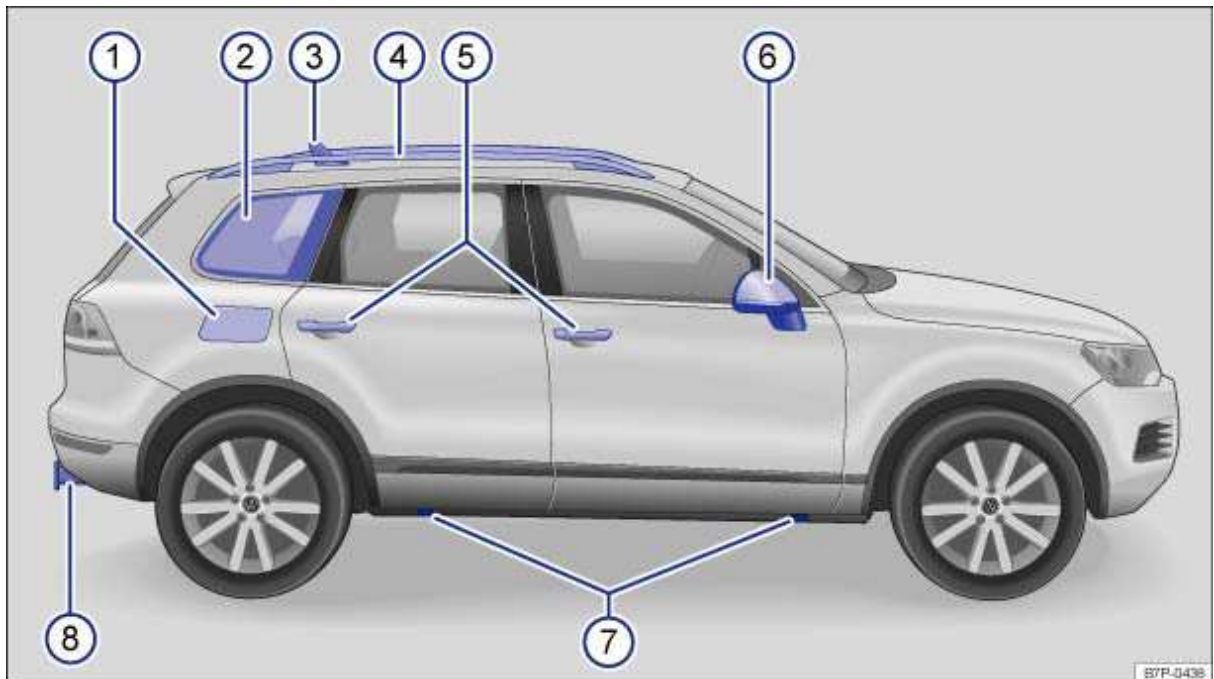


## Side view

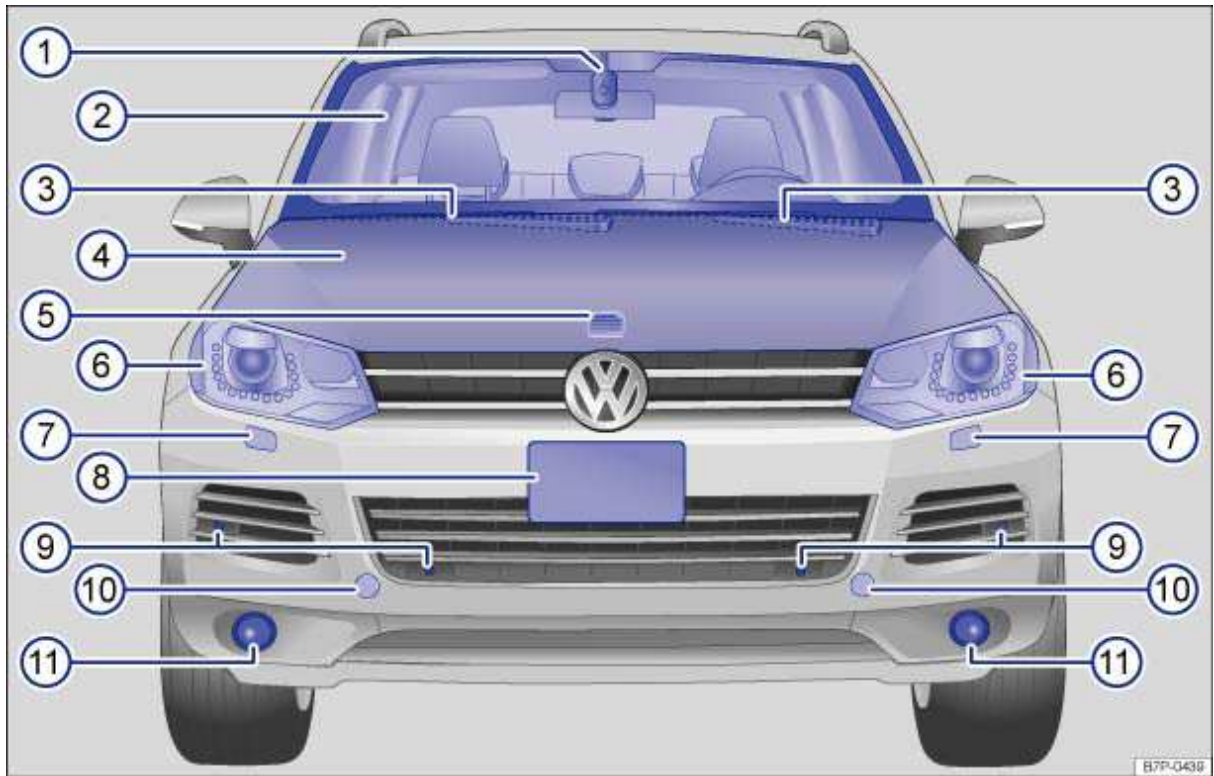


**Fig. 1** Vehicle side overview.

Key to **fig. 1**:

- (1) Fuel filler flap
- (2) Side window with window diversity antenna for:
  - Radio
  - Central locking
- (3) Roof antenna for:
  - Cell phone
  - Navigation
- (4) Roof rack
- (5) Outside door handle
- (6) Outside mirror
  - Additional turn signal light
- (7) Lift points for the jack
- (8) Receiver for the trailer hitch

## Front view

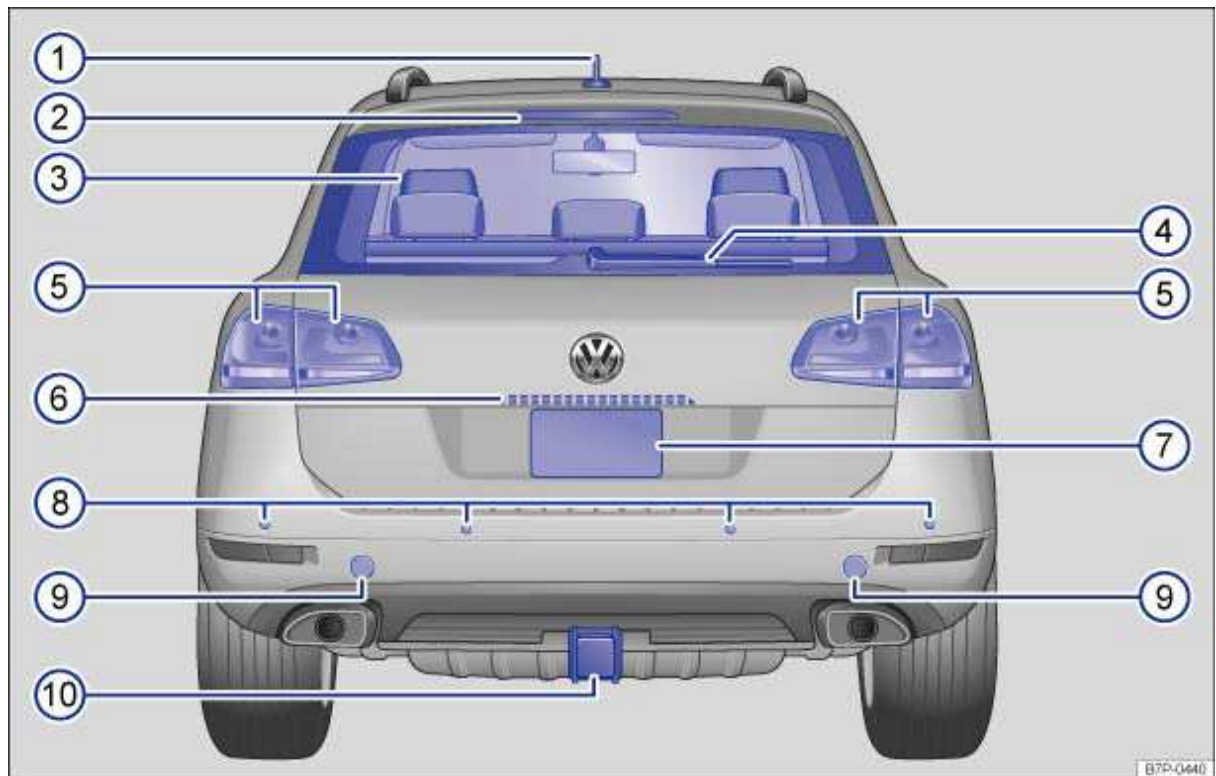


**Fig. 2** Vehicle front overview.

Key to **fig. 2**:

- (1) Sensor on mirror base for:
  - Rain sensor
  - Low-light sensor
  - Dynamic high beam control
- (2) Front windshield
- (3) Windshield wipers
- (4) Engine Hood
- (5) Engine hood release
- (6) Headlights
- (7) Headlight washers
- (8) Front license plate bracket
- (9) Sensors for front Park Distance Control
- (10) Front towing eye mount behind a cover
- (11) Fog lights/static cornering lights

## Rear view

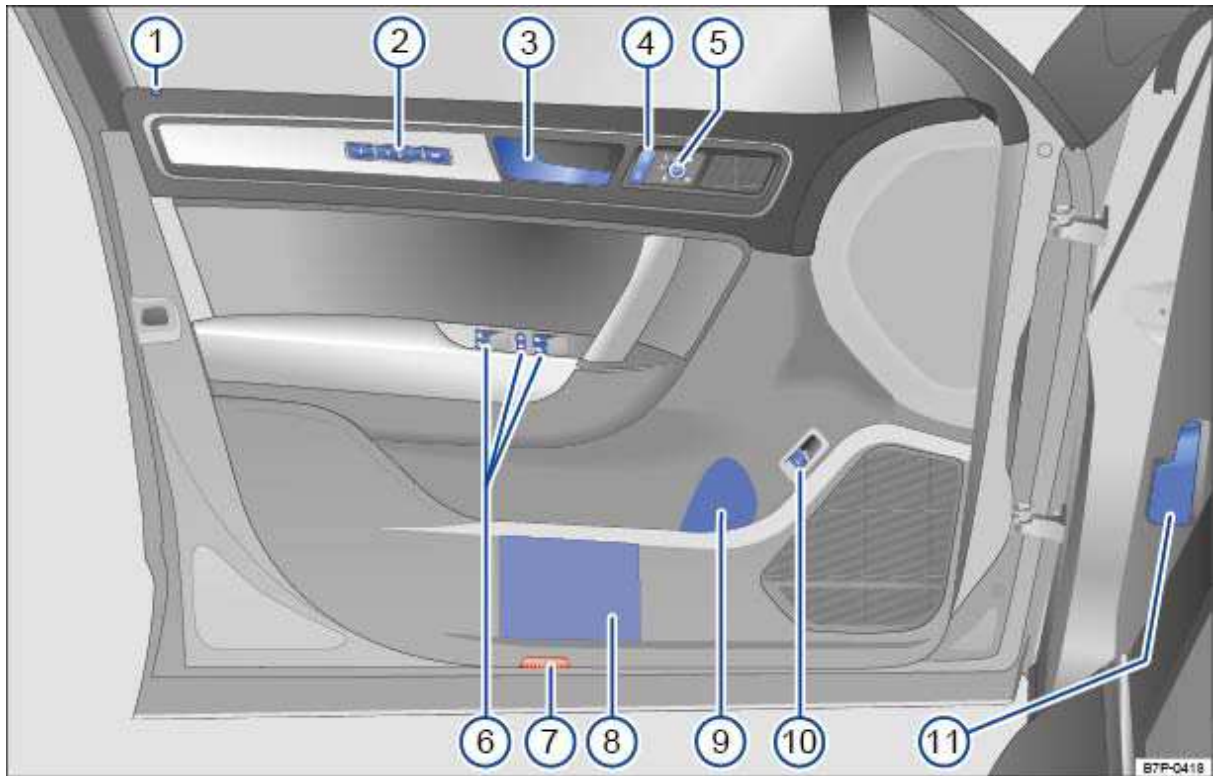


**Fig. 3** Vehicle rear overview.

Key to **fig. 3**:

- (1) Roof antenna for:
  - Cell phone
  - Navigation
- (2) High-mounted brake light
- (3) Rear window
  - Rear window defroster
- (4) Rear window wiper
- (5) Taillights
- (6) Area of:
  - Button to open the rear hatch
  - Camera of the Rear Assist
  - License plate lighting
- (7) Rear license plate bracket
- (8) Sensors for rear Park Distance Control
- (9) Rear towing eye mount behind a cover
- (10) Receiver for the trailer hitch

## Driver door overview



**Fig. 4** Overview of controls in the driver door.

Key to **fig. 4**:

- (1) Indicator for power locking system
- (2) Memory buttons for storing the driver seat and outside mirror settings 3 - 2 - 1 - SET
- (3) Door handle
- (4) Power locking switch for locking and unlocking the vehicle Ⓛ - Ⓜ
- (5) Switch for adjusting the outside mirror:
  - Adjusting outside mirrors L - 0 - R
  - Outside mirror heating ☀️
- (6) Buttons for operating the power window:
  - Power windows ⬆️
  - Safety switch for rear power windows and electric child safety lock Ⓜ
- (7) Door light
- (8) Storage compartment
- (9) Bottle holder
- (10) Power button to unlock the rear hatch 🔓
- (11) Lever for releasing the engine hood

## Driver side overview

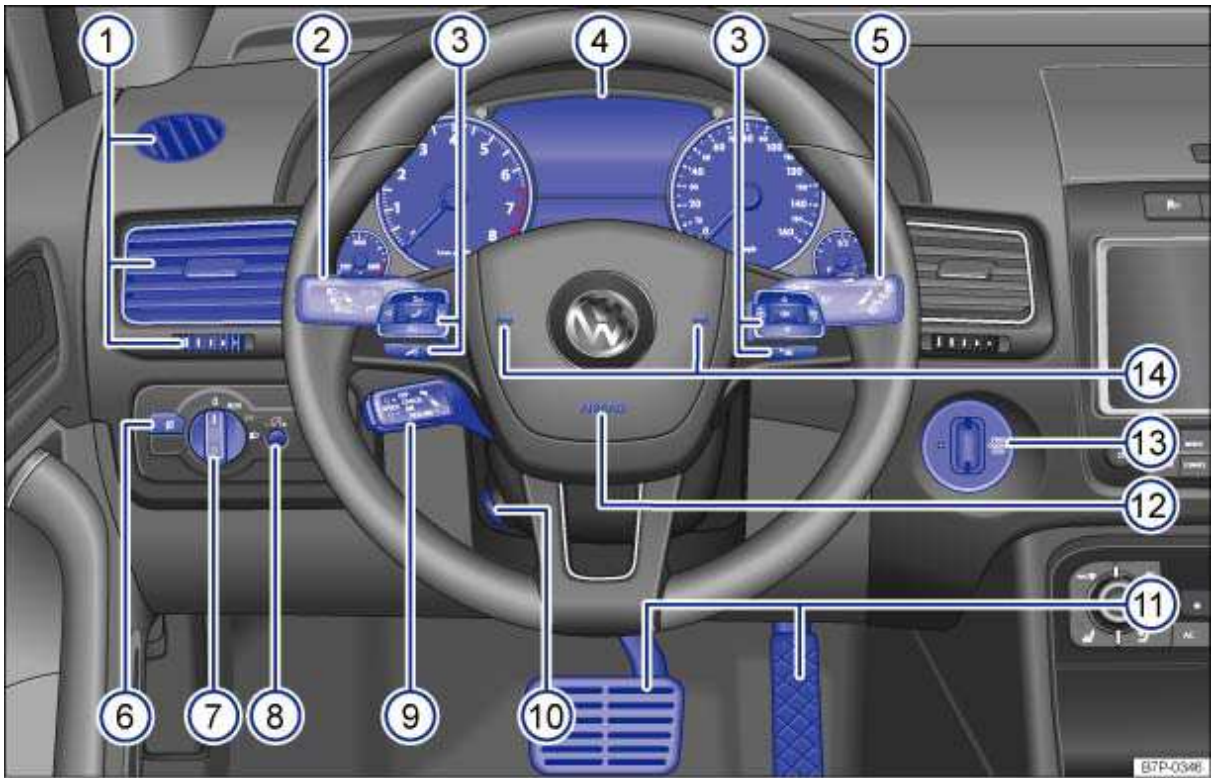








Fig. 5 Driver side overview.

Key to fig. 5:

- (1) Air vents . . . ■■
- (2) Lever for:
  - High beams ≡▷
  - Headlight flasher ≡▷
  - Turn signal lights ↔↔
- (3) Multi-function steering wheel controls :
  - Volume setting for radio, navigation system notifications, or telephone calls (if applicable) . . . ≡
  - Mute switching for radio or activation of voice control (if applicable) ↗
  - Display Phone main menu or accept telephone calls ↘
  - Audio, Navigation . . . i - ▷
  - Control switches for the Volkswagen Information System (Premium version), ≡, △, ▽, OK, ≡
- (4) Instrument cluster:
  - Instruments
  - Display
  - Warning and indicator lights
- (5) Lever for windshield wiper and washer:
  - Windshield wiper **HIGH** - **LOW**
  - Intermittent operation for windshield wipers. . . ■■
  - “One-tap wiping” 1x
  - Windshield wiper ▽
  - Automatic wipe/wash for windshield ≡

- Rear window wiper 
- Automatic wipe/wash for rear window 
- Lever with buttons for the Volkswagen Information System (Basic version) TRIP- , OK/RESET
- (6) Fog light button 
- (7) Headlight switch :
  - Off position -0-
  - Automatic headlight activation--**AUTO**-
- Parking lights and low beams 
- (8) Instrument cluster and dimmer switch 
- (9) Cruise Control System (CCS) lever **OFF** - **CANCEL** - **ON** - **RESUME** - **SPEED** - **SET**
- (10) Switch for adjusting the electric steering column
- (11) Pedals
- (12) Driver front airbag
- (13) Ignition switch
- (14) Horn (only works when the ignition is switched on)








## Upper front center console

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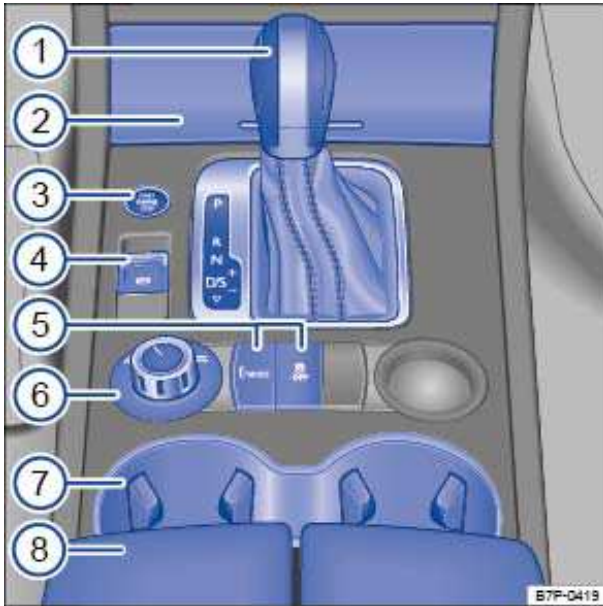
**Fig. 6** Overview of upper front center console.

Key to **fig. 6**:

- (1) Air vent for indirect ventilation
- (2) Storage compartment
- (3) Air vents . . . ■
- (4) Radio or Radio & Navigation system (factory installed)
- (5) Controls for:
  - Climatronic
  - Seat heating switch button 
- (6) Located here:
  - Switch for emergency flashers 
  - PASSENGER AIR BAG **OFF**  light (front airbag for front seat passenger)
  - Park Distance Control system button  OR 



## Lower front center console

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**Fig. 7** Overview of lower front center console (4MOTION).

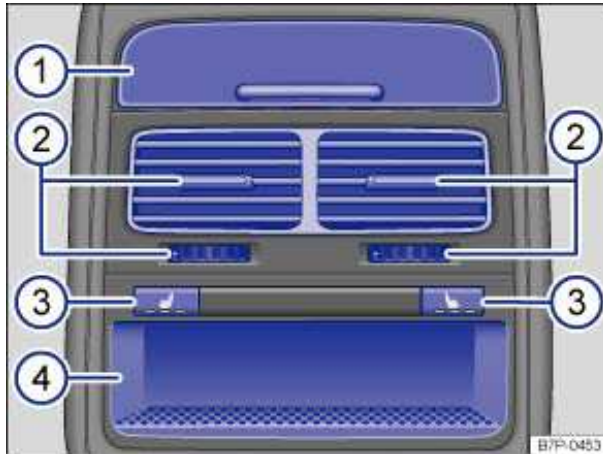
Key to **fig. 7**:

- (1) Automatic transmission selector lever
- (2) Storage compartment
  - with 12 Volt socket
- (3) Starter button for Keyless Access locking and starting system **START - STOP**
- (4) Button for:
  - Electronic parking brake 
- (5) Button for:
  - Driving with electric motor **E-MODE**
  - Anti-slip regulation (ASR) 
- (6) Rotary knob for setting drive mode (On-road / Off-road)
- (7) Cup holders
- (8) Storage compartment in the center armrest




## Rear center console

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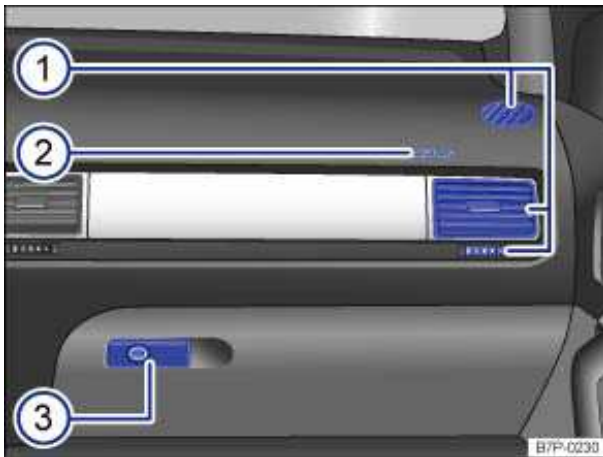
**Fig. 8** Overview of rear center console.

Key to [fig. 8](#):

- (1) Cover for:
  - 12 Volt socket
  - 115 Volt socket
- (2) Air vents . . . ■
- (3) Controls for:
  - Climatronic
  - Seat heating button 
- (4) Storage compartment in the rear center console

## Front passenger side overview

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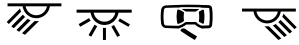



**Fig. 9** Overview of the passenger side.

Key to **fig. 9**:

- (1) Air vents . . . . .
- (2) Passenger front airbag location in the instrument panel (approximate)
- (3) Opening handle for the lockable glove compartment

## Symbols on the roof console

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Symbol	Meaning
	Interior and reading lights
	Power sunroof
	3 button module
	HomeLink@Universal Transmitter

# Instrument Cluster

## Introduction

In this section you'll find information about:

Instrument overview

Instrument overview

Displays

Compass

Service reminder display

### More information:

- Warning and indicator lights
- Infotainment System
- Display of the selected gears (automatic transmission)
- Service reminder information ⇒ Booklet *Warranty and Maintenance*.

## WARNING

**Driving on today's roads demands the full attention of the driver at all times. Driver distraction causes accidents, collisions and serious personal injury!**

- **Never use the buttons in the instrument cluster while driving.**

Applicable only in the United States

## Instrument overview

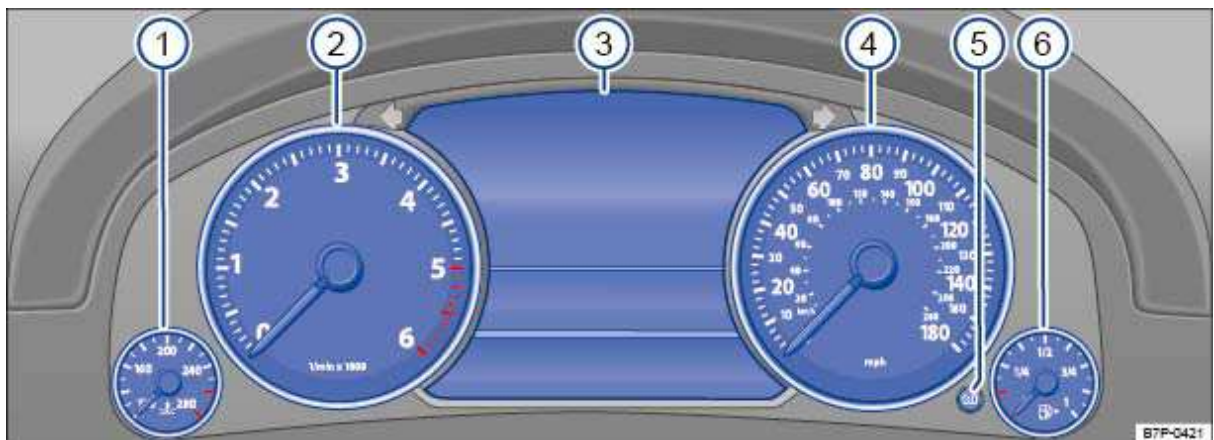


Fig. 10 Instrument cluster in the instrument panel.

 Please first read and note the introductory information and heed the WARNINGS 

Instrument explanations ⇒ fig. 10:

- (1) **Engine coolant temperature display**
- (2) **Tachometer** (shows engine revolutions per minute in thousands, when the engine is running).

The red zone at the end of the scale indicates maximum permissible engine rpm (revolutions per minute) for all gears after the break-in period. Before reaching this region, select the next higher selector level position . (D), or ease your foot off the accelerator⇒⚠.

(3) **Displays**

(4) **Speedometer**

(5) **Reset button** for the trip odometer display (*trip*) and **button** to display the engine code.

- Push and hold the **0.0** . button about 1 second in order to reset to zero.
- Push the **0.0** . button again and hold it for about 3 seconds to display the previous value.
- Push and hold the **0.0** . button for more than 10 seconds to display the vehicle's engine code. You must do this when the ignition is on, but the engine is not running.

(6) **Fuel gauge**

⚠ **NOTICE**

- To help prevent engine damage, always avoid high engine speeds, full throttle acceleration and heavy engine loads when the engine is cold.
- To help prevent engine damage, the tachometer needle should only enter the red zone (warning zone) briefly.



Up-shifting early into the next higher gear saves fuel and reduces engine noise.

Applicable only in Canada

## Instrument overview



Fig. 11 Instrument cluster in the instrument panel.

⚠ Please first read and note the introductory information and heed the WARNINGS ⚠

Instrument explanations ⇒ fig. 11:

(1) **Engine coolant temperature display**

(2) **Tachometer** (shows engine revolutions per minute in thousands, when the engine is running). The red zone at the end of the scale indicates maximum permissible engine rpm (revolutions per minute) for all gears after the break-in period. Before reaching this region, select the next higher selector level position . (D), or ease your foot off the accelerator ⇒⚠..

(3) **Displays**

(4) **Speedometer**

- (5) **Reset button** for the trip odometer display (*trip*) and **button** to display the engine code.
- Push and hold the **0.0** button about 1 second in order to reset to zero.
  - Push the **0.0** button again and hold it for about 3 seconds to display the previous value.
  - Push and hold the **0.0** button for more than 10 seconds to display the vehicle's engine code. You must do this when the ignition is on, but the engine is not running.
- (6) **Fuel gauge**

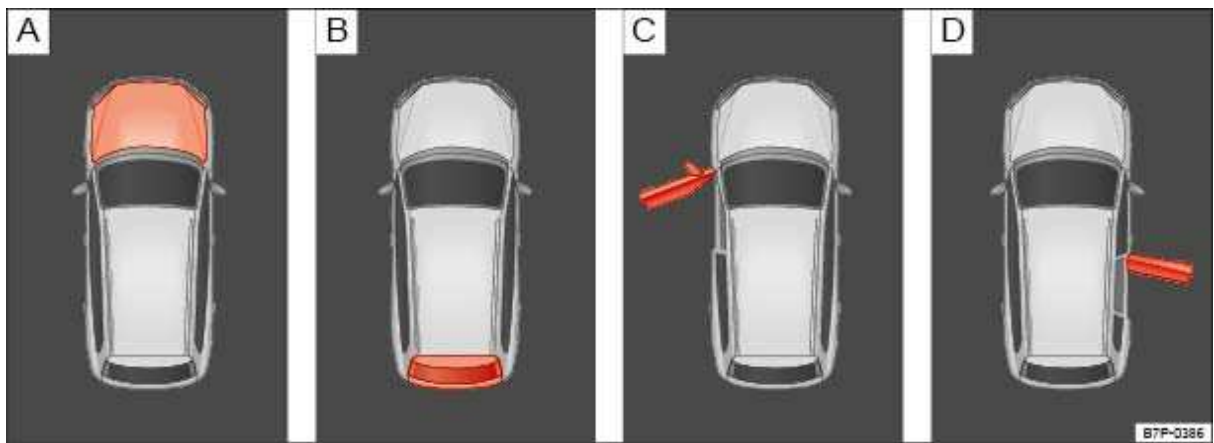
## ! NOTICE

- To help prevent engine damage, always avoid high engine speeds, full throttle acceleration and heavy engine loads when the engine is cold.
- To help prevent engine damage, the tachometer needle should only enter the red zone (warning zone) briefly.



Up-shifting early into the next higher gear saves fuel and reduces engine noise.

## Displays



**Fig. 12** In the instrument cluster display: A: Open engine hood, B: Open rear hatch, C: Open front driver side door, D: Open rear passenger side door.

**ⓘ Please first read and note the introductory information and heed the WARNINGS ⚠**

Depending on the vehicle model, different information may be shown in the instrument cluster display ⇒ [fig. 10 \(4\)](#) ⇒ [fig. 11 \(4\)](#).

- Warning and information texts.
- Odometer displays.
- Time.
- Navigation information.
- Outside temperature.
- Compass display.
- Open door, engine hood, or rear hatch ⇒ [fig. 12](#).
- Hybrid drive information.
- AdBlue information.
- Selector lever position.



- Multi-Function Indicator (MFI) and menus for different settings.
- Service reminder display.
- Alternative speed display, **Settings** menu.
- Speed warning.

## Compass

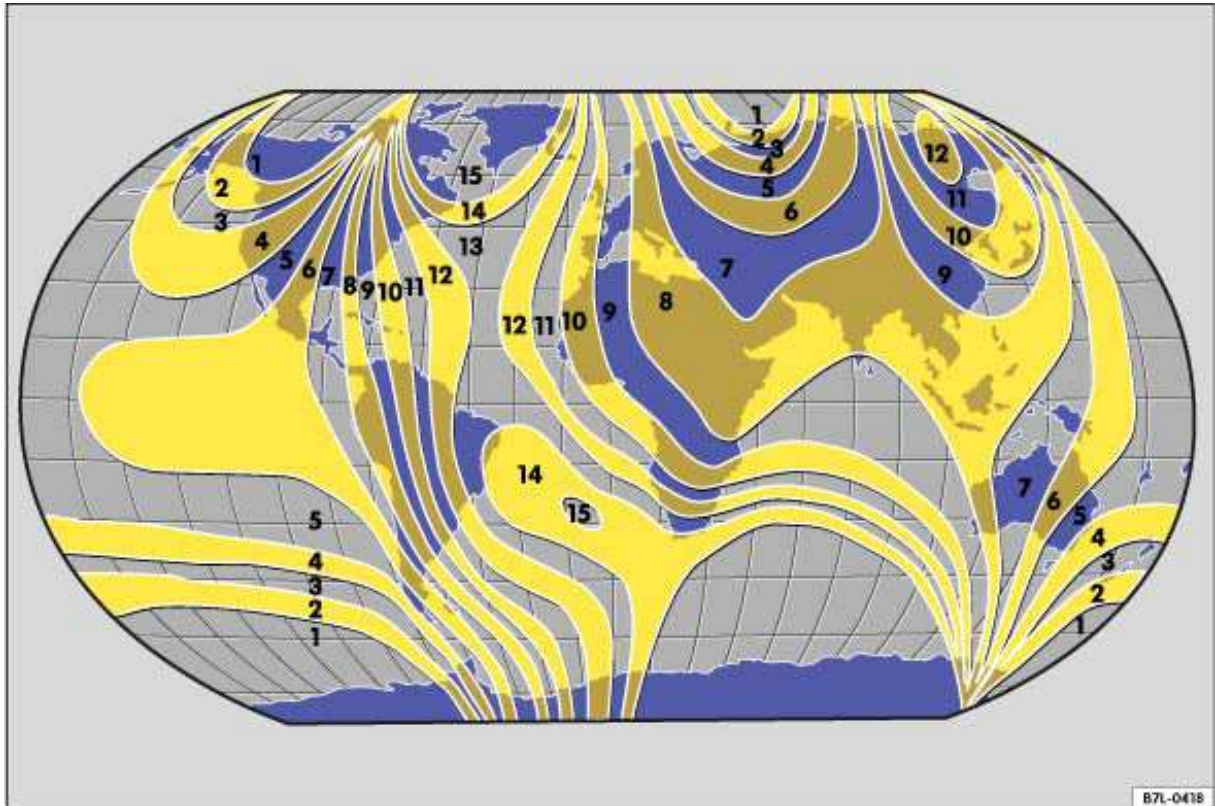


Fig. 13 Compass zones.

**ⓘ Please first read and note the introductory information and heed the WARNINGS ⚠**

The compass does not need to be calibrated in vehicles with a factory-installed navigation system. There is no **Compass** menu item in this case.

On vehicles without a factory-installed navigation system that have the Premium instrument cluster, the compass is calibrated automatically. If electrical or metallic accessories are added to the vehicle, the compass must be recalibrated.

### Adjusting the compass zone

- Switch on the ignition.
- Select the **Settings** menu followed by the **Compass** and **Zone** menu items.
- Select the compass zone according to the current location ⇒ [fig. 13](#).
- Adjust and confirm compass zone (**1-15**).

### Calibrating the compass

In order to calibrate the compass, you need a valid compass zone for the location and enough room to drive in a circle.

- Switch on the ignition.

- Select the **Settings** menu followed by the **Compass** and **Calibration** menu items.
- Confirm the **A complete circle must be driven for calibration** message with **OK** and then drive in a complete circle at about 6 mph (10 km/h).

During calibration, **CAL** is shown in the instrument cluster display. The calibration is complete when the compass direction is displayed.

## Service reminder display

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📖 Please first read and note the introductory information and heed the **WARNINGS** ⚠️


The service appointment reminder is shown in the instrument cluster display ⇒ [fig. 10 \(4\)](#) ⇒ [fig. 11 \(4\)](#). For more information, please see the ⇒ Booklet *Warranty and Maintenance*.

Information on maintenance intervals ⇒ Booklet *Warranty and Maintenance*

For vehicles with **time- or distance- driven dependent service**, fixed service intervals are displayed.


### Service reminder

If service is due in the near future, a **service reminder** is displayed when the ignition is switched on.

For *vehicles without text messages*, a wrench symbol  and a **miles** (kilometers) indicator are displayed in the instrument cluster display. The mileage shown is the maximum distance that can be driven until the required service must be performed. The display changes after a few seconds. A clock symbol is displayed and the number of days until the required service is shown.

For *vehicles with text messages*, **Service in --- mi or --- days (Service in --- km or --- days)** is shown on the instrument cluster display.

### Service event

When **service is due**, an audible signal sounds when the ignition is switched on, and a flashing wrench symbol  is displayed for several seconds. For *vehicles with text messages*, **Service now** is indicated on the instrument cluster display.

### Viewing service messages

Service messages can be viewed in the Infotainment System.

- Switch on the ignition.
- Press the **CAR** Infotainment button.
- Tap the **Service** function key on the screen.

A **minus sign** in front of the number of miles (kilometers) or days means that **service is overdue**. **Service since --- mi or --- days (Service since --- km or --- days)** is shown on the display ⇒ [fig. 287](#).

### Resetting the service reminder display

If the vehicle was not serviced by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility, the service reminder can be reset in the Infotainment System as follows:

- Switch on the ignition.
- Press the **CAR** Infotainment button.
- Tap the **Service** function key on the screen.
- Tap the **Reset interval service** function key on the screen.
- Tap **Reset** to confirm the request.



Do **not** reset the service reminder between service intervals; otherwise, incorrect information will be displayed.



The service reminder disappears after a few seconds when the engine is running or the **OK** button on the multi-function steering wheel has been pushed.

# Volkswagen Information System

## Introduction

---

In this section you'll find information about:

Menu structure – overview

Using the instrument cluster menus

Main menu

**Vehicle** menu

When the ignition is switched on, you can display different types of information in the instrument cluster. The menu options vary depending on whether you have a Basic or Premium version Volkswagen Information System. With the Premium instrument cluster display can also be used to control certain vehicle features.

Buttons on the windshield wiper lever operate the menus for Basic instrument cluster. The Premium version has control buttons on in the right side of the multi-function steering wheel.

The number of menus in the instrument cluster display depends on the electronics and equipment on the vehicle.

An authorized Volkswagen dealer or an authorized Volkswagen Service Facility may be able to add or modify functions depending on your vehicle's equipment

Some menu items can only be accessed when the vehicle is not moving.

As long as a priority 1 warning message is displayed, no menus can be accessed on vehicles with the Premium instrument cluster. In order to display menus, acknowledge the warning by pressing the **OK** button on the multi-function steering wheel.

### More information:

- Outside mirrors.
- Infotainment System.



### WARNING

**Driving on today's roads demands the full attention of the driver at all times. Driver distraction causes accidents, collisions and serious personal injury!**

- **Never access menus when the vehicle is moving.**



Emergency starting and starting the engine with a very weak vehicle battery or after the vehicle battery has been replaced may change or delete system settings (including time, date, personal convenience settings and programming). Check the settings and correct as necessary once the vehicle battery has built up a sufficient charge.

## Menu structure – overview

---

 Please first read and note the introductory information and heed the **WARNINGS** 

### Vehicle

- Vehicle status
- Hybrid
- Tire pressure

- Display since start
- Display since refuel
- Display long-term
- Digital speed (digital speed display).
- Alt. speed display (alternative speed display On/Off)

#### Navigation

#### Audio

- Source list
  - DAB
  - FM
  - AM
  - Radio memory
  - HDD
  - SD
  - DVD
  - USB
  - Bluetooth
  - TV tuner
  - TV station memory
  - External AV source

#### Telephone

- Directory
- Dialed numbers
- Missed calls
- Received calls

## Using the instrument cluster menus

---



**Fig. 14** Right side of the multi-function steering wheel: Controls for the menus in the instrument cluster.

**ⓘ Please first read and note the introductory information and heed the WARNINGS ⚠**

#### Displaying the main menu

- Switch on the ignition.
- If a message or the vehicle pictograph is displayed, press the **OK** button ⇒ [fig. 14](#).
- To scroll through the individual main menu items, push keys **◀** or **▶** several times.

- To access a menu item, press the **OK** button.

### Displaying a sub-menu

- Press the **≡** button on the multi-function steering wheel to access a submenu.
- Press the **Δ** or **∇** buttons until the menu item you want is highlighted. The highlighted menu item is between the two horizontal lines.
- Highlight or confirm the selection with the **OK** button.

If you make no selection within about 10 seconds, the screen switches back to the previous menu.

### Returning to the main menu

- Press the **◀** or **▶** buttons .

## Main menu

**ⓘ Please first read and note the introductory information and heed the WARNINGS **

Menu	Function	See
<b>Navigation</b>	Information displays from active navigation system: Turn arrows and proximity bars are shown if route guidance is activated. The design is similar to the symbols used in the Infotainment System.  If route guidance is inactive, the display shows the direction of travel (compass direction) and the name of the road or street you are now on.	
<b>Audio</b>	Display of radio station you are listening to. Display of CD being played. Display of various media sources.	
<b>Telephone</b>	Display of the directory and various calling information. Use of telephone features.	
<b>Vehicle</b>	Display of current warnings or text messages and other system components depending on the equipment level. Information and settings for the multi-function indicator (MFI).	

## Vehicle menu

**ⓘ Please first read and note the introductory information and heed the WARNINGS **

Menu	Function
<b>Vehicle status</b>	Display and storage of current warning and information messages. This menu item appears only if there are current warnings or text messages. The number of available messages is shown in the display. Example: 1/1 or 2/2.
<b>Hybrid</b>	Shows the current energy flow for hybrid vehicles.



<b>Menu</b>	<b>Function</b>
<b><i>Tire pressure</i></b>	Display of current tire pressures in vehicles with direct Tire Pressure Monitoring System.
<b><i>Display since start</i></b>	Display and storage of the driving and fuel consumption data compiled from the time the ignition is switched on to the time it is switched off. If the journey is continued within two hours after the ignition is switched off, the information from the new leg of the journey is counted as well. The memory is automatically cleared if the vehicle is not driven for more than two hours.
<b><i>Display since refuel</i></b>	Display and storage of driving and fuel consumption data. The memory is automatically cleared when the vehicle is fueled again.
<b><i>Display long-term</i></b>	Display and storage of the accumulated driving and fuel consumption data of any number of single trips up to a total driving time of either 19 hours and 59 minutes or 99 hours and 59 minutes, and up to a total distance of either 1,999.9 miles (1,999.9 km) or 9,999 miles (9,999 km), depending on the instrument cluster version. If one of the stored values is exceeded, then the memory is automatically cleared and starts again from 0.
<b><i>Digital speed</i></b>	Switch the digital speed on or off. Shows the current vehicle speed in digital form.
<b><i>Alt. speed display</i></b>	Switch the second speed on or off. Shows the current vehicle speed in digital form.
<b><i>Back</i></b>	The display switches back to the main menu.

### **Possible displays**

<b>Submenu</b>	<b>Function</b>
<b><i>Travel time</i></b>	Driving time in hours (h) and minutes (min) corresponding to trip memories 1 and 2 (toggle).
<b><i>Current consumption</i></b>	Current fuel consumption in miles per gallon (l/100 km) while driving. When units are set to miles, dashes appear instead of a number when the engine is running and the vehicle is standing still. When units are set to kilometers, the display shows liters consumed per hour when the engine is running and the vehicle is standing still.
<b><i>Average consumption</i></b>	Average fuel consumption in miles per gallon (l/100 km) on trips per trip memories 1 and 2 (toggle) is displayed once the vehicle has been driven about 330 feet (100 m). Until then, dashes appear instead of a number. The value displayed is updated every 5 seconds.
<b><i>Range</i></b>	Estimated distance in miles (km) that the vehicle can go with the fuel left in the tank the way you are currently driving. Takes account of the current fuel consumption, among other things.
<b><i>Distance</i></b>	Distance driven in miles (km) from the time the ignition was switched on.
<b><i>Average speed</i></b>	The average speed is displayed after the ignition is switched on and the vehicle has been driven about 300 feet (100 m). Up to this point, dashes appear instead of a number. The value displayed is updated every 5 seconds.

Submenu	Function
<i>AdBlue</i>	This display appears when the AdBlue fuel range falls to about 1500 miles (2400 km) and then provides current information as the range continues to diminish. You must refuel with AdBlue within this range.

### Switching between the displays

- Press the  $\Delta$  or  $\nabla$  button on the multi-function steering wheel.

### Clearing a memory manually

- Select the memory that you want to clear.
- Press and hold the  $OK$  button on the multi-function steering wheel for about 2 seconds.

# Driving checklists and warnings

## Introduction

---

In this section you'll find information about:

- Getting ready and driving safely
- Driving in other countries
- Driving through water on roads

Depending on where the vehicle is used, it might be advisable to install drivetrain underbody protection. Drivetrain underbody protection can reduce the risk of damage to the vehicle underbody and engine oil pan when driving over curbs, on rough private roads, or on dirt roads, for example. Volkswagen recommends having the work done by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility.

### More information:

- Sitting properly and safely
- Transporting
- Starting, shifting, parking
- Saving fuel and helping the environment
- Consumer information



### WARNING

**Driving under the influence of alcohol, illegal drugs, narcotics and some medications may cause collisions and other accidents, severe personal injuries and even death.**

- **Alcohol, illegal drugs, narcotics and some medications may severely affect perception, reaction times and safe driving, which may result in the loss of vehicle control.**


## Getting ready and driving safely

---

 Please first read and note the introductory information and heed the **WARNINGS** 

### Checklist

---

Observe the following points before and during every drive for your own safety, the safety of all passengers and others ⇒ :

- ✓ Check proper function of lights and turn signals.
- ✓ Check tire pressure and fuel level.
- ✓ Make sure that all windows are clean.
- ✓ Store items and all luggage safely in the storage compartments and in the luggage compartment and, if necessary, on the roof.
- ✓ Always make sure that nothing keeps the pedals from moving freely.
- ✓ Make sure that children are properly secured by a restraint system appropriate for their size and weight.
- ✓ Properly adjust front seats, all head restraints and mirrors to the correct height.
- ✓ Wear shoes that give your feet a good grip, and that give you a feel for the pedals.

- ✓ Make sure that the floor mat on the driver side is properly fastened and cannot interfere with the pedals.
- ✓ Assume a proper seating position before the vehicle starts to move and keep this position while driving. Make sure that all passengers do the same.
- ✓ Properly fasten your safety belt before driving the vehicle and wear your safety belt properly at all times while driving. Make sure that all passengers do the same.
- ✓ Only transport as many passengers as there are seats and safety belts available.
- ✓ Never drive if your driving ability has been impaired, for example by medication, alcohol or illegal drugs.
- ✓ Never let passengers or phone calls distract you while driving and never take your attention off the road while using vehicle software or adjusting vehicle equipment or accessories.
- ✓ Always adapt your speed and driving style to visibility, weather, road, and traffic conditions.
- ✓ Always obey traffic laws and speed limits.
- ✓ On long trips make frequent rest stops – at least once every 2 hours.
- ✓ Secure animals in the vehicle with a system that corresponds to the animals weight and size.



## WARNING

**Always observe posted speed limits and use common sense. Your good judgment can mean the difference between arriving safely at your destination and being seriously injured in a crash or other kind of accident.**



Regular service and maintenance of your vehicle is important both for operational and driving safety and to help prolong your vehicle's service life. Always follow the scheduled maintenance intervals in the ⇒ Booklet *Warranty and Maintenance*, especially for changing the brake fluid. Hard use, frequent stop-and-go driving, driving in very dusty areas, trailer towing, and other factors may make it necessary to have the vehicle serviced more frequently. Ask an authorized Volkswagen dealer or an authorized Volkswagen Service Facility for more information.

## Driving in other countries

**📖 Please first read and note the introductory information and heed the WARNINGS ⚠️**

### Checklist

Some countries have special safety standards and emissions requirements that your vehicle may not meet. Before taking your vehicle to another country, Volkswagen therefore recommends that you ask your authorized Volkswagen dealer or authorized Volkswagen Service Facility about the following issues with regard to the country to which you would like to travel:

- ✓ Should the vehicle be technically prepared for the trip abroad, such as masking or adjusting headlights?
- ✓ Are maintenance, repair facilities, necessary tools and testing equipment as well as spare parts readily available for your vehicle?
- ✓ Are there authorized Volkswagen dealers and authorized Volkswagen Service Facilities in the countries where you will be driving?
- ✓ For gasoline engines: Is unleaded fuel with the right octane rating readily available?
- ✓ For diesel engines: Is ultra low-sulfur diesel fuel and AdBlue readily available?

- ✓ Are engine oil and other operating fluids that meet Volkswagen quality and performance requirements available where you will be driving? For more information, please see ⇒ Booklet *Warranty and Maintenance*.
  - ✓ Does the factory installed navigation system work in the countries where you will be driving, and is navigation data available?
  - ✓ Are special or heavy-duty tires necessary for the kind of driving expected?
- 

## NOTICE


**Volkswagen is not responsible for mechanical damage that may result from substandard fuel or service or the unavailability of Genuine Volkswagen parts.**

## Driving through water on roads

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 **Please first read and note the introductory information and heed the WARNINGS **

Note the following to help prevent vehicle damage when driving through water, for example on flooded roads:

- Check the depth of the water before driving through it. The water **must not be any higher than** the bottom of the vehicle body ⇒ .
- Do not drive faster than walking speed.
- Never stop the vehicle, and do not drive in reverse or switch the engine off when driving through water.
- Oncoming vehicles may create waves that raise the water level and make it too deep for your vehicle to drive through safely.
- After driving through water, have the vehicle drive train and electrical system thoroughly inspected for damage by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility.

## WARNING

**After driving through water, mud, sludge, etc., the brakes react slower and need longer stopping distances.**

- **Always dry the brakes and clean off any ice coatings with a few CAREful applications of the brake. Make sure not to endanger other motorists or cyclists or disobey legal requirements.**
- **Avoid abrupt or sudden braking maneuvers immediately after driving through water.**

## NOTICE

- **Vehicle components such as the engine, transmission, suspension or electrical system may be severely damaged by driving through water.**
- **Never drive through salt water. Salt causes vehicle corrosion. Thoroughly rinse with fresh water all vehicle parts that were exposed to salt water.**

# Technical data

## Introduction

---

In this section you'll find information about:

Important vehicle labels

Engine data

Dimensions

Your vehicle's engine type is shown on the vehicle label or in the official vehicle documents.

The specifications in this Manual refer to the base model. The stated values may vary, depending upon different equipment or models, as well as with respect to special vehicles and vehicles exported to different countries.

### More information:

- Transporting
- Infotainment System
- Saving fuel and helping the environment
- Fuel
- Engine oil
- Engine coolant
- Tires and wheels
- Consumer information



### WARNING

Disregarding or exceeding stated values for weights, loads, dimensions and maximum speed may result in accidents and serious personal injuries.

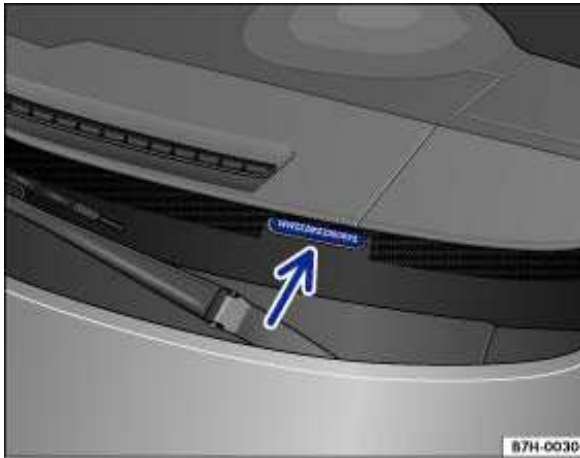
## Important vehicle labels

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Fig. 15 Vehicle identification label: Shown in the example with engine identification code CBFA.





**Fig. 16** Vehicle identification number (VIN).

ⓘ Please first read and note the introductory information and heed the **WARNINGS** ⚠.

### Vehicle identification number

The Vehicle identification number is on a plate on top of the instrument panel on the driver side, and is visible from the outside through the windshield ⇒ [fig. 16](#). The view window is on the side at the bottom of the windshield. The vehicle identification number is also stamped into the top of the right drip channel in the engine compartment. The drip channel is between the spring strut tower and the right fender. Open the engine hood to read the vehicle identification number ⚠.

### Viewing the VIN in the Infotainment System

- Switch on the ignition.
- Press the [CAR](#) Infotainment button.
- Tap the [Settings](#) function key on the screen.
- Select [VIN/Number of keys](#) from the list.

The VIN and the number of programmed remote control vehicle keys are shown in the Infotainment System screen.

### Vehicle identification label

The vehicle identification label is on the left side of the rear panel in the luggage compartment, under the [CAR](#)pet on the luggage compartment floor, or at the rear of the spare wheel/tire compartment. The label contains the following information:

- (1) Vehicle identification number (VIN)
- (2) Vehicle type, engine output, transmission
- (3) Engine and transmission identification code, paint number, interior. In the example, the engine classification code is “CBFA”
- (4) Optional equipment, part numbers

### Other important vehicle labels

**Other important vehicle labels** are discussed elsewhere in this Manual:

- **Safety Compliance Certification Label** affixed to the driver door jamb (see Consumer information) , *Consumer Information*.
- **Radiator fan and high-voltage warning sticker** in the engine compartment next to the engine hood release lever (see Consumer information).
- **Tire inflation pressure label** on the driver door jamb (see Tires and wheels).

## Engine data

📖 Please first read and note the introductory information and heed the WARNINGS ⚠️

### Gasoline engine

Maximum power output (SAE net)	Injection technology	Engine code	Maximum torque (SAE net)	No. of cylinders Displacement
280 hp at 6200 rpm 206 kW at 6200 rpm	FSI®	CGRA 3.6L	265 ft-lbs at 2900 - 4000 rpm 360 Nm at 2900 - 4000 rpm	6 cylinders 219.5 CID (3597 ccm)

### Diesel engine

Maximum power output (SAE net)	Injection technology	Engine code	Maximum torque (SAE net)	No. of cylinders Displacement
240 hp at 3500-4000 rpm 176 kW at 3500-4000 rpm	TDI®	CNRB 3.0L	406 ft-lbs at 1750-2250 rpm 550 Nm at 1750-2250 rpm	6 cylinders 181.1 CID (2967 ccm)

### Hybrid drive vehicle

Total power output	Injection technology	Engine code	Maximum torque (SAE net) (combined)	No. of cylinders Displacement
380 hp at 5500-6500 rpm 279 kW at 5500-6500 rpm	TSI®	CGFA 3.0L	428 ft-lbs at about 1000 rpm 560 Nm at about 1000 rpm	6 cylinders 182.7 CID (2995 ccm)

## Dimensions

📖 Please first read and note the introductory information and heed the WARNINGS ⚠️

### All except Hybrid drive vehicles

Length	188.8 inches (4795 mm)
Width	76.4 inches (1940 mm)
Height (unloaded)	68.2 inches (1732 mm)
Wheelbase	113.9 inches (2893 mm)
Minimum turning circle diameter	39 feet (11.9 m)
Track <sup>1</sup> , front	64.9 inches (1650 mm)

<sup>1</sup> Slight differences to these figures are possible, depending on wheel and tire size fitted and the level selected.

Track <sup>1</sup> , rear	65.7 inches (1670 mm)
Ground clearance	7.9 inches (200 mm <sup>2</sup> )

### Hybrid drive vehicle

Length	188.8 inches (4795 mm)
Width	76.4 inches (1940 mm)
Height (unloaded)	68.4 inches (1737 mm)
Wheelbase	113.9 inches (2893 mm)
Minimum turning circle diameter (wall to wall) <sup>1</sup>	39 feet (11.9 m)
Track <sup>1</sup> , front	64.5 inches (1638 mm)
Track <sup>1</sup> , rear	65.3 inches (1658 mm)
Ground clearance	7.9 inches (200 mm) <sup>2</sup>



### NOTICE

- Please be **CAReful** when parking your vehicle in areas with parking barriers or curbs. These vary in height and could damage your bumper and related parts if the front of your vehicle hits a barrier or curb that is too high while you are getting into or out of a parking spot.
- Always be **CAReful** when you enter a driveway or drive up or down steep ramps or over curbs or other obstacles. Parts of the vehicle close to the ground may be damaged (such as bumper covers, spoilers, and parts of the engine, suspension, and exhaust systems).

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<sup>2</sup> Approx. figure for fully loaded standard vehicle; varies depending on your vehicle's equipment (engine, tires, wheels, tire inflation pressure, driving situation and other factors).

# Vehicle key set

## Introduction

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In this section you'll find information about:

Remote control vehicle keys

Emergency key

Indicator light in the remote control vehicle key

Replacing the remote control vehicle key battery

Synchronizing the remote control vehicle key

### **More information:**

- Volkswagen Information System
- Power locking and closing system
- Starting and stopping the engine
- Consumer information
- Emergency closing and opening



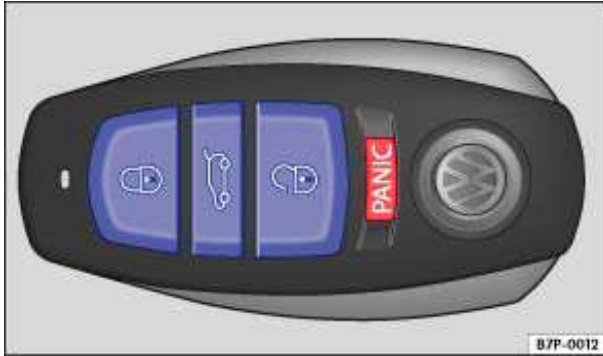
### **WARNING**

**Improper use of remote control vehicle keys can result in serious personal injury.**

- **Always take the key with you when you leave the vehicle. It can be used to start the engine and operate vehicle systems such as the power windows, leading to serious personal injury. Children or other unauthorized persons could also lock the doors and the luggage compartment.**
- **Never leave children, disabled persons, or anyone who cannot help themselves in the vehicle. The doors can be locked with the remote control vehicle key. This could result in people being trapped in the vehicle in an emergency. For example, depending on the time of year, people trapped in the vehicle can be exposed to very high or very low temperatures.**
- **Heat build-up in the passenger and luggage compartment of a parked vehicle can result in temperatures in the vehicle that are much higher than the outside temperatures, particularly in summer. Temperatures can quickly reach levels that can cause unconsciousness and death, particularly to small children.**
- **Never remove the key from the ignition switch while the vehicle is moving or rolling to a stop. The steering wheel will lock and you will not be able to steer or control the vehicle.**

## Remote control vehicle keys

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**Fig. 17** Remote control vehicle key with panic button.

**📖 Please first read and note the introductory information and heed the WARNINGS ⚠️**

### Remote control vehicle key

The remote control vehicle key can unlock and lock the vehicle from a distance.

The remote transmitter and battery are inside the remote control vehicle key. The receiver is inside the passenger compartment. The operating range of the remote control vehicle key for a fresh battery is several yards (meters) around the vehicle.

If the remote control vehicle key will not lock or unlock your vehicle, you probably need to replace the battery in the remote control vehicle key, *Replacing the remote control vehicle key battery*. If this is not the problem, the key should be resynchronized by an authorized Volkswagen dealer, an authorized Volkswagen Service Facility, or another qualified workshop. See also *Synchronizing the remote control vehicle key*.

### Panic button

Press button ⇒ [fig. 17](#) only in emergencies! After pushing the button, the horn will sound and the turn signals will flash. Press the button again to switch off the panic feature.

### Replacement vehicle keys

The vehicle identification number is required to get a replacement key or an additional remote control vehicle key.

Up to 8 remote control vehicle keys, each of which must be properly cut, coded, programmed, and synchronized, can be used with your vehicle.

Each new vehicle key contains a microchip and must be coded with the data from the vehicle's electronic immobilizer. A vehicle key will not work if it does not contain a microchip or contains a chip that is not coded, even if the key bit was cut correctly.

You can obtain additional or duplicate remote control keys from authorized Volkswagen dealers, authorized Volkswagen Service Facilities and from certain independent repair facilities and locksmiths which are qualified to make remote control vehicle keys.

Each vehicle key must be programmed by an authorized Volkswagen dealer, an authorized Volkswagen Service Facility, or another qualified workshop in order for it to work with your vehicle.

To find the nearest qualified independent repair facility, locksmith, or Volkswagen dealer which can cut and code replacement vehicle keys, call the VW Customer CARE Hotline at 1-800-822-8987 or visit <http://www.vw.com> and search for “replacement keys.”

Canadian customers can contact an authorized Volkswagen dealer or Volkswagen Service Facility or call the Volkswagen Canada Customer CARE Center at (1-800-822-8987).

## ! NOTICE

The remote control vehicle keys contain electrical components. Protect them from damage, moisture and rough handling.

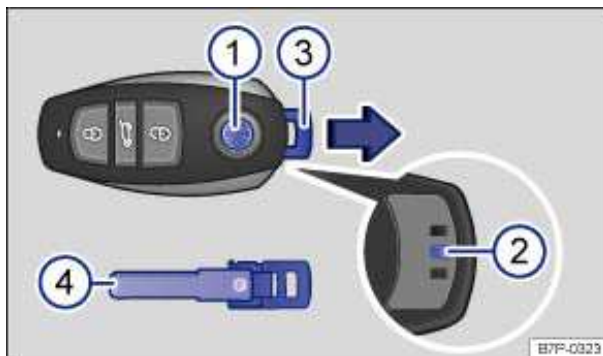
**i** Do not press the buttons on the remote control vehicle key unless you actually want to use the function in question. Since terrain and conditions vary, pressing a button on the remote control vehicle key when it is not necessary may unlock the vehicle or set off the panic alarm, even if you think you are out of range.

**i** Remote control vehicle key functions can be temporarily disrupted by interference from transmitters near the vehicle that use the same frequency range (such as radio equipment or cellular phones).

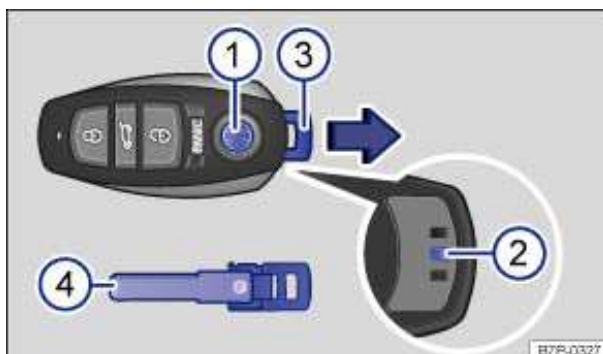
**i** Things between the remote control vehicle key and vehicle, bad weather, as well as a weak battery can reduce the operating range.

**i** If the remote control vehicle key buttons or the power locking buttons ⇒ [fig. 24](#) are pushed repeatedly in quick succession, the power locking system is switched off for a brief period to help keep it from being overloaded. The vehicle is then unlocked for about 30 seconds. Unless a door or the rear hatch is opened in this span of time, the vehicle is automatically locked afterwards.

## Emergency key



**Fig. 18** Releasing the emergency key and removing it from the remote control vehicle key.



**Fig. 19** Releasing the emergency key and removing it from a remote control vehicle key with a panic button.

**ⓘ Please first read and note the introductory information and heed the WARNINGS ⚠**

There is an emergency key inside the remote control vehicle key fob (4) or for manual unlocking and locking the vehicle.

- (1) Emergency key release button.
- (2) Locking catch in the remote control vehicle key.
- (3) Emergency key in the remote control vehicle key, with eyelet for fastening to a key chain.
- (4) Emergency key removed.

### Releasing and removing the emergency key

- With one hand, press and hold button (1) ⇒ fig. 18 or ⇒ fig. 19.
- With the other hand, press the locking catch (2) under the emergency key (4) while pulling the key out in the direction of the arrow.

### Using the emergency key

The emergency key can be used for the following:

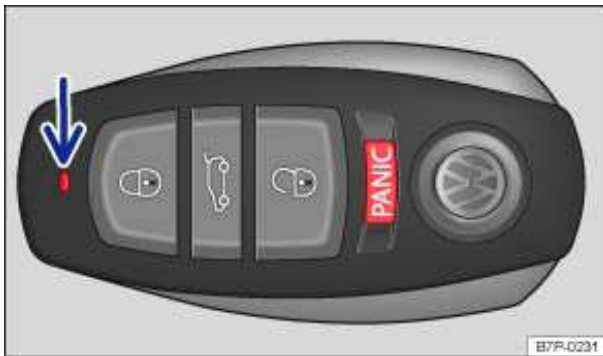
- Locking and unlocking the glove compartment.
- Manually locking and unlocking vehicle.

### Reinserting the emergency key

- Insert the emergency key (4) or into the opening in the remote control vehicle key.
- Slide the emergency key in the direction opposite to the arrow until it locks into place.

## Indicator light in the remote control vehicle key

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**Fig. 20** Indicator light in the remote control vehicle key.

**ⓘ Please first read and note the introductory information and heed the WARNINGS ⚠**

If a button in the remote control vehicle key is pressed briefly, the indicator light (arrow) ⇒ fig. 20 will flash once briefly. If you push and hold a button, it flashes repeatedly.

If the indicator light in the remote control vehicle key does not come on when the button is pressed, the battery inside the key must be replaced.

A Declaration of Compliance with the United States FCC and Industry Canada regulations is found in the Consumer Information section of this Manual.

## Replacing the remote control vehicle key battery

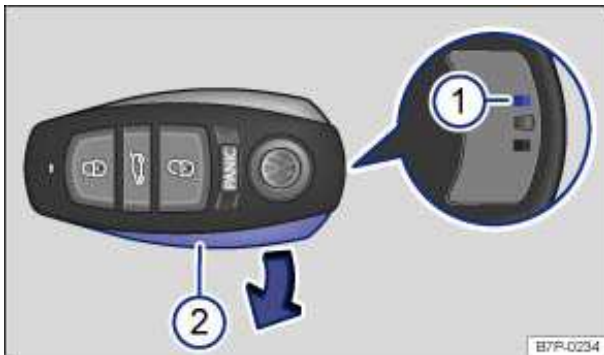


Fig. 21 Removing battery cover from the remote control vehicle key.

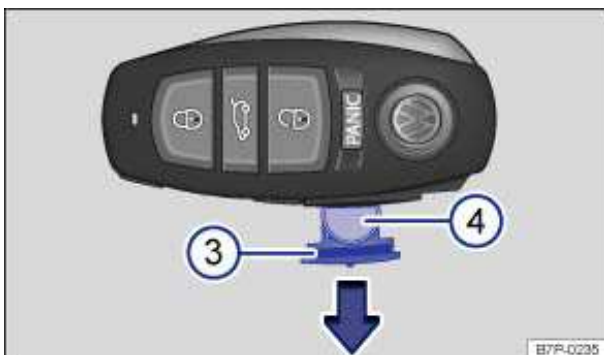



Fig. 22 Opening battery compartment of the remote control vehicle key.

**⚠ . Please first read and note the introductory information and heed the WARNINGS ⚠**

Volkswagen recommends having the battery in the remote control vehicle key changed by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility.

The battery is in the remote control vehicle key under a cover ⇒ [fig. 21](#). When changing the battery, pay attention to the correct polarity and use the same type of battery ⇒ .

### Removing the cover

- Take the emergency key out of the remote control vehicle key fob.
- Insert the end of a bent paper clip (or other suitable object) into the opening (1) on the back of the remote control vehicle key as far as it will go. Then press it down and towards the outer edge of the remote control vehicle key fob.
- Remove the paper clip and remove the cover (2) in the direction of the arrow.

### Replacing the battery

- Hold the key so that the VW emblem points up.
- Pull the battery compartment out ⇒ [fig. 22 \(3\)](#) in the direction of the arrow and remove the battery (4).
- CAREfully place the new battery into the battery compartment slot with the flat side down.
- Push the battery compartment in the direction opposite to the arrow back into the remote control vehicle key fob.



## Replacing the cover

- Insert the thin left side of the cover ⇒ [fig. 21 \(2\)](#) in the remote control vehicle key and press the thick right side down until the cover locks into place.
- Reinsert the emergency key into the remote control vehicle key.



### NOTICE

- **Changing the battery improperly can damage the remote control vehicle key.**
- **Using the wrong battery can damage the remote control vehicle key. Replace a dead battery with a new one that has the same voltage, size, and specifications.**
- **Make sure the plus and minus poles of the battery are correctly positioned.**



Dispose of old batteries in an environmentally responsible manner and keep them out of the reach of children.




Batteries of the type used in your remote control vehicle key may contain **Perchlorate Material**. Special handling may apply – see <http://www.dtsc.ca.gov/hazardouswaste/perchlorate>. Obey all legal requirements regarding handling and disposal of these batteries. Authorized Volkswagen dealers and authorized Volkswagen Service Facilities are familiar with the requirements, and we recommend that you have them perform this service for you.

## Synchronizing the remote control vehicle key

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 **Please first read and note the introductory information and heed the WARNINGS **

If the button  is pressed often while outside the operating range, it is possible that the vehicle cannot be locked or unlocked anymore with the remote control vehicle key. Synchronize the vehicle key as follows:

### Synchronizing the remote control vehicle key when the vehicle is closed

- Take the emergency key out of the remote control vehicle key fob.
- Remove the cap from the door handle on the driver door.
- Manually unlock the vehicle with the emergency key within 1 minute.
- Switch the ignition on with the remote control vehicle key fob. The synchronization is complete.
- Put the emergency key in the remote control vehicle key fob and reinstall the cap.

### Synchronizing the remote control vehicle key when the vehicle is open

Turn the ignition on with the remote control vehicle key fob. The synchronization is complete.

# Power locking and closing system

## Introduction

---

In this section you'll find information about:

- Description of the power locking system
- Unlocking and locking the vehicle from the outside
- Unlocking and locking the vehicle from the inside
- Unlocking or locking vehicles with Keyless Access
- Anti-theft alarm system

The power locking system works properly only when all doors and the rear hatch are completely closed. When the driver door is open, the vehicle *cannot* be locked with the remote control vehicle key.

For vehicles equipped with the Keyless Access locking and starting system, the vehicle can be locked *only* if the ignition is switched off and the driver door is closed.

Leaving the vehicle unlocked for longer periods of non-use (for example, in your garage) can cause the vehicle battery to drain so that the engine can no longer be started.

### More information:

- Vehicle key set
- Doors
- Rear hatch
- Power windows
- Power sunroof
- Trailer towing
- Emergency closing and opening



### WARNING

**Improper use of power locks can result in serious personal injury.**

- **The power locking button locks all doors. Locking the doors from the inside can help prevent unintended door opening during a collision and can also prevent unwanted entry from the outside. Locked doors can, however, delay assistance to vehicle occupants and rescue from the outside in an accident or other emergency.**
- **Never leave children or anyone who cannot help themselves behind in the vehicle. All doors can be locked from the inside with the power lock button. This could leave people trapped in the vehicle in an emergency. Depending on the time of year, people trapped in the vehicle can be exposed to very high or very low temperatures.**
- **A closed vehicle can become very hot or very cold, depending on the season. Particularly in the summer, heat buildup in the passenger and luggage compartment of a parked vehicle can result in temperatures in the vehicle that are much higher than the outside temperatures. Temperatures can quickly reach levels that can cause unconsciousness and death, particularly to small children.**
- **Never allow passengers to remain in a locked vehicle. In an emergency any person still inside the vehicle might not be able to get out.**

## Description of the power locking system

---

 Please first read and note the introductory information and heed the **WARNINGS** 

The power locking system lets you unlock and lock all doors and the rear hatch.

- From the outside with the vehicle key.
- From the outside with Keyless Access
- From the inside with the power locking switch

Special functions of the power locking system can be activated or deactivated via the **Convenience** sub-menu in the **Settings** menu on vehicles with the Premium instrument cluster or by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The doors and the rear hatch can be locked manually if the remote control vehicle key is not working.

### Automatic locking (Auto Close)

The vehicle will lock automatically when it reaches a speed of about 10 mph (15 km/h). When the vehicle is locked, the indicator light wcomes on in the power locking button ⇒ [fig. 24](#).

### Automatic unlocking (Auto Open)

The vehicle unlocks automatically when the vehicle key is taken out of the ignition or the driver door is opened or. On vehicles with Keyless Access, Auto. open is triggered by opening the driver door. Auto. open works only if the vehicle has been automatically locked with the Auto Close feature. The indicator light wgoes out in the power locking button when the doors unlock ⇒ [fig. 24](#).

### Switching functions on and off in the Infotainment System

Certain power locking feature can be turned on and off in the Infotainment System.

- Switch on the ignition.
- Press the [CAR](#) Infotainment button.
- Tap the [Settings](#) function key on the screen.
- Select [Central locking](#) from the list.

If the check box in the function key is checked  , the feature is switched on.

### Function key: supplementary information



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[Lock automatically](#) when the vehicle is not moving, press the power locking switch or take the key out of the ignition. Tap the function key to deactivate the feature.


---

[Fold in mirrors](#): Automatically folds in the outside mirrors when the vehicle is locked. Tap the function key to deactivate the feature.


---

[Unlock doors](#): Controls options for unlocking doors with the  button in the remote control vehicle key. Tap the function key [Unlock doors](#) or  and select the desired option in the pop-up window.

