage battery, irreversible damage can be caused to the high-voltage battery.

- **Always charge the high-voltage battery immediately.**

The high-voltage battery can be charged only 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 and CHAdeMO (Japan).

Charging of the high-voltage battery can be subject to limitations in very low and very high temperature conditions.

[1)] null

Electric range and charge level display

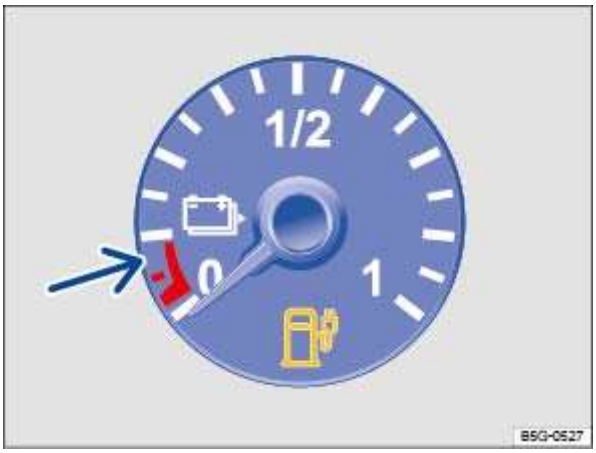


Fig. 139 In the analogue instrument cluster: charge level display of high-voltage battery with red marked reserve range.

Fig. 140 In the digital instrument cluster: charge level display of high-voltage battery with red marked reserve range.

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

Range display

The range of the vehicle is displayed in the instrument cluster together with the indicator lamp . The displayed value is calculated and updated depending on the driving style. Therefore the range can also vary when the high-voltage battery is fully charged.

In the Infotainment system, the **range monitor** also informs you about ways to increase the range, e.g. by switching off of the seat heating ⇒ *Heating, ventilation, cooling* .

Reserve range of the high-voltage battery

The charge level display in the instrument cluster (according to equipment level) shows the available battery charge and the reserve range ⇒ *Fig. 139* or ⇒ *Fig. 140* .

When the charge level of the high-voltage battery has reached the reserve range, the indicator lamp lights up yellow.

A text message may also be shown on the instrument cluster display ⇒ *Troubleshooting* . Acoustic warnings are also sounded.

Charge the high-voltage battery as soon as possible so it does not discharge completely on the road ⇒ .

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 ensure that the high-voltage battery has a sufficient charge level!**

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 ensure that the high-voltage battery has a sufficient charge level!**

Charging the vehicle using a mains socket or charging station (AC)

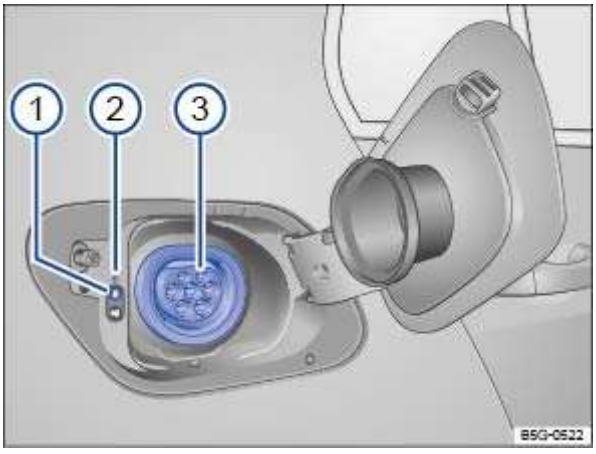


Fig. 141 Behind the charging socket flap: charging socket (illustration).

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

Key to ⇒ ***Fig. 141*** **:**

1 Immediate charging button.

2 Charging process indicator.

3 Charging socket.

Using a corresponding socket, the vehicle's high-voltage battery can be charged with an **alternating current (AC)**⇒ *Fig. 141* ③.

Always observe the safety instructions before charging ⇒.

Always deactivate the electric drive before charging ⇒ *Deactivating the electric drive* .

Connecting the charging cable

- If present, remove protective caps.
- First connect the charging cable to the power supply or take it from the charging station.
- Unwind the charging cable completely.
- With the vehicle unlocked, press the charging socket flap at the rear right of the vehicle to open the flap ⇒ *Fig. 141*.
- Insert the charging connector into the charging socket ⇒ *Fig. 141* ③.

As soon as the charging connector is detected, the charging process indicator lights up yellow ⇒ *Fig. 141* ②. The indicator lamp appears in the instrument cluster display.

Automatic start of charging process

Charging starts immediately unless timer-controlled charging is activated ⇒ *Immediate charging and timer-controlled charging*. The charging station may need to be activated.

The charging connector is locked during charging and cannot be removed.

During the charging process

During charging, the charging process indicator at the charging socket pulsates green ⇒ *Fig. 141* ②. In the instrument cluster, the indicator lamp flashes yellow or the indicator lamp flashes green.[1)]

The remaining charging time is displayed on the instrument cluster.

Interrupting or ending the charging process

Press the immediate charging button ⇒ *Fig. 141* ①. The connecting charger remains locked. The charging process can be continued by pressing the immediate charging button again.

If you want to remove the charging connector, unlock the vehicle with the vehicle key.

- Unlock the vehicle with the ignition switched off.
- Remove the charging connector from the charging socket within 30 seconds.
- Disconnect the charging cable from the power supply.
- If present, fit protective caps again.
- Close the charging socket flap so that it engages audibly.

Charging the vehicle for the first time and after a long standing period

If the high-voltage battery is new or has not been charged for a long time, the maximum charge of the high-voltage battery will probably not be reached until after several charging cycles. This is for technical reasons and does not represent a vehicle malfunction.

If the vehicle is not used for a long period, the high-voltage battery must be charged after four months at the latest ⇒.

If the charging cable is left connected after charging, the high-voltage battery will not be discharged by electrical consumers in the vehicle.

[1)] Display in the analogue or digital instrument cluster.

Immediate charging and timer-controlled charging

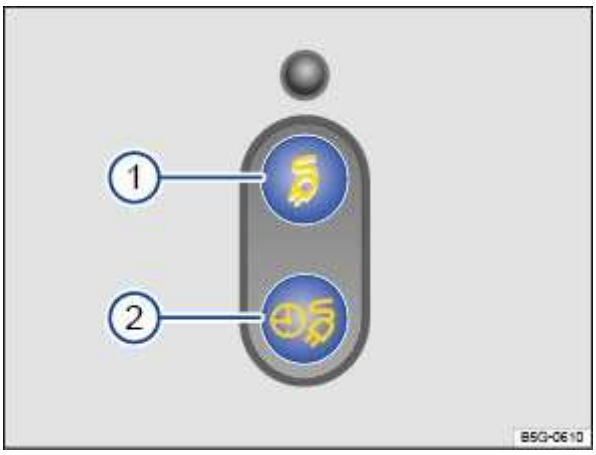


Fig. 142 Behind the charging socket flap: immediate charging button ① and button for timer-controlled charging ②.

Fig. 143 In the Infotainment system: e-Manager with an active charging timer (illustration).

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

Immediate charging

The high-voltage battery charging process begins as soon as you connect the charging cable. The high-voltage battery is fully charged. The immediate charging button lights up ⇒ *Fig. 142* ①.

Press the immediate charging button again to interrupt charging.

If timer-controlled charging is activated (⇒ *Fig. 142* button ② lit up) and you want to start the charging process immediately, press the immediate charging button ⇒ *Fig. 142* ①.

Timer-controlled charging

- Open the **e-manager** m/k/n950MK in the Infotainment system ⇒ *e-Manager*.
- Select the charging timer.
- Enter the departure time at which the high-voltage battery should be charged.
- Activate the charging timer by putting a tick ☑ in the tick box.

The symbol in the timer-controlled charging button ⇒ *Fig. 142* ② lights up when the charging cable is connected. If not, press the button.

If the charge level is very low, the high-voltage battery will be charged immediately up to the lower battery charging limit.

Time-controlled charging is not supported by all charging stations.

Lower battery charge limit

In all charging processes at a mains socket, the high-voltage battery will be immediately charged up to the lower battery charge limit. This prevents the charge level from becoming too low.

This value can be adjusted in the **Electric power and charging** menu in the Infotainment system. Open the **Vehicle settings** menu ⇒ *Vehicle settings menu* .

Upper battery charge limit

The high-voltage battery is charged **only** up to the set value. Charging up to an upper battery charge limit protects the high-voltage battery ⇒.

The value can be set in the **e-manager** m/k/n950MK in the Infotainment system ⇒ *e-Manager* .

Charging process display

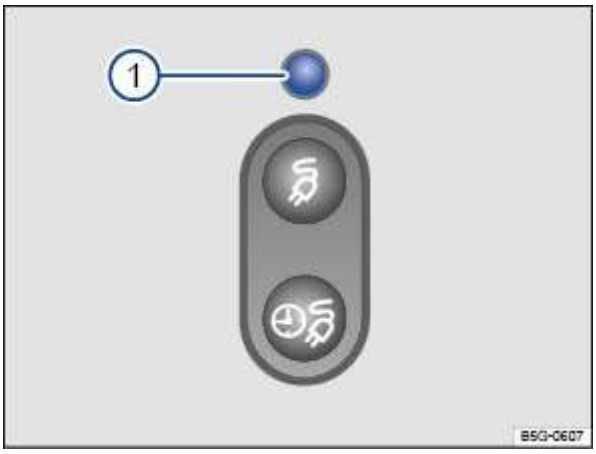


Fig. 144 Behind the charging socket flap: charging process display ①.

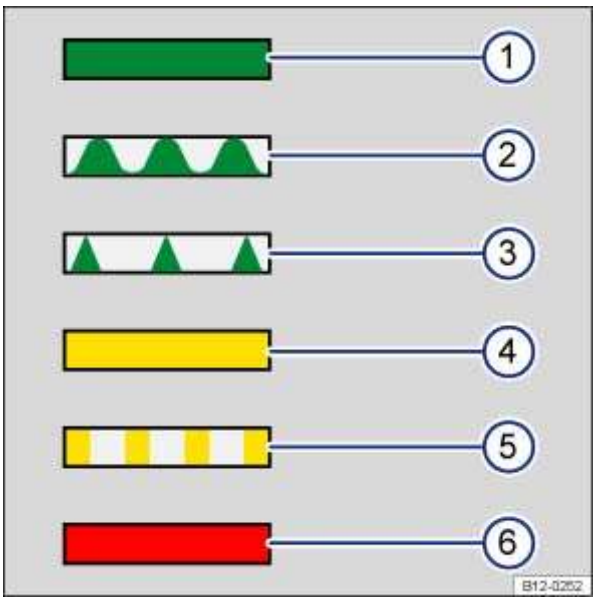


Fig. 145 On the inside of the charging socket flap: label with information on the charging process display.

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

The charging process display is an LED on the charging socket ⇒ *Fig. 144* ① and shows the charging status. A sticker provides information on the different displays ⇒ *Fig. 145* .

Key for the sticker with information on the charging process display ⇒ *Fig. 145* :

(1) **LED lights up green continuously:** high-voltage battery charging process is complete.

(2) **LED pulsates green:** the high-voltage battery is charging.

(3) **LED blinks green for around one minute:** timer-controlled charging (departure time) has been activated, but has not yet started ⇒ *Immediate charging and timer-controlled charging* .

(4) **LED lights up yellow briefly:** charging connector is inserted in the charging socket and has been detected by the vehicle.**LED lights up yellow continuously:** no mains supply has been detected.Have the power supply and electricity mains checked. When the mains charging cable is being used, the status of the electricity mains is displayed on the protection unit. Seek expert assistance.

(5) **LED flashes yellow:** move selector lever to position **P**.

(6) **LED lights up red continuously:** the charging connector could not be locked. Pull out the charging connector and reinsert it into the charging socket. If the problem persists, seek expert assistance.**LED flashes red:** fault in charging system. Seek expert assistance.

An active charging process is indicated by an indicator lamp in the instrument cluster together with the remaining charging time in the instrument cluster display ⇒ *Instrument cluster* .

Fast charging at a home charging station (wall box)

Fig. 146 Home charging station (wall box)

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

A higher charging power is achieved via the domestic connection when charging takes place at a permanently installed home charging station (wall box) ⇒ *Fig. 146* ⇒. This significantly shortens the charging time. The maximum amp rating is automatically selected by the device according to the electric installation of the house.

Follow the instructions for charging from a mains socket or charging station ⇒ *Charging the vehicle using a mains socket or charging station (AC)* .

NOTICE

The home charging station (wall box) must be installed by a qualified expert.

- **Have the domestic electrical installation checked before putting the home charging station (wall box) into operation for the first time.**
- **Have the electrical installation checked regularly by a qualified specialist.**

This wall box is available as an accessory.

- A Volkswagen dealership will provide information on the home charging station.
- Read the operating manual for the device for instructions on charging with a home charging station.

Fast charging at a charging station (DC)

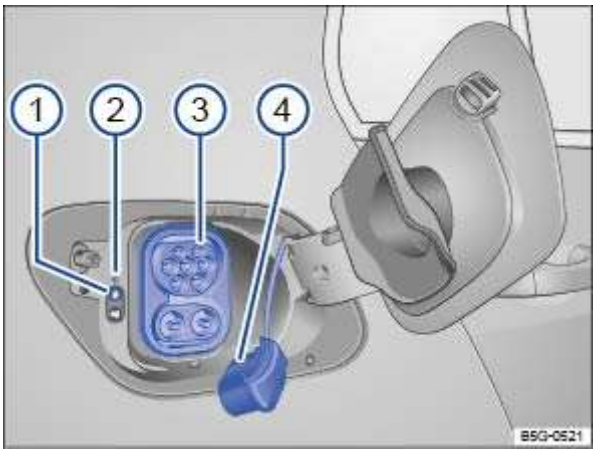


Fig. 147 Behind the charging socket flap at the rear right of the vehicle: charging socket (illustration).

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

Key to ⇒ ***Fig. 147*** **:**

1. Immediate charging button.
2. Charging process indicator.
3. Charging socket.
4. Protective cap.

With some equipment levels, the vehicle can be charged with **direct current (DC)** at a charging station. This significantly shortens the charging time.

The permanently installed charging cable may have a maximum length of 30 metres. Observe general information on charging the high-voltage battery and on preparing for charging ⇒ *Safety instructions for the high-voltage system and the high-voltage battery* .

Always deactivate the electric drive before charging ⇒ *Deactivating the electric drive* .

Connecting the charging cable

- Take the charging cable from the charging station.
- With the vehicle unlocked, press on the rear of the charging socket flap on the side panel of the vehicle to open the flap ⇒ *Fig. 147* .
- Remove the protective cap from the charging socket ⇒ *Fig. 147* ④. To remove the lower protective cap, first remove the upper protective cap.
- Insert the charging connector into the charging socket ⇒ *Fig. 147* ③.

As soon as the charging connector is detected, the charging process indicator lights up yellow ⇒ *Instrument cluster* . The indicator lamp is shown on the instrument cluster display.

Automatic start of charging process

Enable the charging station if necessary ⇒ .

The charging process starts immediately.

The charging connector is locked during charging so that it cannot be removed from the charging socket.

During the charging process

During charging, the charging process indicator at the charging socket pulsates green ⇒ *Fig. 147* ②. In the instrument cluster, the indicator lamp flashes yellow or the indicator lamp flashes green.[1] Do not remove the charging connector.

The remaining charging time is displayed on the instrument cluster.

Ending the charging process

The charging process can be ended by pressing the immediate charging button ⇒ *Fig. 147* ① or directly at the charging station. Removing the charging connector:

- Unlock the vehicle.
- Remove the charging connector from the charging socket.
- Fit the protective cap on the charging socket ⇒ *Fig. 147* ④.
- Close the charging socket flap so that it engages audibly. The charging socket flap must be flush with the vehicle bodywork.

Manually unlocking the charging connector

If you cannot remove the charging connector after the charging process has been completed, manually unlock the charging connector ⇒ *Manually unlocking the charging connector* and remove it. If the charging connector cannot be removed after manual unlocking, seek expert assistance.

NOTICE

Observe the manufacturer's information and instructions on using the charging station.

The stationary air conditioning can be used at a charging station only during charging. If the option Air conditioning without external power supplyis not activated in the **e-manager** m/k/n950MK of the Infotainment system, stationary air conditioning will be ended after charging ⇒ *Stationary air-conditioning* .

[1] Display in the analogue or digital instrument cluster.

Troubleshooting

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

Charge high-voltage battery

The indicator lamp lights up yellow. The needle of the charge level display in the instrument cluster is in the red area.

The charge level of the high-voltage battery has reached the reserve range.

- Charge the high-voltage battery.

Battery empty. Speed restricted.

The indicator lamp lights up yellow. A text message is additionally shown on the instrument cluster display.

The maximum speed is limited to 80 km/h (50 mph). The **Eco+** driving profile was activated.

The high-voltage battery is empty. The remaining range is just a few hundred metres.

- Stop the vehicle safely.
- Charge the high-voltage battery immediately.

Range: 30 km

The indicator lamp lights up yellow. A text message is additionally shown on the instrument cluster display.

The **Eco** driving profile has been or is being activated.

The high-voltage battery charge level is in the reserve range.

- Charge the high-voltage battery.

Please charge battery! Comfort restricted.

The **Eco** driving profile was activated. The power has been reduced and consumers will be switched off automatically, e.g. air conditioning system.

The high-voltage battery charge level is in the reserve range.

The remaining range is just a few kilometres.

- Charge the high-voltage battery immediately.

Battery almost empty. Performance restricted.

The indicator lamp lights up yellow. A text message is additionally shown on the instrument cluster display.

The vehicle drives with limited power in reserve mode.

The **Eco+** driving profile was activated.

- Charge the high-voltage battery immediately.

Unable to charge. Please visit workshop.

A text message will be shown on the instrument cluster display.

The charging process will not start or has been cancelled.

Fault in charging system.

- Go to a qualified workshop.

Fast charging unavailable. Please visit workshop.

A text message will be shown on the instrument cluster display.

Fast charging with direct current is not possible.

Fault in charging system.

- Go to a qualified workshop.
- Alternatively, charge the high-voltage battery at a mains socket.

Error: charging station. Charging cancelled.

A text message will be shown on the instrument cluster display.

Charging was cancelled.

- Use a different charging option ⇒ *Charging the high-voltage battery* .

Fast charging is not continued

The charging process was cancelled and cannot be continued by pressing the immediate charging button or via the Volkswagen Car-Net services.

- Disconnect the charging cable from the vehicle, plug it in again and restart the charging process at the charging station.

Charging time is extended for fast charging

The charging current was automatically reduced.

This measure is intended to protect the high-voltage battery in continuous operation of the vehicle, particularly at high temperatures.

Manually unlocking the charging connector

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

Checklist

✓ The selector lever is in the P position Driving mode selection.

✓ The vehicle is unlocked Functions of the vehicle key.

✓ The charging process has been completed or interrupted Charging the high-voltage battery.

If the charging connector cannot be removed despite the requisite conditions being fulfilled, manually unlock and remove the charging connector as follows.

- Press and hold the immediate charging button on the charging socket. At the same time press the button on the vehicle key.
- Remove the charging connector from the charging socket.
- The vehicle should be checked by a qualified workshop as soon as possible.

If the problem persists, go to a qualified workshop.

Charging cable

Introduction

This chapter contains information on the followingsubjects:
⇒ *Charging cable for charging stations (AC)*
⇒ *Charging cable for mains sockets*

The supplied charging cables are located in the luggage compartment ⇒ *Stowing luggage and loads* and should be transported only there.

Observe the following information and instructions to charge the high-voltage battery without faults and also to ensure a long service life of the charging cables. Volkswagen recommends using only the factory-supplied charging cables.

- Handle with care.
- Do not kink and do not bend over sharp edges.
- Only pull on the plugs when disconnecting from the vehicle and from the power supply.
- Refit the protective caps after using the charging cable.
- Protect against exposure to strong sunlight (outside temperatures not higher than 50 °C).
- Do not drop!
- Do not immerse in fluids.

In the event of a malfunction, Volkswagen recommends having the charging cable checked by a Volkswagen dealership.

If a fault occurs at the mains socket or in the electrical installation, seek assistance from a specialist electrical installation company.

WARNING

Never use damaged charging connectors and charging cables. Check charging connectors and cables for damage before use.

WARNING

Always connect the charging cable for mains sockets directly to a 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. If this is not observed, there is a risk of injuries due to fire or the charging cable or the electrical installation of the house could be damaged.

WARNING

If you are not familiar with the socket or the electrical installation or it has not been checked by qualified expert personnel, never use it for charging. Even very low charging currents can cause serious damage and in particular fires if the socket or electrical installation is in bad condition. If necessary, seek expert assistance from a specialist electrical installation company.

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.

- **Always stow the charging cable safely.**

NOTICE

Have the charging cable checked regularly by an electrical installation specialist. A test adapter is required for this.

Comply with the maximum load for the safety circuit used. If the charging cable is connected to a socket with other electrical consumers on the same electrical circuit, the fuse in the electrical circuit can be triggered. If this happens the high-voltage battery will not be charged. Switch off other consumers on the electrical circuit or choose another electrical circuit. If necessary, seek expert assistance from a specialist electrical installation company.

Charging cable for charging stations (AC)

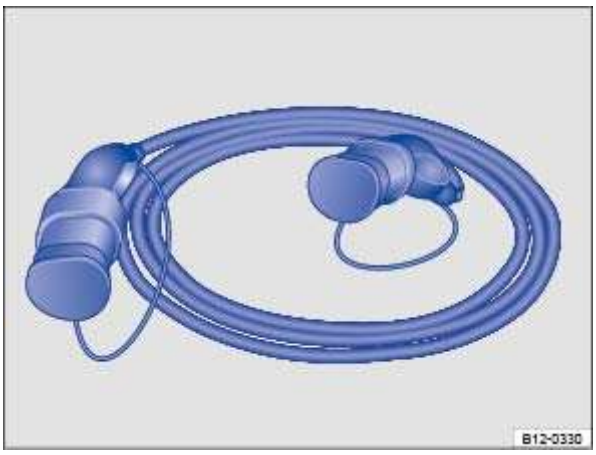


Fig. 148 In the luggage compartment: charging cable for charging stations (equipment-dependent).

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

Some vehicles may be equipped with a charging cable for charging at charging stations (alternating current) ⇒ *Fig. 148* .

Observe the procedure for charging with alternating current ⇒ *Charging the vehicle using a mains socket or charging station (AC)* .

The charging cable can charge the battery with a maximum charging current of 20 amps per phase. It may not be possible to use the supplied charging cable at charging stations that offer higher charging currents.

Observe the information and displays on the charging station.

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^2⇒ . Please note the information on the charging cable.

Before travelling to Norway, check whether the supplied 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

Observe the manufacturer's information and instructions on using the charging station.

Charging cable for mains sockets

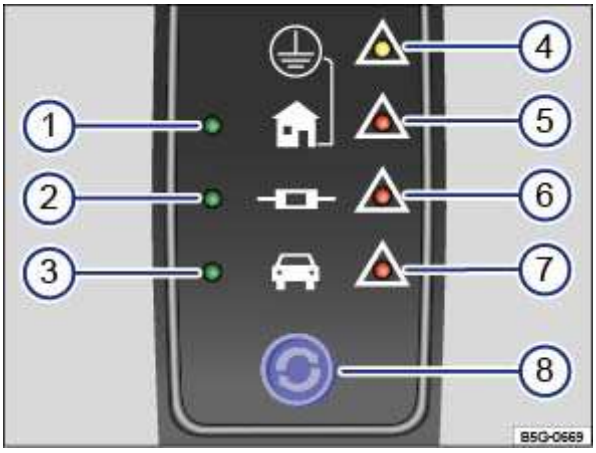


Fig. 149 On the charging cable for mains plugs: safety device.

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

Key to ⇒ ***Fig. 149*** **:**

1. Indicator lamp for mains plug
2. Indicator lamp for protection unit
3. Indicator lamp for vehicle
4. Warning light for earth wire.
5. Warning lamp for mains plug
6. Warning lamp for protection unit
7. Warning lamp for vehicle
8. Reset button.

The vehicle is supplied with a charging cable for charging at mains sockets [1)].

Follow the instructions for charging from a mains socket ⇒ *Charging the vehicle using a mains socket or charging station (AC)* .

Please also observe the information and safety warnings on the label on the charging cable.

Protection unit

The charging connector is de-energised by the electronic safety device ⇒ *Fig. 149* until it is inserted in the vehicle's charging socket. When the charging cable is connected to a mains plug, the safety 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.

The reset button ⇒ *Fig. 149* ⑧ can be used to reset any error messages on the safety device, if necessary. Press and hold the reset button for at least three seconds.

Status indicators

The indicator lamps for the status indicator light up or flash green.

Display ⇒ ***Fig. 149***	**Meaning**
①, ② lit up, ③ flashing[b)]	High-voltage battery is being charged.
①, ②, ③ lit up	The charging cable is connected to the mains network and to the vehicle. The charging process has not yet been started.

Display ⇒ *Fig. 149*	Meaning
①, ② lit up	The charging cable is connected to the mains network but not to the vehicle.
① lit up, ② flashing	The charging cable has been connected to the mains network for a longer period but not to the vehicle.

Limiting the charging current

The charging cable limits the charging current corresponding to the available power supply. The maximum charging current may be 6 A, 8 A or 10 A depending on the mains sockets used in your country.

The maximum charging current can be set in the **e-manager**  m/k/n950MK in the Infotainment system ⇒ *e-Manager*.

Temperature monitoring

The charging cable is equipped with a temperature monitoring function on the safety device and mains plug. The temperature monitoring function is triggered if the charging cable overheats, e.g. if it had previously been stored in an overheated luggage compartment or strong sunlight.

When the charging current is **reduced** by the safety device, the warning lamp for the mains plug ⇒ *Fig. 149* ⑤ or safety device ⑥ flashes red. One or more indicator lamps ⇒ *Fig. 149* ①, ②, ③ light up or flash green. As soon as the charging cable has cooled down enough, the charging current is increased again automatically.

When the charging process is **interrupted** by the safety device, the indicator lamp for the vehicle ③ also goes out. Remove the charging cable and leave it to cool. If the error occurs again, seek expert assistance.

Fault displays

In the event of a fault display with one or more red warning lamps without a status indicator, the charging process is interrupted or terminated. Go to a qualified workshop.

Fault in the electrical installation

If the safety device detects a fault in the power supply, the indicator lamp for the earth wire ⇒ *Fig. 149* ④ lights up or flashes yellow or the indicator lamp for the mains plug ⇒ *Fig. 149* ⑤ lights up or flashes red without a status indicator being displayed. The charging process will be interrupted. Check whether you can charge the vehicle with another mains plug.

Have the mains plug or electrical installation checked by a specialist electrician.

NOTICE

Find out about the maximum charging current that can be set for charging at a mains socket in the household. In Finland, France and Switzerland, the maximum permitted charging current is 8 amperes and in Denmark it is 6 amperes. Volkswagen recommends using the factory-suppled charging cables in these countries.

NOTICE

In Norway, the function of the charging cable may be limited for technical reasons. Volkswagen recommends only using the supplied charging cable in Norway.

If there is an additional connection to the power grid or the vehicle 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.

[1)] The mains voltage depends on the country.

[b)] The charging current is below 10 amps when the LED ③ is flashing slowly.

If and when

Vehicle tool kit

Introduction

This chapter contains information on the followingsubjects:
⇒ *Stowing*
⇒ *Vehicle tool kit contents*

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 tool kit or breakdown set could be flung though the vehicle and cause severe injuries.

- **Always ensure that the vehicle tool kit and breakdown set are properly secured in the luggage compartment.**

WARNING

Unsuitable or damaged tools in the vehicle tool kit can lead to accidents and injuries.

- **Never work with unsuitable or damaged tools from the vehicle tool kit.**

Stowing

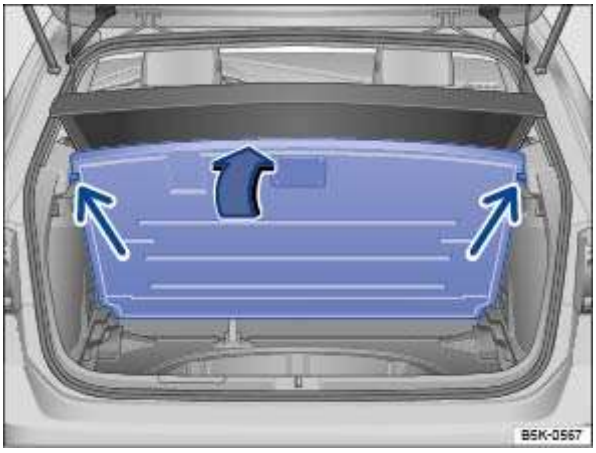


Fig. 150 In the luggage compartment: opening the luggage compartment floor.

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

The vehicle tool kit may be located in various places in the vehicle, e.g. in the side stowage area of the luggage compartment or under the floor covering in the variable luggage compartment ⇒ *Fig. 150* .

- Remove the luggage net if necessary ⇒ *Transporting items* .
- Grip the recessed handle in the luggage compartment floor and lift it upwards.

NOTICE

Never drop the luggage compartment floor, but rather guide it back down. The trims or the luggage compartment floor could be damaged.

After using the vehicle jack, crank it back to its original position so that it can be stored safely.

Vehicle tool kit contents

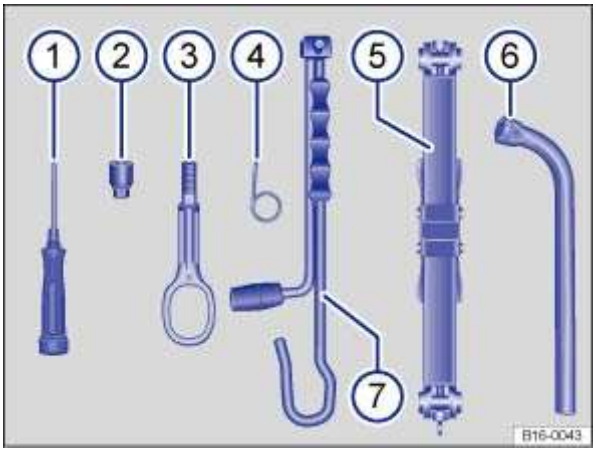


Fig. 151 Contents of the vehicle tool kit. (illustration)

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

The content of the vehicle toolkit depends on the vehicle equipment level. The following describes the maximum scope.

Key to ⇒ ***Fig. 151*** **:**

(1) Screwdriver with hexagon socket in the handle for slackened wheel bolts. The screwdriver blade is reversible. The screwdriver may be stowed under the box spanner.

(2) Adapter for the anti-theft wheel bolts. Volkswagen recommends that you carry the wheel bolt adapter in the vehicle tool kit at all times. The **code number** of the anti-theft wheel bolt is engraved on the front of the adapter. You will need this number to replace the adapter if lost. Make a note of the code number for the anti-theft wheel bolt and keep it in a safe place – but not inside the vehicle.

(3) Removable towing eye.

(4) Wire hook for pulling off the centre trims, wheel covers and the wheel bolt caps.

(5) Vehicle jack. Before you repack the jack, you must fully wind in the claw.

(6) Box spanner for wheel bolts.

(7) Crank.

Vehicle jack: maintenance

There are no maintenance cycles for the vehicle jack. Grease it with universal lubricant when necessary.

Wiper blades

Service position

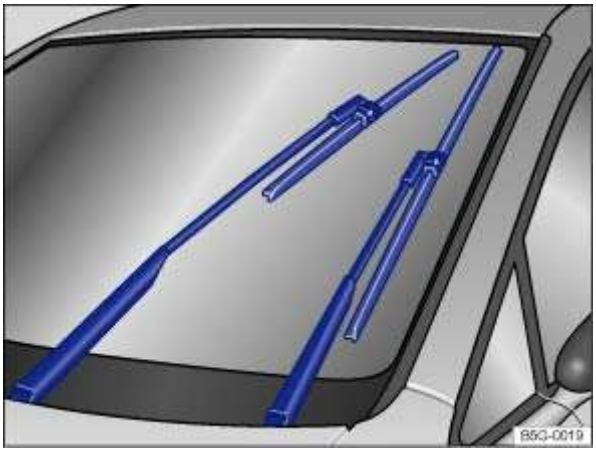


Fig. 152 Wiper blades in service position.

The windscreen wiper arms can be lifted off the windscreen when in the service position. Carry out the following steps to move the wipers to the service position ⇒ *Fig. 152* :

Activating service position

- The bonnet must be closed ⇒ *In the engine compartment* .
- Switch the ignition on and then off again.
- Push the wiper lever downwards briefly.

Lifting the windscreen wiper blades

- Move the wiper arms to the service position before lifting ⇒.
- When lifting a wiper arm, hold it **only** by the wiper blade mounting.

Replace the windscreen wiper arms on the windscreen before driving away. With the ignition switched on, briefly press the windscreen wiper lever down to bring the windscreen wiper arms back to the original position.

NOTICE

- **In order to prevent damage to the bonnet and the windscreen wiper arms, the windscreen wiper arms should only be lifted when in the service position.**
- **Always return the windscreen wiper arms to the windscreen before starting your journey.**

Cleaning and replacing wiper blades

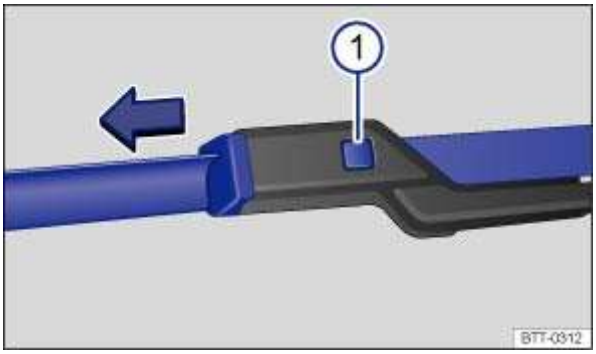


Fig. 153 Changing the windscreen wiper blades.

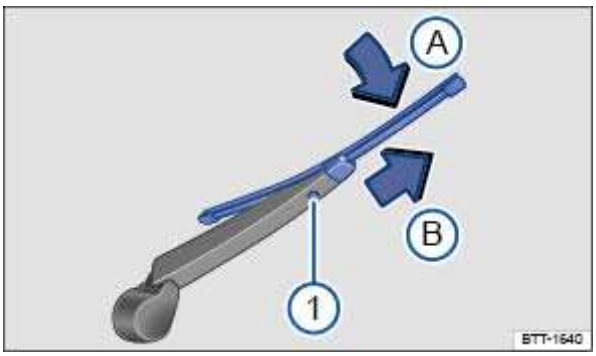


Fig. 154 Changing the rear window wiper blade.

The factory-fitted windscreen wiper blades are coated with graphite. The graphite coating ensures that the windscreen wiper blade moves quietly over the windscreen. If the graphite coating is damaged, the windscreen wiper will become louder.

Check the condition of the wiper blades on a regular basis. **Rubbing wiper blades** should be replaced if damaged or cleaned if dirty ⇒.

Damaged wiper blades should be replaced immediately. Windscreen wiper blades can be bought from a qualified workshop.

Cleaning windscreen wiper blades

Note for the front windscreen wipers: move the wiper arms to the service position before lifting them ⇒ *Service position* .

- When lifting a wiper arm, hold it **only** by the wiper blade mounting.
- Clean the wiper blades carefully using a damp cloth ⇒.
- Carefully place the wiper arms back onto the windscreen.

Changing the windscreen wiper blades

- Move the wiper arms to the service position before lifting ⇒ *Service position* .
- When lifting a wiper arm, hold it **only** by the wiper blade mounting.
- Press and hold the release button and simultaneously pull off the wiper blade in the direction of the arrow ⇒ *Fig. 153* ①.
- Insert a new wiper blade with the **same length and design** onto the wiper arm. Push it on until it engages.
- Carefully place the wiper arms back onto the windscreen.

Changing the wiper blade for the rear window

- When lifting a wiper arm hold it **only** by the wiper blade mounting.
- Lift and fold back the wiper arm.
- Press and hold the release button ⇒ *Fig. 154* ①.
- Tilt the wiper blade in the direction of the wiper arm ⇒ *Fig. 154* Ⓐ (arrow) and pull it off in the direction of the arrow Ⓑ 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. 154* Ⓑ. The wiper blade must be in the folded back position ⇒ *Fig. 154* Ⓐ (arrow).
- 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 windscreen properly.**

NOTICE

Damaged or dirty windscreen wipers can scratch the windscreen.

- **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.

Bulbs with LED technology

The exterior lighting may feature LEDs: Owners cannot replace the LEDs themselves. If some LEDs fail, this may be an indication that more elements are on the point of failure. If this happens, have the lights checked and replaced if necessary at a qualified workshop.

It may be illegal to drive with defective lights of the exterior lighting.

WARNING

Accidents can occur if roads are not sufficiently illuminated and other road users have difficulty seeing the vehicle, or cannot see it at all.

Changing fuses

Introduction

This chapter contains information on the followingsubjects:

⇒ *Fuses in the dash panel*
⇒ *Fuses in the engine compartment*
⇒ *Fuse table for fuses in the dash panel*
⇒ *Fuse tables for fuses in the engine compartment*
⇒ *Changing a blown fuse*

At the time of publication we are unable to provide an complete overview of the locations of the fuses for the electrical consumers. This is because the vehicle is under constant development, because fuses are assigned differently depending on the vehicle equipment level and because several electrical consumers may use a single fuse. You can get more information about the fuse layout from a 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 shortly after insertion, have the electrical system checked by a qualified workshop as soon as possible.

Fuses for emergency services

One 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 compartment (right-hand drive) is tagged with a particular marker, to enable emergency services to de-energise the vehicle as quickly as

possible. Never attempt to replace this fuse or swap it with other fuses in other slots ⇒⚠. 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 engine 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 protection limit. 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

- **In order to avoid damage to the electrical system in the vehicle, the ignition, the lights and all electrical consumers must be switched off and the vehicle key removed from the ignition before changing a fuse.**
- **You could cause damage to 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 could cause damage to the electrical system.**

NOTICE

- **Never remove the flagged high-voltage fuses from the fuse box in the dash panel. These are for the exclusive use of the emergency services, to de-energise the vehicle as quickly as possible.**
- **To avoid damage to the electrical system in the vehicle, switch the ignition, the lights and all electrical consumers off and remove the vehicle key from the ignition before changing a fuse.**
- **You can damage another position 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.**

NOTICE

- **Remove the covers for the fuse boxes carefully and install them again properly so as to avoid damage to the vehicle.**
- **Fuse boxes must be protected from dirt and moisture when opened. Dirt and moisture in the fuse boxes can damage the electrical system.**

This chapter does not describe all the fuses located in the vehicle. These should be changed only by a qualified workshop.

Fuses in the dash panel

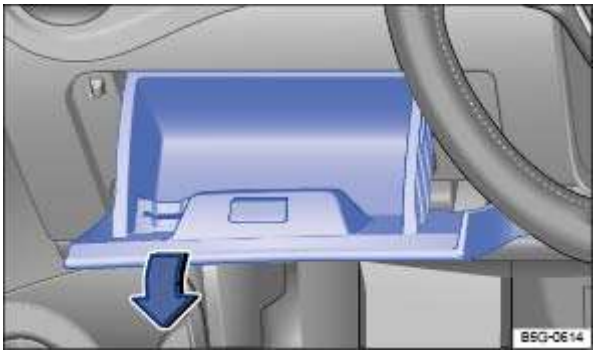


Fig. 155 Fuse box cover in the dash panel: left-hand drive vehicle, on the left next to the steering wheel.

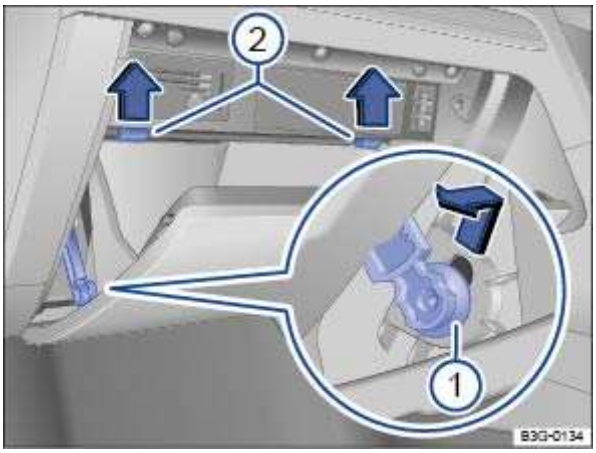


Fig. 156 Fuse box cover in the dash panel: right-hand drive vehicle, on the front passenger side.

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

Left-hand drive: opening the fuse box in the dash panel

- Open the stowage compartment on the driver side and remove the contents if necessary ⇒ *Fig. 155* .
- Firmly pull the left-hand side of the stowage compartment in the direction of the arrow. You may need to use some force to do this.
- To *install*, press the stowage compartment into the mounts on the dash panel until it audibly clicks into place on both sides and then close the compartment.

Right-hand drive: opening the fuse box in the dash panel

- Open the glove box on the front passenger side and remove the contents if necessary ⇒ *Fig. 156* .
- Slide the braking element upwards into the opening in the holder and pull it out sideways ⇒ *Fig. 156* ①.
- Push catches upwards in the direction of the arrow whilst opening the glove box ⇒ *Fig. 156* ②.
- To *install*: move the glove box into position. Insert the brake element in the holder opening and push upwards until it audibly engages. Carefully push the glove box forwards beyond the resistance of the catches ⇒ *Fig. 156* ②.

Fuses in the engine compartment

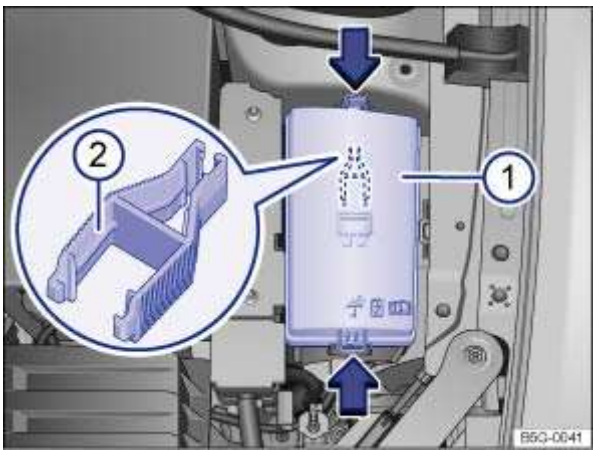


Fig. 157 In the engine compartment: cover ① of fuse box with plastic pliers ②.

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

Opening the fuse box in the engine compartment

- Open the bonnet ⇒ *In the engine compartment* .
- Press the catches in the direction of the arrow to release the fuse box cover ⇒ *Fig. 157* 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.

In some vehicles, there is a pair of plastic pliers for removing fuses on the inside of the cover of the fuse box in the engine compartment ⇒ *Fig. 157* ②.

Fuse table for fuses in the dash panel

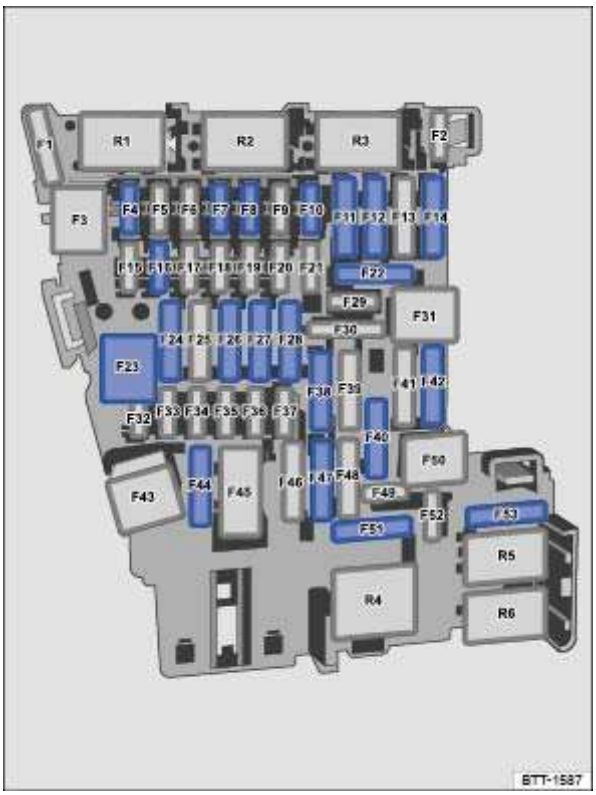


Fig. 158 In the dash panel: fuse layout.

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

The table shows the fuse locations of the electrical equipment relevant for the driver. The first column in the table contains the location. The other columns contain the fuse designs, 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 layout.

Fuse location ⇒ *Fig. 158* **:**

F4
7.5 amps, MINI®, anti-theft alarm.

F7
10 amps, MINI®, control unit for air conditioning system or heating and fresh air system, rear window heating relay.

F8
7.5 amps, MINI®, light switch (dipped beam), rain/light sensor, electronic parking brake.

F10
7.5 amps, MINI®, display, **I**nfotainment control panel.

F11
40 amps, ATO®, exterior lighting, left.

F12
20 amps, ATO®, **I**nfotainment components.

F14
40 amps, ATO®, blower regulator.

F16
7.5 amps, MINI®, telephone.

F22
15 amps, ATO®, trailer charging cable.

F23
20 amps, cartridge fuse®, electric glass roof.

F24
40 amps, ATO®, exterior lighting, right.

F26
30 amps, ATO®, seat heating.

F27
30 amps, ATO®, interior lighting.

F28
25 amps, ATO®, trailer control unit, left.

F38
25 amps, ATO®, trailer control unit, right.

F40
[1] **20 amps, ATO®**, cigarette lighter, sockets.

F42
40 amps, ATO®, central locking.

F44
15 amps, ATO®, trailer control unit.

F47
15 amps, ATO®, rear window wiper.

F51
25 amps, ATO®, seat heating, rear.

F53
30 amps, ATO®, rear window heating.

Electric windows can be protected via **circuit breakers.** They switch on again automatically a few seconds after the overloading, e.g. frozen windows, has been eliminated.

[1] Observe the installation position. Factory-fitted fuse location as shown in illustration ⇒ *Fig. 158* .