**All:** All doors and (possibly) the rear hatch are unlocked when the vehicle is unlocked with the remote control vehicle key.


**Driver only:** Only the driver's door is unlocked when the vehicle is unlocked with the remote control vehicle key. All doors and (possibly) the rear hatch open only if the  button is pushed a second time.

---

[Unlock trunk separately](#): The rear hatch remains locked when the vehicle is unlocked. Pressing the  button unlocks the rear hatch. Tap the function key to deactivate the feature.


## Locking the vehicle after airbag inflation

If the airbags are activated during a collision, the entire vehicle is unlocked. Depending on the severity of the damage, the vehicle can be locked after a collision when the airbags have deployed as follows:

Function	Action
Locking the vehicle <b>with the power locking switch</b> :	<ul style="list-style-type: none"><li>– Switch the ignition off.</li><li>– Open a door once.</li><li>– Press power locking switch </li></ul>
Locking the vehicle <b>with the remote control vehicle key</b> :	<ul style="list-style-type: none"><li>– Switch the ignition off and on again.</li></ul> <b>OR:</b> Remove the remote control vehicle key from the ignition. <ul style="list-style-type: none"><li>– Open a door once.</li><li>– Lock the vehicle with the remote control vehicle key.</li></ul>

## Indicator light in the driver door

After the vehicle is locked:	Meaning
The red LED light flashes for about 2 seconds in short intervals, then slower.	The vehicle is locked.
Red LED light lights up continuously for about 30 seconds.	Locking system malfunction. See an authorized Volkswagen dealer or an authorized Volkswagen Service Facility.

 If the remote control vehicle key buttons or one of the power locking buttons are pushed repeatedly in quick succession, the power locking system is switched off for a brief period to help keep it from being overloaded. The vehicle is then unlocked for about 30 seconds. Unless a door or the rear hatch is opened during this time, the vehicle is automatically locked afterwards.

## Unlocking and locking the vehicle from the outside

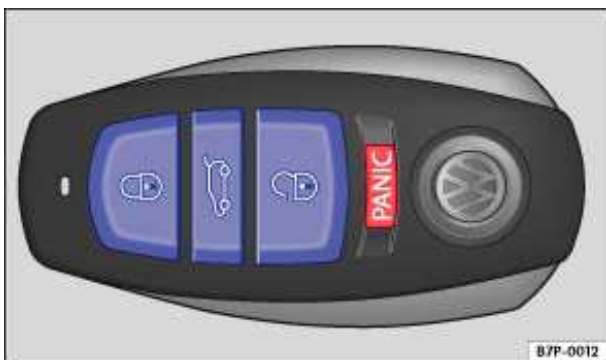






Fig. 23 Buttons in the remote control vehicle key.

 Please first read and note the introductory information and heed the WARNINGS 

Function	Using the buttons on the remote control vehicle key ⇒ <a href="#">fig. 23</a>	Using the emergency key
Unlock the vehicle.	Press the  button twice to open all doors and the rear hatch.	Insert the emergency key into the driver door lock and turn counter-clockwise. Keep turned for convenience opening.
Lock the vehicle.	Press the  button and keep it pressed for convenience closing.	Insert the emergency key into the driver door lock and turn clockwise. Keep turned for convenience closing.
Unlock the rear hatch.	Press the  button.	Insert the emergency key into the driver door lock and turn counter-clockwise.

**Note:** Depending on the settings for the power locking system in the **Comfort** sub-menu, it may be necessary to press the  button twice to unlock all doors and the rear hatch.

The remote control vehicle key unlocks and locks the vehicle only when the battery in the remote control vehicle key have enough power, and the remote control vehicle key is within a few yards/meters of the vehicle. All turn signals flash to confirm that the vehicle is locked.

- All turn signals flash once and the horn beeps once to confirm that the vehicle has been locked. The horn beep can be disabled by deactivating the “ATA confirmation” feature in the **Convenience** submenu.
- All turn signals flash *twice* to confirm that the vehicle has been unlocked.

If the turn signals *do not* flash to confirm locking, one or more doors, the rear hatch or the engine hood is not locked.

If the driver door is open, the vehicle cannot be locked with the remote control vehicle key.

If the vehicle was unlocked with the remote control vehicle key and the door or the rear hatch has not been opened in about 30 seconds, the vehicle is automatically locked again. This feature helps prevent the vehicle from staying unlocked unintentionally.

## Unlocking and locking the vehicle from the inside



**Fig. 24** On all 4 doors: Power locking switch.

 Please first read and note the introductory information and heed the **WARNINGS** 

Press button ⇒ **fig. 24:**

---

🔓	Unlock the vehicle.
🔒	Lock the vehicle.

---

The power locking switch works whether the ignition is switched on or off, but only when all doors are closed.

If the vehicle is locked with the remote control vehicle key, the power locking switch is deactivated.

If the vehicle is locked with the power locking switch:

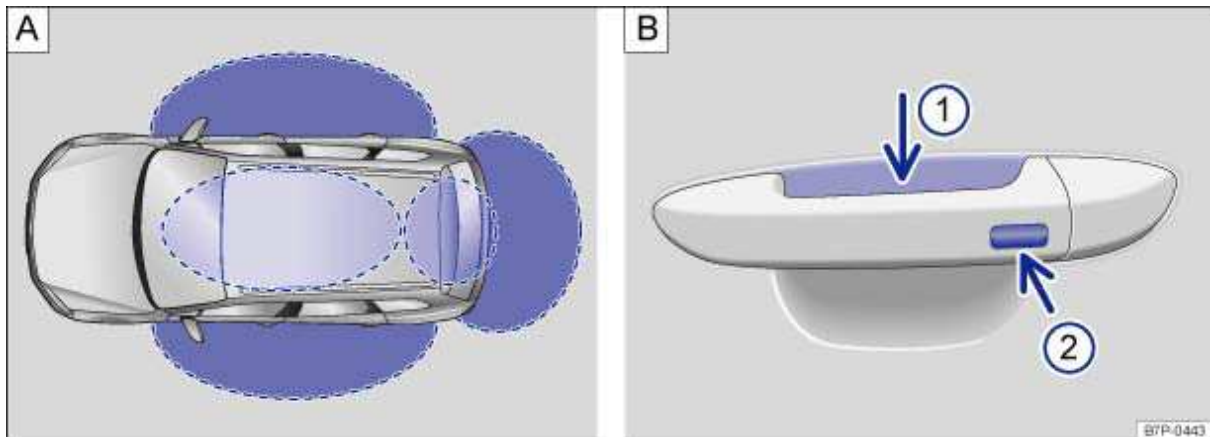
The indicator light 🚪 in the power locking switch comes on to indicate that all doors and the rear hatch are locked.

- The anti-theft alarm system is **not** turned on.
- Opening doors or the rear hatch from the *outside* is not possible, at a traffic light, for example.
- Doors can be unlocked and opened separately from inside the vehicle by pulling the door handle to open the door. The indicator light 🚪 goes out. The unopened doors and rear hatch remain locked and cannot be opened from the outside.
- An open driver door will not be locked. This helps keep the driver from being locked out of the vehicle.

The vehicle is unlocked if you push the 🚪 button while the vehicle is standing still. Depending on the settings in the **Convenience** sub-menu, it may also be unlocked when you take the vehicle key out of the ignition or, on vehicles with Keyless Access, when you open the driver door (**Auto. open**).

## Unlocking or locking vehicles with Keyless Access

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**Fig. 25** (A) Ranges of the Keyless Access locking and starting system. Outside the vehicle: Unlocking range. Inside the vehicle: starting range. (B) Keyless Access locking and starting system: Sensor 1 for unlocking on the inside of the front door handles. Sensor for locking on the outside of the door handles 2.



**Fig. 26** Access locking and starting system: Opening the sensor-controlled rear hatch (Easy Open).

**ⓘ . Please first read and note the introductory information and heed the WARNINGS ⚠**

Keyless Access is a keyless starting and locking system that unlocks and locks the vehicle without active use of a remote control vehicle key. All you have to do is have a valid vehicle key within range ⇒ [fig. 25 A](#) and touch a sensor surface on one of the front door handles **B** or push the button on the rear hatch when a valid vehicle key is within range ⇒ **!**.

### General information

When a valid vehicle key comes within range, the Keyless Access locking and starting system recognizes a valid vehicle entry request as soon as a door handle sensor is touched on the driver or front passenger door or the button on the rear hatch is pressed. The following functions are then enabled without active use of the vehicle key:

- Keyless Entry: Unlocking the vehicle with the door handles or the button on the rear hatch.
- Keyless Go: Start engine and drive. For this, you just have to press the starter button and have a valid remote control vehicle key inside the vehicle.
- Keyless Exit: Locking the vehicle via the door handle of the driver or front passenger door.
- Easy Open: Opening the rear hatch by moving your foot below the rear bumper ⇒ [fig. 26](#).

The power locking and closing system works like the *standard* unlocking and locking system. Only the way that the systems are operated is different.

All turn signals flash twice to confirm that the vehicle has been unlocked and once to confirm that it has been locked.

If the vehicle was unlocked and within the next few seconds no door or the rear hatch has been opened, the vehicle is automatically locked again.

### Unlocking and opening doors (Keyless Entry)

- Grasp the door handle of the driver or front passenger door so that you touch the unlocking sensor surface ⇒ [fig. 25 \(1\) B](#). When doing so, **do not** contact the sensor on the door handle **(2) B**.
- Open the door.

### Closing and locking doors (Keyless Exit)

- Switch off the ignition.
- Close the driver door
- Touch the sensor surface in the door handle on the driver or front passenger door **(2) B** *once*. The vehicle is locked. The door being locked must be closed.
- Close the driver door.

## Unlocking and locking the rear hatch (Keyless Entry for the rear hatch)

If the vehicle is locked and a valid vehicle key is within range **A** of the rear hatch, it unlocks automatically when opened.

- Open and close the rear hatch as you would a standard rear hatch.

The rear hatch locks automatically when it is closed except in the following situations:

- The vehicle is completely unlocked.
- When an authorized vehicle key is inside the vehicle.

## Sensor-controlled rear hatch opener (Easy Open)

When a valid vehicle key is within range **A** of the rear hatch, the rear hatch can be unlocked and opened by moving your foot within the sensor's range ⇒ [fig. 26](#) below the rear bumper.

- Switch off the ignition and remove any vehicle key in the ignition.
- Stand in front of the middle of the rear bumper.
- Quickly move the side of your body, your foot and shin as close to the bumper as possible. Your shin must be in the upper part of the sensor's range and your foot in the lower part (1).
- Quickly move your shin out of range (2). The rear hatch opens automatically.

The high-mounted brake light and the turn signals flash once to show that the Easy Open feature is opening the rear hatch.

The rear hatch locks automatically after closing if the vehicle was locked before and a valid vehicle key is not inside the vehicle. If the vehicle key used to open the vehicle is inside the vehicle, the rear hatch opens again.

Easy Open may not work properly or at all in the following situations (examples):

- If the rear bumper is very dirty.
- If the rear bumper has salty water on it after driving on salted roads.
- If a trailer hitch has been retrofit on the vehicle.

Easy Open may be automatically deactivated in heavy rain to help prevent unintentional deployment caused by water running down the vehicle, for example.

## Locking with a second vehicle key

If a remote control vehicle key is inside the passenger compartment, the vehicle can be locked from the outside only if a second valid key is within range.

A key that was inside the vehicle when it was locked from the outside is reactivated:

- By pressing a button on the deactivated key.
- By pressing a door handle sensor when the deactivated key is outside of the vehicle, but within range.
- By starting the engine with the starter button on the front center console.

## Automatic deactivation of sensors

If the vehicle has not been unlocked or locked for a longer period of time, the proximity sensors in the passenger door are automatically deactivated.

If a sensor on the door handle of a locked vehicle is activated too often, for instance by a bush or hedge that rubs against the vehicle, the sensors in the door handle on that side of the vehicle are switched off for 30 minutes.

The sensors become active again when the vehicle is locked with the vehicle key and the ignition is switched on one time.

The sensors become active again if one of the following events occurs:

- 30 minutes have passed.
- **OR:** The vehicle is unlocked using the  $\vee$  button in the remote control vehicle key.



- **OR:** The rear hatch is opened.
- **OR:** The vehicle is mechanically unlocked using the emergency vehicle key.

### Convenience features

To use the convenience closing feature to close all power windows, hold your finger on the lock sensor surface ⇒ [fig. 25 \(2\)](#) on the outside of the door handle for a few seconds until the windows close.

Remove your finger from the lock sensor surface (2) to stop the function. If you touch the unlock sensor surface 1 on the inside of the door handle immediately after releasing the lock sensor surface 1 (arrow), all of the windows will open (safety function). Pinch protection is active during convenience closing of the windows.

The settings in the **Settings** – **Convenience** menu determine which doors open when the door handle sensor surface is touched.



### CAUTION

**If a valid vehicle key is within range of the rear hatch, the Easy Open feature can deploy unintentionally in some cases and open the rear hatch: for example, when sweeping the ground or floor below the rear bumper, if there is a strong stream of water or steam or when CARRYing out maintenance or repairs around the rear bumper. If the rear hatch opens unintentionally, it can injure anyone or damage anything in its way.**

- **Never leave a valid vehicle key within range of the rear hatch unattended.**



### NOTICE

**The door handle sensor surfaces can be activated by a strong stream of water or steam if a valid vehicle key is within range of the vehicle. All windows may open if you turn the spray of water or steam away from and then back onto the door handle sensor surface in quick succession.**



The door may not open if the outside and inside door handles are used at the same time.



If the automatic transmission is **not** in Park (**P**) position, the electronic steering column lock will not lock and the vehicle will not lock via sensors in the front door handles or the remote control vehicle key.



If the vehicle battery or the battery in the remote control vehicle key is weak or dead, it might not be possible to unlock and lock the vehicle using Keyless Access. The vehicle can still be manually locked or unlocked with the emergency key.



The driver message **Key not in range** appears in the instrument cluster display if there is no remote control vehicle key inside the vehicle or if the system does not recognize the remote control vehicle key. The key may not be recognized, for example, if it is covered by something that interferes with the signal (such as a briefcase), or if the remote control vehicle key battery is weak. Electronic devices such as cell phones can also interfere with the signal.



Dirt on the door handles that contains a lot of salt (especially in winter) can affect the way the door handle sensors work. Cleaning the door handles can help with this problem.

## Anti-theft alarm system

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 **Please first read and note the introductory information and heed the WARNINGS **

Your vehicle is either equipped with an anti-theft alarm system or pre-equipped for anti-theft alarm system installation. If the vehicle is pre-equipped for installation of the anti-theft alarm system, the alarm system can be retrofitted by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility.

The anti-theft alarm system makes it more difficult for someone to break into or steal the vehicle.

The anti-theft alarm system is automatically activated when the vehicle is locked by pressing the lock button on the remote control vehicle key.

### When is the alarm triggered?

The anti-theft alarm system sounds for about 30 seconds and flashes the turn signals for up to 5 minutes, if the following occurs with respect to the locked vehicle:

- Opening a door that has been mechanically unlocked.
- Forcibly opening a door.
- Forcibly opening the engine hood.
- Forcibly opening the rear hatch.
- Switching on the ignition with an invalid key.
- Disconnecting the vehicle battery.
- Disconnecting an anti-theft system integrated trailer.

### Deactivating the alarm


Unlock the vehicle with the unlock button on the remote control vehicle key and switch on the ignition with a valid remote control vehicle key.

For vehicles with Keyless Access, the alarm can be deactivated by grasping one of the door handles when a valid vehicle key is in range or by holding the remote control vehicle key to the right of the steering column trim and pressing the starter.



. After the alarm has stopped and the vehicle is opened again in the same or a different area that is protected by the alarm, the alarm is triggered again. For example, the alarm will sound again if the rear hatch is opened after one of the doors has been opened.



. The anti-theft alarm system is **not** activated when the vehicle is locked with the power lock switch  on the inside of the driver or front passenger doors.



. If the driver door is mechanically unlocked with the emergency key, only the driver door is unlocked, but not the entire vehicle. Switching on the ignition deactivates the anti-theft alarm system and activates the central locking button. To unlock the doors, use the central locking button or remote control vehicle key.



. If the vehicle battery is dead or weak, the anti-theft alarm system will not work properly.

# Doors

## Introduction

---

In this section you'll find information about:

Warning light

Electric child safety locks

### More information:

- Vehicle key set
- Power locking and closing system
- Emergency closing and opening



### WARNING

A door that is not closed properly may open suddenly when the vehicle is moving and cause severe injuries.

- Stop immediately and close the door.
- Make sure that the door is safely and completely latched when closed. The closed door must be flush with the surrounding auto body parts.
- Open or close doors only if no one is in the way.



### WARNING



A door kept open with the door stop may close in strong winds or on inclines and cause injuries.

- Always hold doors by the door handle while opening and closing.

## Warning light

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 Please first read and note the introductory information and heed the WARNINGS 

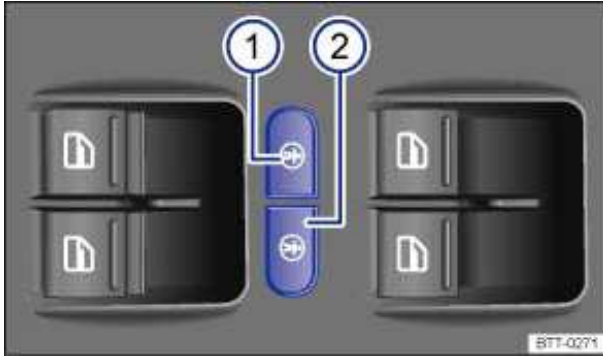
Lights up	Possible cause	Proper response
	At least one vehicle door is open or improperly closed.	 <b>Stop!</b> Open and close the door again.

When the ignition is switched on, several warning and indicator lights come on briefly for a function check. They go out after a few seconds.

If a door is not closed properly, the / warning light in the instrument cluster comes on showing an open door.

Depending on vehicle options, a symbol may be displayed in the instrument cluster instead of the warning light. The symbol will still be displayed even after the ignition is switched off. The Premium instrument cluster display goes out about 15 seconds after the vehicle has been locked.

## Electric child safety locks



**Fig. 27** In the driver door: Buttons for the electric child safety locks.

### **📖 Please first read and note the introductory information and heed the WARNINGS ⚠️**

The electric child safety locks keep the rear doors from being opened from the inside, so that children cannot open them accidentally. The rear power window switch for the selected side is also disabled. The controls for the power windows and door locks can be operated separately (left or right) to prevent restrictions being placed on an adult passenger seated in the back with a child. The left button ⇒ [fig. 27 \(1\)](#) and the right button ([2](#)) switch the child safety lock on for either the left or right side, respectively.

A yellow indicator light in the button comes on to indicate activation.

### **Activating or deactivating electric child safety locks**

Function	Response
Activate:	Press the left button or the right button, light comes on .
Deactivate:	Press the respective button again, light goes out.



### **WARNING**

**When the electric child safety lock is engaged, that rear door cannot be opened from the inside.**

- **Never leave children, disabled persons, or anyone who cannot help themselves, in the vehicle when locking the doors. This could result in people being locked in the vehicle. This could result in people being trapped in the vehicle in an emergency. Depending on the time of year, people trapped in the vehicle can be exposed to very high or very low temperatures.**
- **A closed vehicle can become very hot or very cold, depending on the season. Particularly in the summer, heat build-up in the passenger and luggage compartment of a parked vehicle can result in temperatures in the vehicle that are much higher than the outside temperatures. Temperatures can quickly reach levels that can cause unconsciousness and death, particularly to small children.**

# Rear hatch

## Introduction

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In this section you'll find information about:

Warning light

Opening the rear hatch

Closing the rear hatch

Power operation of the rear hatch

### More information:

- Exterior views
- Power locking system
- Transporting
- Emergency closing and opening



### WARNING

Accidents and severe personal injuries can result if you unlock, open, or close the rear hatch when someone is in the way.

- Only open or close the rear hatch if no one is in the way.
- After closing the rear hatch, always make sure that it is properly closed and locked so that it cannot open suddenly when the vehicle is moving. The closed rear hatch must be flush with the surrounding auto body parts.
- Always keep the rear hatch closed while driving to help keep poisonous exhaust gas from being drawn into the vehicle.
- Never open the rear hatch when a luggage rack is installed and loaded. If, for example, there are bicycles on a CARrier on the rear hatch, it is possible that the lid will not be able to open automatically. An open rear hatch may fall on its own because of the additional weight. The open rear hatch must be supported or the weight must be removed from the luggage rack first.
- Close and lock the rear hatch and all doors when the vehicle is not in use. First, make sure that no one is left inside the vehicle.
- Never leave your vehicle unattended or let children play around your vehicle, especially when the rear hatch is open. A child could crawl into the vehicle and pull the rear hatch shut, becoming trapped and unable to get out. A closed vehicle can become very hot or very cold, depending on the season. Particularly in the summer, heat build-up in the passenger and luggage compartment of a parked vehicle can result in temperatures in the vehicle that are much higher than the outside temperatures. Temperatures can quickly reach levels that can cause unconsciousness and death, particularly to small children.
- Never leave children or anyone who cannot help themselves behind in the vehicle. They may lock the vehicle with the vehicle key or the power locking switch and lock themselves in.





### NOTICE


Before opening or closing the rear hatch, make sure there is enough room to do so, as for example when the vehicle has a trailer or is in a garage.

## Warning light

📖 Please first read and note the introductory information and heed the WARNINGS ⚠️

Lights up	Possible cause	Proper response
	Rear hatch open or improperly closed.	 <b>Stop driving!</b> Open the rear hatch and then close it again.

When the ignition is switched on, several warning and indicator lights come on briefly for a function check. They go out after a few seconds.

If the rear hatch is not closed properly, the red  warning light comes on in the instrument cluster display or the vehicle icon appears in the instrument cluster showing an open rear hatch.

Depending on vehicle options, a symbol may be displayed in the instrument cluster instead of the warning light. The symbol will still be displayed even after the ignition is switched off. The Premium instrument cluster display goes out about 15 seconds after the vehicle has been locked.

### **WARNING**

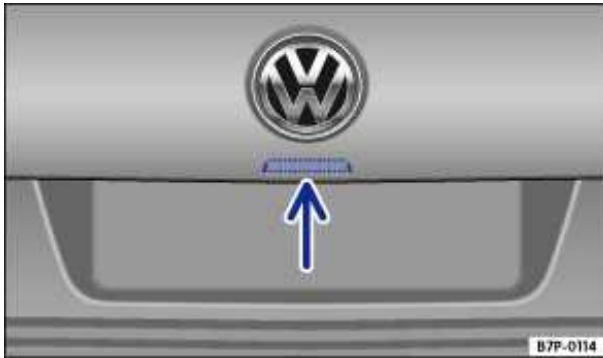
**If the rear hatch is not closed properly, it may open suddenly when the vehicle is moving and cause severe injuries.**

- Stop immediately and close the rear hatch.
- Always make sure the rear hatch is securely latched after you close it.

## Opening the rear hatch



**Fig. 28** In the driver door: Power button to unlock the rear hatch.



**Fig. 29** Opening rear hatch from the outside.

**ⓘ Please first read and note the introductory information and heed the WARNINGS ⚠**

If there are bicycles on a mounted luggage rack, it may not be possible to open the rear hatch ⇒ ⚠. Remove items from the luggage rack and support the open rear hatch.

### **Unlocking and opening with the remote control vehicle key**

Press and hold the ↵ button on the remote control vehicle key to automatically open the rear hatch.

### **Unlocking and opening with the unlock switch on the driver door**

Pull up the ↵ switch on the driver door until the rear hatch opens automatically ⇒ [fig. 28](#).

The switch in the driver door also works when the ignition is switched off.

### **Opening with the button on the rear hatch**

- Unlock the vehicle or the rear hatch, or open a door.
- Lift the rear hatch slightly while at the button ⇒ [fig. 29](#) (arrow). The rear hatch opens automatically.



### **WARNING**

**Improper and unsupervised unlocking or opening of the rear hatch can cause severe injuries. Never open the lid when someone is in the way.**

- If a bicycle or luggage rack is installed on the rear hatch, it may be hard to see that the rear hatch is unlatched. An unlatched rear hatch may open suddenly when the vehicle is moving.



### **NOTICE**

**Before opening or closing the rear hatch, make sure there is enough room to do so, as for example when the vehicle has a trailer or is in a garage.**



At temperatures below +32 °F (0 °C), the rear hatch may not open automatically after you unlock it. It will be necessary to lift it by hand.

## Closing the rear hatch

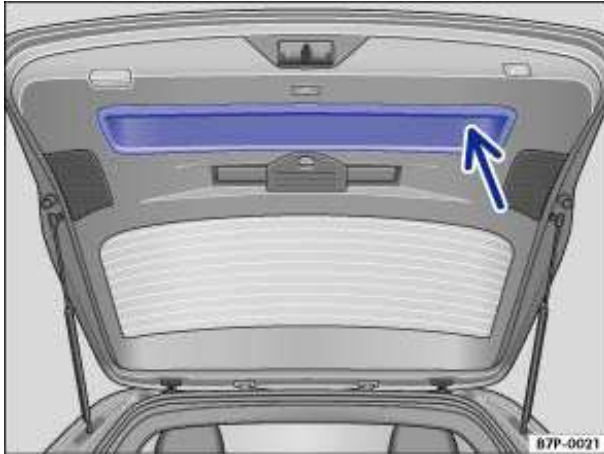


Fig. 30 Opened rear hatch: Recessed grip for closing.

**ⓘ Please first read and note the introductory information and heed the WARNINGS ⚠**


### Closing the rear hatch

- Grasp one of the recessed grips in the trim of the rear hatch ⇒ [fig. 30](#) (arrow).
- Pull the rear hatch down and close it securely so that the latch engages.
- Check the rear hatch to make sure it is securely latched.

### Locking the rear hatch

If you unlock the vehicle with the vehicle key, but do not open either a door or the rear hatch in about the next 30 seconds, the vehicle is automatically locked again. This feature helps prevent you from leaving the vehicle unlocked unintentionally.

It is only possible to lock the rear hatch when it is securely closed and latched.

- The power locking system also locks the rear hatch.
- If the rear hatch of a locked vehicle is unlocked with the  button on the remote control vehicle key ⇒ [fig. 23](#), it will lock again right after it is closed.
- A closed but unlocked rear hatch automatically locks at speeds above 4 mph (7 km/h).



### WARNING

**Improper or unsupervised closing of the rear hatch can cause severe injuries. Never close the lid when someone is in the way.**

- **Never leave your vehicle unattended or let children play around your vehicle, especially with the rear hatch left open. A child could crawl into the vehicle and pull the rear hatch shut, becoming trapped and unable to get out. A closed vehicle can become very hot or very cold depending on the season. Temperatures can quickly levels that can cause unconsciousness or death, particularly to small children.**

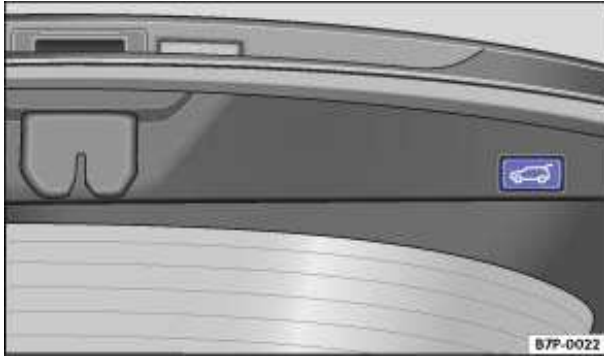


Make sure that the remote control vehicle key is not in the luggage compartment before closing the rear hatch.



## Power operation of the rear hatch



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**Fig. 31** Button in the open rear hatch.

**📖 Please first read and note the introductory information and heed the WARNINGS ⚠️**

### Opening rear hatch (Comfort opening)




- Press the  button on the remote control vehicle key for about a second until the rear hatch automatically opens.
- **OR:** Pull the  switch in the driver door up ⇒ [fig. 28](#).
- **OR:** Operate the switch ⇒ [fig. 29](#) (arrow) on the outside of the rear hatch.


If, while opening automatically, the rear hatch encounters resistance or becomes blocked by an obstacle, it will immediately stop opening.

The rear hatch cannot be opened automatically via its power feature if the factory-installed trailer hitch is electrically connected with the trailer.

The rear hatch can be opened by hand with some force.

### Closing the rear hatch (Comfort closing)

- Press the  button in the remote control vehicle key for about a second.
- **OR:** Pull the  switch in the driver door up ⇒ [fig. 28](#).
- **OR:** Operate the switch ⇒ [fig. 29](#) (arrow) on the outside of the rear hatch.
- **OR:** Press the button in the open rear hatch ⇒ [fig. 31](#) ⇒ .
- Move by hand the rear hatch toward the closed position.



The rear hatch will then move into closing position by itself and will be closed by the soft-close feature ⇒ .

If, while closing automatically, the rear hatch meets resistance or becomes blocked by an obstacle, it will reopen slightly.

Check to see why the rear hatch could not close.

Try again to close the rear hatch.



### Canceling the opening or closing feature

You can stop the opening or closing of the rear hatch by pushing one of the  buttons a second time. Pushing the  buttons again makes the hatch move back to its original position.

You can then open the hatch further by hand. This requires some strength.


### Saving the opening angle

The rear hatch must be at least half way open to be able to save the opening angle.

- Stop the opening process at the desired opening angle.
- Press the  button in the open rear hatch ⇒  for at least 3 seconds. This saves the opening angle.

The warning flashers will blink and a chime will sound to confirm that the angle has been saved.

To completely open the rear hatch again you must first save a new opening angle.

- Unlock the rear hatch and open it to the saved position.
- Manually push open the rear hatch as far as it will go. This requires some strength.
- Press the  button in the open rear hatch for at least 3 seconds.
- The opening angle has been reset to the factory setting.



## WARNING

**Improper or unsupervised closing of the rear hatch can cause severe injuries.**

- **Never leave your vehicle unattended or let children play around your vehicle, especially with the rear hatch left open. A child could crawl into the vehicle and pull the rear hatch shut, becoming trapped and unable to get out. A closed vehicle can become very hot or very cold depending on the season. Temperatures can quickly levels that can cause unconsciousness or death, particularly to small children.**



## WARNING

**A closed rear hatch cannot open completely and an open rear hatch cannot close automatically if a luggage rack is installed on it or if it is covered by a heavy layer of snow. In this case, you will have to hold the rear hatch or prop it up to keep it open.**



## NOTICE

**Before opening or closing the rear hatch, make sure there is enough room to do so, as for example when the vehicle has a trailer or is in a garage.**



## NOTICE

- **Remove any luggage or bicycle rack mounted on the rear hatch before opening the hatch.**



## NOTICE

**If the system is operated too often in succession, it will shut itself off to help prevent overheating.**

- **The feature can be used again as soon as the system has cooled down. In the meantime, the rear hatch can be opened or closed by hand, though this requires some strength.**
- **If the vehicle battery or the fuse is blown when the rear hatch is open, the rear hatch system must be reset. To reset the rear hatch, it must be closed once.**



**Make sure that the remote control vehicle key is not in the luggage compartment before closing the rear hatch.**

# Power windows

## Introduction

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In this section you'll find information about:

Opening and closing power windows

Power windows – features

Power window pinch protection

### More information:

- Volkswagen Information System
- Power locking and closing system



### WARNING

Improper use of power windows can result in serious personal injury.

- Never let anyone get in the way of a power window when closing it.
- When locking the vehicle from the outside, make sure that no one, especially children, remains in the vehicle. The windows will not open in case of an emergency.
- Always take the key with you when you leave the vehicle. You can still use the power windows for several minutes after the ignition is switched off as long as the driver or front passenger door has not been opened.
- Always use the safety switch when children are in the back seat to disable the rear power windows and keep them from being opened and closed.



### NOTICE

If you leave the windows open, rain or other precipitation may enter the vehicle from outside and can damage the vehicle interior.

## Opening and closing power windows

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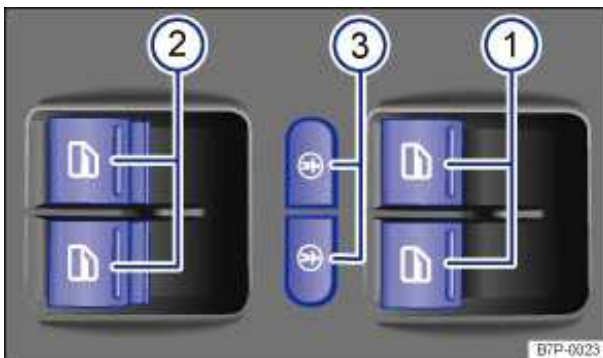


Fig. 32 In driver door: Safety control switches for front and rear power windows.




 Please first read and note the introductory information and heed the WARNINGS 

## Switches in the driver door

Key to [fig. 32](#):

- (1) For the windows in the front doors.
- (2) For the windows in the rear doors.
- (3) Safety switch.

## Opening or closing windows

Function	Action
Opening:	Press the  switch.
Closing:	Pull the switch 
Stopping automatic movement:	Press/pull the switch again.
	The safety switch (left/right) (3) deactivate the left hand and right hand power windows in the rear doors. The yellow indicator light in the switch lights up when activated. The electric child safety locks also prevent the rear doors from being opened from the inside.

The power windows operate only when the ignition is switched on.

You can still use the power windows for several minutes after the ignition is switched off as long as the driver or front passenger door has not been opened. When the vehicle key has been removed from the ignition and the driver door has been opened, the power windows cannot be opened or closed.



. A separate button for controlling the window is located in the front passenger door.

## Power windows – features

 **Please first read and note the introductory information and heed the WARNINGS** 

### One-touch opening and closing

The one-touch feature automatically opens/closes a power window all the way. The window switch does not have to be held down/up.

**For one-touch closing:** Pull the switch for the window up briefly as far as it goes.

**For one-touch opening:** Press the switch for the window down briefly as far as it goes.

**Stopping automatic movement:** Pull/press the switch again.

### Reactivating the one-touch feature

If the vehicle battery is disconnected or dead and the windows are not completely closed, the one-touch feature will not work and must be reactivated:

- Close all windows and doors.
- Pull up the switch for the respective window and hold it for at least 2 seconds in this position.
- Release the switch, pull up and hold again. The one-touch feature is now reactivated.

The one-touch feature can be reactivated for one or more windows at the same time.

### Convenience opening and closing

Function	Using the remote control vehicle key
Convenience opening	Press and hold the unlock button on the remote control vehicle key.
Convenience closing	Press and hold the lock button on the remote control vehicle key.

From outside the vehicle (vehicles with Keyless Access), hold your finger on the lock sensor surface on the outside of the door handle for a few seconds until the windows close.

Convenience closing closes the windows first and then the power sunroof.

The Infotainment System can be used to set various convenience opening options.

### Setting convenience opening options in the Infotainment System

- Switch on the ignition.
- Press the **CAR** Infotainment button.
- Tap the **Settings** function key on the screen.
- Select **Remote control key** from the list.

If the check box in a function key is checked , the feature is switched on.

#### Function key: supplementary information


**Front windows:** Convenience opening opens front windows. Tap the function key to deactivate the feature.


**Rear windows:** Convenience opening opens rear windows. Tap the function key to deactivate the feature.

### **WARNING**

**Improper use of power windows can result in serious personal injury.**

- **Never let anyone get in the way of a power window when closing it.**
- **When locking the vehicle from the outside, make sure that no one, especially children, remains in the vehicle. The windows will not open in case of an emergency.**
- **Always take the key with you when you leave the vehicle. You can still use the power windows for several minutes after the ignition is switched off as long as the driver or front passenger door has not been opened.**
- **Always use the safety switch when children are in the back seat to disable the rear power windows and keep them from being opened and closed.**

 . If the power windows malfunction, the one-touch feature, as well as pinch protection will not work properly. See an authorized Volkswagen dealer or an authorized Volkswagen Service Facility right away.

 . Convenience closing of the power windows from the outside requires removing the cover cap of the lock cylinder on the driver door. The cover cap must be reinstalled after the vehicle is locked.

# Power sunroof

## Introduction

---

In this section you'll find information about:

- Opening or closing the power sunroof
- Opening or closing the power sunroof
- Opening or closing the sunshade
- Opening or closing the sunshade
- Power sunroof – convenience closing feature
- Pinch protection for the power sunroof and the sunshade
- Initializing the power sunroof

### More information:

- Volkswagen Information System
- Power locking and closing system
- Roof rack
- Emergency closing and opening



### WARNING

**Improper use of the power sunroof can result in serious personal injury.**

- **Always make sure that no one is in the way of the power sunroof when it is closing.**
- **Always take the key with you when you leave the vehicle.**
- **Never leave children or disabled persons in the vehicle – particularly if they have access to the vehicle key. Unsupervised use of the remote control vehicle key makes it possible to lock the vehicle, start the engine, turn on the ignition and operate the sunroof.**
- **You can still open or close the power sunroof for several minutes after you switch off the ignition, as long as the driver or front passenger door has not been opened.**



### NOTICE

- **To help prevent damage, remove ice and snow from the sunroof before opening it in winter weather.**
- **Always close the sunroof before leaving the vehicle or if it begins raining. If the sunroof is open, rain could enter the vehicle interior and cause extensive damage to the electrical system. This could result in further vehicle damage.**

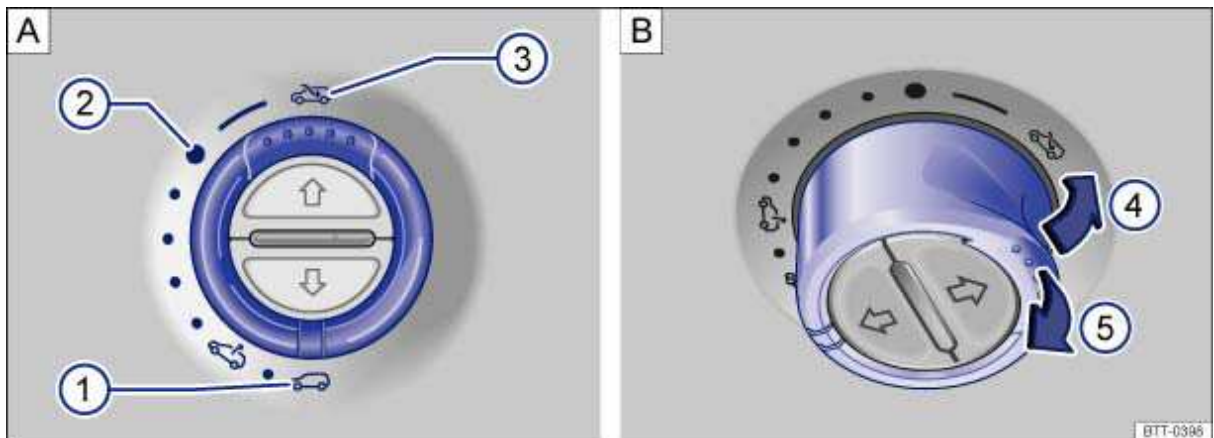


Remove leaves and other objects from the sunroof guide rails regularly either by hand or using a vacuum cleaner.



If the Panoramic sunroof malfunctions, pinch protection does not function properly. See an authorized Volkswagen dealer or an authorized Volkswagen Service Facility.

## Opening or closing the power sunroof



**Fig. 33** In the headliner: Rotary switch for the power sunroof. (A) Turn the rotary switch to slide the sunroof open or closed. (B) Press or pull the switch to tilt open or to close.

**ⓘ** Please first read and note the introductory information and heed the **WARNINGS** 

The rotary switch must be turned to its home position (3) in order to tilt the power sunroof.

Function	Switch position	Action
	⇒ fig. 33 A	
To open sliding sunroof fully:	(3)	Turn the switch past position (2) and hold it there until the glass roof moves to the desired position.
To move the sliding sunroof to Comfort position:	(2)	Turn the switch to the desired position.
To set an intermediate position:	(2) to (1)	
To close the sliding sunroof fully:	(1)	
<b>B</b>		
To tilt open the tilting roof fully:	(4)	Push the rear part of the switch briefly.
To stop the one-touch feature:	(4) or (5)	Push or pull switch again briefly.
To set an intermediate position:	(4) to (5)	Pull or push the rear part of the switch briefly until the desired position is reached.
To close fully:	(5)	Pull the rear part of the switch briefly.

You must switch on the ignition to operate the power sunroof. After switching off the ignition, you can still open or close the power sunroof for several minutes as long as the driver or front passenger door has not been opened.

All procedures are interrupted as soon as the rotary switch is operated.

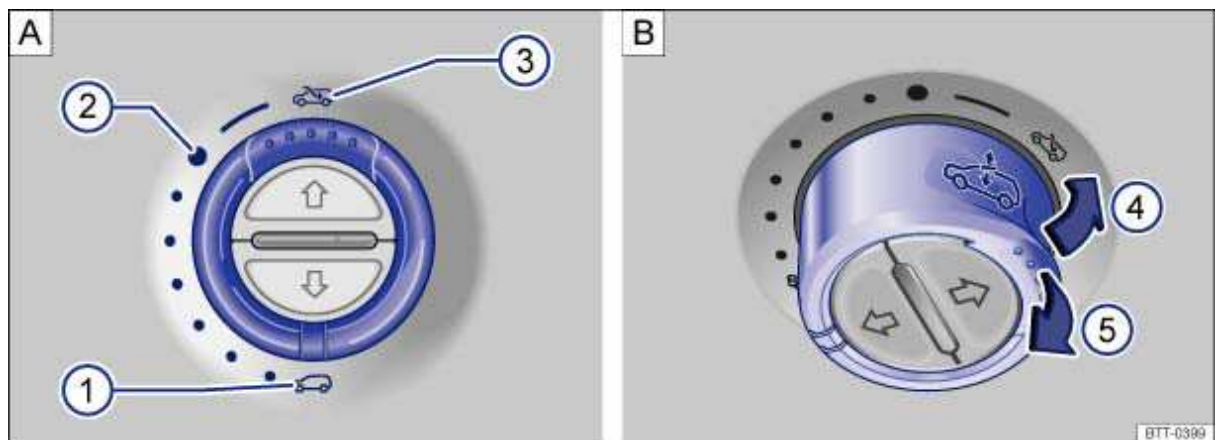
The sunshade opens automatically when the power sunroof opens if the shade was previously completely closed or in front of the glass roof. The sunshade remains in the previous position and does not close automatically with the sunroof. The sunshade cannot be closed completely until the power sunroof is closed.

If your power sunroof will not close properly, do not try to close it yourself, doing so can cause serious and expensive damage that will not be covered by any Volkswagen Limited Warranty. Special knowledge and tools are required to close the power sunroof if it will not close on its own. To help prevent damage to the sunroof, have an authorized Volkswagen dealer or an authorized Volkswagen Service Facility help you close and repair the power sunroof.

**i** . The comfort position (B) provides sufficient ventilation without loud wind noise.

Applicable only in the United States

## Opening or closing the power sunroof



**Fig. 34** In the headliner: Rotary switch for the power sunroof. (A) Turn the rotary switch to slide the sunroof open or closed. (B) Press or pull the switch to tilt open or to close.

**ⓘ Please first read and note the introductory information and heed the WARNINGS ⚠**

The rotary switch must be turned to its home position (3) in order to tilt the power sunroof.

Function	Switch position	Action
	⇒ fig. 34 A	
To open sliding sunroof fully:	(3)	Turn the switch past position (2) and hold it there until the glass roof moves to the desired position.
To move the sliding sunroof to Comfort position:	(2)	Turn the switch to the desired position.
To set an intermediate position:	(2) to (1)	
To close the sliding sunroof fully:	(1)	

**B**



Function	Switch position	Action
To tilt open the tilting roof fully:	(4)	Push the rear part of the switch briefly.
To stop the one-touch feature:	(4) or (5)	Push or pull switch again briefly.
To set an intermediate position:	(4) to (5)	Pull or push the rear part of the switch briefly until the desired position is reached.
To close fully:	(5)	Pull the rear part of the switch briefly.

The power sunroof only works when the ignition is on. You can still open or close the power sunroof for several minutes after you switch off the ignition, as long as the driver or front passenger door has not been opened.

All procedures are interrupted as soon as the rotary switch is operated.

The sunshade opens automatically when the power sunroof opens if the shade was previously completely closed or in front of the glass roof. The sunshade remains in the previous position and does not close automatically with the sunroof. The sunshade cannot be closed completely until the power sunroof is closed.

If your power sunroof will not close properly, do not try to close it yourself, doing so can cause serious and expensive damage that will not be covered by any Volkswagen Limited Warranty. Special knowledge and tools are required to close the power sunroof if it will not close on its own. To help prevent damage to the sunroof, have an authorized Volkswagen dealer or an authorized Volkswagen Service Facility help you close and repair the power sunroof.



. The comfort position provides sufficient ventilation without loud wind noise.

Applicable only in the United States

## Opening or closing the sunshade

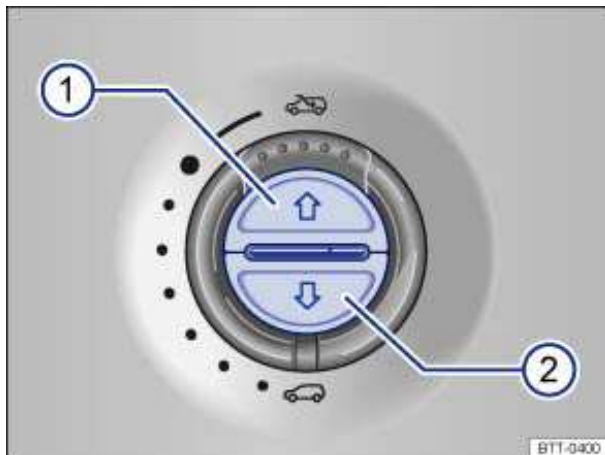


Fig. 35 In the headliner: Buttons for sunshade.


Please first read and note the introductory information and heed the WARNINGS

Function	Response
To open fully (one-touch feature):	Briefly press the ⇒ <a href="#">fig. 35 (1)</a> button.
To stop the one-touch feature:	Briefly press the (1) button or the (2) button.
To set an intermediate position:	Keep the (1) button or (2) button pressed until the position has been reached.
To close fully (one-touch feature):	Briefly press the (2) button.

You can still use the sunshade for several minutes after the ignition is switched off as long as the driver or passenger door has not been opened.

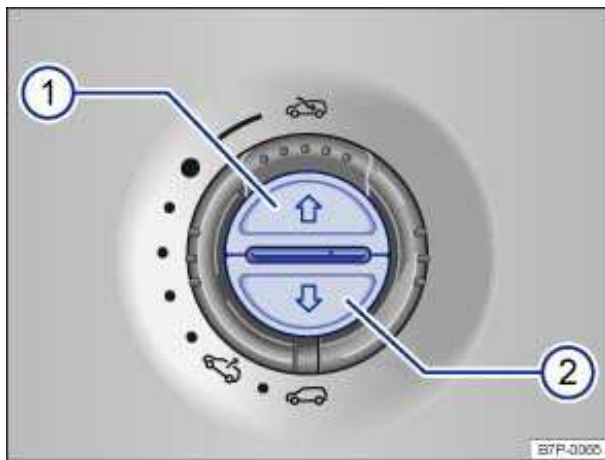
When the power sunroof is completely open the sunshade is automatically moved to a ventilation position.

When the power sunroof is in the tilt position the sunshade will also open a small gap.

 When the power sunroof is open, the electrical sunshade can only be closed up to the front edge of the glass roof.

Applicable only in Canada

## Opening or closing the sunshade



**Fig. 36** In the headliner: Buttons for sunshade.

 Please first read and note the introductory information and heed the WARNINGS 


Function	Response
To open fully (one-touch feature):	Briefly press the ⇒ <a href="#">fig. 36 (1)</a> button.
To stop the one-touch feature:	Briefly press the (1) button or the (2) button.
To set an intermediate position:	Keep the (1) button or (2) button pressed until the position has been reached.

Function	Response
To close fully (one-touch feature):	Briefly press the (2) button.

You can still use the sunshade for several minutes after the ignition is switched off as long as the driver or passenger door has not been opened.

When the power sunroof is completely open the sunshade is automatically moved to a ventilation position.

When the power sunroof is in the tilt position the sunshade will also open a small gap.

 When the power sunroof is open, the electrical sunshade can only be closed up to the front edge of the glass roof.

## Power sunroof – convenience closing feature


 Please first read and note the introductory information and heed the WARNINGS 

### Convenience closing

The convenience closing feature lets you close the power sunroof as follows:

- Turn the vehicle key bit in the lock of the driver door to the closing position and hold it there. The power sunroof is closed. Release the vehicle key in order to stop the process.
- Vehicles with Keyless Access: hold your finger on the lock sensor surface on the outside of the door handle for a few seconds until the windows and power sunroof close.

Convenience closing first closes the windows and then the power sunroof.

 Convenience closing of the power sunroof from the outside leaves the rotary switch in the last selected position. The switch must be newly positioned when starting to drive again.

## Initializing the power sunroof

 Please first read and note the introductory information and heed the WARNINGS 

### Initializing the sunroof

If the vehicle battery has been disconnected or is dead, the sunroof must be initialized.

- The switch ⇒ [fig. 33](#), ⇒ [fig. 34](#) must be rotated to the “Closed” position (3) **A**.
- Pull the switch at the rear until the sunroof is fully closed.
- **The power sunroof or sunshade will now close without pinch protection!**
- Release the switch.
- Pull and hold the switch at the rear. The sunroof will open and close on its own.
- When the sunroof is closed once again, release the switch.
- If the sunroof still will not close, contact an authorized Volkswagen dealer or an authorized Volkswagen Service Facility.



## **WARNING**

**CAREless or unsupervised use of the sunroof can cause serious injuries.**

- Always make sure that no one is in the way of the power sunroof when it is closing.
- Always take all vehicle keys with you when leaving the vehicle.
- Never leave children or persons requiring assistance unattended in the vehicle, especially if they have access to the vehicle key. Unsupervised use of the remote control vehicle key can lock the vehicle, start the engine, switch on the ignition and operate the sunroof.
- The sunroof can still be opened or closed for a short period after the ignition has been switched off, as long as the driver or passenger door is not opened.



## **WARNING**

**Closing the sunroof without pinch protection can cause severe injuries.**

- Always be **CAREful** when closing the sunroof.
- Always make sure that no one is in the way when overriding pinch protection to close the sunroof.
- Pinch protection does not prevent fingers or other body parts from being pressed against the roof frame, thereby causing injury.



If the sunroof malfunctions or pinch protection does not operate properly. See an authorized Volkswagen dealer or an authorized Volkswagen Service Facility for assistance.

# HomeLink® Universal Transmitter

## Introduction

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In this section you'll find information about:

Programming the HomeLink® Universal Transmitter

Operating the HomeLink® Universal Transmitter

The HomeLink Universal Transmitter in your vehicle can be used to open/close an automatic garage door or gate, activate a house alarm, or control a lighting system or other devices. Such devices usually come with a hand-held remote control that sends a signal to a controller to operate the device.

These instructions will help you program the HomeLink® Universal Transmitter in your vehicle so that you will not have to use the hand-held remote control that was supplied with the garage door opener or other device, inside your vehicle.

### **Fixed code or rolling code**

The garage door opener or other device may work with either a fixed or rolling code. For garage door openers or other devices with rolling codes, the HomeLink® Universal Transmitter must be synchronized *after* programming the device.

### **Compatibility**

Volkswagen recommends that you consult an authorized Volkswagen dealer or authorized Volkswagen Service Facility about compatible devices **before you buy** a garage door opener or other device that you want to control with the HomeLink Universal Transmitter.

The HomeLink® Universal Transmitter can be programmed to the radio frequency codes of most current hand-held remote controls.

Safety switches are mandatory for garage door openers.

### **DANGER**

**20 mm button cells and other lithium batteries will cause serious personal injury and even death within a short time if swallowed.**

- **Always keep hand-held remote control devices with batteries, spare batteries, as well as dead button cell and larger 20 mm batteries out of the reach of children.**
- **Get medical attention immediately if you suspect that a battery has been swallowed.**



## WARNING

Improper use of the HomeLink® Universal Transmitter can cause serious or even fatal personal injury.

- Garage doors operate with enough force to cause serious personal injury.
- Never let anyone get in the way of a garage door when it is opening or closing.
- When programming the HomeLink® Universal Transmitter, you may be operating a garage door or estate gate. Always make sure that people and objects are out of the way to help prevent serious personal injury or property damage.
- When operating the “training” button on a garage door opener with a rolling code, you will need to stand on a ladder or step stool. Always take extra precautions to prevent falls and serious injury.
- Never use the HomeLink® Universal Transmitter with any garage door opener that does not have the safety stop-and-reverse feature, as required by federal safety standards. This includes any garage door opener model manufactured before April 1, 1982.
- A garage door opener that cannot detect an object, signaling the door to stop and reverse, does not meet current federal safety standards. Using a garage door opener without these features increases the risk of serious injury or death.
- Follow the installation manual and the included safety information from the manufacturer when using the remote controlled garage door opener or electrical drive.

## Programming the HomeLink® Universal Transmitter



Fig. 37 Roof keypad: Buttons for the HomeLink® Universal Transmitter.



Fig. 38 Infotainment System: HomeLink® Universal Transmitter menu.

 Please first read and note the introductory information and heed the WARNINGS 

The buttons 1, 2, and 3, on the roof keypad ⇒ [fig. 37](#) between the sun visors can operate up to 3 separate remote control devices (for example, a gate and garage door, a house alarm, or a lighting system).

### Getting ready to program

- Please read the product manufacturer's instructions **before** programming the garage door opener or other device.
- Safely park the vehicle within range of the device to be programmed.
- Switch the ignition on, but do not start the engine.

### Menu Garage door opener in the Infotainment System

Call up the Garage door opener menu in the Infotainment System ⇒ [fig. 38](#).

- Press the **CAR** Infotainment button.
- Tap the **Settings** function key on the screen.
- Select **Garage door opener** from the list.

### Function key: Effect

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**Program buttons:** Buttons 1, 2 or 3 can be programmed after you tap the function key. Follow the instructions on the Infotainment System screen.

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**Delete button assignment:** Deletes the programming of buttons 1, 2, and 3 ⇒ [fig. 37](#).

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**Version information:** Most recent programming information for your authorized Volkswagen dealer or authorized Volkswagen Service Facility.

### Programming information

You must complete the programming process within 5 minutes. If you exceed this time limit, the programming is cancelled.

If programming is cancelled, a red LED lights up in the keypad and the turn signals flash once.

### Programming unassigned buttons

- Complete the programming preparation steps described above.
- Press unassigned button in the roof keypad .
- Follow the instructions on the Infotainment System screen.

The orange LED in the keypad also blinks to indicate that programming is in progress.

If programming is successful, a green LED in the keypad will light up and the turn signals will flash 3 times.

Repeat these steps with another unassigned garage door opener button to use that button to control another device.

### Programming previously assigned buttons

- Complete the programming preparation steps described above.
- Press the **CAR** Infotainment button.
- Tap the **Settings** function key on the screen.
- Select **Garage door opener** from the list.
- Tap the **Program button** function key and follow the instructions on the Infotainment System screen.

The orange LED in the keypad also blinks to indicate that programming is in progress.

If programming is successful, a green LED in the keypad will light up and the turn signals will flash 3 times.

Repeat these steps with another previously assigned garage door opener button to use that button to control another device.

### Deleting programming for all buttons

Be sure to delete the programming on all buttons on the sun visor keypad before selling the vehicle or turning it over to people you do not know.

- Switch on the ignition.
- Press the **CAR** Infotainment button.
- Tap the **Settings** function key on the screen.
- Select **Garage door opener** from the list.
- Tap the **delete button assignment** function key and confirm.


The green LED in the keypad will light up to confirm that the programming has been successfully deleted.

### After programming

Test the garage door opener, *Operating the HomeLink® Universal Transmitter*.

## Operating the HomeLink® Universal Transmitter

 **Please first read and note the introductory information and heed the WARNINGS **

- The vehicle must be in the operating range of the garage or outer gate drives.
- With ignition switched on or engine running, press the appropriate button in the roof keypad ⇒ .

The range of the HomeLink Universal Transmitter roughly corresponds to the range of the original remote control of the device or the electrical drive. If the garage door or the electrical drive does not work, this could be for one of the following reasons:

Malfunction	Possible cause	Possible remedy
Garage door or electrical drive does not work.	Distance or transmission angle too great.	Try different distances and angles to the receiver.
	Garage door or electrical drive not compatible.	May not comply with legal requirements and may have to be replaced.
	Incorrect programming.	Reprogram garage door opener.
Button cannot be programmed	Hand-held remote control switches off almost right away.	Operate the remote control again during the programming process.

### **DANGER**

**20 mm button cells and other lithium batteries will cause serious personal injury and even death within a short time if swallowed.**

- **Always keep hand-held remote control devices with batteries, spare batteries as well as dead button cells and larger 20 mm batteries out of the reach of children.**
- **Get medical attention immediately if you suspect that a battery has been swallowed.**





## WARNING

Improper use of the HomeLink® Universal Transmitter can cause serious or even fatal personal injury.

- Garage doors operate with enough force to cause serious personal injury.
- Never let anyone get in the way of a garage door when it is opening or closing.
- When programming the HomeLink® Universal Transmitter, you may be operating a garage door or estate gate. Always make sure that people and objects are out of the way to help prevent serious personal injury or property damage.
- When operating the “training” button on a garage door opener with a rolling code, you will need to stand on a ladder or step-stool. Always take extra precautions to prevent falls and serious injury.
- Never use the HomeLink® Universal Transmitter with any garage door opener that does not have the safety stop-and-reverse feature, as required by federal safety standards. This includes any garage door opener model manufactured before April 1, 1982.
- A garage door opener that cannot detect an object, signaling the door to stop and reverse, does not meet current federal safety standards. Using a garage door opener without these features increases the risk of serious injury or death.
- Follow the installation manual and the included safety information from the manufacturer when using the remote-controlled garage door opener or electrical drive.



## NOTICE

The wrong batteries can damage the hand-held remote control. Replace a dead battery with one that has the same voltage, size, and specifications.



Please dispose of old batteries properly and in an environmentally responsible manner. Always keep them out of the reach of children.



Certain batteries used in hand-held remote controls are classified as **Perchlorate Material**. Special handling may apply – see <http://www.dtsc.ca.gov/hazardouswaste/perchlorate>. Obey all legal requirements regarding proper disposal. Obey all legal requirements regarding proper disposal. Authorized Volkswagen dealers and authorized Volkswagen Service Facilities are familiar with the requirements, and we recommend that you have them perform this service for you.

# Adjusting the seating position

## Introduction

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In this section you'll find information about:

Examples of improper seating positions

Proper seating position

Electrical controls on the driver and passenger seat

Adjusting the front seats in the Volkswagen information system

Adjusting the rear seat

Adjusting front and rear head restraints

Removing and reinstalling the head restraints

Adjusting the steering wheel position

Center armrest

### **Number of seats**

The vehicle has a total of **5** seating positions: 2 in front and 3 in the rear. Each seating position has a safety belt.

### **More information:**

- Seat functions
- Safety belts
- Airbag system
- Child safety and child restraints
- Infotainment System



### **WARNING**

**Improper seating positions increase the risk of severe or fatal injuries in a crash or other accidents, especially when the airbag deploys.**

- **All occupants must sit properly and properly restrained at all times.**
- **Never let more people ride in the vehicle than there are seating positions with safety belts available.**
- **Always secure children in the vehicle with an approved and suitable restraint system appropriate for their age, weight, and height.**
- **Always keep your feet on the floor in front of the seat. Never rest them on the seat, instrument panel, out of the window, etc. The airbag system and safety belt will not be able to protect you properly and can even increase the risk of injury in a crash.**



## WARNING

Always adjust seat, safety belts and head restraints properly before driving and make sure that all passengers are properly restrained.

- Push the passenger seat as far back as possible. Always be sure that there are at least 10 inches (25 cm) between the front passenger's breastbone and the instrument panel.
- Always adjust the driver's seat and the steering wheel so that there are a distance of 10 inches (25 cm) between your breastbone and the center of the steering wheel.
- Adjust the driver's seat so that you can easily push the pedals all the way to the floor while keeping your knee(s) slightly bent. The distance to the instrument panel in the knee area must be at least 4 inches (10 cm).
- If these requirements cannot be met for physical reasons, contact an authorized Volkswagen dealer or an authorized Volkswagen Service Facility to see whether adaptive equipment is available.
- Always hold the steering wheel on the outside of the steering wheel rim with your hands at the 9 o'clock and 3 o'clock positions to help reduce the risk of personal injury if the driver's airbag inflates.
- Never hold the steering wheel at the 12 o'clock position or with your hands at other places inside the steering wheel rim or on the steering wheel hub. Holding the steering wheel the wrong way can cause serious injuries to the hands, arms, and head if the driver's airbag inflates.
- Pointing the steering wheel toward your face decreases the ability of the driver's airbag to help protect you in a collision.
- Never drive with backrests reclined or tilted back farther than necessary to drive comfortably. The farther back the backrests are tilted the greater the risk of injury caused by incorrect positioning of the safety belts and improper seating position.
- Never drive with the front seat passengers backrest tilted forward. If the front airbag deploys, the front backrest can be forced backward and injure passengers on the rear seat.
- Sit as far back as possible from the steering wheel and the instrument panel.
- Always sit upright with your back against the backrest with the front seats properly adjusted. Never lean against or place any part of your body too close to the area where the airbags are located.
- Rear seat passengers who are not properly seated and restrained are more likely to be seriously injured in a crash.



## WARNING

Improper adjustment of the seats can cause accidents and severe injuries.

- Never adjust the seats while the vehicle is moving. Your seat may move unexpectedly and you could lose control of the vehicle. In addition, you will not be in the correct seating position while adjusting the seat.
- Adjust the front seat height, angle and longitudinal direction only if the seat adjustment area is clear.
- The adjustment of the front seats must not be restricted by things in the footwell in front of or behind the seats.

## Examples of improper seating positions

📖 Please first read and note the introductory information and heed the WARNINGS

Not wearing or improperly fastening safety belts increases the risk of severe or fatal injuries. Safety belts can work only when they are properly positioned on the body. An improper seating position significantly impairs the protection provided by safety belts. This can cause severe or even fatal injuries. Improper seating positions also increase the risk of serious injury or death when an airbag deploys and strikes an occupant who is not in the proper seating position. The driver is responsible for all passengers and especially children riding in the vehicle.

The following are only some examples of seating positions that will increase the risk of serious injury or death.

**Therefore, whenever the vehicle is moving:**

- Never stand up in the vehicle.
- Never stand on the seats.
- Never kneel on the seats.
- Never ride with the seat backrest reclined.
- Never lean up against the instrument panel.
- Never lie down on the rear seat.
- Never sit on the edge of the seat.
- Never sit sideways.
- Never lean out the window.
- Never put your feet out the window.
- Never put feet on the instrument panel.
- Never rest your feet on the seat cushion or back of the seat.
- Never ride in the footwell.
- Never sit on the front or rear center armrests.
- Never ride without your safety belt properly fastened.
- Never ride in the luggage compartment.

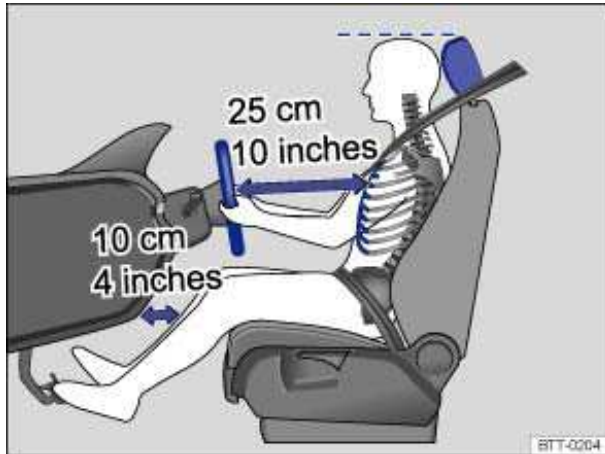


**WARNING**

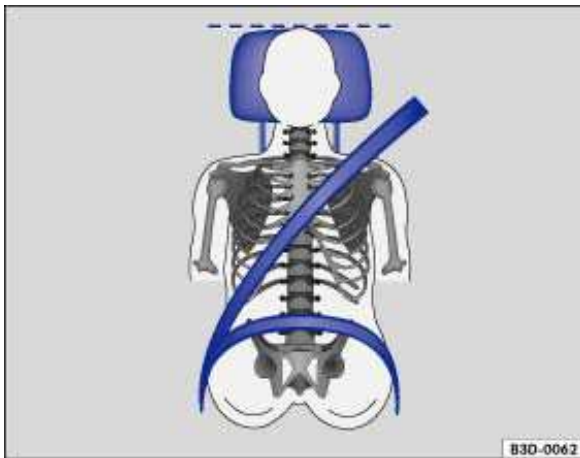
**Contact with parts of the vehicle interior can cause serious personal injury in a crash.**

- **Always make sure that all vehicle occupants stay in a proper seating position and are properly restrained whenever the vehicle is moving.**
- **Improper seating positions increase the risk of serious and fatal injury, especially when an airbag deploys and strikes a passenger in an improper seating position.**

## Proper seating position



**Fig. 39** The driver should never sit closer than 10 inches (25 cm) of the steering wheel.



**Fig. 40** Proper safety belt positioning and head restraint adjustment.

**⚠ Please first read and note the introductory information and heed the WARNINGS ⚠**

The following describes the proper seating positions for the driver and passengers.

If you have a physical impairment or condition that prevents you from sitting properly on the driver seat with the safety belt properly fastened and reaching the pedals, special modifications to your vehicle may be necessary. Only the proper seating position ensures optimum protection by the safety belt and airbag.

Contact your authorized Volkswagen dealer or authorized Volkswagen Service Facility or call the Volkswagen Customer CARE Center at 1-800-822-8987 for information about possible modifications to your vehicle.

For your own safety and to reduce injuries in the event of sudden braking maneuvers or accidents, Volkswagen recommends the following seating positions:

### **Applies to all vehicle occupants:**

- Adjust the head restraints so that the upper edge of the head restraint is at least at eye level or higher. Position the back of your head as close as possible to the head restraint ⇒ [fig. 39](#) and ⇒ [fig. 40](#).
- Push the head restraint completely down for short people, even if the top of the head is then below the upper edge of the head restraint.

- Tall people should pull the head restraint all the way up.
- Adjust the seat back backrest angle to an upright position so that your back is in full contact with it when the vehicle is moving.
- Always keep both feet on the floor and in the footwell whenever the vehicle is moving.
- Always adjust and fasten safety belts properly.

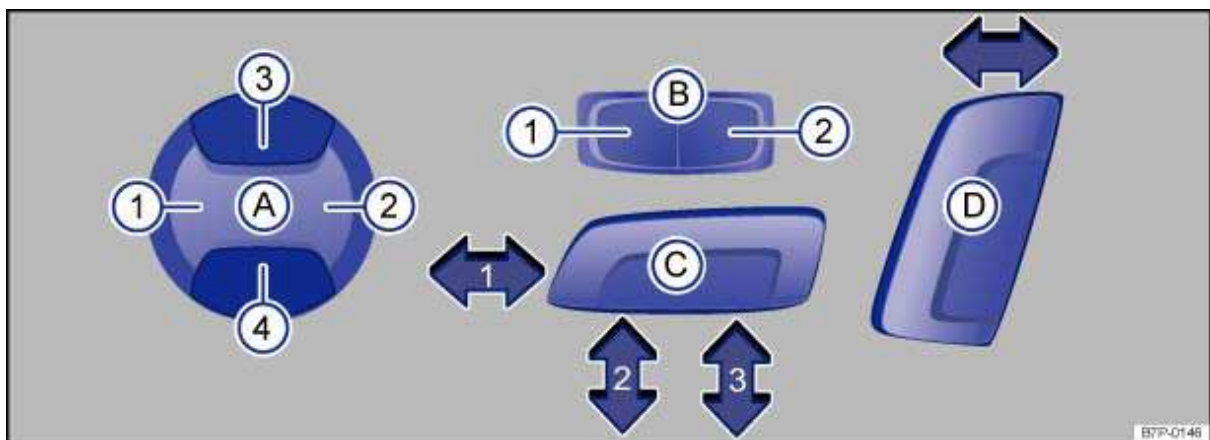
#### Driver - Seat and steering wheel adjustment:

- Adjust the steering wheel so that there are at least 10 inches (25 cm) between the steering wheel and your breast bone ⇒ [fig. 39](#). When adjusting the proper distance to the steering wheel, grasp the top of the steering wheel with your elbows slightly bent.
- Always hold the steering wheel on the outside of the steering wheel rim with your hands at the 9 o'clock and 3 o'clock positions to help reduce the risk of personal injury if the driver's airbag inflates.
- Never hold the steering wheel at the 12 o'clock position or with your hands at other places inside the steering wheel rim or on the steering wheel hub. Holding the steering wheel the wrong way can cause serious injuries to the hands, arms, and head if the driver's airbag inflates.
- Adjust the steering wheel so that the steering wheel cover points at your chest and not at your face. Pointing the steering wheel toward your face decreases the ability of the driver's airbag to help protect you in a collision.
- Adjust the driver's seat so that you can easily push the pedals all the way to the floor while keeping your knee(s) slightly bent and the distance to the dashboard in the knee area is at least 4 inches (10 cm).
- Adjust the seat height so that the top point of the steering wheel can be reached.
- Always keep both feet in the footwell so that you are in control of the vehicle at all times.

#### Passenger - front seat adjustment:

- Push the passenger seat as far back as possible in order to ensure optimum protection if the airbag is deployed.

### Electrical controls on the driver and passenger seat



**Fig. 41** Driver seat: controls to adjust lumbar support A, side supports B, seat cushion C, and seat back rest angle D.

**⚠ Please first read and note the introductory information and heed the WARNINGS ⚠**

The controls on the front passenger seat mirror those on the driver seat.

There may be manual and electrical controls on the same seat.

⇒ **fig. 41** Press or move the control in the direction of the arrow or in the area shown.

(A)	(1) or (2)	Adjust lumbar support.
	(3) or (4)	Adjust lumbar support height.
(B)	(1) or (2)	Adjust backrest side supports.
(C)	(1)	Slide the seat backward or forward.
	(2) and (3)	Raise or lower the seat cushion.
	(2) or (3)	Adjust seat cushion angle.
(D)	<i>Forward or backwards.</i>	Adjust backrest angle.



### WARNING

Improper use of electrical seat controls can cause serious personal injuries.

- The front seats in your vehicle can be electrically adjusted even when the vehicle key has been removed from the ignition or, on a vehicle with Keyless Access, even if there is no key in the vehicle.
- Never leave children and persons who need help in the vehicle alone because the unsupervised use of the electric seat adjustments can result in serious personal injury.
- Always make sure that no one is in the way while the front seats are being adjusted, or while calling up the stored memory settings for the front seats. In an emergency, stop automatic seat adjustment by pressing a seat adjustment switch.



### NOTICE

To help prevent damage to electrical parts in the seats, do not kneel on the front seats or apply concentrated pressure to a small area of the seat or backrest.



If the vehicle battery is too weak, the electrical seat adjustment controls may not work.



When entering and exiting the vehicle, be CAREful not to come into contact with any switches that could change the seat adjustment.



Starting the engine stops seat adjustment.

## Adjusting the front seats in the Volkswagen information system

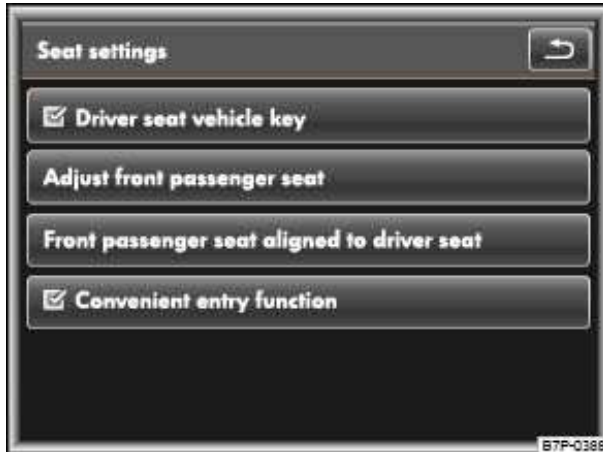


Fig. 42 Infotainment system: Menu seat settings for the driver and passenger seat with memory feature.

 Please first read and note the introductory information and heed the WARNINGS 


### Seat settings menu in the Infotainment System

- Press the **CAR** Infotainment button.
- Tap the **Settings** function key on the screen.
- Select **Seat settings** from the selection list.