Fuse tables for fuses in the engine compartment

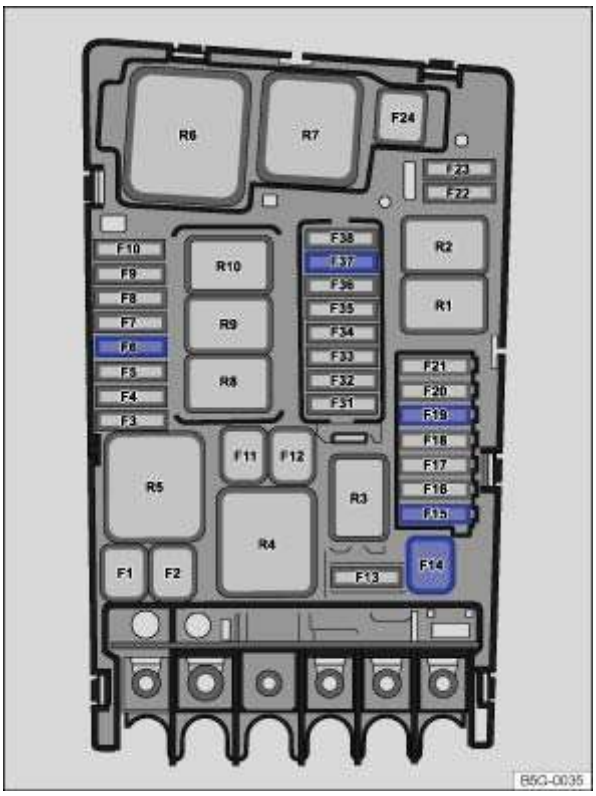


Fig. 159 In the engine compartment: fuse locations.

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

The table shows the fuse locations of the electrical equipment relevant for the driver. The first column in the table contains the location. The other columns contain the fuse designs, 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 layout.

Fuse location ⇒ ***Fig. 159*** **:**

F6

5 amps, ATO®, brake light sensor.

F14

40 amps, cartridge fuse®, windscreen heating.

F15

15 amps, ATO®, horn.

F19

30 amps, ATO®, front wipers.

F37

20 amps, ATO®, auxiliary heater.

Changing a blown fuse

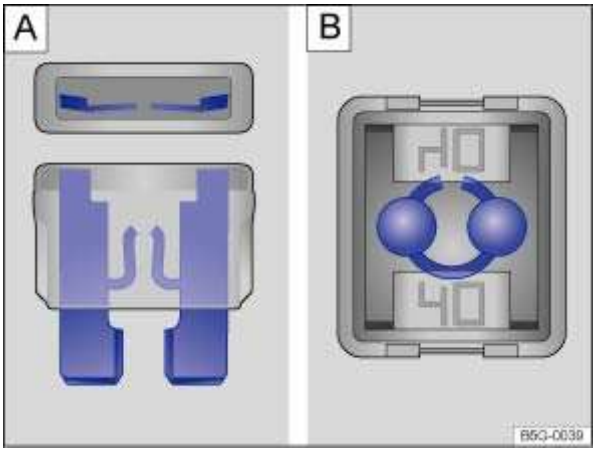


Fig. 160 Blown fuse: flat blade fuse, cartridge fuse.

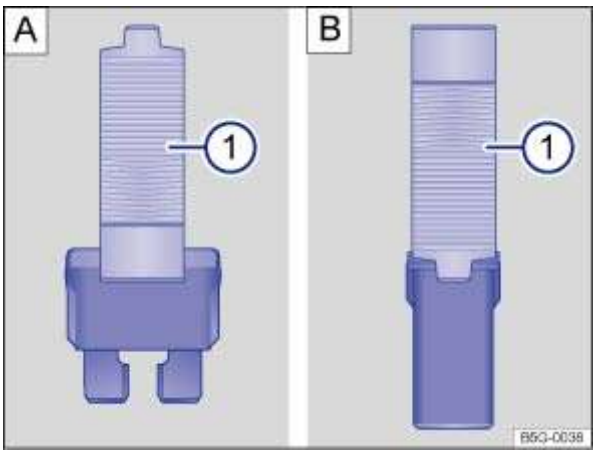


Fig. 161 Remove or insert fuse with plastic pliers: : flat blade fuse, : cartridge fuse.

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

Fuse types

- Standard flat blade fuse (ATO®).
- Small flat blade fuse (MINI®).
- Cartridge fuse.

Colour coding of fuses

Fuses (ATO - MINI - 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

Fuses (cartridge)

Blue	20 amps
Pink	30 amps
Green	40 amps
Red	

50 amps

Yellow

60 amps

Preparation

- Switch off the ignition, the lights and all electrical equipment.
- 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.
- If a *flat blade fuse (ATO®, MINI®)* has blown, this can be recognised from the top and side through the transparent housing due to the melted metal strip ⇒ *Fig. 160* A.
- If a *cartridge fuse* has blown, the melted metal strip can be recognised from the top through the transparent housing ⇒ *Fig. 160* B.

Changing a fuse

- If applicable, take the plastic pliers out of the fuse box cover ⇒ *Fig. 161* ①.
- Push the plastic pliers suitable to the fuse design onto the fuse from the side ⇒ *Fig. 161* A ① or ⇒ *Fig. 161* B ①.
- Pull out 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 ⇒.
- Once the new fuse has been inserted, put the plastic pliers back in the cover.
- Insert the cover again or close the fuse box cover.

NOTICE

You can damage another position in the electrical system by using a fuse with a higher amp rating.

Jump starting

Introduction

This chapter contains information on the followingsubjects:
⇒ *Jump lead connection point (earth connection)*
⇒ *Jump starting the vehicle*

If the electric drive 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 electric drive.

Suitable jump leads are needed for jump starting.

- For vehicles with electric drive at least 25 mm^2.

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 observe 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 as the flat vehicle battery (12 volts) and approximately the same capacity (see label on battery).**
- **Never charge a 12-volt vehicle battery once it has been frozen. Discharged 12-volt vehicle batteries can already freeze at temperatures of around 0°C (+32°F).**
- **The 12-volt vehicle battery should be replaced if it is 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 engine compartment.**
- **Never confuse the negative and positive terminals or connect the jump leads incorrectly.**
- **Observe the jump lead manufacturer's instructions.**

NOTICE

Please observe 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.**

Jump lead connection point (earth connection)

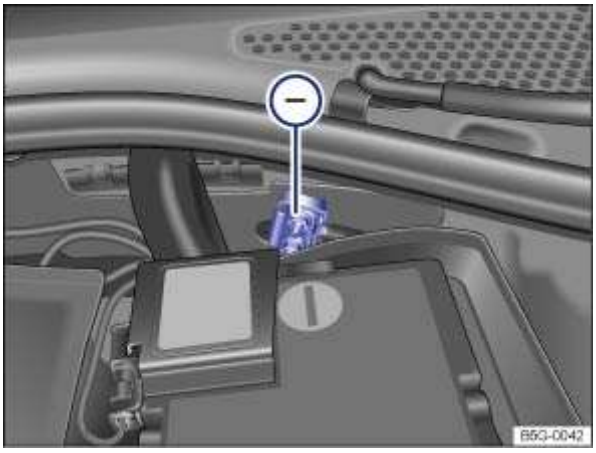


Fig. 162 In the engine compartment: jump-start connection point (earth connection).

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

There is a jump lead connection point **–** (earth connection) in the engine compartment for connecting the *black* jump lead ⇒ *Fig. 162* .

The vehicle can only be jump-started or be used to jump-start another vehicle via this jump lead connection point.

Jump starting the vehicle

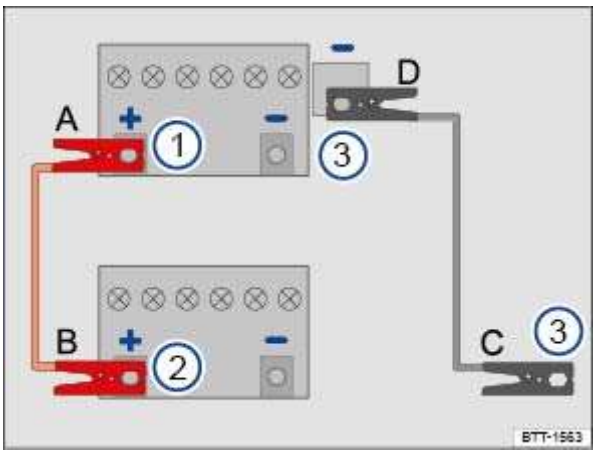


Fig. 163 How to connect the jump leads.

First read and observe the introductoryinformation and safety warnings⇒⚠ *Introduction*

Key to ⇒ ***Fig. 163*** **:**

(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: Preferably the jump lead connection point (earth connection), a solid metal part which is securely bolted onto the cylinder block, or the cylinder block itself.

The discharged 12-volt vehicle battery must be properly connected to the vehicle's electrical system.

The vehicles must not touch. 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 electric drive cannot be activated, stop the procedure and repeat it after approximately one minute.

Seek expert assistance if the electric drive still cannot be activated.

Attaching the jump leads

The jump leads should be connected only in the order **A – B – C – D**⇒ *Fig. 163* .

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 ⇒ *Activating and deactivating the electric drive* .
- Connect one end of the *red* jump lead to the positive terminal **+** of the battery of the vehicle with the discharged 12-volt vehicle battery ⇒ *Fig. 163* ① ⇒⚠.
- Connect the other end of the *red* jump lead to the positive terminal **+** of the vehicle battery providing assistance ⇒ *Fig. 163* ②.
- Connect one end of the *black* jump lead preferably to a suitable jump start connection point (earth connection) or otherwise to a solid metal part that is securely bolted onto the cylinder block, or to the cylinder block itself of the vehicle providing assistance ⇒ *Fig. 163* ③.
- On the vehicle with the flat 12-volt vehicle battery, connect the other end of the *black* jump lead preferably to the jump lead connection point (earth connection), or otherwise to a solid metal part that is securely bolted onto the cylinder block, or to the cylinder block itself ⇒ *Fig. 163* ③ ⇒⚠.
- Position the leads in such a way that they cannot come into contact with any moving parts in the engine compartment.

Activating the electric drive

- Start the engine of the vehicle providing assistance and let it run at idle or switch on the ignition of the electric vehicle.

- Activate the electric drive on the vehicle with the discharged 12-volt vehicle battery.

Please contact an expert if the electric drive cannot be activated.

Removing the jump leads

- Before disconnecting the jump leads, switch off the dipped beam headlights if they are switched on.
- When the engines are running, the jump leads should be removed only in the order **D – C – B – A** ⇒ *Fig. 163* .
- 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 observe 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 protective gloves never lean over the 12-volt vehicle battery.**
- **Attach the connector 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. The jump lead attached to the positive terminal on the 12-volt vehicle battery must not touch metal parts of the vehicle.**
- **Check the battery window on the 12-volt vehicle battery using a torch if necessary. If the display is light yellow or colourless, do not jump start the vehicle. Seek expert assistance.**
- **Avoid electrostatic discharge in the vicinity of the 12-volt vehicle battery. The gas emitted from the 12-volt vehicle battery could be ignited by sparks.**
- **Do not use jump leads to activate the electric drive if the 12-volt vehicle battery is damaged or if it is or has ever been frozen.**

NOTICE

Once the vehicle has been successfully jump-started, go to a qualified workshop and have the 12-volt vehicle battery checked.

Tow-starting or towing

Introduction

This chapter contains information on the followingsubjects:
⇒ *Notes on tow-starting and towing*
⇒ *Tow starting*
⇒ *Towing*
⇒ *Fitting the rear towing eye*
⇒ *Fitting the front towing eye*

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 off-road, there is always a risk of overloading the anchorage points.

Observe any legal requirements when towing or tow-starting.

Tow-starting

Tow-starting describes the procedure for starting the vehicle by moving it using another towing vehicle.

The vehicle can be tow-started with a tow-bar or a tow-rope.

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. When the engine is stopped, the gearbox is not lubricated sufficiently at higher speeds and over long distances:

- The maximum permitted towing speed is 50 km/h (30 mph).
- The maximum permitted towing distance is 50 km.

Tow-rope, tow-bar

It is easier and safer to tow a vehicle with a tow bar. Only use a tow rope if you do not have a tow bar.

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 tow truck

If your vehicle is to be raised at one axle for towing, the vehicle must be raised only at the front axle and towed. Volkswagen recommends having the vehicle transported standing with four wheels on a recovery vehicle.

WARNING

If a vehicle is being towed, the vehicle handling and braking effect 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 to the towed vehicle is disconnected, stop towing immediately and seek expert assistance.**

NOTICE

Towing with a tow-rope or a tow-bar can cause damage to the vehicle.

- **Carefully tow the vehicle with a tow-rope or a tow-bar.**
- **Have the brokendown vehicle towed away by a breakdown truck.**

NOTICE

When pushing the vehicle by hand, the tail light clusters, the side spoilers on the rear window and large panels could be damaged or the rear spoiler could break off.

- **When pushing the vehicle, do not press on the tail light clusters, the side spoilers on the rear window, large panels or the rear spoiler.**

NOTICE

The vehicle, e.g. the paintwork, can be damaged when removing and fitting the cover and the towing eye.

- **Remove and install the cover and the towing eye carefully so as to avoid damage to the vehicle.**

Notes on tow-starting and towing

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

It is still possible to activate the turn signals in a vehicle that is being towed, even if the hazard warning lights are switched on. To do this, operate the turn signal lever in the required direction while the ignition is switched on. The hazard warning lights will not flash while the turn signal is being used. The hazard warning lights will start flashing automatically as soon as the turn signal lever is moved back to the neutral position.

When should your vehicle not be tow-started or towed?

- The text message **Towing damages electrical system. Consult owner's manual!** is displayed on the instrument cluster display.
- The power supply for the 12-volt vehicle electrical system cannot be guaranteed.
- The 12-volt vehicle battery is discharged. The steering system is still locked and the parking brake and steering column lock, if applied, cannot be released.
- The instrument cluster display does not work properly.
- The selector lever cannot be moved to neutral (**N** position).
- The steering function or the operating clearance of the wheels cannot be ensured after an accident.

If the vehicle cannot be towed on its own wheels due to one of the above conditions, seek expert assistance and have the vehicle transported on a recovery vehicle if necessary. Inform the people involved, in particular the organisation office and the transport company, that your vehicle is electrically driven.

Tow starting

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

Preparations for tow-starting

The vehicle is not suited for tow-starting other vehicles.

For technical reasons, your vehicle may not be tow-started. Try to activate the electric drive by jump starting ⇒ *Jump starting* .

Towing

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

Preparations

- Attach the tow-rope or the tow-bar only to the towing eyes provided ⇒ *Fitting the rear towing eye* and ⇒ *Fitting the front towing eye* .

- Make sure that the tow-rope is not twisted. Otherwise a towing eye may become unscrewed during towing.
- Switch on the ignition and hazard warning lights on both vehicles. However, observe any regulations to the contrary.
- 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)

- Ensure that the ignition is switched on so that the steering wheel is not locked and so that you can indicate and operate the wipers if necessary.
- The brake servo works only when the electric drive is activated. The power steering works only when the ignition is switched on and the vehicle is rolling. Otherwise you must press the brake pedal with significantly more force and also use more effort for steering.
- Release the parking brake.
- Make sure that the tow-rope is always taut.
- Select position **N**.

In emergency situations the vehicle may be towed or pushed only at **walking speed** for up to **a maximum of 100 m** on its own four wheels. For any further distance the vehicle must be transported on a recovery vehicle ⇒.

WARNING

If the vehicle is towed even though the text message Towing damages electrical system. Manual! is displayed in the instrument cluster, vibrations can occur in the drive system and the front wheels can lock, in particular on ice or wet roads. Locking front wheels can impair the steering functions and cause accidents and serious injuries.

- **If the message Towing damages electrical system. Manual! appears in the instrument cluster, only tow the vehicle in emergency situations.**
- **If the message Towing damages electrical system. Manual! appears in the instrument cluster, only tow the vehicle at walking speed for a maximum of 100 m.**

Fitting the rear towing eye

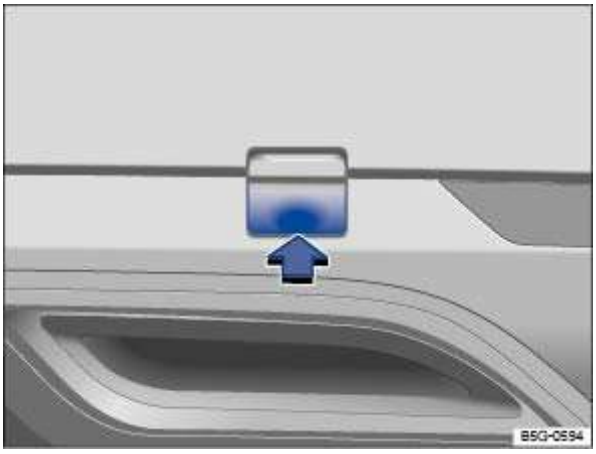


Fig. 164 Rear bumper on the right-hand side: removing the cover.

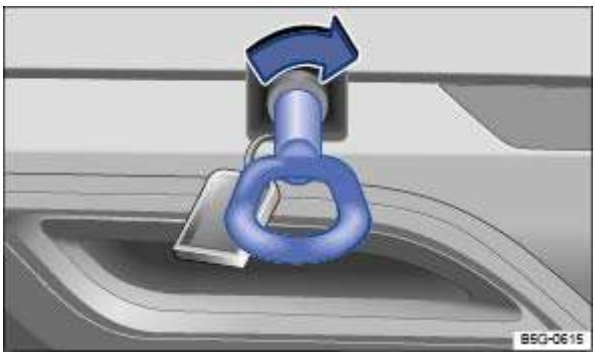


Fig. 165 Rear bumper on the right-hand side: screwing in the towing eye.

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

The towing eye must always be kept in the vehicle.

The towing eye is screwed into a threaded hole behind a cover on the right-hand side of the rear bumper ⇒ *Fig. 164* ⇒ .

Observe the notes on towing ⇒ *Notes on tow-starting and towing* .

Fitting the rear towing eye

- Remove the towing eye from the vehicle tool kit in the luggage compartment ⇒ *Vehicle tool kit* .
- Press on the lower area of the cover in the direction of the arrow to release the cover ⇒ *Fig. 164* .
- Remove the cover and leave it hanging from the vehicle.
- Turn the towing eye **clockwise** into the threaded hole and tighten as far as it will go ⇒ *Fig. 165* ⇒ . 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 **anti-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 tool kit in the luggage compartment.

NOTICE

The towing eye must always be screwed firmly into the mounting. Otherwise, the towing eye can be ripped out of the mounting when the vehicle is being tow-started or towed.

Fitting the front towing eye

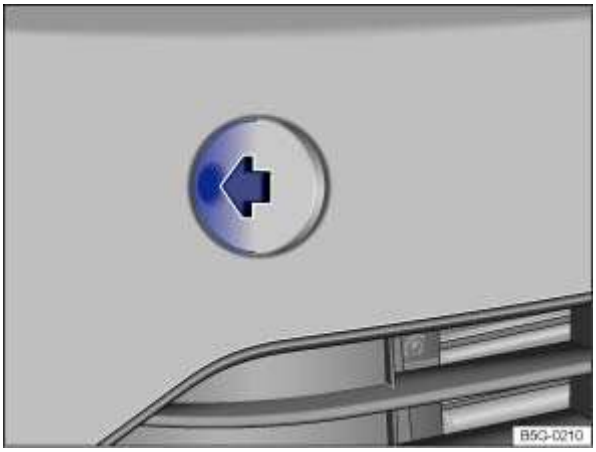


Fig. 166 In the right-hand side of the front bumper: removing the cover.

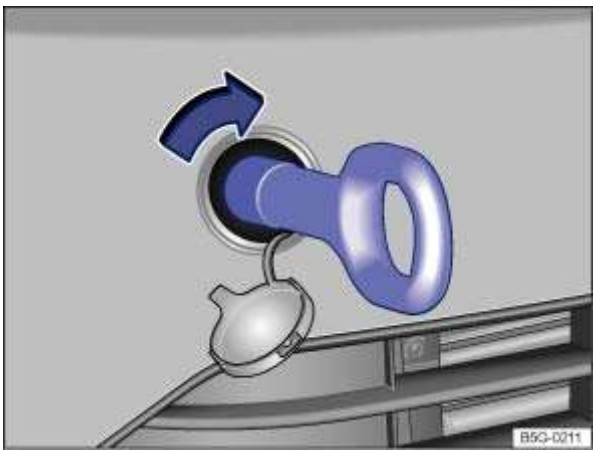


Fig. 167 Front bumper, right-hand side: screwing in the towing eye.

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

The towing eye must always be kept in the vehicle.

The towing eye is screwed into a threaded hole behind a cover on the right of the front bumper ⇒ *Fig. 166* .

Observe the notes on towing ⇒ *Notes on tow-starting and towing* .

Fitting the towing eye at front

- Remove the towing eye from the vehicle tool kit in the luggage compartment ⇒ *Vehicle tool kit* .
- Press at the side of the cover (arrow) to release the cover ⇒ *Fig. 166* .
- Pull the cover forwards to remove it and leave it to hang from the vehicle.
- Turn the towing eye **clockwise** into the threaded hole ⇒ *Fig. 167* and tighten as far as it will go ⇒ . 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 **anticlockwise**.
- Insert the cap in the respective recess and press in until it engages.
- Clean the towing eye if necessary and place back in the luggage compartment with the vehicle tool kit.

NOTICE

The towing eye must always be screwed firmly into the mounting. Otherwise, the towing eye can be ripped out of the mounting when the vehicle is being tow-started or towed.

Checking and refilling

In the engine compartment

Safety notes for working in the engine compartment

The engine compartment of a motor vehicle is a hazardous area. You should only carry out work in the engine 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. Serious injuries can be caused by carrying out work incorrectly ⇒ . 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 engine compartment.

Any work on the high-voltage system must be carried out only by workshops which have been authorised in accordance with Volkswagen guidelines ⇒ .

DANGER

The voltage in the high-voltage system and in the high-voltage battery is a life-threatening hazard! Touching damaged orange high-voltage cables or the high-voltage battery can lead to a fatal electric shock. The high-voltage system may also be active when the ignition is switched off!

- **Never carry out any work on the high-voltage system, the orange high-voltage cables, the high-voltage components or the high-voltage battery. Any work involving the high-voltage network must always be carried out by workshops authorised to work on the high-voltage system.**
- **Never damage or remove the orange high-voltage cables, components or battery or disconnect then from the high-voltage system.**
- **Work in the vicinity of high-voltage components and high-voltage cables or on the high-voltage battery with machining, shaping and sharp-edged tools or heat sources, e.g. welding, soldering, hot air or thermal bonding, may be performed only after the vehicle has been de-energised. The high-voltage battery cannot be de-energised. Only properly qualified and trained specialist staff may de-energise the vehicle.**
- **If there is a fault in the high-voltage system, the drive will be deactivated if necessary and a corresponding display may appear in the instrument cluster. Should this happen, the drive remains deactivated until the defect has been remedied by the appropriately qualified and trained workshop personnel.**
- **It is essential to comply with Volkswagen guidelines when carrying out work of any kind on the high-voltage system, in particular on the orange high-voltage cables and components or the 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, or on systems which could be indirectly affected by it, must be carried out only by properly trained and qualified expert personnel.**

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, the wheels chocked, and the vehicle key removed from the ignition lock as required.**
- **If you have to work underneath the vehicle, use suitable stands to provide extra support for the vehicle. The vehicle jack is not sufficient for this task and can fail, which can lead to serious injuries.**

WARNING

The engine compartment of any motor 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 engine 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 engine 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 engine compartment.**
- **Always allow the electric drive and high-voltage components to cool down before opening the bonnet.**
- **Hot electric drive components can burn the skin.**
- **Once the electric drive has cooled down the following points should be observed before opening the bonnet:**

  - Switch the electronic parking brake on and place the selector lever in position P.

  - Switch off the ignition and remove the vehicle key from the ignition lock and keep it safe and far enough away from the vehicle to prevent the ignition from being accidentally switched on and the electrical system thus energised (particularly in vehicles with Keyless Access).

  - Always keep children away from the engine compartment and never leave the vehicle unattended.

- **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.**

  - Turn the cap on the coolant expansion tank 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.

- **When topping up, do not spill operating fluids onto parts of the electric drive. The spilt service fluids can start a fire.**

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 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 activated 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 engine compartment that can cause serious injury.

- **Never place your hand near these components or in the radiator fan. Touching the rotary blades can result in serious injuries. The fan is temperature-controlled and can start automatically, even if the ignition has been switched off and the vehicle key has been removed from the ignition lock.**
- **If any work has to be performed during the start procedure or when the electric drive 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 motor components. Before starting work, remove any jewellery and ties, tie up long hair and pull clothes in tightly to avoid them getting caught in the engine compartment.

  - Always take due care and attention when depressing the accelerator. The vehicle could move, even if the electronic parking brake is applied.

- **Always ensure you have not left any objects, such as cleaning cloths and tools, in the engine compartment. Any forgotten items can cause malfunctions, damage to the electric drive and fires.**

WARNING

Additional insulating materials, such as covers in the engine compartment, could disrupt the operation of the electric drive, start fires and lead to severe injuries.

- **Never cover the electric drive with any insulating materials.**

WARNING

Service fluids and some materials in the engine compartment are highly flammable and can cause fires and serious injuries!

- **Never smoke in the vicinity of the engine compartment.**
- **Never work near naked flames or sparks.**
- **Never spill fluids onto the electric drive. They could ignite on hot electric drive components and hence cause injuries.**
- **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 open flames.

- **Always have a fully functional and tested fire extinguisher to hand.**

NOTICE

When topping up or replacing service fluids, ensure that you pour the correct service fluids into the correct openings. The use of incorrect service fluids can 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.

Service fluids leaks 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 engine compartment

Checklist

The following steps should always be carried out in the specified order before working in the engine compartment ⇒⚠:

✓ Park the vehicle on a level and stable surface.

✓ Depress and hold the brake pedal until the electric drive has been deactivated.

✓ Switch on the electronic parking brake Electronic parking brake.

✓ Move the selector lever to position P Driving mode selection.

✓ Switch off the ignition and remove the vehicle key from the ignition lock and keep it safe and far enough away from the vehicle to prevent the electric drive from being accidentally activated and the electrical system thus energised (particularly in vehicles with keyless access)Activating and deactivating the electric drive.

✓ Allow the electric drive to cool down.

✓ Children and other people should be kept well away from the engine compartment.

✓ Ensure that the vehicle cannot roll away unexpectedly.

⚠ 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

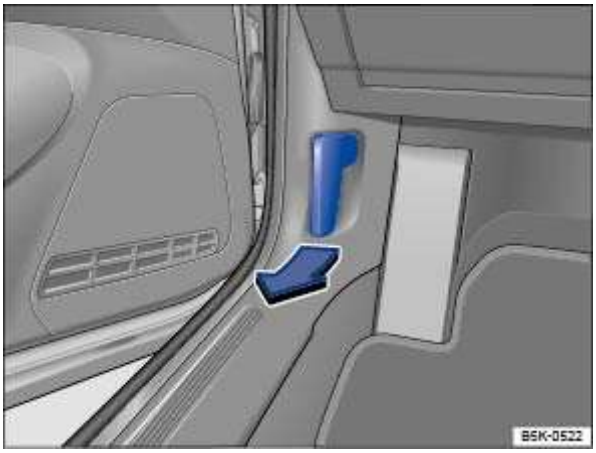


Fig. 168 The bonnet release lever is located in the driver side footwell

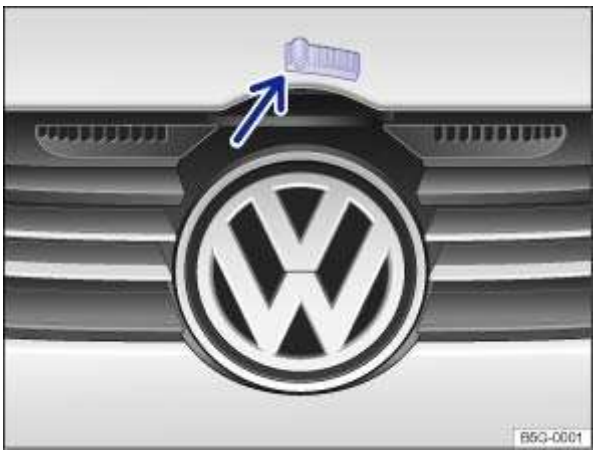


Fig. 169 Above the radiator grille: bonnet opening lever.

Opening the bonnet

- Ensure that the wiper arms are positioned on the windscreen before opening the bonnet ⇒.
- Open the driver door and pull the release lever in the direction of the arrow ⇒ *Fig. 168* . The bonnet is released from its lock by a spring mechanism ⇒.
- Lift the bonnet at the opening lever (arrow) and open fully ⇒ *Fig. 169* . The bonnet is held in the open position by the gas-filled strut.

Closing the bonnet

- To close the bonnet, pull it down to overcome the gas strut pressure ⇒.
- Let the bonnet drop into the catches from a height of about 30 cm – *do not* press it down!

If the bonnet has not closed properly, lift it and then close it again.

The bonnet sits flush with the body parts around it when it is closed properly. The bonnet is no longer highlighted in the instrument cluster display or the display goes out ⇒ *Display* .

WARNING

If the bonnet is not closed properly, it can open suddenly while you are driving and completely obscure your view of the road. This can lead to accidents and serious injuries.

- **After closing the bonnet, always check that it is properly secured. The bonnet must be flush with the surrounding body panels.**
- **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.**
- **Therefore the bonnet should only be opened or closed when you are sure that nobody is in its 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 windscreen wiper arms.**
- **Always return the windscreen wiper arms to the windscreen before starting your journey.**

Display

Fig. 170 On the instrument cluster display: the bonnet is open or has not been closed properly.

A symbol on the instrument cluster display indicates if the bonnet is open or is not closed properly ⇒ *Fig. 170*.

Do not drive on! If necessary, lift the bonnet and 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. tyres, coolant and vehicle batteries, are being constantly developed. For this reason, service fluids and consumables should be replaced at a qualified workshop. A Volkswagen dealership is always kept up to date on innovations.

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 observe 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.**
- **Never use fuel, turpentine, engine oil, nail varnish remover or other volatile fluids for vehicle care. They are toxic and highly flammable. They could cause fires and explosions.**

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 damage to the electric drive.**
- **Optional equipment and other accessories in front of the air intake reduce the cooling effect of the coolant. The electric drive may overheat at high ambient temperatures and high loads.**

Leaking service fluids can pollute the environment. Spilt service fluids must be collected in suitable containers and disposed of properly and with respect for the environment.

Washer fluid

Fig. 171 In the engine compartment: cap of washer fluid reservoir.

The windscreen washer fluid level should be checked regularly and topped up as necessary.

A filter can be found in the feed throat of the washer fluid reservoir. The filter keeps large dirt particles away from the windscreen washer jets when refilling. The filter should only be removed for cleaning. If the filter is damaged or is not present when refilling, these 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. 171* .
- Check whether there is enough windscreen washer fluid in the reservoir.

- To refill, mix clean water (not distilled water) with a washer fluid recommended by Volkswagen ⇒. Observe the dilution instructions on the packaging.
- At low temperatures, add a special anti-freeze agent so that the fluid cannot freeze ⇒.

The washer fluid reservoir has a capacity of about 3.0–7.5 litres, depending on the vehicle equipment.

WARNING

Never mix coolant additive or other unsuitable additives into the windscreen washer fluid. These may leave an oily film on the screen, restricting the field of vision.

- **Use clean, clear water (not distilled water) with a washer fluid recommended by Volkswagen.**
- **A suitable anti-freeze agent should be added to the windscreen washer fluid if necessary.**

NOTICE

- **Never mix other cleaning agents with the cleaning agents recommended by Volkswagen. This can cause the ingredients to separate and block the windscreen washer jets.**
- **When filling service fluids, please make sure that the correct service fluids are filled through the correct openings. The use of incorrect service fluids can result in serious malfunctions and damage to the electric drive.**

Coolant

Introduction

This chapter contains information on the followingsubjects:
⇒ *Coolant specification*
⇒ *Checking the coolant level and refilling coolant*
⇒ *Troubleshooting*

You should carry out work on the cooling system only if you know exactly how to perform the required tasks, are aware of the general safety procedures and have access to the correct equipment, service fluids and suitable tools. Serious injuries can be caused by carrying out work incorrectly ⇒. 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 lit warning and indicator lamps can be found in the troubleshooting section at the end of the chapter ⇒ *Troubleshooting*.

WARNING

Coolant is toxic.

- **Coolant should be kept only 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 in them.**
- **Store coolant out of the reach of children.**
- **Please note that 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 then disposed of properly and in an environmentally responsible way.

Coolant specification

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

The cooling system is filled at the factory with a mixture of specially prepared water and at least 40% coolant additive **G 13** (TL-VW 774 J).

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°C (-13°F), protects the alloy parts in the cooling system against corrosion, prevents limescale deposits and significantly increases the boiling point of the coolant.

When refilling the coolant, a mixture of **distilled water** and at least 40% coolant additive - G 13 - or - G 12 plus-plus - (TL-VW 774 G) (both of which are dyed purple) must be used in order to obtain the optimum corrosion protection ⇒.

Mixing - G 13 - with the coolant additives - G 12 plus - (TL-VW 774 F), - G 12 - (dyed red) or - G 11 - (dyed blue-green) will significantly decrease the level of corrosion protection and should therefore be avoided ⇒.

WARNING

Insufficient anti-freeze in the cooling system can cause the electric drive to break down and cause serious injuries.

- **Please note that 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 brown instead of purple, for example, - G 13 - 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 then disposed of properly and in an environmentally responsible way.

Checking the coolant level and refilling coolant

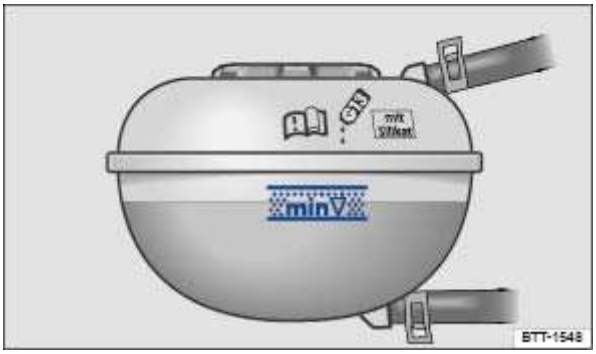


Fig. 172 In the engine compartment: markings on the coolant expansion tank (illustration).

Fig. 173 In the engine compartment: coolant expansion tank cap (illustration).

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

The warning lamp for the engine coolant will light up if the engine coolant level is too low.

Preparation

- Park the vehicle on a firm and level surface.
- Allow the engine to cool down ⇒.
- Open the bonnet ⇒ *In the engine compartment*.
- The coolant expansion tank is marked by the symbol on the cap ⇒ *Fig. 173*.

Checking the coolant level

- Check the coolant level at the side markings of the coolant expansion tank when the electric drive is cold ⇒ *Fig. 172*. 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 coolant level may be slightly above the maximum mark (max).

Refilling coolant

- 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 with **new** coolant according to the Volkswagen specification ⇒ *Coolant specification* ⇒.
- Refill coolant only if there is still remaining 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 professional assistance.
- If you can see coolant residue in the coolant expansion tank, refill coolant until the level remains stable.
- The coolant level must be between the marks on the coolant expansion tank ⇒ *Fig. 172*. **Do not fill up above the top edge of the marked area** ⇒.
- Close the cap tightly.
- If in an emergency you do not have access to coolant with the required specification, do not use any other coolant additive ⇒ *Coolant specification*! Instead, initially refill with **distilled water** ⇒ only. Then add the correct proportion of the specified coolant additive as soon as possible ⇒ *Coolant specification*.

WARNING

Hot steam and hot coolant can cause serious burns.

- **Never open the bonnet if you can see or hear steam or engine coolant coming out of the engine compartment. Always wait until you can no longer see or hear escaping steam or coolant.**
- **Always allow the electric drive to cool down completely before carefully opening the bonnet. Hot components can burn the skin.**
- **The following points should be noted before opening the bonnet once the engine has cooled down: Once the electric drive has cooled down the following points should be noted before opening the bonnet:**
  - **Switch the electronic parking brake on and place the selector lever in position P.**
  - **Deactivate the electric drive and remove the vehicle key from the ignition lock if necessary.**
  - **Always keep children away from the engine compartment and never leave the vehicle unattended.**
- **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 anti-clockwise 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.**
- **When filling, do not pour any service fluids onto the electric drive. The spilt service fluids can start a fire. Under certain circumstances, the ethylene glycol in the coolant can catch fire.**

NOTICE

- **Refill only with distilled water. All other types of water can cause corrosion in the electric drive due to the chemical components contained therein. This can also lead to engine failure. If any other type of water than distilled 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. 172*. 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 electric drive has *cooled completely*. Significant coolant loss is an indication of leaks in the cooling system. Have the cooling system checked by a qualified workshop as soon as possible. This may otherwise result in considerable damage to the electric drive.**
- **Do not add 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. This may otherwise result in considerable damage to the electric drive.**
- **When filling service fluids, please make sure that the correct service fluids are filled through the correct openings. The use of incorrect service fluids can result in serious malfunctions and damage to the electric drive.**

Troubleshooting

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

The indicator lamp flashes red.

Coolant temperature too high or coolant level too low.

Do not drive on!

Stop the vehicle as soon as possible and when safe to do so.

- Deactivate the electric drive.

- Leave the electric drive to cool down until the warning lamp goes out.
- Check the level of motor coolant in the motor coolant expansion tank ⇒ *Checking the coolant level and refilling coolant* .

If the motor coolant level is too low:

- Refill coolant ⇒ *Checking the coolant level and refilling coolant*

If the warning lamp does not go out, seek expert assistance.

Brake fluid

Fig. 174 In the engine compartment: cap on the brake fluid container.

Brake fluid will gradually absorb water from the surrounding air. The brake system will be damaged if there is too much water in the brake fluid. The boiling point of the brake fluid is also considerably reduced by the water content. Heavy use of the brakes may cause a vapour lock in the brake system if the water content is too high. Vapour locks reduce levels of braking power, considerably increase braking distance and can even cause the brake system to fail completely. Your own safety and that of other road users depends on having a brake system that functions properly at all times ⇒⚠ .

Brake fluid specification

Volkswagen has developed a brake fluid that has been optimised for the brake system in the vehicle. To ensure optimal operation of the brake system, Volkswagen expressly recommends using brake fluid in accordance 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 CLASS 6 or US standard FMVSS 116 DOT 4 can be used.

Not all brake fluids that are compliant with DIN ISO 4925 CLASS 6 or US standard FMVSS 116 DOT 4 have the same chemical composition. Some of these brake fluids may contain chemicals that can damage or destroy brake system components over time.

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 CLASS 6 or US standard FMVSS 116 DOT 4.

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 ⇒⚠ .

The brake fluid level cannot be checked accurately in all models as motor 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 when the vehicle is being used 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 effect 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 may cause a vapour lock if the brake fluid is left in the system for too long. Vapour locks reduce levels of braking power, 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 one can affect the functioning of the brakes and reduce their effectiveness.**
- **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. These containers could encourage other people to drink out of them, even if they are labelled otherwise.**
- **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

This chapter contains information on the followingsubjects:
⇒ Checking the electrolyte level of the 12-volt vehicle battery
⇒ Charging, replacing, disconnecting and connecting the 12-volt vehicle battery
⇒ Troubleshooting

The 12-volt vehicle battery is part of the electrical system and supplies power to safety-relevant vehicle systems if the high-voltage system fails. The 12-volt vehicle battery will be checked and replaced if necessary as part of servicing work.

Do not work on the electrical 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 ⇒. Have all work carried out by a qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.

Information on lit warning and indicator lamps can be found in the troubleshooting section at the end of the chapter *⇒ Troubleshooting* .

Location of 12-volt vehicle battery

The 12-volt vehicle battery is located in the engine 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 fires, 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 battery acid 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 and observe 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 spillages.**
- **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 poles.**
- **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 even 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.

- **Otherwise, the 12-volt vehicle battery may freeze and thus be irreparably damaged.**

When you activate the electric drive after the 12-volt battery has been totally discharged 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

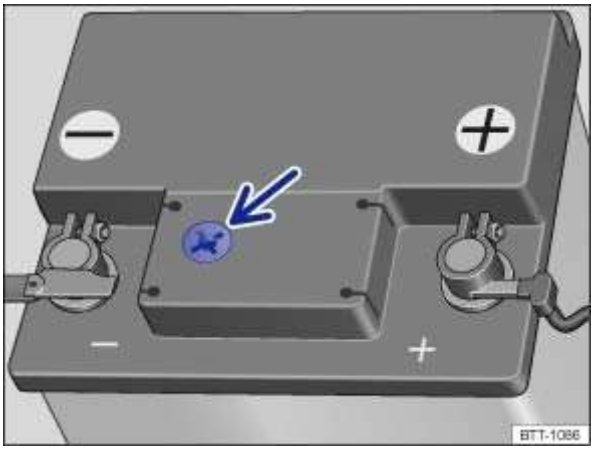


Fig. 175 Battery window on the top of the 12-volt vehicle battery (illustration).

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

The electrolyte level of the 12-volt vehicle battery should be checked regularly in high-mileage vehicles, in hot countries and in older 12-volt vehicle batteries. The 12-volt vehicle battery is otherwise maintenance-free.

Preparations

- Preparing the vehicle for working in the engine compartment ⇒ *In the engine compartment* .
- Open the bonnet ⇒ *In the engine compartment* .

Checking the electrolyte level (12-volt vehicle batteries with battery window)

- Ensure that enough light is available for you to clearly see the colour indicator in the round window on the top of the 12-volt vehicle battery (arrow) ⇒ *Fig. 175* . Never use naked flames or glowing items as a light source.
- The colour indicator in the round battery window changes according to the electrolyte level in the 12-volt vehicle battery.

Light yellow or *without colour*
: The electrolyte level of the 12-volt vehicle battery is too low. The 12-volt vehicle battery should be checked by a qualified workshop and replaced if necessary.

Black
: The electrolyte level of the 12-volt vehicle battery is correct.

WARNING

Any work on the 12-volt vehicle battery can cause serious chemical burns, explosions and electric shocks.

- **Always wear eye protection and protective gloves.**
- **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 spillages.**
- **Never tilt the 12-volt vehicle battery. Electrolyte may spill out of the battery vents and cause chemical burns.**
- **Never open a 12-volt vehicle battery.**
- **If acid is spilt in your eye or on your skin, rinse immediately for several minutes with cold water. Then consult a doctor immediately.**
- **If acid is swallowed, consult a doctor immediately.**

Charging, replacing, disconnecting and connecting the 12-volt vehicle battery

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

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 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 adjusted in the 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 and connecting the 12-volt vehicle battery

Go to a qualified workshop to have the 12-volt vehicle battery connected or disconnected.

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 able to calculate or correctly display the time when the next service is due ⇒ *Instrument cluster*. Observe the maximum permissible service intervals ⇒ *Service*.

Vehicles with Keyless Access: ⇒ *Keyless locking and starting system 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 start the ignition again. Please contact an expert 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 management function cannot always prevent the 12-volt vehicle battery from discharging. For example, when the ignition is switched on for an extended period when the electric drive is deactivated, 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 equipment when the electric drive 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 once it has been frozen. Discharged 12-volt vehicle batteries can even freeze at temperatures of around 0°C (+32°F).**
- **The 12-volt vehicle battery has to be replaced if it has ever been 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 when the electric drive is activated. 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 regulations.

Electrolyte can pollute the environment. Clean up any service fluid leakages and dispose of them properly.

Troubleshooting

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

12-volt vehicle battery

The indicator lamp lights up red and text message **12 V battery not charging. Stop vehicle.**

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 and text message **Error: 12 V battery. Unable to restart. Workshop!**.

Fault in the connection between the vehicle electrical system and the 12-volt vehicle battery.

If the electric drive is switched off in this situation it cannot be switched back on again. Start the motor using jump leads if necessary ⇒ *Jump starting* or seek expert assistance.

- Go to qualified workshop.
- Have the electrical system checked.

12-volt vehicle battery

The indicator lamp lights up yellow and text message **Error: 12 V battery diagnostics. Workshop!**.

Fault in the system for monitoring the 12-volt vehicle battery.

- Go to qualified workshop.
- Have the electrical system checked.

12-volt vehicle battery

The indicator lamp lights up yellow and text message **Error: Replace 12 V battery. Workshop!**.

The 12-volt vehicle battery has almost reached the end of its service life.

- Go to qualified workshop.
- Have the 12-volt vehicle battery checked and replaced if necessary *⇒ Charging, replacing, disconnecting and connecting the 12-volt vehicle battery*.

12-volt vehicle battery

The indicator lamp lights up yellow and text message **Check 12 V battery. Workshop!**.

Fault in the connection between the vehicle electrical system and the 12-volt vehicle battery.

- Go to qualified workshop.
- Have the electrical system checked.

12-volt vehicle battery

The indicator lamp lights up yellow and text message **12 V battery low. Charge by driving.**

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

This chapter contains information on the followingsubjects:
⇒ Tyre Pressure Loss Indicator
⇒ Troubleshooting for Tyre Pressure Loss Indicator

> 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

- Monitoring of various parameters (for example rolling circumference) of all wheels using ABS sensors (indirect measurement).

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 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.**

Underinflated 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 be replaced only by tyres that have been approved by Volkswagen for the corresponding 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

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

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 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 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.

Synchronising the Tyre Pressure Loss Indicator

- Switch on the ignition.
- Press the MENU button or function button, depending on version ⇒ *Vehicle settings menu*.
- Open the **Vehicle** menu in the Infotainment system.

- Depending on version, touch function button **Settings** .
- Touch the **Tyres** function button.
- Touch the **SET** function button.
- When all four tyre pressures correspond to the required values, touch the **Confirm** function button.

After an extended driving time with driving at different speeds, the system will automatically learn the new values and monitor them.

- If the tyre pressures have been changed.
- If one or more wheels have been changed.
- If the wheels have been swapped round, e.g. from front to rear.

The Tyre Pressure Loss Indicator does not work if there is a fault in the ESC or ABS ⇒ *Troubleshooting* .

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

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

Low tyre pressure

The indicator lamp lights up yellow.

- **Do not drive on!**
- Check and adjust all tyre pressures ⇒ *Tyre pressure* .
- The damaged tyre 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 around 65 seconds and then remains lit up yellow continuously.