### Menu seat settings for the driver and front passenger seat with memory feature

#### Function key: supplementary information

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**Driver seat remote control key:** When the check box on the display screen is activated , the remote control vehicle key that is in use is activated for the memory feature.

---

**Adjust front passenger seat:** After tapping the function key, the front passenger seat can be adjusted using the driver seat controls.

---

**Front passenger seat aligned to driver seat:** After tapping the function key, driver seat adjustment can be applied to the front passenger seat. To do this, press and hold the **Adjust front passenger seat** function key.

### WARNING

**Improper use of electrical seat controls can cause serious personal injuries.**

- The front seats in your vehicle can be electrically adjusted even when the vehicle key has been removed from the ignition or, on a vehicle with Keyless Access, even if there is no key in the vehicle.
- Never leave children and persons who need help in the vehicle alone because the unsupervised use of the electric seat adjustments can result in serious personal injury.
- Always make sure that no one is in the way while the front seats are being adjusted, or while calling up the stored memory settings for the front seats. In an emergency, stop automatic seat adjustment by pressing a seat adjustment switch.



## ⚠ NOTICE

To help prevent damage to electrical and pneumatic parts in the seats, do not kneel on the front seats or apply concentrated pressure to a small area of the seat or backrest.

**i** If the vehicle battery is too weak, the electrical seat adjustment controls may not work.

**i** Starting the engine stops seat adjustment.

**i** When entering and exiting the vehicle, be CAREful not to come into contact with any switches that could change the seat adjustment.

## Adjusting the rear seat

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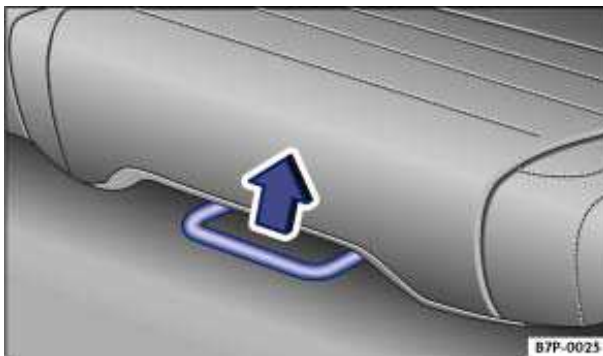


Fig. 43 Moving the left rear seat forwards and backwards.



Fig. 44 Adjusting angle of left rear seat backrest.

**⚠ Please first read and note the introductory information and heed the WARNINGS ⚠**

The rear seat is divided asymmetrically into 2 sections. Each section can be adjusted separately. You can slide the rear seat backwards and forwards and adjust the angle of the rear seat backrest.

### Moving the rear seat backwards and forwards

- Pull the adjuster lever up in the direction of the arrow ⇒ [fig. 43](#).
- Slide the rear seat backwards or forwards ⇒ **⚠**.

- Release the adjuster lever and move the rear seat slightly backwards or forwards until it locks into place.

### Adjusting rear seat backrest angle

- Pull the adjuster lever up in the direction of the arrow ⇒ [fig. 44](#).
- Fold the rear seat back into the loading position and then backwards into the desired position (2 positions to choose from).
- Release the adjuster lever and move the rear seat forwards or backwards slightly until it locks into place.



### WARNING

Improper adjustment of the rear seats can cause severe personal injury.

- Adjust the rear seat only when the vehicle is stopped, since the seat could otherwise move unexpectedly when the vehicle is moving.
- Adjust the rear seat only if no one is in the way.
- Always guide the backrest down by hand and never let it fall into place on its own.

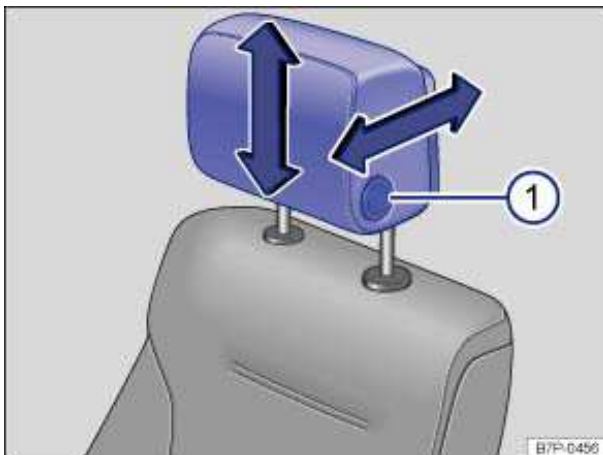


### NOTICE

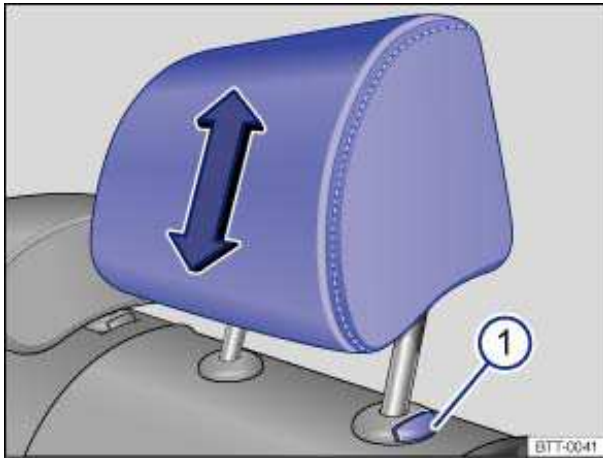
- Items in the luggage compartment could be damaged or cause damage when the rear seat is adjusted in the fore and aft direction.
- If the rear seat is in a forward position, items can get into the area between the seat and the luggage compartment floor. When you slide the rear seat back again, make sure that the area behind the seat is clear of objects.

## Adjusting front and rear head restraints

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[Fig. 45](#) Adjusting the front head restraints.



**Fig. 46** Adjusting the rear head restraints.

**ⓘ Please first read and note the introductory information and heed the WARNINGS ⚠**

All seats are equipped with head restraints. The rear center head restraint is designed only for the center seat on the rear bench. Therefore, only install the center head restraint in the center position.

There are notches in the head restraint guide rods so that the head restraint can lock into place. Only properly installed head restraints can lock into place at the adjustment range notches. In order to prevent inadvertent removal of the head restraints after installation, there are stops at the top and bottom of the adjustment range.

### **Adjusting the height**

- Push the head restraint up in the direction of the arrow or down when the button ⇒ [fig. 45 \(1\)](#) or ⇒ [fig. 46 \(1\)](#) is pressed ⇒ ⚠.
- The head restraint must lock securely in the position selected.

### **Front to back adjustment of front head restraints**

- You can move the head restraint forwards and, by pressing and holding the button ⇒ [fig. 45 \(1\)](#), backwards.
- The head restraint must lock securely in the position selected.

### **Proper head restraint adjustment**

Adjust head restraints so that the upper edge of the head restraint is at least at eye level or higher. Position the back of the head as close as possible to the head restraint.

### **Adjusting the head restraint for short people**

Push the head restraint down as far as it will go, even if this means the person's head is still below the top edge of the head restraint. A small gap may remain between the head restraint and the backrest when the head restraint is all the way down.

### **Adjusting the head restraint for tall people**

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



## WARNING

Driving without head restraints or with improperly adjusted head restraints increases the risk of serious injuries in a collision.

- Always drive with the head restraints in place and properly adjusted to help minimize the risk of neck injury in a crash.
- Every person in the vehicle must have a properly adjusted head restraint to minimize the risk of neck injury in a crash. Each head restraint must be adjusted according to the occupants' size so that the upper edge is even with the top of the person's head, but no lower than eye level. Always sit so that the back of your head is as close as possible to the head restraint.
- Never adjust head restraint while driving.

## Removing and reinstalling the head restraints

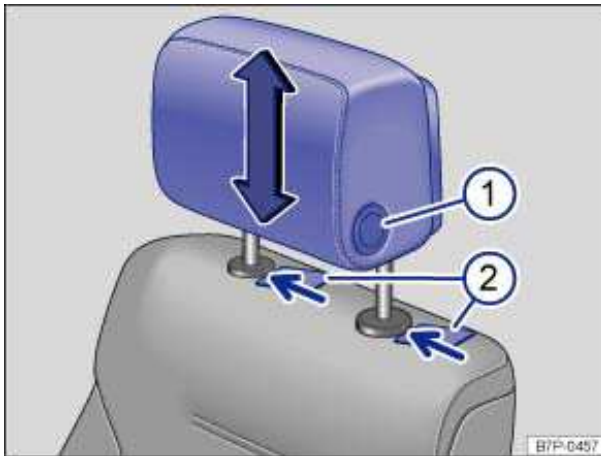


Fig. 47 Removing the front head restraints.

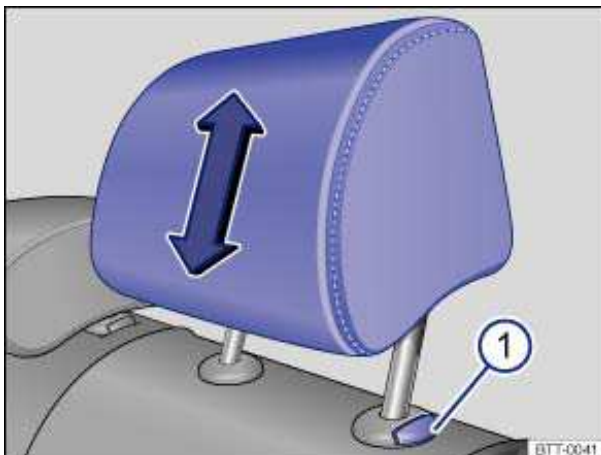



Fig. 48 Removing the rear head restraints.

 Please first read and note the introductory information and heed the WARNINGS 

All seats are equipped with head restraints. The rear center head restraint is designed only for the center seat on the rear bench. Therefore, only install the center head restraint in the center position.


## Removing the front head restraints

- Sit in the back seat behind the head restraint you want to remove. Pull the head restraint all the way up ⇒  in *Adjusting front and rear head restraints* on page 88. Recline the backrest with the head restraint so that there is enough overhead clearance to remove it.
- Slide a flat object, such as a plastic credit CARd, underneath the right and left hand sides of the caps on the seat guide rods ⇒ [fig. 47 \(2\)](#) to unlock the head restraint.
- While pressing on both sides with a flat object, have a second person pull the head restraint out completely.

## Installing the front head restraints

- Position head restraint properly over the head restraint guides of the respective seat backrest and insert the head restraint into the guides.
- Guide the rods of the head restraint into the corresponding guides on the backrest.
- Push the head restraint down while pressing button (1) .
- Adjust the head restraint according to the occupant's size.

## Removing the rear head-restraint

- Unlock the rear bench and fold forward.
- Pull the head restraint all the way up ⇒  in *Adjusting front and rear head restraints*.
- While pressing the button ⇒ [fig. 48 \(1\)](#), pull the head restraint out completely.
- Fold the backrest of the rear bench back so that it locks securely.

## Reinstalling the rear-head restraint

- Unlock the rear bench and fold it forward.
- Guide the rods of the head restraint into the corresponding guides on the backrest.
- Push the head restraint down while pressing the button (1).
- Fold the backrest of the rear bench back so that it locks securely.
- Adjust the head restraint according to the occupant's size.



### WARNING

**Driving without head restraints or with improperly adjusted head restraints increases the risk of serious injuries in a collision.**

- **Always drive with the head restraints in place and properly adjusted to help minimize the risk of neck injury in crash.**
- **Always reinstall head restraints as soon as possible so that vehicle occupants are properly protected.**



### NOTICE

**When removing or reinstalling the head restraint, take CARE that the head restraint does not strike the headliner or the back of the front seat. The headliner or other parts of the vehicle could otherwise be damaged.**

## Adjusting the steering wheel position

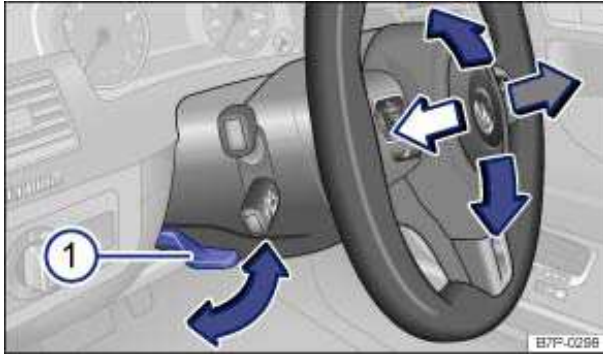


Fig. 49 Manual adjustment for the steering wheel position.

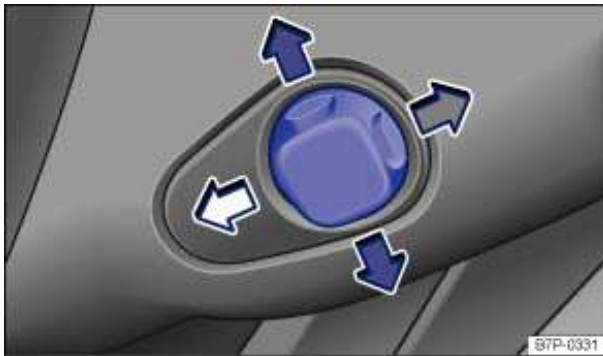


Fig. 50 Behind the steering wheel on the steering column: electrical adjustment for steering wheel.

**ⓘ Please first read and note the introductory information and heed the WARNINGS ⚠**

Adjust the steering wheel only when the vehicle is not moving.

Adjust the steering wheel so that it can be held with hands at the 9 o'clock and 3 o'clock positions on the outside of the steering wheel rim and with the arms slightly bent at the elbow.

### Manual adjustment

- Push down on the lever ⇒ [fig. 49 \(1\)](#).
- Position the steering wheel as desired.
- Pull the lever up firmly until it is flush with the steering column ⇒ ⚠.

### Electrical adjustment

The switch ⇒ [fig. 50](#) for electrical adjustment is on the left side of the steering column.

- Push the switch in the direction you want the steering wheel to move until it is in the desired position.

### Convenience entry function

The steering column automatically moves to the top front position when the key is removed from the ignition.

When the ignition is switched off using the Keyless Access when the driver door is opened, the steering column automatically moves to the top front position.

When the ignition is switched on and the driver door is closed, the steering column automatically moves back into the last stored position assigned to the key in use ⇒ ⚠.



## WARNING

Improper use of the steering column adjustment feature can result in serious personal injury and even death.

- Always pull the lever ⇒ [fig. 49 \(1\)](#) firmly upward after adjusting the steering column so that the steering wheel does not change position suddenly while the vehicle is moving.
- Never adjust the steering column while the vehicle is moving. If you find that you need to adjust the steering wheel while driving, stop the vehicle in a safe place and make the proper adjustment.
- Never adjust the steering wheel so that it points toward your face. Always make sure that the steering wheel points toward your chest. Otherwise, the airbag system cannot protect you properly in the event of a crash.
- Always hold the steering wheel on the outside of the steering wheel rim with your hands at the 9 o'clock and 3 o'clock positions to help reduce the risk of serious personal injury if the driver's airbag inflates.
- Never hold the steering wheel at the 12 o'clock position or with your hands anywhere inside the steering wheel or on the steering wheel hub. Holding the steering wheel the wrong way increases the risk of severe injury to the arms, hands, and head if the driver front airbag deploys.

## Center armrest

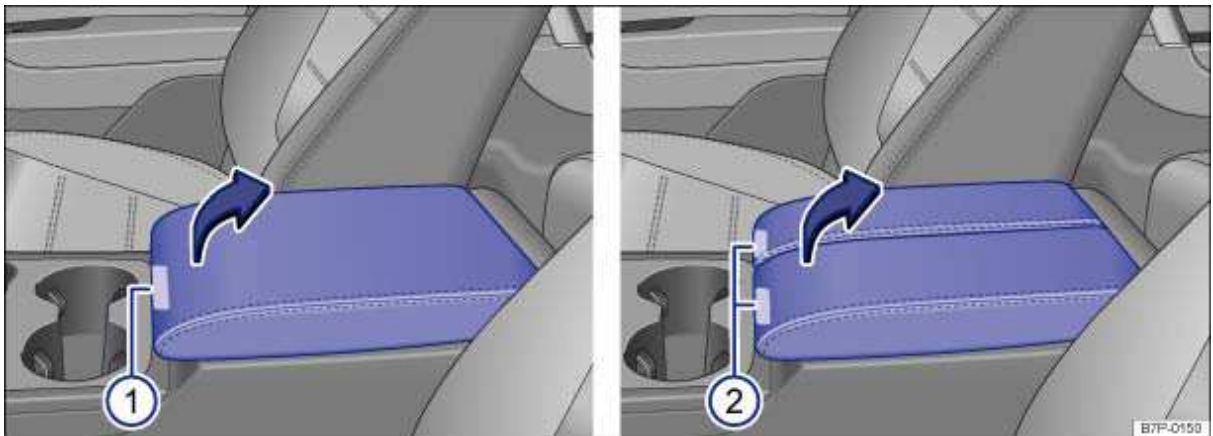


Fig. 51 1 part and 2 part front center armrest.



**Fig. 52** Rear center armrest.

**ⓘ Please first read and note the introductory information and heed the WARNINGS ⚠**

### **Front center armrest**

There is a storage compartment under the front center armrest.

To *move* the center armrest forwards and backwards, pull it forward ⇒ [fig. 51](#) or slide it backward until it clicks into place.

To *open*, press button (1) (2) and lift the center armrest or center armrest section up completely in the direction of the arrow.

The height of the armrest can be set at 3 different height positions. While opening the cover you will notice the armrest *clicks* as each new height position is reached.

To *close* the cover, you must first open the armrest completely. This will reset the height position, and allow the cover to be closed completely.

### **Rear center armrest**

There may be a fold-down center armrest with cup holder in the backrest of the center rear seat.

To *fold down*, pull the loop in the direction of the arrow ⇒ [fig. 52 \(1\)](#).

To *fold up*, push the center armrest up as far as it will go.



### **WARNING**

**The center armrest can restrict the driver's arm movement and cause crashes and serious personal injury.**

- **Always keep storage compartments in the center armrest closed while driving.**
- **Never let a passenger, especially a child, ride on the center armrest. Improper seating position can increase the risk of serious personal injury in a crash.**
- **Never put hot drinks or other liquids in the cup holder. Hot liquids can spill when the vehicle is moving as well as during braking or other sudden maneuvers.**



# Seat functions

## Introduction

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In this section you'll find information about:

Seat heating

Memory seats

Assigning memory seat settings to the remote control vehicle keys

### More information:

- Adjusting the seating position
- Safety belts
- Airbag system
- Child safety and child restraints
- Outside mirrors
- Infotainment System



### WARNING

Improper use of seat adjustment controls can cause severe personal injuries.

- Always sit properly at all times before starting to drive and while the vehicle is moving. Make sure all passengers, especially children, are properly seated whenever the vehicle is moving.
- Keep hands, fingers, feet and other body parts away from moving parts and adjustment areas of the seats.

## Seat heating

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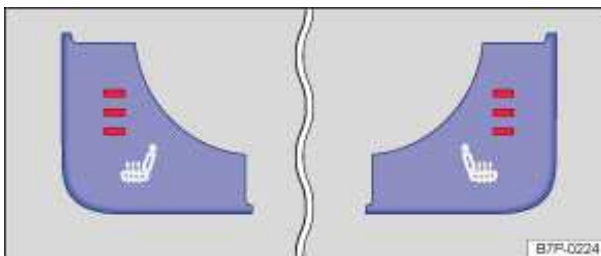


Fig. 53 In the upper front center console: Seat heating control for the front seats.

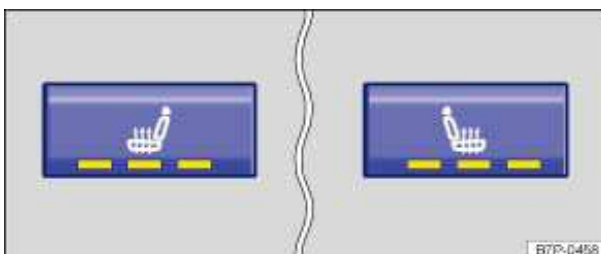








Fig. 54 In the rear center console: Seat heating control for the rear seats.

**📖 Please first read and note the introductory information and heed the WARNINGS ⚠️**

When the ignition is switched on, the seat can be electrically heated by heating elements that warm the seat backrest and cushion.

Do not use the seat heating if any of the following conditions apply:


- If the seat is not being used.
- If there is a child restraint installed on the front passenger seat.
- If there is a blanket or seat cover on the front passenger seat.
- If the seat is damp or wet.
- If the outside temperature or the temperature inside the passenger compartment is 77 °F (25 °C) or more.

Function	Action or ⇒ fig. 54
Switch on:	Press the  or  button. Seat heating is switched on to maximum. All indicator lights light up.
Adjusting heating level:	Press the  or  button repeatedly until the desired heating level is set.
Switch off:	Press the  or  button repeatedly until all indicator lights are off .


### Special features driver's seat

The seat heating on the passenger side is switched off every time the ignition is switched off. Seat heating must be switched on again each time the ignition is switched on.

On the driver side the seat heating will resume at the setting that was set when the ignition was switched off. However, this feature only works if the key does not get pulled out of the ignition switch, or, for vehicles with Keyless Access, the doors are not opened or the vehicle is not locked.

People suffering from a low level of perceived pain or a lowered awareness of pain as from medication, paralysis, or chronic illness (e.g. diabetes) should NEVER use the seat heating feature ⇒ .

The use of seat heating by persons with these conditions could result in burns to the back, buttocks, and legs that may take a long time to heal and may never heal completely. If you have any of these conditions, you should take regular breaks and get out of the vehicle, particularly on long trips. Consult your doctor for advice regarding your specific condition.

<p><b> WARNING</b></p> <p><b>Certain medical conditions, such as paralysis and diabetes, and certain medications can increase the risk of serious burns when the seat heating feature is switched on.</b></p> <ul style="list-style-type: none"><li>• <b>Vehicle occupants who have a low level of perceived pain or a lowered awareness of pain can receive serious burns to the back, buttocks, and legs that take a long time to heal or may never heal completely.</b></li><li>• <b>Never use the seat heating feature if you or your passengers are at risk of being burned because of a medical condition. Take regular breaks and get out of the vehicle, particularly on long trips. Consult your doctor for advice regarding your specific condition.</b></li><li>• <b>Never let exposed skin remain in contact with the seat upholstery when the seat heating is being used.</b></li></ul>
---



## WARNING

- A wet seat can cause the seat heating to malfunction and increase the risk of serious burns.
- Always make sure the seats are dry before using the seat heating.
- Never sit on the seat with wet clothes.
- Never put damp or wet things including clothes on the seat.
- Never spill liquids on the seats.



## NOTICE

- To help prevent damage to electrical and other parts in the seat, do not kneel on the front seats or apply concentrated pressure to a small area of the seat or backrest.
- Liquids, sharp objects and things that do not let the heat in the seat escape into the air, including, for example, a child restraint, a blanket or seat covers on the seat can damage seat heating.
- If you smell an odor, immediately shut off seat heating and have it checked by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Never install leather upholstery on a vehicle with seat heating that originally had cloth upholstery. The seat heating elements for seats with cloth seats will overheat if the cloth upholstery is replaced with leather upholstery.



Switch off seat heating when it is not needed to help reduce unnecessary fuel consumption.

## Memory seats

---



Fig. 55 Memory buttons in the upper part of the driver and front passenger doors.

 Please first read and note the introductory information and heed the WARNINGS 

### Memory buttons

Personal settings for the front seats, steering wheel position (if electrically adjustable), and the outside mirrors can be assigned to the memory buttons in the front vehicle doors and to every remote control vehicle key.

Personal settings for the front passenger seat can be assigned to the memory buttons in the front passenger door.

Settings can only be stored when the electronic parking brake is engaged and the transmission is in Neutral.

Depending on the vehicle equipment level a vehicle can be equipped with driver seat or driver and front passenger seat with memory functions.

### Storing driver seat settings to the driver door memory buttons

- Apply the electronic parking brake.
- Shift the transmission into neutral.
- Sit on the driver seat and adjust it to the desired position
- Adjust both outside mirrors
- Adjust the steering wheel position
- Press the **SET** button until the LED lights up (arrow).
- Within about 10 seconds press the desired memory button 1, 2 or 3 ⇒ [fig. 55](#). The LED will extinguish and a chime signal will confirm the memory storage.

### Storing front passenger seat settings to the front passenger door memory buttons

- Apply the electronic parking brake.
- Shift the transmission into Neutral (**N**).
- Sit on the front passenger seat and adjust it to the desired position
- Switch on the ignition.
- Press the **SET** button until the LED lights up (arrow).
- Within about 10 seconds press the desired memory button 1, 2 or 3 The LED will go out and a chime sounds to confirm that settings have been.

### Storing the passenger side outside mirror setting for backing up

- Apply the electronic parking brake.
- Shift the transmission into Neutral (**N**).
- Switch on the ignition.
- *Briefly* press the desired memory button 1, 2 or 3 on the driver door.
- Shift the transmission into Reverse (**R**).
- Adjust the passenger outside mirror, to provide good visibility of the curb for example.
- The mirror position you have set is automatically stored and assigned to the selected memory button.

The passenger-side outside mirror automatically adjusts back from the position stored for backing up when the vehicle moves forward at about 10 mph (15 km/h) or more or when the rotary knob is rotated from (**R**) into a different position.

### Cancellation conditions when storing settings for the memory buttons

When one of the following conditions is met, the storing process will be cancelled:

- Charging condition of the vehicle battery is weak.
- Repeated pressing of the **SET** button within about 10 seconds.
- Readjustment of the seat position within about 10 seconds after pressing the **SET** button.

### Recalling stored memory settings

- With the vehicle door open and the *ignition off*, the stored setting positions can be recalled and set automatically. For this, tap the corresponding memory button 1, 2 or 3 in the respective vehicle door *briefly*. After about 10 minutes, the stored positions can *not* be set automatically.
- **OR:** With the vehicle door *closed* and the ignition *on* press and hold the corresponding memory button on the vehicle door until the stored positions are reached.

## Assigning memory seat settings to the remote control vehicle keys



Fig. 56 Infotainment system: Menu seat settings for the driver seat with memory feature.

### Please first read and note the introductory information and heed the WARNINGS

When enabled, every time you exit and lock the vehicle, your remote control vehicle key will remember the current seat position, steering wheel position (when electrically adjustable), and the outside mirrors settings. These settings will be stored and assigned to the *active* remote control vehicle key. The new stored settings will be automatically set after the vehicle is unlocked and the driver door is opened. When 2 or more people use the vehicle, it is recommended that every person use their “own” remote control vehicle key.

The condition for the automatic storage on the personal remote control vehicle key is that the same remote control vehicle key that triggered the unlocking of the vehicle is also used for locking.

### Activating the Key Fob Recall feature over the Infotainment system:

- Switch on the ignition.
- Press the [CAR](#) Infotainment button.
- Tap the [Settings](#) function key on the screen.
- Select [Seat settings](#) from the selection list.
- Check the check box by the [Driver seat remote control key](#) function key ⇒ [fig. 56](#).
- The settings are stored when the vehicle is locked with the remote control vehicle key.

If automatic storage has already been activated on the driver door memory buttons, a check will be automatically set in the check box [1](#) .

This feature works differently than your memory seat buttons.

Your memory seat positions can always be recalled using the buttons on the door.

If you prefer to not have it do this, just enter your “seat settings” again, and unmark the “Driver seat remote – control key” box.



If the stored position settings have not been completed, there will not be *any* changed positions stored on the remote control vehicle key.



If your seat moved to an odd position, DON'T WORRY! You must have simply grabbed the other remote control vehicle key than you normally do. Remember, if two drivers have this activated, then both keys might remember different positions.

# Safety belts

## Introduction

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In this section you'll find information about:

Warning light

Frontal collisions and laws of physics

What happens to passengers not wearing a safety belt?

Safety belts protect

Using safety belts

Fastening and unfastening safety belts

Safety belt position

Safety belt height adjusters

Safety belt extender


Safety belt retractor, pretensioner, load limiter

Service and disposal of belt pretensioners

Properly worn safety belts are the single most effective means of reducing the risk of serious injury and death in a collision or other accident.

Damage to safety belts reduces their overall effectiveness and increases the risk of serious personal injury and death whenever the vehicle is being used.

Check the condition of all safety belts regularly.

If a safety belt shows damage to webbing, bindings, retractors or buckles, have the safety belt replaced by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility ⇒ .

### **More information:**

- Adjusting the seating position
- Airbag system
- Child safety and child restraints
- Parts, accessories, repairs and modifications



## **WARNING**

Not wearing a safety belt or wearing an improperly positioned safety belt increases the risk of severe personal injury or death. Safety belts offer optimum protection only when they are used properly.

- Properly worn safety belts are the single most effective means of reducing the risk of serious injury and death in a collision or other accident. For this reason, always wear your safety belt properly and make sure all passengers wear their safety belts properly as well whenever the vehicle is moving.
- The driver must always make sure that every person in the vehicle is properly seated on a seat of his or her own, properly fastens the safety belts belonging to that seat before the vehicle starts to move, and keeps the belts properly fastened while riding in the vehicle. This applies even when just driving around town. Therefore, always wear your safety belts and make sure that everybody in your vehicle is properly restrained.
- Always secure children in the vehicle with a restraint system appropriate for their age, weight and height.
- Always fasten safety belts correctly before driving off and make sure that all passengers are properly restrained.
- Never attach the safety belt to the buckle of another seat. Attaching the safety belt to the wrong buckle will reduce safety belt effectiveness and can cause serious personal injury.
- Never let any objects or liquids get into the safety belt latch and prevent it from working properly.
- Never remove a safety belt while the vehicle is moving. Doing so will increase your risk of being injured or killed.
- Never strap more than one person, including small children, into any single safety belt.
- Never let children or babies ride sitting on your lap, and never place a safety belt over a child sitting on your lap.
- Never wear belts over rigid or breakable objects in or on your clothing, such as eye glasses, pens, keys, etc., as these may cause injury.
- Several layers of heavy clothing (such as a coat worn over top of a sports jacket) may interfere with proper positioning of the belt and reduce the overall effectiveness of the system.
- Never use comfort clips or devices that create slack in the shoulder belt. However, special clips may be required for the correct use of some child restraint systems.
- Safety belts offer optimum protection only when the seat backrest is upright and belts are correctly positioned on the body.



## WARNING

Damage to safety belts reduces their overall effectiveness and increases the risk of serious personal injury and death whenever the vehicle is being used.

- Never let safety belts become damaged by being caught in the door or seat hardware.
- Torn or frayed safety belts can tear, and damaged safety belt hardware can break in an accident.
- Inspect belts regularly for damage. If webbing, bindings, buckles, or retractors are damaged, have the belts replaced immediately with the correct replacement belts approved by Volkswagen for your vehicle, model, and model year.
- Safety belts that were subject to stress in an accident and stretched must be replaced with a correct, new safety belt, preferably by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility.
- Replacement after a crash may be necessary even if a safety belt shows no visible damage. Anchorages that have been loaded must also be inspected.
- Damaged safety belts must be replaced; they cannot be repaired.
- Never try to repair a damaged safety belt yourself. Never remove or modify the safety belts in any way.
- Have safety belts, bindings, retractors and buckles replaced by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Always keep the belts clean. Dirty belts may not work correctly and can impair the function of the inertia reel.

## Warning light



Fig. 57 Warning light in the instrument cluster.


Please first read and note the introductory information and heed the WARNINGS


Lights up or flashes	Possible cause	Proper response
	Driver and front passenger have not fastened their safety belts, if front passenger seat is occupied.	Fasten safety belts.
	Heavy items on the front passenger seat.	Remove items from front passenger seat and stow them safely.




When the ignition is switched on, several warning and indicator lights come on briefly for a function check. They go out after a few seconds.

A warning chime also sounds.

The safety belt warning light  comes on for 6 seconds when the ignition is switched on. A warning chime also sounds for up to six seconds if the driver's safety belt is not buckled. The chime stops sooner if the driver buckles his or her safety belt. The warning light and the chime also go out when both driver and front passenger have buckled their safety belts.

If the driver and front seat passenger do not both fasten their safety belts within about 24 seconds after the chime stops and the vehicle is moving at a speed of more than about 15 mph (25 km/h), the chime will again sound for about 6 seconds, then go off for about 24 seconds, then sound again for about another 6 seconds. The same thing happens if one of the safety belts is first fastened and then unfastened while the vehicle is moving. The safety belt warning light also flashes . The warning chime continues to sound at 24 second intervals for up to 2 minutes. No chime sounds at speeds of less than about 5 mph (8 km/h).

If the ignition is switched on, the safety belt warning light  stays on until the driver and front passenger have both buckled their safety belts.

 **WARNING**

**Not wearing a safety belt or wearing an improperly positioned safety belt increases the risk of severe personal injury or death. Safety belts offer optimum protection only when used correctly.**

## Frontal collisions and laws of physics

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Fig. 58 A vehicle with passengers not wearing safety belts approaches a wall.

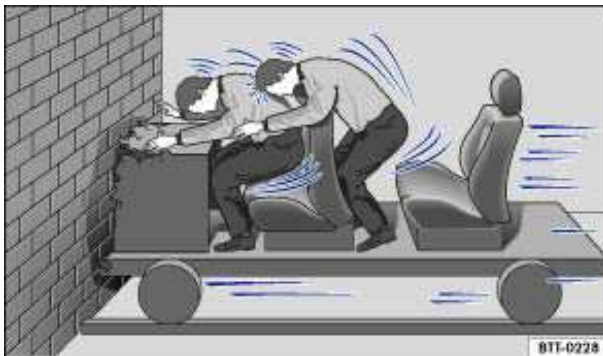


Fig. 59 A vehicle with passengers not wearing safety belts hits a wall.

**📖 Please first read and note the introductory information and heed the WARNINGS ⚠️**

The physical principles of a frontal collision are simple. Both the moving vehicle and the passenger possess energy ⇒ [fig. 58](#), which varies with vehicle speed and body weight. Engineers call this energy “kinetic energy.”

The higher the speed of the vehicle and the greater the vehicle's weight, the more energy has to be “absorbed” in a crash.

Vehicle speed is the most significant factor. If your speed doubles (for example from 15 mph to 30 mph - 25 km/h to 50 km/h), the energy increases 4 times!

Because the occupants of the vehicle in the above example are not using safety belts, they are not “attached” to the vehicle. In a frontal collision, they will keep moving at the same speed the vehicle was moving just before the crash, until something stops them - here, the inside of the passenger compartment. Because the occupants of the vehicle in the example are not wearing safety belts, their entire kinetic energy will be absorbed by impact with the wall ⇒ [fig. 59](#).

The same principles apply to people in a vehicle that is in a frontal collision on the highway. Even at city speeds of 20 mph to 30 mph (30 km/h to 50 km/h), the forces acting on the body can reach one ton (2,000 lbs or 1,000 kg) or more. At greater speeds, these forces are even higher.

Of course, the laws of physics don't apply just to frontal collisions; they determine what happens in all kinds of accidents and collisions.

## **What happens to passengers not wearing a safety belt?**

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**Fig. 60** The unbelted driver is thrown forward.



**Fig. 61** Unbelted passengers in the rear seats are thrown forward on top of the belted driver.

**⚠ Please first read and note the introductory information and heed the WARNINGS ⚠**

Many people believe that it is possible to resist the forces of an impact by holding tight or bracing themselves. That is simply not true!

Even at low collision speeds, the forces acting on the body are too much for the body to be held in the seat with the arms and hands. In a frontal collision, unrestrained occupants will slam violently into the steering wheel, instrument panel, windshield or anything else in the way ⇒ [fig. 60](#).

Never rely on airbags alone for protection. Even when they deploy, airbags provide only additional protection. Airbags are not supposed to deploy in all kinds of accidents. Even if your vehicle is equipped with airbags, all vehicle occupants, including the driver, must wear safety belts correctly in order to minimize the risk of severe injury or death in a crash, regardless of whether a seating position has an airbag or not.

An airbag will deploy only once. Safety belts are always there to offer protection in those accidents in which airbags are not supposed to deploy or when they have already deployed. Unbelted occupants can also be thrown out of the vehicle, causing even more severe injuries or death.

It is also important for occupants in the rear seats to wear their safety belts properly since they can be thrown violently forward through the vehicle in the event of an accident. Unbelted passengers in the rear seats endanger not only themselves but also the driver and other passengers in the vehicle

⇒ [fig. 61](#).

## Safety belts protect

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**Fig. 62** Belted driver secured by the correctly worn safety belt in the event of a sudden braking maneuver.

**📖 Please first read and note the introductory information and heed the WARNINGS ⚠️**

Used properly, safety belts can make a big difference. Safety belts help to keep passengers in their seats, gradually reduce energy levels applied to the body in a collision, and help prevent the uncontrolled movement that can cause serious injuries. In addition, safety belts reduce the danger of being thrown out of the vehicle ⇒ [fig. 62](#).

Safety belts attach passengers to the CAR and give them the benefit of being slowed down more gently or “softly” through the “give” in the safety belts, crumple zones, and other safety features (such as airbags) engineered into today's vehicles. The front crumple zones and other passive safety features (such as the airbag system) are also designed to absorb kinetic energy. By “absorbing” the kinetic energy over a longer period of time, the forces on the body become more “tolerable” and less likely to cause injury.

Although these examples are based on a frontal collision, safety belts can also substantially reduce the risk of injury in other kinds of crashes. So, whether you're on a long trip or “just going to the corner store,” always buckle up and make sure that others do, too.

Accident statistics show that vehicle occupants properly wearing safety belts have a lower risk of being injured and a much better chance of surviving a collision. Properly using safety belts also greatly increases the ability of the supplemental airbags to do their job in a collision. For this reason, wearing a safety belt is required by law in most countries including the United States and Canada.

Although your Volkswagen is equipped with airbags, you still have to wear the safety belts provided. Front airbags, for example, are activated only in some frontal collisions. The front airbags are not activated in all frontal collisions, in side and rear collisions, in rollovers, or in cases when the conditions for deployment stored in the electronic control unit are not met. The same goes for the other airbag systems on your Volkswagen.

So always wear your safety belt and make sure that everybody in your vehicle is properly restrained!

## Using safety belts

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**📖 Please first read and note the introductory information and heed the WARNINGS ⚠️**

### Checklist

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Using safety belts ⇒ ⚠️

- ✓ Damage to safety belts reduces their overall effectiveness and increases the risk of serious personal injury and death whenever the vehicle is being used.
  - ✓ Check the condition of all safety belts regularly.
  - ✓ Keep safety belts clean.
  - ✓ Keep objects and liquids away from safety belt webbing, the safety belt buckle tongue and the safety belt buckle latch and opening.
  - ✓ Do not pinch or damage the safety belt or buckle tongue (for instance, when closing a door).
  - ✓ Never modify, disassemble or try to repair safety belts and safety belt anchorages.
  - ✓ Always fasten your safety belt properly before driving and keep it fastened whenever the vehicle is moving.
- 

### Twisted safety belt

If it is difficult to pull the safety belt out of the belt guide, the belt may be twisted inside the side trim because the belt retracted too quickly when it was taken off.

- Hold the safety belt tongue, slowly and carefully pull safety belt all the way out.
- Untwist the safety belt and slowly return the belt by hand.

If you cannot untwist the safety belt, wear it anyway. Make sure that the safety belt is twisted in a spot where it does not come in direct contact with your body. Have the safety belt untwisted immediately by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

### Lockable safety belt

The retractors for the rear seat safety belts and the front passenger safety belt have a switchable locking feature for child restraints in addition to the emergency locking feature. Whenever a child restraint is installed with a safety belt, the safety belt must be locked so that the safety belt webbing cannot unreel. The switchable locking feature lets you lock the belt so that a child restraint can be properly installed and, for example, so that it can't tip to the side when the vehicle goes around a corner.

To see whether a safety belt is lockable, pull the safety belt *all the way* out of the safety belt retractor. You should then hear a "clicking" sound as the belt winds back into the retractor reel. Test the switchable locking feature by pulling on the belt. When the switchable locking feature is active, you should no longer be able to pull the belt out of the retractor.

The locking feature must be deactivated when a vehicle occupant uses the safety belt.

**⚠ WARNING**

**Improper use and care of safety belts increases the risk of severe personal injury or death.**

- Regularly check safety belts and related parts for damage.
- Damaged safety belts must be replaced; they cannot be repaired.
- Always keep safety belts clean.
- Never catch, damage or chafe safety belt webbing on sharp edges.
- Always keep objects and liquids away from the belt buckle and buckle opening.

## Fastening and unfastening safety belts

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**Fig. 63** Inserting the buckle tongue into the belt buckle.



**Fig. 64** Releasing the buckle tongue from the belt buckle.

**📖 Please first read and note the introductory information and heed the WARNINGS ⚠️**

Properly worn safety belts help to hold occupants in their seats and provide optimum protection during braking or in a collision or other accident ⇒ ⚠️.

The switchable locking feature makes a “clicking” sound when the safety belt is winding back onto the safety belt retractor wheel after being pulled *all the way* out. Whenever a child restraint is installed with a safety belt, the safety belt must be locked so that the safety belt webbing cannot unreel, *Child safety and child restraints*. If active, deactivate the locking feature before using the safety belt to restrain a person without a child restraint system.

### Fastening safety belts

Always buckle your safety belt before driving.

- Adjust the front seat and head restraint correctly
- Make sure the seat backrest of the rear seat bench is in an upright position and securely latched in place before using the safety belt ⇒ ⚠️.
- Hold the safety belt by the tongue and pull it slowly and evenly across the chest and pelvis. Do **not** twist the safety belt webbing ⇒ ⚠️.
- Insert the tongue into the correct buckle for your seat until you hear it latch securely ⇒ [fig. 63](#).
- Pull on the safety belt to make sure that it is securely latched in the buckle.

### Unfastening safety belts

Unfasten safety belts only when the vehicle is not moving ⇒ ⚠️.

- Press the red button on the buckle ⇒ [fig. 64](#). The buckle tongue is ejected.
- Let the belt wind up on the retractor as you guide the belt tongue to its stowed position to help prevent the safety belt from twisting and to help avoid damage to the interior trim.



## WARNING

**Improperly positioned safety belts can cause serious personal injury or death in an accident.**

- **Safety belts offer optimum protection only when the seat backrest is upright and belts are correctly positioned on the body.**
- **A person who is not properly restrained can be seriously injured by the safety belt itself if it slips from the stronger parts of the body into sensitive areas like the abdomen.**
- **Unfastening safety belts while the vehicle is in motion can cause severe personal injury or death in the event of an accident or braking maneuver!**



## Safety belt position

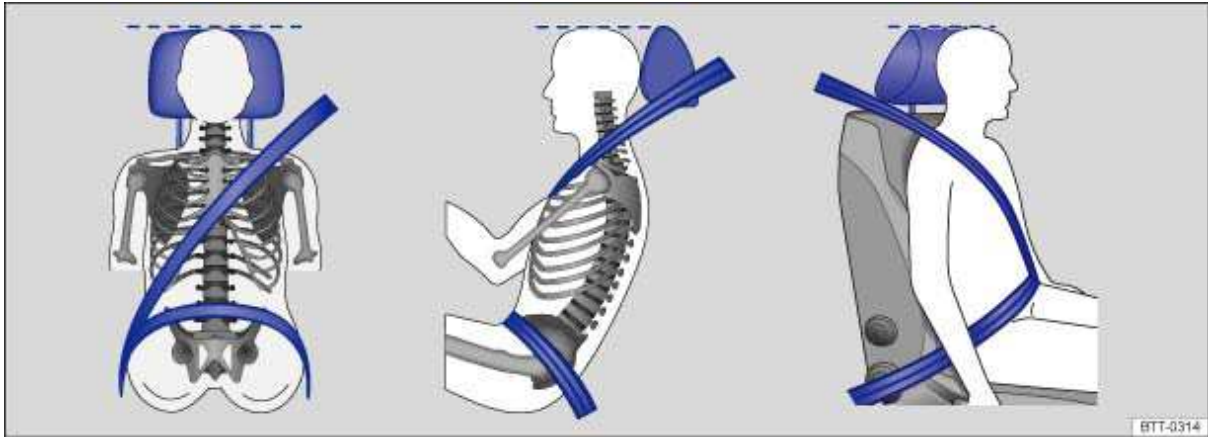


Fig. 65 Proper safety belt positioning and head restraint adjustment.



Fig. 66 Proper safety belt positioning for expectant mothers.

**⚠ Please first read and note the introductory information and heed the WARNINGS ⚠ .**

Wearing safety belts improperly can cause serious injury or death. Safety belts can only work when they are correctly positioned on the body. A properly worn safety belt also helps to position the occupant so that an airbag can provide maximum protection when deployed. Therefore, always fasten your safety belt and make sure that it is properly positioned over your body.

Improper seating positions reduce the effectiveness of safety belts and even increase the risk of injury or death by moving the safety belt to critical areas of the body. Improper seating positions also increase the risk of severe injury or death when an airbag deploys and strikes an occupant who is not seated properly

### Proper safety belt position

- The shoulder portion of the safety belt must always run over the center of the shoulder and never over the throat, over the arm, under the arm or behind the back ⇒ fig. 65.
- The lap portion of the safety belt must always run as low as possible over the pelvis and never over the abdomen.
- Always wear the safety belt flat and snug against the body. Pull on the safety belt to tighten if necessary.

**Expectant mothers** must always wear the lap portion of the safety belt as low as possible across the pelvis and below the rounding of the abdomen – throughout the pregnancy. The safety belt must lie flat against the body to avoid pressure against the abdomen ⇒ [fig. 66](#).

### Adjusting safety belt height

The safety belt position can be adjusted using the following features:

- Safety belt height adjusters for the front seats.
- Front seats with height adjustment.



### WARNING

**Improperly positioned safety belts can cause serious personal injury in an accident or a sudden braking maneuver.**

- **Always make sure that all vehicle occupants are correctly restrained and stay in a correct seating position whenever the vehicle is being used.**
- **Safety belts offer optimum protection only when the seat backrest is upright and belts are correctly positioned on the body.**
- **A loose fitting safety belt can cause serious injuries by shifting its position on your body from the strong bones to more vulnerable soft tissue and cause serious injury.**
- **The shoulder belt portion of the safety belt must be positioned over the middle of the occupant's shoulder and never across the neck or throat.**
- **The safety belt must lie flat and snug on the occupant's upper body.**
- **Never wear the shoulder part of the safety belt under your arm or otherwise out of position.**
- **The lap portion of the safety belt must be positioned as low as possible across the pelvis and never over the abdomen. Make sure the belt lies flat and snug against the pelvis. Pull on the safety belt to tighten if necessary.**
- **Expectant mothers must always wear the lap portion of the safety belt as low as possible across the pelvis and below the rounding of the abdomen.**
- **Do not twist the belt when attaching it. If you cannot untwist a twisted safety belt, wear it anyway, but make sure the twisted part is not in contact with your body. Have the problem corrected right away by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.**
- **Never hold the safety belt away from your body with your hand.**
- **Never wear belts over rigid or breakable objects, such as eye glasses, pens or keys.**
- **Never modify the position of the belt using comfort clips, loops or similar devices.**



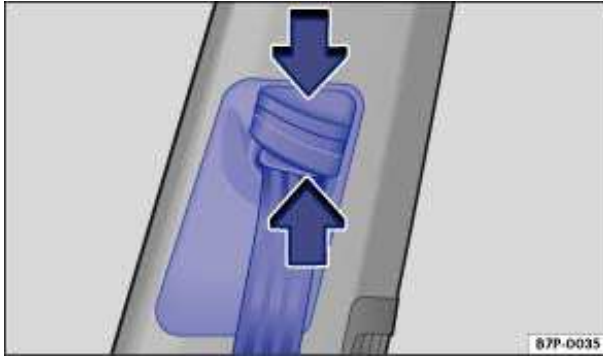
If you have a physical impairment or condition that prevents you from sitting properly on the seat with the safety belt properly fastened, special modifications to your vehicle may be necessary.

- Contact your authorized Volkswagen dealer or authorized Volkswagen Service Facility or call the Volkswagen Customer CARE Center at 1-800-822-8987 for information about possible modifications to your vehicle.



## Safety belt height adjusters

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**Fig. 67** Next to the front seats: manual safety belt height adjuster.

**📖 Please first read and note the introductory information and heed the WARNINGS ⚠️ .**

Safety belt height adjusters for the front seats can be used to adjust the height of the shoulder portion of the safety belt so that it is positioned correctly:

- Press and hold the safety belt attachment ⇒ [fig. 67](#).
- Pinch the safety belt attachment together as indicated by the arrows and hold .
- Slide the belt and upper attachment up or down until the safety belt is positioned over the center of the shoulder , *Safety belt position*.
- Release the safety belt attachment.
- Pull on the safety belt to make sure that the upper attachment is securely locked in place.

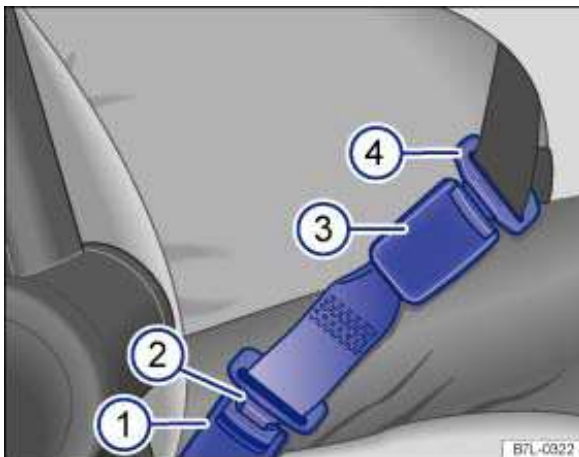


### WARNING

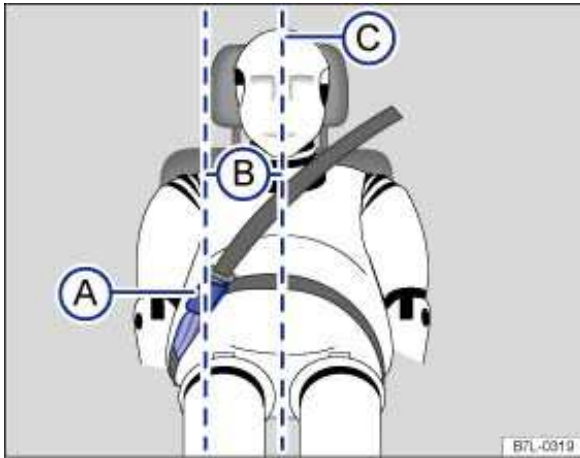
**Never adjust the height of the safety belt while driving.**

## Safety belt extender

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**Fig. 68** A safety belt extender properly attached to the factory-installed safety belt.



**Fig. 69** Positioning of the safety belt extender.

**ⓘ Please first read and note the introductory information and heed the WARNINGS ⚠.**

If a safety belt is too short to correctly fit you or one of your passengers, even when the safety belt is pulled out all the way, you can use a safety belt extender.

Never use the safety belt extender for any other purpose – including the attachment of a child restraint.

The extender adds about 8 inches (20 cm) to the safety belt. Always remove the safety belt extender when it is not needed and stow it safely. Contact an authorized Volkswagen dealer or an authorized Volkswagen Service Facility if you believe you may need an extender.

**Key to fig. 68:**

- (1) Vehicle safety belt buckle.
- (2) Buckle tongue on the safety belt extender.
- (3) Safety belt buckle on the safety belt extender.
- (4) Safety belt buckle tongue on the factory-installed safety belt.

**Key to fig. 69:**

- (A) Safety belt buckle on the safety belt extender.
- (B) Distance between the safety belt buckle on the safety belt extender and the centerline of the person using the safety belt extender. **The distance must be more than 6 inches (15 cm)!**
- (C) Centerline of the person using the safety belt extender.

### Using a safety belt extender

- Adjust both the seat and the head restraint properly
- Insert the buckle tongue on the safety belt extender ⇒ [fig. 68 \(2\)](#) into the vehicle belt buckle for the seat where the safety belt extender is being used [\(1\)](#).
- Fastening or unfastening the vehicle safety belt .
- Pull the belt to make sure that the tongues are securely locked in the buckles.
- Make sure that the safety belt is positioned properly , *Safety belt position*.

### Properly using safety belt extenders:

- Use a safety belt extender only when the factory installed safety belt is too short when worn properly by a person in proper seating position.
- Only use one safety belt extender per seat and vehicle safety belt.
- Always remove the safety belt extender when it is not needed.
- Never leave a safety belt extender attached to the vehicle safety belt buckle when the extender is not needed and being used with the safety belt. Otherwise, the airbag control module will receive an incorrect signal from the safety belt buckle and this will prevent the airbag from working properly for a person who is not using the safety belt. Leaving the extender attached to the safety belt buckle when

the front seat is occupied and the safety belt is not being used will signal the airbag control unit during a collision that the front passenger seat is occupied and that the safety belt is being used. The electronic control unit for the airbag system will then receive incorrect information that will cause the safety belt pretensioner to deploy unnecessarily and the front passenger airbag to deploy later in collisions that would normally trigger the front airbag earlier in the collision to help protect an unrestrained front seat occupant. The airbag will not be able to provide enough protection for an occupant not wearing a safety belt.

- Only use the safety belt extender approved by Volkswagen for your vehicle.



## WARNING

**Improper use or positioning of a safety belt extender increases the risk of serious personal injury and death.**

- A driver or passenger who is not properly restrained can be seriously injured by striking the interior of the passenger compartment or by the safety belt itself, which can be displaced from stronger parts of the body into sensitive areas like the abdomen.
- Safety belt extenders offer optimum protection only when they are properly used.
- Only use the extender when the belt is not long enough to be worn low and snug and the person is in the correct seating position. Remove and stow extender safely when not needed.
- Always make sure the safety belt tongue of the safety belt extender is securely inserted into the buckle for the seating position that belongs to the seat where the safety belt extender is being used. Attaching the safety belt to the wrong buckle will reduce safety belt effectiveness and can cause serious personal injury.
- Never use the safety belt extender if you can properly attach the safety belt without it. Using a safety belt extender when not needed can increase the risk of injury, especially in a collision.
- Never use a safety belt extender if the distance  $\Rightarrow$  [fig. 69 \(B\)](#) between the front edge of the safety belt extender buckle (A) and the centerline of the person using the safety belt extender (C) is less than about 6 inches (15 cm).
- Never leave a safety belt extender attached to the vehicle safety belt buckle when the extender is not needed and being used with the safety belt. Otherwise the airbag control module will receive an incorrect signal from the safety belt buckle and this will prevent the airbag from working properly for a person who is not using the safety belt.
- Never use more than one extender with a safety belt. Using more than 1 extender can change the way the safety belt passes over the body and can cause serious injury.
- Never use the safety belt extender to secure a child restraint.
- Never use a safety belt extender on your Volkswagen that you obtained from another automobile manufacturer or from an automotive parts store.
- Never use the safety belt extender you got for your vehicle for any other vehicle, regardless of make, model, or model year.



## NOTICE

- Leaving the extender attached to the safety belt buckle when the front seat is occupied and the safety belt is not being used will signal to the airbag control unit that the front passenger seat is occupied and that the safety belt is being used. The electronic control unit for the airbag system will then receive incorrect information that will
  - cause the safety belt pretensioner to deploy unnecessarily in collisions and
  - cause the front passenger airbag to deploy later in collisions in which the front airbag would otherwise be triggered earlier to help protect an unrestrained front seat passenger.
- A pretensioner that has deployed cannot be repaired. The entire safety belt must be replaced.



## NOTICE

If the safety belt extender is left attached to the safety belt buckle, the safety belt warning system will sense that the safety belt for that seat is being used. The warning light will not come on and the warning chime will not sound even though the seat is occupied and the safety belt is not being used.

## Safety belt retractor, pretensioner, load limiter

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 Please first read and note the introductory information and heed the WARNINGS .

The safety belts in the vehicle are part of the vehicle's safety concept and consist of the following important features:

### Automatic safety belt retractors

Every safety belt is equipped with an automatic belt retractor on the shoulder belt. As long as the safety belt is pulled out slowly, the shoulder belt will extend to let you move freely under normal driving conditions. The automatic safety belt retractor locks the belt when the belt is pulled out fast, during hard braking and in a collision. The belt may also lock when you drive up or down a steep hill or through a sharp curve.

### Safety belt pretensioner

The safety belts on the front seats and the rear outboard seats have a pretensioner that helps take the slack out of the safety belt and tighten it when the pretensioner is activated.

The pretensioners are activated by the electronic control unit for the airbag system in front, side, and rear collisions. By tightening the safety belt, the pretensioner helps to reduce the occupant's forward movement. The belt pretensioner works together with the airbag system; its function is monitored by the airbag system indicator light. The belt pretensioner will not deploy in a rollover if the side airbags are not activated.

A fine dust may be released upon activation. This is normal and is not caused by a fire in the vehicle.

### Safety belt load limiter

All safety belts for outboard seating positions also have load limiters to help reduce the forces applied to the human body in a crash.



Heed all safety regulations if the vehicle or individual components of the system have to be scrapped. Your authorized Volkswagen dealer and authorized Volkswagen Service Facility are familiar with these regulations.

## Service and disposal of belt pretensioners

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 Please first read and note the introductory information and heed the WARNINGS .

The pretensioners are part of the safety belts installed at the front seats in your vehicle. Installing, removing, servicing, or repairing of safety belt pretensioners can damage the safety belt system and prevent it from working correctly in a collision. The pretensioners themselves may then also not work in the event of an accident, or not work properly.

There are some important things you have to know to make sure that the effectiveness of the system will not be impaired and that discarded components do not cause injury or pollute the environment. Undeployed safety belt pretensioners and airbag modules contain explosive materials that can cause serious injuries to the general public and to people who work at dealerships and workshops, scrap

yards, and recycling facilities. For this reason, the systems must be properly handled when they or the vehicles they are installed in are scrapped.

Undeployed safety belt pretensioners and airbag modules can also pollute the environment. Never abandon vehicles or vehicle parts. If your vehicle must be scrapped, please make sure that it is done safely, responsibly, and in compliance with all applicable environmental regulations. Take it to a licensed facility that has the knowledge and experience to properly dispose of the vehicle and its safety belt system. Your authorized Volkswagen dealer and authorized Volkswagen Service Facility are familiar with these regulations.



## WARNING

**Improper handling, care, servicing, and repair procedures can increase the risk of personal injury and death by preventing a belt pretensioner from activating when needed or by causing it to activate unexpectedly. The pretensioner might not deploy when it should, or it might deploy unexpectedly.**

- **The pretensioner can be activated only once. If a pretensioner has been activated, the safety belt must be replaced.**
- **Safety belt systems including the pretensioners cannot be repaired. Special procedures are required to remove, install, and dispose of this system.**
- **Never repair, adjust, or change pretensioners or any other part of the safety belt system yourself. We strongly recommend that you have any work on the safety belt system performed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. They have the necessary technical information, training, and special equipment .**



## WARNING

**Undeployed safety belt pretensioners and airbag modules contain explosive materials that can cause serious personal injuries if they are not properly handled when they or the vehicles they are installed in are scrapped.**

- **Never abandon vehicles or vehicle parts.**
- **Always scrap vehicles and vehicle parts, especially those containing undeployed airbag modules and undeployed safety belt pretensioners, at a licensed facility that has the knowledge and experience to properly dispose of the vehicle and its safety belt and airbag systems.**



Undeployed airbag modules and safety belt pretensioners are classified as **Perchlorate Material**. Special handling may apply – see <http://www.dtsc.ca.gov/hazardouswaste/perchlorate>. Obey all applicable legal requirements regarding handling and disposal of the vehicle or parts of its restraint system, including airbag modules and safety belts with pretensioners. Authorized Volkswagen dealers and authorized Volkswagen Service Facilities are familiar with the requirements, and we recommend that you have them perform this service for you.

# Lights

## Introduction

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In this section you'll find information about:

Indicator lights

Turn signal lever and high beam switch

Switching lights on and off

Lights and vision features

Lights and vision features

“Coming home” and “Leaving home” feature (orientation lighting)

Instrument panel lighting , headlight range adjustment

Interior and reading lights

Always obey local vehicle lighting laws.

The driver is always responsible for the correct headlight settings and driving light.

### More information:

- Exterior views
- Volkswagen Information System
- Infotainment System
- Changing light bulbs



### WARNING

Crashes and other accidents can happen when you cannot see the road ahead and when you cannot be seen by other motorists.

- Always switch on the low beam headlights at dusk or when it is dark and whenever the weather is bad or visibility is poor.



### WARNING

Headlights that are aimed too high and improper use of the headlight flasher or high beams can blind and distract other drivers. This can lead to a crash and serious personal injuries.











- Always make sure that headlights are properly adjusted.
- Never use the headlight flasher or high beams when they can blind or distract other drivers.

## Indicator lights

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 Please first read and note the introductory information and heed the WARNINGS 

Lights up	Possible cause	Proper response
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	One or more driving lights not working or cornering light malfunction.	Replace burned out bulb or if all light bulbs are OK, visit an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
	Adaptive Front Lighting System malfunction.	
	One or more brake lights burned out.	Replace the light bulb that isn't working. If all light bulbs are OK, see an authorized Volkswagen dealer or an authorized Volkswagen Service Facility.
	Adaptive Front Lighting System (AFS) malfunction.	See an authorized Volkswagen dealer or an authorized Volkswagen Service Facility.
	Headlight range adjustment malfunction.	See an authorized Volkswagen dealer or an authorized Volkswagen Service Facility.
	Parking lights switched on.	
	All license plate lights not working.	Replace the light bulbs that aren't working. If all light bulbs are OK, see an authorized Volkswagen dealer or an authorized Volkswagen Service Facility.
	Fog lights switched on.	
	Left or right turn signal.	If necessary check the vehicle and trailer lighting.
	The indicator light blinks twice as fast if a turn signal is not working on the vehicle or the trailer.	
	Daytime running lights (DRL) on.	
<b>DRL</b>		
	High beams switched on or headlight flashers in use.	

When the ignition is switched on, several warning and indicator lights come on briefly for a function check. They go out after a few seconds.

**⚠️ WARNING**

**Failure to heed warning lights and instrument cluster text messages can cause the vehicle to break down in traffic and result in a collision and serious personal injury.**

- **Never ignore warning lights or text WARNINGS.**
- **Always stop the vehicle as soon as it is safe to do so.**
- **Whenever stalled or stopped for repair, move the vehicle a safe distance off the road, stop the engine, turn on the emergency flashers, and use other warning devices to warn approaching traffic.**
- **Never park the vehicle in areas where the hot catalytic converter and exhaust system can come into contact with dry grass, brush, spilled fuel, oil, or other material that can catch fire.**
- **A broken down vehicle presents a high accident risk for itself and others. Switch on emergency flashers and set up a warning triangle to warn oncoming traffic.**





## NOTICE

Failure to heed warning lights or text **WARNINGS** can result in vehicle damage.



High Intensity Discharge (HID) headlights provide bright, uniform lighting to help you see and be seen. The light comes from an electric arc between two electrodes in the gas-filled bulb. Over time, the electrodes can wear down and the gap between them will get wider. The HID lamp's control unit then increases the voltage to keep the arc's brightness constant. However, the commonly called "Xenon" bulbs will also ultimately burn out. Before they burn out, HID lamps can flicker. A message will then appear in the MFI. This is your reminder to see an authorized Volkswagen dealer or an authorized Volkswagen Service Facility to check the headlights.

## Turn signal lever and high beam switch

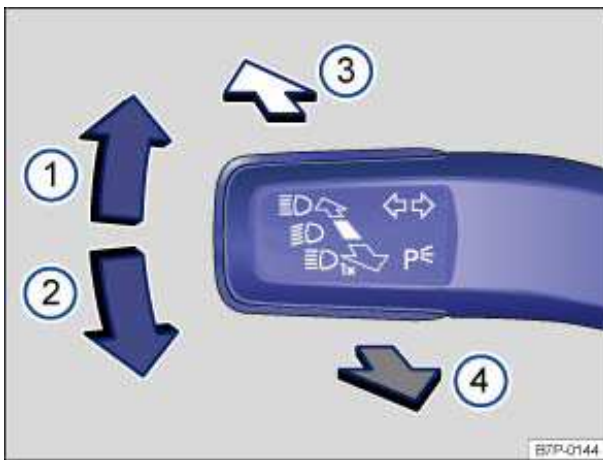



Fig. 83 Turn signal lever and high beam switch.

 Please first read and note the introductory information and heed the **WARNINGS** .

**Move the lever to the desired position.**

- (1) Right turn signal.
- (2) Left turn signal.
- (3) Switching high beams on  $\Rightarrow$  . The indicator light  $\equiv D$  comes on in the instrument cluster when the high beams are switched on.
- (4) Switching the high beams off and operating the headlight flasher. The *headlight flasher* turns on the high beams as long as the lever is pulled and manually held in the pulled position. The indicator light  $\equiv D$  lights up. When released, the lever moves back to the home position and turns off the high beams. The indicator light  $\equiv D$  goes out.

Move the lever back to the home position to turn the feature off.

### Lane change signaling feature (convenience turn signal)

To use the lane change signaling feature, move the lever up or down slightly, just to the point of resistance and then release it. If you have lane change flash (**Conv. turn sig.**) switched on, the turn signals and the turn signal indicator flash 3 times. If it is switched off, they flash as long as you hold the lever up or down, and go out when you release the lever.

Lane change flash is switched on and off in the **Lights & Vision** menu in the instrument cluster display. If your vehicle is not equipped with the **Lights & Vision** menu, the feature can be deactivated by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.





## WARNING

Improper use of high beams can distract and blind others, causing accidents and serious injuries.



The turn signal light works only when the ignition is switched on. The emergency flasher works even when the ignition is switched off.



The indicator light flashes twice as fast if a turn signal bulb is burned out.



High beams can only be switched on when low beams are on.

## Switching lights on and off

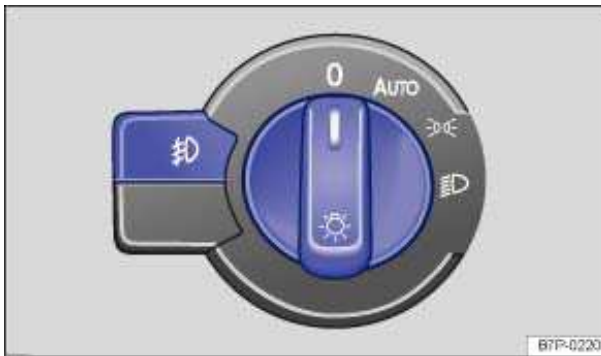


Fig. 84 Next to the steering wheel: Light switch.



Please first read and note the introductory information and heed the WARNINGS

Turn the light switch to the desired position ⇒ [fig. 84](#):

	When the ignition is switched off	When the ignition is switched on
0	Fog lights, low beams and parking lights switched off.	Headlights off, daytime running lights (DRL) on.
AUTO	Orientation lighting may be switched on.	Automatic headlight control active; DRL.
	Parking lights switched on. Low beams off. Parking lights and DRL stay on. The length of time they stay on depends on the vehicle battery charge.	Parking lights switched on.
	Low beams switched off – parking lights switched on.	Low beams switched on.
	Fog lights switched off. The DRL may stay on for some time.	Headlights and fog lights switched on.


### Fog lights:

The indicator light in the headlight switch or the instrument cluster shows that the fog lights are switched on.

- To switch on the fog lights : first turn the light switch to position , then pull the light switch out to the first detent.
- To switch off the fog lights, push the switch back in from the first detent. To then turn off the headlights, turn the switch to position **0**.

### Acoustic warning when lights are not switched off

In the following situations, a warning chime will sound if you take the key out of the ignition and open the driver door. This is to remind you that lights are still on.

- If the parking lights are switched on.
- Light switch in position .



### WARNING

**Daytime running lights and parking lights are not bright enough to let you see ahead or be seen by others when it is dark.**

- **Always switch on the low beam headlights at dusk or when it is dark and whenever the weather is bad or visibility is poor.**
- **Never use the daytime running lights to see where you are going. They are not bright enough and will not let you see far enough ahead for safety, especially at dusk or when it is dark. Always switch on the low beam headlights at dusk or when it is dark.**
- **The taillights do not come on with the daytime running lights. Unless the taillights are on, a vehicle cannot be seen by others in bad weather, at dusk, or when it is dark.**
- **Even if automatic headlight control is switched on, the low beam headlights may still not come on by themselves in fog or heavy rain. You have to switch on the low beam headlights manually.**



In cool or humid weather, the insides of the headlights, the taillights, and turn signals can temporarily fog up. This is normal and does not affect the service life of the vehicle's lighting system.


Applicable only in the United States


## Lights and vision features

 Please first read and note the introductory information and heed the **WARNINGS** 

### Daytime running lights (DRL)

Separate lamps are installed in the headlights or in the front bumper for the daytime running lights.

When the daytime running lights are on, only these separate lamps come on ⇒ .


The daytime running lights come on whenever the ignition is switched on and the light switch is in position **0** or **AUTO**. The  or **DRL** indicator light in the instrument cluster indicates that the feature is active.

If the light switch is in position **AUTO**, a low light sensor switches the instrument and switch lighting on and off automatically.

### Daytime running lights (DRL) parking feature

Some models are equipped with a daytime running lights (DRL) parking feature that switches the daytime running lights off when the vehicle is parked and the ignition is switched on.

The daytime running lights can be activated and deactivated in the **Lights & Vision** menu in the instrument cluster display.

Function	Action
Switching the DRL off:	<ul style="list-style-type: none"> <li>– Switch the ignition on.</li> <li>– Turn the light switch to the <b>0</b> position.</li> <li>– Set the parking brake.</li> </ul>
Switching the DRL back on:	<ul style="list-style-type: none"> <li>– Release the parking brake.</li> <li>– <b>OR:</b> Turn the light switch to the  position.</li> </ul>

### Static cornering lights


Your vehicle may have fog lights under the front bumper, which on some models are also static cornering lights. On some models the static cornering lights may be integrated in the headlights. At speeds below about 25 mph (40 km/h), the light on one side of the vehicle will come on when you turn a corner. If you turn to the right, the right fog light comes on; turn left and the left fog light comes on. The light dims and goes out when the steering wheel is straightened out again.

When you move the selector lever to Reverse (**R**), the static cornering lights on both sides of the vehicle may come on so that you can see the area around the vehicle better when backing up.

The static cornering lights work only when the headlights are on. If you are using automatic headlight control (headlight switch in the **AUTO** position) ⇒ [fig. 84](#), they work only when the headlights have been automatically switched on. The static cornering lights do not come on when the headlight switch is in the **0** position or when the fog lights themselves have been switched on.

### Automatic headlight control **AUTO**

Automatic headlight control is a convenience feature only and cannot always recognize all driving situations.

If the light switch is in the **AUTO** position, the outside vehicle lighting and the instrument lighting are automatically switched on at dusk/nightfall and off in normal daylight in the following situations ⇒ :

Automatic activation:	Automatic deactivation/change to daytime running lights:
If the low-light sensor registers <i>darkness</i> , for example when driving through a tunnel.	If sufficient brightness is registered.
If you drive faster than about 87 mph (140 km/h) for several seconds.	If you drive slower than about 40 mph (65 km/h) for several seconds.
If the rain sensor recognizes heavy rain and switches the windshield wipers on.	If the windshield wipers have not moved for several minutes.

### Adaptive Front Lighting System (AFS)

The Adaptive Front Lighting System works only with the low beams switched on and only at speeds above about 6 mph (10 km/h). The swivel-mounted lamps automatically improve road illumination during cornering.

The Adaptive Front Lighting System can be switched on and off in the Infotainment System.

- Switch on the ignition.
- Press the **CAR** Infotainment button.
- Tap the **Assist systems** function key on the screen.
- Select the menu item **Light Assist (main beam control)** from the list.
- Tap **Adaptive Front Lighting System (AFS)** to enable or disable this feature.

## Lights with LED-technology

You cannot replace the LEDs. Contact your authorized Volkswagen dealer or an authorized Volkswagen Service Facility for assistance.



### WARNING

Crashes and other accidents can happen when you cannot see the road ahead and when you cannot be seen by other motorists.

- Never use daytime running lights (DRL) to see where you are going. (DRL) are not bright enough to light up the roadway and be seen by other motorists. You will not be able to see far enough ahead for safety, especially at dusk or when it is dark. Always switch on the low beam headlights at dusk or when it is dark.
- If automatic headlight control (AUTO) is switched on, the low beam headlights still may not be switched on in fog or heavy rain. You have to switch on the low beam headlights yourself.
- The taillights do not come on when the daytime running lights are switched on. A vehicle without taillights cannot be seen by others in bad weather, at dusk, or when it is dark.