- **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 ⇒ *Useful information about wheels and tyres* .**
- **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 until 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 ⇒ *Useful information about wheels and tyres* .**

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

This chapter contains information on the followingsubjects:
⇒ *Handling wheels and tyres*
⇒ *Wheel rims and wheel bolts*
⇒ *Tyre pressure*
⇒ *Tread depth and wear indicators*
⇒ *Tyre damage*
⇒ *Tyre lettering and tyre type*
⇒ *Maximum load and speed range for tyres*
⇒ *Winter tyres*
⇒ *Snow chains*

The tyres are the most used 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 power.

- **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 600km 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.**
- **Never drive with worn tyres or tyres that are damaged (cuts, cracks or blisters). Driving with tyres in this condition can result in blown 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 could be damaged, even if the damage is not visible.**
- **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 available, 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

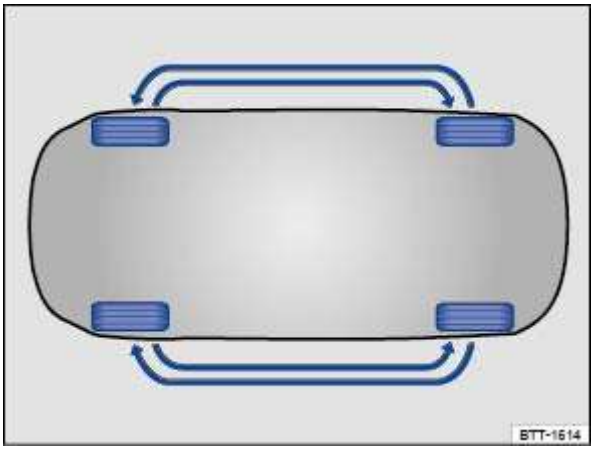


Fig. 176 Illustration: diagram showing how to swap wheels

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

The tyres and wheel rims approved by Volkswagen have been carefully selected.

Rotating wheels

Regularly rotating the wheels as shown in the illustration ⇒ *Fig. 176* 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 rims and tyres

- Always drive over kerbs slowly and at a right angle.
- Check the tyre pressure regularly.
- 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 ⇒ *Tyre damage* .
- Protect the tyres from contact with aggressive substances, including grease, oil, petrol and brake fluid ⇒ .
- Replace missing dust caps immediately.

Tyres that are older than 6 years

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 faster than tyres that are used all the time.

Volkswagen recommends replacing tyres that are older than 6 years 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 using the manufacturing date ⇒ *Tyre lettering and tyre type* .

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 with new tyres as the tyres have to be *run in*. Tyres that have not been run in have reduced grip ⇒ and braking effect ⇒ .
- All four wheels must be fitted with tyres of the same type, size, and the same tread pattern.

Replacing tyres

- At the factory, the vehicle is fitted with low-rolling resistance tyres. The specified energy consumption and the specified range can be achieved only with these tyres. Make sure that any new tyres purchased have optimised rolling resistance ⇒ *Driving economically* .
- Seek advice at a qualified workshop before purchasing new low rolling resistance tyres. Volkswagen recommends using a Volkswagen dealership for this purpose.
- 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-adapting the Tyre Pressure Loss Indicator

The Tyre Pressure Loss Indicator must be adapted again each time one or more wheels is changed. This also applies if the wheels are changed round, e.g. from the front to the rear ⇒ *Tyre monitoring system* .

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 600km in order to prevent accidents and serious injury.**

WARNING

Wheels must have the necessary freedom of operation. If the wheels do not have the necessary freedom of operation, 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 dimensions of tyre makes 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 by potholes and kerb edges in particular. This can cause damage to the tyres and wheel rims.

Old tyres should be disposed of as required by legislation.

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

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

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.

For technical reasons, it is not generally possible to use the wheels from other vehicles. This can also apply to wheels of the same vehicle type.

The tightening torque of the wheel bolts must be checked regularly with a properly functioning torque wrench.

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* .

Wheel rims with bolted rim rings or trim elements

Wheel 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 by a qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose ⇒ .

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 rims can impair vehicle safety and cause accidents and serious injury.

- **Only use rims that have been approved for the vehicle.**
- **Replace wheel rims in the event of damage.**

WARNING

Incorrect loosening and tightening of the bolts on rims with bolted-on rings can cause accidents and serious injury.

- **Never remove the bolts on rims with bolted-on rings.**
- **All work on rims with bolted-on rings must be carried out by a qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.**

Tyre pressure

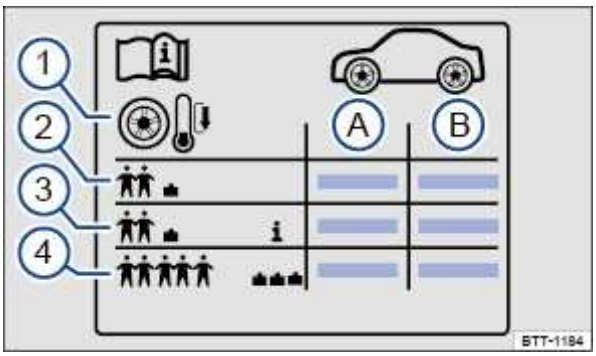


Fig. 177 Symbols on the tyre pressure sticker.

Fig. 178 On the driver door pillar: tyre pressure sticker (alternatively on the inside of the charging socket flap).

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

Key to ⇒ ***Fig. 177*** **:**

- (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. 178* 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 leads 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. 177③*. 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. 177④*.
- 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.**
- **Fast speeds and overloading of the vehicle can cause overheating and also sudden tyre damage including tyre bursts and detachment of the tread surface, thus leading 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.**

Underinflated tyres will result in increased energy consumption.

Tread depth and wear indicators

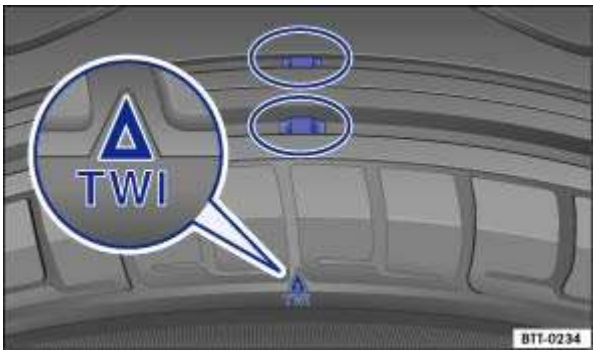


Fig. 179 Tyre tread: wear indicators.

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

Tread depth

In most countries, the minimum tread depth required by law is 1.6 mm (measured in the tread grooves next to the tread wear indicators); observe any differing country-specific regulations. All 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 indicator 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.

The bottom of the tyre tread has 1.6 mm high tread wear indicators ⇒ *Fig. 179* . Markings on the tyre sidewall indicate the position of the tread wear indicators ⇒ *Fig. 179* .

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, and the vehicle floats on 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

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

Damage to tyres and wheel rims is often hidden ⇒ .

- If you suspect that a wheel is damaged, stop the vehicle as soon as it is safe to do so.
- Check the tyres and rims for damage.
- Do not drive on if a tyre is damaged. Replace the damaged wheel ⇒ *Changing a wheel* or seal the tyre with the breakdown set and inflate it ⇒ *Breakdown set* . Seek expert assistance if necessary.
- If there is no visible external damage, drive slowly and cautiously to the next qualified workshop in order to have the vehicle checked.

Foreign bodies in the tyre

- 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.
- Replace the damaged wheel ⇒ *Changing a wheel* or seal the tyre with the breakdown set and inflate it ⇒ *Breakdown set* . Seek expert assistance for this if necessary.
- Check and adjust the tyre pressure.
- Go to a qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.

Tyre wear

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 nervous steering response. Wheel imbalance 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 rims for damage.**
- **Never drive on if wheels or tyres 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

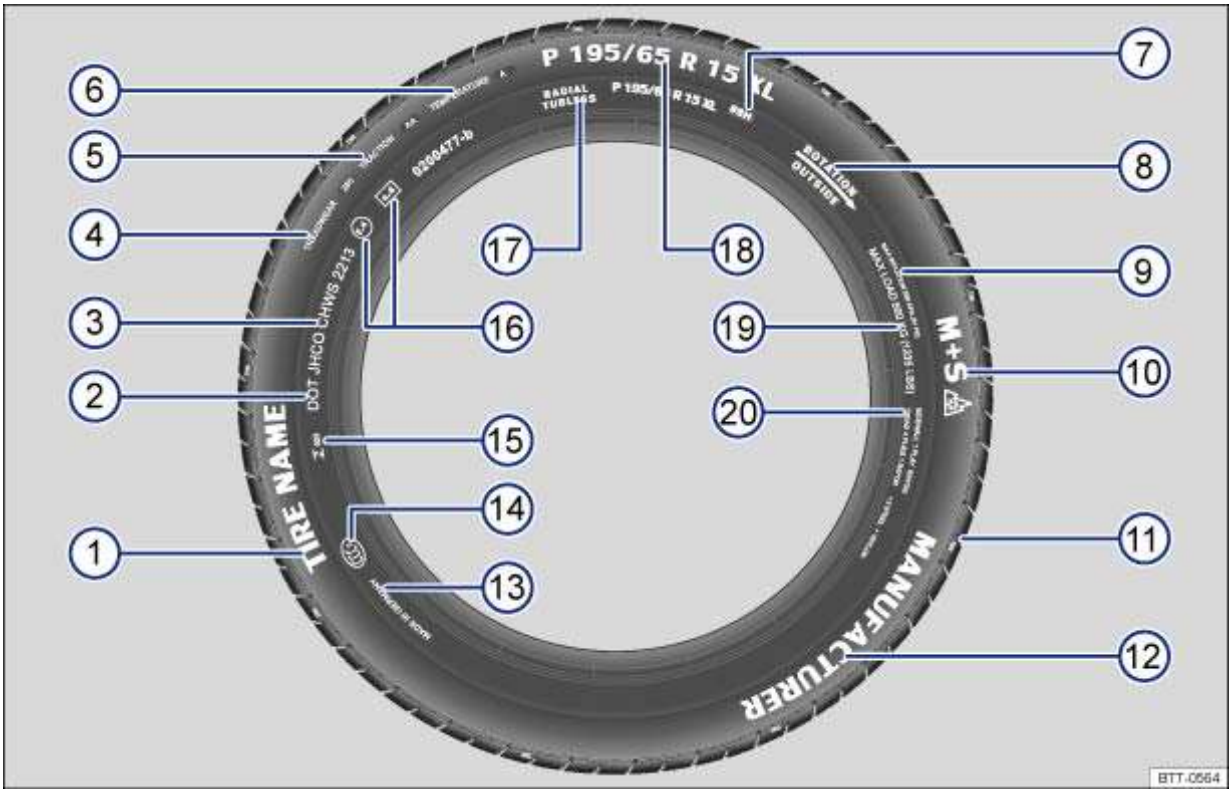


Fig. 180 International tyre lettering.

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

⇒ *Fig. 180*	Tyre lettering (example)	Meaning	
①	*Product name*	Individual tyre lettering from manufacturer.	
②	DOT	The tyre complies with the legal requirements of the USA Department of Transportation, responsible for tyre safety standards.	
③	JHCO CHWS 2213	Tyre identification number (TIN[a] – may be only on the inner side of the wheel) and date of manufacture:	
		JHCO CHWS	Identifier of producing plant and specifications of the tyre manufacturer on size and characteristics.
		2213	Manufacture date: 22nd week in 2013.
Information for the end user concerning comparative values for specified basic tyres (standardised test procedure) ⇒ *Customer information* :			

⇒ *Fig. 180*	Tyre lettering (example)	Meaning
④	TREADWEAR 280	Relative life expectancy for the tyre, with reference to a US-specific standard test. Tyres with the specification *280* are used up at a rate of 2.8 times more slowly than standard tyres which have a treadwear value of 100. The performance of tyres is determined by how they are used and can notably deviate from norm values due to driving style, maintenance, road surface and climatic conditions.
⑤	TRACTION AA	Wet braking response of the tyre (*AA*, *A*, *B* or *C*). The wet braking response 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 higher test speeds (*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 ⇒ *Tyre load* and speed index ⇒ *Speed index*.
⑧	Rotation and arrow	Denotes direction of rotation of the tyres ⇒ *Tyres with directional tread pattern*.
	OR: Outside	Denotes outside of tyres ⇒ *Asymmetrical tyres*.
⑨	MAX INFLATION 350 KPA (51 psi/3.51 bar)	US limitation for the maximum air pressure.
⑩	M+S *or* M/S *or* 	Denotes winter tyres (mud and snow tyres) ⇒ *Winter tyres*. Studded snow tyres are labelled with an *E* after the *S*.
⑪	TWI	Indicates the position of the tread wear indicator ⇒ *Tread depth and wear indicators*.
⑫	*Brand name*, *logo*	Manufacturer.
⑬	Made in Germany	Country of manufacture.
⑭		Country-specific denotation for China (China Compulsory Certification).
⑮	023	Country-specific denotation for Brazil.
⑯	E4 e4 0200477-b	Certification of conformity with international regulations. The next number is the code number of the country that granted approval. Approved tyres which comply with ECE regulations are denoted with *E*, tyres which comply with EC regulations are denoted with *e*. This is followed by the number of the type approval certificate.
⑰	RADIAL TUBELESS	Tubeless radial tyres.
⑱	P 195 / 65 R 15 XL	Size designation: P — Identification for passenger vehicle. 195 — Tyre width from wall to wall in mm. 65 — Height/width ratio in %. R — Tyre construction: radial. 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	Data on the tyre carcass components: 1 ply of rayon (artificial silk).
	TREAD 4 PLIES 1 RAYON + 2 STEEL + 1 NYLON	Data on the tread surface components: In the example there are 4 plies under the tread surface: 1 ply of rayon (artificial silk), 2 steel belt plies and 1 nylon ply.

The tyre 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 denotations.

Low-profile tyres

Low-profile tyres have a wider tread surface, larger rim diameter and lower side walls than conventional wheel/tyre combinations ⇒. Low-profile tyres can improve the vehicle's handling and precision. They may however result in a less comfortable ride on uneven road surfaces and tracks.

Tyres with directional tread pattern

An arrow on the tyre sidewall indicates the direction of rotation on tyres with directional tread. The direction of rotation must be observed in all cases. This 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". Maintain the correct tyre positioning on the wheel rim.

Tyre load

The load capacity index indicates how many kilograms can be loaded onto an individual tyre (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 when particular wheels are fitted.

P
max. 150km/h (93mph)
Q
max. 160km/h (99mph)
R
max. 170km/h (106mph)
S
max. 180km/h (112mph)
T
max. 190km/h (118mph)
U
max. 200km/h (125mph)
H
max. 210km/h (130mph)
V
max. 240km/h (149mph)
W
max. 270km/h (168mph)
Y
max. 300km/h (186mph)
Z
over 240km/h (149mph)

Some tyre manufacturers use the code ZR for tyres with a maximum permitted speed of over 240 km/h (149 mph).

[a)] The TIN is the tyre serial number.

Maximum load and speed range for tyres

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

Vehicles in the EU and the so-called EU user states are issued an EC Certificate of Conformity. The EC Certificate of Conformity contains information on the size and diameter as well as the load capacity and speed range of the 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 ⇒ *Notes on 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

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

Winter or all-year tyres improve the handling and brake response in winter conditions. Volkswagen recommends that winter tyres be fitted to the vehicle at temperatures below +7°C (+45°F) or in winter road conditions.

Winter tyres and all-year tyres lose a large degree of their effectiveness for winter conditions when the **tread** is worn down to a depth of 4 mm.

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* .

In some vehicle versions, a speed warning can be set in the menu **MFD (multifunction display)** in the instrument cluster ⇒ *Instrument cluster* .

If you use **V-rated 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.

- **Adapt your speed and driving style to suit visibility, weather, road and traffic conditions.**
- **Never exceed the top speed and load permitted for the winter tyres that are fitted.**

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 a Tyre Pressure Loss Indicator, the system has to re-synchronise after wheels are changed ⇒ *Tyre monitoring system* .

Volkswagen dealerships can provide details on permissible winter tyre sizes.

Snow chains

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

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 front wheels**. They may be fitted **only to the following tyre and wheel combinations:**

Tyre size	Wheel
195 / 65 R 15	6 J x 15 offset 43
205 / 55 R 16	6 J x 16 offset 48

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 15mm, including the tensioner.

Remove centre wheel trims 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 fitting 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 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 resynchronised when snow chains are fitted ⇒ *Tyre monitoring system* .

Hubcaps

Centre wheel trim

Fig. 181 Removing the centre wheel trims by pulling.

Fig. 182 Removing the centre wheel trims by turning.

The centre wheel trim protects the wheel bolts and must be fitted again after changing the wheel.

Vehicles with centre wheel trims that can be removed by pulling

- *To remove:* take the wire hook from the vehicle tool kit ⇒ *Vehicle tool kit* and insert it into a hole (alloy wheel) or at the edge (steel wheel) of the trim ⇒ *Fig. 181* .
- Remove the cover in the direction of the arrow.
- *To fit:* press the centre wheel trim against the rim until you feel it engage.

Vehicles with centre wheel trims that can be removed by turning

- *To remove:* turn the centre wheel trim clockwise or anticlockwise until it is released from the rim ⇒ *Fig. 182* .
- Reach behind one of the bars and remove the centre wheel trim.
- *To fit:* place the centre wheel trim centrally on the rim.
- Press the centre wheel trim against the rim until you feel it engage.

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.**

Wheel cover

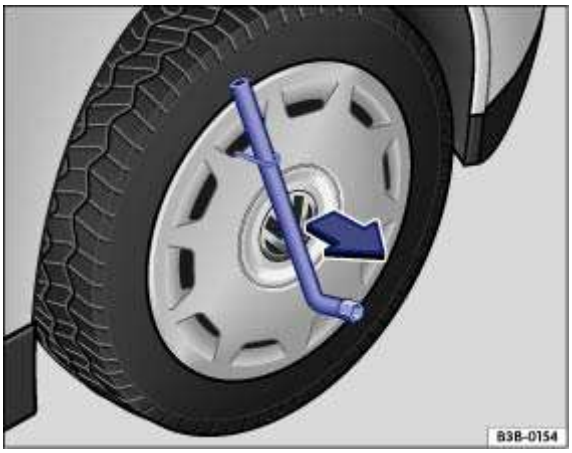


Fig. 183 Removing the wheel covers.

The wheel cover protects the wheel bolts and must be fitted again after changing the wheel.

Removing the wheel covers

- Take the box spanner and wire hook from the vehicle tool kit ⇒ *Vehicle tool kit* .
- Insert the wire hook into one of the holes in the wheel cover.
- Push the box spanner through the wire hook ⇒ *Fig. 183* and remove the wheel cover in the direction of the arrow.

Fitting the wheel covers

- Check the correct position of the anti-theft wheel bolt ⇒ *Wheel bolts* .
- Press the wheel cover onto the rim so that the valve hole is located over the tyre valve ⇒ *Fig. 186①*. Make sure that the cover fits 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.**

Wheel bolt caps

Fig. 184 Removing the wheel bolt caps.

The caps protect the wheel bolts and should be placed fully back in position after changing the wheel.

Removing and fitting the caps

- *Removing:* take the wire hook from the vehicle tool kit ⇒ *Vehicle tool kit* .
- Insert the hook through the opening in the cap ⇒ *Fig. 184* and pull off in the direction of the arrow.
- *Fitting:* press the caps on the wheel bolts as far as they will go.

The **anti-theft wheel bolt** has a separate cap. It only fits onto the anti-theft wheel bolts and not onto conventional wheel bolts.

Changing a wheel

Introduction

This chapter contains information on the followingsubjects:
⇒ *Preparations for changing a wheel*
⇒ *Wheel bolts*
⇒ *Lifting the vehicle with the jack*
⇒ *Changing a wheel*
⇒ *After changing a wheel*

Some models are delivered from the factory without a jack or box spanner. If this is the case, the wheel should be changed by a qualified workshop.

The vehicle 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 observe 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 your area of work during the wheel change.**
- **Switch on the hazard warning lights to warn other road users.**
- **Ensure that the ground is flat and firm. If necessary use a large, strong board or similar support for the vehicle 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 switch off the electric drive via the ignition, switch on the electronic parking brake and move the selector lever for driving mode to the P position to reduce the risk of the vehicle moving accidentally.**
- **The wheel bolt tightening torque should be checked with a 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

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

Checklist

The following actions must always be carried out in the given order in preparation for changing the wheel ⇒ **:**

- ✓ If your vehicle has a flat tyre, park the vehicle on a firm and level surface at a safe distance from moving traffic.
- ✓ Switch on the electronic parking brake Parking and manoeuvring.
- ✓ Move the selector lever for driving mode to position P Driving mode selection.
- ✓ Switch off the electric drive and remove the vehicle key from the ignition lock Deactivating the electric drive.
- ✓ Ask all vehicle occupants to leave the vehicle and stand at a safe distance away from moving traffic.
- ✓ Switch on the hazard warning lights and set up the warning triangle In an emergency. Observe any legal requirements.
- ✓ Chock the wheel opposite the wheel being worked on with a stone or a similar object.
- ✓ Remove any items of luggage from the luggage compartment.
- ✓ Remove the vehicle tools from the luggage compartment.
- ✓ Remove the hubcaps Hubcaps.

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.**

Wheel bolts

Fig. 185 Changing a wheel: loosening the wheel bolts.

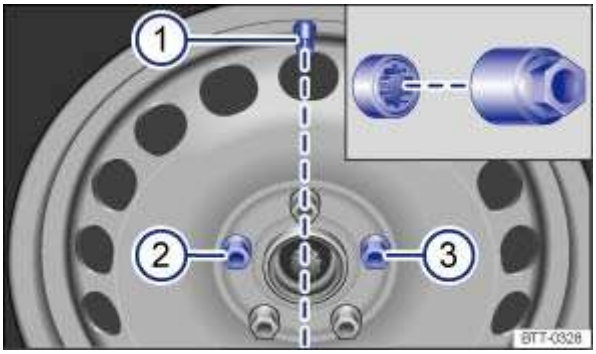


Fig. 186 Changing a wheel: tyre valve ① and locations of the anti-theft wheel bolt ② or ③.

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

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 vehicle jack.

If the wheel bolt is very tight, you may be able to loosen it by pushing down the end of the spanner carefully with your foot. Hold on to the car for support and take care not to slip.

Loosening the wheel bolts

- Fit the box spanner over the wheel bolt as far as it will go ⇒ *Fig. 185* .
- 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 tool kit.
- 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 into position ⇒ *Fig. 186*② or ③ according to the position of the tyre valve ①. Otherwise, it will not be possible to fit the wheel cover.

Tightening torque of wheel bolts

Specified tightening torque for wheel bolts for steel or alloy wheels:

- **120 Nm**.

If the wheel bolts are corroded and difficult to turn, they must be replaced and the wheel hub threads cleaned **before the tightening torque is checked.**

Never grease or lubricate the wheel bolts or the threads of the wheel hub.

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 vehicle jack.**
- **Never grease or lubricate the wheel bolts or the threads of the wheel hub. This could cause them to loosen while the vehicle is in motion, even if the required torque setting is used.**
- **Never remove the bolts on 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 wheel.**
- **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. 187 Jacking points.

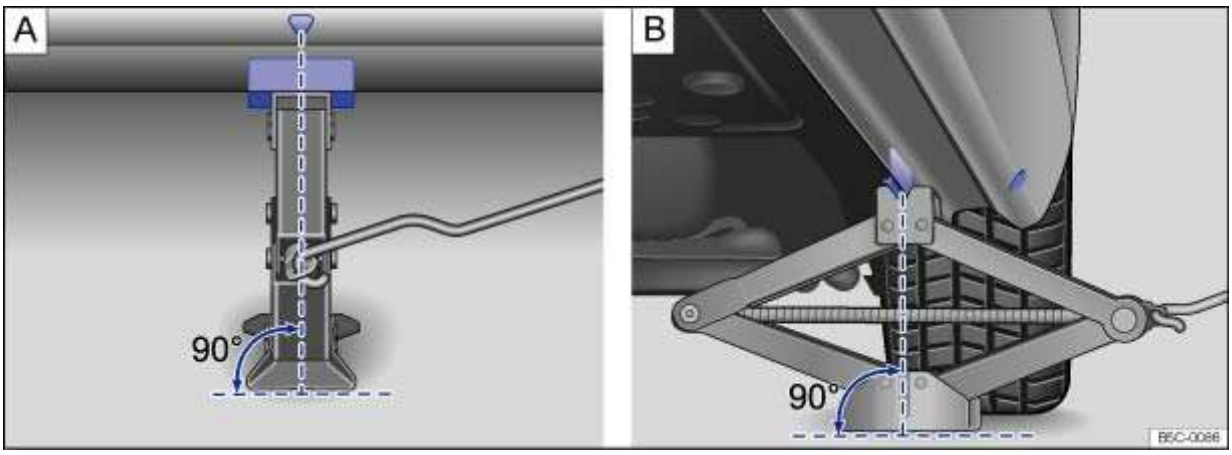


Fig. 188 Vehicle jack at the rear left-hand side of the vehicle.

First read and observe the introductoryinformation and safety warnings⇒ *Introduction*

The jack may be positioned only at the reinforcements on the underbody, which are located behind the markings on the body ⇒ *Fig. 187* . Always use the jacking point closest to the wheel you are working on ⇒ .

Checklist

For your own safety, carry out the following points in the specified order ⇒ :

✓ Find a firm and level surface suitable for lifting the vehicle.

✓ Switch off the electric drive. Move the selector lever to position P Driving mode selection and switch on the electronic parking brake Parking and manoeuvring.

✓ Chock the wheel diagonally opposite using collapsible chocks or other suitable objects.

✓ Loosen the wheel bolts Wheel bolts.

✓ Find the jacking point under the vehicle which is closest to the wheel that is being changed.

✓ Insert the hand crank into the opening on the jack (depending on equipment).

✓ Crank up the jack until it just fits under the jacking point of the vehicle.

✓ Ensure 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 fully underneath the point of application and .

✓ Position the jack and simultaneously continue to crank the claw up until it is in position around the vertical rib underneath the vehicle .

✓ 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 observe the following to help reduce the risk of injuries:

- **Never fit the vehicle jack on the high-voltage battery.**
- **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 vehicle jack.**
- **On a hard, slippery surface (such as tiles), use a rubber mat or similar to prevent the vehicle jack from slipping.**
- **Fit the vehicle jack only at the points described. The vehicle jack claw must grip the vertical rib under the side member securely** ⇒ *Fig. 188* **.**
- **Never place any part of your body (e.g. an arm or leg) underneath the vehicle if the latter is only supported by the vehicle jack.**
- **If you have to work underneath the vehicle, use suitable stands to provide extra support for the vehicle.**
- **Never lift the vehicle when the electric drive is switched on or if the vehicle is tilted to the side or on a gradient.**
- **Never switch on the electric drive when the vehicle is raised on a vehicle jack.**

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.**

Changing a wheel

Fig. 189 Changing the wheel: removing the wheel bolts with the screwdriver handle.

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

Removing the wheel

- Observe the checklist ⇒ *Preparations for changing a wheel* .
- Loosen the wheel bolts ⇒ *Wheel bolts* .
- Jack up the vehicle ⇒ *Lifting the vehicle with the jack* .
- Using the hexagon socket in the screwdriver handle ⇒ *Fig. 189* , completely unscrew the loosened wheel bolts and place them on a clean surface.
- Remove the wheel.

Putting on the spare wheel

- Note the tyre direction of rotation ⇒ *Tyre lettering and tyre type* .
- Put the wheel in place.
- Screw in the anti-theft wheel bolt using the adapter at position ⇒ *Fig. 186②* or ③ and tighten it *slightly* in a clockwise direction.
- 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* .

⚠ 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.**
- **The hexagonal socket in the screwdriver handle should only be used for turning wheel bolts, not use for loosening or tightening them.**

After changing a wheel

First read and observe the introductoryinformation and safety warnings⇒⚠ *Introduction*

- Clean the tools from the vehicle tool kit and place them back in the foam rubber holder in the luggage compartment ⇒ *Vehicle tool kit* .
- Stow the changed wheel securely in the luggage compartment.
- Have the tightening torque of the wheel bolts checked immediately ⇒ *Tightening torque of wheel bolts* .
- The damaged wheel should be replaced as soon as possible.

After changing a wheel, the indicator lamp for the tyre monitoring system may indicate a fault in the system ⇒ *Troubleshooting for Tyre Pressure Loss Indicator* .

Breakdown set

Introduction

This chapter contains information on the followingsubjects:
⇒ *Contents of the breakdown set*
⇒ *Preparations*
⇒ *Sealing and inflating tyres*
⇒ *Check after driving for 10 minutes*

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.

Only use the breakdown set 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 rim is damaged.

- If the outside temperature is below -20°C (-4°F).
- If there are cuts or punctures in the tyre that are larger than 4mm.
- If the vehicle was driven with very low tyre pressure or a flat tyre.
- If the use-by date on the tyre filler bottle has expired.
- If a foreign object has been removed from the tyre.
- In connection with mobility tyres. The word Seal is 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 filled at the roadside. Please observe 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.**
- **Ensure that the ground is flat 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 only be used 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 vehicle jack, even if it is approved for the vehicle.**
- **Always switch off the electric drive via the ignition, activate the electronic parking brake and move the selector lever to the P position to reduce the risk of the vehicle moving accidentally.**

WARNING

Tyres that have been filled with sealant will not handle in the same way as a standard tyre.

- **Never drive faster than 80km/h (50mph).**
- **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

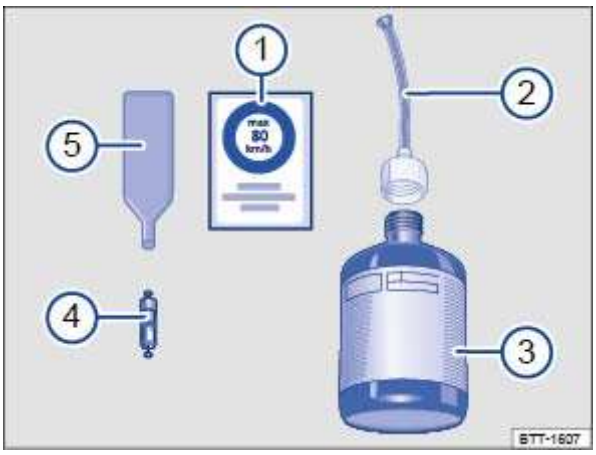


Fig. 190 The breakdown set

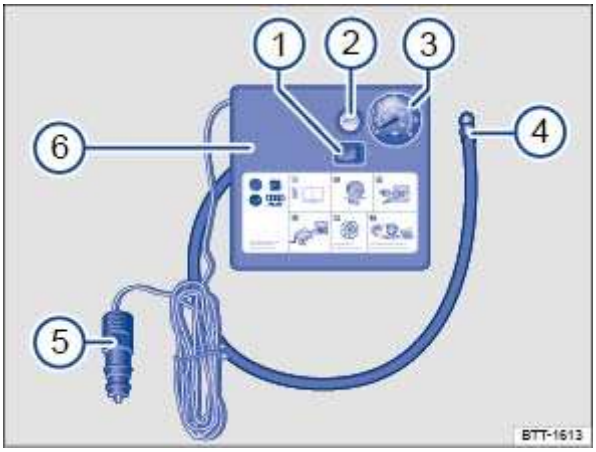


Fig. 191 Illustration: compressor from the breakdown set.

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

The breakdown set is located underneath the floor covering in the luggage compartment.

The breakdown set consists of the following components ⇒ ***Fig. 190*** **:**

1. Sticker with the maximum permitted speed max. 80 km/h or max. 50 mph
2. Filler hose with plug.
3. Tyre filler bottle.
4. Spare valve core.
5. Valve core extractor.

The compressor in the breakdown set consists of the following components ⇒ ***Fig. 191*** **:**

1. ON/OFF switch.
2. Air bleed screw.
3. Tyre pressure display.
4. Tyre filler hose.
5. 12-volt plug.
6. Air compressor.

There is a slot on the lower end of the **valve core extractor** ⇒ *Fig. 190* ⑤ for the valve core. This is required for extracting and fitting the tyre valve. 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 rating of the socket.

Preparations

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

Checklist

The following actions must always be carried out in the given order in preparation for filling a tyre ⇒ :

- ✓ If you get a flat tyre, park your vehicle on a firm and level surface at a safe distance from the flow of traffic.
- ✓ Switch on the electronic parking brake Parking and manoeuvring.
- ✓ Move the selector lever for driving mode to position P Driving mode selection.
- ✓ Switch off the electric drive and remove the vehicle key from the ignition lock Deactivating the electric drive.
- ✓ Ask all vehicle occupants to leave the vehicle and stand at a safe distance away from moving traffic.
- ✓ Switch on the hazard warning lights and position the warning triangle In an emergency. Observe any legal requirements.
- ✓ Check whether the puncture can be repaired with the breakdown set The tyre sealant must not be used:.
- ✓ Remove any items of luggage from the luggage compartment.
- ✓ Take the breakdown set out of the luggage compartment.
- ✓ Take the sticker ② from the breakdown set and stick it on the dash panel within the driver's field of vision.
- ✓ 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

First read and observe the introductoryinformation and safety warnings ⇒ *Introduction*

Sealing a tyre

- Unscrew the cap from the tyre valve.
- Use the valve core extractor ⇒ *Fig. 190⑤* to unscrew the valve core from the tyre valve. Place the core on a clean surface.
- Shake the tyre filler bottle ⇒ *Fig. 190③* vigorously to and fro several times.
- Screw the filler hose ⇒ *Fig. 190②* tightly onto the tyre filler bottle in a clockwise direction. The plastic foil on the plug is pierced automatically.
- Remove the plug from the filler hose ⇒ *Fig. 190②* and place the open end fully on the tyre valve.
- Hold the bottle upside down and inject 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. 190⑤* to screw the valve core back into the tyre valve.

Inflating the tyre

- Screw the tyre filler hose ⇒ *Fig. 191④* of the air compressor tightly onto the tyre valve.
- Check that the bleed screw ⇒ *Fig. 191②* is closed.
- Activate the electric drive.
- Insert the 12-volt plug ⇒ *Fig. 191⑤* into one of the vehicle's 12-volt sockets ⇒ *Electrical sockets* .
- Use the on/off switch ⇒ *Fig. 191①* 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 more evenly distributed in the tyre.
- Screw the tyre filler hose for the air compressor 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.
- Continue driving immediately at a speed of no more 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 the tyre pressure after driving for **10 minutes**⇒ *Check after driving for 10 minutes* .

⚠ WARNING

The tyre filler hose and the air compressor can get 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.**

ⓘ 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.

Check after driving for 10 minutes

First read and observe the introductoryinformation and safety warnings⇒⚠ *Introduction*

Reconnect the tyre filler hose ⇒ *Fig. 191④* and read off the tyre pressure on the tyre pressure display ③.

1.3 bar (19 psi / 130 kPa) and lower:

- **Do not drive on!** 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 ⇒ *Useful information about wheels and tyres* .
- Resume your journey to the nearest qualified workshop. Do not exceed a maximum speed of 80km/h (50mph).
- Have the damaged tyre replaced at a qualified workshop.

WARNING

Driving with an unsealed tyre is dangerous as it can cause accidents and serious injuries.

- **Do not carry on driving if the tyre pressure is 1.3 bar (19 psi / 130 kPa) or lower.**
- **Seek expert assistance.**

Maintenance

Service

Service work and digital service schedule

The **vehicle data sticker** attached to the inside cover of this owner's manual helps ensure that you can have the correct Volkswagen Genuine Parts® installed in your vehicle whenever required. It also determines which type of service applies to your vehicle.

The vehicle data sticker confirms **when the vehicle was first registered or delivered, when the pre-delivery inspection was carried out**, and thus the date from which your vehicle is covered by our warranty.

Saving 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 work 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 new 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 LongLife mobility guarantee is valid until the next inspection is due. Documentation takes place at every due inspection.

The type and scope of service work may differ from vehicle to vehicle. Information on specific work for your vehicle can be requested from a 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 part availability.

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
Inspection	**VI9**	As per service interval display[a)].

Service interval display

Service dates at Volkswagen are shown in the service interval display in the instrument cluster ⇒ *Service interval display* . This service interval display provides information on service events which include an inspection. When an individual service is due, additional work that is due can also be carried out, e.g. changing brake fluid.

a) In some markets, scheduled services are carried out at intervals that differ from the specified service intervals. Further information is available from a qualified dealership.

Information on operating conditions

The service intervals and scopes of service always apply to vehicles used under **normal operating conditions**.

If the vehicle is operated under **severe conditions**, some work will have to be performed before the next service is due or at shorter intervals than those specified.

Severe operating conditions are, for example:

- Use in areas with high levels of dust
- Driving mainly in winter 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 qualified workshop.**

NOTICE

Volkswagen is not responsible for any vehicle damage caused by inadequate service work or the lack of part availability.

Scope of service

The scope of service includes all **maintenance work** that is necessary in order to keep your vehicle roadworthy (**depending on the operating conditions and vehicle equipment**, e.g. engine, gearbox or service fluids). The maintenance work is divided into *inspection work* and *servicing work*. You can find out what work is required in detail for your vehicle:

- From your Volkswagen dealership.
- From your qualified workshop.
- In the electronic repair and workshop information system **erWin** ⇒ *Repairs and technical modifications* .

Inspection work

Electrics

- 12-volt vehicle battery: check and replace if necessary.
- Lighting: check.
- High-voltage components: check.
- Horn: check.
- Headlight setting: check.
- Service interval display: reset.

Engine and gearbox

- Gearbox and final drive: check.
- Cooling system: check.
- Engine and components in engine compartment: check.

Running gear

- Swivel joints and track rods: check.
- Tyres: check.
- Brake system: check.
- Brake pads and brake discs: check.
- Brake fluid level: check.
- Boots: check.
- Coupling rod and stabiliser bearings: check.
- Pneumatic suspension: check.
- Breakdown set: check.

- Tyre pressure on all wheels: check.
- Power steering: check.
- Shock absorbers and coil springs: check.

Body

- Roof systems: check.
- Windscreen: check.
- Body: check for corrosion.
- Wiper blades: check.
- Window washer system: check.
- Door arresters: lubricate.
- Underbody: check.
- Water drains: check.
- Road test: perform.

Servicing work

In addition to the inspection work, further servicing work may need to be performed on your vehicle **depending on the operating conditions and vehicle equipment**, e.g. engine, gearbox or service fluids. This work is dependent on *time* and *mileage* or only *time* or *mileage*.

- Additives: change or top up.
- Brake fluid: change.
- Gearbox: change oil and filter, if necessary.
- Gearbox mountings: change.
- Final drive and differential: change oil.
- Air filter: change.
- Dust and pollen filter: change.
- Air Care allergen filter: change.

It is also possible to have servicing work carried out in between the displayed scheduled service events.

The scope of service is subject to change for technical reasons, e.g. continuous further development of components. Your Volkswagen dealership or qualified workshop always has the latest information about any changes.

Vehicle care

Notes on vehicle care

Regular and proper care helps to keep your vehicle in good condition.

The longer contamination or dirt is left on the surface of vehicle components and upholstery fabrics, the more difficult it can become to clean and treat them. Extended exposure may mean that it is no longer possible to remove contamination or dirt.

Volkswagen recommend using Genuine care products that have been matched to your vehicle.[1)] Consult a qualified workshop if you have any specific questions or if vehicle parts are not listed.

WARNING

Incorrect care and cleaning of vehicle parts can impair the safety features of the vehicle and cause serious injury.

- **Vehicle parts must be cleaned according to the manufacturer's instructions.**
- **Always use approved or recommended cleaning products.**
- **Do not use cleaning agents that contain solvents. Solvents can cause irreparable damage to the airbag modules.**
- **Protect your hands and arms against parts with sharp edges, e.g. when cleaning the insides of the wheel housings.**

WARNING

Dirty, misted or iced over windscreens, door windows or rear windows reduce visibility and increase the risk of accidents and severe injuries. This could impair the safety equipment of the vehicle.

- **Drive only when you have a clear view through all windows.**
- **Do not treat the windscreen with water-repellent window coating agents. In unfavourable conditions, they can cause increased dazzle.**

WARNING

Care products may be toxic and hazardous. Unsuitable care products and incorrect use of care products can cause accidents, serious injuries, burns or poisoning.

- **Store care products only in the closed original container.**
- **Observe the manufacturer's instructions.**
- **Keep children away from all care products.**
- **Use care products only outside or in well-ventilated rooms so that you do not breathe in any toxic vapours.**
- **Never use turpentine, nail varnish remover or other volatile fluids for vehicle care. These substances are toxic and highly flammable.**

NOTICE

Soiling with aggressive and solvent-based ingredients can cause irreparable damage to the vehicle equipment, even if left for only a short time, e.g. on seat padding or trim parts.

- **Do not let contamination or dirt dry.**
- **Have stubborn stains removed by a qualified workshop.**

[1] Suitable accessories are available from your Volkswagen dealership. Follow the usage instructions on the packaging.

Washing the vehicle

Thoroughly wash the underside of the vehicle on a regular basis to remove residue.

Automatic car washes

Always observe all the car wash operator's specifications, in particular if your vehicle features add-on parts ⇒.

- Preferably use car washes without brushes.

- Preclean the vehicle by rinsing with water.
- The steering column must not lock when driving through automatic car washes ⇒ *Information on steering* .
- Always switch off the Auto Hold function ⇒ *Auto Hold function* , the wipers ⇒ *Operating the wiper lever* and the rain/light sensor before entering the car wash.
- Fold in the exterior mirrors.
- If your vehicle has decorative and protective films, do not select a wash program with hot wax.

High-pressure cleaners

Observe the manufacturer's information for the high-pressure cleaner. Never use rotating nozzles ⇒.

- Only use water with a maximum temperature of +60°C (+140°F).
- Do not clean windows that are iced up or covered in snow with a high-pressure cleaner.
- Move the jet of water uniformly so that the nozzle is at least 50 cm away from the side windows and other vehicle components.
- Do not apply the water jet to the same point for too long. Instead, leave stubborn dirt to soak.
- If possible, do not direct the water jet at seals, e.g. side windows, decorative trim, tyres, rubber hoses, insulation materials or any other sensitive components, e.g. door locks.
- Sensors, camera lenses, and decorative and protective films should be sprayed directly only for brief periods of time.

Washing the car by hand

Washing the car by hand is always the more gentle way to clean it. However, there are also some things to note for this ⇒.

- Before washing the vehicle, soak the dirt with plenty of water and then rinse it off thoroughly.
- Clean the vehicle with a soft sponge, a glove or a brush using only light pressure. Start with the roof and work from the top to the bottom.
- Thoroughly rinse out the sponge, wash mitt or brush regularly at short intervals.
- Clean wheels, sills etc. last and using a second sponge.

Use a shampoo for very stubborn dirt only.

Waxing

Waxing protects the paintwork. At the latest when water no longer clearly forms small drops and runs off the paintwork when the vehicle is *clean*, you should re-wax the vehicle with a good wax solution.

Even if a preservative wax is applied regularly in the automatic car wash, Volkswagen recommends protecting the vehicle paintwork at least twice a year using Volkswagen Genuine hard wax (- 000 096 317 -).

Polishing

Polishing is necessary only if the paint has lost its shine, and the gloss cannot be brought back by applying preservative agents.

Matt painted surfaces should not be polished! The surface gets irreparably damaged by the gloss of the paint.

Washing matte painted vehicles

Clean vehicles with matte painted surfaces by hand or in an automatic fabric car wash **without** any wax preservation treatment. If washing by hand, first remove the coarse dirt with sufficient water and then wash the surface with a mild soap solution.[1)]

Minor dirt or contamination such as grease spots or insect residues can be removed with a special cleaner for matte paint.

Information on high-voltage system

Before washing the vehicle, end the charging process and close the charging socket completely.

- Deactivate the electric drive and switch off the ignition.
- The stationary air-conditioning program must not be active.
- Components of the high-voltage system, e.g. orange cables, must not be damaged.

Please also observe the safety information for the high-pressure cleaner ⇒

WARNING

After the car has been washed, the braking effect could set in later than normal and extend the braking distance as the brake discs and brake pads will be wet, or iced up in winter.

- **Dry and de-ice the brakes by performing careful braking manoeuvres. Do not endanger any other road users when doing this.**

WARNING

The incorrect use of a high-pressure cleaner can result in damage. This can cause accidents and serious injuries.

- **Never point the jet from the high-pressure cleaner straight at the orange high-voltage cables or at components belonging to the high-voltage system or the 12-volt vehicle electrical system.**

NOTICE

Incorrectly washing the vehicle can cause serious damage to the vehicle.

- **Always follow the manufacturer's instructions.**
- **Do not wash the vehicle in direct sunlight.**
- **Never aim a water jet directly at locks, doors or the boot lid in cold weather. The locks and seals may freeze up.**

NOTICE

Painted parts and surfaces with a matt finish, unpainted plastic parts, headlight lenses and tail light clusters can be damaged if the vehicle is not washed correctly.

- **Do not use hard or abrasive brushes.**

Wash the vehicle only in specially provided wash bays. This prevents waste water potentially contaminated with oil, grease or fuel from entering the sewerage system.

[1] null

Caring for and cleaning the vehicle exterior

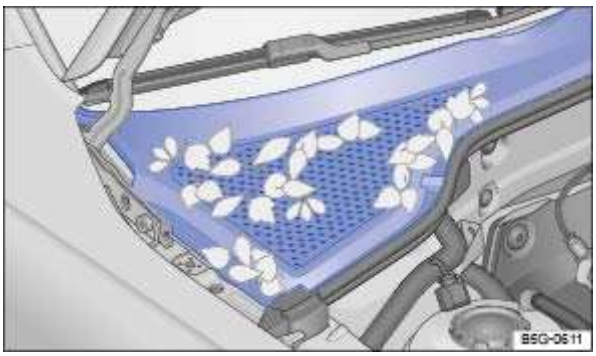


Fig. 192 Between the engine compartment and the windscreen: plenum chamber (illustration).

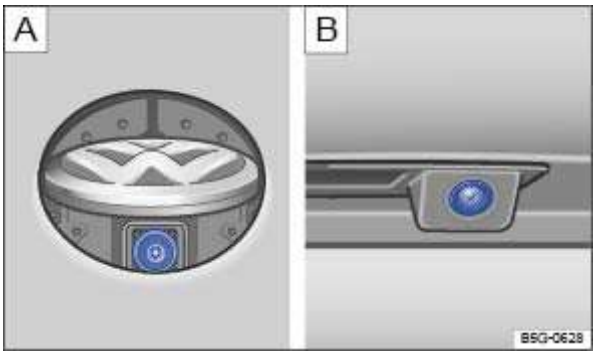


Fig. 193 In the rear of the vehicle: rear view camera in the Volkswagen badge or in the number plate light (illustration).