In cool or humid weather, the insides of the headlights, rear lights, and turn signals can temporarily fog up. This is normal and does not affect the service life of the vehicle's lighting system.

Applicable only in Canada


## Lights and vision features


---

 Please first read and note the introductory information and heed the WARNINGS 

### Daytime running lights (DRL)

Separate lamps are installed in the headlights or in the front bumper for the daytime running lights.

When the daytime running lights are on, only these separate lamps come on ⇒ .

The daytime running lights come on whenever the ignition is switched on and the light switch is in position **0** or **AUTO**. The  or **DRL** indicator light in the instrument cluster indicates that the feature is active.

If the light switch is in position **AUTO**, a low light sensor switches the instrument and switch lighting on and off automatically.

### Static cornering lights


Your vehicle may have fog lights under the front bumper that are also static cornering lights. At speeds below about 25 mph (40 km/h), the light on one side of the vehicle will come on when you turn a corner. If you turn to the right, the right fog light comes on; turn left and the left fog light comes on. The light dims and goes out when the steering wheel is straightened out again.

When you move the selector lever to Reverse (**R**), the static cornering lights on both sides of the vehicle may come on so that you can see the area around the vehicle better when backing up.

The static cornering lights work only when the headlights are on. If you are using automatic headlight control (headlight switch in the **AUTO** position) ⇒ [fig. 84](#), they work only when the headlights have been automatically switched on. The static cornering lights do not come on when the headlight switch is in the **0** position or when the fog lights themselves have been switched on.

### Automatic headlight control **AUTO**

Automatic headlight control is a convenience feature only and cannot always recognize all driving situations.

If the light switch is in the **AUTO** position, the outside vehicle lighting and the instrument lighting are automatically switched on at dusk/nightfall and off in normal daylight in the following situations ⇒ .

<b>Automatic activation:</b>	<b>Automatic deactivation/change to daytime running lights:</b>
If the low-light sensor registers <i>darkness</i> , for example when driving through a tunnel.	If sufficient brightness is registered.
If you drive faster than about 87 mph (140 km/h) for several seconds.	If you drive slower than about 40 mph (65 km/h) for several seconds.
If the rain sensor recognizes heavy rain and switches the windshield wipers on.	If the windshield wipers have not moved for several minutes.


### **Adaptive Front Lighting System (AFS)**

The Adaptive Front Lighting System works only with the low beams switched on and only at speeds above about 6 mph (10 km/h). The swivel-mounted lamps automatically improve road illumination during cornering.

The Adaptive Front Lighting System can be switched on and off in the Infotainment System.


- Switch on the ignition.
- Press the **CAR** Infotainment button.
- Tap the **Assist systems** function key on the screen.
- Select the menu item **Light assistance (main beam control)** from the list.
- Tap **Adaptive front lighting system (AFS)** to enable or disable this feature.

On some models, the headlights move independently of each other, even in straight-ahead driving. They adapt to weather conditions and speed to better illuminate the roadway. The headlights return to their original position after a delay, depending on the speed of the vehicle.

 **WARNING**

**Crashes and other accidents can happen when you cannot see the road ahead and when you cannot be seen by other motorists.**

- **Never use daytime running lights (DRL) to see where you are going. DRL are not bright enough to light up the roadway and be seen by other motorists. You will not be able to see far enough ahead for safety, especially at dusk or when it is dark. Always switch on the low beam headlights at dusk or when it is dark.**
- **If automatic headlight control (AUTO) is switched on, the low beam headlights still may not be switched on in fog or heavy rain. You have to switch on the low beam headlights yourself.**
- **The taillights do not come on when the daytime running lights are switched on. A vehicle without taillights on cannot be seen by others in bad weather, at dusk, or when it is dark.**

 In cool or humid weather, the insides of the headlights, rear lights, and turn signals can temporarily fog up. This is normal and does not affect the service life of the vehicle's lighting system.

### **“Coming home” and “Leaving home” feature (orientation lighting)**

 **Please first read and note the introductory information and heed the WARNINGS** 

The basic settings for the “Coming home” and “Leaving home” functions must be made in the Infotainment System.

## Enabling and disabling the “Coming home” and “Leaving home” functions

The “Coming home” and “Leaving home” functions can be enabled or disabled in the Infotainment System.

- Switch on the ignition.
- Press the **CAR** Infotainment button.
- Tap the **Settings** function key on the screen.
- Select the menu item **External lighting** in the list.
- Tap **Leaving home** or **Coming home** to enable or disable the feature.

The feature is enabled when the check box in the **Leaving home** or **Coming home** function key is checked .

## Switching the “Coming home” and “Leaving home” functions on and off


The “Coming home” feature must be switched on manually. The “Leaving home” feature is automatically controlled by a low-light sensor.


“Coming home”	Action
Switch on:	<ul style="list-style-type: none"><li>– Switch off the ignition.</li><li>– Operate the headlight flasher for about 1 second.</li></ul> <p>Opening the driver door switches on the “Coming home” feature. The <i>delay period</i> starts when the last vehicle door or the rear hatch is closed. The “Coming home” lighting is switched on when the driver door is open, the headlight switch is set to <b>AUTO</b>, and the low light sensor detects darkness. The delay period starts once the last vehicle door or the rear hatch is closed.</p>
Switch off:	<ul style="list-style-type: none"><li>– Automatically after the preset delay period is over.</li><li>– Automatically if any door or the rear hatch is still open about 60 seconds after activation.</li><li>– Turn the light switch to the <b>0</b> position.</li><li>– Switch on the ignition.</li></ul>

“Leaving home”	Action
Switch on:	<ul style="list-style-type: none"><li>– Unlock the vehicle when the light switch is <i>not</i> in the <b>0</b> position and the low-light sensor registers <i>darkness</i>. Unlock the vehicle if the light switch is in the <b>AUTO</b> position and the low-light sensor registers darkness.</li></ul>
Switch off:	<ul style="list-style-type: none"><li>– Automatically after the preset delay period is over.</li><li>– Lock the vehicle.</li><li>– Turn the light switch to the <b>0</b> position.</li><li>– Switch on the ignition.</li></ul>

## Background lighting in the outside mirrors

The background lighting in the outside mirrors lights up the area close to the doors while you are getting into or out of the vehicle. It is switched on when the vehicle is unlocked, a vehicle door is opened, or the “Coming home” or “Leaving home” feature is activated. If the vehicle is equipped with a light sensor, the background lighting in the outside mirrors is only switched on in darkness.

 The lights stay on for about 10 seconds (lighting delay period). The “Coming home” and “Leaving home” functions can be enabled and disabled in the Infotainment System.

 If the “Coming home” feature is switched on and the driver door is opened, no acoustic warning will sound to alert that the light is still on.

## Instrument panel lighting , headlight range adjustment

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**Fig. 85** Next to the steering wheel: Control for instrument cluster lighting.

 **Please first read and note the introductory information and heed the WARNINGS** 

### Instrument panel lighting

When the lights are on, the brightness of the instrument panel lighting is adjusted by turning the thumbwheel ⇒ [fig. 85](#).

- Push and release button; the button pops out to let you change the adjustment.
- Set the desired brightness and push the button back in.

In vehicles with daytime running lights (DRL), the instrument cluster lighting switches on automatically when it is dark outside or when driving through tunnels, for example. You will need to switch the headlights on manually when this happens, so that the vehicle's taillights will turn on .

### Dynamic headlight range adjustment on vehicles with Adaptive Front Lighting System

The headlight range is automatically adjusted to the vehicle loading once the Adaptive Front Lighting System is switched on.

#### **WARNING**

Headlights that are aimed too high because of the way the vehicle is loaded can blind and distract other drivers. This can lead to a crash and serious personal injuries.

- Always adjust headlights to loading conditions so that the light cone do not blind others.




#### **WARNING**

If dynamic headlight range adjustment does not work properly or at all, the headlights could blind and distract other drivers. This can lead to a crash and serious personal injuries.

- Have headlight range adjustment checked immediately by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility.

## Interior and reading lights

 . Please first read and note the introductory information and heed the **WARNINGS**  .

Button	Function
0	Interior lights off.
	Interior lights on.
Switch in the center position	Door contact switch-center position. Interior lights go on automatically when the vehicle is unlocked, a door is opened, or the vehicle key is removed from the ignition. The lights go out again a few seconds after you close the door. They also go out when you lock the vehicle or switch on the ignition.
	Reading light on or off.
	

### Glove and luggage compartment lights

The glove compartment and luggage compartment may have lights that come on automatically when they are opened and go off when they are closed.

### Background lighting

The footwell lighting lights up the front footwells on the driver and passenger sides when the parking lights or low beams are switched on.

The brightness can be adjusted in the Infotainment System.

- Press the [CAR](#) Infotainment button.
- Tap the [Settings](#) function key on the screen.
- Select the menu item [Lights and vision](#) in the list.
- Select the menu item [Footwell light](#) or [ambient lighting](#) from the sub-menu.
- Place your finger on the touchscreen slider \_ and, *keeping your finger on the screen*, move your finger to drag the slider to the desired brightness.
- **OR:** Tap the - or + function key on the screen to move the slider in steps.

### Background lighting


When the ignition and headlights are switched on, the roof console control buttons light up.

There may also be footwell lighting.



. The interior and reading lights go out when you lock the vehicle or a few minutes after you remove the vehicle key from the ignition. This helps to prevent unnecessary drain on the vehicle battery.



. You have to push the  button *twice* to switch on a reading light that has been automatically switched off.



# Sun protection

## Introduction

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In this section you'll find information about:

Sun visors

Rear side window sun shade

Windshield made of heat-insulating glass

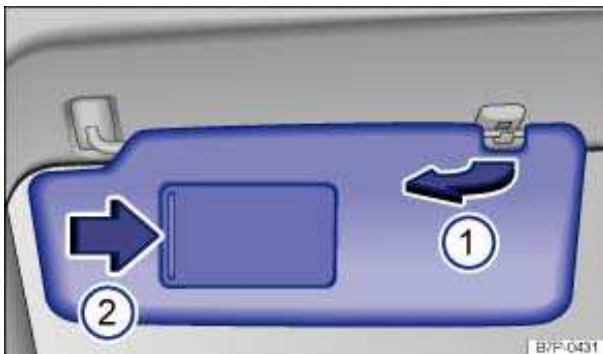
### **WARNING**

Sun visors and side window shades can reduce visibility.

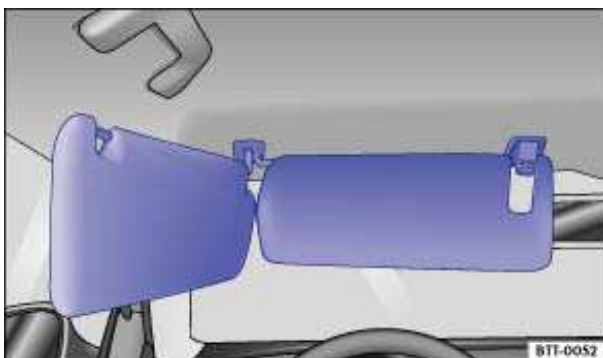
- Always stow sun visors and side window shades when not needed to block sun glare.

## Sun visors

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**Fig. 86** Sun visor.



**Fig. 87** Double sun visors.

 Please first read and note the introductory information and heed the WARNINGS 


### Sun visor adjustment:

- Flip the sun visor down toward the windshield.

- Lift out of mounting and move toward the doors ⇒ [fig. 86 \(1\)](#).
- Rotate the sun visor toward the door.

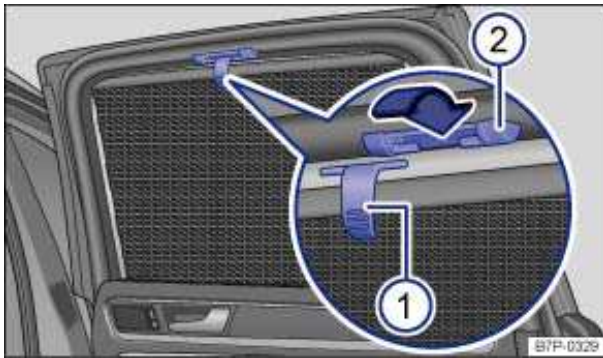
### Vanity mirror and lighting

A vanity mirror is behind a cover in the sun visor. When the cover is slid open (2), the light comes on. The light goes out when you shut the cover or if you flip the sun visor up again.

 The vanity mirror light goes out after several minutes. This helps to prevent unnecessary drain on the vehicle battery.

## Rear side window sun shade


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**Fig. 88** Sun shade in the rear right window.

 **Please first read and note the introductory information and heed the WARNINGS **

The sun shades for the rear side windows are integrated into the side trim of the respective window.

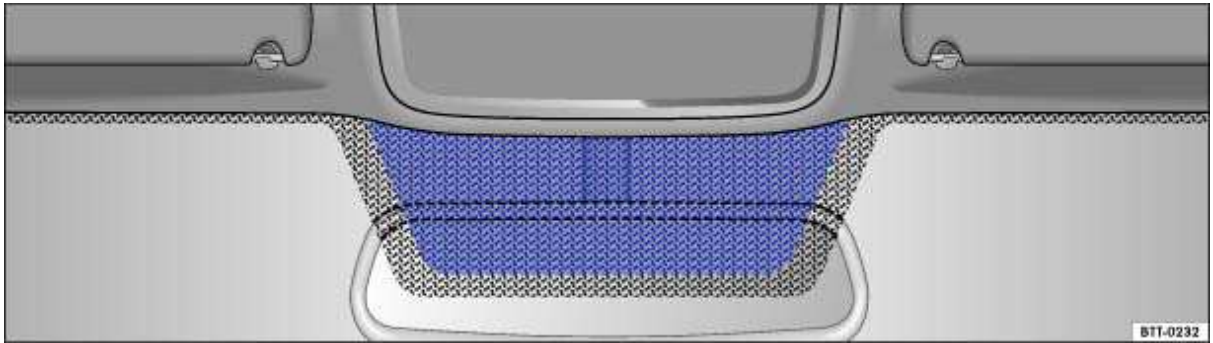
- Pull the sun shade all the way up by the projecting handle ⇒ [fig. 88 \(1\)](#).
- Insert each eye of the handle into the corresponding mount (2). Make sure that the extended sun shade is safely hooked into both mounts (2).
- Unhook the sun shade at the top and guide it down to retract the blind ⇒ .

### NOTICE

**To help prevent damage to the shade or the interior rim, do not let the sun shade retract “quickly.”**

## Windshield made of heat-insulating glass

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**Fig. 89** Heat-reflective windshield with communications window (blue shaded area).

**📖 Please first read and note the introductory information and heed the WARNINGS ⚠️**

Windshields made of insulating glass have a transparent metallic infrared-reflecting coating. There is an uncoated area (communications window) just above the inside rearview mirror ⇒ [fig. 89](#). This serves as a communications window for transmitting signals to and from electronic components and accessories.

The uncoated area must not be blocked on the inside or outside or covered with stickers because this can cause the electronic components to malfunction.

# Windshield wiper and washer

## Introduction

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In this section you'll find information about:

Indicator light

Windshield wiper lever

Windshield wiper functions

Windshield wiper service position

Rain sensor

Checking and refilling windshield washer fluid

### More information:

- Exterior views
- Air conditioner air recirculation mode
- Working in the engine compartment
- Exterior CARE and cleaning



### WARNING

Windshield washer fluid without enough frost protection can freeze on the windshield and reduce visibility.

- Use the windshield washer system with enough frost protection for winter temperatures.
- Never use the windshield wipers/washers when it is freezing without first defrosting the windshield. The washer solution may freeze on the windshield and reduce visibility.



### WARNING

Worn or dirty wiper blades reduce visibility and increase the risk of accidents and severe injuries.

- Always replace wiper blades that are worn, damaged, or do not keep the windshield clear.






### NOTICE

To help prevent damage to the wiper blades and the wiper motor when it is cold outside, always make sure that blades are not frozen to the windshield before operating the wipers. Using the windshield wiper service position can be helpful in cold weather, so the wipers do not freeze to the windshield.

## Indicator light

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 Please first read and note the introductory information and heed the WARNINGS 

Lights up	Possible cause	Proper response
	Rain sensor malfunction.	Switch ignition off and on again. If the indicator light comes on again and stays on, contact an authorized Volkswagen dealer or an authorized Volkswagen Service Facility .
	Windshield and/or rear window wiper malfunction.	Switch ignition off and on again. If the indicator light comes on again and stays on, contact an authorized Volkswagen dealer or an authorized Volkswagen Service Facility.
	Windshield and rear window washer fluid level too low.	Refill windshield washer reservoir at the next opportunity.

When the ignition is switched on, several warning and indicator lights come on briefly for a function check. They go out after a few seconds.

## NOTICE

Failure to heed warning lights or text WARNINGS can result in vehicle damage.

## Windshield wiper lever

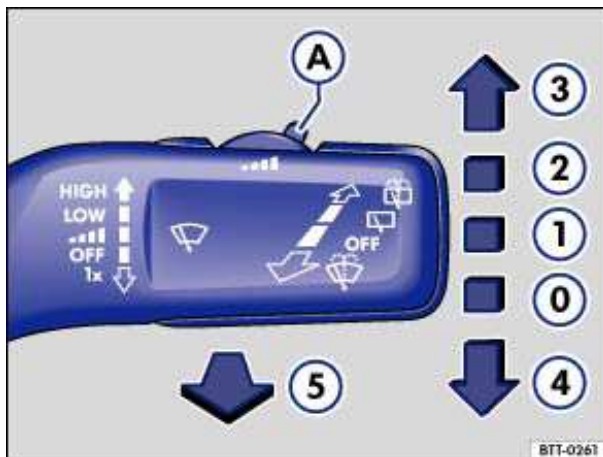






Fig. 90 Operating the front windshield wiper.



Fig. 91 Operating the rear wiper.

 Please first read and note the introductory information and heed the WARNINGS .

Move the lever to the desired position ⇒ :


(0)	OFF	Wiper switched off.
(1)		Intermittent wiping for the windshield. Adjust the interval settings with switch ⇒ <a href="#">fig. 90 (A)</a> (vehicles without rain sensors) or the sensitivity of the rain sensor (vehicles with rain sensors).
(2)	LOW	Slow wiper speed (speed 1).
(3)	HIGH	Fast wiper speed (speed 2).
(4)	1x	Tap and release lever for <i>one</i> wipe cycle at speed 1. Push lever down longer for speed 2 wipe cycle.
(5)		Pull the lever toward the steering wheel to activate the windshield washers, then release.
(6)		Intermittent wiping for the rear window. The wiper wipes about every 6 seconds.
(7)		Press the lever forward as far as it will go to activate the rear window washers, then release.


### NOTICE


- To help prevent damage to the wiper blades and the wiper motor when it is cold outside, always make sure that blades are not frozen to the windshield before operating the wipers. Using the service position can be helpful in cold weather so the wipers do not freeze to the windshield.
- If the ignition is switched off while the wipers are running, the wipers will continue at the same wiping speed when the ignition is switched on again. Frost, ice, snow, leaves, and other objects on the windshield can damage the wipers and the wiper motor.
- Remove snow and ice from the wipers before you begin driving.
- If the wiper blades freeze to the windshield, loosen them carefully. Volkswagen recommends using a deicing spray.

### NOTICE


Never switch on the windshield wipers when the windshield is dry because the windshield can be scratched.


 The windshield wipers work only if the ignition is switched on and the engine hood is closed. The windshield wipers turn off automatically when the engine hood is opened. The rear windshield wipers turn off automatically when the rear hatch is opened.


 If the front wipers are on, the rear wiper is switched on automatically whenever the CAR is put into reverse.

 If the windshield wiper lever is in the rear window intermittent wiping position ⇒ [fig. 91 \(6\)](#) when the ignition is switched off and back on or the engine is started, rear window wiper action does not

resume until the windshield wipers are activated. This is to keep the wiper from working when the window is dry. By switching rear window intermittent wiping off and then back on, you can override this feature and activate the rear window wiper immediately.

 The intermittent wiping for the front windshield depends on the driving speed. The higher the speed, the faster the wipers move.

 If the wiper blades freeze to the windshield, loosen them carefully. Volkswagen recommends using a deicing spray.

 If the front wipers are on, the rear wiper is switched on automatically when backing up.

## Windshield wiper functions

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 **Please first read and note the introductory information and heed the WARNINGS** 

### Wiper performance in different situations:

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When the vehicle is not moving:	The wiper speed changes temporarily to the next lower speed.
During automatic wipe/wash:	While the washer system is working, the climate control system switches to recirculation for about 30 seconds to help prevent the washer fluid odor from entering the vehicle interior.
During intermittent wiping:	Speed-dependent interval control: The higher the vehicle speed, the faster the wipers move.

### Heated washer nozzles


The heating thaws frozen washer nozzles, but not the fluid supply hoses. When the ignition is switched on, the heat applied to the washer nozzles is automatically regulated depending on the outside air temperature.

### Headlight washer system

The headlight washer system cleans the headlight lens.

If the ignition and the headlights (high or low beams) are switched on, the headlights are cleaned the first time and every fifth time the front windshield washers are activated. This happens only when the low or high beams are on when the windshield wiper lever is pulled towards the steering wheel. However, the headlights must still be washed by hand periodically (for instance, during fueling) in order to get rid of hard-to-remove dirt (like insect splatter).

To help make sure that the headlight washer system works during winter weather, always keep the headlight washer nozzles free of snow and remove any ice with a deicer spray before driving. Use a deicer spray to remove any ice.

 If there is something on the windshield, the wiper will try to wipe it away. If it continues to block the wiper, the wiper will stop moving. Remove the obstacle and switch the wiper on again.

## Windshield wiper service position

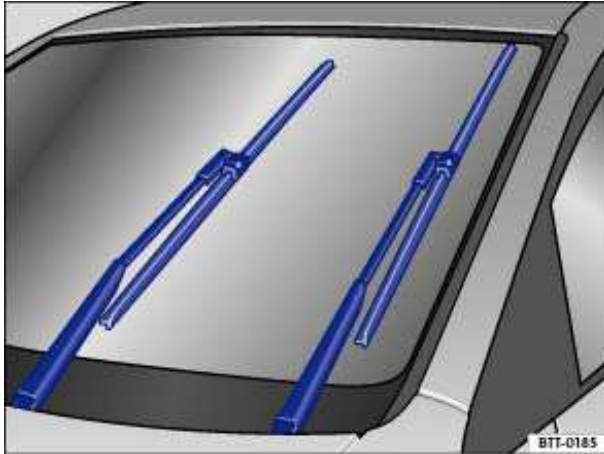


Fig. 92 Windshield wiper in service position.

 Please first read and note the introductory information and heed the WARNINGS .

In the service position, the wiper arms can be lifted away from the windshield ⇒ fig. 92. The wipers are moved to the service position as follows:

### Manual activation of service position

- The engine hood must be closed .
- Switch the ignition off, turn it on briefly, and then off again.
- Press the windshield wiper lever down briefly ⇒ fig. 90 (4) when the ignition is off.
- Wipers move into service position.


### Activating service position in the Infotainment System

- The engine hood must be closed .
- Switch on the ignition.
- Press the **CAR**Infotainment button.
- Tap the **Service**function key on the screen.
- Tap the function key **Wipers in service pos** to activate or deactivate the service position.

If the box in the **Wipers in service pos** function key is checked , the feature is switched on ⇒ fig. 287.

Fold the wiper arms back onto the windshield before driving! The wiper arms will move back to their original position after driving off or when the windshield wiper lever is activated.

### Lifting and the wiper blades and tilting them away from the windshield

- Put the wiper arms to the service position ⇒ .
- Do not touch the wiper blades; grasp the wiper arms only at the bracket above the wiper blades.



### NOTICE

- To help prevent damage to the engine hood and the windshield wiper arms, lift the wiper arms away from the windshield only when they are in the service position.
- Always carefully fold the windshield wiper arms down against the windshield before driving the vehicle



## Rain sensor

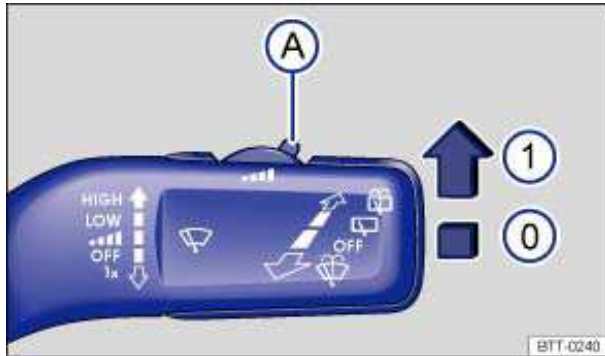


Fig. 93 Windshield wiper lever: Adjusting rain sensor A.

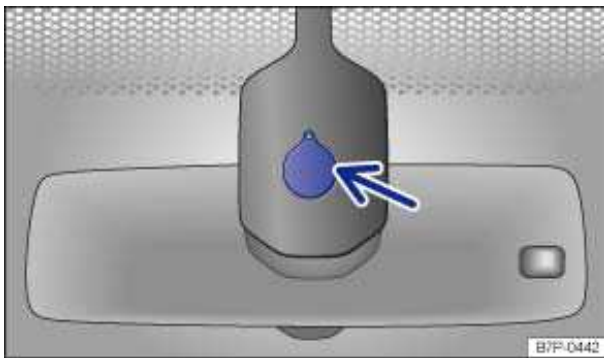


Fig. 94 Sensitive rain sensor surface.

**ⓘ Please first read and note the introductory information and heed the WARNINGS ⚠.**

When switched on, the rain sensor automatically shortens or lengthens the delay between wiping cycles depending on how hard it is raining ⇒ ⚠. The rain sensor's sensitivity can be adjusted manually. Manual wiping (vehicles without rain sensors) .

The rain sensor has to be enabled in the Infotainment System.

Push the lever into the desired position ⇒ [fig. 93](#):

- (0) Rain sensor off (windshield wiper lever home position).
- (1) Rain sensor active – automatic wiping as needed.
- (A) Adjusting the sensitivity of the rain sensor:
  - Move switch to the right – high sensitivity.
  - Move switch to the left – low sensitivity.

After switching the ignition off and back on again, the rain sensor stays on and works again with the wiper lever in position (1) when the vehicle speed is over 10 mph (16 km/h).

Even if the rain sensor is disabled, it is still necessary to reach this speed to reactivate the wipers when the windshield wiper lever is in the intermittent wiping position. The wipers then wipe at fixed intervals instead of wiping as needed, as they do in rain sensor mode.

### Enabling and disabling the rain sensor in the Infotainment System

- Switch on the ignition.
- Press the [CAR](#) Infotainment button.
- Tap the [Assist systems](#) function key on the screen.
- Tap the function key [Rain sensor](#) to enable or disable the rain sensor.

If the box in the *Rain sensor* function key is checked , the feature is enabled.

### Possible reasons for changes in the way the rain sensor works

The rain sensor may misread what is happening in the *detection zone of its sensitive rain-sensor surface* ⇒ [fig. 94](#) (arrow) and not work for a number of reasons, which include:

- Worn out wiper blades: Worn out wiper blades may leave a film of water or wiping streaks; this can cause the wipers to run longer, to wipe more often, or to wipe continuously at high speed.
- Insects: Insects hitting the sensor cause wiping.
- Salt streaks: Salt streaks on the windshield from winter driving can cause wiping more often or continuously on glass that is almost dry.
- Dirt: Caked-on dust, wax, any other buildup on the windshield (lotus effect), or CAR-wash detergent residue can lower the rain sensor's sensitivity and cause it to react too slowly or not at all.
- Crack in the windshield: If a stone hits and chips the sensitive surface while the rain sensor is on, this will trigger a wiper cycle. After that, the rain sensor will recognize the change and recalibrate itself to respond to the smaller detection zone. Depending on the size of the chip, the sensor's reaction pattern may or may not change.



### WARNING

The rain sensor cannot always recognize rain and activate the wipers.

- Switch the wipers on manually when water on the windshield reduces visibility.



Clean the sensitive area of the rain sensor regularly and check the wiper blades for wear or damage.



To remove wax and coats of polish safely, we recommend using an alcohol-based windshield cleaner.

## Checking and refilling windshield washer fluid





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**Fig. 95** In the engine compartment: Cap of the windshield washer fluid reservoir.

 Please first read and note the introductory information and heed the WARNINGS 

Check the windshield washer fluid level regularly and refill as necessary.

- Open the engine hood .
- The windshield washer fluid reservoir can be identified by the  symbol on its cap ⇒ fig. 95.
- Check if there is still enough windshield washer fluid in the reservoir.
- Refill with an appropriate windshield washer fluid that is recommended by Volkswagen ⇒ . Follow the directions on the container.
- In cold weather, always use a special windshield washer antifreeze solution that will help keep the water from freezing ⇒ .

### Recommended cleaners

- For the warmer months, Windscreen Clear SummerG 052 184 A1 or equivalent. Mixing ratio 1:100 (1 part concentrate to 100 parts water) in the windshield washer reservoir.
- All-season Windscreen ClearG 052 164 A2 or equivalent. the mixing ratio in winter to 0 °F (-18 °C) about 1:2 (1 part concentrate to 2 parts water), otherwise, mixing ratio 1:4 in the windshield washer reservoir.

### Filling capacity

The windshield washer fluid reservoir holds about 4.5 liters; in vehicles with a headlight washer system about 8 qts (7.5 liters).



### WARNING

**Never mix antifreeze or similar additives into the windshield washer reservoir. This could produce an oily film on the windshield, which would considerably reduce visibility.**

- Use clear water with a cleaning solution recommended by Volkswagen.
- If necessary, blend with a suitable windshield washer fluid antifreeze agent.



### NOTICE

- **Never mix cleaning solutions recommended by Volkswagen with other cleaning agents. If you do, this could cause sediments or other by-products that can clog the windshield wiper nozzles.**
- **When refilling, do not confuse one type of operating liquid with another! Otherwise serious malfunctions and engine damage can occur!**

# Mirrors


## Introduction

---

In this section you'll find information about:

Inside mirror

Outside mirrors

For your driving safety, it is important that you properly adjust the outside mirrors and the inside mirror before you start driving ⇒ .

The outside mirrors and the inside mirror help you see and adapt your driving to traffic behind you. Remember that the inside and outside rearview mirrors will not show everything behind you. There can be blind spots. Blind spots can be significantly larger if the mirrors are not properly adjusted.

### More information:

- Exterior views
- Personal comfort setting in the Volkswagen Information System
- Adjusting the seating position
- Memory seats
- Shifting gears
- Braking, stopping and parking



### WARNING

**Adjusting mirrors when the vehicle is moving can cause driver distraction, accidents, and serious personal injury.**

- Always adjust the rearview mirrors when the vehicle is not moving.
- Always be aware of what is happening around the vehicle when changing lanes, passing, turning, or parking. Another vehicle, pedestrian, or object could be in your blind spot.
- Always make sure mirrors are properly adjusted and the view to the rear is not reduced by moisture, ice, snow, or other things.



### WARNING

**Auto-dimming mirrors contain an electrolyte fluid which can leak if the mirror glass is broken. Electrolyte fluid can irritate the skin, eyes, and respiratory system.**

- Repeated or prolonged exposure to electrolyte fluid can irritate the respiratory system, especially among people with asthma or other respiratory conditions. Get fresh air immediately by leaving the vehicle or, if that is not possible, open windows and doors all the way.
- If electrolyte fluid gets into the eyes, flush them thoroughly with large amounts of clean water for at least 15 minutes; medical attention is recommended.
- If electrolyte fluid contacts skin, flush affected area with clean water for at least 15 minutes and then wash affected area with soap and water; medical attention is recommended. Thoroughly wash affected clothing and shoes before reuse.
- If swallowed, and the person is conscious, rinse mouth with water for at least 15 minutes. Get medical attention immediately. Do not induce vomiting unless instructed to do so by a medical professional.

## ! NOTICE

Broken glass in the auto dimming mirrors can cause electrolyte fluid leakage. Liquid electrolyte leaked from a broken mirror glass will damage any plastic surfaces it comes in contact with. Clean up spilled electrolyte fluid immediately with clear water and a sponge.

## Inside mirror

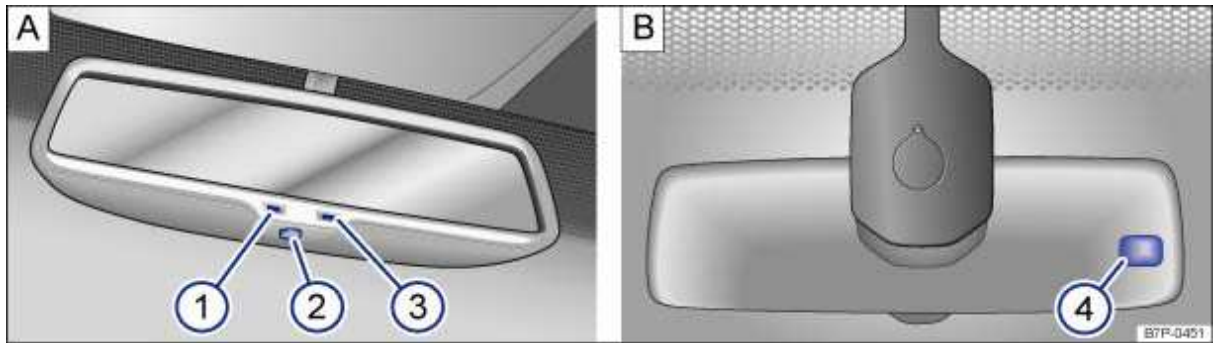


Fig. 96 Auto-dimming inside mirror (if applicable).

**ⓘ Please first read and note the introductory information and heed the WARNINGS ⚠.**

Adjust the inside mirror to make sure that there is good visibility through the rear window.

For example, visibility through the rear window could be impaired if there is a sunshade on the rear window or clothing on the luggage compartment cover, or if the rear window is covered with ice, snow, or dirt.

### Auto-dimming inside mirror

Key to [fig. 96](#):

- (1) Indicator light
- (2) Switch
- (3) Sensor for recognizing entry of light from rear
- (4) Sensor for recognizing entry of light from front

The auto-dimming feature can be switched on and off with the switch on the inside mirror (2). When auto-dimming is activated, the indicator light (1) is on.

If the ignition is switched on, the sensor (3) *automatically* darkens the inside mirror depending on the amount of light shining into the vehicle from the rear.

The auto-dimming feature is deactivated when you shift the transmission into reverse or switch on the interior lights or the reading light.

Do not attach external navigation devices to the windshield or in the vicinity of the auto-dimming inside mirror ⇒ ⚠.

## ! WARNING

The illuminated display on an external navigation device can cause the auto-dimming inside mirror to malfunction, which can result in crashes and serious injuries.

- Malfunctions in the auto-dimming function can result in the rearview mirror being unable to evaluate the exact distance of vehicles in the rear or other objects.



If the light striking the sensor is filtered or blocked (such as by a sunshade), the auto-dimming inside mirror will not work properly or may not work at all.

## Outside mirrors

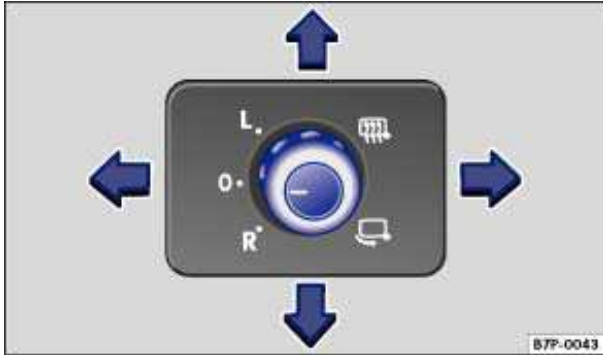


Fig. 97 In the driver door: Adjusting knob for outside mirrors.

Please first read and note the introductory information and heed the WARNINGS .

### Turn the rotary knob to the desired position:

	Fold the outside mirror in toward the vehicle body ⇒ .
	Switch on outside mirror heating. Heats only at outside air temperatures below +68 °F (+20 °C).
<b>L</b>	Adjust the left outside mirror by pressing the knob to left/right and up/down.
<b>R</b>	Adjust the right outside mirror by pressing the knob to left/right and up/down.
<b>0</b>	Neutral position. Outside mirror folded out, no heating or adjustment possible.

### Memory for front passenger side mirror (when backing up)

- Choose the remote control vehicle key that will be used with the settings about to be made.
- Unlock the vehicle with that remote control key.
- Set the electronic parking brake.
- Shift the transmission into neutral.
- Switch on the ignition.
- Press the **CAR**Infotainment button.
- Tap the **Settings**function key on the screen.
- Select **Seat settings**from the list.
- Check the check box in the **Driver seat remove control key**  function key.
- Shift the transmission into reverse.
- Adjust the passenger outside mirror for a clear view of the curb, for example.
- The adjusted mirror position is automatically stored and assigned to the vehicle key that used to unlock the vehicle. The preselected position will be recalled when the key assigned to that mirror adjustment position is used again. For vehicles with memory seat, refer to

## Recalling passenger side mirror settings

- Turn the adjusting knob for the side mirrors to the **R** position.
- Shift the transmission into reverse gear with the ignition switched on.
- The mirror moves back to the regular position when the vehicle moves forwards faster than about 10 mph (15 km/h) or the adjusting knob is turned to the **O** or **L** position.



### **WARNING**

Improper use of the folding outside mirrors can cause personal injury.

- Always make sure that nobody is in the way when folding the mirrors in or out.
- Make sure that you do not get your finger caught between the mirror and the mirror base when moving the mirrors.



### **WARNING**

Incorrectly estimating distances with the right outside mirror can cause collisions and serious injury.

- The right outside mirror has a convex (curved) surface. This widens your field of vision. But vehicles or other objects seen in a convex mirror will look smaller and farther away than they really are.
- If you use the right outside mirror to judge distances from vehicles behind you when changing lanes, you could estimate incorrectly and cause a crash and serious injuries.
- Whenever possible, use the inside mirror to more accurately judge distance and size of vehicles or other objects seen in the convex mirror.
- Always make sure you have a clear view to the rear of the vehicle.



### **NOTICE**

- Always fold in the outside mirrors when taking the vehicle through an automatic CAR wash.
- Never fold power mirrors in manually because doing so could damage the electrical drive.



To reduce fuel consumption, use outside mirror heating only when needed.



When first switched on, outside mirror heating works with maximum heat for about 2 minutes.



If power mirror adjustment does not work, the outside mirrors can be adjusted by hand by pressing on the edges of the mirror surface.

# Driving tips

## Introduction

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In this section you'll find information about:

Stowing luggage

Driving with an open rear hatch

Driving a loaded vehicle

Weights and axle weights

Always stow heavy objects in the luggage compartment and make sure that the rear seat backrests are securely latched. Always use the tie-downs in the luggage compartment and secure the objects with suitable straps. Never overload the vehicle. Remember that the vehicle load, as well as how it is distributed, can affect vehicle handling and braking ⇒ .


### More information:

- Rear hatch
- Folding down the passenger seat backrest
- Lights
- Luggage compartment
- Roof rack
- Trailer towing
- Tires and wheels



### WARNING

**Unsecured or incorrectly stowed items can fly through the vehicle, causing serious personal injury during hard braking or sharp steering or in an accident. Loose items can also be struck and thrown through the passenger compartment by the front airbags if they inflate. To help reduce the risk of serious personal injury:**

- **Always stow all objects securely in the vehicle.**
- **Always keep storage compartments closed while driving.**
- **Do not stow hard, heavy, or sharp objects in open bins in the vehicle or on top of the instrument panel.**
- **Remove hard, heavy, and sharp objects from clothing and bags in the vehicle interior and stow securely. Always put heavy items in the luggage compartment.**
- **Always secure objects in the passenger compartment properly with suitable straps so that they cannot move into the deployment area of a side or front airbag during braking in a sudden maneuver, or in a collision.**
- **Always make sure that there is nothing on the front passenger seat when the backrest is folded forward. When the backrest is folded forward, even light objects could be pushed into the seat cushion and cause the weight-sensing mat in the seat to register enough weight to turn the airbag on.**
- **Always make sure that the PASSENGER AIR BAG OFF  light is on and stays on whenever the backrest of the front passenger seat is folded forward.**
- **Passengers must never ride in an incorrect seating position because objects are being transported in the vehicle.**
- **Never let anybody sit in a seat that is blocked by objects being carried in the vehicle.**





## WARNING

Heavy loads will influence the way your vehicle handles and increase stopping distances. Heavy loads that are not properly stowed or secured can cause loss of control and serious injury.

- Secure the load properly to keep it from shifting.
- Always remember when transporting heavy objects that a change in the center of gravity also changes the way your vehicle handles:
  - Always distribute the load as evenly as possible.
  - Secure heavy objects properly as far forward in the luggage compartment as possible.
  - Always tie down heavy items securely with suitable straps using the tie-downs in the luggage compartment.
- Securely latch the rear seat backrest in the upright position.
- Never exceed the Gross Axle Weight Rating or the Gross Vehicle Weight Rating on the safety compliance sticker on the left door jamb. Exceeding permissible weight can cause the vehicle to skid and handle differently.
- Always adapt your speed and driving to the heavier load and the weight distribution in the vehicle. Take road, weather, traffic, and visibility conditions into account as well.
- Drive especially carefully and accelerate gently.
- Always accelerate and avoid sudden braking and driving maneuvers.
- Always brake earlier than you would if you were not driving a loaded vehicle.

## Stowing luggage

 Please first read and note the introductory information and heed the WARNINGS 

### Always stow all luggage securely in the vehicle

- Distribute the load in the vehicle, on the roof and in the trailer as evenly as possible.
- Put heavy objects as far forward as possible in the luggage compartment and securely latch the rear seat backrest in the upright position.
- Secure luggage in the luggage compartment to the tie-downs with suitable straps .
- Adjust the headlight range .
- Check the pressure in all 4 tires when the tires are still cold. Never reduce air pressure in warm tires to match cold tire inflation pressure. Heed the information on the tire pressure label .
- Pay especially close attention to your vehicle's Tire Pressure Monitoring System when driving with a heavy load .



## NOTICE

The defroster heating wires or antenna in the rear window can be damaged by objects that rub against them.



. Please review information about loading a trailer and a roof rack .

## Driving with an open rear hatch

 Please first read and note the introductory information and heed the WARNINGS  .

Driving with an open rear hatch can lead to serious personal injury. If you have to drive with an open rear hatch, make sure that all objects and the lid itself are properly secured and take appropriate measures to keep toxic exhaust fumes from entering the vehicle.

## **WARNING**

Driving with an unlatched or open rear hatch can lead to serious personal injuries.

- Never transport objects larger than those fitting completely into the luggage compartment, because the rear hatch cannot be closed properly.
- After closing the lid, always pull up on it to make sure that it is properly closed and cannot open suddenly when the vehicle is moving.
- Always stow all objects securely in the luggage compartment. Loose objects can fall out of the luggage compartment and injure others on the road behind you.
- Drive **CARefully**; anticipate what other drivers will do.
- Avoid abrupt or sudden driving or braking maneuvers, because the unlatched rear hatch can move suddenly.
- Always mark objects sticking out from the luggage compartment clearly for others to see. Obey all applicable legal requirements.
- Never use the rear hatch to “clamp” or “hold” objects protruding from the luggage compartment.
- Always remove any luggage rack or other rack mounted on the rear hatch (along with any luggage on the rack) before driving with an open rear hatch.

## **WARNING**

Driving with an open rear hatch can cause poisonous CARbon monoxide in the engine exhaust to get into the passenger compartment.

- CARbon monoxide causes drowsiness, inattentiveness, poisoning, and loss of consciousness. It can lead to accidents and severe personal injuries.
- Always keep the rear hatch closed while driving to help keep poisonous exhaust fumes from being drawn into the vehicle.
- Never transport objects that are too large to fit completely into the luggage area, because then the rear hatch cannot be fully closed.
- If you absolutely must drive with an open rear hatch, do the following to reduce the risk of CARbon monoxide poisoning:
  - Close all windows and the power sunroof.
  - Switch off the climate control system's air recirculation feature.
  - Open all air vents in the instrument panel.
  - Set the fresh air fan to the highest speed.

## **NOTICE**

The open rear hatch changes the vehicle's length and height.

## Driving a loaded vehicle

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 Please first read and note the introductory information and heed the **WARNINGS** .

For good handling when driving a loaded vehicle, please observe the following:

- Securely stow all luggage .
- Drive especially carefully and accelerate gently.
- Avoid sudden braking and driving maneuvers.
- Brake earlier than you would if you were not driving a loaded vehicle.
- If applicable, observe information about driving with a trailer .
- If applicable, observe information about driving with a roof rack .



## WARNING

**Heavy loads can change the way your vehicle handles and increase stopping distances. Heavy loads that are not properly stowed or secured can shift suddenly, causing loss of control and serious injury.**

- **Secure the load properly to keep it from shifting.**
- **Always remember when transporting heavy objects that they change the vehicle's center of gravity and also the way it handles**
  - **Always distribute the load as evenly as possible.**
  - **Secure heavy objects properly as far forward in the luggage compartment as possible.**
  - **Use your vehicle's luggage compartment tie-downs with suitable straps.**
- **Always tie down heavy items securely with suitable straps.**
- **Securely latch the rear seat backrest in the upright position.**
- **Never exceed the Gross Axle Weight Rating or the Gross Vehicle Weight Rating on the safety compliance sticker on the left door jamb. Exceeding permissible weight can cause the vehicle to skid and handle differently.**
- **Always adapt speed and driving to the heavier load and the weight distribution in the vehicle. Take road, weather, traffic, and visibility conditions into account as well.**
- **Always accelerate gently and avoid sudden braking and driving maneuvers.**
- **Always brake earlier than you would if you were not driving a loaded vehicle.**

## Weights and axle weights

 **Please first read and note the introductory information and heed the WARNINGS **

The actual gross weight of any vehicle depends on the engine, basic equipment, any factory-installed optional equipment for the given model, and any accessories that have been installed. The Gross Vehicle Weight Rating (GVWR) and the Gross front and Rear Axle Weight Ratings (GAWR) for a given vehicle are printed on the vehicle's Safety Compliance Certification Label on the driver door jamb.

The **Gross Vehicle Weight Rating** includes the weight of the vehicle itself with all of its factory-installed equipment, plus a full tank of gasoline, the engine oil and coolant, all vehicle occupants (150 lbs / 68 kg per seating position) and cargo.

The **Gross Axle Weight Ratings** specify the maximum allowable load for each axle.

Determining the Gross Vehicle Weight Rating , *Tires and wheels*.

Vehicle payload consists of the combined weight of the following:

- Passengers.
- Total luggage and other cargo.
- Factory-installed or retrofitted accessories.
- Roof load including roof rack system.
- Hitch weight and tongue weight for trailer operation.

Please refer to the Gross Vehicle Weight Rating (GVWR) and the Gross front and rear Axle Weight Ratings (GAWR) for your vehicle, which are printed on the vehicle's Safety Compliance Certification Label on the driver door jamb.



## **WARNING**

**Exceeding maximum permissible weight ratings can result in vehicle damage, accidents, and serious personal injury.**

- **Never let the actual weights at the front and rear axles exceed the permissible Gross Axle Weight Rating. Also, never let the total of these actual weights exceed the Gross Vehicle Weight Rating.**
- **Always remember that the vehicle's handling and braking will be affected by extra load and the distribution of this load. Adjust your speed accordingly.**



## **NOTICE**

- **Always distribute the load evenly and as low as possible in the vehicle. The vehicle capacity weight figures apply when the load is distributed evenly in the vehicle (passengers and luggage).**
- **When transporting a heavy load in the luggage compartment, CARry the load as close to the rear axle (as far forward) as possible so that the vehicle's handling and braking are affected as little as possible.**

# Luggage compartment

## Introduction

---

In this section you'll find information about:

Folding the backrest of the rear bench forward and back into place


Luggage compartment cover

Luggage compartment pass-through

Tie-downs

Shopping bag hooks

Luggage compartment floor

Always stow heavy objects in the luggage compartment and make sure that the rear seat backrests are securely latched in their upright position. Always secure objects to the tie-downs with suitable straps. Never overload the vehicle. Remember that the vehicle load, as well as how it is distributed, can affect vehicle handling and braking ⇒ .

### More information:

- Adjusting the seating position
- Safety belts
- Airbag system
- Child safety and child restraints
- Lights
- Transporting
- Trailer towing
- Tires and wheels



### WARNING

**An open or unlocked luggage compartment poses special risks for children.**

- **Close and lock the rear hatch and all doors when the vehicle is not in use. First, make certain that no one is left inside.**
- **Never leave your vehicle unattended or let children play around the vehicle, especially with the rear hatch left open. A child could crawl into the vehicle and pull the hatch shut, becoming trapped and unable to get out. This could cause severe or fatal injuries.**
- **A closed vehicle can become very hot or very cold, depending on the season. Temperatures can quickly reach levels that can cause unconsciousness or death, particularly to small children.**
- **Never let children play in or around the vehicle.**
- **Never let anyone ride in the luggage compartment.**



## **WARNING**

Unsecured or incorrectly stowed items can fly through the vehicle, causing serious personal injury during hard braking or sharp steering or in an accident. Loose items can also be struck and thrown through the passenger compartment by the front airbags if they inflate. To help reduce the risk of serious personal injury:

- Always stow all objects securely in the vehicle. Always put luggage and heavy items in the luggage compartment.
- Always secure objects in the passenger compartment properly with suitable straps so that they cannot move into the deployment zone of a side or front airbag during a sudden braking, in a sudden maneuver, or in a collision.
- Always keep storage compartments closed while driving.
- Never stow hard, heavy, or sharp objects in the vehicle's open storage compartments, on the shelf behind the rear seat bench, or on the top of the instrument panel.
- Always remove hard, heavy, or sharp objects from clothing and bags in the vehicle interior and stow them securely in the luggage compartment.



## **WARNING**

Transporting heavy objects causes the handling characteristics of the vehicle to change and increases braking distances. Heavy loads which are not properly stowed or secured in the vehicle can lead to a loss of vehicle control and cause serious personal injury.

- Transporting heavy items causes the handling characteristics of the vehicle to change by shifting the vehicle's center of gravity.
- Always distribute luggage evenly and as low as possible within the vehicle. The vehicle capacity weight figures apply when the load is distributed evenly in the vehicle (passengers and luggage).
- Always stow luggage and heavy items in the luggage compartment as far forward of the rear axle as possible and secure them with appropriate straps to the tie-downs provided.
- Never exceed the vehicle's Gross Vehicle Weight Rating or Gross Axle Weight Ratings, which are printed on the Safety Compliance Certification Label located on the door jamb of the driver door. Exceeding the permissible weight can cause the vehicle to skid and behave differently.
- Always adapt your speed and driving style to accommodate your payload and its weight distribution within your vehicle.
- Be especially cautious and gentle when stepping on the accelerator pedal and avoid sudden braking and other maneuvers.
- Brake earlier than you would if you were not driving a loaded vehicle.



## **NOTICE**

- The defroster heating wires or antenna in the rear window can be damaged by objects that rub against them.
- The antenna wiring in the side windows can be damaged by items rubbing against it.

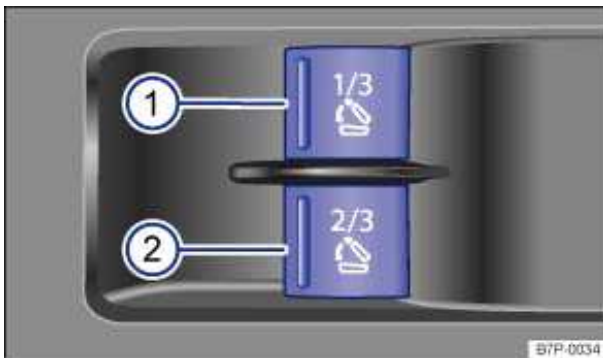


The ventilation slots between the rear window and the luggage compartment cover must not be blocked so that stale air can escape from the vehicle.

## Folding the backrest of the rear bench forward and back into place



**Fig. 98** Lower part of the rear seat bench: Lever to unlock the rear seat backrest by hand.



**Fig. 99** Right side wall of the luggage compartment: Buttons for power release of the rear seat backrest.

**ⓘ Please first read and note the introductory information and heed the WARNINGS ⚠**

The rear seat backrest is divided into 2 sections. Each section of the rear seat backrest can be folded down individually to increase luggage space.

There are power release buttons for the rear seat backrests in the luggage compartment ⇒ [fig. 99](#).

- (1) Release button for the *right-hand* backrest section.
- (2) Release button for the *left-hand* backrest section.

### Folding the rear seat backrest forward

Before folding down the rear seat backrest, push its head restraint(s) all the way down and slide the seat itself backwards as far as it will go.

- Release the rear seat backrest by hand using the lever underneath the seat or the power buttons in the luggage compartment. The rear seat backrest then folds forward by itself.
- Move the rear seat backrest the rest of the way down by hand and push down on it until it locks into place.
- If the rear backrest is folded down, no one, including children, may ride on the rear seat.

### Folding the rear backrest back into place

- Release the rear seat backrest by hand using the lever underneath the seat or the power buttons in the luggage compartment. The rear seat will unlatch and spring up slightly.
- Fold the rear seat backrest back up and push it securely into its latches, making sure it locks securely into place ⇒ ⚠. The seat release lever must return to its original position.
- The rear backrest must be securely latched into place for the safety belts on the rear seats to provide optimal protection.
- After putting the seat backrest back up, the seat must be adjusted to the person using it.



## WARNING

Improper folding and improper latching of the rear seat backrest can cause serious personal injury.

- Always make sure there are no people or animals in the area around the rear seat backrest when folding it forward.
- Never fold the rear backrest up or down while the vehicle is moving.
- When folding the rear seat backrest back up, make sure that the safety belt does not get caught or damaged.
- Keep hands, fingers, feet and other body parts out of the way when folding the rear seat backrest up and down.
- Each rear seat backrest must be securely latched in the upright position so that the safety belts on the rear seats can provide protection. This is particularly the case for the middle seat on the rear bench.
- If a seat is used with an unsecured backrest, the passenger will move forward together with the rear seat backrest during sudden braking, driving maneuvers or a collision.
- No one, including children, may ride on the rear seats if the rear seat backrest is folded down or not correctly latched.



## NOTICE

Before folding the rear seat backrest forward, adjust the front seats so that the rear seat's head restraint or backrest cushion will not butt up against the front seats.

- The weight on the rear seat backrests when folded down must never exceed 110 lbs. (50 kg).



## NOTICE

Items in the luggage compartment could be damaged or cause damage when the rear seat is adjusted in the fore and aft direction.



If the vehicle battery charge is weak, power release of the rear seat backrests may not be possible.



## Luggage compartment cover

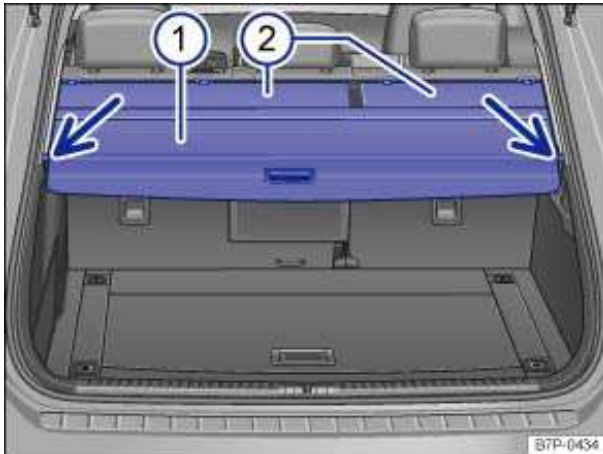


Fig. 100 In the luggage compartment: Closed luggage compartment cover.

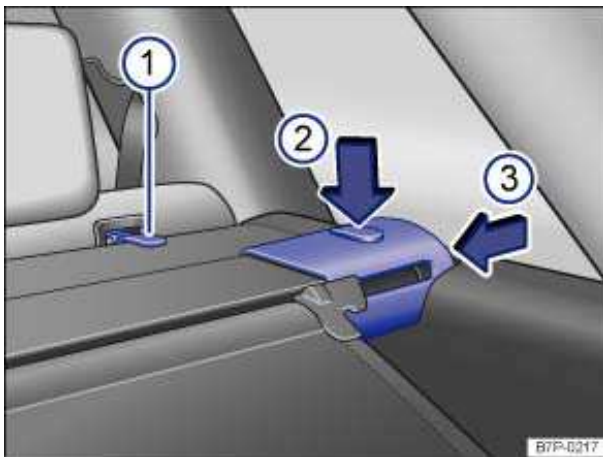


Fig. 101 In the luggage compartment: Removing the luggage compartment cover.

**ⓘ Please first read and note the introductory information and heed the WARNINGS ⚠**

### Opening the luggage compartment cover

- Grasp the luggage compartment cover ⇒ [fig. 100 \(1\)](#) by the handle and pull it slightly to the rear.
- Move the luggage compartment cover down slightly to unhook it from the side retainers (arrows) and then guide it forward to retract it.

### Closing the luggage compartment cover

- Pull the retracted luggage compartment cover (1) evenly towards the rear.
- Hook the luggage compartment cover into the left and right side retainers (arrows).

### Convenience position for the luggage compartment cover

To help make it easier to load the vehicle, the luggage compartment cover can be moved to a higher position.

- With the luggage compartment cover closed, fold up the flap where the handle is located. The luggage compartment cover automatically moves to the convenience position.
- To return the luggage compartment cover to the original position, grasp the handle and pull down evenly. Then hook the luggage compartment cover into the side retainers ⇒ ⚠.

## Removing the luggage compartment cover

- If there is a gap cover (2), unhook it from the fastening eyes on the rear seat backrests ⇒ fig. 101 (1).
- Push down release button (2) and push in the end parts of the luggage compartment cover (3).
- Lift the luggage compartment cover up and out.

## Reinstalling the luggage compartment cover

- First fit the luggage compartment cover ⇒ fig. 100 (1) into the left-hand slot.
- Then fit the other end into the right-hand slot.
- Push down release button ⇒ fig. 101 (2) and push in the end parts of the luggage compartment cover (3).
- Push the luggage compartment cover down into the right-hand slot so that it locks into place.
- Make sure that the luggage compartment cover is properly locked into place.
- If there is a gap cover ⇒ fig. 100 (2), hook it back into the fastening eyes on the rear seat backrests ⇒ fig. 101 (1).



### WARNING

**In a sudden braking or other maneuver, or in a collision, unsecured or improperly secured objects or animals on the luggage compartment cover could cause serious personal injury.**

- Never leave hard, heavy or sharp objects in bags or loose on the luggage compartment cover.
- Never let animals ride on the luggage compartment cover.



### WARNING

**The view towards the rear is greatly limited when the luggage compartment cover is in the convenience position.**

- Before driving, ensure that the luggage compartment cover is not in the convenience position.



### NOTICE

**To help prevent damage to the luggage compartment cover, the luggage compartment may only be loaded to a height at which the luggage compartment cover will not press on the CARGO when the rear hatch is closed.**

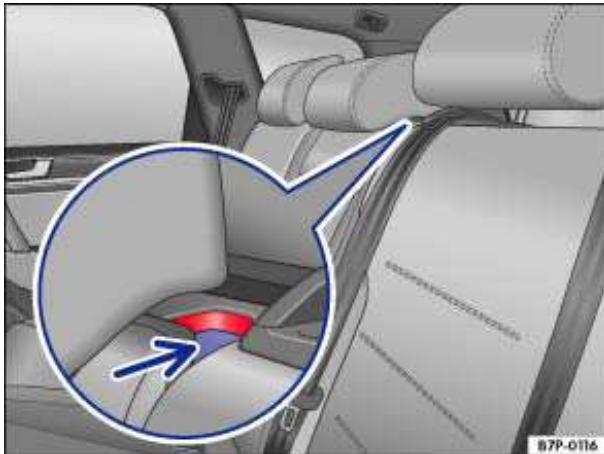
- The defroster heating wires or antenna in the rear window can be damaged by objects that rub against them.



Do not cover the ventilation slots in the side consoles. Otherwise, stale air cannot escape from the vehicle.

## Luggage compartment pass-through

---



**Fig. 102** In the rear backrest: Luggage compartment pass-through opening.

**ⓘ Please first read and note the introductory information and heed the WARNINGS ⚠**

There is a pass-through for transporting things like skis in the rear seat backrest behind the center armrest.

To help prevent soiling the vehicle interior, cover dirty items before sliding them into the pass-through. If the center armrest is folded down, no one can sit on the middle seat of the rear bench.

### Opening the pass-through

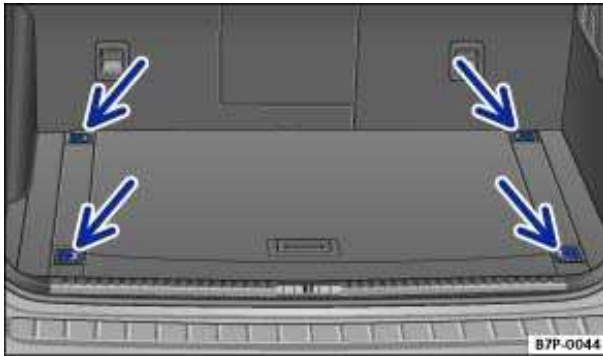
- Push the center head restraint all the way down if necessary.
- Push down the release button (arrow) and fold the center section of the rear seat backrest all the way forward.
- Open the rear hatch.
- Slide long objects from the luggage compartment through the pass-through.
- Secure objects with the safety belt.
- Close the rear hatch.

### Closing the pass-through

- Fold the middle part of the rear seat backrest (pass-through) back up (towards the rear) until it locks in to place. The red mark on the release button should no longer be visible ⇒ [fig. 102](#).
- Close the rear hatch.

**ⓘ** The pass-through can also be opened from the luggage compartment. Push down the release button (arrow) and push the center section of the rear seat backrest (pass-through) all the way forward.

## Tie-downs



**Fig. 103** In the luggage compartment: Tie-downs.

**📖 Please first read and note the introductory information and heed the WARNINGS ⚠️**

There are 4 tie-downs in the front and back of the luggage compartment, which you can use to secure luggage or other items ⇒ [fig. 103](#) (arrows).

You have to fold the tie-downs open to use them.

Elastic straps can snap back towards you if they are not properly attached.

If you use elastic straps to secure items in the luggage compartment, be sure to first securely attach them to the tie-downs just behind the rear seat backrest first and then to the tie-downs at the loading edge of the luggage compartment.

Remove the hooks from the tie-downs in the reverse order described above, first from the tie-downs at the loading edge and then from the tie-downs behind the rear seat backrest so that if the hooks come loose suddenly, they will move away from you.



### WARNING

**Unsuitable, worn, or damaged tie-down straps (elastic or non-elastic) can snap or come loose during braking or other maneuvers or in a collision. Objects secured with these straps can then come loose and fly through the passenger compartment, causing severe personal injuries or death.**

- To help prevent baggage or other items from coming loose and flying around, always use suitable undamaged tie-down straps.
- Securely fasten the tie-down straps to the tie-downs.
- Loose or improperly secured objects in the luggage compartment can slide about suddenly and change the vehicle's handling.
- Secure even small and light objects. Loose objects in the luggage or passenger compartment can fly about during sudden braking maneuvers or in the event of an accident and injure occupants.
- Never exceed the maximum allowable weight force (kilogram force) when securing objects.
- Never secure a child seat to the tie-downs.



## WARNING

Elastic straps have to be stretched when being attached to the tie-downs in the luggage compartment. Hooks on elastic straps can cause serious personal injury if not handled properly and attached securely.

- Always protect eyes and face from injury from the hooks when attaching them to the vehicle and do not let them snap back and hit you.
- Always hold the hooks on elastic straps firmly when attaching to the vehicle and do not let them snap back and hit you.
- First attach the hooks on the straps to the tie-downs at the rear seat backrest in the luggage compartment and then to the tie-downs near the loading edge of the luggage compartment. This way, if one of the hooks on the elastic straps snaps back, it will move away from you, decreasing the risk of personal injury.



The maximum weight force for the tie-downs is about 785 lbs (356 kg).



For suitable straps and luggage stowage systems, please see an authorized Volkswagen dealer or an authorized Volkswagen Service Facility.

## Shopping bag hooks

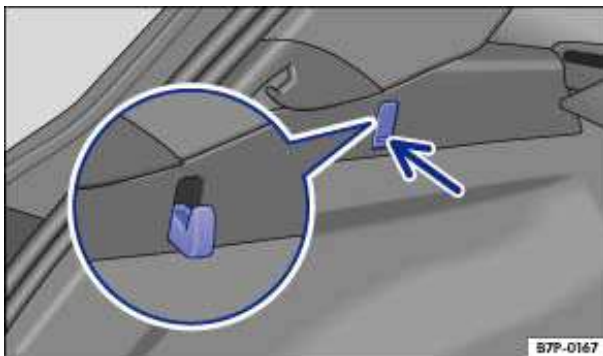


Fig. 104 In the luggage compartment: Shopping bag hook.

 Please first read and note the introductory information and heed the WARNINGS 

On the left side of the luggage compartment, some vehicles have a pull-down shopping bag hook for hanging light shopping bags.

- Push the bottom of the bag hook (arrow) to fold it out.
- Hang the bag on the hook.



## WARNING

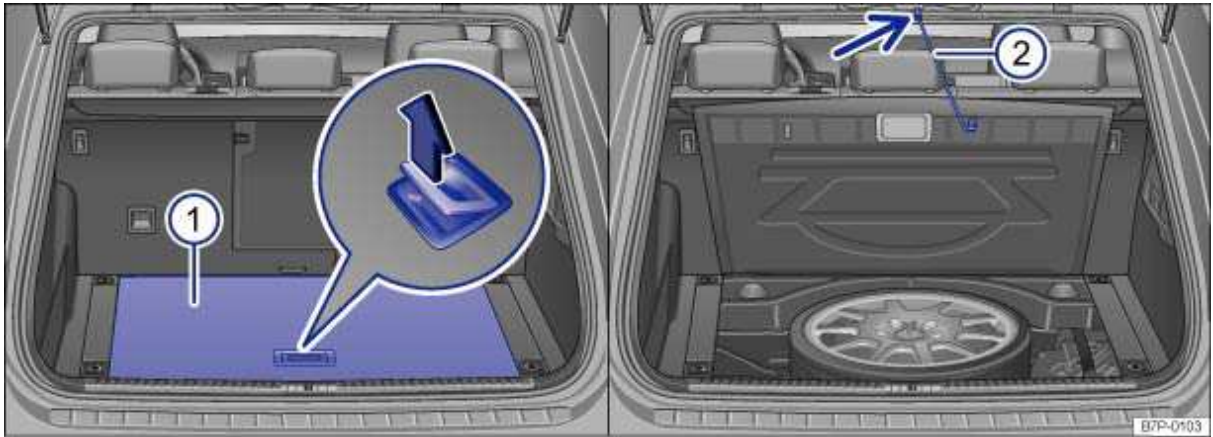
Never use the shopping bag hooks as a tie-downs. The hooks could break off during sudden breaking maneuvers or in a collision.



## NOTICE

The maximum load for the shopping bag hook is 5 lbs (2.5 kg).

## Luggage compartment floor



**Fig. 105** In the luggage compartment: Lifting luggage compartment floor panel and securing it with retaining strap.

**ⓘ Please first read and note the introductory information and heed the WARNINGS ⚠**

Small objects can also be stowed in a compartment **underneath** the luggage compartment floor.

### Opening and securing the luggage compartment floor panel

- Open the rear hatch.
- Open the luggage compartment cover if it is installed.
- Fold up the luggage compartment floor handle (left magnified view) in the direction of the arrow (1) and lift the floor panel by the handle.
- Hook retaining strap (2) under the luggage compartment floor panel and hang it from the top of the luggage compartment (arrow).

### Unhooking and closing the luggage compartment cover

- Unhook the retaining strap ⇒ [fig. 105 \(2\)](#) from the top of the luggage compartment (arrow).
- Hook the retaining strap (2) underneath the luggage compartment floor panel (1) and lower the floor panel into place.
- Close the luggage compartment cover if you opened it.
- Close the rear hatch.



### WARNING

**During hard braking or an accident, loose objects can fly through the passenger compartment and cause serious or even fatal injuries.**

- **Even if the luggage compartment floor panel is properly raised, it is still necessary to secure all objects.**
- **Objects stowed between the rear seat bench and the luggage compartment floor panel must never be more than 2/3 as high as the raised floor panel.**
- **Objects stowed between the rear seat bench and the raised luggage compartment floor panel must never weigh more than about 16.5 lbs. (7.5 kg).**



If you slide the rear seats forward, there is a gap between the luggage compartment floor and the rear seats. Make certain there are no objects in this space before sliding the rear seats back again.

# Roof rack

## Introduction

---

In this section you'll find information about:

Attaching the roof rack base carrier and roof rack

Securing a load on the roof rack

The roof of your vehicle has been designed to optimize aerodynamics and does not have traditional rain gutters that are used to attach many kinds of roof racks.

Since the rain gutters are molded into the roof to provide efficient aerodynamics, only Volkswagen-approved base carriers and roof racks can be used.

### When should the roof rack be removed?

- When it is no longer needed.
- Before driving through an automatic car wash.
- When the vehicle would otherwise be too high to fit into a space with low clearance, such as a parking garage.

### More information:

- Light
- Transporting
- Saving fuel and helping the environment
- Tires and wheels
- Parts, accessories, repairs and modifications



### WARNING

Transporting heavy or bulky loads on the roof rack will change the way the vehicle handles by shifting the vehicle's center of gravity and increasing the wind drag area.

- Always secure the load properly with suitable and undamaged straps so that the load will not shift.
- CARgo that is large, heavy, bulky, long or flat will have a negative effect on the vehicle's aerodynamics, center of gravity and overall handling.
- Always avoid sudden maneuvers and hard braking.
- Always adapt your speed and driving to the heavier load and the weight distribution in the vehicle. Take road, weather, traffic, and visibility conditions into account as well.



### NOTICE

- Always remove the roof rack before driving through an automatic CAR wash.
- Your vehicle is higher when the roof rack is installed, especially when it is loaded. Compare the vehicle height with existing clearance heights, such as underpasses and garage doors.
- Always make sure that the roof rack system and anything being CARried on it does not interfere with the roof antenna, the power sunroof, or the rear hatch.
- Make sure that the rear hatch does not touch items on the roof rack when opened.




If a roof rack is installed, fuel consumption increases due to increased air resistance.


## Securing a load on the roof rack

---

 Please first read and note the introductory information and heed the **WARNINGS** 

It is not possible to secure a load unless the roof rack system has been properly installed ⇒ 


### Maximum permissible roof load

The maximum permissible roof load is **220 lbs. (100 kg)**. The maximum permissible roof load is the combined weight of the roof rack and the items being **CARried** on the roof ⇒ 

Be sure you know the weight of the roof rack and the items you want to transport on the roof. Weigh them if necessary. Never carry a total of more than the maximum permissible roof load.

When using a roof rack with a low load limit, do not load the rack to the maximum weight mentioned above. In this case, you may only load the roof rack to the weight limit specified in the system's installation instructions.

### Distributing the load

Distribute the load evenly and secure it properly ⇒ 

### Checking the mountings

After the base **CARrier** and roof rack have been installed, check all bolts and fasteners after driving a short time and at regular intervals thereafter.

#### **WARNING**

If the maximum permissible roof load is exceeded, accidents and substantial vehicle damage may occur.

- Never exceed the specified roof load, the maximum gross axle weight rating, or the gross vehicle weight rating.
- Do not exceed the loading capacity of the roof rack, even if the permissible roof load is not fully utilized.
- Always make sure that loads are properly distributed and that heavier items are as far as possible, toward the front.

#### **WARNING**

Loose or improperly secured items can fall off the roof rack and cause accidents and injuries.

- To help prevent baggage or other items from coming loose and flying around, always use suitable undamaged tie-down ropes and ratchet straps.
- Secure the load properly.



# Trailer towing

## Introduction

---

In this section you'll find information about:

Technical requirement  
Hitching up and connecting a trailer  
Loading the trailer  
Driving with a trailer  
Ball mount  
Retrofitting a trailer hitch  
Maximum permissible trailer weight

Obey country-specific requirements about trailer towing and trailer hitches.

Your Volkswagen was mainly designed for carrying passengers. If you plan to tow a trailer, please remember your vehicle will be performing a job for which it was not primarily intended. The additional load will affect durability, handling, fuel economy, and performance, and may require the vehicle to be serviced more often.

Trailer towing not only places more stress on the vehicle, it calls for more concentration from the driver. Always follow the operating and driving instructions given, and use common sense.

Under winter conditions, install winter tires on the vehicle **and** the trailer.

### **Tongue weight**

The *maximum* permissible trailer tongue weight exerted on the ball mount must not exceed **616 lbs (280 kg)**.

### **More information:**

- Anti-theft alarm system
- Lights
- Brakes
- Saving fuel and helping the environment
- Starting assistance systems
- Tires and wheels
- Parts, accessories, repairs and modifications



### **WARNING**

**Riding in a trailer is dangerous and may be illegal.**



## WARNING

Improper use of the trailer hitch can cause accidents and injuries. An improperly installed, incorrect, or damaged trailer hitch can cause the trailer to separate from the towing vehicle and cause serious personal injuries.

- Only use an undamaged, properly mounted trailer hitch.
- Never repair or modify the trailer hitch.
- To reduce the risk of injury in rear-end collisions, and the risk to pedestrians and cyclists when the vehicle is parked, always remove the ball mount when you are not towing a trailer.
- Never install a “weight distributing” or “load equalizing” trailer hitch on your vehicle. The vehicle was not designed for these kinds of trailer hitches. The trailer hitch attachment can fail, causing the trailer to tear loose from the vehicle.



## WARNING

Improper trailer towing can cause loss of vehicle control and serious personal injury.

- Driving with a trailer and CARrying heavy or large things can change the way the vehicle handles, increase the distance it needs to stop safely, and cause accidents.
- Always secure the load properly with suitable and undamaged straps so that the load will not shift.
- Always adapt your speed and driving to the heavier load and the weight distribution in the vehicle. Take road, weather, traffic, and visibility conditions into account as well.
- Reduce your speed even more than you otherwise would when going downhill and under unfavorable load, weather, or wind conditions.
- Trailers with a high center of gravity tip more easily than trailers with a low center of gravity.
- Always avoid sudden maneuvers and hard braking.
- Be especially CAREful when passing other vehicles.
- Reduce speed immediately if the trailer shows the slightest sign of swaying.
- Never try to stop the swaying by accelerating.
- Always obey speed limits. In some areas, the speed limits for vehicles towing trailers are lower than for vehicles without trailers. Never drive faster than 50 mph - 80 km/h (under exceptional circumstances 60 mph - 100 km/h) when towing a trailer. This applies even if the local speed limit is higher.



If you are driving a new vehicle or a vehicle with a new or rebuilt engine, do not tow a trailer during the break-in period, about 600 miles (1,000 km) .



If you tow a trailer, your vehicle may need maintenance more often because of the extra load it has to move.



When you are not towing, remove the trailer hitch ball. This helps keep the trailer hitch from causing damage to your vehicle and to others if your vehicle is hit from behind.




Some models need a trailer hitch to tow or tow-start other vehicles. You may want to always CARry the ball mount in the vehicle after it has been removed. Be sure to stow it securely.

## Technical requirements

---

### Please first read and note the introductory information and heed the WARNINGS

Use only a weight-carrying trailer hitch designed and approved for the gross weight of the trailer you want to tow. The trailer hitch must be suitable for your vehicle and trailer and must be securely bolted to the appropriate place on the vehicle chassis. Use only a trailer hitch with a removable ball mount. Always check with the trailer hitch manufacturer to make sure that you are using the correct trailer hitch and CAREfully follow the hitch manufacturer's instructions. Never install a "weight distributing" or "load equalizing" trailer hitch on your vehicle. The vehicle is not designed for this kind of trailer hitch => .

Your authorized Volkswagen dealer or authorized Volkswagen Service Facility has the genuine Volkswagen hitch receiver, ball mount and electrical kit that has been specifically approved for your vehicle.

### **Do not use a bumper-mounted trailer hitch**

Never install a trailer hitch on the bumper or on the bumper attachments. The trailer hitch must not interfere with the impact-absorbing bumper system. Do not make any changes to the vehicle exhaust and brake systems. From time to time, check that all trailer hitch mounting bolts are securely fastened. When you are not towing, remove the trailer hitch. This helps keep the trailer hitch from causing damage if your vehicle is hit from behind.

### **Engine cooling system**

Towing a trailer makes the engine and its cooling system work harder. It is important that the engine cooling system is up to the job. Make sure that the cooling system has enough coolant.

### **Trailer brakes**

If your trailer has its own brakes, make sure it meets all regulations. The trailer brake system must never be directly connected to the vehicle's brake system.

### **Safety chains**

Always use safety chains between your vehicle and the trailer.

### **Trailer taillights**

Trailer lights must meet all regulations.

Never connect the trailer lights directly to the electrical system of your vehicle. Be sure to check with your authorized Volkswagen dealer or authorized Volkswagen Service Facility about correct wiring, switches and relays.

Never connect the trailer lights directly to the electrical system of your vehicle.

### **Outside mirrors**

If you cannot see the traffic behind you using the regular outside mirrors, then you must install extended mirrors. Extended mirrors may also be required by law in some countries/states/provinces. Always adjust the outside mirrors before driving. It's vital that you always have a clear view to the rear of the vehicle.

### **Maximum power consumption for the trailer**

Do not exceed the power ratings listed in the chart below.

Electrical load	Maximum power
Taillights total	100 watts
Turn signals per side	54 watts
Side marker lights total	108 watts

Electrical load	Maximum power
Taillights total	54 watts



## WARNING

- An improperly installed or incorrect trailer hitch can cause a trailer to separate from the tow vehicle and cause serious personal injuries.
- If you don't have to tow a trailer any more, remove the entire trailer hitch. Always seal all bolt holes to prevent water and deadly exhaust fumes from getting into the vehicle.



## NOTICE

- If the trailer lights are not connected properly, the vehicle's electronics may be damaged.
- If the trailer uses too much electricity, the vehicle's electronics may be damaged.
- Never connect the electrical system for the trailer directly to the electrical connections for the rear lights or to any other unsuitable power sources. Use only a suitable connector to provide power to the trailer.



If you tow a trailer frequently, Volkswagen recommends having the vehicle serviced between the regular maintenance and inspection intervals because of the extra load it has to pull.



In some countries an additional fire extinguisher must be CARRIED if the total weight of the trailer exceeds 5,512 lbs. (2,500 kg).

## Hitching up and connecting a trailer

---

 Please first read and note the introductory information and heed the WARNINGS 

### Safety chains

Always make sure that the safety chains are properly attached to the towing vehicle. Leave enough slack in the chains so that you can go around corners without stretching the chains. The safety chains must not drag on the ground, however.

### Trailer electrical socket

The vehicle is equipped with a setup for connecting a trailer socket. The electrical connection between the towing vehicle and the trailer is a conventional 7 pin trailer socket.

### Trailer taillights

Make sure that the trailer lights work properly and meet legal requirements. Do not exceed the maximum power consumption for the trailer.



## WARNING

Improper connections to the vehicle electrical system can cause malfunctions that affect the entire vehicle electrical system, which can lead to accidents and serious personal injury.

- Have any work on the electrical system done by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Never connect the electrical system for the trailer directly to the electrical connections for the rear lights or to any other unsuitable power sources. Use only a suitable connector to provide power to the trailer.



## NOTICE

Never attach a trailer to the vehicle or leave it attached to the vehicle when the trailer is supported by a trailer jack or blocks. Various things (such as a change in trailer or vehicle load or a flat tire) can lower or raise the vehicle. This subjects the trailer hitch and the trailer to strong forces that can damage the vehicle or the trailer.



Any problems with the vehicle's electrical system when attached to a trailer should be checked by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.




If the engine is switched off and accessories in the trailer are on and use electricity from the vehicle, the vehicle battery will be drained as long as the electrical systems of the vehicle and the trailer are connected.

## Loading the trailer

---

 Please first read and note the introductory information and heed the WARNINGS 

### Maximum permissible trailer weight and tongue weight

Maximum permissible trailer weight is the load that the vehicle can tow ⇒ . The tongue load or tongue weight is the load pressing down on the trailer hitch ball mount.

The maximum permissible trailer weight and tongue weight for your vehicle are listed in this Manual.

The trailer load and tongue weight on the type identification plate for the trailer hitch are only test values. The vehicle-specific figures are often *lower than* these values. In some countries, but generally not in the United States, the vehicle-specific figures are listed in the official vehicle documents. Specifications in official vehicle documents always take precedence.

To help ensure optimum handling and driving safety, Volkswagen recommends always using the maximum permissible **tongue weight**. If the tongue weight is too low, the vehicle and trailer will not handle as well.

Tongue weight increases the load on the rear axle and, in turn, reduces the remaining load your vehicle can CARRY, *Determining the correct load limit*.

### Combined towing weight

Combined towing weight is the weight of the loaded towing vehicle plus the weight of the loaded trailer.

This vehicle has not been designed to tow a Class II trailer and must never be retrofitted to tow a Class II trailer. Always make sure that your vehicle has been designed to tow the trailer you want to use and that is legal to tow the trailer where you will be driving.

## Loading the trailer

The weight distribution in the vehicle and trailer must be balanced. Use the maximum permissible tongue weight and make sure that the load in the trailer is evenly distributed and that it is not front-heavy or tail-heavy:

- Distribute the load in the trailer so that heavy objects are directly above the axle or as close as possible to the axle.
- Secure loads properly on the trailer.

## Tire pressure

Always follow the trailer manufacturer's tire pressure recommendations for the trailer tires.

When towing, inflate the towing vehicle's tires to the maximum permissible pressure listed on the tire pressure label.



### WARNING

**Exceeding the gross weight ratings for axle, tongue, vehicle, trailer or combined weight can cause accidents and serious personal injury.**

- **Never exceed the specified values.**
- **Never let the actual weights at the front and rear axles exceed the Gross Axle Weight Ratings. Never let the combined front and rear weights exceed the Gross Vehicle Weight Rating.**



### WARNING

**Trailer loads that are not properly secured can shift when the vehicle is moving or braking and suddenly change the way the vehicle handles, causing accidents and severe injuries.**

- **Always load the trailer properly.**
- **Always secure the load properly with suitable, undamaged straps that can be tightened so that the load cannot shift.**

## Driving with a trailer

---

 Please first read and note the introductory information and heed the WARNINGS 

### Headlight settings

Towing a trailer can raise the front end of the vehicle enough for the low beams to blind other road users. Use the headlight range adjustment feature to lower the light cones as required. If your vehicle does not have headlight range adjustment, have the headlights adjusted by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Vehicles with Xenon headlights self-adjust to vehicle load and do not need manual adjustment.

### Special towing considerations



- If the trailer has an **overrun brake**, apply the brakes *gently at first* and then firmly. This helps to prevent sudden brake shock and helps prevent trailer wheels from locking up.
- Due to the combined towing weight including the higher gross vehicle weight, the stopping distance is longer.
- Before driving downhill, especially on hills that are long or steep, shift into a lower gear so that the engine helps to brake the vehicle. Otherwise, the brake system could overheat and might fail.
- The vehicle's center of gravity and, in turn, the vehicle's handling, will change because of the trailer load and the increased combined towing weight of the vehicle and trailer.

- Weight distribution is especially bad if the towing vehicle is empty and the trailer is loaded. If you absolutely must drive with this combination, drive with extra CARE and at a reduced speed.

### **Starting off with a trailer on hills**

Depending on how steep the hill is and the combined towing weight, a parked vehicle with trailer can roll backwards when you first start moving.

When starting off with a trailer on a hill:

- Depress and hold the brake pedal.
- Pull and hold the  button to use the electronic parking brake to keep the vehicle and trailer from rolling backwards.
- Put the transmission in Drive (**D**).
- Release the brake pedal.
- Drive ahead slowly at first.
- Do not release the  button until the engine has enough driving power for the vehicle to start moving.
- Drive ahead slowly

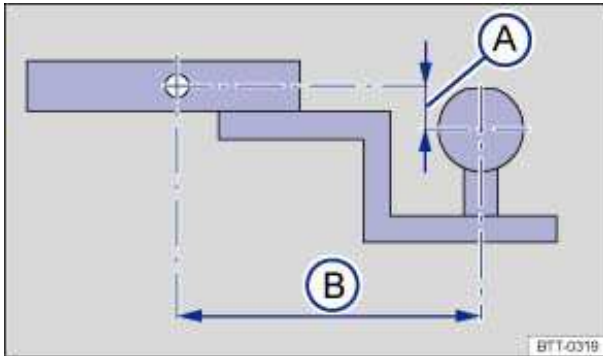


### **WARNING**

**Improper trailer towing can cause loss of vehicle control and serious personal injury.**

- **Driving with a trailer and CARrying heavy or bulky items changes the way the vehicle handles and increases the distance it needs to stop safely.**
- **Always watch what is happening up ahead and around you. Brake earlier than you would if you were not towing a trailer.**
- **Always adapt your speed and driving to the heavier load and the weight distribution in the vehicle. Take road, weather, traffic, and visibility conditions into account as well.**
- **Reduce your speed even more than you otherwise would when going downhill and under unfavorable load, weather, or wind conditions.**
- **Drive especially CAREfully and accelerate gently. Always avoid sudden maneuvers and hard braking.**
- **Be especially CAREful when passing other vehicles.**
- **Reduce speed immediately if the trailer shows even the slightest sign of swaying.**
- **Never try to stop the swaying by accelerating.**
- **Always obey speed limits. In some areas speed limits for vehicles towing trailers are lower than for vehicles without trailers.**

## Ball mount



**Fig. 107** Dimensions of the ball mount support.

**📖 Please first read and note the introductory information and heed the WARNINGS ⚠️**

If you must tow a trailer, you must have the necessary electrical wiring and socket together with a suitable trailer hitch installed. Because towing a trailer places a great deal of stress on the vehicle, the attachment of a trailer to the vehicle and the dimensions of the receiver and ball mount are very important so that the extra forces the vehicle has to withstand can be properly handled.

Depending on its equipment, certain parts required for the installation of a trailer hitch may already have been installed at the factory. If your vehicle does not already have the preparation package installed, your authorized Volkswagen dealer or authorized Volkswagen Service Facility can install the necessary parts and equipment including the proper trailer hitch for you.

The receiver used requires both a ball mount and a ball that meet special requirements regarding geometry and size. This applies to both the height of the ball above the surface where it attaches ⇒ [fig. 107 \(A\)](#), and the pin-to-ball distance ([B](#)).

These dimensions are important because they help determine the way that the forces that arise during towing are applied to the receiver and its attachments to the vehicle. If you buy a different ball mount and ball, make sure that they meet the following specifications.

### Ball mount dimensions

- The drop height ([A](#)) from the center of the ball to the center of the hole for the securing pin on the ball mount must be at least  $1\frac{1}{4}$  inches (32.3 mm) and at most  $2\frac{7}{8}$  inches (73 mm).
- The pin-to-ball distance ([B](#)) from the center of the ball to the center of the hole for the securing pin on the ball mount must be no more than  $6\frac{1}{8}$  inches (157.3 mm).
- The ball diameter must be no more than 2 inches (51 mm).

Volkswagen recommends that you have an authorized Volkswagen dealer or an authorized Volkswagen Service Facility install the electrical system and socket.

A ball mount and ball combination that does not meet these specifications can damage your vehicle and may even fail in use ⇒ ⚠️.

Never install a “weight distributing” or “load equalizing” trailer hitch on your vehicle. The vehicle is not designed for this kind of trailer hitch ⇒ ⚠️.

### **⚠️ WARNING**

**An improperly installed or unsuitable trailer hitch can cause the trailer to separate from the towing vehicle and result in a major accident with serious personal injuries.**

- **Have any trailer hitch retrofit or other work on a trailer hitch done by a qualified workshop.**





## CAUTION

The ball mount sticks out behind the rear bumper and can cause injury to pedestrians and cyclists.

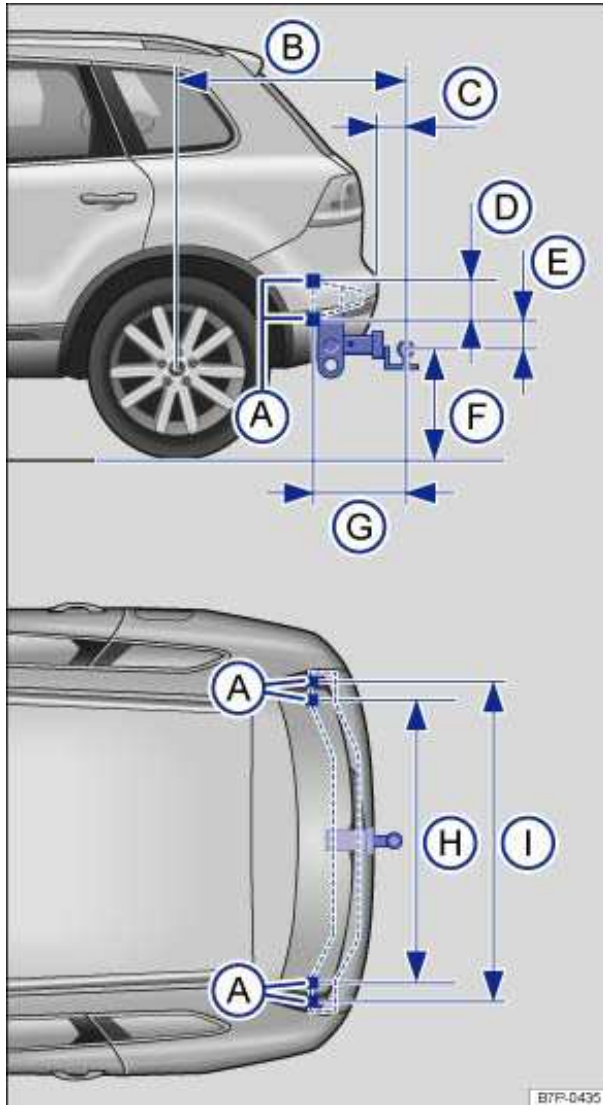
- To reduce the risk of injury in rear-end collisions, and the risk to pedestrians and cyclists when the vehicle is parked, always remove the ball CARrier when you are not towing a trailer.



## NOTICE

- Never use a ball larger than 2 inches (51 mm) on your vehicle. The vehicle was not designed to tow heavier trailers with a receiver larger than the specified ball. The increased loads can damage the attachment points for the trailer hitch.
- Never use an adapter to increase the size of the trailer hitch receiver to more than 2 inches (50.8 mm) to tow a trailer that is heavier than the maximum permissible trailer weight that your vehicle can tow.
- You can use an adapter if required for the proper installation of a bicycle rack or other similar CARrier as long as the maximum weight limits are observed. When using bicycle racks or similar CARriers make sure that the rear lights are not blocked.
- Only use trailer hitches that are approved by the hitch manufacturer for your vehicle and model.

## Retrofitting a trailer hitch



**Fig. 108** Dimensions and attachment points for retrofitting a trailer hitch.

**ⓘ Please first read and note the introductory information and heed the WARNINGS ⚠**

Volkswagen recommends having the trailer hitch retrofit performed by a qualified workshop because cooling system modifications or the installation of heat shields may be necessary. Volkswagen recommends that you see an authorized Volkswagen dealer or an authorized Volkswagen Service Facility before having a hitch installed on your vehicle.

When retrofitting a trailer hitch, the specified distance dimensions must be strictly adhered to. Under no circumstances may the distance from the center of the hitch ball to the surface of the road

⇒ **fig. 108 (F)** be less than the specified minimum. This minimum height must be present even when the vehicle is fully loaded and subject to the maximum tongue weight.

### **Distance dimensions :**

- (A) Attachment points.
- (B)  $42\frac{5}{16}$  . inches (1074.6 mm)
- (C) at least  $2\frac{9}{16}$  . inches (65 mm)
- (D)  $5\frac{1}{8}$  . inches (131 mm)
- (E)  $2\frac{1}{16}$  . inches (52 mm)
- (F) from  $13\frac{3}{4}$  . inches to  $16\frac{1}{2}$  . inches (350 - 420 mm)

- (G) 13<sup>15</sup>/<sub>16</sub> . inches (354.5 mm)
- (H) 41<sup>5</sup>/<sub>16</sub> . inches (1050 mm)
- (I) 46<sup>7</sup>/<sub>16</sub> . inches (1180 mm)

**⚠ WARNING**

Improper or incorrect connections to the vehicle electrical system can cause malfunctions that affect the entire vehicle electrical system and cause accidents and serious personal injury.

- Never connect the electrical system of the trailer directly to the electrical connections of the rear lights or other unsuitable power sources. Use only a suitable connector to provide power to the trailer. Use only a suitable connector to provide power to the trailer.
- Have any trailer hitch retrofit or other work on a trailer hitch done by a qualified workshop.

**⚠ WARNING**

An improperly installed or unsuitable trailer hitch can cause the trailer to separate from the towing vehicle and result in a major accident with serious personal injuries.

**i** Only use trailer hitches that are approved by Volkswagen for your vehicle and model.

## Maximum permissible trailer weight

**📖 Please first read and note the introductory information and heed the WARNINGS ⚠**

Maximum permissible trailer weights	lbs.	kg
Trailer with brakes	7716	3500
Trailer without brakes	1650	748
Trailer hitch tongue load	617	280

The Gross Vehicle Weight Rating and the Gross Axle Weight Rating must not be exceeded, even with a trailer. These ratings are listed on the safety compliance label on the left front door jamb. When a trailer is towed, the weight of the ball mount and the tongue weight of the trailer are added to the vehicle weight, *Determining the correct load limit*.

The trailer weight ratings given above are valid only up to altitudes of 3000 ft (1000 m) above sea level. The maximum permissible combined towing weight must be reduced by about 10% for every 3000 ft (1000 m), or portion thereof, of additional altitude.

**⚠ WARNING**

Exceeding the gross trailer weight rating and tongue weight can cause accidents and serious personal injury.

- Never let the actual weights at the front and rear axles exceed the Gross Axle Weight Ratings. Never let the combined front and rear weights exceed the Gross Vehicle Weight Rating.



## **NOTICE**

**Exceeding the gross weight ratings can cause extensive vehicle damage that is not covered by any Volkswagen Limited Warranty.**



## **NOTICE**

**Towing a trailer of any kind with a vehicle that has a diesel engine and automatic transmission will cause overheating and expensive engine as well as other damage to your vehicle that will not be covered by any Volkswagen Limited Warranty. Never install a trailer hitch on one of these vehicles.**

# Storage areas

## Introduction

---

In this section you'll find information about:

- Storage compartment in the driver door
- Storage compartment in the upper front center console
- Storage compartment in the lower front center console
- Storage compartment in the front center armrest
- Storage compartment in the rear center console
- Glove compartment
- DVD changer
- Other storage compartments

Store only lightweight or small objects in storage compartments.

There may be a factory-installed **AUX-IN jack**, **Media Device Interface (MDI) / (MEDIA-IN)** and a **12 Volt socket** may be located in the storage compartment in the front center armrest

The factory-installed **DVD drive**, **Apple iPod®adapter**, **USB port**, and **Media Device Interface (MDI) / (MEDIA-IN)** may be located in the glove compartment

### More information:

- Interior CARE and cleaning

### WARNING

Loose objects can be thrown around the inside of the vehicle when the vehicle is moving, especially during sudden maneuvers and hard braking. This can cause serious personal injuries and even make the driver lose control of the vehicle.

- Never let animals ride in the vehicle's open storage compartments, on top of the instrument panel, or on the shelf behind the rear seats.
- Never put hard, heavy or sharp objects in these places or in articles of clothing or bags in the passenger compartment.
- Always keep storage compartments closed while driving.

### WARNING


Objects in the driver footwell can prevent the pedals from moving freely. This can cause loss of vehicle control and increase the risk of serious personal injuries.

- Always make sure that nothing can interfere with the pedals.
- Always fasten floor mats securely to the floor.
- Never put floor mats or other floor coverings on top of already installed floor mats.
- Always make sure that nothing can fall into the driver footwell while the vehicle is moving.

### NOTICE

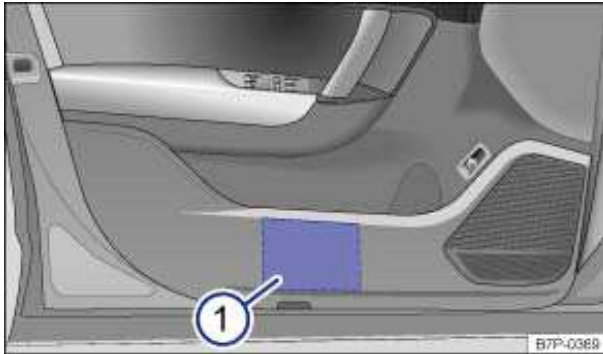
- The defroster heating wires or antenna in the rear window can be damaged by hard or sharp things on the shelf below the rear window.

- Do not keep any food, medicine, or other items sensitive to heat or cold in the vehicle. They can be damaged or made unusable by heat or cold.
- Things that are made of transparent materials (such as eyeglasses, magnifying glasses, or transparent suction cups on the windows) can magnify sunlight and damage the vehicle.

 The ventilation slots between the rear window and the luggage compartment cover must not be blocked so that stale air can escape from the vehicle.

## Storage compartment in the driver door

---



**Fig. 109** In the driver door: Storage compartment.

 Please first read and note the introductory information and heed the WARNINGS 

There is a storage compartment in the driver door. ⇒ [fig. 109 \(1\)](#).

## Storage compartment in the upper front center console

---



**Fig. 110** In the upper front center console: Storage compartment.

 Please first read and note the introductory information and heed the WARNINGS 

To *open*, press the button on the cover ⇒ [fig. 110](#) (arrow).

To *close*, push the cover down until it latches securely.

## Storage compartment in the lower front center console

---



**Fig. 111** In the lower front center console: Storage compartment.

**ⓘ Please first read and note the introductory information and heed the WARNINGS ⚠**

This storage compartment can be used for storing small items or other light objects.

To *open*, briefly press and release the storage compartment cover ⇒ [fig. 111](#) (arrow).

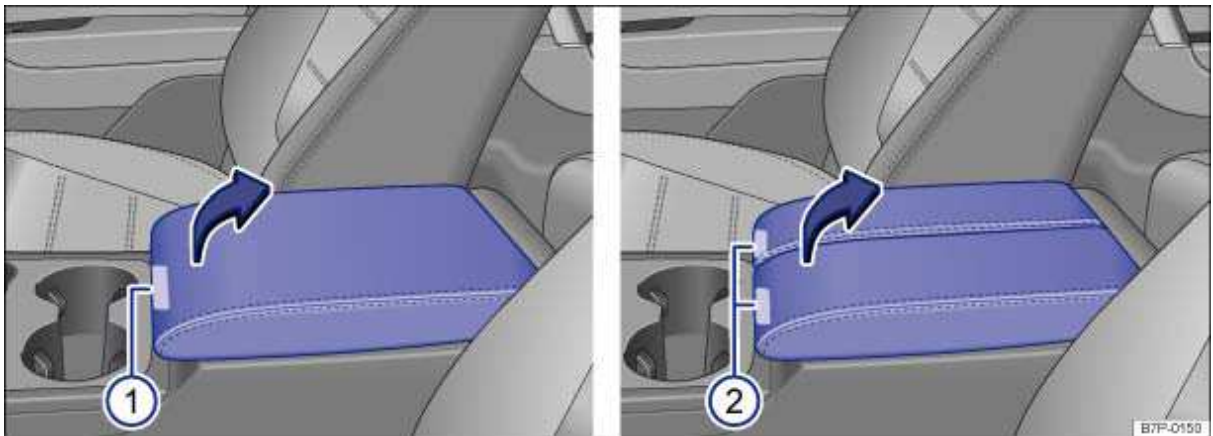
To *close*, push the lid up until it latches.



. The lower front center console storage compartment has a 12 Volt socket .

## Storage compartment in the front center armrest

---



**Fig. 112** In the front center armrest: Storage compartment.

**ⓘ Please first read and note the introductory information and heed the WARNINGS ⚠**

The sections of a center armrest can be opened separately to access the storage compartment.

To *open*, press the button ⇒ [fig. 112 \(1\)](#) or [\(2\)](#) and lift the center armrest or center armrest section up completely in the direction of the arrow.

To *close* the cover, you must first open the armrest completely. This will reset the height position, and allow the cover to be closed completely.

**⚠ . WARNING**

The center armrest can restrict the driver's arm movement and cause crashes and serious personal injury.

- Always keep storage compartments in the center armrest closed while driving.

**⚠ . WARNING**

Never let a passenger, especially a child, ride on the center armrest. Improper seating position can increase the risk of serious personal injury in a crash.

**i** . The factory-installed **AUX-IN-jack** and a **12 Volt-socket** may be located in this storage compartment.

## Storage compartment in the rear center console

---



**Fig. 113** In the rear center console: Storage compartment.

**ⓘ** Please first read and note the introductory information and heed the **WARNINGS** **⚠**

A storage compartment is located in the rear center console ⇒ [fig. 113 \(1\)](#).



## Glove compartment

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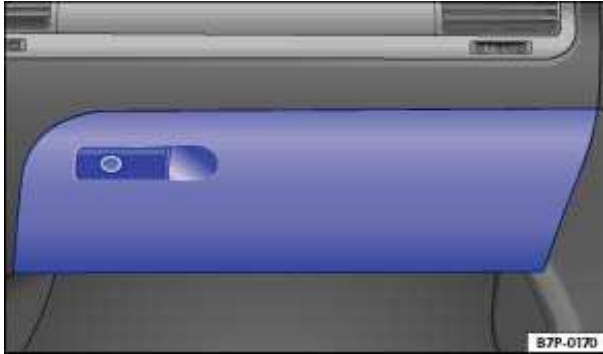


Fig. 114 On the passenger side: Glove compartment.

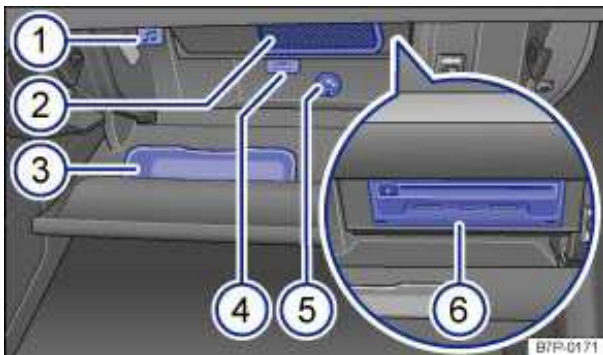


Fig. 115 Inside the glove compartment.

**ⓘ Please first read and note the introductory information and heed the WARNINGS ⚠**

- (1) Release for fold-down compartment.
- (2) Compartment for Owner's Manual or external media device (MP3 player, etc.).
- (3) Eyeglass compartment.
- (4) MEDIA-IN multimedia jack.
- (5) Vent.
- (6) DVD drive (HDD, SD, SIM).

### Opening and closing the glove compartment

If necessary, unlock the glove compartment. It is locked when the key slot is vertical.

- To *open*, pull the handle ⇒ [fig. 114](#).
- To *close*, push the lid up.

### Owner's Manual slot

The Owner's Manual ⇒ [fig. 115 \(2\)](#) is located in this slot and should always be kept there.

### Storage areas

Inside the glove compartment, there is a compartment for external media devices such as MP3 players (2) and an eyeglass compartment (3).

### MEDIA-IN multimedia jack

Your vehicle may be equipped with a MEDIA-IN multimedia jack (4) in the glove compartment. The MEDIA-IN multimedia jack lets you connect external devices to the Infotainment System.

## DVD drive

The fold-down compartment has a DVD drive with media center (HDD), slots for SD CARds, and a SIM CARd slot (6). Pull down the release (1) to open the fold-down compartment.

See for information and instructions on operating the DVD drive.

## Cooling the glove compartment

There is an air vent (5) in the back of the glove compartment. Cool air can be directed into the glove compartment if the air conditioner is on. Open or close the air vent by turning it.



### WARNING

An open glove compartment door can increase the risk of serious injury during sudden braking or driving maneuvers or in a crash.

- Always keep the glove compartment closed while the vehicle is moving.



### NOTICE

Keep the compartment with the DVD drive (6) closed while driving; otherwise, vibration may damage the DVD drive.

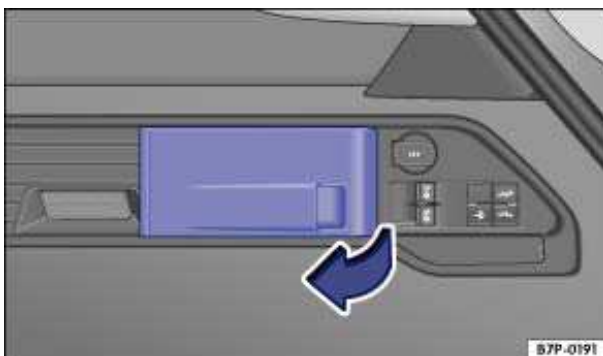


### NOTICE

In some vehicle models, design considerations have made it necessary to have openings in the glove compartment behind the Owner's Manual slot, for example. Small items may fall through these openings and get behind the instrument panel. This can cause unusual noises and damage the vehicle. Never put any small objects in the glove compartment for this reason.

## DVD changer

---



**Fig. 116** On the right side of the luggage compartment: Cover for DVD changer.

**ⓘ Please first read and note the introductory information and heed the WARNINGS**

The DVD changer is on the right side of the luggage compartment behind a cover ⇒ [fig. 116](#).

See for information and instructions on operating the DVD changer.

## Other storage compartments

---

 Please first read and note the introductory information and heed the WARNINGS 

### Additional storage:

- In the front and rear center console.
- In the door trim panels (front and rear).
- Shelf behind the rear seat backrest – only for light clothing or similar objects that do not interfere with visibility to the rear!
- **Coat hooks** on the center door jamb and on the overhead grab handles in the rear.
- **Shopping bag hooks** in the luggage compartment .
- An elastic strap in the right side trim of the luggage compartment.



### WARNING

**Clothes or other items on the shelf behind the rear seat backrest may limit visibility, and cause thereby causing accidents and severe personal injuries.**

- **Always hang clothes so that they do not limit visibility.**
- **Always use the built-in coat hooks only for lightweight clothing. Never leave any heavy or sharp-edged items in the pockets that may interfere with airbag deployment and can cause personal injury in a collision.**

# Cup holders

## Introduction


---

In this section you'll find information about:

Cup holders in the front center console

Cup holders in the rear center armrest

### **Beverage bottle holders**

There is a place for bottles in the open storage bins on the driver and front passenger doors and holders for bottles in the open storage bins in the rear doors. The bottle volume must not exceed 1.5 quarts / 1.5 l (front doors) and 0.5 quarts / 0.5 l (rear doors) ⇒ .

### **More information:**

- Adjusting the seating position
- Interior CARE and cleaning



### **WARNING**

**Improper use of beverage holders can cause injuries.**

- **Never put hot drinks in the cup holders. During normal or sudden maneuvers, sudden braking or in a collision, hot liquid can be spilled and cause burns!**
- **Make certain that bottles or other items cannot fall into the driver's footwell while the vehicle is moving and interfere with the movement of the pedals.**
- **Never put heavy cups, food or other heavy items in the cup holders. Heavy items can fly through the passenger compartment in a crash and cause serious injury.**
- **Use the bottle holders only for standard beverage bottles holding no more than 24 oz (0.5 l).**



### **WARNING**

**Hot or freezing temperatures in the passenger compartment can cause closed bottles to explode or break.**

- **Never leave closed bottles in a very hot or cold vehicle.**



### **WARNING**

**Bottles and other things can fall into the driver's footwell and interfere with the pedals while driving.**

- **Make sure that bottles cannot fall into the driver's footwell during driving to avoid obstructing the pedals.**
- **Use the bottle holders only for standard beverage bottles holding no more than 1.5 quarts / 1.5 l (front doors) and 0.5 quarts / 0.5 l (rear doors).**

## ⚠ NOTICE

Never put open drinks in the cup holder when the vehicle is moving. The drinks can spill and damage the vehicle, including the electrical system.

### Cup holders in the front center console

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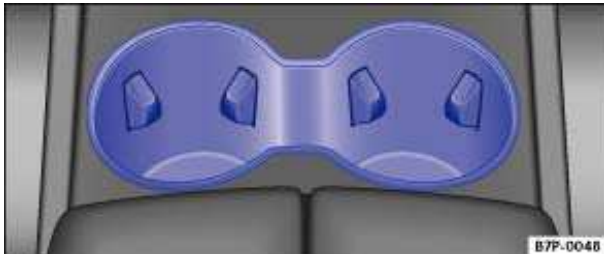


Fig. 117 In the front center console: Cup holder.

ⓘ Please first read and note the introductory information and heed the WARNINGS ⚠

There are 2 cup holders in the front center console in front of the front center armrest ⇒ fig. 117.

### Cup holders in the rear center armrest

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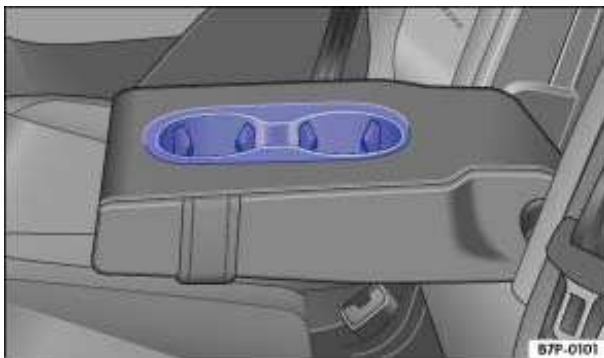


Fig. 118 In the rear center armrest: Cup holders.

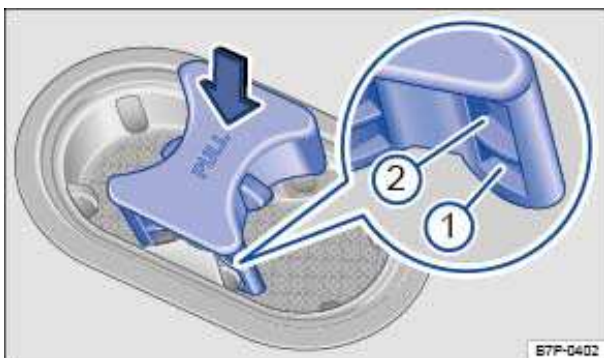


Fig. 119 Cup holder insert.

ⓘ Please first read and note the introductory information and heed the WARNINGS ⚠

There are 2 cup holders in the rear seat center armrest ⇒ [fig. 118](#). Fold the center armrest down to use these cup holders.

A cup holder insert ⇒ [fig. 119](#) is factory-installed between the 2 cup holders to provide better retention for the beverage containers. The insert has fingers to provide additional retention to hold the beverages upright. The insert can be installed in 2 different height positions. In position (1), (upper position) the insert provides additional support for taller beverage containers. In position (2), (lower position) the insert provides normal support. This will help prevent the container from tipping over when accelerating or turning corners.



## **WARNING**

**Always keep the armrest folded up when the vehicle is moving to reduce the risk of injury.**

- **Never let anybody, especially children, ride on the rear center armrest or in the center position on the rear seat when the armrest is folded down. An improper seating position can increase the risk of serious injury in a crash.**

# Sockets

## Introduction

---

In this section you'll find information about:

Opening the 12 Volt socket cover  
Sockets in the vehicle

Electrical devices can be connected to the vehicle sockets.  
The connected devices must be in good working order.

### More information:

- Storage areas
- Parts, accessories, repairs and modifications
- Consumer information



### WARNING

**Improper use of electrical sockets and electrical devices may start a fire and cause severe personal injury.**

- **Never leave children unattended in the vehicle. Sockets and connected devices can be used when the ignition is switched on.**
- **If the connected device gets warm, immediately switch it off and disconnect the power supply.**



### NOTICE

- **To help prevent damage to the electrical system, never connect any accessories such as a solar panel or vehicle battery charger to a 12 Volt socket.**
- **Only use accessories which have been tested for electromagnetic compatibility with a motor vehicle.**
- **To help prevent damage from voltage fluctuations, switch off all electrical consumers connected to the 12 Volt socket before switching the ignition on or off or starting the engine.**
- **Never connect devices to a 12 Volt socket that draw more than the maximum wattage the socket can supply. Drawing too much power can damage the vehicle electrical system.**



Please turn off the engine when you stop for any length of time.



The vehicle battery will drain if you use electrical equipment when the engine is not running.



Unshielded devices may interfere with radio reception or the vehicle's electrical system.



Operating electrical devices near the windshield-integrated antenna may interfere with AM radio reception.

## Opening the 12 Volt socket cover

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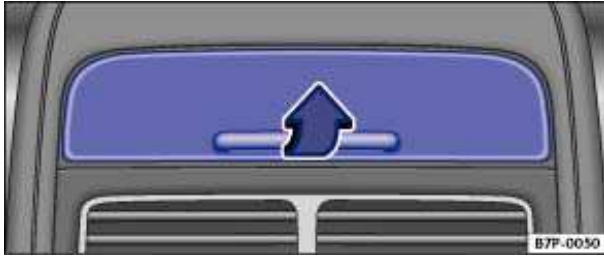


Fig. 120 Rear center console: Open cover.

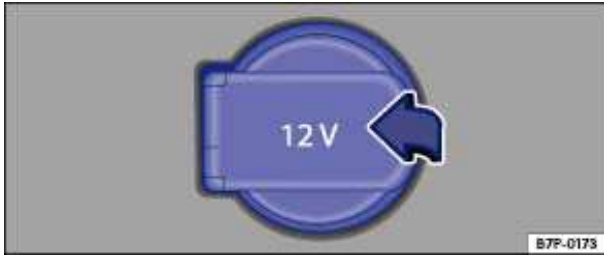


Fig. 121 Front center armrest storage compartment: Opening the cover of the 12 Volt socket.

**ⓘ Please first read and note the introductory information and heed the WARNINGS ⚠**

### Opening and closing the cover in the rear center console

- Reach into the recess from below; fold the cover up in the direction of the arrow ⇒ [fig. 120](#) and hold it open.
- The cover is spring-loaded and closes when you let go of it.

### Opening and closing the 12 Volt socket covers in the front center armrest storage compartment

- Grasp the cover on the side and open it in the direction of the arrow ⇒ [fig. 121](#); hold it open.
- The cover is spring-loaded and closes when you let go of it.

## Sockets in the vehicle

---



Fig. 122 In the rear center console: 115 Volt socket.


**ⓘ Please first read and note the introductory information and heed the WARNINGS ⚠**



## Maximum power draw

Socket	Maximum power draw
12 Volts	120 watts
115 Volts	150 watts (300 watts peak consumption)

The maximum power draw at any one socket must never be exceeded. Electrical devices should have information on them that says how much power they draw.

If 2 or more electrical devices are connected at the same time, the total power draw of all connected devices must never be more than 190 watts ⇒ .

### 12 Volt socket

The 12 Volt socket works only when the ignition is switched on.


If the ignition is on but the engine is not running, the vehicle battery will be drained by any device that is plugged in and turned on. For this reason, never use the electrical sockets unless the engine is running.

To help prevent damage from voltage fluctuations, switch off all electrical devices connected to a 12 Volt socket before switching the ignition on or off or starting the engine.

The vehicle may have 12 Volt sockets at the following places:

- In the storage compartment in the front center armrest.
- In the rear center console.
- In the luggage compartment.
- In the storage compartment in the lower front center console.

### 115 Volt socket

The socket can only be used if the engine is running ⇒ .

*Connecting an electrical device:* Insert the plug as far as it goes into the socket in order to unlock the integrated childproof lock. There is electricity in the socket only after the childproof lock is unlocked.

---

LED display on the socket ⇒ <a href="#">fig. 122</a>	
Green continuous light:	The child-proof lock is unlocked. The socket is operational.
Red flashing light:	Malfunction, such as cutoff due to current overload or overheating.

### Overheating cutoff

The inverter in the 115 Volt socket shuts off automatically above a certain temperature. The shutoff prevents overheating in case of excessive power consumption of connected devices or at high ambient air temperatures. The inverter switches back on automatically after a cool-down period. Connected devices which were left switched on come back on again. For this reason, switch off connected electrical devices if the inverter switches off due to overheating.


 **DANGER**


Improper use of the 115 Volt socket can cause electrical shock, burns, and severe personal injury.

- Never spill liquids on the socket.
- Never plug an adapter or an extension cord into the 115 Volt socket. Otherwise, the integrated child-proof lock is switched off and the socket is live.
- Never stick anything that conducts electricity, such as a knitting needle, into the contacts of the 115 Volt socket.

 **NOTICE**

- **Follow the manufacturer's instructions for connected devices!**
- **Never exceed the maximum power consumption, or the entire vehicle electrical system may become damaged.**
- **12 Volt socket:**
  - Only use equipment that has been tested for electromagnetic compatibility and complies with applicable guidelines.
  - Never feed current into the socket with a solar panel, for example.
- **115 Volt socket:**
  - Do not connect devices or plugs which are too heavy, such as a grid power supply adapter or cord, directly onto the socket.
  - Do not connect lamps containing neon tubes.
  - Only connect devices to the socket with voltage consistent with the voltage of the socket.
  - For devices with a high starting current, the integrated over-current shutoff will prevent them from being switched on. In this case, disconnect the power supply from the device and reconnect after about 10 seconds.

 Some devices may not work very well when connected to the 115 Volt socket due to low wattage.

 Unshielded devices may interfere with radio reception or the vehicle's electrical system.

## Safety information on Infotainment System

---



### WARNING

Driving on today's roads demands the full attention of the driver at all times. Driver distraction causes accidents, collisions and serious personal injury!

- Never let yourself be distracted when setting, adjusting, or using the Infotainment System, when using your cell phone, or when operating the cell phone controls.
- Always drive attentively and responsibly. Use the Infotainment system, your cell phone, and the cell phone controls only if road, traffic, and weather conditions permit and you will not be distracted from your driving.
- If you cannot use the Infotainment System, your cell phone, or the cell phone controls safely while driving, wait until later or find a safe spot where you can pull off the road and park the vehicle.
- Always set sound volume levels so that you can clearly hear horns, sirens, and other warning sounds outside the vehicle.
- Setting the sound volume too high may damage your hearing. This applies even if you are exposed to high volumes for short periods only.



### WARNING

The volume level may suddenly get louder change when you switch media source or connect a new audio source.

- Always lower the base volume before switching media source or connecting a new audio source.



### WARNING

Driving recommendations and traffic symbols displayed by the navigation system may differ from the current traffic situation.

- Traffic signs and traffic regulations have priority over the recommendations and displays provided by the navigation system.
- Always adjust your speed and driving style to road, traffic, weather, and visibility conditions.



### WARNING

External devices that are loose in the vehicle or not properly secured could be thrown around the interior and cause injuries during a sudden driving or braking maneuver, or in a crash.

- Never put or attach an external device on a door, on the windshield or above or near to the areas marked "AIRBAG" on the steering wheel, the instrument panel and the seat backrests, or between these areas and the vehicle occupants. External devices could cause serious injury in an accident, especially when the airbags inflate.



## WARNING

Connecting cables of external devices may obstruct visibility through the windshield or other windows.

- Route cables so as not to interfere with the driver.



## WARNING

Opening a CD or DVD player's housing can lead to injuries from invisible laser radiation.

- Always have CD or DVD players repaired only by a qualified workshop.



## NOTICE

Improper insertion or insertion of an improperly fitting memory CARd can damage the locking mechanism in the memory CARd slot.

- Pay attention to the proper insertion position
- Excessive pressure can destroy the locking mechanism in the memory CARd slot.
- Only use suitable memory CARds.



## NOTICE

- When inserting and removing CDs and DVDs, always hold them at right angles to the front of the unit. Inserting or removing them at an angle to the DVD drive may lead to scratching.
- Inserting a second CD or DVD while a CD or DVD is inserted or is being ejected can destroy the DVD drive. Always wait until the data storage device is completely ejected.



## NOTICE

Any foreign objects attached to a data medium and non-round data storage devices can damage the DVD drive.

- Only clean 12-cm standard CDs or DVDs should be used!
  - Do not attach stickers or other items to the data storage device. Stickers may peel off and damage the drive.
  - Do not insert 8-cm single CDs or non-round CDs (shaped CDs) or DVDs.
  - Do not insert DVD-Plus, Dual Discs and Flip Discs, as these are thicker than standard CDs.

# Operation basics

## Introduction

---

In this section you'll find information about:


Controls  
Switching on or off  
Adjusting the base volume  
Function keys on screen  
Browsing lists  
Moving objects and displays on the screen  
Using slider \_ to change settings  
Input windows with on-screen keyboard  
Additional displays and display options

Due to changes to its settings, some aspects of the unit's operation may differ from the descriptions given in this manual. For this reason, Volkswagen recommends that you reset the unit to its **factory settings** the first time you use it

Before using the unit for the first time, CARry out the following steps. This will enable you to use the unit safely and make full use of the functions it provides:

### **Before using**

---

- ✓ Observe safety notes 
  - ✓ Familiarize yourself with the controls of the Infotainment System.
  - ✓ Reset the unit to its original condition (factory settings) .
  - ✓ Use data storage devices suitable for Media mode .
- 

### **More information:**

- Safety information  for Infotainment System



### **NOTICE**

**Lightly pressing the buttons or briefly pressing the touchscreen is sufficient to operate the unit.**




. Not all listed function keys and functions may be available due to the device software used in your market. The equipment is not faulty if a function key is missing from the screen.





. Volkswagen recommends using the Volkswagen cleaning cloth for cleaning the screen. Replacement cloths are available from your Volkswagen dealership.



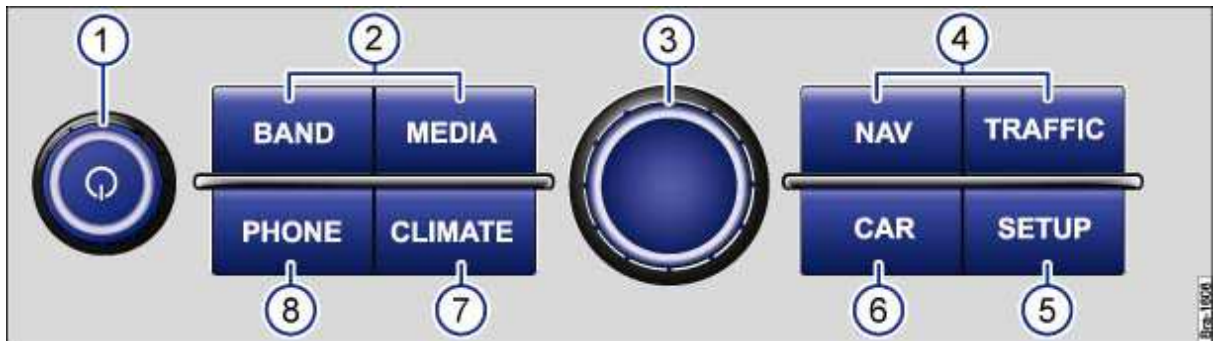
. After making entries, the Infotainment System may need a few seconds for processing and may not respond to operation of controls. Nevertheless, do not continue to operate the unit, because operating sequences that have been input are “memorized” and “processed” in succession once the background processes have been completed.

 . Due to country-specific legal requirements, some functions are not selectable on the screen above a certain driving speed.

 . Using a cell phone in the vehicle may cause noise from the vehicle speakers.

 . Some countries may have restrictions regarding the use of Bluetooth devices. Information can be obtained from the local authorities.

## Controls




**Fig. 123** Overview of rotary/push knobs and the Infotainment buttons.

 **Please first read and heed the WARNINGS**  **note the introductory information and heed the WARNINGS** 

The labelled **Infotainment buttons** for accessing the different feature areas are operated by *pressing*. In this manual, the Infotainment buttons are shown as a button symbol with blue writing (such as **MEDIA**).

The Infotainment System screen is located above the Infotainment buttons. The screen is a touchscreen that is operated by touching with your finger or by touching the surface of the screen in another way .

- (1)  Rotary/push knob.
  - *Press* to switch on or off .
  - *Turn* to adjust the basic volume .
- (2) Infotainment buttons for selecting an audio or video source.
  - **BAND/RADIO**: Switches to radio mode .
  - **MEDIA**: Switches to media mode (audio or video source) .
- (3) **Adjustment knob**: The feature depends on the operating mode.
  - *Turn* to select menu options in long lists and *press* to call up the selected option (for instance, select a station from the station list) .
  - *Turn* to change some settings (such as map scale).
  - During active route guidance, *press* to repeat a navigation announcement .
- (4) Infotainment buttons for accessing the navigation functions.
  - **NAV**: Open the *Navigation* main menu .
  - **TRAFFIC**: Displays stored traffic reports .
- (5) **SETUP** Infotainment button for accessing the Infotainment settings.
- (6) **CAR** Infotainment button for accessing the vehicle settings .
- (7) **CLIMATE** Infotainment button for accessing the air conditioning settings .

(8) **PHONE** Infotainment button<sup>3</sup> for accessing the telephone functions .


## Switching on or off

 Please first read and heed the **WARNINGS**  note the introductory information and heed the **WARNINGS** .

To switch the unit on or off manually, briefly press the  rotary/push knob ⇒ [fig. 123 \(1\)](#).





The system starts after being switched on. The most recently played audio source is played at the volume that was last set.



 . The Infotainment System is permanently linked to the vehicle. It will not work in another vehicle.

 . If the vehicle battery was disconnected, please switch on the ignition before switching on the device.

## Adjusting the base volume

 . Please first read and heed the **WARNINGS**  note the introductory information and heed the **WARNINGS** .


Function	Response
Increase volume.	Turn the volume control  ⇒ <a href="#">fig. 123 (1)</a> clockwise or press the button  on the multi-function steering wheel ⇒ <a href="#">page 9</a> .
Reduce volume.	Turn the volume control  counterclockwise or press the  button on the multi-function steering wheel.

To mute the unit, turn the volume control  counterclockwise all the way (display: ). Any media source being played will stop.

In vehicles without cell phone package, the unit can be muted with the **PHONE** Infotainment button.

Changes to the volume are indicated by a “bar” on the Infotainment System screen. During this time the Infotainment System cannot be operated.

It is possible to preset certain volume settings and adjustments in the Infotainment System .

 **WARNING**

**Using the Infotainment System while the vehicle is in motion can take your attention off the road and lead to accidents and serious personal injuries.**

- Always drive attentively and responsibly.
- Always set volume levels so that you can clearly hear horns, sirens, and other warning sounds outside the vehicle.
- Setting the volume too high may damage your hearing. This also applies if you are exposed to high volumes for short periods only.

<sup>3</sup> The current audio source is muted in vehicles without cell phone package.


## . WARNING

The volume may suddenly get louder when you switch media source or connect a new audio source.

- Always lower the volume before switching media source or connecting a new audio source.

## . NOTICE

Excessively loud or distorted playback can damage the vehicle speakers.

 If the base volume on the Infotainment System has been considerably increased to play a certain audio source, lower the volume again before switching to another audio source.

## Function keys on screen

---

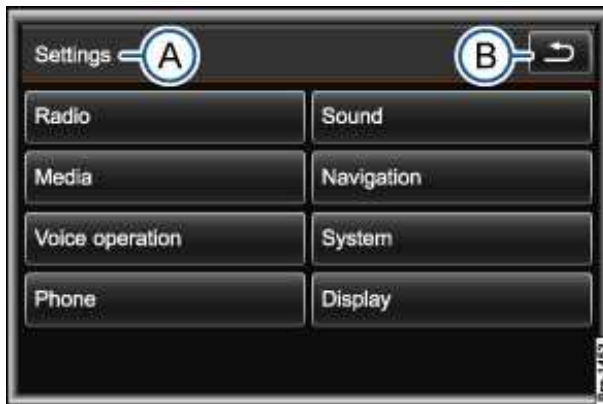


Fig. 124 Setup main menu (SETUP).

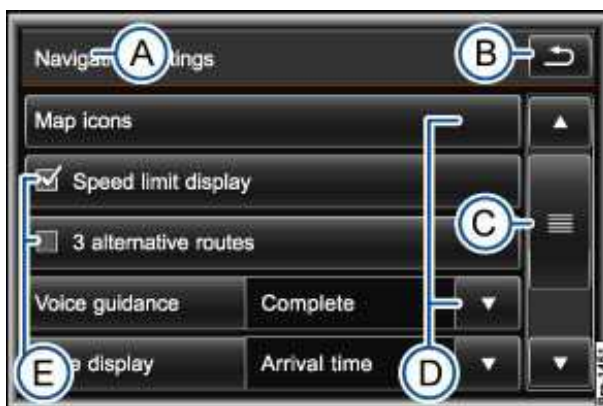


Fig. 125 Navigation settings.

 . Please first read and heed the WARNINGS  note the introductory information and heed the WARNINGS 

Active areas of the screen that call up a certain function are called “function keys”. These buttons are operated by *briefly pressing* the screen or by *pressing and holding*. Function keys are described in the manual as “function key” and with the ... button symbol.



Function keys start functions or open submenus. In submenus the name of the currently selected menu is displayed in the title bar ⇒ [fig. 124 \(A\)](#).

Press the ↵function key (B) in the title bar to switch back from a submenu.

If a function key on the screen has a gray background, it is currently disabled (such as in [fig. 130](#)).

### Pop-up window

The selected setting is displayed in an “option window” behind some function keys. The option window is indicated by an arrow ▼ ⇒ [fig. 125 \(D\)](#).

If you press one of these function keys, a pop-up window opens, displaying all the possible setting options. When the desired setting is pressed, the pop-up window closes and the modified setting is displayed in the . . . ▼ option window.

If you press the ✕ function key in the *Options* pop-up window, the pop-up window will close without changes being made.

### Starting functions or activating via “check boxes”

Some functions are started and stopped by pressing a button, for example the scan feature

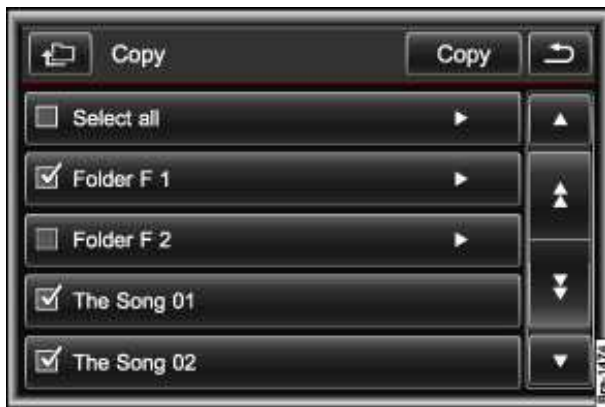
Other functions and displays are permanently activated or deactivated and are controlled via check boxes (E).

A check mark in a check box  indicates that the feature is activated, an empty check box , that it is deactivated.

Any functions enabled by check box can only be disabled by pressing the respective function key again.

## Browsing lists

---



[Fig. 126](#) List for selecting audio files for import.



Fig. 127 Station list in radio mode.

📖 . Please first read and heed the WARNINGS ⚠️ on page 241, note the introductory information and heed the WARNINGS ⚠️ .

### Selecting items in lists and searching lists (scrolling)

If there are more items available in a list view than can be displayed on the screen, a scroll bar is displayed on the right of the screen ⇒ fig. 125.

- *Browsing lists line-by-line:* press the ▲ or ▼ function key briefly.
- *Browsing lists page-by-page:* briefly press the screen above or below the scroll marker ⇒ fig. 125 (C). **OR:** Briefly press the ▲ or ▼ function keys ⇒ fig. 126.
- *Browsing long lists quickly page-by-page:* press and hold the screen above or below the scroll marker.
- *To quickly scan through a long list,* place your finger on the scroll marker and move it over the screen *without losing contact.* When the desired position is reached, lift the finger from the screen.

### Selecting options in long lists with the setting knob (3)

You can also use the setting knob to browse through simple lists without additional function keys, which are provided for selecting an entry ⇒ fig. 127.

- *Turn* the setting knob to move a selection box and browse through the list.
- *Press* the setting knob to call up the selected entry.

## Moving objects and displays on the screen

---



Fig. 128 Destination on map.

📖 . Please first read and heed the WARNINGS ⚠️ note the introductory information and heed the WARNINGS ⚠️

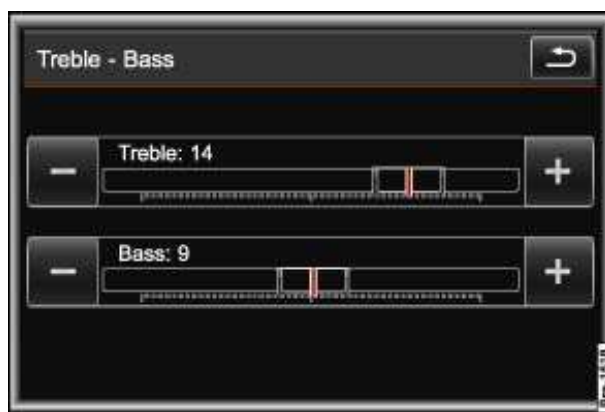
Some objects and displays can be moved on the screen. For example, you can move the map display behind the crosshair to select a destination from the map ⇒ [fig. 128](#).

- Lightly press your finger against the movable object on the screen (in on the map).
- Move your finger across the screen *without losing contact*. The object will follow the movement.
- When the desired position is reached, lift the finger from the screen.

Some objects can only be moved within a predefined range, such as the slider \_ in a setting bar ⇒ [fig. 129](#).

## Using slider \_ to change settings

---



[Fig. 129](#) Sound settings.

📖 Please first read and heed the WARNINGS ⚠️ note the introductory information and heed the WARNINGS ⚠️

Moving a slider across its scale adjusts a setting ⇒ [fig. 129](#).

- Place your finger on the slider and drag it across the screen *without losing contact*.
- **OR:** Tap the -or +function key on the screen to move the slider in steps.
- **OR:** Press a point on the scale either side of the slider. The slider will then “jump” straight to the selected point.

## Input windows with on-screen keyboard



Fig. 130 General view of an input window with on-screen keyboard.

ⓘ Please first read and heed the WARNINGS ⚠ note the introductory information and heed the WARNINGS ⚠

Input windows with on-screen keyboard are used for functions such as entering an entry name, selecting a destination address or entering a search term for searching in long lists.

Not all input windows contain all of the function keys listed here.

Subsequent chapters only explain those functions that differ from the general view described here.

The input line with the cursor is located on the left in the top line of the screen. All inputs are displayed here.

### Input screens for “free text input”

An input window for free text entry allows any letter, number and special character to be entered in any combination.

Touching the **OK** function key accepts the currently displayed character sequence.

### Input windows for selecting a saved entry (such as selection of a destination address)

It is only possible to select a sequence of letters, numbers and special characters that matches a stored entry ⇒ [fig. 130](#).

Every time a character is entered, a destination corresponding to the specifications is proposed in the input line (here: **BRANDAUSTRASSE**). When terms are made up of more than one word, it is necessary to enter the space as well (such as in **SANKT AUGUSTIN**).

If fewer than 99 entries are available, the number of remaining entries is displayed after the input line (here: **14**). Pressing this function key displays these remaining entries in a list. When fewer than six destinations are available, the list opens automatically.

### Overview of function keys

Function keys	Action and effect
Containing letters and digits	Press to insert the character in the input line.
Containing letters and,	Press and hold to open a pop-up window with special characters based on this letter. Press the desired character to enter it. Some special characters can also be written out (such as “AE” for “ “Ä” ”).

Function keys	Action and effect
	Pressing briefly highlights <b>all</b> function keys for which special characters are available. Press a function key to open the pop-up window to select a special character.
	Press to switch between upper and lower case.
 OR:	Press to open the input window for numbers and special characters or to go back to the letter input window.
	Press to enter a space.
and	Press to move the cursor to the left or right in the input line.
	Press to accept the suggestion in the input line and close the input window.
	Press to delete characters in the input line from right to left.
	Press to open the list of remaining items that match the text you have entered.
(or here:	Displays the number and opens the list of entries that are still available corresponding to the specifications.
	Press to close the input window.

## Additional displays and display options

Please first read and heed the **WARNINGS** note the introductory information and heed the **WARNINGS**

The displays appearing on the screen can vary depending on the settings, and may differ from those described here.

If the **time display** is activated in the system settings, the time will appear in the status bar within a few seconds in radio or audio mode. The station or track will then be displayed above or below it. This display feature can be deactivated.

All displays appear only after the Infotainment System has completed start-up.

The screen can be switched off in some menus.

- Touch the *Extrasfunction* key.
- In the pop-up window, press the *Display off*function key.
- To switch on again, press any Infotainment button or touch screen.

# Voice operation

## Introduction

---

In this section you'll find information about:

- Use of voice operation
- Notes on voice operation
- Voice operation settings

Some functions can be called up with voice commands.

It is not possible to control the setting menus (*SETUP*) with voice commands.

During voice operation, voice guidance is issued as a help for operation. This can be output in long or short dialog.


### Supported languages

Voice operation is available only for the languages that can be selected in the Infotainment System.

You need to use the language set in the Infotainment System for voice operation.

- Set the preferred language in the *System settings*.

### More information:

- Safety information  for Infotainment System
- Basic information on use



. Voice operation is not possible during parking maneuvers.

## Use of voice operation



---

 Please first read and heed the **WARNINGS**  and note the introductory information.

### Starting and stopping the voice operation feature

- Briefly press the  button on the multi-function steering wheel to activate voice operation

The voice operation is activated with a signal tone. A help menu with the most important voice commands for the current operating area is then displayed (such as media mode). Voice guidance provides assistance with the subsequent voice dialog.

- Say the required voice command and follow the voice dialog.
- Voice operation is ended once an action is completed.
- To end voice operation manually, press and hold the  button on the multi-function steering wheel until the corresponding confirmation is given or press the  function key on the screen.


The individual entries for voice operation are numbered in the list views. The numbers are displayed on the left in the function keys. Speaking a number opens or activates the corresponding entry.

Often, the same feature can be called up using different voice commands. If in doubt, simply try out a voice command.

### Help for voice operation feature

Help for voice operation should be activated and listened to the first time you use it.

The help for voice operation explains basic operation and demonstrates the most important voice commands.

- Briefly press the  button on the multi-function steering wheel.
- Say the voice command in the language set in the Infotainment System.

### Language: voice command

---

German: Hilfe Sprachbedienung

---

English: Voice operation help

---

French: Aide Système de commande vocale

---

Spanish: Ayuda Manejo por voz

---

Italian: Aiuto sistema di comando vocale

---

Portuguese: Ajuda do comando por voz

---

Dutch: Help spraakbediening


---

Russian: Справка по системе голосового управления


- Follow the subsequent explanations and instructions in the voice dialog.

### Control during voice dialog

While voice guidance is being provided by the Infotainment System, the microphone symbol “not active” (without the 3 lines) is shown on the instrument cluster display and on the Infotainment System screen.

- Briefly press the  button on the multi-function steering wheel to interrupt voice guidance from the Infotainment System and immediately say the next voice command.

You can only say a voice command when the  symbol “active” is displayed.

If a voice command is spoken incorrectly or incompletely and no action has been started as a result, the voice command can be repeated. The  symbol remains “active”.

- Briefly press the  button on the multi-function steering wheel to repeat the voice command.

### Recording name tags

A name tag can be recorded as a voice command in some menus via the voice operation. Follow the instructions from the voice dialog. Avoid loud noises in the background when recording voice inputs.




. Some voice commands are only available if the unit is in the right operating area.



. Display of the help menus for the individual operating areas can be disabled.



. If a voice command has been misunderstood several times, it may be sensible to terminate voice operation manually by pressing the  button longer and to then start again.

## Notes on voice operation

---

 **Please first read and heed the WARNINGS  and note the introductory information**

Please note the following points to ensure that the voice operation feature works properly:

- If possible, speak slowly and clearly. Indistinct words and numbers, or numbers with *swallowed* syllables cannot be recognized by the system.
- Say the telephone numbers only in single digits.

- Speak at a normal volume without exaggeration or long pauses.
- Avoid background noise, such as conversations in the vehicle. Close all windows, doors and the sun roof.
- Do not point the flow of air from the vents towards the vehicle roof.
- Speak a little louder at higher speeds.

## Voice operation settings

 **Please first read and heed the WARNINGS  and note the introductory information**

- Press the **SETUP** Infotainment button ⇒ [fig. 123](#).
- Press the **Voice operation** function key.

### Function key: Effect

**Display commands:** Voice commands for the current operating area are displayed on the screen when you activate voice operation.

**Short dialog:** Voice guidance for voice operation is provided in a short dialog. Some additional supporting voice guidance from the long dialog remains.

**Input signal:** Input signal for confirming a voice command is switched on.

**Individual speech training:** Train the voice operation for your voice to improve the recognition accuracy. Follow the instructions on the screen for individual speech training.

**Volume:** Set volume of voice guidance for voice operation

**Delete all name tags:** All recorded name tags will be deleted

## **WARNING**

**Driving on today's roads demands the full attention of the driver at all times. Driver distraction causes accidents, collisions and serious personal injury!**

- **Never let yourself be distracted when setting, adjusting, or using the Infotainment System, when using your cell phone, or when operating the cell phone controls.**
- **Always drive attentively and responsibly. Use the Infotainment system, your cell phone, and the cell phone controls only if road, traffic, and weather conditions permit and you will not be distracted from your driving.**
- **If you cannot use the Infotainment System, your cell phone, or the cell phone controls safely while driving, wait until later or find a safe spot where you can pull off the road and park the vehicle.**
- **Always set sound volume levels so that you can clearly hear horns, sirens, and other warning sounds outside the vehicle.**



# Sound, menu and system settings (SETUP)

## Introduction

---

In this section you'll find information about:


Settings main menu (SETUP)

Sound and volume settings

System settings


Display settings

Press the **SETUP** Infotainment button for the choice of settings menus ⇒ [fig. 123](#).

Infinitely adjustable settings are made with a slider 

In the **System settings** menu, you can reset individual areas of the Infotainment System or the complete Infotainment System to the **factory settings**.

### More information:

- Safety information  for Infotainment System
- Basic information on use



### WARNING

**Driving on today's roads demands the full attention of the driver at all times. Driver distraction causes accidents, collisions and serious personal injury!**

- **Never let yourself be distracted when setting, adjusting, or using the Infotainment System, when using your cell phone, or when operating the cell phone controls.**
- **Always drive attentively and responsibly. Use the Infotainment system, your cell phone, and the cell phone controls only if road, traffic, and weather conditions permit and you will not be distracted from your driving.**
- **If you cannot use the Infotainment System, your cell phone, or the cell phone controls safely while driving, wait until later or find a safe spot where you can pull off the road and park the vehicle.**
- **Always set sound volume levels so that you can clearly hear horns, sirens, and other warning sounds outside the vehicle.**

## Settings main menu (SETUP)

---



Fig. 131 Setup main menu (SETUP).

📖 Please first read and heed the WARNINGS ⚠️ note the introductory information and heed the WARNINGS ⚠️

- Press the **SETUP** Infotainment button to open the **Settings** main menu.
- To adjust the settings for a certain feature, press the appropriate function key.

You can always go back to the previously active menu from the **Settings** main menu by pressing the **↶** function key.

If the check box in a function key is checked  , the feature is switched on

This chapter describes sound, system and display settings.

Descriptions of settings for other functions can be found in the chapters listed below.

### Function key: settings menu

---

Radio: **Radio settings**

---

Media: Track display setting

DVD settings: **DVD settings**

---

Voice operation: **Voice operation settings**

---

Telephone: **Telephone settings**

---

Sound: Sound and volume settings

---

Navigation: **Navigation settings**

---

System: System settings

---

Display: Display settings

## Sound and volume settings

---

📖 . Please first read and heed the WARNINGS ⚠️ note the introductory information and heed the WARNINGS ⚠️


- Press the **SETUP** Infotainment button.
- Press the **Sound** function key.

Changes made in settings menus are automatically applied once the menu is closed.

### Function key: Effect

---

---

Dynaudio Confidence: Dynaudio Confidence settings
Treble – Bass: Changing sound character. Change settings by moving the slider  .
Balance – Fader: Changing the sound focus
Volume: Volume settings

---

Speed-dependent volume adjustment: If the speed-dependent volume is activated, the audio volume is automatically raised as the vehicle speed increases.

When speed-dependent volume is switched on in vehicles with Dynaudio Confidence®, the volume of individual frequencies is automatically raised or reduced depending on the road noise caused by the rising vehicle speed. This “reduces” the road noise in the vehicle.

### Changing the sound focus (balance and fader) using the vehicle diagram

- Press the *Balance – Fader* function key.

The crosshair in the vehicle diagram shows the current sound focus in the vehicle interior.

- Place your finger on the crosshair and, *without lifting it off*, drag it across the screen. Lift your finger off the screen once the sound focus is in the required position
- **OR:** Press the point in the interior view where you want the sound focus to be.
- **OR:** Move the sound focus step by step by pressing the arrow buttons on the left of the screen.