The following overview contains recommendations for cleaning and care of individual vehicle components ⇒.

Windows, glass surfaces:

Remove wax residue, e.g. from care products, using the Volkswagen Genuine cleaning cloth - 000 096 166 A - or a suitable glass cleaner.

Use a hand brush to remove snow and ice. If you use a plastic scraper, move it in one direction only. Use Volkswagen Genuine de-icing agent (- 000 096 322 -) to remove ice.

Wiper blades: ⇒ *Wiper blades* .

Paint:

Always treat surfaces carefully in order to prevent damage to the paint coat. Use a clean, soft cloth and a mild soap solution[1)] or cleaning clay to remove any light dirt immediately, e.g. deposits, insect residue, or cosmetics.

Repair minor paint damage with a touch-up pen. Refer to the vehicle data sticker for the paint code ⇒ *Notes on technical data* . Consult a qualified workshop in the event of damage to surfaces with matt paint.

- Flash rust deposits: moisten deposits with a soap solution. Then remove any deposits with cleaning clay.
- Corrosion: have removed by a qualified workshop.

Plenum chamber, engine compartment:

Remove leaves and other loose objects with a vacuum cleaner or by hand ⇒ *Fig. 192* ⇒. Cleaning of the engine compartment should always be performed by a qualified workshop ⇒.

Water that has entered the plenum chamber via a manual process (e.g. from a high-pressure cleaner) can cause considerable damage to the vehicle.

Sensors, camera lenses:

Clean the area in front of the sensors or camera with a soft cloth and solvent-free cleaning agent. Observe the installation locations ⇒ *Overview of the vehicle* .

- Switch on the ignition.
- Move the selector lever to position **R**.
- Clean the camera lens.

Clean sensitive surfaces on the rain/light sensor and the camera window on the windscreen in the same way as **windows and glass surfaces** (depending on vehicle equipment).

Remove snow with a brush. Do not use warm or hot water. Use Volkswagen Genuine de-icing agent (- 000 096 322 -) to remove ice.

Decorative films, protective films:

Remove soiling as for **paint**. Always use Volkswagen Genuine plastic cleaner (- 000 096 314 -) for matt decorative films.

Treat the vehicle with liquid hard wax every three months after removing dirt and dust. Use only clean, soft microfibre cloths to apply it. **Do not use hot wax**, even in car washes.

- Stubborn dirt: remove carefully using white spirits, and then rinse using warm water.

Trim parts, trim strips, exhaust pipes made of chrome, aluminium or stainless steel:

Clean only using a clean, soft cloth and a mild soap solution[2)] in a dust-free environment.

Chrome parts can be protected using Volkswagen Genuine hard wax (- 000 096 317 -).

Treat anodised surfaces with Volkswagen Genuine chrome and aluminium care product (- 000 096 319 D -).

Headlights, tail light clusters:

Use a soft sponge soaked with a mild soap solution[2)]. Do not use any cleaning agents that contain alcohol or solvents.

- Stubborn dirt: remove with Volkswagen Genuine chrome and aluminium care product (- 000 096 319 D -).

Wheels:

Remove dirt and gritting salt deposits with plenty of water.

Alloy wheels: treat dirty aluminium wheels with Volkswagen Genuine wheel cleaner (- 000 096 304 -). Volkswagen recommends treating the wheel rims with Volkswagen Genuine hard wax (- 000 096 317 -) every three months.

- Damaged protective paint coating: repair immediately with a touch-up pen. If necessary go to qualified workshop.
- Brake dust: use Volkswagen Genuine wheel rim cleaner (- 000 096 304 -).

Door lock cylinders:

Volkswagen recommends using Volkswagen Genuine de-icing agent (- 000 096 322 -) for de-icing. Do not use door lock de-icers containing substances that dissolve grease.

WARNING

The engine compartment of the vehicle is a hazardous area. All work in the engine compartment carries the risk of injury, scalding, accidents and fire.

- **Before carrying out any work in the engine compartment, always observe the required procedures and safety precautions ⇒ *Safety notes for working in the engine compartment*.**
- **Volkswagen recommends having the work carried out by a qualified workshop.**

NOTICE

Incorrect cleaning and care can cause damage to the vehicle.

- **Always follow the manufacturer's instructions.**
- **Do not use excessively hard, abrasive cleaning tools.**

NOTICE

The drains for the plenum chamber may get clogged by leaves and dirt. Water that does not drain away may make its way into the interior.

- **Have the area under the perforated cover cleaned by a qualified workshop.**

The durability and colourfastness of decorative and protective films can be affected by environmental influences such as direct sunlight, moisture, air pollution, stone impact etc. Decorative films may show signs of use or ageing after about one to three years, protective films after about two to three years. In very hot climates, decorative films may start to fade within a year and protective films within two years.

1) null

2) Mild soap solution: a maximum of two tablespoons neutral soap diluted in one litre of water.

Vehicle interior cleaning and care

The following overview contains recommendations for cleaning and care of individual vehicle components ⇒.

Windows:

Clean with a glass cleaning agent and then wipe dry using a clean chamois cloth or a lint-free cloth.

Textiles, microfibre cloth, artificial leather:

Remove any dirt with Volkswagen Genuine interior cleaning agent (- 000 096 301 -). Never treat materials with leather care agents, solvents, wax polish, shoe cream, stain removers or similar substances.

- Dirt particles adhering to surfaces: remove with a vacuum cleaner on a regular basis so that the material is not permanently damaged by abrasion.
- Grease stains, e.g. oil: use Volkswagen Genuine interior cleaning agent (- 000 096 301 -). Dab off dissolved grease and colour particles with an absorbent cloth and then treat with water if necessary.
- Special soiling, e.g. ballpoint pen, nail varnish: use Volkswagen Genuine interior cleaning agent (- 000 096 301 -) and use a mild soap solution[1] if necessary.

Natural leather:

Remove fresh soiling with a cotton cloth and mild soap solution[1)]. Do not allow fluids to seep into the seams.

Treat any dried spots with Volkswagen Genuine leather cleaner (- 000 096 323 -).

Use a leather cream with sunlight protection and impregnation properties on a regular basis and always after cleaning. If necessary, use a special coloured leather cream. If the vehicle is parked outdoors for long periods, you should cover the leather to protect it from direct sunlight.

Never treat leather with solvents, wax polish, shoe cream, stain removers or similar.

- Grease-based soiling, e.g. oil: remove fresh stains with an absorbent cloth.
- Special soiling, e.g. ballpoint pen, nail varnish and dried stains: treat with Volkswagen Genuine leather cleaner (- 000 096 323 -).

Plastic parts:

Use a soft, moist cloth.

If stubborn soiling cannot be removed with mild soap solution[1)], use a solvent-free plastic cleaning agent if necessary, e.g. Volkswagen Genuine plastic cleaner (- 000 096 314 -).

Trim parts, trim strips made of chrome, aluminium or stainless steel:

Clean using a clean, soft cloth and a mild soap solution[1)] in a dust-free environment.

Treat anodised surfaces with Volkswagen Genuine chrome and aluminium care product (- 000 096 319 D -).

Controls:

Remove coarse dirt and other dirt that is difficult to reach using a soft brush. Then use a clean, soft cloth and a mild soap solution[1)]. Do not allow liquids to enter the controls.

Displays and screens:

Use a Volkswagen Genuine cleaning cloth (- 000 096 166 A -) with a little water, a suitable glass cleaner or LCD cleaner. Do not clean the instrument cluster display or Infotainment system screen with a dry cloth. Switch off the Infotainment system temporarily before cleaning.

Rubber seals:

Clean with a soft, lint-free cloth and plenty of water. Treat with Volkswagen Genuine rubber care agent (- 000 096 310 -) on a regular basis.

Seat belts:

Carefully pull the seat belt right out and leave it out ⇒. Remove coarse dirt with a soft brush. Clean the seat belt with a *mild* soap solution. Leave the belt fabric to dry completely and then allow it to roll up.

Wooden trims:

Clean with a soft cloth and some mild soap solution[1)].

Cleaning upholstery fabrics

If clothing that is not sufficiently colour-fast, e.g. denim, leaves stains on the seat cushion, this is not a defect in the cover fabric. The seat padding may contain components for the airbag system and electrical connections. Seat padding that is damaged, incorrectly cleaned or treated, or that becomes wet, may cause damage to the vehicle electrical system or trigger a fault in the airbag system ⇒.

Depending on the equipment, seat cushions with seat heating feature electrical components and connectors that may be damaged in the event of incorrect cleaning or treatment ⇒. This can also result in damage to other parts of the vehicle electrics.

- Do not use high-pressure cleaners, steam cleaners or coolant spray.
- Do not switch on the seat heating to dry the seats.
- Do not use washing paste or fine detergent solutions.
- Avoid getting the seat wet.
- In the event of uncertainty, contact a Volkswagen dealership.

WARNING

Failure to clean the parts properly can cause damage to the seat belts, the fastenings and the belt retractor.

- **Never try to modify or remove the seat belts for cleaning.**
- **Never clean the seat belts and their components with chemical agents.**
- **Do not use any caustic liquids, solvents or sharp objects.**
- **Protect the belt buckles against the ingress of liquids and foreign bodies.**
- **Let the cleaned seat belt to dry completely before allowing it to retract.**

NOTICE

Incorrect cleaning and care can cause damage to the vehicle.

- **Do not use a steam cleaner, brushes or hard sponges etc. under any circumstances.**
- **Have stubborn stains removed by a qualified workshop.**

[1)] Mild soap solution: a maximum of two tablespoons neutral soap diluted in one litre of water.

Accessories, modifications, repairs and renewal of parts

Accessories and replacement parts

Volkswagen recommends obtaining advice from a Volkswagen dealership before purchase of accessories, replacement parts or service fluids, e.g. if the vehicle is to be retrofitted with accessories or parts have to be replaced. 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 (the European Union's approval symbol). These devices include cruise control systems or an electronically controlled suspension.

Any **additional electrical components** fitted that do not serve to control the vehicle itself must bear the CE mark (manufacturer conformity declaration in the European Union). Such devices include refrigerator boxes, laptops 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 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 purchased 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 online portal **erWin** (electronic repair and workshop information):

https://erwin.volkswagen.de

erWin is available in numerous languages.

Vehicles with special auxiliary equipment or body parts

The manufacturer of these components must ensure that these parts (fittings) adhere to the stipulated environmental laws and regulations, particularly the EU directive 2000/53/EC concerning end-of-life vehicles and EU directive 2003/11/EC concerning the restriction on the marketing and use of certain dangerous substances and preparations.

The vehicle owner should keep all assembly documentation for these auxiliary fittings, and pass it on to any scrapping company later engaged. This is to facilitate environmentally responsible disposal for all vehicles, including refitted vehicles.

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 set up 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, e.g. when parking, or also even by minor damage, e.g. stone impacts on the windscreen.

Failure to observe this may impair important functions (driver assist systems) and damage the vehicle.

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.

Repairs and structural modifications should be carried out by a qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.

- Repainting and paint touch-ups in the area around the sensors may impair the function of the system in question.
- As the Volkswagen badge influences the view of the radar sensor in the front area, drive the vehicle only with the original Volkswagen badge.

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 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 radiation inside the vehicle can occur in particular when reception is poor, e.g. in rural areas. This can pose a health risk ⇒.

Depending on the equipment, a suitable mobile phone interface may be used to connect the mobile telephone to the external aerial ⇒Booklet*Infotainment system*,. The connection quality is improved and the range is increased.

Using a telephone

Many countries require a hands-free system to be used when using a telephone inside the vehicle, e.g. via a Bluetooth ® connection. Before use, secure the mobile telephone to a suitable bracket ⇒ or stow it in a storage compartment so that it cannot slip around, e.g. in the centre console.

Use a compatible mobile phone if the mobile phone interface uses **SIM Access Profile (rSAP)** technology. If the **LTE** mobile standard is supported, use a SIM card with LTE data option.

Two-way radios

Observe legal regulations and the manufacturer's instructions for operation of two-way radios. Approval is required for retrofitting two-way radio systems.

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 between a device's aerial and an active medical implant, e.g. a pacemaker.**
- **Do not carry an operational device close to or directly above an active medical implant, e.g. in a breast pocket.**
- **Switch off the device immediately if you suspect it may be interfering with an active medical implant or any other medical device.**

Customer information

Warranty, warranty for the high-voltage battery, LongLife mobility guarantee

Volkswagen dealership warranty

Volkswagen dealerships guarantee that all vehicles purchased from them are free of faults.

Volkswagen dealerships provide a warranty that 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 defects or corrosion perforation for a specified period:

- A 3-year warranty for paint defects and
- A 12-year warranty for corrosion perforation. 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.
- Defects 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[1)] from Volkswagen AG

1. In addition to the warranties described above, each Volkswagen dealership provides a guarantee on the high-voltage batteries for the vehicles they sell covering all material or manufacturing defects for eight years or 160,000 km, whichever comes first.

2. Reduction of battery capacity over time is determined by its components and does not represent any 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.

[1)] BEV = Battery Electric Vehicle; PHEV = Plug-in Hybrid Electric Vehicle

LongLife mobility guarantee

In many European markets, your new vehicle includes the comprehensive LongLife mobility guarantee which will be renewed after every inspection.

Please note that the terms and conditions of the Volkswagen LongLife mobility guarantee may differ depending on the country in which the vehicle was sold. Please ask your Volkswagen dealership for further information.

The selling Volkswagen dealership will issue a comprehensive LongLife mobility guarantee for every new vehicle which applies from the time of delivery until the first due inspection. If you purchase your new vehicle directly from Volkswagen AG, Volkswagen AG will issue the LongLife mobility guarantee from the time of delivery until the first due inspection.

Your Volkswagen service partner will extend the LongLife mobility guarantee until the following inspection if the due inspection is carried out at that workshop. The service costs include the entire guarantee package.

The comprehensive LongLife mobility guarantee includes the following services:

If your vehicle can no longer be driven due to a technical defect[1)], corresponding assistance will be provided in the case of breakdown or accident. The LongLife mobility guarantee provides with you protection and mobility.

The inspection is not only about car maintenance - it also ensures that your car remains roadworthy and in perfect working order. For this reason, servicing should be carried out regularly in accordance with the manufacturer's service schedule.

Your entitlement to the LongLife mobility guarantee is documented in the digital service schedule each time your car is serviced. A full service history shows that your car has been professionally maintained and cared for.

[1)] A vehicle which can no longer be driven is a vehicle which cannot reach a workshop under its own power.

Data storage and services

Applies in EU countries where the General Data Protection Regulation of the European Union is valid:

Data processing in the vehicle

Your vehicle is fitted with electronic control units. Control units process data that they receive, e.g. from vehicle sensors, generate themselves or exchange between each other. Some control units are required for safe functioning of your vehicle, others provide assistance while you drive (driver assist systems) and others make convenience or Infotainment functions possible.

Personal data

Each vehicle is identified by a unique chassis number. This vehicle identification number can be traced back to the current and former holders of a vehicle, e.g. in Germany, through information at the Federal Motor Transport Authority. There are also other ways to trace the holder or driver using data acquired from the vehicle, e.g. via the registration number.

The data generated or processed by control units may therefore contain personal data or be supplemented with personal data under certain circumstances. Depending on which vehicle data are present, conclusions may be possible about, e.g. your driving style, your location, your driving route and the usage behaviour.

Your rights with regard to data protection

According to current data protection laws, you have certain rights vis-à-vis Volkswagen when your personal data are processed.

According to these laws, you have a free and extensive entitlement to information vis-à-vis Volkswagen and third parties, e.g. assigned breakdown services or workshops and providers of online services in the vehicle, if they have stored your personal data. If you wish, you may request information on which data about yourself have been stored for which purpose and from where the data originates. Your entitlement to information also covers the transfer of data to other authorities.

You will find further information on your legal rights, e.g. your right to deletion or correction of data, in the respective applicable data protection information on the Volkswagen Internet page including the contact data and information about the data protection officer.

You can have data that are only stored locally in the vehicle read out with specialist help, e.g. in a workshop, possibly for a fee.

Legal requirements for disclosure of data

If there are legal regulations, Volkswagen is generally obliged to disclose stored data in individual cases upon request from public authorities in the necessary scope, e.g. to investigate a crime.

Public authorities also have the power within the framework of applicable laws to read data from vehicles themselves in individual cases. They can read information, for instance, from the airbag control unit in the case of an accident, to help investigate the accident.

Running data in the vehicle

Control units process data to operate the vehicle.

- Vehicle status information, e.g. speed, deceleration, lateral acceleration, wheel revolutions and indication of fitted seat belts.
- Ambient conditions, e.g. temperature, rain/light sensor and sensors for Adaptive Cruise Control.

As a rule, these data are momentary and are not stored beyond the operating time and are only processed in the vehicle itself. Control units often contain data memories, among other things for customisation of settings via the vehicle key. They are used to allow information regarding the vehicle status, component load levels, servicing requirements, technical events and faults to be recorded on a temporary or permanent basis.

The following are stored according to the technical equipment:

- Operating states of system components, e.g. fill levels, tyre pressure and 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 were actually only momentary.

If you make use of services, e.g. repair services or servicing work, the stored operating data can, if necessary, be read out together with the vehicle identification number and used. The data can be read from the vehicle by staff in 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 out exclusively via the legally prescribed OBD connection (on-board diagnosis) in the vehicle ⇒  . The read operating data provide a record of technical states of the vehicle or individual components, help diagnose faults, meet warranty obligations and improve quality. These data, in particular, information on component load levels, technical events, incorrect operation and other faults, are transferred to Volkswagen for this purpose if necessary together with the vehicle identification number. Furthermore, the manufacturer is subject to product liability. Volkswagen also uses operating data from vehicles for that purpose, for example, for recall campaigns. These data can also be used to check warranty and guarantee claims made by customers.

Event memories in the vehicle can be reset by a service workshop as part of repair or service work or if you request this.

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 pertaining 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 lane change flash, 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 for seat and steering wheel positions
- Running gear and air conditioning system settings
- Personalised settings such as mirror adjustment or background lighting.

Depending on the equipment selected, 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.
- Entered navigation destinations.
- 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, provided the corresponding functions are available. For example, images and sounds from the mobile device can be output through 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 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 in these services.

Please refer to the provider in question for information about the type, scope and purpose of the collection and use of personal data related to third-party services.

WARNING

Incorrect use of the diagnostic interface can cause faults, which can result in accidents and serious injuries.

- **Never read out the event memory using the diagnostic interface yourself.**
- **The event memory should be read out via the diagnostic interface only by a qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.**

Event data recorder

The vehicle is **not** fitted with an event data recorder.

Information stickers and plates

Stickers and plates showing important information for vehicle operation are factory-fitted in the engine compartment and on certain vehicle parts.

- Never remove stickers or signs. They must remain legible at all times.
- If vehicle parts bearing stickers or plates are removed from the vehicle, replacement stickers or plates with the same information must be applied properly to the 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 chassis 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 near the bonnet lock and on high-voltage components, including the high-voltage battery ⇒ *Safety instructions for the high-voltage system and the high-voltage battery* .

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 engine compartment provides information about the type and quantity of the refrigerant used in the vehicle's air conditioning system. The sticker is located in the front part of the engine compartment close to the refrigerant filler neck.

Symbol and description:

Warning: the air conditioning system must be serviced only by qualified personnel.

Type of refrigerant.

Type of lubricating oil.

See workshop information (available only for Volkswagen dealerships).

The air conditioning system must be serviced only by qualified personnel.

Flammable refrigerant.

Ensure correct disposal of all components and never install components removed from end-of-life vehicles or recycled components in the vehicle.

Lubricating oil in the air conditioning system

The air conditioning system contains up to 210 ml of lubricating oil. The exact specifications and quantity of lubricating oil in the air conditioning system can be found on the **erWin** Internet portal (electronic repair and workshop information system) ⇒ *Repairs and technical modifications*.

WARNING

The air conditioning system must be serviced only by qualified personnel in order to ensure safe handling of the system.

NOTICE

- **Never repair the evaporator of the air conditioning system with components from end-of-life vehicles or from recycling sources.**
- **Never replace the evaporator of the air conditioning system with a used evaporator from end-of-life vehicles or from recycling sources.**

Radio reception and aerials

The aerials for radio reception can be installed at various locations in the vehicle:

- On the inside of the rear window, together with the rear window heating.
- On the inside of the rear side windows.
- On the inside of the windscreen.
- On the roof of the vehicle.

Aerials on the interior of the windows can be identified by thin wires.

NOTICE

Aerials located on the inside of the windows could be damaged by corrosive or acidic substances or if hard objects rub against the window.

- **Do not affix any stickers over metal wires, e.g. in the area of the rear window.**
- **Never clean the aerials with corrosive or acidic agents.**

NOTICE

A retrofitted Infotainment system must be compatible with the aerial amplifier fitted as standard in the vehicle. The aerial amplifier could otherwise be damaged.

Component protection

Some electronic components and control units are fitted with component protection as standard, e.g. the Infotainment system.

Component protection allows the legitimate installation and exchange of components and control units by a qualified workshop.

The component protection prevents the factory-supplied components from being operated without restrictions outside the vehicle in the following situations:

- Installation in other vehicles, e.g. after theft.
- Operation of components outside the vehicle.

When component protection is activated, the message **SAFE CP** is shown on the instrument cluster display. Go to a qualified workshop.

Go to a qualified workshop if the message **Component theft protection: infotainment system availability currently limited. Please switch on the ignition.** is displayed in the Infotainment system and component protection cannot be deactivated.

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

Declaration of conformity

The individual manufacturer declares 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.
- Remote control for the auxiliary heater.
- Vehicle key.
- Keyless locking and starting system Keyless Access.
- Adaptive Cruise Control (ACC).
- Area monitoring system (Front Assist) including City Emergency Braking System.
- Blind Spot Monitor.

Electrical equipment

- 12-volt socket.

Recycling and scrapping end-of-life vehicles

Recycling end-of-life vehicles

Volkswagen has already made provision for you to recycle your vehicle in an environmentally responsible manner. The recycling system operating in many European countries will take back your vehicle at the end of its useful life. Once the vehicle has been recycled, a certificate of destruction will be issued to show that the vehicle has been disposed of correctly.

End-of-life vehicles are recycled free of charge, provided that national legislation is complied with.

Further information on the recycling of end-of-life vehicles can be found at a Volkswagen dealership.

Scrapping

The relevant safety requirements must be observed when the vehicle or its individual components, e.g. from the airbag system and belt tensioners, are scrapped. 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 various types of 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**⇒.

Safe transport of children

As with vehicles with passenger car approval (M1), approved child restraint systems can be used on the seats ⇒ *Safe transport of children* .

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 permitted gross weight or axle load for the rear axle, a speed of 80 km/h must not be exceeded when towing a trailer. This also applies to countries where higher speeds are permitted. Always obey country-specific speed limits, which may be lower for vehicles towing trailers than for vehicles without trailers.

The vehicle documents contain details of permitted excess loads. If no excess loads are shown, the vehicle can be driven at 100 km/h, taking account of the laws which apply in different countries.

Technical data

Please refer to the vehicle documentation for technical data.

WARNING

Risk of injury and electric shock from exposed cables.

- **Install the luggage compartment trim upon delivery at the latest so that the cables in the rear of the vehicle are covered up when using the vehicle.**

WARNING

Risk of severe injuries due to transporting passengers incorrectly.