Press the function key between the arrow buttons to return the sound focus to the center of the interior view.

### Changing volume settings and adjustments

It is possible to preset some volume settings and adjustments.

- In the **Setup Tone** main menu, press the *Volume* function key.
- Press one of the function keys in the **Volume settings** menu to open the corresponding settings menu.

*Telephone 1*) : Set output volume for telephone calls in the vehicle.

*Voice guidance*: Set output volume for navigation announcements during route guidance

*Reduced audio volume*: Set by how much the volume of other audio sources should be reduced during an announcement (navigation, voice operation) or a telephone call<sup>1</sup>. While you adjust the volume reduction, the volume of the currently active audio source is reduced at the level of the setting as you change it.

While you adjust volume settings, the corresponding audio source is played at the level of the setting as you change it.

### Dynaudio Confidence®

Additional settings are available if the vehicle is equipped with the RNS 850 and Dynaudio.

- In the **Sound settings** main menu, press the *Dynaudio Confidence* main menu.

Press one of the function keys in the **Dynaudio settings** menu to open the corresponding settings menu.

*Sound focus*: Optimize sound effects, frequency ranges and sound focus for different sitting positions in the vehicle.

*Surround*: Set level of surround effect.

## System settings

---

 Please first read and heed the WARNINGS  note the introductory information and heed the WARNINGS 

- Press the **SETUP** Infotainment button.
- Press the **System** function key.

### Function key: Effect

---

---

**Language:** Press to select the desired language for text and voice output.

---

**Units:** Set units for displays in the vehicle (such as for estimated driving time and distance in navigation displays).

---

**Time format:** Press to select the format for the time display (12 or 24-hour).



---

**Date format:** Press to set the sequence for the date display.

---

**Show clock:** The time is displayed in the status bar. Clear check box  to switch off.

---

**Set time or Set date:** Set the time and date by pressing the arrow buttons  or  and confirm change with **OK**.

---

**Factory default settings:** reset the unit to the original settings.

### Resetting to factory settings

Resetting to the original settings **will erase entered data, destinations and settings**, depending on the selection made.

- Scroll down the list and press the function key at the end, **Factory default settings**.
- In the **Factory settings** selection menu, select the check boxes on the left of the entries that you want to delete.
- Press the **Reset** function key.
- Also accept the confirmation dialog with the **Reset** function key.



Music files stored on the unit's hard drive must be deleted manually



It is important that the correct date and time are set in the vehicle to ensure all Infotainment Systems work properly.

## Display settings

---

 Please first read and heed the WARNINGS  note the introductory information and heed the WARNINGS 

- Press the **SETUP** Infotainment button.
- Press the **Display** function key.

### Function key: Effect

---

---

**Brightness:** Set brightness level of screen.

---

**Confirmation tone:** switch the confirmation tone for pressing of a function key on.

---

## Function key: Effect

---

---

**Day/night**: define map display settings.

Day: map view remains in bright daytime design.

Night: map display remains in dark night time design.

Automatic: daytime or night time design of the map view changes as the low beam headlights are switched on and off.

# System settings (CAR)

## Introduction

In this section you'll find information about:

Settings main menu (CAR)

Hybrid menu


Assist systems menu


Settings menu

Service menu

Press the **CAR** Infotainment button for the choice of settings menus.

### More information:

- Safety information  for Infotainment System
- Basic information on use

** WARNING**

Driving on today's roads demands the full attention of the driver at all times. Driver distraction causes accidents, collisions and serious personal injury!

- Never let yourself be distracted when setting, adjusting, or using the Infotainment System, when using your cell phone, or when operating the cell phone controls.
- Always drive attentively and responsibly. Use the Infotainment system, your cell phone, and the cell phone controls only if road, traffic, and weather conditions permit and you will not be distracted from your driving.
- If you cannot use the Infotainment System, your cell phone, or the cell phone controls safely while driving, wait until later or find a safe spot where you can pull off the road and park the vehicle.
- Always set sound volume levels so that you can clearly hear horns, sirens, and other warning sounds outside the vehicle.

## Settings main menu (CAR)

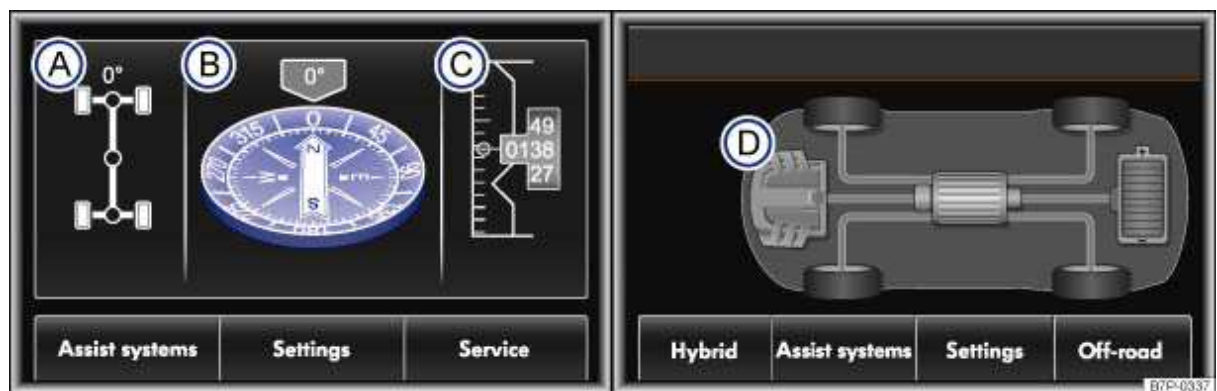


Fig. 132 Infotainment system with navigation: Settings main menu (CAR).



**Fig. 133** Infotainment system without navigation: Settings main menu (CAR).

**ⓘ Please first read and note the introductory information and heed the WARNINGS ⚠**

- (A) Shows steering angle.
- (B) Compass view with the current direction of travel.
- (C) Display showing the current altitude.
- (D) Energy flow **to** the high-voltage battery (battery charge) .

Open settings main menu (CAR):

- Switch on the ignition.
- Press the **CAR** Infotainment button.
- To adjust the settings for a certain feature, press the appropriate function key.

#### Function key: Effect

---

Assist systems: Assist systems menu

---

Settings: Settings menu

---

**Service**: Service menu

---

Hybrid: Hybrid menu

---

**Off-road**: Shows the steering angle ⇒ [fig. 132 \(A\)](#), the compass view with the current direction of travel [\(B\)](#) and the current altitude [\(C\)](#).

You can always go back to the previously active menu from the main menu by pressing the **↵** function key

If the check box in a function key is checked  , the feature is switched on

Applicable only in the United States

### Hybrid menu

---

**ⓘ Please first read and note the introductory information and heed the WARNINGS ⚠**

- Switch on the ignition.
- Tap the **Hybrid** function key on the screen.

Pressing the **↵** function key always takes you back to the previously active menu.

The feature is enabled when the function key check box  is checked.

## Function key: Effect

---

---

Energy flow: Energy flow to the high-voltage battery (battery charge).

---

On-board computer: Display of different vehicle values for example average fuel economy and consumption.

---

Fuel economy: Display of fuel consumption and the regeneration of the high-voltage battery when driving.

Changes made in settings menus are automatically applied once the menu is closed.

## Assist systems menu

---

 Please first read and note the introductory information and heed the WARNINGS 

- Switch on the ignition.
- Press the **CAR** Infotainment button.
- Tap the **Assist systems** function key on the screen.

Pressing the  function key always takes you back to the previously active menu.

The feature is enabled when the function key check box  is checked.

## Function key: Effect

---

---

Rain sensor: Activate or deactivate rain sensor

---

Parking distance warning system: Settings for parking distance warning system

Changes made in settings menus are automatically applied once the menu is closed.

## Settings menu

---

 Please first read and note the introductory information and heed the WARNINGS 

- Switch on the ignition.
- Press the **CAR** Infotainment button.
- Tap the **Settings** function key on the screen.

Pressing the  function key always takes you back to the previously active menu.

The feature is enabled when the function key check box  is checked.

## Function key: Effect

---

---

**Time format**: Press to select the format for the time display (12 or 24-hour).



**OR**: Select the format for the time display

---

**Date format**: Press to set the sequence for the date display.



**OR**: Set the sequence for the date display

---

Set time: Set the time by pressing the arrow buttons  or  and confirm change with **OK**.

**OR**: Set the time

---

Set date: Set the date by pressing the arrow buttons  or  and confirm change with **OK**.



## Function key: Effect

---

---

**OR:** Set the date

---

Units: Set units for displays in the vehicle.

**OR:** Set units for displays in the vehicle

---

Service/inspection: Settings for the Service reminder display and the service position of the windshield wipers. Display of current oil level and service messages.

**OR:** Service menu

---

Exterior lighting: Settings for the exterior lighting.

---

Footwell light: Set brightness of foot well light.

---

Instrument cluster: Settings for the instrument cluster

---

Seat settings: Settings for the front seats

---

Central locking: Settings for the central locking system

---

Garage door opener: Settings for the garage door opener

---

Vehicle ID/Number of keys: Display of vehicle chassis number and number of authorized remote control vehicle keys

---

Tire pressure monitoring: Settings for the Tire Pressure Monitoring System

Changes made in settings menus are automatically applied once the menu is closed.


## Service menu

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 **Please first read and note the introductory information and heed the WARNINGS**

- Switch on the ignition.
- Press the **CAR** Infotainment button.
- Tap the **Service** function key on the screen.
- **OR:** Tap the **Settings** and then tap the **Service/inspection** function key on the screen.

Display of current oil level and service messages

Pressing the  function key always takes you back to the previously active menu.

The feature is enabled when the function key check box  is checked.

## Function key: Effect

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Interval service reset: Reset Service reminder display

---


Wipers in service pos: Activate or deactivate the service position of the windshield wipers

# Radio mode


## Introduction

---

In this section you'll find information about:

- Opening the RADIO main menu and changing frequency band
- Changing radio station or selecting a station from the station list
- Scan feature (Scan)
- Manually selecting a station frequency
- HD radio 
- Changing the station buttons and storing a radio station
- Selecting stations stored to station buttons
- Satellite radio mode
- Satellite radio main menu
- Changing station and selecting a category
- Radio settings

### More information:

- Safety information  for Infotainment System
- Basic information on use



### WARNING

**Driving on today's roads demands the full attention of the driver at all times. Driver distraction causes accidents, collisions and serious personal injury!**

- **Never let yourself be distracted when setting, adjusting, or using the Infotainment System, when using your cell phone, or when operating the cell phone controls.**
- **Always drive attentively and responsibly. Use the Infotainment system, your cell phone, and the cell phone controls only if road, traffic, and weather conditions permit and you will not be distracted from your driving.**
- **If you cannot use the Infotainment System, your cell phone, or the cell phone controls safely while driving, wait until later or find a safe spot where you can pull off the road and park the vehicle.**
- **Always set sound volume levels so that you can clearly hear horns, sirens, and other warning sounds outside the vehicle.**



Parking garages, tunnels, high buildings or mountains can interfere with the radio signal.



Decals or metal-coated stickers on the vehicle windows can affect radio reception in vehicles with window antennas.

## Opening the RADIO main menu and changing frequency band



Fig. 134 RADIO main menu in FM mode.

ⓘ Please first read and heed the WARNINGS ⚠ note the introductory information and heed the WARNINGS ⚠

### Opening the RADIO main menu

- Press the **BAND** Infotainment button to open the *RADIO* main menu with the frequency band that was last set ⇒ [fig. 134](#).

The set frequency band is displayed in the top left corner of the screen.

The station you are currently listening to is shown in the middle of the screen.

### Station name display (RDS)

If RDS is available, the station name can be displayed provided the reception is sufficiently strong .

RDS (Radio Data System) is a radio data service that is not supported by all units and is not available everywhere or from every radio station.

### Changing the frequency band

- In the *RADIO* main menu, press the **BAND** function key.
- Call up the desired frequency range by pressing a function key in the pop-up window.

### Function keys in the radio main menu

**BAND**: for selecting the desired frequency band.

**Station**: For accessing the list of currently receivable radio stations

**Presets**: To select the station buttons displayed in the *RADIO* main menu

**Extras**: Opens a pop-up window with further options.

– **Scan**: starts and stops the scan feature

– **Display off** Switching off the display. To switch on again, press any Infotainment button or touch screen.

**Tune**: opens the frequency dial for the selected frequency band

1... to xx... station buttons for storing radio stations

## Changing radio station or selecting a station from the station list

---



Fig. 135 FM-station list: Station 2 is playing.

ⓘ Please first read and heed the WARNINGS ⚠ note the introductory information and heed the WARNINGS ⚠

### Switching through radio stations

- Briefly press an arrow button ◀ or ▶ on the screen ⇒ fig. 134.

### Selecting stations from the station list

The unit regularly searches for stations with a strong reception and stores them in the station list.

- Press the **Station** function key to open the station list for the selected frequency range.

The station list “jumps” straight to the view of the station you are listening to ⇒ fig. 135.

- Call up stations from the station list by touching them or selecting them with the setting knob ⇒ fig. 123 (3)
- To close the station list, press the ⏪ function key.

The station list closes automatically after approximately one minute of inactivity.

## Scan feature (Scan)

---



Fig. 136 RADIO main menu.

ⓘ Please first read and heed the WARNINGS ⚠, note the introductory information and heed the WARNINGS ⚠

When the scan feature is running, all available stations on the current frequency band are played in sequence for roughly 10 seconds each.

- Open the *RADIO* main menu and select the frequency band
- Touch the *Extras* function key.
- In the pop-up window, press the *Scan* function key.

Station scanning starts and the *Extras* function key switches to *Scan* ⇒ [fig. 136](#).

- Press the *Scan* function key to stop the scan feature at the station that is currently playing.

The scan feature also stops when you manually select a station with the arrow buttons

## Manually selecting a station frequency

---



[Fig. 137](#) RADIO main menu with the frequency dial for the selected frequency band.

ⓘ Please first read and heed the WARNINGS ⚠ note the introductory information and heed the WARNINGS ⚠

### Displaying and hiding the frequency dial

- Open the *RADIO* main menu and select the frequency band
- Press the *Tune* function key to display the frequency dial of the selected frequency band ⇒ [fig. 137](#).
- **OR:** Turn the setting knob ⇒ [fig. 123 \(3\)](#) *one stop further*.
- To hide the frequency dial, briefly *press* the setting knob.




The frequency dial is hidden automatically after approximately 5 seconds of inactivity.

Manual frequency selection is also closed if you select a station with a station button.

### Adjusting the frequency in stages

- *Briefly press* one of the arrow buttons to the right and left of the frequency dial.
- **OR:** Turn the setting knob ⇒ [fig. 123 \(3\)](#).

### Quickly browsing the frequency band

- Place your finger on the slider  in the frequency dial and drag it along the dial .
- **OR:** Press a point on the scale either side of the slider. The slider will then “jump” straight to the selected point.

- **OR:** Press one of the arrow buttons at the top of the screen. The slider automatically runs through the frequency band in the corresponding direction and stops when a station has been found.

Applicable only in the United States

## HD radio ¶

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Fig. 138 Digital main station set.


ⓘ Please first read and heed the **WARNINGS** ⚠ note the introductory information and heed the **WARNINGS** ⚠

Some radio stations also provide their output in digital format as “HD Radio <sup>TM</sup>”.

HD Radio <sup>TM</sup> must be activated in the **Radio settings**

If the station you are listening to broadcasts in HD Radio <sup>TM</sup>, the radio automatically switches to digital HD radio reception.

The  symbol is displayed as active at the top right of the screen when digital reception is active.

When you leave the area with digital coverage, the radio switches to the analog main station and “  ” symbol is shown as inactive (gray).

### Setting HD radio sub-channels

Some HD radio stations provide additional sub-channels via their digital channel.

Available sub-channels are shown on the screen while the main channel is selected (display: **HD1**, **HD2** etc.).

- Press the arrow button ◀ on the screen to set the next sub-channel.
- Press the arrow button ▶ again changes to the next sub-channel. If there is no other sub-channel available then the next change takes you to the next available station.
- Pressing the arrow button ◀ changes back up through the available sub-channels to the main channel.

The sub-channel that is currently selected is shown on the screen after the display of the main channel (such as . . . -**HD2** for the second sub-channel).

The station list only shows the sub-channels of the set main channel. The sub-channels of other HD radio stations cannot be displayed.

## Changing the station buttons and storing a radio station

---



Fig. 139 RADIO main menu.

📖 . Please first read and heed the **WARNINGS** ⚠️ on page 241, note the introductory information and heed the **WARNINGS** ⚠️ .

In the *RADIO* main menu, you can store stations from **all** frequency bands on 36 numbered function keys. These function keys are called “station preset buttons”.

If **no station buttons are displayed** in satellite radio mode, the song info feature has been activated .

### Changing the displayed station buttons

The station buttons are displayed in groups of six function keys.

- In the *RADIO* main menu, press the *Memory* function key.
- In the pop-up window, press to select the desired group of station buttons (for example [fig. 139](#): memory 1...6).

### Storing stations on a displayed station button

Storing a station to a station button overwrites any station previously stored to that button.

If the station you are listening to is stored to a station button, the name of the frequency band displayed in the *RADIO* main menu is followed by the station button number ⇒ [fig. 140](#).

- Select a frequency band and station.
- Press the desired station preset button until a signal tone sounds.
- The station currently playing is now stored on that station button.

All stored stations can be deleted together

## Selecting stations stored to station buttons

---



Fig. 140 RADIO main menu: Preset 4 selected.

 Please first read and heed the WARNINGS  note the introductory information and heed the WARNINGS 

- Selecting station buttons to be displayed in the *RADIO* menu
- Press the station button in which the desired station is displayed.
- **OR:** If an arrow is displayed on the  $\text{Presets}$  function key, you can also browse through the stored stations with the arrow buttons

It is possible to switch to a stored station on a different frequency band.

A stored station can only then be played if it can still be received at the current location.

Applicable only in the United States

### Satellite radio mode

---

 Please first read and heed the WARNINGS  note the introductory information and heed the WARNINGS 

In the USA and Canada satellite radio with a large selection of audio programs of varied categories (music, news, sport, entertainment etc.) can also be received.

Satellite radio services are subject to subscription charges. The subscription must be activated for use either by telephone or Internet using the unit-specific Sirius ID.

#### Displaying the Sirius ID

- Press the *SETUP* Infotainment button  $\Rightarrow$  fig. 123.
- Press the *Radio* function key.
- Press the function key *SIRIUS ID*

The Sirius ID and the Internet address and the telephone number of the Sirius activation Hotline are displayed in the pop-up window.

Different packages can be ordered. Further information on satellite radio mode is available from Volkswagen dealerships and via the Internet address displayed.

- Press function key *OK* to close the pop-up window



The Sirius ID is also shown on channel 0.



## Satellite radio main menu

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Fig. 141 Satellite radio main menu.

📖 Please first read and heed the WARNINGS ⚠️ note the introductory information and heed the WARNINGS ⚠️

- In the *RADIO* main menu, press function key *Band* and in the pop-up window press function key *SIRIUS* ➡️ fig. 141

The last used station will be selected.

The *satellite radio* main menu contains information on the selected station (station category, station name and channel number). In addition, information on the current track can also be displayed (track, artist and album name).

- Press the *SIRIUS* 📡 function key .
- In the pop-up window, press the *Song Info* function key.

Track information is displayed in place of the station buttons in the lower half of the screen. If track information is not available, the window remains empty after it is opened.

- Briefly press the display window to hide the track information.
- **OR:** Press the *SIRIUS* 📡 function key and press the *Song Info* function key in the pop-up window.

### Changing the displayed station buttons

- Press the *Presets* function key and press the desired station buttons in the pop-up window.

Storing and selecting the stored stations

### Service displays on the screen

#### Display: meaning

---

**Channel Update:** The Sirius program structure is being updated. Satellite radio reception is not available while updating is in progress. After the update, some stations may be broadcast on a different channel.

**Invalid:** The station is no longer available on the stored or manually selected channel.

**Unsubscribed:** The station is not included in your current subscription package or your subscription has expired.

---

**Subscription Change:** In the pop-up window, press the *OK* function key to start the station update following a subscription package change.

---

**Linking:** Satellite radio reception is currently not available, such as under trees or in an underground parking garage.

---

## Display: meaning

**Antenna:** Aerial fault. Please contact a Volkswagen dealership.

## Changing station and selecting a category



Fig. 142 Station list for station selection.

ⓘ Please first read and heed the WARNINGS ⚠ note the introductory information and heed the WARNINGS ⚠

### Changing station

- Briefly press an arrow button ◀ or ▶ on the screen to select a different station.
- **OR:** Turn the setting knob ⇒ fig. 123 (3).

If an arrow ▶ is displayed on the ▶ Presets function key, pressing the arrow buttons changes to stored stations only. The setting can be changed in the **Radio settings** menu

### Opening the station list and selecting stations

All available stations are displayed in the station list ⇒ fig. 142.

- In the *satellite radio* main menu, press the Channels function key ⇒ fig. 141. The list view “jumps” straight to the view of the station you are listening to.
- Search through the list and press the required station to select it
- To close the station list, press the ↵ function key .

The station list closes automatically after a period of inactivity.

### Selecting a different station by changing the category

The currently selected category is displayed in the function key at the top right of the station list.


The order of the satellite stations and which categories are displayed can be preselected in the Radio Settings

- Press the function key with the display of the current categories.
- Press a category to select it in the pop-up window.

The station list view “jumps” to the display of the selected category and plays the first station in this category.

## SCAN

- Press the **SIRIUS**  function key followed by the **Scan** function key in the pop-up window to start the scan feature.

The **SIRIUS**  function key changes to **Scan**. All stations of the chosen category are played in sequence for roughly 5 seconds.

- Press the **Scan** function key to stop the scan feature at the station that is currently playing.

Manually selecting a station with the arrow buttons or station buttons also stops the scan feature.

### Entering a channel number manually

The channel number for a satellite station can also be entered manually.

- In the *satellite radio* main menu, press the **Tune** function key to open an input window.
- Enter a channel number in the input window.
- Press the **OK** function key to close the input window and switch to the channel you have entered.
- To close the input window without making changes, press the **Tune** function button.



### WARNING

**Driving on today's roads demands the full attention of the driver at all times. Driver distraction causes accidents, collisions and serious personal injury!**

- **Never let yourself be distracted when setting, adjusting, or using the Infotainment System, when using your cell phone, or when operating the cell phone controls.**
- **Always drive attentively and responsibly. Use the Infotainment system, your cell phone, and the cell phone controls only if road, traffic, and weather conditions permit and you will not be distracted from your driving.**
- **If you cannot use the Infotainment System, your cell phone, or the cell phone controls safely while driving, wait until later or find a safe spot where you can pull off the road and park the vehicle.**
- **Always set sound volume levels so that you can clearly hear horns, sirens, and other warning sounds outside the vehicle.**



If stations in a certain category in the station list are not displayed or cannot be called up, the category filter in the **Radio settings** may have been activated

## Radio settings

 Please first read and heed the **WARNINGS**  note the introductory information and heed the **WARNINGS** 

- Press the **SETUP** Infotainment button ⇒ [fig. 123](#).
- Press the **Radio** function key.

### Function key: Effect

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**Arrow Keys:** Define the station selection for the arrow buttons **◀** and **▶** Depending on the selection made, an arrow **▶** is displayed in the function key **Stations**, **Channels** OR **Presets** in all radio main menus.

## Function key: Effect

---

£ Station list: All available stations and channels can be browsed in sequence with the arrow buttons.

£ Presets: Only stations and channels that are stored to station buttons can be browsed with the arrow buttons.

---

Presets: Select the station buttons to be displayed

Press one of the functions buttons `Presets x...x` to display the desired group of station buttons in the main menu *RADIO*.

---

HD radio: HD radio is activated

---

Delete Presets: When `Delete` is pressed, all stations and channels stored to station buttons are deleted.

---

SIRIUS ID: Displays the Sirius ID

---

Sort stations: the station list shows all satellite stations as selected:

Station number : in the all categories view arranged according to channel number.

Category/Station name : in the category view arranged according to station name.

Category/Station no. : in the category view arranged according to channel number.

Station name : in the all categories view arranged according to station name.

---

Category filter: restrict selection of stations to certain categories.

If the check box in the  `Category filter` on function key is deactivated, all categories are displayed and all stations can be selected.

# Media mode: Introduction

## Introduction

---

In this section you'll find information about:


- Data media and file requirements
- Inserting or removing data media
- Loading external DVD changer
- Open MEDIA main menu
- Changing the media source
- Track or chapter selection in audio and video menu

“**Media sources**” are audio and video sources containing audio and video files on various different data media (such as CD, DVD, memory CARd, external MP3 player). These files can be played back using the corresponding players or inputs of the Infotainment System (internal CD/DVD player, memory CARd slot, etc.).

### Copyright

Audio and video files stored on data media are normally subject to national and international copyright laws. Observe legal regulations!

### More information:

- Safety information  for Infotainment System
- Basic information on use
- MEDIA-IN multimedia jack



### WARNING

Opening a CD or DVD player's housing can lead to injuries from invisible laser radiation.

- Have CD or DVD players repaired only by a qualified workshop.



### WARNING

Driving on today's roads demands the full attention of the driver at all times. Driver distraction causes accidents, collisions and serious personal injury!

- Never let yourself be distracted when setting, adjusting, or using the Infotainment System, when using your cell phone, or when operating the cell phone controls.
- Always drive attentively and responsibly. Use the Infotainment system, your cell phone, and the cell phone controls only if road, traffic, and weather conditions permit and you will not be distracted from your driving.
- If you cannot use the Infotainment System, your cell phone, or the cell phone controls safely while driving, wait until later or find a safe spot where you can pull off the road and park the vehicle.
- Always set sound volume levels so that you can clearly hear horns, sirens, and other warning sounds outside the vehicle.



## NOTICE

- When inserting and removing CDs and DVDs, always hold them at right angles to the front of the unit. Inserting or removing them at an angle to the DVD drive may lead to scratching.
- Inserting a second CD or DVD while a CD or DVD is inserted or is being ejected can destroy the DVD drive. Always wait until the data media is completely ejected.



## NOTICE

**Any foreign objects attached to a data medium and non-round data media can damage the DVD drive.**

- Only clean 12-cm standard CDs or DVDs should be used!
  - Do not attach stickers or other items to the data medium. Stickers may peel off and damage the drive.
  - Do not insert 8-cm single CDs or non-round CDs (shaped CDs) or DVDs.
  - Do not insert DVD-Plus, Dual Discs and Flip Discs, as these are thicker than standard CDs.



CDs can also be played in a DVD drive if they meet the requirements .



Uneven road surfaces and strong vibrations may cause CDs and DVDs being played in the DVD drive to jump.



If the temperature inside a DVD drive is too high, loading and playback of CDs and DVDs is disabled.

## Data media and file requirements

---

**📖 Please first read and heed the WARNINGS ⚠️ note the introductory information and heed the WARNINGS ⚠️**

Factory-fitted CD and DVD drives conform to safety class 1 according to DIN IEC 76 (CO) 6/ VDE 0837.

Only use 12-cm standard CDs or DVDs and memory CARds with the dimensions 32 mm x 24 mm x 2.1 mm or 1.4 mm.

Data media	Conditions for playback	
	Audio files	Video files
<ul style="list-style-type: none"> <li>i Audio CDs (up to 80 min).</li> <li>i Standard video DVD and DVD-compatible DVD audio.</li> <li>i CD-ROM-, CD-R-, CD-RW audio data CD up to max. 700 MB (Megabyte) in the data system ISO 9660 Level 1 and 2, Joliet or UDF 1.02, 1.5, 2.01, 2.5</li> <li>i DVD+/-R/RW up to 4.7 GB and dual layer DVDs up to 8.5 GB in the Joliet file system (single-session only); UDF.</li> <li>▸ SDHC memory CARds up to 32 GB. ▸ SD- and MMC memory CARds in the data system FAT12, FAT16, FAT32 or VFAT up to max. 2 GB (Gigabyte) and SDHC memory CARds up to max. 32 GB.</li> </ul>	<ul style="list-style-type: none"> <li>– Digital audio specification !.</li> <li>– Bit rates from 160 kbit/s (recommended) up to 320 kbit/s and 48 kHz sampling frequency.</li> <li>– Format: MPEG layers 1, 2, and 3 (.MP3).</li> <li>– Format: . Windows Media Audio 8 and 9 (.wma, .asf).</li> <li>– Format: MPEG layers 2 and 4 (.m4a, .m4b, .mp4, .aac).</li> </ul>	<ul style="list-style-type: none"> <li>– Bit rates up to 2000 kbit/s.</li> <li>– Maximum resolution 720 x 576 pixel.</li> <li>– Format: MPEG layers 1 and - 2 (.mpg, .mpeg).</li> <li>– Format: ISO-MPEG4; DivX 3, 4 and 5 Xvid (.avi).</li> <li>– Format: ISO-MPEG4 H.264 (.mp4, .m4v, .mov).</li> <li>– Format: Windows Media Video 9 (.wmv, .asf).</li> </ul>
	<ul style="list-style-type: none"> <li>– Playlists supported in formats M3U, PLS and WPL (not supported by the media center (HDD)).</li> <li>– Limit of 4 partitions.</li> <li>– On DVD limit of 1000 files per medium and directory.</li> <li>– On memory CARds limit of 4000 files and limit of 1000 files per directory.</li> <li>– Limit of 3000 files in the media center (HDD).</li> </ul>	

Requirements for using external data media via the MEDIA-IN multimedia jack .

### Restrictions and notes

Windows Media Audio 9 Voice, Lossless and Professional as well as DRM-protected files are **not supported**. Other data media with copy protection and multi-session CDs and DVDs can sometimes not be played back or only with limitations.

Dirt, high temperatures and mechanical damage can render a data medium unusable. Please observe data medium manufacturer information.

Quality differences between data media of different manufacturers can cause problems during playback.

The data medium configuration or the devices or programs used for recording can cause individual tracks or data medium to be unreadable. Information can be found on the Internet on the best ways to create audio files, video files and data media (compression rate, ID3 tag etc.).

Due to the larger quantity of data, it takes longer to read a data medium containing compressed audio files (such as MP3, WMA) than a “normal” audio CD. Complex directory structures can also the delay the reading process. If possible, only use data media with readable audio and video files.

**Play lists** only define a certain playback sequence. Play lists do **not** save any files. Play lists **cannot** be played if the files on the data medium are **not** saved in the location to which the play list is referring (relative data path). Play lists **cannot** be copied to the media center (HDD).



### NOTICE

**Do not use memory CARd adapters.**



No liability can be accepted for damaged or lost files on the data media.

## Inserting or removing data media



Fig. 143 Data media slots in glove compartment.

**Please first read and heed the WARNINGS ⚠ note the introductory information and heed the WARNINGS ⚠**


The driver should not operate the unit while driving. Insert or change data media before starting your journey.

Various data media (CDs, DVDs and memory CARds) can be inserted or connected (USB storage media or MP3 players via the MEDIA-IN multimedia jack). Data media can contain both audio and video files.

Compressed and supported audio files and some video files can be saved on the **Media center** (HDD)

The slots for a CD or DVD and 2 memory CARds are located in glove compartment ⇒ [fig. 143](#).

### Inserting or ejecting CDs or DVDs

- Hold the CD or DVD with the printed side facing up.
- Push the CD or DVD into the DVD slot (3) to the point where it is drawn in automatically. Do not push it in any further.
- Press the unit button  (1) to move the CD or DVD into the eject position.

Once in the eject position, the CD or DVD must be removed within about 10 seconds otherwise it will be drawn back in.

In addition, an external DVD changer is located in the luggage compartment behind the right-hand side trim

### Inserting or removing memory CARds

If a memory CARd cannot be inserted, check the insert position and memory CARd.

- Insert a compatible memory CARd into one of the memory CARd slots (2) with the cutoff corner first and facing right until the CARd clicks into place.
- To remove, briefly press the inserted memory CARd. The memory CARd “pops” into the eject position and can be removed.

No files can be copied onto the memory CARd in the unit.

### Data media or files cannot be read

A message will be shown if a data medium cannot be read. The data medium needs to be removed manually.

Only supported files can be displayed and played via the Audio menu. Other files are ignored.

When you browse a media source, folders containing non-supported files are also displayed, but they appear empty once opened.

Navigation data (VCARds etc.) can only be read via the **Directory** menu





## WARNING

Inserting data media when the vehicle is moving can distract you from the road and lead to accidents. Always keep the storage compartment closed when the vehicle is moving.



## NOTICE

The memory CARd slot's locking mechanism and the memory CARd can be damaged by incorrect insertion of a memory CARd or by inserting an incompatible memory CARd!

- When inserting a CARd, make sure it is correctly positioned.
- Excessive pressure can destroy the locking mechanism in the memory CARd slot.
- Only use suitable memory CARds .



If you insert a number of different CDs and DVDs and receive the message *Drive error* every time, contact a qualified workshop.

## Loading external DVD changer

---

 Please first read and heed the WARNINGS  note the introductory information and heed the WARNINGS 

The DVD changer is located on the right of the luggage compartment behind a cover

Six 12-cm standard CDs and DVDs can be inserted into the DVD changer. You do **not** have to load all the slots in the DVD changer.

CDs and DVDs in the CD changer can be selected and controlled via the Infotainment System

Only video files in the formats ISO-MPEG4 (.asf) and DivX 3, 4 and 5 (.avi, .divx) can be played in the DVD changer.

DTS audio format and the playlist format “.wpl” are not supported.

### Loading DVD changer

- Press the **LOAD** button. The number button of the next free DVD slot starts to flash.
- To manually select another DVD slot press one of the number buttons **1** to **6**
- When the LEDs in the DVD slot flash green, push the CD or DVD into the DVD slot with the unprinted side facing the number buttons until it is automatically drawn in.

For **quick loading** press and hold the **LOAD** button for longer than 3 seconds. The free slots in the DVD changer will be prepared for loading one after the other.

### Ejecting a CD or DVD

- Press the **▲** button. The number buttons of the occupied DVD slots start to flash.
- Select the required DVD slot by pressing one of the number buttons **1** to **6**
- The data medium is moved to the eject position.
- When the LEDs in the CD slot flash green, the data medium can be removed.

A CD or DVD will be drawn back in if it is not removed from the eject position within 30 seconds.

To eject **all** data media from the DVD changer, press and hold the **▲** button for longer than 3 seconds. The data media will be ejected one after the other.

## ! NOTICE

Only insert or remove CDs or DVDs if the LEDs on the DVD slot are flashing green.

## ! NOTICE

Before closing the side compartment in the luggage compartment, check whether the CD or DVD has been drawn in or removed completely. The DVD changer or the data medium might otherwise be damaged.



Playlists in the format cannot be played in the external DVD changer.

## Open MEDIA main menu

---



Fig. 144 MEDIA main menu: Audio menu.



Fig. 145 MEDIA main menu: Video DVD menu.

📖 Please first read and heed the WARNINGS ⚠️ note the introductory information and heed the WARNINGS ⚠️

### Audio, video and media sources

“**Audio sources**” are sources which transmit audio signals; “**video sources**” transmit both audio and video signals. “**Media sources**” are all audio and video sources which can be selected.

In the *MEDIA* main menu different media sources can be selected and played back.

When the system is switched over to play a **standard video DVD**, the *MEDIA* main menu is opened automatically as a *Video DVD menu*

Other video sources (such as AVI films) are played back like audio files only via the *Audio menu* .

### Starting media mode

- Press the *MEDIA* Infotainment button ⇒ [fig. 123](#).

Playback of the last media source played is continued if the data medium is still available in the Infotainment System.

Depending on the selected media source, the *MEDIA* main menu is opened as an *Audio menu* or *Video menu* ⇒ [fig. 145](#).

If no media source is available, the *MEDIA* main menu cannot be opened.

## Changing the media source

---



[Fig. 146](#) MEDIA main menu with display of currently playing and available media sources.

📖 **Please first read and heed the WARNINGS ⚠️ note the introductory information and heed the WARNINGS ⚠️**

- In the *MEDIA* main menu, press the *Source* function key ⇒ [fig. 146](#).
- Press one of the active function keys in the pop-up window to switch to playback of this media source.

The media source currently being played is highlighted. Any media source that can currently not be selected is shown as inactive .

If a previously played media source is selected again, the playback continues at the last played position.

When **video sources are played back**, the function keys are hidden after a while.

- Briefly press the screen or *MEDIA* Infotainment button to display the function keys.

### Optionally selectable media sources in the Audio menu

📁 HDD: **Media center** (internal hard drive)

📁 SD: Memory CARd

📁 INT. [ ]: Internal DVD drive

📁 EXT. [ ]: External DVD changer

📁 AUX: External audio source to AUX-IN or external data medium to multimedia jack MEDIA-IN



## WARNING

The volume may suddenly get louder when you switch media source or connect a new audio source.

- Always lower the base volume before switching media source or connecting a new audio source.



## NOTICE

Excessively loud or distorted playback can damage the vehicle speakers.

## Track or chapter selection in audio and video menu

📖 Please first read and heed the WARNINGS ⚠️ note the introductory information and heed the WARNINGS ⚠️

The tracks or chapters of the media source being played can be switched through one after the other with the arrow buttons on the screen (observe playing order of audio files and folders).

It is also possible to select tracks using the ◀ or £ buttons on the multi-function steering wheel.

It is **not** possible to use the arrow key to switch to playback from a play list. Playback from play list must be started manually via the menu for track selection.

### Controlling playback via the MEDIA main menu

Response	Effect
Briefly press the button ◀◀ once.	Switch tracks or chapters at the start of the current track or chapter.
Briefly press the button ◀◀ twice.	Switch tracks or chapters at the start of the previous track or chapter.
Briefly press the button ▶▶ once.	Switch to next track or chapter.
Press ◀◀ and <i>hold</i> .	Fast search backward.
Press ▶▶ and <i>hold</i> .	Fast search forward.
Briefly press the button    once.	Playback stops. The button    changes to £
<b>OR:</b> Briefly press the button £ once.	Playback is resumed. The button £ changes to

## Media mode (audio):

### Introduction

---

In this section you'll find information about:

Playing order of audio files and folders

Playback of video files in the Audio menu

Track display in Audio menu

Browsing audio and media sources

Changing playback mode

Media center (HDD): importing files


Media center (HDD): Accessing stored audio and video files

External audio source connected via AUX-IN

External audio source connected via Bluetooth®

AUX volume: adjusting playback volume

#### More information:

- Safety information  for Infotainment System
- Basic information on use
- Media mode: Introduction
- MEDIA-IN multimedia jack

### Playing order of audio files and folders

---

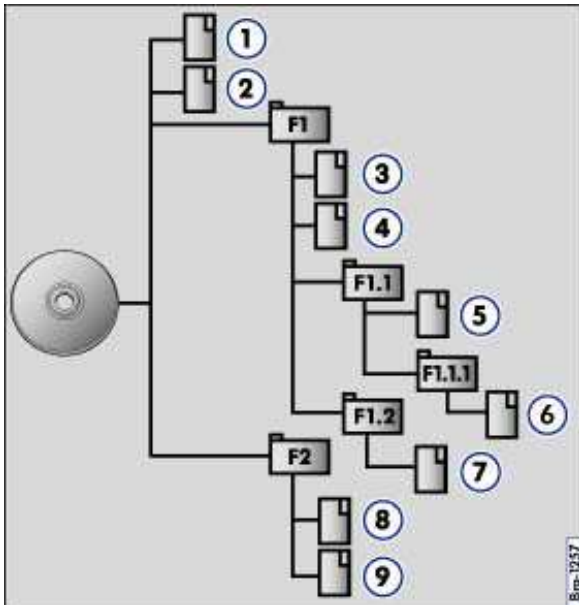


Fig. 147 Possible structure of an audio data CD or DVD.

 . Please first read and heed the WARNINGS  and note the introductory information .

Files <sub>b</sub> on data media are often organized by means of folders <sub>1</sub> and play lists <sub>·</sub> to determine a certain playing order.

Files, folders and playlists on a data medium are sorted by name in alphanumerical order.

The illustration shows a typical audio data CD that contains tracks  $b$ , folders  $a$  and sub folders  $\Rightarrow$  fig. 147.

The tracks are played back as follows:

1. Tracks (1) and (2) in the CD's root directory
2. Track (3) and (4) in the **first** directory **F1** in the root directory of the CD.
3. Track (5) in the **first** subdirectory **F1.1** of the directory **F1**
4. Track (6) in the **first** subdirectory **F1.1.1** of the subdirectory **F1.1**
5. Track (7) in the **second** subdirectory **F1.2** of the directory **F1**
6. Track (8) and (9) in the **second** directory **F2**

Play lists are treated like directories in the playback sequence.



## WARNING

**Driving on today's roads demands the full attention of the driver at all times. Driver distraction causes accidents, collisions and serious personal injury!**

- **Never let yourself be distracted when setting, adjusting, or using the Infotainment System, when using your cell phone, or when operating the cell phone controls.**
- **Always drive attentively and responsibly. Use the Infotainment system, your cell phone, and the cell phone controls only if road, traffic, and weather conditions permit and you will not be distracted from your driving.**
- **If you cannot use the Infotainment System, your cell phone, or the cell phone controls safely while driving, wait until later or find a safe spot where you can pull off the road and park the vehicle.**
- **Always set sound volume levels so that you can clearly hear horns, sirens, and other warning sounds outside the vehicle.**



Compressed video files (Podcasts, AVI) on a data medium are treated like audio files when played back.



Play lists are **not** automatically played, they must be specifically selected via the menu for track selection.

## Playback of video files in the Audio menu

---

 **Please first read and heed the WARNINGS  and note the introductory information**

Compressed video files (Podcasts, AVI) that are stored on a data medium can also be played back via the *Audio menu* (observe requirements for data media).

Operation and playback is same as described for the playback of audio files.

When video files are played back, the function keys are hidden after a while.

- Briefly press the screen or **MEDIA** Infotainment button to display the function keys.



Video DVDs are played back in the *Video DVD menu*

## Track display in Audio menu

---



Fig. 148 MEDIA main menu: Audio menu.

**ⓘ Please first read and heed the WARNINGS ⚠ and note the introductory information**

Track information on various artists and albums are stored in the unit (Gracenote™-database). Furthermore track information may be stored on the data medium itself (CD text, ID3 tag for MP3 files).

Meta data containing the album, track, artist, genre and comments for MP3, WMA and M4A files can be exported as track information. The **track name** is displayed in the center with the **artist** above it and the **album name** below it ⇒ [fig. 148](#).

If the corresponding information is stored on the data medium, a picture of the album cover can also be displayed at the top right instead of the placeholder (maximum resolution: 800 x 800 pixels, file format: GIF, JPEG or PNG).

You will find information on how to create audio files so that track and cover information can be read by the unit on the Internet, for example. Observe requirements for data media and files .

If no track information is available for the track being played or display of track information is disabled, only the **Track** and the track number according to the order on the data medium will be displayed.

The elapsed playing time and the remaining playing time are displayed in minutes and seconds to the left and right of a progress bar. The running time display might be incorrect for files with a variable bit rate.

### Deactivating track information display

- Press the [SETUP](#) Infotainment button ⇒ [fig. 123](#).
- Press the [Media](#) function key.
- Check the check box in the [Activate artist/track name](#) function key by pressing it .

## Browsing audio and media sources



Fig. 149 Track list of a playing audio CD.



Fig. 150 Track list of a playing audio data CD.

📖 Please first read and heed the **WARNINGS** ⚠ and note the introductory

In the *Audio menu* ⇒ [fig. 148](#), tracks are changed using the function keys on the screen .

### Selecting tracks from the track list

- Select media source for playing back audio files .
- In the *Audio menu*, press the `Select` function key to open the track list.
- Browse through the track list .
- Press the desired track to select it.

Tracks can also be opened from the track list by turning the setting knob ⇒ [fig. 123 \(3\)](#) to select them and then pressing it.

The track that is currently playing is highlighted in the track list ⇒ [fig. 149](#).

If track information is available, the track name is displayed in the selection menu instead of **Track**.


The media source is displayed in the title bar.

### Browsing data media


You can manually search through the folder structure of a data medium where the files are organized by means of folders and playlists.

- Touch the display of a playlist 📑 or of a folder 📁 in the track list (such as 📁 F1.1.1) to open it ⇒ [fig. 150](#).



- Press the  function key to open the current folder's parent folder (for example : **F1**).

The audio source and the folder currently opened are displayed in the title bar (in **. : SD CARD** and folder **F1.1**).

Pressing the  function key several times switches from one folder to another until you reach the top selection level of the data media.

If only the name of a data medium is displayed in the title bar, this means the root directory of the data media is opened ⇒ [fig. 153](#).

## Changing playback mode



[Fig. 151](#) Extras pop-up window for audio mode.

 **Please first read and heed the WARNINGS** and note the introductory information

Refer to the information on the playing order of audio files and folders

Only one playback mode can be active at any one time. Each selected playback mode is indicated in the respective function key (such as **Mix**).

### Starting random play or (Mix) scan (Scan)

- During playback, press the **Extras** function key in the *Audio menu* ⇒ [fig. 151](#).
- Press **Mix** or **Scan** in the pop-up window to start the mix or scan feature and close the pop-up window.

### Starting the repeat feature (Repeat)

- During playback in the *MEDIA* main menu, press the **Repeat** function key and select the repeat feature by pressing.

The range of repeat functions available depends on the selected audio source and the type of audio files played.

**Repeat track** repeats the current track.

**Repeat folder** repeats all tracks of the current folder.

### Stopping playback mode

The random play (**Mix**) and repeat functions (**Repeat**) remain active for the corresponding audio source until they are closed for that source.

- Press the function key with the display of the current playback mode (such as **Mix**) to resume normal playback at the current track.

The scan feature (**Scan**) and random play (**Mix**) are stopped if a track is selected manually.

## Media center (HDD): importing files

---

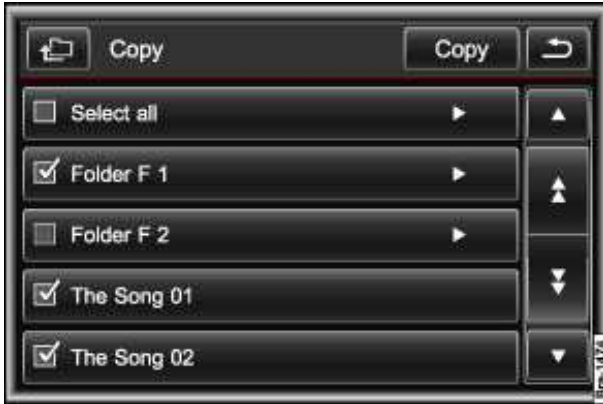


Fig. 152 Select audio files to be imported.

ⓘ Please first read and heed the **WARNINGS** ⚠ and note the introductory information

The “Media center” is on the hard disk drive inside the unit (HDD<sup>4</sup>).

Compressed audio files (MP3, WMA) and some video files (podcasts, AVIs etc.) can be imported from various data media into the **Media center** and played from there.

Only perform the copying procedure while the engine is running. CDs and DVDs with copy protection may not be copied.

### Selecting a memory location and copying tracks

- Switch to the media source from which you want to import files to the **Media center** .
- In the *Audio menu*, press the **Extras** function key ⇒ [fig. 151](#).
- Press the **Import** function key to import the file.

The data medium is prepared. This procedure can take a few seconds.

- The **Import** menu is then opened ⇒ [fig. 152](#).
- Check the check boxes next to the files or folders that you want to import.
- If you activate  **Select all**, all files and folders on the data medium will be imported.
- Press the **Import** function key.

The selected files and folders are imported into the **Media center** using the displayed names.

If no track information is available, audio files are imported as “**Track**” and albums or artists as “**Unknown**” with serial number.

### Functions and progress display during the copying operation

A progress indicator is displayed during the copying procedure.

- Press the **Cancel copying** function key to end the import with the last complete stored track.
- Press the **MEDIA** Infotainment button to close the progress indicator.
- Press the **Source** function key and press another media source to call it up ⇒ [fig. 146](#).

The copying progress indicator can be displayed again.

- In the **Audio menu**, press the **Extras** function key ⇒ [fig. 151](#).
- In the pop-up window, press the **Import** function key.

---

<sup>4</sup> HDD stands for Hard Disc Drive (hard drive).

## Checking hard disk capacity of *Media center*

- In the *Audio menu*, press the `Extras` function key ⇒ [fig. 151](#).
- In the pop-up window, press the `HDD capacity` function key.

The **HDD capacity** menu shows how much hard drive memory space is used and how much is still available for storage.

- Press the `↵` function key to close the menu.



If the unit cancels a copying operation, check the capacity of the internal hard drive and check the source data medium.



Play lists **cannot** be imported into the media center (HDD).

## Media center (HDD): Accessing stored audio and video files

---



[Fig. 153](#) Selection menu for media center.

Please first read and heed the **WARNINGS** and note the introductory information

When tracks are stored, they are sorted into different categories and lists according to the available track information ( **Playlists**, **Artists**, **Albums**, **Track**, **Genres** and **Videos** ).

The stored tracks can be displayed in these lists using different sort methods and also opened from there.

- Switching to **Media center** (HDD)
- In the *Audio menu*, press the `Selection` function key to open the track list for the track being played.
- Press the `↵` function key until the selection menu for the **Media center** opens ⇒ [fig. 153](#).
- Press one of the function keys to open the corresponding list view.
- Browse the media center and select tracks as described for audio and media sources

### Deleting stored audio files (tracks) and folders

- Switching to **Media center** (HDD)
- Touch the `Extras` function key.
- In the pop-up window, press the `Delete` function key.
- Next search through the **media center** for files that you want to delete.
- List entries (tracks and folders) can be selected individually by pressing .
- If you press the `Select all` function key, all list entries will be selected  .

- Press the **Delete** function key to delete all selected entries.
- Accept the confirmation dialog by pressing the **Delete** function key.

The delete process may take some time, depending on the number of files being deleted.



. For copyright reasons, **all** files stored in the media library need to be deleted before the unit is passed on.



. Using the voice control, you can also record the name of an artist, album or track stored in the media center after the corresponding voice command

## External audio source connected via AUX-IN

---

**Please first read and heed the WARNINGS and note the introductory information**

In some vehicles, there is an AUX-IN socket in the storage compartment in the front center armrest. Connect the external audio source to the AUX-IN socket using a suitable cable with 3.5-mm jack plug. If instead your vehicle has a MEDIA-IN multimedia jack in the storage compartment on the front passenger side, an adapter cable should be used to connect the external audio source with a 3.5-mm jack plug.

Before connecting or playing an external audio source, turn down the base volume on the Infotainment System. The **output volume** of an external audio source can be adjusted to the volume of the other audio sources later on.

Audio sources connected via AUX **cannot** be controlled via the Infotainment System. Playback is started, controlled and stopped via the external audio source.

You need to switch over the system in the *Audio menu* to playback the external audio source over the vehicle loudspeakers.

**AUX/Bluetooth audio** is displayed on the Infotainment System screen.

Otherwise only the **Source** function key is displayed to switch media sources.



### WARNING

**External devices that are loose or not securely attached can be thrown around the passenger compartment during a sudden driving or braking maneuver or in a crash.**

- **While the vehicle is in motion, always secure external devices properly outside the airbag deployment zones or stow them away safely.**
- **Always route wires for external devices so that they do not interfere the driver's view through the windows.**



. If the external audio source is powered by the 12 Volt outlet of the vehicle, interference is possible.

## External audio source connected via Bluetooth®

---

**Please first read and heed the WARNINGS and note the introductory information**

Bluetooth audio mode is only available if the vehicle is equipped with a factory-fitted cell phone package. The external Bluetooth audio source must support the A2DP Bluetooth profile.

The Bluetooth audio source needs to be connected to the Infotainment System via the telephone control .

The  Bluetooth audio (A2DP) feature needs to be activated in the Bluetooth settings via the **Telephone settings** menu.

### Starting playback via the vehicle speakers

Before connecting or playing an external audio source, turn down the base volume on the Infotainment System.

Playback is started and stopped via the Bluetooth audio source.

You need to switch over the system in the *Audio menu* to playback the Bluetooth audio source over the vehicle loudspeakers .

**AUX/Bluetooth audio** is displayed on the Infotainment System screen.

### Playback control

The extent to which the Bluetooth audio source can be controlled using the infotainment system depends on the Bluetooth audio source connected up.

With media players which support the AVRCP Bluetooth profile, replay can be automatically stopped or started at the Bluetooth audio source, when switching to Bluetooth audio or another audio source. A track can also be displayed or changed via the infotainment system.

As a general rule, it is not possible to display a list of track or select various playback modes using Bluetooth audio sources.



. Due to the large number of different Bluetooth media players available, it is not possible to guarantee operation of all functions described here.



. On a connected Bluetooth audio source, all warning and service tones, such as touch tones on a mobile phone, should be switched off to avoid interference and malfunctions.



. Always switch off the warning and service tones on a connected Bluetooth audio source, e.g. key tones on a mobile telephone, to prevent interference noise and malfunctions.



. Do not connect an external media player to the infotainment system for playback via Bluetooth and via the MEDIA-IN multimedia interface **at the same time** as this may lead to problems in playback.

## AUX volume: adjusting playback volume

---

 . Please first read and heed the **WARNINGS** and note the introductory information .

You can adjust the **input volume** on the Infotainment System for some external audio sources (such as for external audio sources connected via AUX). The **output volume** of an external audio source can be adjusted to the volume of the other audio sources.

If you need to increase the output volume, first lower the base volume on the Infotainment System .

### Open settings menu

- Connect the external audio source.
- Press the **SETUP** Infotainment button ⇒ [fig. 123](#).
- Press the **Media** function key.
- Press the **AUX volume** function key.

- Move the slider  to change the setting .

### **Adjusting the output volume**

If the sound from the external audio source is **too quiet**, if possible, increase the **output volume** on the audio source. If that is not sufficient, increase the **AUX volume**.

If the sound from the connected audio source is **too loud or distorted**, if possible, lower the **output volume** on the audio source. If that is not sufficient, decrease the **AUX volume**.



. The **AUX volume** function key is only displayed if the playback volume for the connected audio source can be adjusted.

# MEDIA-IN multimedia jack

## Introduction

---

In this section you'll find information about:

Requirements and information


Connecting and operating

Audio files and some video files on an external data medium connected to the MEDIA-IN multimedia jack can be played and controlled via the Infotainment System.

Where this manual refers to external data media, this means USB mass storage devices containing supported files, such as MP3 players, iPods® and USB sticks. External data media and audio sources are displayed as **AUX** on the Infotainment System.

The MEDIA-IN multimedia jack provides 5 Volts, commonly used by USB devices.

### More information:

- Safety information  for Infotainment System
- Basic information on use
- Media mode



### WARNING

**External devices that are loose or not securely attached can be thrown around the passenger compartment during a sudden driving or braking maneuver or in a crash.**

- **While the vehicle is in motion, always secure external devices properly outside the airbag deployment zones or stow them away safely.**
- **Always route wires for external devices so that they do not interfere the driver's view through the windows.**



### WARNING

**The volume may suddenly get louder when you switch media source or connect a new audio source.**

- **Always lower the volume before switching media source or connecting a new audio source.**



## WARNING

Driving on today's roads demands the full attention of the driver at all times. Driver distraction causes accidents, collisions and serious personal injury!

- Never let yourself be distracted when setting, adjusting, or using the Infotainment System, when using your cell phone, or when operating the cell phone controls.
- Always drive attentively and responsibly. Use the Infotainment system, your cell phone, and the cell phone controls only if road, traffic, and weather conditions permit and you will not be distracted from your driving.
- If you cannot use the Infotainment System, your cell phone, or the cell phone controls safely while driving, wait until later or find a safe spot where you can pull off the road and park the vehicle.
- Always set sound volume levels so that you can clearly hear horns, sirens, and other warning sounds outside the vehicle.

## Requirements and information

---



Fig. 154 MEDIA-IN multimedia jack.

 Please first read and heed the WARNINGS  note the introductory information and heed the WARNINGS 

The MEDIA-IN multimedia jack is located in the storage compartment on the front passenger side.

### Adapter for connecting a data medium

An external data medium must be connected to the MEDIA-IN multimedia jack using an adapter.

An adapter is included with the vehicle. Additional adapters can be obtained from the Volkswagen dealer.

Do not use memory CARd adapters, USB extension cables or USB hubs!

### Requirements

Only files that can be read via the MEDIA-IN multimedia jack can be displayed, played and controlled on the Infotainment System.

MTP players are not supported.

Read and follow the operational instructions of the external data medium.

Please observe further requirements, restrictions and notes



Connectable data media	Requirements for playback via the Infotainment System
<ul style="list-style-type: none"> <li>– USB flash drives (USB sticks).</li> <li>– USB data media that do not need special drivers.</li> <li>– External USB flash drives.</li> <li>– External USB hard drives (HDD) - 1", 1,8", 2,5" with maximum peak and continuous current 500 mA.</li> <li>– iPods<sup>®</sup> and iPhones<sup>®</sup> of various generations<sup>5</sup>.</li> </ul>	<ul style="list-style-type: none"> <li>– USB 2.0 enabled media.</li> <li>– Subclass 1 and 6 USB devices (note manufacturer's information).</li> <li>– Data media in the FAT or FAT32 file systems.</li> <li>– Limit of 4 partitions and 4000 files on the data medium.</li> <li>– Limit of 1000 files per directory.</li> </ul>

## Connecting and operating



**Fig. 155** Selection menu of available media sources.

**ⓘ . Please first read and heed the WARNINGS ⚠ note the introductory information and heed the WARNINGS ⚠**

Before connecting or playing an external data medium, turn down the volume on the Infotainment System .

### Connecting or disconnecting an external data medium

- Connect an appropriate adapter to the MEDIA-IN multimedia jack.
- Connect the external data medium to the MEDIA-IN multimedia jack via the adapter.
- If applicable, switch on the external data medium and select the appropriate data mode.

Even though the display may indicate otherwise, the external data medium may be disconnected from the MEDIA-IN multimedia jack at any time without data loss.

### Operation via the Infotainment System

An external data medium that is correctly connected to the MEDIA-IN multimedia jack can be operated via the Infotainment System.

- In the **Audio menu**, press the **Source** function key ⇒ [fig. 155](#).
- In the pop-up window, press the **AUX** feature key.

Further operation of the external data medium (changing track, selecting tracks and playback modes) is described in the appropriate chapters of this manual

<sup>5</sup> iPod<sup>®</sup> and iPhone<sup>®</sup> are protected trademarks of Apple Inc.

## iPod® and iPhone®

When an iPod® or iPhone® is connected, a special iPod selection menu is displayed at the top selection level similar to the **Media center** selection menu. There you can select list views specific to the iPod ( **Playlists**, **Artists**, **Albums**, **Songs**, **Podcasts** etc. ).

The iPod selection menu is used as normal.

The music control of a connected iPod® or iPhone® is disabled.

The **output volume** of some iPods® or iPhones® can be adjusted to the volume of the other audio sources .

Files **cannot** be imported from an iPod® or iPhone®. The setting for the **Repeat** feature **cannot** be changed.

### Possible error messages after connecting an external data medium

<b>Error message</b>	<b>Cause</b>	<b>Remedy</b>
<b><i>Device is not supported.</i></b>	Playback of the external data medium or communication via the adapter cable is not possible.	Check the adapter cable. Update software of the MEDIA-IN multimedia jack via the Volkswagen dealer. If possible, update the software of the external data medium.
<b><i>Device not functional</i></b>	Communication malfunctioning.	Verify the connection and functionality of external data medium.

Due to the large number of different types of data media and several iPod® and iPhone® generations, no guarantee can be made that all functions described can be executed without errors.

# Media mode (video DVDs)

## Introduction

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In this section you'll find information about:

Starting video DVD mode and operating the DVD film menu

Video DVD menu: controlling playback and changing display settings


DVD settings

### Regional code of video DVDs

The compatibility of video DVDs is often restricted to certain regions (e.g. USA and Canada) by "regional codes". These video DVDs can only be played in units that are coded for the same region.

The unit's DVD drive is configured to read the regional code for the region in which the vehicle was originally sold.

### More information:

- Safety information  for Infotainment System
- Basic information on use
- Media mode



### WARNING

**Driving on today's roads demands the full attention of the driver at all times. Driver distraction causes accidents, collisions and serious personal injury!**

- **Never let yourself be distracted when setting, adjusting, or using the Infotainment System, when using your cell phone, or when operating the cell phone controls.**
- **Always drive attentively and responsibly. Use the Infotainment system, your cell phone, and the cell phone controls only if road, traffic, and weather conditions permit and you will not be distracted from your driving.**
- **If you cannot use the Infotainment System, your cell phone, or the cell phone controls safely while driving, wait until later or find a safe spot where you can pull off the road and park the vehicle.**
- **Always set sound volume levels so that you can clearly hear horns, sirens, and other warning sounds outside the vehicle.**



. You may not be able to play video DVDs which you have burned yourself.



. The video image is shown on the Infotainment System screen only when the vehicle is stationary. The screen is switched off while the vehicle is in motion, but the sound can still be heard.

## Starting video DVD mode and operating the DVD film menu



Fig. 156 Video DVD menu.

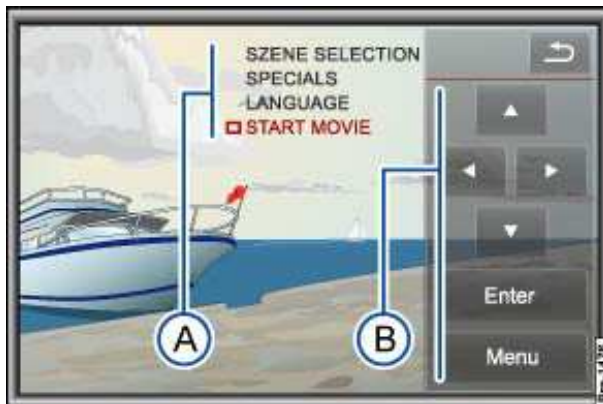


Fig. 157 DVD menu options of the inserted film.

📖 . Please first read and heed the **WARNINGS** ⚠️ note the introductory information and heed the **WARNINGS** ⚠️ .

- Insert a video DVD compatible with the unit into the DVD drive and start playback from this media source .

It can take a few seconds to read out the data from a video DVD, during which time the screen remains dark.

The "Intro" stored on the video DVD (a short introductory sequence) is played. The film menu is then displayed (DVD film menu ⇒ fig. 157 (A)).

### Operating the DVD film menu with the unit's own menu control

The DVD film menu (A) cannot be controlled directly by touching the screen, instead it can only be operated using the function keys of the unit's own menu control (B).

- Briefly press the screen to show the *video DVD menu* ⇒ fig. 156.
- Press the `Menu` function key to display the unit's own menu control (B).
- Press the arrow buttons to select the options in the DVD film menu (A) one after another.
- Press the `Enter` function key to access a selected menu option.
- Briefly press the screen to hide the unit's own menu control (B).

## Opening the DVD film menu manually


The DVD film menu must be opened manually if the DVD film menu does not open automatically with the unit's own menu control, or if the video DVD is already being played.


- In the *video DVD menu*, press the **Menu** function key to open the unit's own menu control .
- If an introduction is playing, it can be skipped by pressing the **Menu** function key in the unit's own menu control ⇒ [fig. 157 \(B\)](#).


The DVD film menu is displayed [\(A\)](#).

## DVD does not start!

Note that an inserted DVD cannot start automatically if the volume is set to "0" (display: +). A played media source is always stopped (paused) in this case.

 . The visual appearance of the DVD film menus and the menu options which it offers are the responsibility of the DVD manufacturer.

 . The language of a video DVD for voice output can be changed .

 . The DVD manufacturer is responsible for the different ways in which individual films respond to identical commands.

## Video DVD menu: controlling playback and changing display settings



[Fig. 158](#) Video DVD menu.

 . Please first read and heed the **WARNINGS**  note the introductory information and heed the **WARNINGS** 

The *video DVD menu* is controlled in the same way as the *MEDIA* main menu.

- Change the media source
- Control film playback using the arrow buttons

## Displaying and hiding video DVD menu

- Briefly press the screen to display or hide the *video DVD menu* ⇒ [fig. 156](#).

## Chapter selection

- In the *Video DVD menu*, press the **Chapter** function key ⇒ [fig. 158](#).

- Press the desired chapter to select it from the list.

Film playback continues from the beginning of the selected chapter.

### Changing aspect ratio

The aspect ratio, in which a film is played, can be adapted to the aspect ratio of the screen.

- In the *Video DVD menu*, press the *Extras* function key.
- In the pop-up window, press the function key with the set aspect ratio to switch through the available aspect ratios one after the other.

For further information on possible aspect ratios .

## DVD settings

---



Fig. 159 Menu: Video settings.

ⓘ . Please first read and heed the **WARNINGS** ⚠ note the introductory information and heed the **WARNINGS** ⚠ .

- Press the *SETUP* Infotainment button ⇒ [fig. 123](#).
- Press the *Media* function key.
- In the **Media settings** menu, press the *DVD settings* function key.
- Press one of the function keys in the **DVD settings** menu to open the corresponding settings menu.

Audio language: Select language for audible voice output.

Subtitles: define language for displayed subtitles.

DVD format: Set aspect ratio for picture.

The languages available for selection as the audio or subtitle language depends on the inserted video DVD.

If you select *Automatic adj.* as the aspect ratio, the aspect ratio best suited for playback will be set automatically.

# Introduction to navigation

## Introduction

---

In this section you'll find information about:

Navigation limitations

Navigation main menu

### General information


The current driving position is determined via the Global Positioning System (GPS). Sensors in the vehicle measure distances driven. All measurements are compared to the stored detailed map information and the road traffic routing stored on the navigation data medium. If required, traffic reports are taken into account in the route calculation. Based on this data, the navigation system calculates the optimal directions to the destination.

An address or a point of interest, such as a gas station or hotel, can be entered as a destination.

Acoustic navigation messages and graphic display on the navigation device and in the instrument cluster guide to the destination.

Depending on the country, some of the Infotainment System's functions can no longer be selected when the vehicle is travelling above a certain speed. This is not a malfunction, but rather compliance with legal regulations.

### More information:

- Safety information  for Infotainment System
- Basic information on use
- Destination input
- Destination memory
- Destination guidance



### WARNING

**Driving on today's roads demands the full attention of the driver at all times. Driver distraction causes accidents, collisions and serious personal injury!**

- **Never let yourself be distracted when setting, adjusting, or using the Infotainment System, when using your cell phone, or when operating the cell phone controls.**
- **Always drive attentively and responsibly. Use the Infotainment system, your cell phone, and the cell phone controls only if road, traffic, and weather conditions permit and you will not be distracted from your driving.**
- **If you cannot use the Infotainment System, your cell phone, or the cell phone controls safely while driving, wait until later or find a safe spot where you can pull off the road and park the vehicle.**
- **Always set sound volume levels so that you can clearly hear horns, sirens, and other warning sounds outside the vehicle.**

## Navigation limitations

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 Please first read and heed the WARNINGS  note the introductory information and heed the WARNINGS .

## Navigation data

All navigation data required for navigation is stored in the unit navigation data memory.

Street routing is subject to ongoing changes like, for example, new streets, street names or street numbers. The route guidance may be inaccurate or incorrect if the navigation data is no longer up to date. You should therefore have the unit navigation data memory updated by a Volkswagen dealership on a regular basis. The updates are subject to a fee.

## Possible errors in navigation

When the navigation system cannot receive any data from GPS satellites (dense canopy of trees, tunnel, underground CAR park), navigation can still continue using the vehicle sensors.

In areas that are not or only incompletely digitized on the data medium (such as one-way streets and street type not sufficiently captured), the navigation system also tries to enable route guidance.

Please remember that the navigation may sometimes not be so accurate as usual if the precise vehicle position cannot be determined.

## Navigation main menu

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Fig. 160 Navigation main menu: Destination mode.



Fig. 161 Navigation main menu: Tour mode.

🔊 . Please first read and heed the **WARNINGS** ⚠️ note the introductory information and heed the **WARNINGS** ⚠️ .

## Accessing the Navigation main menu

- Press the **NAV**/Infotainment button to open the last menu opened in the navigation function.



- Press the **NAV**Infotainment button twice in quick succession. After changing to the map display, the main menu *Navigation* is displayed.
- Press the **[e]** function key to switch menu by menu from a navigation submenu to the *Navigation* main menu.
- You can switch back and forth between the map view and the *Navigation* main menu by pressing the **NAV**Infotainment button.

The *Navigation* main menu is displayed either in “normal” Destination mode or in Tour mode or as the **Waypoint navigation** menu ⇒ [fig. 201](#).

If **Tour mode** ⇒ [fig. 161](#) is displayed .

If the **Waypoint navigation** menu is displayed .

### Display of the last destination

In the upper third of the screen, the destination last used as route guidance is displayed.

- Briefly touch the display box to show the displayed destination in the detailed view.
- Press the **New destination** function key followed by the **[envelope]** Address function key to show the displayed destination in the **Address entry** menu and edit it .

If no destination is displayed, this means no route guidance has been started or that the **destination memory** has been deleted manually .

### Function keys in the Navigation main menu

#### Function key: Effect

<b>[Options]</b>	Defines route options for calculating a route .
<b>[Position]</b>	opens the current position in the detailed view and displays the coordinates.
<b>[Store]</b>	stores the displayed position in the destination memory .
<b>[d]</b>	Stores the current position as a “Flagged destination” in the destination memory .
<b>[Home]</b>	Enter home address or show home address in the <i>Navigation</i> main menu .
<b>[New destination]</b>	opens the selection menu for entry of destination .
<b>Memory:</b>	Opens a pop-up window for storing the current destination, loading stored destinations or managing destinations .
<b>Route:</b>	Opens options for route guidance .
<b>Route list:</b>	Shows street names or street designations of the route section to be driven.
<b>Remove area to avoid:</b>	Removes an entered route exclusion.
<b>Avoid area:</b>	To enter a route exclusion.
<b>Extras:</b>	opens a pop-up window.
<b>Accept new stopover:</b>	for entering a stopover .
<b>Tour mode:</b>	for switching to tour mode in order to drive to several destinations during route guidance .
<b>Offroad:</b>	for navigation in off-road areas (waypoint navigation) .
<b>Start:</b>	Starts route guidance to the displayed destination .

# Destination entry

## Introduction

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In this section you'll find information about:

**Destination entry** menu: defining destination selection

Address: selecting a destination address

**Address entry** menu

Search for points of interest using point of interest categories

Searching for points of interest using the name


Selecting special and favorite destinations from the map

Selecting destinations from the map

Entering a destination using coordinates

Selecting stored destinations (last destinations, directory)

### More information:

- Safety information  for Infotainment System
- Basic information on use
- Introduction to navigation



### WARNING

**Driving on today's roads demands the full attention of the driver at all times. Driver distraction causes accidents, collisions and serious personal injury!**

- **Never let yourself be distracted when setting, adjusting, or using the Infotainment System, when using your cell phone, or when operating the cell phone controls.**
- **Always drive attentively and responsibly. Use the Infotainment system, your cell phone, and the cell phone controls only if road, traffic, and weather conditions permit and you will not be distracted from your driving.**
- **If you cannot use the Infotainment System, your cell phone, or the cell phone controls safely while driving, wait until later or find a safe spot where you can pull off the road and park the vehicle.**
- **Always set sound volume levels so that you can clearly hear horns, sirens, and other warning sounds outside the vehicle.**

## Destination entry menu: defining destination selection



Fig. 162 Menu: Destination entry.

ⓘ . Please first read and heed the **WARNINGS** ⚠ note the introductory information and heed the **WARNINGS** ⚠ .

- In the *Navigation* main menu, press the *New destination* function key.

The **Destination entry** menu ⇒ fig. 162 displays all possibilities for destination selection.

- Press one of the function keys to start the corresponding destination selection .

It is possible to select new or stored destinations.

### Selecting a new destination

#### Function key: Type of destination selection

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**k** Address: Select destination using address information .

---

**G** Points of interest: Start searching for points of interest (such as hotels, petrol stations) within a particular search area. A name or a telephone number can also be entered for the search .

---

**E** Map/GPS – select a point on the map as destination .

### Selecting stored destination

#### Function key: Type of destination selection

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**H** Home address: A home address will need to be defined before this feature is used for the first time. Route guidance to a previously defined home address can be started or you can edit the home address .

---

**R** Last destinations: Select a destination from the list of recent destinations for which route guidance was started .