- **Never drive with a person or child sitting in the middle of the rear bench seat.**
- **An accident could result in severe or fatal injuries due to the lack of safety systems, such as seat belts and head restraints.**

WARNING

Risk of severe and fatal injuries.

- **Do not transport persons in the luggage compartment.**
- **Observe the safety notes and information regarding the luggage compartment and transporting items** ⇒ ***Stowing luggage and loads*** **.**

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 CE

Manufacturers' addresses

All relevant components must bear the manufacturer's address in accordance with 2014/53/EU.

For components that cannot be provided with a sticker due to their size or nature, the respective manufacturers' addresses as required by law are listed here:

Tyre pressure sensors:

Huf Hülsbeck & Fürst GmbH & Co. KG
Steeger Straße 17
42551 Velbert
GERMANY

Vehicle key:

Hella KGaA Hueck & Co.

Rixbecker Straße 75
59552 Lippstadt
GERMANY

Marquardt GmbH
Schloss-Straße 16
78604 Rietheim-Weilheim
GERMANY

Continental Automotive GmbH
Siemensstraße 12
93055 Regensburg
GERMANY

Remote control (auxiliary heater):

Digades GmbH
Äußere Weberstraße 20
02763 Zittau
GERMANY

Eberspächer Climate Control Systems GmbH & Co. KG
Eberspächerstraße 24
73730 Esslingen
GERMANY

Auxiliary heater:

Webasto Thermo & Comfort SE
Friedrichshafener Straße 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 contained in the vehicle wallet.

Bluetooth

ALPS UGZZF-102B		ALPS UGZZF-202B
HT-5	MIB2 Entry	MIB2 Main-Unit
MIB Global Entry/Standard		

Tyre pressure sensors

TSSRE4Dg	TSSSG4G5

Central control unit

BC-Module	BCMevo	BCM2
BCM2R	BR11	RXI-35-433-DC
5WK50254	BCM PQ26 ROW (502N1xFOx)	

Auxiliary heater (transmitter/receiver unit)

50000864 D208L VW

9019510C / Receiver of aux heater 869 MHz

WLAN hotspot

WLAN hotspot

HT-5	MIB2 Main-Unit

MIB
Global Entry/Standard

Car-Net e-Remote

HT-6	HT-6d	HT-6e

Connection to the external aerial

LTE-MBC-EU	UMTS/GSM-MMC

Instrument cluster, electronic immobiliser

BNF_HL	BNF_LL
eNSF	NSF_HL
NSF_LL1	NSF_LL3
Instrument cluster 1	Instrument cluster 2
Instrument cluster 3	EZS-VW-Touareg

2017-02-EU-LF_IC_IM

Immobiliser integrated in dashboard module instrument cluster

Keyless Access

MQB-A	MQB-B B
MQB-B H	PQ35 Kessy
VWTOUA PKETOUA	VWTOUA RKETOUA

Remote control (auxiliary heater)

STH VW - 50000884	Telestart
Transmitter STH VW - 50000886	EasyStart R

EasyStart R (22 1000 32 95 00, 22 1000 34 72 00)

9019747B / Remote control of aux heater 868 MHz

Radar sensors for assist systems

ARS4-B	BSD 3.0	LCA 2.0A
LRR3	LRR3 Master & Slave	
LRR4	LRR4R	MRRe14FCR
MRRevo14F	MRR1Plus	MRR1Rear
RS4	R3TR	

Vehicle key

FS09	FS12A	FS12P
FS14	FS1744	FS94

VWTOUA RKETOUA

Mobile phone interface

HT-5

Car-Net Security & Service

TUVM02IU-E

Garage door opener

ADHL5D EHL2 EHL2 (Euro HomeLink 2)

Infotainment

A109	A475 / A754	A580 / A270
L40VW2	L53VW2	L56VW2
L62VW2	L69VW2	L77VW2
L73VW2	MIB2 Entry	MIB2STD
MMI3G	MMI3G RU	RRVW402B
RRVW401*	RRVW402*	

A486 / A449 / A493 / 183

A473 / A476 / A750

MIB2 Main-Unit

MIB Global Entry/Standard

MIB 2 Standard PQ

MIB 2 Standard ZR

MIB Standard 2 –PQ +/NAV with BT and WLAN

MIB Standard 2 – ZR +/Nav with BT and WLAN

MIB Standard 2 – ZR +/Nav with BT

MIB Standard 2 – PQ +/NAV with BT

Aerial

1K8 035 552	1K8.035.552.C	1K8 035 552 F	1S0.035.577.A	2GA.035.577.B
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	3789.01	
4G5 035 225 B	4G8 035 225 B	4G9 035 225 B	4N0 035 503 J	
5L0.035.501.A	5Q0.035.507.A	5Q0.035.507.B	5Q0.035.507.C	5Q0.035.507.P
5Q0.035.507.Q	5Q0.035.507.S	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	6R0.035.501
6R0.035.501.A	6R0.035.501.C	6R0.035.501.D	6R0.035.501.F	6R0.035.501.L
7C0.035.501	7C0.035.501.C	7C0.035.501.D	7H0.035.507.E	7E0.035.503
7E0.035.503.A	7E0.035.503.B	7E0.035.503.C	7E0.035.503.D	7E0.035.503.E
7E0.035.510	7E0.035.510.A	7N0.035.507.A	7N0.035.507.B	760.035.577.T
920 336 003	920 336 005	920 336 006	920 336 007	920 336 008
920 336 010	920 336 011	920 336 012	920 336 013	920 336 014
920 417 007	920 417 010	920 481 002	920 481 003	920 481 004
920 481 012	920 481 013	920 481 014		

Aerial amplifier

2GA.035.577	2GA.035.577.A	2GA.035.577.B	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	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	5NA.035.577	5NA.035.577.A	5NA.035.577.B	5NA.035.577.E
5NA.035.577.F	5TA.035.577	5TA.035.577.A	5TA.035.577.B	510.035.577
510,035,577.A	510.035.577.B	575.035.225	575.035.225.A	575.035.225.B
6C0.035.577	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	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
7N0.035.552.K	7N0.035.552.J	7N0.035.552.Q	7P6.035.552	7P6.035.552.A
7P6.035.552.M	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	920 304 022	920 301 022
920 301 030	920 301 031	920 355 001	920 437 003	920 437 023
920 437 035	920 437 303	920 437 323	920 437 335	920 460 003
920 460 009	920 460 018	920 460 025	920 460 028	920 460 042
920 460 047	920 460 069	920 460 303	920 460 318	920 460 325
920 460 328	920 460 342	920 460 347	920 460 369	920 461 001
920 461 002	920 461 003	920 461 004	920 461 005	920 554 001
920 554 002	920 554 003	920 554 004		

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[1)]. Deviations are indicated by footnotes.

Radar sensors for assist systems

Frequency band, maximum transmit power

front:	76–77 GHz[b)]	28.2 dBm
	76–77 GHz[c)]	35.0 dBm

Frequency band, maximum transmit power

	76–77 GHz[d)]	27.7 dBm
side:	77–81 GHz[e)]	23.38 dBm
rear:	24.05–24.25 GHz[f)]	20 dBm

Keyless Access

125 kHz[g)]	22.7 dBµA/m
434.42 MHz[e)]	32 µW
868.000–868.600 MHz[d)]	25 mW

Tyre pressure sensors

433.92 MHz	10 mW

Central control unit[d)]

21.13 – 22.75 kHz	34.2 dBuA/m @ 10 m

Instrument cluster

125 kHz	40 dBµA/m

Electronic immobiliser

125 kHz +/- 10 kHz	3.728 W

Remote control (auxiliary heater)

868.7–869.2 MHz[e)] (869.0 MHz)[e)]	0.24 mW, / -6.3 dBm e.r.p.
868.0–868.6 MHz[h)] (868.3 MHz)[h)]	3.1 mW, / 4.8 dBm e.r.p.

Auxiliary heater (transmitter/receiver unit)

868.0–868.6 MHz[i)] (868.3 MHz)[i)]	23.5 mW/13.7 dBm e.r.p.
868.7–869.2 MHz[e)] (869.0 MHz)[e)]	23.5 mW/13.7 dBm e.r.p.
868.0–868.6 MHz[d)] (868.525 MHz)[d)]	10 mW ERP

Vehicle key

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[j)]

2,402 – 2,480 MHz	0.05011 W
2,400–2,483.5 MHz 2,408–2,480 MHz	10 dBm

WLAN hotspot

2,412 – 2,462 MHz	0.1 W
2,412 – 2,472 MHz	0.05011 W
2,412 – 2,480 MHz	20 dBm/0.1W
2,400–2,483.5 MHz	10 dBm
2,402 – 2,442 MHz	20 dBm/0.1W
2,408–2,480 MHz	4.1 dBm

Garage door opener[d)]

868.00 – 868.60 MHz 868.70–869.20 MHz	25 mW e.r.p.
433.05–434.79 MHz 40.660–40.700 MHz 26.957–27.293 MHz	10 mW e.r.p.

Mobile phone interface[k)]

GSM 850: 824 – 849 MHz GSM 900: 880–915 MHz	33 dBm
GSM 1800: 1,710 – 1,785 MHz GSM 1900: 1,850–1,910 MHz	30 dBm
WCDMA FDDI: 1,920 – 1,980 MHz WCDMA FDDV: 824–849 MHz	24 dBm

Car-Net Security & Service[l)]

GSM 900 (880.2 – 959.8 MHz)	33 dBm
GSM 1800 (1,710.2 – 1,879.8 MHz)	30 dBm
UMTS B1 (1,920 – 2,170 MHz) UMTS B8 (880–960 MHz) GPS (1,575.42 MHz)	24 dBm

Car-Net e-Remote[m)]

GSM 850 (824 – 849 MHz) GSM 900 (880–915 MHz)	33 dBm
GSM 1800 (1,710 – 1,785 MHz)	30 dBm

GSM 1900 (1,850–1,910 MHz)	
EGPRS 850 (824 – 849 MHz) EGPRS 900 (880–915 MHz)	27 dBm
EGPRS 1800 (1,710 – 1,785 MHz) EGPRS 1900 (1,850–1,910 MHz)	26 dBm
UMTS I (1,920 – 1,980 MHz) 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)	24 dBm

Car-Net e-Remote[n)]

GSM 900: 880 – 915 MHz	33 dBm
GSM 1800: 1,710 – 1,785 MHz	30 dBm
WCDMA FDDI: 1,920–1,980 MHz/GPS (1.57542 GHz)	24 dBm

Key to models

Key to vehicle model groups, where not listed separately in the table:

MQB 37 = e-Golf, Golf, Golf GTE, Golf GTD, Golf GTI, Golf Sportsvan/SV, Golf Estate, 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.

[1)] In certain European countries, the activation of or permission to use radio technology may be restricted, not possible, or possible only when additional requirements have been fulfilled.

[b)] Applies to all Golf and Passat models, Sharan, Touran, Jetta, Arteon.

[c)] Applies to Polo, T-Roc, Tiguan.

[d)] Applies to Touareg.

[e)] Applies to MQB 37, MQB 48 ⇒ *Key to models*.

[f)] Applies to all Golf and Passat models, Sharan, Touran, Jetta, Arteon, Touareg, Polo, Beetle, T-Roc.

[g)] Applies to PQ 35, MQB 37, MQB 48 ⇒ *Key to models*.

[h)] Applies to Sharan, Touareg.

[i)] Applies to Sharan.

[j)] Applies to Volkswagen models with mobile phone interface.

[k)] Applies to vehicles with Premium mobile phone interface.

[l)] Applies to Arteon, e-Golf, Golf, Golf GTE, Golf Estate, Passat, Passat GTE, Passat Estate, Passat Estate GTE, Tiguan, Touran, T-Roc.

[m] Applies to all electric and hybrid vehicles with e-Remote, except e-up! and e-load up!

[n] Applies to e-up!, e-load up!

Technical data

Notes on technical data

Unless otherwise indicated or listed separately, the technical data for the basic model apply. The figures may be different if additional equipment is fitted, for different equipment packages, for special vehicles and for other countries. All data in the official vehicle documents take precedence over these data.

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
- Roof load including the mounts or roof bars and the load carrier system

Performance figures

The values apply only for optimum road and weather conditions.

The performance figures were measured without equipment which may have a detrimental effect on performance, such as a roof carrier or mudflaps.

WARNING

Exceeding the maximum permissible weights, loads, dimensions, maximum speeds and axle loads can damage the vehicle and cause accidents and serious injuries.

- **Do not exceed the permitted weights, loads, dimensions and maximum speeds.**
- **The actual axle loads must never exceed the maximum permissible axle loads.**
- **The payload and the distribution of the load in the vehicle have an effect on the driving response and braking distance of the vehicle. Adjust your speed accordingly.**

NOTICE

The payload should be distributed as evenly as possible in the vehicle. When transporting heavy objects in the luggage compartment, they should be placed either in front of or over the rear axle in order to minimise the effect on the vehicle's handling.

NOTICE

Observe the instructions and information for vehicles with an N1 approval ⇒ ***Information about vehicles with N1 approval (light commercial vehicle)*** **.**

Vehicle identification data

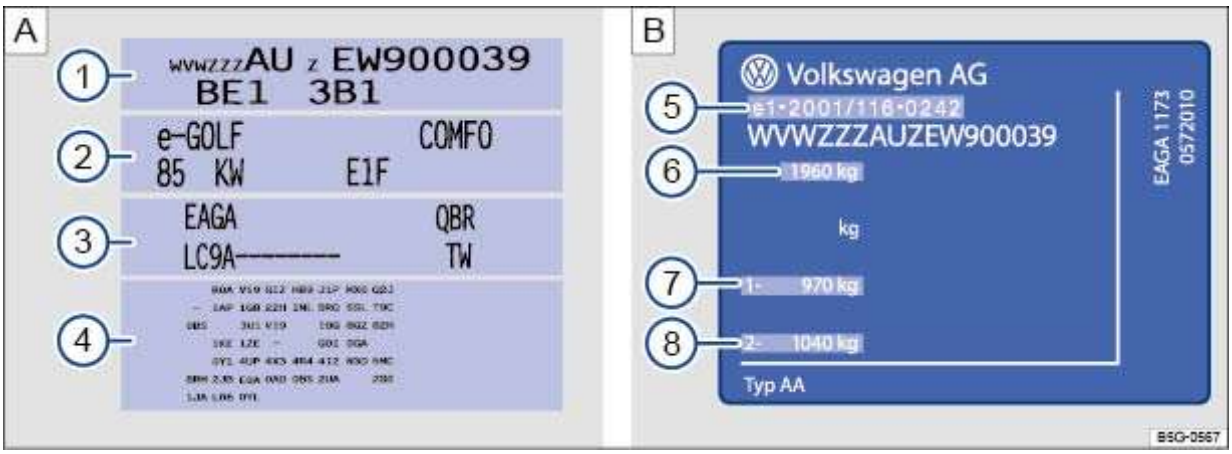


Fig. 194 Vehicle data sticker: example shows a vehicle with engine code EAGA ③. type plate.

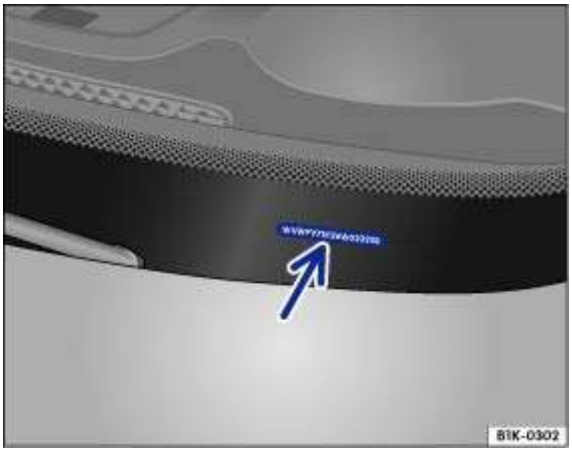


Fig. 195 In the windscreen: vehicle identification number.

Vehicle identification number

The vehicle identification number can be read from outside the vehicle through a viewer in the windscreen ⇒ *Fig. 195* . The viewer is located in the lower corner of the windscreen.

The vehicle identification number can be displayed in the Infotainment system using the CAR button and the and Service function buttons ⇒ *Infotainment system operation and displays* .

Vehicle data sticker

The vehicle data sticker ⇒ *Fig. 194* A is attached to the inner cover of the owner's manual and to the luggage compartment wall under the rear trim. It contains the following data:

1. Vehicle identification number (chassis number)
2. Vehicle type, motor power, gearbox type

(3) Engine and gearbox code, paint number, interior equipment. In the example, the motor code is EAGA ⇒ *Fig. 194*.

(4) Optional extras, PR numbers

Type plate

You will see the type plate in the lower part of the door pillar when you open the driver or front passenger door depending on the country and model ⇒ *Fig. 194* **B**. Vehicles for certain export countries do not have a type plate.

The type plate contains the following data:

(5) Permit

(6) Gross vehicle weight rating

(7) Gross axle weight rating, front

(8) Gross axle weight rating, rear

In some models, the engine code (EC) can be displayed on the instrument cluster ⇒ *Instrument cluster*.

Dimensions

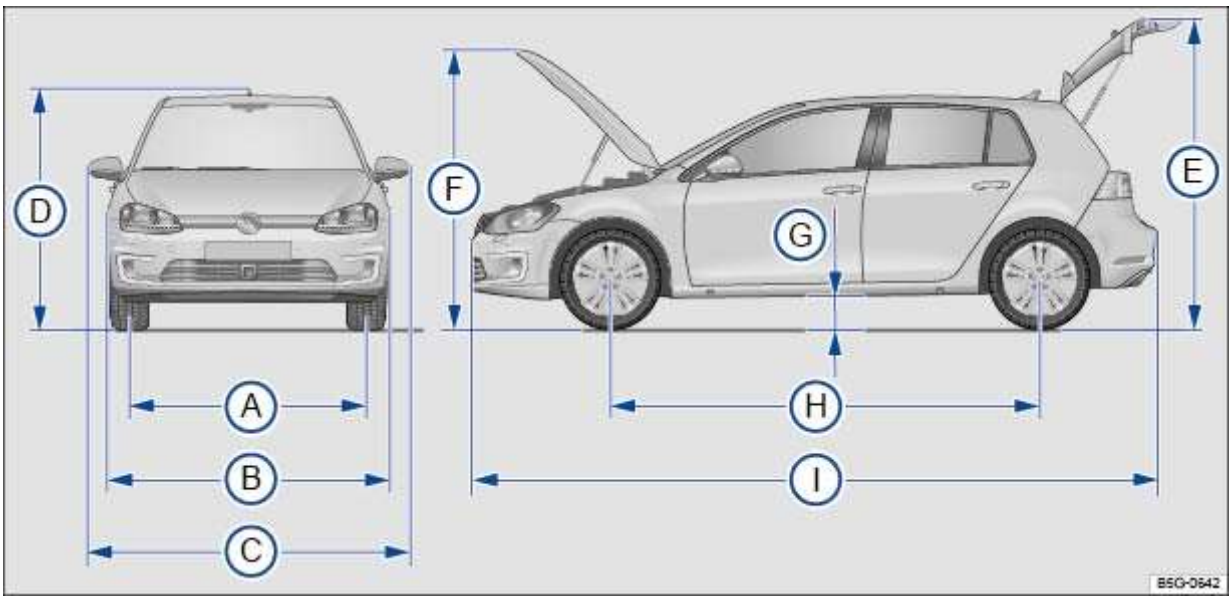


Fig. 196 Dimensions.

The data in the table apply to the German standard model in the basic configuration.

The specified values can vary due to different tyre and wheel sizes, additional equipment, different model versions and retrofitted accessories, and also for special vehicles and vehicles that have been manufactured for other countries.

Key to ⇒ *Fig. 196*:		
Ⓐ	Front track	1,533 – 1,549 mm
	Rear track	1,503 – 1,521 mm
Ⓑ	Width	1,799 mm
Ⓒ	Width (from exterior mirror to exterior mirror)	2,027 mm

Key to ⇒ *Fig. 196* :		
Ⓓ	Height to the upper edge of the roof at kerb weight[a)]	1,450 mm
	Height at kerb weight[a)] with navigation aerial	1,482 mm
Ⓔ	Height with open boot lid and kerb weight[a)]	2,002 mm
Ⓕ	Height with open bonnet and kerb weight[a)]	1,763 mm
Ⓖ	Ground clearance in road-ready state[b)] between the axles	143 mm
Ⓗ	Wheelbase	2,629 mm
Ⓘ	Length (from bumper to bumper)	4,270 mm
	Turning circle diameter	10.9 m

a) Kerb weight without driver, without payload.

b) Kerb weight with driver (75 kg) and service fluids.

Electric drive

Electric motor 100 kW

Power output	100 kW maximum output	
Motor code	EAZA	
Motor	Permanent magnet synchronous motor	
Maximum torque	290 Nm	
Maximum speed	km/h	150
Kerb weight	kg	1,615–1,687
Gross vehicle weight rating	kg	2,020
Gross axle weight rating, front	kg	1,020
Gross axle weight rating, rear	kg	1,050

Abbreviations

Abbreviation	Definition
rpm	Revolutions per minute – engine speed.
A	Ampere, unit for electric current.
ABS	Anti-lock brake system.
AC	Alternating current.
ACC	Adaptive Cruise Control.
AFS	Dynamic cornering light (Adaptive Frontlighting System).
ANSI	American National Standards Institute.
TCS	Traction control system.
BAS	Brake Assist system.

Abbreviation	Definition
BKU	Brake blending.
CO_2	Carbon dioxide.
DC	Direct current.
DCC	Adaptive chassis control.
DIN	German Standards Authority (Deutsches Institut für Normung).
ATA	Anti-theft alarm.
eBKV	Electromechanical brake servo.
EBD	Electronic brake pressure distribution system.
ECE	Economic Commission for Europe
EDL	Electronic differential lock.
EN	European standard.
EPC	Motor management system (electronic power control).
ESC	Electronic stabilisation control.
ETC	Electronic toll collection system.
FAQ	Frequently Asked Questions.
CCS	Cruise Control System.
kN	Kilo Newton, unit of force.
kPa	Kilopascal, unit of measurement for pressure.
kW	Kilowatt, indication of motor power.
kWh	Kilowatt-hour, unit of energy.
LED	Light-emitting diode.
EC	Engine code.
N	Newton, unit of force.
Nm	Newton metres, unit of torque.
psi	Pound force per square inch.
trip	Trip recorder.
V	Volt, unit of electrical voltage.
XDL	Extension of the electronic differential lock.

Volkswagen AG works continuously to develop and further improve all models. Please understand that we must therefore reserve the right to alter any part of the vehicle and its equipment or technical specifications at any time. The data provided concerning scope of delivery, appearance, performance, dimensions, weights, fuel consumption, standards and vehicle functions are all correct at the time of going to print. Some of the equipment described might not yet be available in a particular vehicle (information can be provided by your local Volkswagen dealership), and some equipment may not be available in certain countries. The vehicle shown on the cover may contain some optional equipment available at an extra cost and is only available in certain markets. Your Volkswagen dealership will be happy to inform you about any country-specific deviations. Subject to alteration and amendment. No legal commitment may be inferred from the information, illustrations or descriptions in this manual.

Printed in Germany.

This paper was bleached without the use of chlorine.