---

**F** Favorites: Select the destination from the list of destinations stored as favorite destinations .

---

**D** Directory: Select the destination from the list of manually stored destinations .

## Address: selecting a destination address



Fig. 163 Selecting addresses.

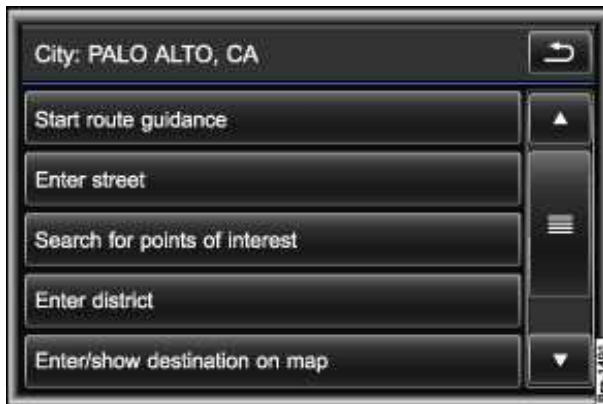


Fig. 164 Country and town selected: Narrowing down the address.

📖 . Please first read and heed the **WARNINGS** ⚠️ note the introductory information and heed the **WARNINGS** ⚠️ .

- In the **Destination entry** menu, press the  Address function key to open the **Address entry** menu ⇒ fig. 163.

For further functions in the **Address entry** menu and if a destination is already displayed .

### Selecting destination parameters for the destination address

A new destination address must always be selected in the displayed sequence, first the country, then the town, etc. A “town” can be a small village or a zip code area.

The individual destination parameters (country, town, etc.) are selected using input windows .

- Press the **Country** function key and select the desired country.
- Press the **City/zip** function key and select the town or zip code.

Once a town has been selected, it is already possible to start route guidance to the town center ⇒ fig. 164.

The destination address can be narrowed down further by entering a street and, following that, a house number or intersection.

- Press the **Add destination on map** function key to select the destination in the map view .

When narrowing down the destination address, **please note** that every entry restricts the available range of subsequent selections. For instance, if the street you are looking for is **not** in the zip code

area you have selected in a previous window, you will not be able to find the street at the street selection stage.

### Finishing destination input

- Press the *Start route guidance* function key to start route guidance to the entered destination .
- **OR:** Press the *Store in directory* function key to store the destination in the destination memory .

## Address entry menu

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Fig. 165 Navigation main menu with destination.



Fig. 166 Address input menu with destination address.

 . Please first read and heed the **WARNINGS**  note the introductory information and heed the **WARNINGS**  .

If a destination is already displayed in the *Navigation* main menu ⇒ [fig. 165](#), this destination will be displayed after call up in the **Address entry** menu ⇒ [fig. 166](#).

- Press the function key next to a destination parameter to change this destination parameter in an input window or to narrow down the destination further with this parameter .

Changes to one of the broad destination parameters will cause the more specific destination parameters to be deleted. If the destination parameters after *City/zip* are changed, the old parameters after *Street*, *Number* and *Intersect* are deleted.

### Searching for address using street name

- Press the *Street* function key.

In the **Select a street** menu, the towns where you can search for a street name are listed. The town currently selected in the **Address entry** menu is displayed at the top of the list.

- Press a function key with a town name to search for a newly entered street in that town.
- **OR:** Press the **In all cities** function key to search for a street name **across the country**.

### Further function keys in the **Address entry** menu

**Store 1)** : Store the displayed destination in the *destination memory* after assigning an entry name .

**Points of interest:** Select a point of interest .

**Map 1)** :: Select the destination from the map view in the vicinity of the entered address .

**Start 1)** : Starts route guidance to the displayed destination .

## Search for points of interest using point of interest categories

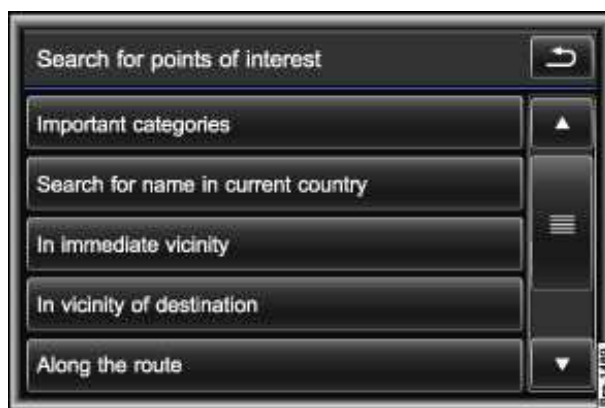



Fig. 167 Selection for point of interest search.



Fig. 168 Special destination detailed view.

 . Please first read and heed the **WARNINGS**  note the introductory information and heed the **WARNINGS**  .

- In the **Destination entry** menu, press the  **Points of interest** function key ⇒ [fig. 162](#).
- The **Point of interest search** menu opens ⇒ [fig. 167](#).

Points of interest can be searched for using point of interest categories in lists or on the map.

Points of interest can also be found using their name .

## Quick search for important points of interest in your location

- Press the **Important categories** function key to open a list of frequently used point of interest categories.
- Press one of the categories to select it (in [fig. 170](#): Hotels).

The nearest ten points of interest in the selected category are shown in a list .

## Special destination search by selecting a search area and a point of interest category

In the **Search for points of interest** menu, you can set a search area for the point of interest search .

**In immediate vicinity**<sup>6</sup>: Area around current vehicle position.

**In vicinity of destination**<sup>6</sup>: Area around last destination.

**Along the route**<sup>7</sup>: Along the calculated route.

**In a new city**: Select country and town as center of search area.

**Nationwide**: Whole of country you are currently driving in.

- Press to select search area .
- Then press to select the desired point of interest category ⇒ [fig. 169](#).
- Some point of interest categories contain further sub-categories that are revealed upon pressing.

The points of interest found in the search area for the selected point of interest category are displayed in a list .

## Select point of interest from list and show in detailed view

The nearest points of interest are displayed at the top of the list of points of interest that have been found.

If the immediate vicinity has been selected as the search area, additional distance and direction details will be displayed ↗.

The distances and directions initially refer to the route as the crow flies. The arrow ↗ is shown “not filled in”.

In the background, the Infotainment System starts to calculate the route to the nearest points of interest in the list. Points of interest for which a possible route has been calculated are displayed with a “filled in” arrow. In this case, the actual distance to be driven is displayed.

The selection of points of interest can be narrowed down further by entering a name .

- Touching a point of interest in the list shows the point of interest in the detailed view ⇒ [fig. 168](#).

## Selection options in the detailed view

📄 Opens a list where you can select other points of interest with the same address.

📄 Stores the points of interest in the destination memory .

📍 Shows the point of interest on the map.

Start: Starts route guidance to the point of interest.

☎ 2): Makes a call to a displayed telephone number.

---

<sup>6</sup> Only if a destination has already been set.

<sup>7</sup> Can only be selected during route guidance.

## Searching for points of interest using the name



Fig. 169 Select point of interest category.

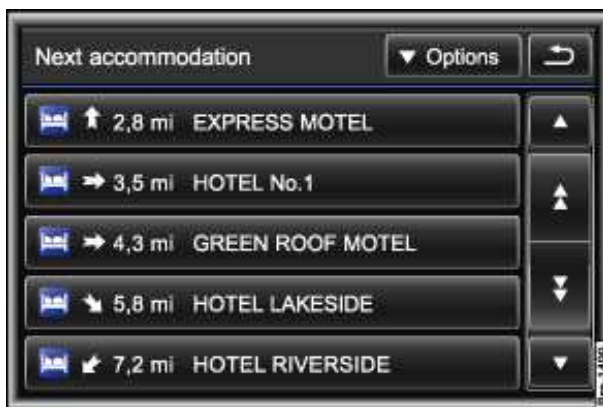


Fig. 170 List of hotels in vicinity of location.

ⓘ . Please first read and heed the WARNINGS ⚠ note the introductory information and heed the WARNINGS ⚠ .

You can also search for the name of a point of interest by entering a “keyword”.

A “keyword” is a combination of digits and letters that occurs in the name or the detailed information of the desired point of interest. For example, the known part of a name can be entered, such as . “Lake”.

Possible results might be “Lake side Hotel” or “Green Lake Hotel” ⇒ fig. 168.

You can search for the name of a point of interest using different menus.

Response	Effect
In the <b>Search for points of interest</b> menu, press the Search for name function key ⇒ fig. 167.	Search for points of interest across the country and in all categories.
Press the Search function key in a list to select a point of interest category ⇒ fig. 169.	Search for points of interest within the previously selected search area.
In a list of found points of interest, press the Options function key and then the Search for name function key ⇒ fig. 170.	Search for points of interest within the displayed selection of points of interest.

- Enter the keyword for the point of interest search in the subsequent input window .



Correct spelling of entries is important. In the same way as when selecting a destination address, it is only possible to make entries that correspond with a point of interest stored in the navigation data.


In some lists, the `Options` interface can be used to put special objects into alphabetical order, according to trade names or categories.

## Selecting special and favorite destinations from the map

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 . Please first read and heed the **WARNINGS**  note the introductory information and heed the **WARNINGS**  .

- In the **Navigation settings** menu, select point of interest symbols for display on the map .
- Press the `NAV/Infotainment` button until the map view is opened.

The displayed map section can be changed. To do this, touch the map with your finger and, *without lifting your finger*, drag it over the screen. Press the  function key to center the map on the vehicle position again. Turn the setting knob  $\Rightarrow$  [fig. 123 \(3\)](#) to change the map scale.


If no symbols are displayed, turn the setting knob clockwise in order to zoom in on the map.

- Press the symbol for a point of interest category or a favorite destination on the map to open the **Point of interest** information window.

Due to the map scale, there may be several entries behind one symbol on the map, in which case a list appears for selecting the point of interest.

- Select the required entry by pressing.

### **Point of interest** information window

- Press the `Start` function key to start route guidance .
- **OR:** Press the  function key to store the point of interest .

## Selecting destinations from the map

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[Fig. 171](#) Destination on map.

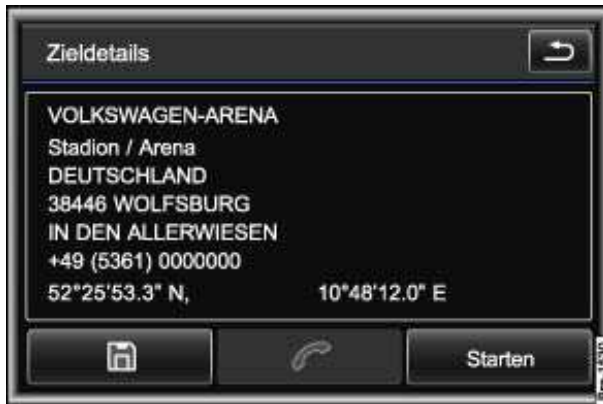


Fig. 172 Menu: Destination details.

. Please first read and heed the WARNINGS note the introductory information and heed the WARNINGS .

- In the **Destination entry** menu, press the function key ⇒ fig. 162.
- The map display is opened ⇒ fig. 171.

The most recently entered destination is shown on the map. The current location is displayed if no destination has been defined yet.

- Turn the setting knob ⇒ fig. 123 (3) or press the + or - function keys to change the map scale.
- In order to move the displayed map section, place your finger on the map and, *without lifting it off*, drag it over the screen.

The map view moves behind the crosshair. The destination currently selected using the crosshair is displayed in the top line of the screen. If only coordinates are displayed, this means the selected destination is in a off-road area. Such destinations cannot be reached precisely in route guidance.

- Press the function key to start route guidance to the displayed destination.

### Other function keys

: briefly zooms out into an overview display.

: zooms into the map.

: zooms out of the map.

: Centers the map view to the vehicle position or the last destination.

: opens the destination details menu ⇒ fig. 172.

### Menu: Destination details

The **Destination details** menu displays all information for the given destination.

- Press the function key to store the destination
- 1) : Makes a call to a displayed telephone number.
- Press the function key to start route guidance .

## Entering a destination using coordinates

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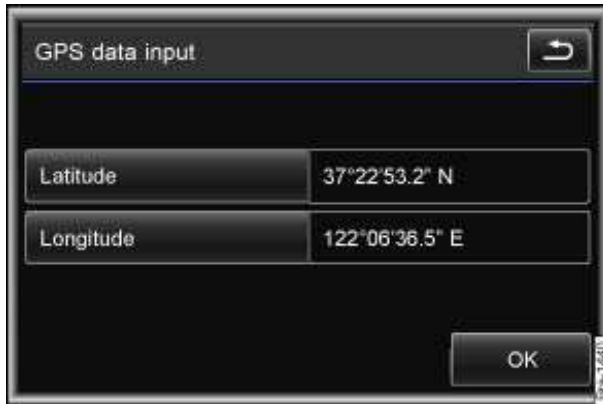


Fig. 173 Enter the destination using coordinates.

. Please first read and heed the **WARNINGS** note the introductory information and heed the **WARNINGS** .

- Press the **GPS** function key in the map view ⇒ [fig. 171](#).

The **GPS data entry** menu is opened. The coordinates of the destination previously shown on the map are displayed ⇒ [fig. 173](#).

- Press the function key **Latitude** or **Longitude**.
- Enter the coordinates via the input window .
- Press the **OK** function key when the desired latitude or longitude is displayed in the entry fields.
- In the menu **GPS data entry**, press the function key **OK** to see the destination on the map view ⇒ [fig. 171](#).

If the coordinates are outside the recorded area, you will see a corresponding message on the screen and the entry will have to be corrected.

- In the map display, press the function key **OK** to open the menu **Destination details** ⇒ [fig. 172](#).



. If the destination entered is not located in a digitalized area, it cannot be reached precisely in route guidance.



. The coordinates for the current vehicle position can be shown in the *additional window* of the map display .

## Selecting stored destinations (last destinations, directory)

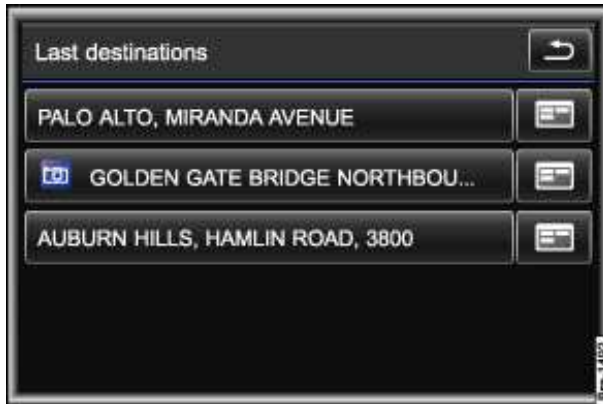


Fig. 174 List of automatically stored recent destinations.

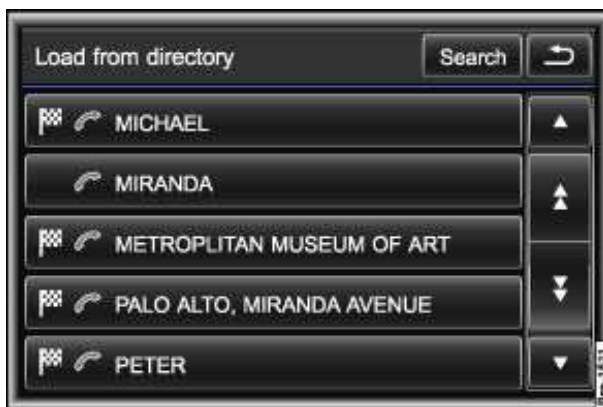


Fig. 175 Loading a destination from the directory.

📌 . Please first read and heed the **WARNINGS** ⚠️ note the introductory information and heed the **WARNINGS** ⚠️ .

- In the *Navigation* main menu, press the *New destination* function key ⇒ [fig. 165](#).

Route guidance to the stored home address, to an automatically stored destination or a manually stored destination can be started in the ***Destination entry*** menu ⇒ [fig. 162](#).

### Starting route guidance to a stored home address

- Press the 🏠 *Home address* function key to start route guidance to the defined home address .

### Starting route destination to an automatically stored destination or a destination stored as a favorite

Destinations originating in route guidance are **automatically** saved in the ***Last destinations*** list ⇒ [fig. 174](#).

**Manually** stored destinations are stored in the ***Directory***. Destinations stored in the directory with the ***"Display as favorite"*** attribute are **also** added to the ***Favorites*** list .


- Press the Last destinations or Favorites function key ⇒ [fig. 162](#).
- Press the entry in the list to start route guidance .
- **OR:** Press the F function key next to the required entry and select one of the following options.

Start route guidance: Starts route guidance .


Show details: Shows the destination in the detail view.

Show destination on map: Shows the destination on the map .

### Loading a destination from the directory

The **Load from directory** menu only displays directory entries for which route guidance can be started (display: symbol )

The directory needs to be opened for editing in order to display or edit all directory entries .


- Press the  Directory function key ⇒ [fig. 162](#).
- Press the desired directory entry in the **Load from directory** menu.
- If more than one navigation destination is stored for a directory entry, you then need to select the desired navigation destination by touching the screen.
- Press one of the following options in the **Destination details** menu.

Start route guidance: Starts route guidance .

Add as stopover: Allows you to add the destination to the tour plan .

Enter/show destination on map: Shows the destination on the map .

You can also search for directory entries using a **search function**.



- Press the  Search function key and search for the directory entry by entering the entry name in an input window .

# Directory (navigation destinations, addresses and telephone numbers)

## Introduction

---

In this section you'll find information about:


- Automatically stored **Last destinations**
- User profiles and directory entries
- Storing destinations manually
- Storing in directory
- Managing the directory
- Displays and options for directory entries
- Editing directory entries
- Favorite  and flagged destinations 
- Importing contacts or exporting them as "VCARDs"
- Directory settings
- Storing or editing the home address

Destinations for which route guidance has been started are **automatically** stored in the **Last destinations** list .

You can **manually** store and edit navigation destinations, addresses and telephone numbers in the unit **Directory**.

Route guidance can be started for stored navigation destinations .

### More information:

- Safety information  for Infotainment System
- Basic information on use
- Introduction to navigation
- Destination input
- Telephone control (PHONE)



### WARNING

**Driving on today's roads demands the full attention of the driver at all times. Driver distraction causes accidents, collisions and serious personal injury!**

- **Never let yourself be distracted when setting, adjusting, or using the Infotainment System, when using your cell phone, or when operating the cell phone controls.**
- **Always drive attentively and responsibly. Use the Infotainment system, your cell phone, and the cell phone controls only if road, traffic, and weather conditions permit and you will not be distracted from your driving.**
- **If you cannot use the Infotainment System, your cell phone, or the cell phone controls safely while driving, wait until later or find a safe spot where you can pull off the road and park the vehicle.**
- **Always set sound volume levels so that you can clearly hear horns, sirens, and other warning sounds outside the vehicle.**

## Automatically stored *Last destinations*

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Fig. 176 Destination entry menu.

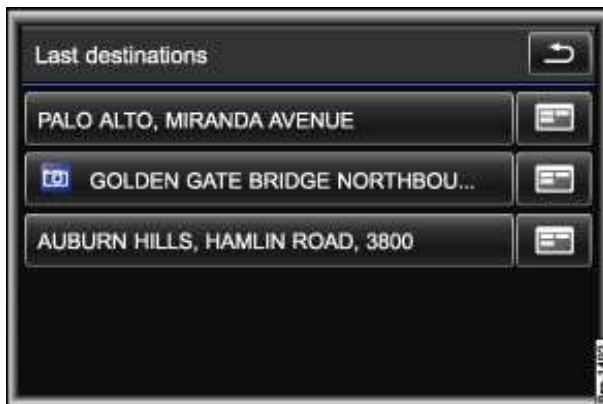


Fig. 177 List of recent destinations.

📖 . Please first read and heed the **WARNINGS** ⚠️ note the introductory information and heed the **WARNINGS** ⚠️ .

Destinations for which route guidance has been started are **automatically** stored in the **Last destinations** list ⇒ fig. 177.

Old *last destinations* are overwritten by new destinations when the list is full.

To permanently retain one of the *last destinations*, you need to store it manually in the **Directory** .

### **Last destinations list**

- In the *Navigation* main menu, press the *New destination* function key ⇒ fig. 165.
- Press the *Last destinations* function key ⇒ fig. 176.
- Press the ☰ function key next to an entry in the list to display further editing options.

Store: Stores the destination in the directory .

Delete: Deletes the destination after further confirmation.

### **Deleting all recent destinations**

You can delete all entries in the **Last destinations** list at once.

- In the *Navigation* main menu, press the *Memory* function key .
- In the pop-up window, press the *Manage memory* function key.

- In the **Manage memory** menu, press the `Delete all last destinations` function key and accept the confirmation dialog with `Delete`.

## User profiles and directory entries

 . Please first read and heed the **WARNINGS**  note the introductory information and heed the **WARNINGS**  .

A user profile is automatically created when a cell phone is paired with the Infotainment System for the first time or a SIM CARD is inserted. Telephone directory entries are loaded and displayed in the **Directory** menu. The cell phone or the SIM CARD is linked uniquely to the stored user profile.


Navigation destinations and directory entries, which are created manually while a user profile is active, are only assigned to that user profile and are only displayed when the corresponding cell phone or SIM CARD is connected.


When the cell phone or SIM CARD are connected to the unit again, the user profile is reloaded and the directory entries are displayed in the **Directory** menu.


Depending on the settings, only the directory entries for the loaded user profile are displayed in the **Directory** menu .

The directory is updated from the connected cell phone on a regular basis. The update can also be started manually (`Import phone book` ).

If you want a directory entry to also be displayed in the directory without a user profile being loaded, open the directory entry for editing and clear the check box in the  `Private contact` function key .

 . User profiles can be deleted and renamed .

 . Directory entries with stored address data (postal address) can be converted into navigation destinations for route guidance .

 . There is no management and usage of user profiles in units without cell phone package. All entries in the directory are currently accessible to all users if they are not deleted manually. Directory entries can be deleted individually from the directory or together using the factory settings .

## Storing destinations manually



Fig. 178 Navigation main menu.





Fig. 179 Special destination detailed view.

ⓘ . Please first read and heed the WARNINGS ⚠ note the introductory information and heed the WARNINGS ⚠ .

You can store destinations in the directory from different menus.

### Function keys for storing destinations in selected navigation menus

Menu	Function keys and action
<i>Navigation</i> main menu ⇒ <a href="#">fig. 178</a>	Press <b>Ⓜ</b> (flagged destination). The current position is stored as a flagged destination.
	Press <b>Position</b> and then <b>Store</b> to store the current position.
	Press <b>Store</b> and then <b>Store destination</b> to store the displayed destination.
Address entry ⇒ <a href="#">fig. 166</a> .	Press <b>Save</b> .
<b>Last destinations</b> list ⇒ <a href="#">fig. 177</a> .	Press <b>☰</b> and then <b>Store</b> .
Special destination detailed view ⇒ <a href="#">fig. 179</a> .	Press <b>Save</b> or <b>Ⓜ</b>

After pressing the corresponding function key, the destination can be stored in the directory .

## Storing in directory



Fig. 180 Storing in directory.



Fig. 181 Editing a directory entry.

ⓘ . Please first read and heed the WARNINGS ⚠ note the introductory information and heed the WARNINGS ⚠ .

- Select destination and press the function key to store .

The *Store in directory* menu opens ⇒ fig. 180.

### Storing in directory

- Press the *New directory entry* function key.
- **OR:** Press one of the stored directory entries to store the destination under this entry ⇒ fig. 181.

If you selected *Create new entry*, the boxes for entering a name will be empty. If you have called up a stored directory entry, the name that was previously stored will be displayed .

- Press the *Name:* function key and enter a new name in an input window or change the existing name .
- Change the displayed category by pressing the *Category ▼* function key (Private 🏠 or Business 🏢).

If you select a category under which an address is already stored, this address will then be overwritten without warning.

- If the check box in the  *Display as favorite* function key is checked, the destination will also be stored in the *Favorites* | list .
- Press the *Store entry* function key to store the destination.

The destination is now stored under the entered name and the selected category in the *Directory* menu.

## Managing the directory

---



Fig. 182 Address book opened for editing.

 . Please first read and heed the **WARNINGS**  note the introductory information and heed the **WARNINGS**  .

When the **Directory** menu is open for editing, you can create new entries manually or import them from different sources (such as . **Last destinations** list, memory CARd). Telephone directory entries for a connected cell phone or a SIM CARd are also displayed in the directory .

Depending on the settings, only the directory entries of the loaded user profile are displayed .

### Opening **Directory** menu for editing.

- In the *Navigation* main menu, press the *Memory* function key ⇒ fig. 178.
- In the pop-up window, press the *Manage memory* function key.
- In the **Manage memory** menu, press the *Directory* function key.

The **Directory** menu opens for editing ⇒ fig. 182.


### Options in **Directory** menu

- Press the *Options* function key .

*Settings*: Opens the **Directory settings** menu .

*Search*: Opens an input window for finding a directory entry by entering an entry name .

*New entry*: Opens a menu where you can manually enter a directory entry step by step .

 . If the **Directory** menu is called up via the destination input, only stored directory entries for which route guidance can be started are displayed It is not possible to edit the directory entries via the destination input.

## Displays and options for directory entries



Fig. 183 Directory.

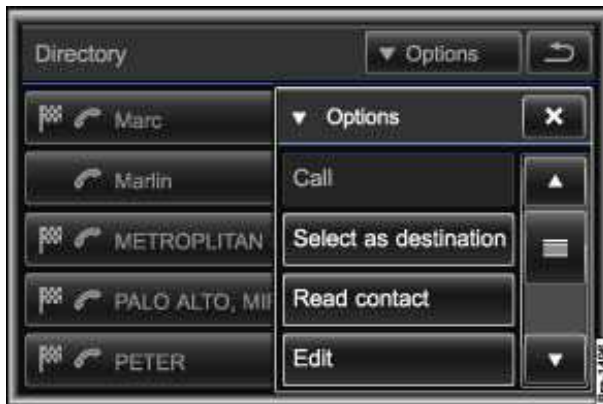


Fig. 184 Directory with a pop-up window for a directory entry.

ⓘ . Please first read and heed the WARNINGS ⚠ note the introductory information and heed the WARNINGS ⚠ .

- Open **Address book** menu for editing .

### Symbols for directory entries

The symbols indicate what kind of information is stored for a directory entry ⇒ fig. 183.

📍: Information is sufficient for route guidance.

☎: A telephone number is stored.

### Calling up options for directory entries

- In the **Directory** menu, press the ≡function key next to a directory entry ⇒ fig. 184.

Call 1): Makes a call to a stored telephone number.

Select as destination: Starts route guidance to a stored navigation destination .

Read contact: The name of the directory entry is read out.

Send by SMS 1): Sends the stored information as a business CARD by SMS.

Delete: Deletes the directory entry after confirmation.

Editor Edit copy 1):: Opens the directory entry for editing .

## Editing directory entries

---

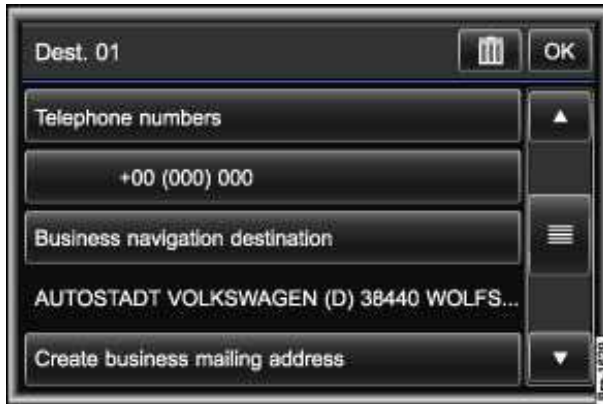


Fig. 185 Editing a directory entry.



Fig. 186 Navigation destination business opened for editing.

📖 . Please first read and heed the **WARNINGS** ⚠ note the introductory information and heed the **WARNINGS** ⚠ .

The navigation destinations, mailing addresses and telephone numbers, which were manually stored, created and imported using the **Directory** menu, can be changed and further information added.

### Displaying and editing directory entries

- Open **Address book** menu for editing .
- Press the required directory entry.

All stored information for this directory entry and options for editing are displayed in a list ⇒ [fig. 185](#).

- Press the function key to modify stored information or add new information to the directory entry.

Information is entered or changed using input windows .

### Function key: Effect

---

Last name: , First name: , Company: Each open an input window to name the directory entry more precisely. The entries next to **Last name** and **First name** are used as voice commands .


---

## Function key: Effect

---

Create new telephone numbers: Opens an input window where you can enter a telephone number manually.


---

Create business navigation destination: Opens a menu where you can select a navigation destination for the “Business ” favorites category or convert a stored mailing address into a navigation destination .

---

Create business mailing address: Opens a menu to enter a mailing address manually in input windows.

---

Create business mailing address: Opens a menu where you can select a navigation destination for the “Private ” favorites category or convert a stored mailing address into a navigation destination .

---

Create private mailing address: Opens a menu to enter a mailing address manually in input windows.

---

Read contact: The voice command stored under **Last name** and **First name** is read out .

---

Private contact: The directory entry is only displayed when the corresponding user profile is loaded. If the check box  is cleared, the directory entry is transferred to the general user profile and is always displayed .

If the prefix `Create ...` is **not** displayed in a function key, corresponding information is already stored. This information is displayed below the function key (such as in `. : Business navigation destination`). Press the function key to display or modify the stored information ⇒ [fig. 186](#).

## Converting mailing addresses into navigation destinations

Information that is stored as `Business mailing address` or `Private mailing address` can be converted into navigation destinations, such as the telephone directory entries of a connected cell phone.

- Press the `Create private navigation destination` or `Create business navigation destination` button.
- Press the `Create navigation destination` function key.

The mailing address is converted into a navigation destination in the Infotainment System and displayed in the **Address entry** menu where it can be edited further .

- Touch the `OK` function key.

The mailing address is now stored as a navigation destination. The navigation destination is displayed and can be edited again.

- Press the `↵` function key to close the menu.

## Favorite and flagged destinations

---




Fig. 187 Navigation main menu.



 . Please first read and heed the **WARNINGS**  note the introductory information and heed the **WARNINGS**  .

### Favorite destinations


For faster selection of a stored destination and to display it on the map, you can specify the option

Display as favorite for frequently used destinations ⇒ [fig. 186](#).

The list of destinations stored as favorites is called up from the **Destination entry** menu using the  Favorites function key .

Favorite destinations can also be called up from the map view using the assigned icon (private  or business  ) .

### Special case of flagged destination

In the *Navigation* main menu, pressing the  function key stores the current vehicle position without further confirmation under the “**Flagged destination**” name.

Flagged destinations are stored in the directory under their respective creation date and can be renamed or have further details added like other directory entries .

## Importing contacts or exporting them as “VCARDs”

---

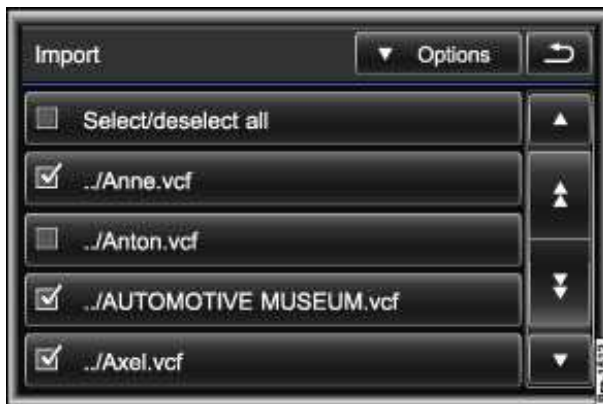


Fig. 188 Selecting the address (VCARDs) for the import.

 . Please first read and heed the **WARNINGS**  on page 241, note the introductory information and heed the **WARNINGS**  .

Contacts can be imported into the directory from a compatible data medium (memory CARd or USB storage medium) if they are stored in a VCARd format compatible with the unit. A maximum of 100 contacts can be imported.

### Importing contacts (VCARds) from a data medium

- Insert the data medium into the Infotainment System .
- In the **Directory settings** menu, press the `Importing contacts` function key .
- Following this, press to select the data medium.

The whole data medium is searched for contacts that can be imported. They are then displayed in a list ⇒ [fig. 188](#).


- Select the contacts to be imported by pressing them .
- Press the `Options` function key.
- In the pop-up window, press the `Import` function key.
- Confirm the import message by pressing the `OK` function key.


### Exporting directory entries as VCARds

All address book entries can be exported to a data medium such as a memory CARd. Directory entries from the currently connected cell phone or the inserted SIM CARd can also be exported .

- Insert the recordable data medium into the Infotainment System .
- In the **Directory settings** menu, press the `Exporting contacts` function key .
- Then select the data medium you wish to copy the contacts to by pressing on it.
- Select the contacts to be exported by pressing them in the directory .
- Press the `Options` function key.
- In the pop-up window, press the `Export` function key.

The folder “VCARds” is automatically created on the data medium during the export. The exported contacts are stored in VCARd format (“.vcf”) in this folder.

 . Lists for importing or exporting contacts can be searched after pressing the **Search** function key in the `Options` pop-up window by entering the entry name (input windows ).

 . In some cases, an imported contact still needs to be converted for the navigation system .



## Directory settings

---



Fig. 189 Address book opened for editing.



Fig. 190 Directory settings.

📖 . Please first read and heed the **WARNINGS** ⚠️ note the introductory information and heed the **WARNINGS** ⚠️ .

- Open **Address book** menu for editing .
- Press the ▼ Options function key ⇒ [fig. 189](#).
- In the pop-up window, press the Settings function key.

The **Directory settings** menu opens ⇒ [fig. 190](#).

### Function key: Effect

---

Memory capacity: Indicates how many directory entries are stored in the current user profile and the general contacts.

---

Sort by : Defines the order and display of the directory entries.

---

**Show general contacts**: Directory entries that are not assigned to a user profile are also displayed

---

## Function key: Effect

**Delete profiles**: Press the profile to be deleted in the list of stored user profiles and accept the confirmation dialog with **Delete**.

**Change profile name**<sup>8</sup>: Renames currently loaded profile in an input window .

**Read name tags**<sup>9</sup>: Reads out recorded name tags .

**Delete name tags**<sup>15</sup>: Deletes recorded name tags .

**Import directory a)**: Starts an immediate import of directory entries from a connected cell phone to the directory.

**Import contacts**: Imports navigation data (VCARDs) from an inserted data medium into the directory .

**Export contacts**: copies selected directory entries on an inserted data medium .

## Storing or editing the home address

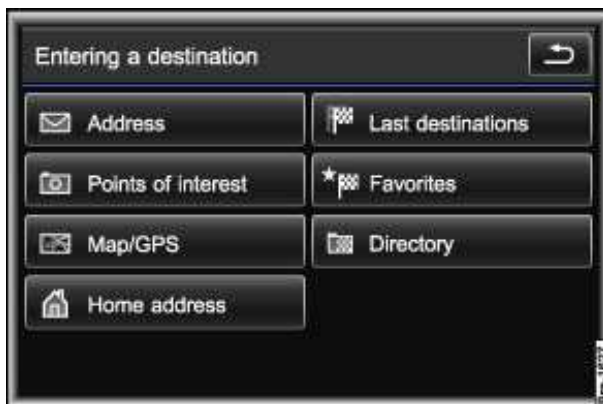


Fig. 191 Menu: Destination entry.

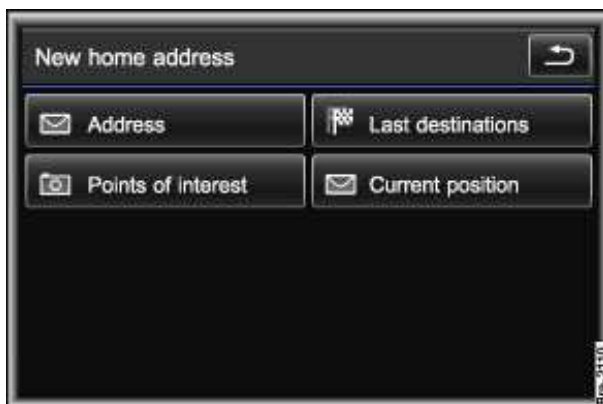



Fig. 192 Menu: New home address.

<sup>8</sup> Only active when a cell phone or a SIM card is currently connected to the Infotainment System  
⇒ page 287.

<sup>9</sup> Only active if name tags have been recorded for directory entries ⇒ page 183.

 . Please first read and heed the **WARNINGS**  note the introductory information and heed the **WARNINGS**  .

Only one address or position can be saved as the home address. The stored home address can be edited or deleted.

- In the *Navigation* main menu, press the  function key ⇒ [fig. 187](#).

If a home address has already been stored, the route guidance will be started .

A message appears if the home address has not been stored.

- Confirm message to open **New home address** menu ⇒ [fig. 192](#).


### **New home address menu**

The **New home address** menu allows you to set a new destination as the home address .

If a new home address is selected, the previously stored home address is overwritten.

If a home address has already been stored, it is shown and can be edited when the **Address** function key in the **Address entry** menu .

### **Opening the home address to edit it**

- In the *Navigation* main menu, press the **New destination** function key ⇒ [fig. 187](#).
- In the **Destination entry** menu, press the  **Home address** function key ⇒ [fig. 176](#).

The **Favorites - home address** menu with further feature keys opens.

**Start route guidance**: Starts route guidance to the stored home address.

**Show destination on map**: Shows the home address on the map.

**New home address**: Opens the **New home address** menu .

**Delete home address**: Deletes the stored home address.

# Tour mode

## Introduction

---

In this section you'll find information about:

Entering a stopover

Selecting an additional destination and adding it to the tour

Tour mode in the Navigation main menu

**Tour plan:** creating or editing a tour

Tour memory

Leaving Tour mode


In Tour mode, multiple destinations can be travelled during route guidance ⇒ [fig. 197](#).



If a stopover is added or deleted during route guidance, the route guidance will then need to be started again in some cases.


A trip with multiple destinations is called a "Tour".

A tour always consists of **a destination** which is the end point of the tour and a **maximum of ten stopovers**.


### Displaying starting point, destination and stopovers

The "starting point" of a tour is always the vehicle position determined by the navigation system (display: ).

"Stopovers" are driven to before the destination and numbered in order (Display:  or no. .

The "destination" is the end point of a tour (display: ).

### More information:

- Safety information  for Infotainment System
- Basic information on use
- Introduction to navigation
- Destination input
- Destination guidance



### WARNING

**Driving on today's roads demands the full attention of the driver at all times. Driver distraction causes accidents, collisions and serious personal injury!**

- **Never let yourself be distracted when setting, adjusting, or using the Infotainment System, when using your cell phone, or when operating the cell phone controls.**
- **Always drive attentively and responsibly. Use the Infotainment system, your cell phone, and the cell phone controls only if road, traffic, and weather conditions permit and you will not be distracted from your driving.**
- **If you cannot use the Infotainment System, your cell phone, or the cell phone controls safely while driving, wait until later or find a safe spot where you can pull off the road and park the vehicle.**
- **Always set sound volume levels so that you can clearly hear horns, sirens, and other warning sounds outside the vehicle.**

## Entering a stopover

---



Fig. 193 Navigation main menu.

📖 . Please first read and heed the **WARNINGS** ⚠️ note the introductory information and heed the **WARNINGS** ⚠️ .

A stopover can be input once a destination has been defined. A stopover can also be entered during route guidance. The route guidance then needs to be started again in some cases.

- In the *Navigation* main menu, press the **Extras** function key ⇒ fig. 193.
- In the pop-up window, press the **Accept new stopover** function key.
- Confirm the subsequent query by pressing the **Stopover** function key.
- Select an additional destination and add it to the tour .

### Finishing input of a stopover

After the first stopover has been selected, the *Navigation* main menu is automatically opened in tour mode ⇒ fig. 197.

The displayed "**New tour**" can be saved or edited further in the **tour plan** .

## Selecting an additional destination and adding it to the tour

---

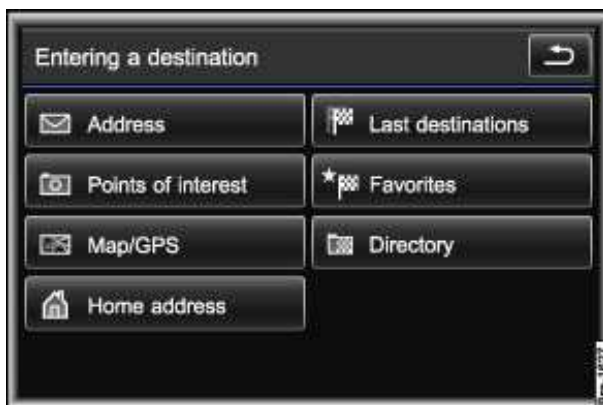


Fig. 194 Menu: Destination entry.



Fig. 195 Move object: Specifying the position for a new destination.

📖 . Please first read and heed the WARNINGS ⚠️ note the introductory information and heed the WARNINGS ⚠️ .

A new destination is selected as described for the destination entry .

When the new destination has been sufficiently defined, a message appears that the order in which the destinations are to be driven to is to be determined.

- Press the **Next** function key.
- In the **Move object** menu, press the **Starting point** Ffunction key to add the destination as the first stopover ⇒ fig. 195.
- **OR:** Press another destination after which the new destination should be driven to.
- **OR:** Press the ... ⌘ function key to define the destination as the new destination.

The sequence in which the destinations will be driven to can be changed subsequently in the **Tour plan** menu .

## Tour mode in the Navigation main menu

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Fig. 196 Navigation main menu.



Fig. 197 Navigation main menu in tour mode.

📌 . Please first read and heed the **WARNINGS** ⚠️ on page 241, note the introductory information and heed the **WARNINGS** ⚠️ .

After the first stopover has been selected, the *Navigation* main menu is automatically opened in tour mode ⇒ fig. 197.

### Manually switching to tour mode

It is possible to switch to tour mode manually from the *Navigation* main menu ⇒ fig. 196.

- Touch the **Extras** function key.
- In the pop-up window, press the **Tour mode** function key.

The *Navigation* main menu is opened in tour mode and the last destination is displayed in tour mode.

### Editing within Tour mode

The tour is displayed in the upper third of the screen in the *Navigation* main menu ⇒ fig. 197. The name of the tour, the destination and the first stopover is displayed. Further destinations can be added to the displayed tour.

- Press the display box to show the entire tour in the **tour plan** .
- **OR:** Press the **Destination entry** function key and confirm the subsequent query by pressing the **Stopover** function key.
- Select an additional destination and add it to the tour .

## Tour plan: creating or editing a tour

---

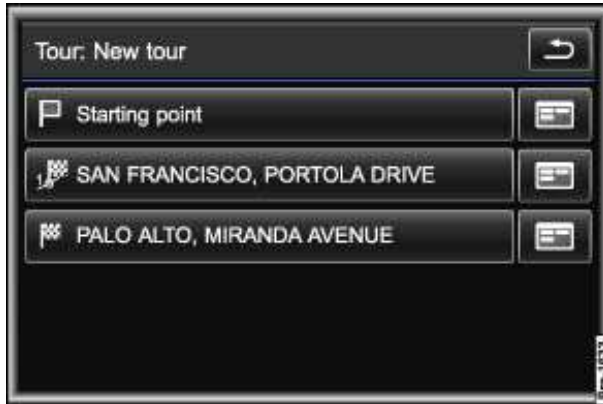


Fig. 198 Tour plan menu: Tour with a stopover.

🗨️ . Please first read and heed the **WARNINGS** ⚠️ note the introductory information and heed the **WARNINGS** ⚠️ .

In the tour plan, an existing tour can be edited or a new tour can be created.

When a new tour is created, the tour displayed in the *Navigation* main menu is overwritten if it has not been stored .

### Opening the *Tour plan* menu

- Change to tour mode .
- In the *Navigation* main menu, press the **Extras** function key ⇒ fig. 197.
- Press the **New tour** function key in the pop-up window to create a new tour.
- **OR:** Press the **Edit tour** function key in the pop-up window to edit the displayed tour.

The *Tour plan* menu opens ⇒ fig. 198.

When a new tour has been created, only its starting point is specified (vehicle position). Otherwise, all destinations in the tour are displayed in the sequence in which they are driven to during route guidance.

### Displaying starting point, destination and stopover in the tour plan

Starting point: 📍

Stopover: “no. 📍” or “no. 🚧”

Destination: “📍”

### Editing in the *Tour plan* menu

- If you press a destination displayed in the tour plan, it is then only possible to start route guidance to this destination .
- Press the **☰** function key following an entry to create a new tour or to edit the displayed tour.

A pop-up window containing editing options is opened:

**Details**: opens the destination in the Detail view.

**Start**: Starts route guidance only to this destination .

**Delete**: deletes the destination from the tour plan.

**Move**: Makes it possible to move the destination in the tour plan ⇒ fig. 195.

**Add stopover**: Starts the process of selecting an additional destination .



The **Starting point**  $\square$  of a tour cannot be changed in the **Tour plan** menu. It is always determined by the current vehicle position. The **Add stopover** function key is only available via the  $\equiv$  function key.

- Press the  $\rightarrow$  function key to close the tour plan. Changes are applied automatically.

## Tour memory

---



Fig. 199 Navigation main menu: Tour mode.

$\square$  . Please first read and heed the **WARNINGS**  $\triangle$  note the introductory information and heed the **WARNINGS**  $\triangle$  .

A newly created tour is always displayed with the name "**New tour**"  $\Rightarrow$  fig. 199. The tour needs to be stored in the tour memory otherwise it will be overwritten during editing or deleted when the tour mode is ended.

If changes to a stored tour are stored using the old tour name, this tour will be overwritten. If you do not wish to do this, save the tour under a different name.

### Storing a displayed tour

- In tour mode, press the **Memory** function key .
- In the pop-up window, press the **Save tour** function key.
- Enter a name for the tour being saved in the input window

Saved tours can be edited further in the **Tour plan**

### Calling up a stored tour

- In tour mode, press the **Memory** function key.
- In the pop-up window, press the **Load tour** function key.

The list of stored tours is opened.

- Press the name of a tour to display it in the *Navigation* main menu.
- **OR:** Press the function key  $\square$  to display the tour in the detailed view.

### Managing stored tours

- In tour mode, press the **Memory** function key.
- In the pop-up window, press the **Manage tour memory** function key.
- In the **Manage tours** menu, press the **Delete all** function key to delete all saved tours at once.

- **OR:** Press the **Change tour** function key to show all tours in a list and then press the **h** function key to rename or delete individual tours.

## Leaving Tour mode

---

 . **Please first read and heed the WARNINGS  note the introductory information and heed the WARNINGS  .**

A tour that has not been stored is deleted when you exit tour mode. The displayed tour can be stored before exiting .

- Press the **Extras** function key ⇒ [fig. 199](#).
- In the pop-up window, press the **Leaving tour mode** function key.
- Confirm the following message with **Leaving**.

The *Navigation* main menu now only displays the destination defined as the end point in tour mode ⇒ [fig. 196](#).

# Waypoint navigation (Off-road mode)

## Introduction

---

In this section you'll find information about:

Menu for waypoint navigation

Plotting a waypoint tour

Managing stored waypoint tours

Driving a stored waypoint tour

Stopping waypoint navigation


Waypoint navigation is a purely off-road feature as a means of orientation when driving in "Off-road areas" at low speeds.

Off-road areas are areas that do not have any street or off-road information. Streets, buildings and natural boundaries such as mountains and rivers will not be recognized even if they are shown on the map.

Waypoint navigation is **not** suitable for driving on normal roads. One-way streets, highway junctions and other such streets are not detected.

Autozoom **cannot** be activated in the map display.

### More information:

- Safety information  for Infotainment System
- Basic information on use
- Introduction to navigation
- Destination input



### WARNING

Using the Infotainment System while the vehicle is moving can distract you from the road and lead to accidents.

- Always drive attentively and responsibly.
- Select volume settings so that acoustic signals from the outside are audible (for example, the sirens of emergency rescue vehicles).



### WARNING

Driving recommendations and traffic symbols displayed by the navigation system may differ from the current traffic situation.

- Traffic signs and traffic regulations have priority over the recommendations and displays provided by the navigation system.
- Always adjust your speed and driving style to road, traffic, weather, and visibility conditions.

## Menu for waypoint navigation



Fig. 200 Navigation main menu.



Fig. 201 Waypoint navigation menu with opened waypoint tour.

📖 . Please first read and note the introductory information and heed the WARNINGS ⚠️ .

### Starting waypoint navigation

- In the *Navigation* main menu, press the **Extras** function key ⇒ fig. 200.
- In the pop-up window, press the **Off-road** function key.

The *Navigation* main menu is opened as the **waypoint navigation** menu ⇒ fig. 201.

### Function keys in the waypoint navigation menu

#### Function key: Effect

##### Memory

**Load waypoint tour**: opens a list for selecting a stored waypoint tour.

**Manage waypoint tour**: opens a menu for renaming or deleting stored waypoint tours.

##### Waypoint tour

**New waypoint tour**: starts plotting a waypoint tour .

**Close waypoint tour**: closes waypoint navigation.

## Plotting a waypoint tour

---



Fig. 202 Plotting a waypoint tour.

🔔 . Please first read and note the introductory information and heed the WARNINGS ⚠️ .

A **waypoint tour** consists of a chain of automatically stored “waypoints”.

### Starting recording

- In the *Waypoint navigation* menu, press the **Waypoint tour** function key ⇒ fig. 201.
- In the pop-up window, press the **New waypoint tour** function key.
- In the following input window, enter a name for the new waypoint tour .

The system will start to record the route driven.

Points in the terrain can be marked by setting a manual waypoint.

- In the *Waypoint navigation* menu, press the **Mark current position in recording** function key.

Waypoints that have been set manually will be displayed on the map with a flag ⇒ fig. 204.

### Ending plotting

- In the *Waypoint navigation* menu, press the **Stop** function key.

After plotting, the stored tour is displayed in the *Waypoint navigation* menu ⇒ fig. 203.

## Managing stored waypoint tours

---



Fig. 203 Waypoint navigation menu with stored waypoint tour.

📖 . Please first read and note the introductory information and heed the WARNINGS ⚠️ .

### Editing a waypoint tour

- In the *Waypoint navigation* menu, press the **Memory** function key ⇒ fig. 203.
- In the pop-up window, press the **Manage waypoint tour** function key.
- In the *Waypoint tour memory* menu, press the **Edit waypoint tour(s)** function key.
- Press the waypoint tour to display additional information.
- **OR:** Press the function key **h** to rename or delete the tour.

### Load waypoint tour

- In the *Waypoint navigation* menu, press the **Memory** function key.
- In the pop-up window, press the **Load waypoint tour** function key.
- Press the function key **p** in the list in order to see the waypoint tour in the detailed view.
- **OR:** Press the required waypoint tour directly in order to see it in the *Waypoint navigation* menu .

## Driving a stored waypoint tour

---



Fig. 204 Driving a waypoint tour in the map display.

📖 . Please first read and note the introductory information and heed the WARNINGS ⚠️ .

### Starting route guidance

Before you start a waypoint tour, drive to the immediate vicinity of the required starting point.

- Load stored waypoint tour .
- In the *Waypoint navigation* menu, press the **Start** function key ⇒ fig. 203.
- In the following menu, select how the waypoint tour should be driven.

“Starting” off in a stored route is not detected by the system automatically.

#### Function key: Effect

---

**Reverse waypoint tour**: reverses the direction of the displayed waypoint tour to be driven.

---

**From nearest**: will start the waypoint tour from the nearest waypoint.

---

**Start whole tour**: will start the entire waypoint tour. In the menu that follows you will have to select how the start point of the waypoint tour should be reached.

**On road**: the start point for the route guidance will be reached using public roads as far as possible.

**Off-road**: the start point for route guidance will be reached in off-road mode and any available roads will not be used.

When route guidance starts, the system will switch to the map view.

An audible signal is given when the starting point of the waypoint tour has been reached.

### During route guidance

Characteristics of the terrain are ignored during route guidance. A driving recommendation will be given about 55 yards (50 meters) before reaching a turning point. You should therefore drive slowly and follow recommendations for turning as far as possible!

Changes in the direction of travel will be given in relation to the current direction of travel, such as . "Please travel in direction 9 o'clock!".

The tendency of the direction of travel will be shown in the instrument cluster display using arrows.

### Stopping route guidance

- Press the Infotainment button . **NAV** in the map display to open the *Waypoint navigation* menu.
- Press the **Stop** function key.

## Stopping waypoint navigation

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Fig. 205 Waypoint navigation menu.

⚠ . Please first read and note the introductory information and heed the WARNINGS ⚠ .

- In the *Waypoint navigation* menu, press the **Waypoint tour** function key followed by the **Leave waypoint mode** function key.
- **OR:** Press the function key **New destination** and the function key **On road destination** in the menu that follows in order to open the *Destination entry* menu .

Any waypoint tour that is being recorded will be stored automatically if the waypoint navigation mode is closed.

# Route guidance

## Introduction

---

In this section you'll find information about:


- Route options
- Starting and stopping route guidance
- Provision of navigation recommendations
- Route guidance in tour mode
- Showing routes or a maneuver list
- Manually excluding the route section immediately ahead
- SIRIUS traffic reports (TRAFFIC)
- Display of traffic congestion and dynamic route guidance
- Displaying Sirius traffic reports in a list
- Navigation settings

After starting route guidance, the route is calculated according to the parameters in the routing options.

The unit switches to the map view. You are guided to your chosen destination by announcements and visual recommendations. Navigation messages are played back at the preset volume.

During route guidance all audio sources of the device are available.

### **More information:**

- Safety information  for Infotainment System
- Basic information on use
- Introduction to navigation
- Destination input
- Tour mode



### **WARNING**

**Driving recommendations can be different depending on the current situation, for instance if there are construction zones or out-of-date navigation data.**

- **Traffic signs and traffic regulations have priority over the recommendations from the navigation system.**
- **Always adjust your speed and driving style to road, traffic, weather, and visibility conditions.**



## Route options



Fig. 206 Navigation main menu.



Fig. 207 Routing options setup menu.

. Please first read and heed the **WARNINGS** note the introductory information and heed the **WARNINGS** .

It is possible to exclude certain types of route and define route criteria for the calculation of the route. Routing options can be changed during route guidance. The route is then accordingly recalculated.

The route options that are currently active are indicated by the icons in the *Navigation* main menu. Inactive symbols do not indicate types of route that are not allowed.

- In the *Navigation* main menu, press the **Options** function key ⇒ [fig. 206](#).

### **Route: Defining route options**

- In the **Route options** menu, press the **Route** function key.
- Press the desired settings to select them in the pop-up window.

**Fast**: fastest route to the destination, even if this requires detours.

**Short**: shortest route to the destination, even if it results in a longer travelling time. The navigation route may include unusual route sections, such as dirt roads.

**Most economic**: calculates a mix between shortest route and shortest time.



Depending on the settings, 3 **alternative routes** corresponding with the selectable route criteria are displayed for selection after route guidance is started .


### **Dynamic route: Switching dynamic route guidance on or off**


With this option, traffic reports can be taken into account in the route calculation .

- In the **Route options** menu, press the **Dynamic route** function key.
- In the pop-up window, press the **On** or **Off** function key to enable or disable dynamic route guidance.

### **Excluding or including types of route in the calculation**

Press the < .  Highways ,  Ferries ,  Toll roads

and  Tunnels function keys to activate or deactivate them. This makes it possible to define whether these types of route should be allowed for the route calculation or not.

If no reasonable route exists without the road type to be avoided, this road type will be nevertheless considered in the route calculation. For instance, if an island cannot be reached without using a ferry. For the calculation of very long routes, it is **not** possible to avoid highways .

## Starting and stopping route guidance

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Fig. 208 3D map display during route guidance.



Fig. 209 Navigation main menu during route guidance.

 . Please first read and heed the **WARNINGS**  note the introductory information and heed the **WARNINGS**  .

After route guidance has started, the route to the first destination that meets the parameters in the **Route options** menu is calculated.

The unit switches to the map display ⇒ [fig. 208](#).

- Press the **NAV** Infotainment button or the  $\oplus \dots \ominus \dots$  function key to switch to the *Navigation* main menu.
- In the *Navigation* main menu, press the **NAV** Infotainment button or **MAP** function key to switch back to the map view.

The map is displayed in the most recently selected type (*2D* or *3D*). *3D* and “Autozoom” are activated by default .

### **Alternative routes: Selecting a calculated route**

In the *Navigation settings* menu, you can specify that 3 alternative routes are suggested on the map after the start of route guidance. These 3 routes correspond to the available route criteria *Fast*, *Short* and *Economical* route **Route 1** corresponds to the current setting in this case.

- Select the required route by pressing on the right of the map.

The setting for the route criteria in the *Route options* menu is changed accordingly.

If no route is selected then route guidance starts automatically after about one minute, using the setting selected in the *Route options*.

### **Interrupting route guidance**

Active route guidance can be stopped and later resumed from the new vehicle position at any time in the *Navigation* main menu.

- In the *Navigation* main menu, press the **Stop** function key ⇒ [fig. 209](#).
- Press the **Start** function key to continue route guidance ⇒ [fig. 206](#).

## **Provision of navigation recommendations**

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**Fig. 210** 3D map display during route guidance.



**Fig. 211** Visual navigation recommendations in the instrument cluster.

**ⓘ . Please first read and heed the WARNINGS ⚠ note the introductory information and heed the WARNINGS ⚠ .**


Navigation recommendations are provided in the form of navigation announcements and visual directions in the Infotainment System map view and on the instrument cluster display.

### **Displays in the Infotainment System map view**

The red vehicle position indicator  shows vehicle position and direction of travel ⇒ [fig. 210](#).

During active route guidance, the route to be driven is indicated as a blue line.

Information on the journey time is displayed in the ...  function key.


 : Distance to the destination.

 : Estimated time of arrival or driving time (**Navigation settings**).

Manually entered exclusions on the calculated route and are displayed.

Further information can be displayed in the route and maneuver list .

### **Displays in the instrument cluster**

After starting the route guidance, a street view is displayed in the instrument cluster by default for route guidance ⇒ [fig. 211](#). At junctions in towns, travel direction arrows and a vehicle position indicator following the road are shown on a simplified section of the map .

In the **Navigation settings** menu, you can select the classic view for route guidance in the instrument cluster. Then only travel direction arrows are displayed starting from the current direction of travel .

The distance to the next turning point is displayed in both views. In addition, a filling bar on the right of the screen graphically indicates the approach to the turn-off point. The road that you should turn into next is displayed at the top.

### **Navigation messages (acoustic driving recommendations)**

After the route is calculated, an initial announcement is issued. Depending on the settings made, up to 3 navigation announcements are given before a turn, such as “Prepare to turn left”, “Turn left in 325 yards (300 meters)” and “Now turn left”.

- In the map view, briefly press the setting knob ⇒ [fig. 123 \(3\)](#) to repeat the last navigation announcement.

The distances that are announced depend on the type of road and your speed. On highways, the first announcement can be given about 1 1/4 miles (2,000 m) before an exit.

Appropriate announcements are also given on multi-lane roads, branching roads and at roundabouts, such as . “Take the second exit from the roundabout”.

When you reach your destination, you will hear a corresponding announcement, such as: “You have reached the destination”.

## Acoustic driving recommendation settings

The volume of an acoustic driving recommendation can be adjusted to a predefined minimum and maximum volume using the volume control **d**. All additional acoustic driving recommendations are issued at this volume.

The volume of audible navigation recommendations can be preset in the volume settings .

In the **Navigation settings** menu, you can switch off spoken navigation recommendations or define their level of detail .

Even when navigation information is switched off, you can show them briefly in the map view by pressing the setting knob ⇒ [fig. 123 \(3\)](#).



. If a turn was missed during route guidance and there is no possibility to turn, continue driving until the navigation system offers an alternative route.



. The quality of the announcements given by the unit depends on the navigation data provided.

## Route guidance in tour mode

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[Fig. 212](#) Tour plan in Tour mode.

**Please first read and heed the WARNINGS note the introductory information and heed the WARNINGS .**

Information about tour mode .

During route guidance, the information on driving time and arrival time refer to the next stopover.

When departing from a tour plan, the route guidance starts automatically for the next destination after reaching a stopover (announcement “You have reached the stopover”).

If a stopover cannot be reached accurately because, for example, it is located in a non-digitalized area, this destination must in some cases be deleted manually from the **Tour plan**.

- Press the display box of the tour in the *Navigation* main menu.
- In the **tour plan**, press the function key following the stopover ⇒ [fig. 212](#).
- In the pop-up window, press the **Delete** function key.

If a stopover is added or deleted during route guidance, the route guidance will then need to be started again in some cases.

If route guidance to only one destination showed in the tour plan is started, only this destination is used and all other destinations of the tour plan will be ignored.

## Showing routes or a maneuver list

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Fig. 213 Maneuver list in the split screen.

 . Please first read and heed the **WARNINGS**  note the introductory information and heed the **WARNINGS**  .

The route and maneuver lists can be displayed only during route guidance.

### Route list

- In the *Navigation* main menu, press the **Route** function key ⇒ fig. 209.
- In the pop-up window, press the **Route list** function key.

In the **route list** the street names or street designations of the route sections to be driven are displayed in a list.

Function keys with an arrow ► indicate that you can display further subsections for this route section.

- Press the **ε ...** function key to display subsections.
- Press the **▼ ...** function key to close the subsections view again.


### Maneuver list

The **Maneuver list** can be displayed in a separate window from the map view ⇒ fig. 213.

- Press the **Extras** function key in the map display.
- In the pop-up window, activate the check box in the  **Split screen** function key.
- In the split screen, press the **ε ...** function key at the top left.
- In the pop-up window, press the **Maneuver list** function key.

In the **Maneuver list** the next turning points are displayed in a list with travel direction arrows. In addition, points of interest and traffic congestion can be indicated by icons.

Street names or street designations refer to streets where turns are made.

 . It takes a few seconds after route guidance has started for the route and maneuver list to be calculated so that it can be displayed.

## Manually excluding the route section immediately ahead

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 . Please first read and heed the **WARNINGS**  on page 241, note the introductory information and heed the **WARNINGS**  .

During route guidance, you can manually exclude the route section immediately ahead of your current location. The route exclusion is revoked when route guidance is stopped.

- In the *Navigation* main menu, press the **Route** function key ⇒ [fig. 209](#).
- In the pop-up window, press the **Avoid area** function key.

The **Avoid area** menu opens. The length of the stretch to be excluded from the current vehicle position.

- Press the ▲ function key to specify up to which route section the route ahead should be blocked.
- Press the ▼ function key to shorten the route exclusion.
- Press the **OK** function key to confirm the exclusion entry.

In the *Navigation* main menu ⇒ [fig. 209](#), the icon for an active route exclusion  is displayed.

The route is recalculated if a sensible alternative route can be calculated given the entered exclusion. In the map, the manually excluded stretch of road is shown by a red dotted line.

### Manually revoking a route exclusion

- In the *Navigation* main menu, press the **Route** function key.
- In the pop-up window, press the **Remove** function key.

The route is recalculated if a route that saves time can be calculated after removal of the exclusion.



. Only **one** route exclusion can be entered manually.

Applicable only in the United States

## SIRIUS traffic reports (TRAFFIC)

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 . Please first read and heed the WARNINGS  note the introductory information and heed the WARNINGS  .

The current traffic conditions can be displayed on the map by symbols and the Sirius traffic flow displays .

If dynamic route guidance is activated, reported traffic problems are taken into account in the route calculation .

Sirius traffic reports are subject to subscription charges and may not be available in all locations. The subscription must be activated for use either by telephone or Internet using the unit-specific Sirius ID.

### Displaying the SIRIUS-ID

- Press the **SETUP** Infotainment button ⇒ [fig. 123](#).
- Press the **Navigation** function key.
- Press the function key **SIRIUS traffic ID**.

The Sirius traffic ID and the Internet address and the telephone number of the Sirius activation hotline are displayed in the pop-up window.

- Press function key **OK** to close the pop-up window.




## Display of traffic congestion and dynamic route guidance



Fig. 214 SIRIUS traffic flow display and traffic congestion on the map.

 . Please first read and heed the **WARNINGS**  on page 241, note the introductory information and heed the **WARNINGS**  .

Reported traffic problems are indicated by colored symbols on the map: Familiar symbols are used to indicate traffic events, such as  for a traffic jam.

The positioning of a symbol indicates the start of the traffic congestion if this is clearly defined in the traffic message.

During route guidance, traffic congestion which is **not** on the calculated route, is shown in gray.

The length of a traffic hold-up on the calculated route is shown by a red and white dotted line.

- Press a traffic congestion symbol to display additional information.

Due to the map scale, one symbol on the map may indicate more than one traffic problem. If this is the case, a list of traffic problems at that location appears when you press the symbol.

### Dynamic route guidance

If a traffic problem affecting the route is reported during route guidance, an alternative route is calculated if the navigation system determines that it would save time. A navigation announcement also informs you if this is the case.

### Sirius traffic flow display


Traffic flow is monitored by cameras and sensors on some highways and main roads. The analyzed traffic flow data can be shown on the map as a traffic flow display ⇒ [fig. 214](#).


**Green line:** Traffic flowing freely.


**Orange line:** Slow-moving traffic.

**Red line:** Queuing or stop-and-go traffic.

**No display:** Traffic flow display not available for this area.

 . Avoiding a traffic jam as a result of reported traffic congestion may not necessarily save time if, for instance, there is also heavy traffic on the alternative route.

 . The quality of dynamic route guidance depends on the stored navigation data and the traffic information provided by Sirius.

 . The route ahead can also be excluded manually, to start a new calculation of the route .



## Displaying Sirius traffic reports in a list

☞ . Please first read and heed the **WARNINGS** ⚠ note the introductory information and heed the **WARNINGS** ⚠ .

- Press the **TRAFFIC** Infotainment button to display a list of the current traffic reports.

Traffic reports in the vicinity of the current vehicle position are displayed.

During route guidance, traffic congestion along the calculated route is shown at the top of the list and is indicated by a colored symbol. Other traffic jams are then indicated by a gray symbol.

- Press a traffic report entry to show the details.
- Press the arrow buttons in the detailed view in order to scroll through the traffic reports.

Traffic reports displayed in the detailed or list view can be read out by the Infotainment System.

- In the list view, press the function key at the top right to have all displayed traffic reports read out one after the other.
- While they are read out, you can press the **x** function key to stop the feature.

If another menu is opened using an Infotainment button, the list of traffic reports will be closed.

## Navigation settings



Fig. 215 Menu: Navigation settings.

☞ . Please first read and heed the **WARNINGS** ⚠ on page 241, note the introductory information and heed the **WARNINGS** ⚠ .

- Press the **SETUP** Infotainment button ⇒ fig. 123.
- Press the **Navigation** function key.

If the check box in a function key is checked , the feature is switched on .

### Function key: Effect

**Map icons**: Select icons for display on the map .

**Speed limit display**: The speed stored in the navigation data for the road you are currently travelling on is displayed on the map. The actual speed limit may differ from this display.

**3 alternative routes**: **3 alternative routes** are displayed on the map following the start of route guidance .

**Voice guidance**: Setting for the spoken navigation recommendations .

## Function key: Effect

**Complete**: Detailed driving recommendations with lane recommendation and additional information.

**Compact**: Some additional navigation recommendations and information are left out.

**Off**: no spoken navigation recommendations.

**Time display**: Display  during route guidance.

**Arrival time**: the estimated time of arrival at the destination is displayed.

**Driving time**: the estimated driving time until reaching the destination is displayed.

**Instrument cluster guidance**: Visual navigation recommendations for guidance in the instrument cluster .

**Arrow view**: Travel direction arrows show the direction of travel and the distance to the next turn-off point.

**Street view**: Road and route view corresponding with the map display in the Infotainment System.

**Voice guidance during phone call**: Spoken navigation recommendations are also given during a telephone call.

**Advanced navigation settings**: Allows settings for demo mode.

**SIRIUS traffic ID**: The Sirius traffic ID and the Internet address and the telephone number of the Sirius activation hotline are displayed in the pop-up window .

### **Advanced navigation settings: Demo mode and manual location**

- In the **Advanced navigation settings** menu, check the check box in the **Demo mode** function key by pressing it  $\downarrow$  to start virtual route guidance to the entered destination.
- Press the **Enter current position manually** function key to select a manual location in the same way you entered a destination .


If demo mode is enabled , an additional pop-up window opens when you start route guidance.


- Pressing the **Demo mode** function key starts a “virtual route guidance” to the destination you have entered.
- If you press the **Normal mode** function key, a “real route guidance” starts.

The sequence of events and the operations in virtual route guidance are similar to those in real route guidance. Once a **manual location** has been entered, the virtual route guidance starts from that position.

Virtual route guidance is repeated when you reach the fictitious destination and always starts again from the starting point if it is interrupted.

When real route guidance is started following route guidance in demo mode, the unit first has to reorient itself. Depending on the number of currently received satellites, this orientation may take some time. Vehicle movement can reduce the re-orientation time

 . If the vehicle is moved and the unit can determine its current location by GPS, any manually entered location will be overwritten with the current vehicle location.

 . Disable demo mode after use, otherwise you will be prompted to choose between virtual and normal route guidance each time you start route guidance.

# MAP (map display)


## Introduction

---

In this section you'll find information about:

- Overview of the map display
- Browsing and centering map
- Changing the scale and view
- Changing display type and displaying destination area
- Split screen in the map view
- Symbols and additional displays on the map
- Map settings: selecting map symbols

### **More information:**

- Safety information  for Infotainment System
- Basic information on use
- Introduction to navigation
- Destination guidance

## Overview of the map display

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**Fig. 216** 3D map display during route guidance.



**Fig. 217** 3D map display moved with vehicle position.

**ⓘ . Please first read and heed the WARNINGS ⚠ and note the introductory information .**

The system automatically switches over to the map display when route guidance is started.

To switch manually to the map view, press the **NAV** Infotainment button repeatedly until the map view is displayed or, in the *Navigation* main menu, press the **MAP** function key ⇒ [fig. 209](#).

The map display is shown with the most recently selected display type .

Further screens can be displayed using the *split screen* .

The red vehicle position indicator 📍 shows vehicle position and direction of travel. If the symbol 📍 turns gray and the map view “freezes”, it is currently not possible to determine the vehicle’s position, such as in a multi-story parking garage.

During route guidance, the route to be taken is shown as a blue line and instead of the **Destination** function key ⇒ [fig. 217](#), the 📍... 📍... function key is displayed ⇒ [fig. 216](#).

- Press the **Destination** or 📍... 📍... function key to switch to the *Navigation* main menu.
- Press the ⇌ function key to show or hide the function keys in the bottom line of the screen.

### Controlling audio source

The currently selected audio source is displayed in the fourth function key ⇒ [fig. 217](#).

- Press the function key briefly to open a pop-up window for controlling the current audio source.

Some external media sources cannot be controlled.

### Available options: **Extras** function key

**Day/night**: Changes between day and night design of map view.

**Split screen**: Shows or hides the *split screen* .

**Display off**: Switches the display off. To switch on again, press any Infotainment button or touch screen.

## Browsing and centering map

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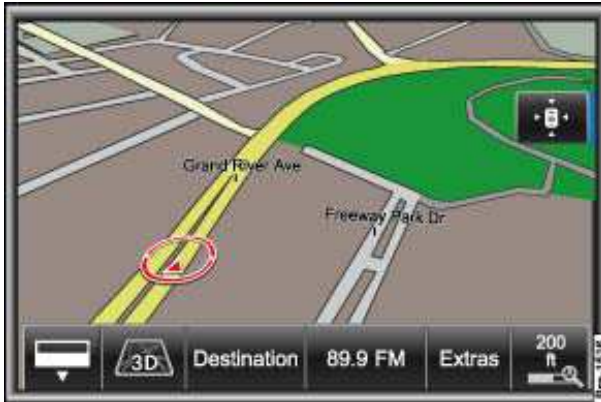



Fig. 218 3D map view (map section moved).

 Please first read and heed the **WARNINGS**  and note the introductory information .



- In order to move the displayed map section, place your finger on the screen and, *without lifting it off*, drag it over the screen.


This function is used for “browsing the map” and, for example, looking for special or favorite destinations in the vicinity of the vehicle position  $\gamma$ , which can be selected if necessary .

### Showing vehicle position $\gamma$ on map

The  function key is displayed at the top right on the map if the screen section has been moved  $\Rightarrow$  [fig. 218](#).

The map view no longer follows the vehicle position, instead it stays in the selected position.

- Press the  function key to display the vehicle position  on the map again.

While the map section is moved manually (display:  autozoom remains disabled .

## Changing the scale and view

---





 Please first read and heed the **WARNINGS**  and note the introductory information .

- Turn the setting knob  $\Rightarrow$  [fig. 123 \(3\)](#) to change the map scale.



Additional function keys can be shown to change the map section and the map scale.

- Press the function key at the bottom right showing the currently selected map scale in order to show additional function keys.

The function keys are hidden after five seconds of inactivity.

- Press the  or  function key or move the slider  in the scale to change the map scale.
- Press the  function key to “zoom” the map display briefly into the map overview. After a few seconds, it returns automatically to the last selected scale.


### Display of start and end points on the map


- Press the  function key to display the start and end points in an overview map.
- Press the active  function key again to display the map in the original display type.

If autozoom is also enabled, the screen switches to a 2D crossroads view when you come to a junction.

## Autozoom



If Autozoom is active, the map scale is adjusted automatically, depending on the route (small scale for driving on the highway and a large scale for driving in town).

- Press the  function key to switch autozoom on or off.

When autozoom is reactivated, the screen automatically switches to the view of the current vehicle position .

Furthermore,  is displayed in the function key for showing the selected map scale  $\Rightarrow$  [fig. 219](#).

While the map section is moved manually  $\Rightarrow$  [fig. 218](#), autozoom remains disabled .

- Press the  function key to display the vehicle position  on the map again.

## Changing display type and displaying destination area



[Fig. 219](#) 3D route guidance with autozoom.




[Fig. 220](#) 2D route guidance in the map overview (section moved manually).

 . Please first read and heed the **WARNINGS**  and note the introductory information .

The symbol shown in the second function key ,  or  shows the currently selected display type.


- Press the function key and press the map display type to select it  $\Rightarrow$  [fig. 219](#).

 **2D**: 2 dimensional, from above (conventional).

 **3D**: 3 dimensional, from the front at an angle (as would be seen approaching from an airplane).

: Destination view; shows the currently set destination  in the 2D map view.

## 2D: Setting orientation of map

- Press the  function key at the top right to change the map alignment for the 2D map display (facing north or direction of travel) ⇒ [fig. 220](#).

When autozoom is activated, the screen will be automatically oriented to the direction of travel at a junction.

The 3D map view is always shown in the direction of travel.

## Split screen in the map view

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**Fig. 221** Maneuver list in the map display during route guidance.

 . Please first read and heed the **WARNINGS**  and note the introductory information .

Further information can be displayed in the *split screen*. Information to support route guidance can be displayed while you are using the navigation system.

- In the map view, press the **Extras** function key and check the check box in the  Extra wind function key by pressing it.
- Press the **▼ ...** function key at the top in the *split screen* to show further display options ⇒ [fig. 221](#).
- Select the desired display by pressing a function key.

**Maneuver list**: Maneuver list during route guidance .

**Compass**: Compass view with current direction of travel and the current road being used.

**GPS viewer**: Current vehicle position in coordinates, altitude and GPS status (satellite reception).

**Off-road info**: Shows steering angle.

## Symbols and additional displays on the map

---



 . Please first read and heed the **WARNINGS**  and note the introductory information .

Special and favorite destinations can be displayed as symbols on the map.

Reported traffic problems are also displayed by a symbol on the map .

The display of symbols in the map can be activated or deactivated in the *Selection of map icons* menu .



## Favorite destinations on the map

A favorite category can be specified for stored destinations. Favorite destinations can be displayed on the map with the orange favorite icon assigned to them (private  or business .

The list of favorite destinations is called up from the **Destination entry** menu .

## Points of interest on the map

Points of interest can be selected as a navigation destination .

Points of interest are divided into point of interest categories. These point of interest categories are assigned to blue point of interest icons (such as as  hotel and  petrol station). A list of available point of interest categories can be called up from the **Map settings** menu. Map icons can be selected there for display .

## Display detailed information on points of interest

- Press the symbol on the map briefly to display a window with further information.

Due to the map scale, there may be several entries behind one symbol on the map, in which case a list appears for selecting an entry.

- Select the required entry by pressing.

Function keys for further operation are displayed in the information window that appears.

- Selecting points of interest and favorite destinations from the map .
- TMC traffic reports on the map .


## 3D models on the map

An abstract 3D city model can be displayed in the  **3D** display type for some cities (such as Berlin).

In addition, special historical buildings and sights of interest are displayed as photo-realistic 3D models.

To display these, autozoom needs to be switched off in some cases and you have to zoom further into the map .

The display of 3D city models and 3D sights of interest is enabled and disabled in the map settings .

 . If no symbols or 3D models can be displayed due to the scale, turn the setting knob clockwise ⇒ [fig. 123 \(3\)](#) in order to zoom in on the map.

## Map settings: selecting map symbols

---

 . Please first read and heed the **WARNINGS**  and note the introductory information .

- Press the **SETUP** Infotainment button ⇒ [fig. 123](#).
- Press the **Navigation** function key.
- In the **Navigation settings** menu, press the **Map icons** function key.
- In the **Selection of map icons** menu, check the check boxes in the function keys for display on the map .

### Function key: effect on map

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**All**: Selects all available icons for display. Not recommended for cities.

---

Traffic information: TMC traffic reports are displayed as icons .

---



## Function key: effect on map

---



---

3D landmarks: Photo-realistic 3D models of special historical buildings and landmarks are displayed<sup>10</sup>.



---

3D city model: Buildings in cities are displayed as abstract 3D models<sup>16</sup>.

---

 Important destinations (business): Shows favorite destinations from the “business” category that were selected upon saving with .

---

 Important destinations (private): Shows favorite destinations from the “private” category that were selected upon saving with .

---

... Activated point of interest categories are displayed.

---


<sup>10</sup> Only available for some cities.

# Introduction

## Before using

---

Before using the cellular telephone (cell phone) control for the first time, **CARry** out the following steps. This will enable you to use the cell phone control safely and make full use of the functions it provides:

✓	Follow the basic safety instructions  .	
✓	Familiarize yourself with the controls.	
✓	Read the instruction manual of the cell phone or audio player you wish to pair with the unit.	

## Safety information

---



### WARNING

Driving on today's roads demands the full attention of the driver at all times. Driver distraction causes accidents, collisions and serious personal injury!

- Never let yourself be distracted when setting, adjusting, or using the Infotainment System, when using your cell phone, or when operating the cell phone controls.
- Always drive attentively and responsibly. Use the Infotainment system, your cell phone, and the cell phone controls only if road, traffic, and weather conditions permit and you will not be distracted from your driving.
- If you cannot use the Infotainment System, your cell phone, or the cell phone controls safely while driving, wait until later or find a safe spot where you can pull off the road and park the vehicle.
- Always set sound volume levels so that you can clearly hear horns, sirens, and other warning sounds outside the vehicle.
- Setting the sound volume too high may damage your hearing. This applies even if you are exposed to high volumes for short periods only.
- Your call may be cut off or you may be unable to make calls if you are in an area with no cell phone network coverage, an area where the network is very weak or, in some cases, in a tunnel, garage or underpass. This also means that no emergency calls can be made.
- In some countries, an emergency call is supported only if the cell phone is connected to the telephone control containing an "unlocked" SIM CARD with sufficient credit or if a valid SIM CARD is in the SIM CARD reader.



### WARNING

The volume may suddenly get louder change when you switch media source or connect a new audio source.

- Always lower the volume before switching media source or connecting a new audio source.



## WARNING

A cell phone on the seat, instrument panel or in other places can be thrown around the inside of the vehicle during a sudden braking maneuver, a crash or other accident and injure vehicle occupants.

- Never attach a cell phone to, or place it on, a door, the windshield, or above or near the areas marked "AIRBAG" on the steering wheel, the instrument panel, and the seat backrests, or between these areas and the vehicle occupants. The cell phone could cause serious injury in an accident, especially when the airbags inflate.



## WARNING

Always switch off the cell phone when refueling and in areas with a risk of explosion. The electromagnetic radiation can cause sparks that can ignite fuel vapors and cause a fire.

- The cell phone can automatically log itself into the cell phone network again when the Bluetooth® connection to the telephone control is interrupted.



## WARNING

If a cell phone not connected to an external aerial is used in the vehicle, electromagnetic radiation in the interior could exceed limit values. This also applies if the outside antenna is not installed properly.

- Heart specialists advise that cell phones can adversely affect the way pacemakers work. Always keep the cell phone and its integrated antenna at least 8 inches (20 cm) away from a pacemaker.
- Never CARry a cell phone that is switched on in the breast pocket directly over a pacemaker.
- If you suspect there may be interference with a pacemaker or other medical device, switch the cell phone off immediately.



## NOTICE

- Your cell phone and the telephone control must always be switched off in areas where special regulations apply and when the use of cell phones is forbidden. Radiation from a switched-on mobile phone can interfere with sensitive technical and medical devices, potentially causing malfunctions or damage to the devices.
- High speeds, poor weather and road conditions as well as the network quality may impair telephone calls in the vehicle and lead to loss of connection.

## General information

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When pairing a cell phone with the telephone control using the hands-free profile (HFP) observe the information for use of a cell phone in the vehicle without connection to the external aerial .

Only use compatible Bluetooth® devices. Information on compatible Bluetooth products is available from your Volkswagen dealer or on the Internet.

Follow the operational instructions of the mobile phone and the accessory manufacturer.

You may experience poor reception or may be cut off in areas where the signal is weak.

Most electrical devices are shielded against RF (high-frequency) signals. In rare cases, however, electronic devices may not be shielded against high-frequency signals emitted by the telephone control. Interference may occur.



. Some countries may have restrictions regarding the use of Bluetooth devices. Information can be obtained from the local authorities.



. When connecting the telephone control with a device using Bluetooth, read the device's operating manual for detailed safety information. Use only Bluetooth-compatible devices.

# Description

## Introduction

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In this section you'll find information about:

Bluetooth

Components of the telephone control

“Bluetooth audio” wireless communication interface

Adjusting the volume

Information and breakdown call

Some functions and settings are only possible when the vehicle is stationary and are not supported by all mobile phones.

### **Description<sup>11</sup>**

The telephone control is, together with a compatible cell phone, which is paired via Bluetooth rSAP, or with an inserted SIM CARd, a fully-fledged GSM CAR telephone system.

The telephone control described in this manual is approved for use in the following networks:

GSM 850, GSM 900, GSM 1800 and GSM 1900.

You can connect up to 4 cell phones to the Infotainment System using the telephone control and 3 Bluetooth profiles (rSAP, HFP and A2DP for audio playback) .



. Using a cell phone in the vehicle may cause noise from the vehicle speakers.



. Some networks might not support all language-dependent characters and services.

## **Bluetooth**

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 . **Please first read and heed the WARNINGS  and note the introductory information .**

### **Bluetooth®**

Bluetooth technology is used to connect a cell phone to the vehicle telephone control. A pairing process needs to be CARried out once only to use the telephone control with a Bluetooth cell phone.

Some Bluetooth cell phones are detected and connected automatically when the ignition is switched on, provided a connection had been made previously. For this to happen, the cell phone itself and the Bluetooth feature in the telephone must be switched on and all active Bluetooth connections to other units must be disconnected.

The Bluetooth wireless connection is free of charge.

Bluetooth® is a registered trademark of Bluetooth® SIG, Inc.

### **Bluetooth profiles**

When a cell phone is connected to the telephone control, data is exchanged via one of 3 Bluetooth profiles.


- **Bluetooth remote SIM Access Profiles (rSAP)<sup>12</sup>:** The cell phone must support rSAP. The telephone control does not use its own SIM CARd, but rather “borrows” the SIM data of the cell phone

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<sup>11</sup> country specific

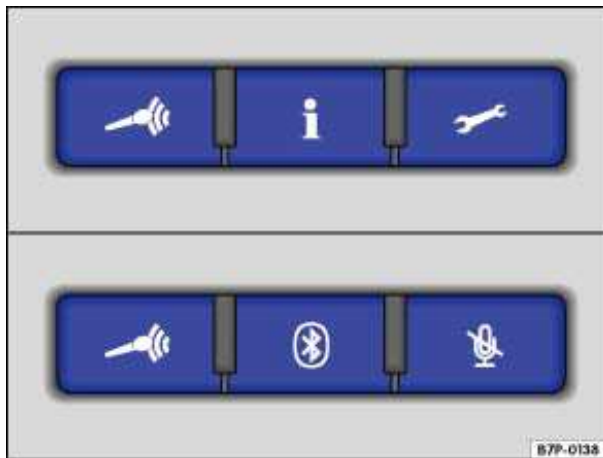
via a Bluetooth connection. The cell phone logs itself out of the GSM network and logs into the telephone control using the data from the “borrowed” SIM CARd. The telephone is then controlled exclusively via the controls in the vehicle. The mobile phone goes into standby mode. This Bluetooth profile allows all telephone control functions and the exterior aerial to be used to the full.

- **Bluetooth Hands-Free Profile (HFP):** If a cell phone is connected via HFP to the telephone control, you can make calls wireless via the hands-free system. Many other telephone control functions are *not* available. The vehicle’s exterior aerial can thus *not* be used.
- **Advanced Audio Distribution Profile (A2DP):** Bluetooth profile for transferring audio signals .

 . Volkswagen recommends pairing a cell phone with the telephone control via Bluetooth-rSAP in order to use all telephone control functions.






## Components of the telephone control

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**Fig. 222 3** button module in the roof: Controls for the telephone control.

 . Please first read and heed the **WARNINGS**  on page 360 and note the introductory information .

Button	Effect
	Starting or ending voice operation .
	<i>Press and hold for more than 2 seconds:</i> Information on the Volkswagen brand and on selected value-added services relating to traffic and travel .
	<i>Hold down for more than 2 seconds:</i> Assistance from the Volkswagen dealership network in the event of a breakdown .
	Make the telephone control briefly visible to Bluetooth devices .
	Mute the microphone in the vehicle during a telephone call or cancel muting.

### Components of telephone control<sup>13</sup>

- Cellular telephone (cell phone) with Bluetooth® Remote SIM-Access-Profiles (rSAP) or separate SIM CARd<sup>14</sup>

<sup>12</sup> country specific

<sup>13</sup> country specific

- Infotainment System with touchscreen
- Multi-function steering wheel      Instrument cluster display shows telephone functions •  
3 button module in the roof ⇒ [fig. 222](#)



## NOTICE

To operate the telephone control, a light press of the button or light pressure on the feature keys on the screen is sufficient.

## “Bluetooth audio” wireless communication interface

Please first read and heed the **WARNINGS** and note the introductory information .

Music stored on the cell phone can be played back on the Infotainment System via the “**Bluetooth audio**” wireless communication interface.

Observe the notes on media mode and on operation during Bluetooth audio transmission .

In order to use “Bluetooth audio”, the cell phone needs to support at least the Bluetooth profile “Advanced Audio Distribution Profile” (A2DP). A2DP is used for wireless transferring of stereo audio signals in high quality. If you wish to display track information on the instrument cluster and to control the audio playback via the Infotainment System the cell phone must support the Bluetooth profile “Audio Video Remote Control Profile” (AVRCP).<sup>15</sup>

### Making telephone calls during music playback via “Bluetooth audio”

All telephone functions are available during music playback via “Bluetooth audio”. During a telephone call or when other functions are CARRIED out via Bluetooth, e.g. device search, the music playback is stopped.

### Pairing a Bluetooth-enabled audio device

If you want to pair a Bluetooth-enabled audio device, for example an MP3 player, with the telephone control in addition to your cell phone, please observe the following:

- Pair the Bluetooth-enabled audio device with the telephone control.
- To reconnect, deactivate the **Bluetooth audio (A2DP)** function in the **Bluetooth settings** menu .
- Connect a cell phone .
- Activate **Bluetooth audio (A2DP)** .
- Connect audio device via A2DP .
- If necessary, change settings for A2DP on the cell phone.<sup>21</sup>



The volume can be changed directly on the cell phone with several cell phone models. Volkswagen recommends setting the volume to maximum on the cell phone and adjusting the volume on the Infotainment System during operation.



On a connected Bluetooth audio source, all warning and service tones, such as touch tones on a mobile phone, should be switched off to avoid interference and malfunctions.

<sup>14</sup> Available as an accessory Not provided with the vehicle.

<sup>15</sup> Depending on the mobile phone.



If the device is connected to the telephone control via A2DP, no other devices can be paired. The Bluetooth visibility of the telephone control deactivated for the duration of the active A2DP connection. This is not a fault in the telephone control. In order to pair further devices, deactivate the Bluetooth audio (A2DP) feature in **Telephone settings** and **Bluetooth settings** and activate it again after completing the pairing.

## Adjusting the volume

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Please first read and heed the **WARNINGS** on page 360 and note the introductory information .

During a telephone call, the volume can be adjusted with the volume control of the Infotainment System, or with the buttons on the multi-function steering wheel. Settings on the cell phone are not necessary.

On some cell phones, the volume of the telephone control can be adjusted using the corresponding buttons on the phone.

### Adjusting the volume of the ring tone<sup>16</sup>

- Press the **SETUP** Infotainment button.
- Press the **Sound** function key and adjust the volume with the **Volume** and **Ring tone volume** function keys.
- Save the volume settings with the **OK** function key.

### Infotainment System

If the Infotainment System is switched off and the ignition is switched on, it will automatically be switched on for outgoing or incoming calls via the telephone control. The Infotainment System is switched off at the end of the call.

The radio broadcast or other music source is muted during an incoming or outgoing call so that the call is not disturbed by unnecessary background noise.

You can adjust the volume of an active call with the Infotainment System volume control.

### Navigation system

If route guidance is in use, you can switch navigation information off and on while you are making a telephone call via the **Navigation settings** menu .



The volume of the telephone control can only be adjusted if a cell phone is paired or a SIM CARd is inserted in the SIM CARd reader<sup>17</sup>.

## Information and breakdown call

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Please first read and heed the **WARNINGS** on page 360 and note the introductory information .

In certain countries, you can use the and buttons on the 3 button module to call the breakdown and service center of the Volkswagen Service Call Center. The system automatically connects you with the service center of your home country. A telephone connection can only be set up if a switched-on cell phone is paired with the telephone control via Bluetooth .

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
<sup>16</sup> With a connection via HFP, depending on cell phone.


<sup>17</sup> country specific




Volkswagen makes every effort to make these services available to you at the most reasonable price possible. Please inquire with a Volkswagen dealer regarding country-specific rates.


### **Info call**

The **Info call**  button offers information regarding Volkswagen and selected premium-rate services concerning traffic and traveling.

Press the  button for at least 2 seconds in order to establish the connection.

### **Service call**

**Roadside assistance** via the  button offers immediate assistance in the event of a breakdown. The Volkswagen dealership network with mobile service vehicles is at your disposal.

Press the  button for at least 2 seconds in order to establish the connection.



. A mobile network must be available for the Info and Service call. The services might not be available in some countries.

# First steps

## Introduction

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In this section you'll find information about:

- Pairing a cell phone via Bluetooth-HFP
- Automatic connection to a paired cell phone

Some functions and settings are only possible when the vehicle is stationary and are not supported by all mobile phones.

Before the telephone control can be used with a cell phone, a one-time pairing process with the cell phone must be CARried out to "connect" the units to each other. A user profile is created automatically in the telephone control which is clearly linked to the cell phone and its SIM CARD. If a user profile already exists, replace or delete it.

A cell phone can be paired with the telephone control using **Bluetooth HFP** or **Bluetooth-rSAP**<sup>18</sup> .

Once the pairing process has been CARried out, the telephone control will connect automatically with the "known" device via the Bluetooth connection when the ignition is switched on. If necessary, further settings can be made on the device for the Bluetooth connection.

All directory entries imported into the directory or created there are automatically assigned to the user profile .

### Checklist

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Before using (pairing) for the first time

- ✓ Switch on the cell phone with Bluetooth.
  - ✓ Activate Bluetooth on the cell phone.
  - ✓ Switch on Bluetooth visibility on the cell phone.
  - ✓ Activate rSAP on the cell phone.<sup>2419</sup>
  - ✓ Close any Bluetooth connections on the cell phone that are still active, i.e. that switch on automatically.
  - ✓ Deactivate the keypad lock and screensaver on the cell phone.
- 

### Checklist

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To use the telephone

- ✓ Activate Bluetooth on the mobile phone.
  - ✓ Connect the cell phone with the telephone control.
- 

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<sup>18</sup> country specific

<sup>19</sup> Applies if rSAP is supported by the cell phone.



## WARNING

Driving on today's roads demands the full attention of the driver at all times. Driver distraction causes accidents, collisions and serious personal injury!

- Never pair the cell phone or configure user profiles while driving. Do this only when the vehicle is parked in a safe place.
- Never let yourself be distracted when setting, adjusting, or using the Infotainment System, when using your cell phone, or when operating the cell phone controls.
- Always drive attentively and responsibly. Use the Infotainment system, your cell phone, and the cell phone controls only if road, traffic, and weather conditions permit and you will not be distracted from your driving.
- If you cannot use the Infotainment System, your cell phone, or the cell phone controls safely while driving, wait until later or find a safe spot where you can pull off the road and park the vehicle.
- Always set sound volume levels so that you can clearly hear horns, sirens, and other warning sounds outside the vehicle.



For device search, select a location with the likelihood of only a few *unknown* Bluetooth devices, for example in the garage. The search range for Bluetooth is approximately 10 meters.

## Pairing a cell phone via Bluetooth-HFP

📖 Please first read and heed the **WARNINGS**  on page 360, note the introductory information and heed the **WARNINGS** .

**Each** cell phone must be paired with the telephone control via Bluetooth once.

Linking takes several minutes. The first pairing can only be **CAR**ried out when the ignition is switched on and the vehicle is stationary.

**Read the operating manual for the cell phone** and prepare the cell phone for pairing .

Keep the cell phone close to hand as you will need to operate it during the first pairing procedure between the telephone control and the cell phone.

### Pairing procedure if no cell phone has been paired with the telephone control yet

#### Step 1: Making the Bluetooth connection visible

- Activate the Bluetooth feature on the mobile phone.
- Switch the mobile phone to “device visible to all” The cell phone will now be visible for a few minutes.<sup>20</sup> Repeat steps 1 and 2 as required if the time allowed expires without successful pairing.

#### Step 2: Bluetooth device search

- Switch on the ignition.
- Access the *PHONE* main menu with the **PHONE** Infotainment button.
- Press the **Search for telephones** function key.
- Confirm the query about whether Bluetooth has been activated on the cell phone with **Next**.

#### Step 3: Pairing cell phone

*There is a time limit for entering the password! Read through the whole of step 3 before **CAR**rying out all of the individual actions.*

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<sup>20</sup> Depending on the mobile phone.

- If necessary activate “wait for incoming Bluetooth connections”.
- Hold the cell phone in your hand ready to enter the password within the time limit.
- Select the cell phone from the device list in the vehicle by pressing the corresponding function key.
- Select the required pairing protocol below the cell phone found.
- On the cell phone, confirm the connection queries from the vehicle if required.
- Confirm the 4-digit password displayed on the Infotainment System screen.
- Enter the password **on the cell phone within 30 seconds**.<sup>26</sup>
- Confirm password entry.
- If necessary, confirm further queries on the mobile phone.

### **Pairing procedure if a cell phone has already been paired with the telephone control**

- Set the Bluetooth connection to visible on the cell phone , step 1.
- Switch on the ignition.
- Access the SETUP main menu with the **SETUP** Infotainment button.
- Press the **Telephone** function key.
- Press the **Bluetooth settings** function key.
- In the **Bluetooth settings** menu, press the **Search for Bluetooth devices** function key.
- If necessary, confirm the query about whether Bluetooth has been activated on the cell phone with **Next**.
- Carry out pairing as described , step 3.

### **Failed pairing**

There is no limit on the number of attempts to pair the device with the telephone control.

Linking will not be successful if the password input time limit is exceeded or if the PIN code is entered incorrectly.

Restart linking if the process fails despite correct entries.

### **Copying telephone directory to the telephone control**

Once pairing has been successfully completed, the telephone directory entries from the cell phone<sup>26</sup> are loaded automatically into the data memory of the telephone control. Depending on the number of entries copied, the process can take several minutes.

The telephone directory memory of the telephone control is limited to 5000 entries. Each user profile can be assigned a maximum of 2000 entries as well as 100 user-created or edited entries.

## **Automatic connection to a paired cell phone**

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 **Please first read and heed the WARNINGS  note the introductory information and heed the WARNINGS .**

A cell phone paired with the telephone control will be connected automatically to the telephone control when the ignition is switched on.

The telephone control always connects to the most recently paired device and the most recently used user profile.

If necessary, refer to the operating manual for the cell phone for information on automatic Bluetooth connection (authorization). If necessary, switch on authorization for the telephone control on the cell phone so that there are no queries about the connection between the cell phone and telephone control.

The telephone control can be used as soon as the *PHONE* main menu is displayed on the Infotainment System screen.


When connecting automatically, the system will first search for the telephone that was last used in order to reconnect it with the telephone control. If this cell phone is not in the Bluetooth range, the system will start to search for the cell phone (user) that was used before it.


- Switch on the ignition.
- Enter the PIN code if it is not stored in the telephone control<sup>21</sup>.


### Requirements for automatic connection

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- ✓ The cell phone needs to have already been paired with the telephone control.
  - ✓ The cell phone must be switched on and contain a valid SIM CARD to make telephone calls.
  - ✓ Bluetooth must be activated on the cell phone.
  - ✓ The mobile phone should have no connection to another Bluetooth device.
  - ✓ The cell phone must be within the Bluetooth range of the telephone control.
  - ✓ The ignition must be switched on.
  - ✓ The cell phone must have been *last* connected to the telephone control or another cell phone connected via Bluetooth is no longer in the Bluetooth range of the telephone control or its Bluetooth feature has been switched off.
- 

 . If the automatic connection is made during an active telephone call, the telephone control can only make a connection via HFP. Change the Bluetooth connection to rSAP in order to use all telephone control functions <sup>27</sup>.

 . If a Bluetooth connection cannot be set up even though all requirements are fulfilled or if the telephone control does not function “normally”, the cell phone's system may have crashed. Remove the battery and insert again. Switch the mobile phone back on and try to establish a Bluetooth connection.

 . Volkswagen recommends not switching on authorization on the cell phone so that you confirm the connection queries again before each automatic connection setup.

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<sup>21</sup> country specific

## Basic functions

### Introduction

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In this section you'll find information about:

PHONE main menu

Entering a telephone number and taking a call



#### WARNING

**Driving on today's roads demands the full attention of the driver at all times. Driver distraction causes accidents, collisions and serious personal injury!**

- **Never let yourself be distracted when setting, adjusting, or using the Infotainment System, when using your cell phone, or when operating the cell phone controls.**
- **Always drive attentively and responsibly. Use the Infotainment system, your cell phone, and the cell phone controls only if road, traffic, and weather conditions permit and you will not be distracted from your driving.**
- **If you cannot use the Infotainment System, your cell phone, or the cell phone controls safely while driving, wait until later or find a safe spot where you can pull off the road and park the vehicle.**
- **Always set sound volume levels so that you can clearly hear horns, sirens, and other warning sounds outside the vehicle.**

### PHONE main menu

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Fig. 223 Telephone control main menu.



Fig. 224 Telephone main menu: Connection established.

📖 . Please first read and heed the **WARNINGS** ⚠️ note the introductory information and heed the **WARNINGS** ⚠️ .

It takes a few minutes after the first pairing process until the telephone directory data from the paired cell phone is available on the Infotainment System.

- Press the **PHONE** Infotainment button to open the *PHONE* main menu.

### Display in the PHONE main menu

The name of the cell phone network provider where the inserted SIM CARD or the SIM CARD of the paired cell phone is registered is displayed in the center of the top line of the screen. The name of the paired cell phone or the user profile being used is displayed in the second line (⇒ fig. 223: . **FON 01**).

During a call, the telephone number or the name of the person you are talking to is displayed in the upper line if they are stored in the telephone directory, as well as the call duration ⇒ fig. 224.

The symbol \* shows an existing Bluetooth connection.

The bars at the top right or bottom right indicate the current field strength (signal strength of the currently received mobile phone transmitter station).

### Function keys in the PHONE main menu

#### Function key: Effect

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📞: accept, dial, or hold calls.<sup>22</sup>

📞: end call or reject incoming call.

**SOS**<sup>23</sup>: after you confirm a prompt, the emergency number is dialed, providing a connection can be made to a mobile phone network.

**Voice mail** and **Preset 2-6**: Speed dial buttons, one telephone number can be assigned to each button .

☰: Open the number pad to enter a telephone number .

**Call lists**: Opens a pop-up window for selection of a call list for calls missed, dialed or received on the telephone control .

**SMS**<sup>24</sup>: Opens a pop-up window with the following options:

<sup>22</sup> Country-specific valid only if conference/hold call/toggling active ⇒ page 312.

<sup>23</sup> Is not displayed on all units and is not supported by all cell phone network providers.

<sup>24</sup> Dependent on cell phone and country.

## Function key: Effect

**Inbox**: Displays received SMS.

**Templates**: Selection of available templates for sending SMS.

**Extras**: Opens a pop-up window with the following options:

**Display off**: Switches off the display. Press one of the Infotainment buttons or the screen to switch on again.

**Conference details**<sup>28</sup>: opens a list of the parties in a current conference call .

**Mute**: Switches the microphone off during a telephone call, so that the person on the line cannot hear what is being said in the vehicle.

**☰**: Opens the telephone directory of the paired cell phone to select a telephone number .

## Entering a telephone number and taking a call



Fig. 225 Entering a telephone number.

**☰** . Please first read and heed the **WARNINGS** **⚠** note the introductory information and heed the **WARNINGS** **⚠** .

- In the *PHONE* main menu, press the **☰** function key ⇒ fig. 225.
- Entering a telephone number.
- Press the **☎** function key to dial the number.

The special buttons “Asterisk” **\*** and “Hash” **#** have the same functions as on a normal telephone.

### Entering a country code

To enter a country code, instead of the first 2 digits (international access code e.g. “00”) you can enter the character “+”.



- Press and hold the **0** function key until a pop-up window appears with the **0** and **+** function keys.
- Accept the **+** function key by pressing – the pop-up window is closed.

### Answering a call

An incoming telephone call is indicated in the top line of the screen by “**Incoming call**” and the caller’s telephone number.

If the caller’s telephone number is stored in the telephone directory, the caller’s name is displayed .



- Press the  function key to answer the call.
- Press the  function key to reject the call.

# Stored telephone numbers

## Introduction

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In this section you'll find information about:

- Telephone directory
- Searching for an entry in the telephone directory
- Displaying and editing telephone number
- Call lists
- Storing telephone numbers to speed dial buttons



### WARNING

Driving on today's roads demands the full attention of the driver at all times. Driver distraction causes accidents, collisions and serious personal injury!

- Never let yourself be distracted if you use the telephone directory and its related functions while driving.
- Never let yourself be distracted when setting, adjusting, or using the Infotainment System, when using your cell phone, or when operating the cell phone controls.
- Always drive attentively and responsibly. Use the Infotainment system, your cell phone, and the cell phone controls only if road, traffic, and weather conditions permit and you will not be distracted from your driving.
- If you cannot use the Infotainment System, your cell phone, or the cell phone controls safely while driving, wait until later or find a safe spot where you can pull off the road and park the vehicle.
- Always set sound volume levels so that you can clearly hear horns, sirens, and other warning sounds outside the vehicle.

## Telephone directory

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Fig. 226 Telephone directory.

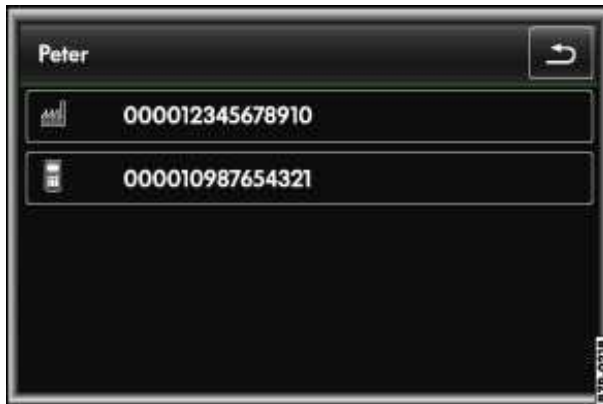


Fig. 227 Displaying a telephone directory entry.

🔔 . Please first read and heed the **WARNINGS** ⚠️ note the introductory information and heed the **WARNINGS** ⚠️ .

It takes a few minutes after the first pairing process until the telephone directory data from the cell phone is available on the Infotainment System.

The telephone directory can also be opened during an ongoing telephone call.

### Assignment to a user profile

Telephone directory data, call lists and stored speed dial buttons are assigned to a user profile and stored in the telephone control. They are available when the corresponding SIM CARD or the cell phone is connected with the telephone control again.

If telephone directory entries on the SIM CARD or the cell phone have been changed, you can start a manual update of the telephone directory data via the **Directory settings** menu .

A **maximum of 4 user profiles** can be stored for cell phones in the telephone control.<sup>25</sup> If you would like to pair an additional SIM CARD or a cell phone, you have to delete a user profile first .

### Opening and searching the telephone directory


- In the *PHONE* main menu, press the 📞 function key to open the telephone directory ⇒ fig. 226.
- Press the arrow buttons to search through the telephone directory. Press the arrow button ▲, ▼ or move from entry to entry or press the double arrow button ⏴, ⏵ to browse up or down page by page .
- If several numbers have been stored for one telephone directory entry, they can be displayed by pressing the entry ⇒ fig. 227. If only one number has been stored for an entry, a call is made to this number if the entry is pressed.


### Adding further telephone numbers to a telephone directory entry

- In the *Directory* menu, press the 📞 function key to the right of a telephone directory entry.
- Press the **Telephone numbers** function key.
- Press the **Edit** function key if the entry is stored in the cell phone *and* as a copy in the telephone control.
- **OR:** Press **Edit stored entry** functional button if the entry is stored *only* in the cell phone.
- In the input window, enter the telephone number and confirm with **OK**.
- Confirm addition of the telephone number with **OK**.

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<sup>25</sup> country specific

 . The entries in the telephone directory of the cell phone **cannot** be changed permanently via the telephone control. A telephone number stored in the telephone directory on the cell phone can only be modified for calls from the vehicle. You can add a country code, for example .

 . The telephone directory entries can be called up in the Navigation system via the **Directory** menu .

## Searching for an entry in the telephone directory

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**Fig. 228** Search window for selecting a telephone directory entry.



**Fig. 229** Search results from the telephone directory.

 . Please first read and heed the **WARNINGS**  on page 360, note the introductory information and heed the **WARNINGS**  .

- Open the telephone directory .
- Press the **Options** function key and then the **Find** function key in the pop-up window.
- Enter the name you are looking for in the input window.


Each time you enter a character, the unit automatically suggests a complete name from the telephone directory corresponding to the character sequence you have entered ⇒ [fig. 228](#). The number of matching results is displayed to the right of the entry field.

The use of upper and lower case letters makes no difference when searching for a telephone directory entry.

If no name is suggested as you enter text, there is no telephone directory entry matching the sequence of characters you have entered. Using the ⌘ function key, delete characters in the input line until a name is suggested again. Please take the sorting order into consideration

### Selecting displayed entry

Press the ⌘ function key to open the menu showing the search results that are still available ⇒ [fig. 229](#).

 . Using voice operation, you can also record the name stored in the telephone directory after the corresponding voice command .

## Displaying and editing telephone number


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[Fig. 230](#) Editing a telephone number.

 . Please first read and heed the **WARNINGS**  on page 360, note the introductory information and heed the **WARNINGS**  .

A telephone number stored in a call list can be changed before you dial it.

- Press the ⌘ function key next to a displayed telephone number or a displayed entry ⇒ [fig. 226](#).
- Press the **Use a number** function key ⇒ [fig. 230](#).
- Press digits to enter them in the input line or press the ⌘ function key to delete digits in the input line.
- Press the  function key to dial the displayed telephone number.

After the telephone number has been dialed, it is then available in the call list of numbers dialed from the vehicle .

 . The entries in the telephone directory of the cell phone **cannot** be changed permanently via the telephone control. A telephone number stored in the telephone directory on the cell phone can only be modified for calls from the vehicle. You can add a country code, for example .

## Call lists



Fig. 231 Selecting a call list in the telephone control main menu.

📖 . Please first read and heed the **WARNINGS** ⚠️ on page 360, note the introductory information and heed the **WARNINGS** ⚠️ .

You can save telephone numbers in the telephone control from calls that have been missed, dialed or received **in the vehicle**. Depending on the cell phone model, call lists stored on the mobile phone could also be displayed.

- In the *PHONE* main menu, press the **Call lists** function key.
- Open a call list by pressing it in the pop-up window.

### Function key: Effect

---

**Numbers dialed**: Dialed telephone numbers.

---


**Missed calls**: Missed calls.

---

**Received calls**: Received calls.

Incoming calls rejected with the  function key are stored in the call list of **received** calls.

If a telephone number is stored in the telephone directory, the stored name is displayed instead of the telephone number.

- Press a telephone number or a name on the screen to dial it.
- Press the  function key to edit the telephone number or use it further.

Call lists are always specific to a user profile .

## Storing telephone numbers to speed dial buttons

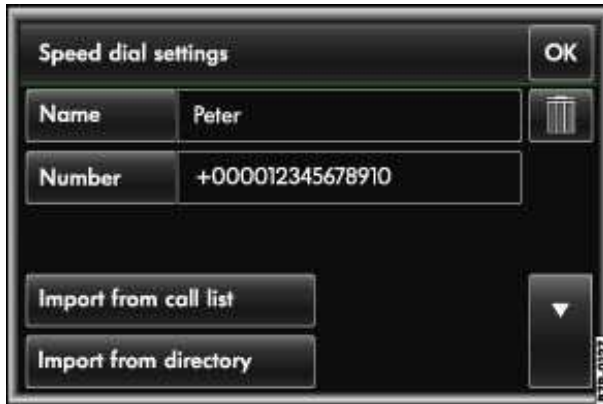


Fig. 232 Speed dial settings menu: Assignment of speed dial buttons.



Fig. 233 Telephone control main menu: Newly assigned speed dial button.

ⓘ . Please first read and heed the **WARNINGS** ⚠ on page 360, note the introductory information and heed the **WARNINGS** ⚠ .

The five speed dial buttons . **Memory 2** to **Memory 6** can each be assigned a telephone number. The **Voice mail** speed dial button is reserved for the voice mail telephone number.

**All** speed dial buttons must be assigned manually (including **Voice mail**) and are specific to a user profile .

### Assigning speed dial buttons

- In the *PHONE* main menu, press a **free** speed dial button to open the *Speed dial settings* menu ⇒ [fig. 232](#).
- Press the **Number** function key to enter a telephone number manually.
- **OR:** Press the **Import from call list** or **Import from directory** function key select the required telephone number from the corresponding list.
- Having selected a telephone number, press the **Name** function key to assign a name to the speed dial button.
- Review all the details entered in the *Speed dial settings* menu .
- Press the **OK** function key to apply all details entered and close the *Speed dial settings* menu.

In the *PHONE* main menu, the name you have entered is displayed in the speed dial button to which the respective telephone number is assigned ⇒ [fig. 233](#).

### Dialing with speed dial buttons

- In the *PHONE* main menu, *briefly press* an **assigned** speed dial button to dial the telephone number stored to that button.

### Editing assigned speed dial buttons

- In the *PHONE* main menu, *press and hold* an **assigned** speed dial button until the *Speed dial settings* menu opens.
- **OR:** Access the *Speed dial settings* menu with the **SETUP** Infotainment button and in the following order via the **Telephone** and **Speed dial** function keys.
- Press one of the function keys to edit its entry.
- To delete all entries for a speed dial button, press the **⌫** function key.
- To close the *speed dial* menu without applying changes, press the **⏪** function key.



# Functions during a telephone call

## Introduction

In this section you'll find information about:

During a call

Making an additional call, "toggling calls" and "call waiting"

Making a conference call



### WARNING

Driver distraction can cause accidents and serious personal injury.

- Making telephone calls and CARrying out functions while the vehicle is in motion can distract you from the road.

## During a call



Fig. 234 Telephone control main menu: Telephone call.





Fig. 235 Entering a DTMF button tone during a call.

📖 . Please first read and heed the WARNINGS ⚠️ note the introductory information and heed the WARNINGS ⚠️ .

When a connection is made to a dialed telephone number, the *PHONE* main menu changes to the *telephone call view* ⇒ [fig. 234](#).

### Holding a call<sup>26</sup>

- Press the  function key to “mute” the current telephone call (display: **Call being held**).
- Press the  function key to resume the call.

While a call is being held, no sound is transmitted. Conversations in the vehicle cannot be heard by the other party.


### Ending a telephone call

- Press the  function key to end the current call.

The *PHONE* main menu is displayed again ⇒ [fig. 233](#).

### DTMF tones

Every telephone button has a specific DTMF tone assigned to it. DTMF tones are used, for example, to send a password or to select an employee in a call center or to access the voice mail.

- If you are asked to enter a sequence of characters during a telephone call, open the keypad by pressing the  function key and enter the characters ⇒ [fig. 235](#).

## Making an additional call, “toggling calls” and “call waiting”




[Fig. 236](#) Telephone call with call on hold.

 . Please first read and heed the **WARNINGS**  on page 360, note the introductory information and heed the **WARNINGS**  .

During a telephone call, it is possible to make or take an additional call. You can switch between 2 calls (“toggling”)<sup>27</sup>.



### Making a second call while telephoning

- Press the  function key during a call to put your current call on “hold” .
- Set up another call by entering a telephone number or selecting a stored telephone number .
- Once the additional call is connected, you can switch between the 2 calls (toggling).

<sup>26</sup> Country-specific valid only if conference/hold call/toggling active ⇒ page 312.

<sup>27</sup> Country-specific valid only if conference/hold call/toggling active ⇒ page 312.



### “Call waiting”: accepting an additional incoming call

- If another party calls while you are already on the telephone, the new caller's telephone number or name appears in the second line of the screen (display: **Waiting**).
- To reject the new call, press the  function key in the **Waiting** line.
- **OR:** To take the new call as an additional call, press the function key  in the **Call on hold** line.

If you take the new call, the first call is put on hold, but not ended (in . ⇒ [fig. 236](#): **Call being held**).

### “Toggling”: changing between 2 parties

While you have 2 active calls, **Call being held** is shown in the line of the party who is on hold.

- Press the  function key in the **Call being held** line to resume this call and put the other call on “hold”.
- **OR:** To end one of the calls, press the function key  in the line for that call.

During any call, it is only possible to hold one additional call. Several parties can be brought together in a conference call .



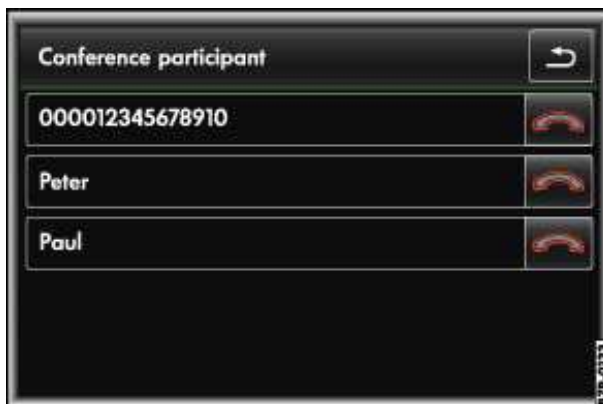
. If functions such as “toggling” and “conference” are used, the active call is shown first. If a call in the list is ended, the order of the calls in the list could be refreshed.

## Making a conference call

---



[Fig. 237](#) Adding another party to a conference call.





[Fig. 238](#) Detailed view of a conference call.

📖 . Please first read and heed the **WARNINGS** ⚠️ on page 360, note the introductory information and heed the **WARNINGS** ⚠️ .



A call “on hold” can be brought into the active call to form a conference call<sup>28</sup>.

### Combining several calls to form a conference call

All parties in a conference call can hear and talk to each other.

- Press the +function key in front of the currently active call to join the 2 calls and form a conference call.

On the screen, the 2 parties are combined into one line labelled “**Conference call**”.



- You can now make or take an additional call and add the new party to the existing conference call by pressing the +function key.
- **OR:** You can toggle between the new call and the conference call .

During a conference call, no more than **one** additional call to a separate party can be maintained ⇒ [fig. 237](#).

### Managing parties in a conference call<sup>35</sup>

- During a conference call, press the **Extras** function key .
- In the pop-up window, press the **Conference details** function key.

The list of parties in the conference call will be displayed ⇒ [fig. 238](#).

- To close the connection to one of the parties, press the function key.
- Press the function key to leave the list of parties in the conference call.

---

<sup>28</sup> Country-specific valid only if conference/hold call/toggling active ⇒ page 312.

# Settings

## Introduction

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In this section you'll find information about:

Overview of *Telephone settings* menu

Bluetooth settings

Call options



### WARNING

Driver distraction can cause accidents and serious personal injury.

- Only adjust settings for the telephone control and CARry out functions while the vehicle is stationary.



Some functions in the *Telephone settings* menu are only available when a cell phone is paired or if the cell phone is paired with the telephone control via Bluetooth rSAP<sup>29</sup>.

## Overview of *Telephone settings* menu

---



Fig. 239 Settings main menu.

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<sup>29</sup> country specific

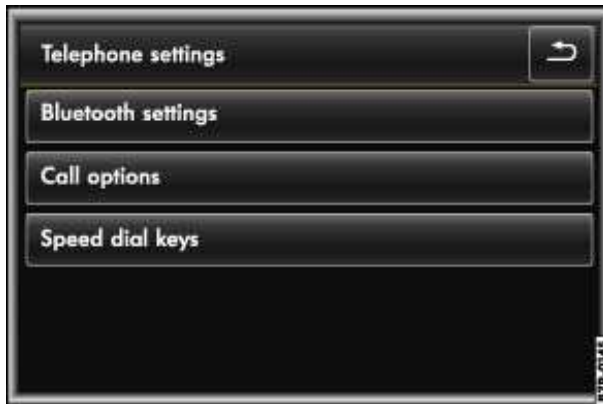


Fig. 240 Telephone settings menu.

📖 . Please first read and heed the WARNINGS ⚠ on page 360, note the introductory information and heed the WARNINGS ⚠ .

### Opening the *Telephone settings* menu

- Press the **SETUP** Infotainment button ⇒ fig. 123.
- In the *Settings* main menu, press the **Telephone** function key ⇒ fig. 239.

#### Function key: Effect

---

**Switch off telephone**<sup>30</sup>: Switch the telephone control on or off.

---

**Bluetooth settings**: Settings for Bluetooth functions .

---

**Select ring tone**<sup>31</sup>: Select the ring tone from the list of preset ring tones. The selected ring tone is played and saved when you leave the submenu.

---

**Telephone ID**<sup>37</sup>: Display of IMEI (telephone ID, serial number). If a cell phone is paired via Bluetooth rSAP or a SIM CARd is inserted in the SIM CARd reader, the telephone ID of the telephone control will be displayed. If a cell phone is paired via Bluetooth HFP, the telephone ID of the cell phone is displayed , *Bluetooth profiles*.

---

**Call options**: Function settings for telephone calls that are made via the telephone control .

---

**SIM PIN settings**<sup>37</sup>: Setting for use of the SIM PIN for the connection with a cell phone.

---

**Speed dial buttons**: Set the telephone numbers for the speed dial buttons .

---

**SMS settings**<sup>37</sup>: Setting for receiving and sending SMS from the vehicle.

---

**Call forwarding**<sup>37</sup>: Setting for forwarding incoming calls.

---

**Automatic network selection**<sup>37</sup>: Available cell phone networks are displayed and can be selected. Logging on may not be possible due to restrictions for the SIM CARd being used. If the user profile is changed, the setting is reset to **automatic** if necessary.

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<sup>30</sup> country specific

<sup>31</sup> valid for a connection via rSAP only.

## Bluetooth settings

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📖 . Please first read and heed the WARNINGS ⚠ on page 360, note the introductory information and heed the WARNINGS ⚠ .

### Function key: Effect

---

**Bluetooth**: Switch the telephone control Bluetooth feature on and off with the √function key. The ⓘ symbol is displayed in the *PHONE* main menu when the feature is enabled ⇒ [fig. 223](#).

---

**Visibility**: Switch the telephone control Bluetooth visibility on and off with the √function key. The visibility needs to be switched on to pair a cell phone with the telephone control. The visibility feature will be switched off automatically after 3 minutes after the engine is started when **Automatic** is set.

---

**Bluetooth audio (A2DP)**: This feature needs to be activated if you want to connect a Bluetooth audio player to the telephone control .

---

**Name**: Display or edit the device name of the telephone control. When the telephone control is set to visible, its name will be displayed on other Bluetooth devices following a device search .

---

**Search for Bluetooth devices**: Find Bluetooth devices that are set to visible and are within the range of the telephone control. The range is about 10 meters.

---

**Bluetooth device list**: Displays paired devices. Currently connected devices are indicated by the ⓘ symbol. If you press the function key of a device in the list, further settings can be displayed or changed in the submenu:

**Delete device**: Deletes the user profile for the selected device.

**CAR phone**<sup>32</sup>: Device paired via Bluetooth rSAP , *Bluetooth profiles*. Press the function key to make a connection; for instance, to switch from HFP to rSAP .

**Hands-free function**: Device paired via Bluetooth HFP Press the function key to set up a connection.

**Audio player**: Device paired via Bluetooth A2DP Press the function key to also pair a paired cell phone with the telephone control as an audio player.

---

**Delete all external devices**: Deletes all paired devices after confirmation.

---

**Display recently found devices**: Displays the devices most recently found by the telephone control.

---

## Call options

---

📖 . Please first read and heed the WARNINGS ⚠ on page 360, note the introductory information and heed the WARNINGS ⚠ .

### Function key: Effect

---

**Call waiting**<sup>33</sup>: You are informed about an incoming call during a telephone call visually and audibly.

---

---

<sup>32</sup> country specific

<sup>33</sup> country specific

## Function key: Effect

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---

**Show my number for outgoing calls**<sup>40</sup>: Setting defining whether your own telephone number is displayed to the person you are calling or is suppressed. This function is not supported by all cell phone network operators.

---

**Automatic redial**<sup>40</sup>: A telephone number is automatically dialed up to five times when the line is busy.

---

**Automatic call acceptance**: Automatic pickup of an incoming call after the third “ring”.

---

**Caller ID**: Anonymous display of the telephone number or the name on the Infotainment System screen for outgoing and incoming calls.

---

**Conference call/Hold call/Call waiting**<sup>40</sup>: Enables “Hold”, “togglng” and conference functions. In certain cell phone networks, this feature can cause the call to break up or result in functional problems.



# Starting and stopping the engine

## Introduction

---

In this section you'll find information about

Warning and indicator lights

Vehicle key positions in the ignition switch

Starter button

Starting the engine

Stopping the engine

Electronic immobilizer

### **Immobilizer display**

If an unauthorized vehicle key is used or the system malfunctions, ***Immobilizer active!*** may appear on the instrument cluster. The engine cannot be started.

### **Push-starting and tow-starting**

For technical reasons, **never** try to push-start or tow-start the vehicle. Jump-start the vehicle instead while following proper and safe procedures.

### **More information:**

- Vehicle key set • Shifting
- Braking, stopping and parking
- Steering
- Hybrid drive
- Starting assistance systems
- Refueling
- Fuel
- Emergency closing and opening
- Jump-starting
- Towing



### **WARNING**

**Switching off the engine while the vehicle is moving can make the vehicle harder to stop and result in loss of vehicle control, leading to collisions and severe personal injuries.**

- **Brake and steering assistance systems, the airbag system, safety belt pretensioners, and other vehicle safety features only work when the engine is running.**
- **Switch off the engine only when the vehicle is not moving.**



## WARNING

To reduce the risk of serious personal injury when starting and running the vehicle's engine:

- Never start the engine or let it run in a confined or enclosed area. Engine exhaust contains CARbon monoxide, a poisonous, colorless, and odorless gas. CARbon monoxide can cause unconsciousness and death.
- Never leave the vehicle unattended with the engine running. The vehicle could move suddenly or some other unexpected event could occur resulting in property damage or personal injury.
- Never use starting assist fluids. Starting fluids can explode and can cause a “run-away” vehicle condition.



## WARNING

The vehicle exhaust system and the catalytic converter or diesel particulate filter get very hot. They can cause fires and serious personal injury.

- Never park the vehicle where the hot exhaust system or catalytic converter could ignite flammable materials, such as brush, leaves, dry grass, spilled fuel, etc.
- Never apply additional undercoating or rust proofing on or near the exhaust manifold, exhaust pipes, catalytic converter, diesel particulate filter, or heat shields.

## Warning and indicator lights

Please first read and note the introductory information and heed the WARNINGS .

Lights up	Possible cause	Proper response
	Ignition malfunction.	Get professional assistance .
	Electronic immobilizer active.	Use an authorized remote control vehicle key .
	Ignition switch or starter button (Keyless Access) malfunction.	Have the system checked immediately by a qualified workshop.
	Battery in remote control vehicle key is dead.	Replace the battery; get an authorized Volkswagen dealer or an authorized Volkswagen Service Facility to assist you.
	Preheating the diesel engine before starting.	
	Brake pedal not depressed.	Depress the brake pedal while starting the engine.
<b>READY</b>	Vehicle READY indicator.	Never leave the vehicle parked in the ready position. Remove the remote control vehicle key out of the ignition or for vehicle with Keyless Access press the starter button. When leaving the vehicle always take the remote control vehicle key with you.
	No authorized remote control vehicle key found (Keyless Access).	Use an authorized remote control vehicle key .

Lights up	Possible cause	Proper response
	Engine cannot be started with starter button (Keyless Access).	Start the engine with the remote control vehicle key. Take the vehicle to an authorized Volkswagen dealer or an authorized Volkswagen Service Facility and have the system checked.

When the ignition is switched on, several warning and indicator lights come on briefly for a function check. They go out after a few seconds.

**⚠ WARNING**

Failure to heed warning lights and instrument cluster text messages can cause the vehicle to break down in traffic and result in a collision and serious personal injury.

- Never ignore warning lights or text WARNINGS.
- Always stop the vehicle as soon as it is safe to do so.
- Whenever stalled or stopped for repair, move the vehicle a safe distance off the road, turn on the emergency flashers, stop the engine, and use other warning devices to warn approaching traffic.

**ⓘ NOTICE**

Failure to heed warning lights or text WARNINGS can result in vehicle damage.

## Vehicle key positions in the ignition switch



Fig. 241 In the ignition switch: Vehicle key positions.

**📖 Please first read and note the introductory information and heed the WARNINGS ⚠.**

(0) If there is no vehicle key in the ignition, the steering column is locked.

(1) *Brake pedal not depressed:*

Turn the ignition switch either clockwise or counterclockwise to switch the ignition on, and the steering column lock is disengaged. Diesel engine is preheated. vehicle key **cannot** be removed from ignition switch.

*Press the brake pedal:*

Ignition is switched on, steering column lock is disengaged and the motor is started. Diesel engine is preheated. vehicle key **cannot** be removed from ignition switch.

Ignition switched on, engine is started. Diesel engine is preheated. vehicle key **cannot** be removed from ignition switch.

On *Hybrid vehicles* depending on the environmental conditions and the current operating state of the vehicle, either the combustion engine will be started or pure electric departure will be enabled. This leaves the combustion engine off for the time being. In both cases, the vehicle READY indicator will be displayed in the instrument cluster ⇒ table .

To stop the engine, again turn the vehicle key to the left or right and release. vehicle key can then be removed from ignition switch.

To switch off the engine, turn the vehicle key either clockwise or counterclockwise and release. The vehicle key can be removed from the ignition switch when the transmission shift lever is in the **(P)** position.

### **If you use the wrong key**

If an unauthorized remote control vehicle key has been inserted into the ignition switch, it can be removed as follows:

- The vehicle key cannot be removed from the ignition unless both the key and the selector lever have been moved to the correct position. Press the release button on the transmission selector lever, move the selector lever to the Park **(P)** position and release the button. The vehicle key can now be removed.



### **WARNING**

**Improper use of vehicle keys can result in serious personal injury.**

- **Always take the key with you when you leave the vehicle. The engine can be started and vehicle systems such as the power windows can be operated, leading to serious personal injury.**
- **Never leave children, disabled persons, or anyone who cannot help themselves in the vehicle. The doors can be locked with the remote control vehicle key. This could result in people being trapped in the vehicle in an emergency. For example, depending on the time of year, people trapped in the vehicle can be exposed to very high or very low temperatures.**
- **Heat build-up in the passenger and luggage compartment of a parked vehicle can result in temperatures in the vehicle that are much higher than the outside temperatures, particularly in summer. Temperatures can quickly reach levels that can cause unconsciousness and death, particularly to small children.**
- **Never remove the key from the ignition switch while the vehicle is moving or rolling to a stop. The steering wheel will lock and you will not be able to steer or control the vehicle.**



. Leaving the key in the ignition for a long time when the engine is not running will drain the vehicle battery.



. Leaving the selector lever for a long period of time in any position other than Park **(P)** when the ignition is switched off can drain the vehicle battery.



. The vehicle key can be removed from the ignition switch only when the transmission is in Park **(P)**. You may have to press the release button on the transmission selector lever to put the lever into Park **(P)**.

## Starter button




**Fig. 242** In the front center console: Starter button of the Keyless Access locking and starting system.

 **Please first read and note the introductory information and heed the WARNINGS .**


The starter button can only be used when an authorized vehicle key is in the vehicle.

### Engaging and releasing the steering lock

- Push the starter button *once* briefly to release the steering lock and turn on the ignition, without pressing the foot brake ⇒ .
- Push and starter button **again** to turn the ignition off again. The steering lock is unlocked.

If you happen to press the starter button while trying to lock the steering lock while the ignition is still on, a chime will sound when the driver door is opened. At the same time, a message appears in the instrument cluster display informing you that the ignition is still active.

### Switching the ignition on and off

- Push the starter button *once* to switch on the ignition without depressing the brake pedal ⇒ .
- Push the starter button *again* to switch off the ignition.

When the ignition is switched on, a chime will sound when the driver door is opened. At the same time, a message appears in the instrument cluster display informing you that the ignition is still active.

### Starting and stopping the engine

- Depress the brake pedal.
- Push the starter button to start the engine.
- Push the starter button *again* to stop the engine.



#### **WARNING**

**Unintended vehicle movement can cause serious personal injury.**

- **Do *not* depress the brake pedal when switching on the ignition, as the engine could otherwise start immediately.**



## WARNING

Improper use of vehicle keys can result in serious personal injury.

- Always take the key with you when you leave the vehicle. Children or unauthorized persons may use it to lock the vehicle, start the engine, and operate vehicle systems such as the power windows, leading to serious personal injury.
- Never leave children, disabled persons, or anyone who cannot help themselves in the vehicle. The doors can be locked using the remote control vehicle key. This could result in people being trapped in the vehicle in an emergency. For example, depending on the time of year, people trapped in the vehicle can be exposed to very high or very low temperatures.
- Heat build-up in the passenger and luggage compartment of a parked vehicle can result in temperatures in the vehicle that are much higher than the outside temperatures, particularly in summer. Temperatures can quickly reach levels that can cause unconsciousness and death, particularly to small children.



In vehicles with a diesel engine and Keyless Access, the engine start may be delayed if the engine has to be preheated.



If the ignition is switched on or the engine is running and the driver door is opened, a chime sounds. The chime is also a reminder to switch off the engine and turn off the ignition before leaving and locking the vehicle from the outside.

## Starting the engine

📖 Please first read and note the introductory information and heed the WARNINGS ⚠️.

Please perform these steps only in the order listed.

Step	Vehicles without Keyless Access	Vehicles with Keyless Access
1.	Depress and hold down the brake pedal until step 4 is completed.	
2.	Shift the transmission into Park (P) or (N).	
3.	Turn the remote control vehicle key <i>briefly</i> clockwise or counterclockwise ⇒ <a href="#">fig. 241 (2)</a> and release.  <b>In vehicles with a diesel engine</b> , the engine start may be delayed if the engine is preheated.	Press the starter button ⇒ <a href="#">fig. 242</a> <i>briefly</i> and release - do not depress the accelerator pedal. An authorized remote control vehicle key must be inside the vehicle in order to start the engine.  <b>In vehicles with a diesel engine</b> , the engine start may be delayed if the engine is preheated.
4.	If the engine does not start, switch off the ignition and start again after about 1 minute.	
5.	Release the electronic parking brake when you are ready to start driving .	



## WARNING

Never leave the vehicle unattended while the engine is running. The vehicle could move suddenly, especially when the vehicle is in gear, resulting in accidents and personal injury.



## WARNING

“Starting fluids” can explode and can cause a “run-away” vehicle condition.

- Never use starting assist fluids.



## NOTICE

- You can damage the starter or the engine if you try to start the engine when the vehicle is still moving, or if you try to restart the engine right after switching it off.
- Avoid high engine speeds, full throttle acceleration and heavy engine loads when the engine is cold.
- Do not try to start the engine by pushing or towing the vehicle. Unburned fuel can get into the catalytic converter and damage it. The steering column may also be locked.



Do not let your vehicle warm up while standing; instead, start driving right away after making sure that you have good visibility through all windows. This will help the engine reach operating temperature faster and keep down emissions.



If the battery in the remote control vehicle key is weak or dead, the engine cannot be started with the starter button. In this case, remove the starter button from the ignition switch and insert the remote control vehicle key into the ignition switch to start the vehicle.



Major consumers of electricity are temporarily switched off when the engine is being started.



After starting a cold engine, there may be increased operating noises for a few seconds. This is normal and harmless.

## Stopping the engine

Please first read and note the introductory information and heed the WARNINGS .

Please perform these steps only in the order listed.

	Vehicles without Keyless Access	Vehicles with Keyless Access
1.	Bring the vehicle to a complete stop ⇒ .	
2.	Depress and hold down the brake pedal until step 4 is completed.	
3.	Shift the transmission into Park (P).	
4.	Apply the electronic parking brake to help prevent the vehicle from moving .	
5.	Turn the vehicle key in the ignition clockwise or counterclockwise pause and then release.	Push the starter button to his second position
6.	Removing the vehicle key from the ignition switches off electrical equipment and activates the steering column lock.	Opening the doors switches off electrical equipment and activates the steering column lock.



## WARNING

Never stop the engine before the vehicle has come to a complete stop. You can lose control of the vehicle, crash, and be seriously injured.

- The airbags and safety belt pretensioners will not work when the ignition is switched off.
- The brake booster does not work when the engine is not running. More brake pedal pressure will be needed to stop the vehicle.
- The power steering system does not work when the engine is not running, and you will need more force to steer the vehicle.
- When the key is removed from the ignition switch, the steering will lock and you will not be able to steer the vehicle.



## NOTICE

If the vehicle has been driven hard for a long time, the engine could overheat when it is stopped. To reduce the risk of engine damage, let the engine idle in Neutral for about 2 minutes before you switch off the ignition.



If the ignition is switched on or the engine is running and the driver door is opened, a chime sounds. The chime is also a reminder to switch off the engine and turn off the ignition before leaving and locking the vehicle from the outside.



The vehicle key can be removed only when the transmission is in Park (P).



After the engine has been switched off, the radiator fan in the engine compartment may keep running for several minutes, or may start running after the vehicle has been parked for a while, even if the ignition is switched off and the vehicle key has been removed. The radiator fan shuts off automatically when the engine has cooled down enough.

## Electronic immobilizer

 Please first read and note the introductory information and heed the WARNINGS .

The immobilizer helps to prevent the engine from being started and driven with an unauthorized vehicle key.

There is a microchip inside the vehicle key. The chip deactivates the immobilizer automatically when an authorized vehicle key is inserted into the ignition switch.

The electronic immobilizer is automatically activated when the remote control vehicle key is pulled out of the ignition switch. On vehicles with Keyless Access, the remote control vehicle key must be outside the vehicle

The engine can therefore only be started with an authorized and correctly coded genuine Volkswagen remote control vehicle key. Coded remote control vehicle keys are available from authorized Volkswagen dealers, authorized Volkswagen Service Facilities, and from certain independent repair facilities and locksmiths who are qualified to make these vehicle keys

If an unauthorized remote control vehicle key is used, **Immobilizer active!** appears in the instrument cluster display. The vehicle cannot be operated with this key.

A Declaration of Compliance with the United States FCC and Industry Canada regulations is on.



Using genuine Volkswagen keys helps minimize the risk of malfunctions.



# Shifting

## Introduction

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In this section you'll find information about:

Warning and indicator lights

Pedals

Automatic transmission: Selector lever

Shifting with Tiptronic<sup>®</sup>

Driving with an automatic transmission

Automatic transmission

### **When the ignition is switched on and the transmission is in Reverse (R):**

- The backup lights come on.
- Climatronic switches automatically to recirculating air operation while in reverse.
- The rear window wiper switches on when the windshield wipers are switched on.
- Parking Distance Control, the optical Park Assist system, and the camera for Rear Assist switch on (if applicable).

### **More information:**

- Instruments • Braking, stopping and parking
- Park distance control system
- Reverse driving assistant (Rear Assist)
- Climate control
- Engine control and emission control system
- Emergency closing and opening



### **WARNING**

**Rapid acceleration can cause skidding and loss of traction, especially on slippery roads, resulting in a loss of vehicle control, collisions, and serious personal injury.**

- **Only use the kick-down feature or fast acceleration if visibility, weather, road, and traffic conditions permit it and other drivers will not be endangered by your driving and the vehicle's acceleration.**



### **WARNING**

**Constant braking causes the brakes to overheat and even to fail leading to collisions and serious personal injury.**

- **Never "ride" the brakes or apply the brake pedal too often or too long.**
- **Riding the brakes will substantially reduce braking performance, increase stopping distance, and can cause complete brake system failure.**






### **NOTICE**


- **Never "ride" the brakes by keeping your foot on the brake pedal when you do not want to brake. This will make the brakes wear faster.**

- Before driving downhill, especially on hills that are long or steep, always reduce speed and shift into lower gear (manual or automatic transmission). This will let the vehicle use engine braking and reduce the load on the brakes. Otherwise, the brake system could overheat and even fail. Only use the brakes when you need them to slow the vehicle down more or to stop.

## Warning and indicator lights

 Please first read and note the introductory information and heed the WARNINGS .

Lights up	Possible cause	Proper response
	Brake pedal not depressed.	Depress the brake pedal.
	Automatic transmission malfunction.	Have the system checked immediately by an authorized Volkswagen dealer, an authorized Volkswagen Service Facility, or another qualified workshop.
	Brake pedal not depressed.	Depress the brake pedal to select a gear or drive position. Also refer to electronic parking brake .

Flashes	Possible cause	Proper response
	The release button in the selector level did not engage. Vehicle movement is prevented.	Engage selector lever release button .

When the ignition is switched on, several warning and indicator lights come on briefly for a function check. They go out after a few seconds.



### WARNING

Failure to heed warning lights and instrument cluster text messages can cause the vehicle to break down in traffic and result in a collision and serious personal injury.

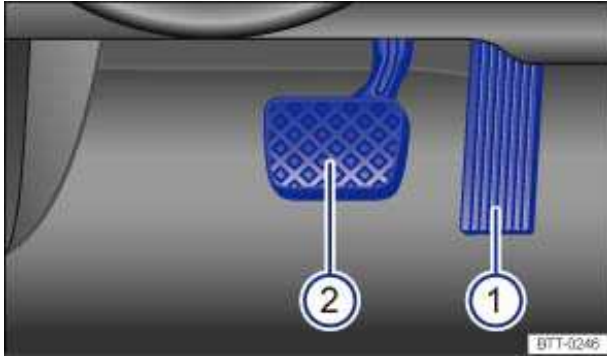
- Never ignore warning lights or text WARNINGS.
- Always stop the vehicle as soon as it is safe to do so.
- Whenever stalled or stopped for repair, move the vehicle a safe distance off the road, turn on the emergency flashers, stop the engine, and use other warning devices to warn approaching traffic.



### NOTICE

Failure to heed warning lights or text WARNINGS can result in vehicle damage.

## Pedals



**Fig. 243** Pedals in vehicles with automatic transmission: 1 Accelerator pedal, 2 Brake pedal.

 **Please first read and note the introductory information and heed the WARNINGS .**

All pedals must always be able to move freely in and out without interference from floor mats or other things.

Only use floor mats that leave the pedal area free and are held securely in place with floor mat fasteners to help prevent sliding.

If a brake circuit malfunctions, more brake pedal travel is needed to bring the vehicle to a full stop, and it is important that nothing is in the way when you have to depress the brake pedal harder and further than normal.



### **WARNING**

**Objects in the driver footwell can prevent the pedals from moving freely. This can cause loss of vehicle control and increase the risk of serious personal injuries.**

- Always make sure that nothing can interfere with the pedals.
- Always fasten floor mats securely to the floor.
- Never put floor mats or other floor coverings on top of already installed floor mats.
- Always make sure that nothing can fall into the driver footwell while the vehicle is moving.



### **NOTICE**

**Always make sure that the pedals are able to move freely and that nothing can interfere with them. If a hydraulic brake circuit fails, more brake pedal travel will be needed to bring the vehicle to a stop. The brake pedal must be pressed farther and harder than normal.**

## Automatic transmission: Selector lever



Fig. 244 Automatic transmission selector lever with shift lever release button (arrow).

. Please first read and note the introductory information and heed the WARNINGS .

Automatic transmission vehicles have an Automatic Shift Lock (ASL). With ASL, you must depress the brake pedal and hold it down while pressing the release button on the selector lever handle in the direction of the arrow ⇒ fig. 244 in order to move the selector lever out of Park (**P**) and into a drive gear. When the selector lever is in Neutral (**N**), you also have to depress the brake pedal before you can move the selector lever to Drive (**D**), Sport Drive (**S**), or Reverse (**R**).

If the ignition is switched on, either the current selector lever setting or the current gear is shown in the instrument cluster display.

Selector lever position	Designation	Meaning ⇒
P	<b>Park</b>	The drive wheels are mechanically locked. Select only when the vehicle is <i>not moving</i> . To change the selector lever position, switch on the ignition (if it is off) and then press the release button while holding down the brake pedal.
R	<b>Reverse</b>	The reverse gear is engaged. Shift into Reverse only when the vehicle is <i>not moving</i> .
N	<b>Neutral</b>	Transmission is in Neutral position. No power is transferred to the wheels and no engine braking effect is available.
D	<b>Drive</b> (standard driving position)	All forward gears shift up and down automatically. The transmission shifts as needed depending on engine load, individual driving style, and driving speed.
S	<b>Sport Drive</b> (Sport driving position)	All forward gears automatically upshift <i>later</i> and downshift <i>earlier</i> than in the Drive ( <b>D</b> ) position, to take full advantage of the engine's power reserves. The transmission shifts as needed depending on engine load, individual driving style, and driving speed.
	<b>Toggle between driving positions</b>	To toggle between Drive ( <b>D</b> ) and Sport Drive ( <b>S</b> ) briefly push the selector lever backward once from the ( <b>D/S</b> ) position. The selector lever always springs back to ( <b>D/S</b> ).  This feature lets you access Tiptronic mode from both the Sport driving position ( <b>S</b> ) and the standard driving position ( <b>D</b> ) .

## Automatic Shift Lock (ASL)

The Automatic Shift Lock (ASL) in Park (**P**) and Neutral (**N**) prevents drive positions from being engaged inadvertently, which would cause the vehicle to move.

To release the ASL, depress and hold the brake pedal with the ignition switched on. Press the release button on the selector lever at the same time.

The ASL is not engaged if the selector lever is moved quickly through Neutral (**N**) (e.g., when shifting from Reverse (**R**) to Drive (**D**)). This makes it possible to “rock” the vehicle backwards and forwards if it is stuck in snow or mud. The ASL engages automatically if the brake pedal is not depressed and the lever is in Neutral (**N**) for more than about 1 second and the vehicle is traveling no faster than about 3 mph (5 km/h).



### WARNING

Moving the selector lever to the wrong position can cause loss of vehicle control, a collision, and serious personal injury.

- Never accelerate when moving the selector lever.
- When the engine is running and a drive position is engaged, the vehicle will start to move as soon as the brake pedal is released.
- Never shift into Reverse or Park when the vehicle is moving.



### WARNING

Unintended vehicle movement can cause serious personal injury.

- Never get out of the driver's seat while the engine is running, especially when the transmission is in a drive gear. If you must leave your vehicle while the engine is running, always set the electronic parking brake and shift the transmission into Park (**P**).
- Never leave the vehicle in Neutral (**N**). It will roll down hills, whether the engine is running or not.
- When the engine is running and a drive gear - Drive (**D**), Sport Drive (**S**), or Reverse (**R**) - has been selected, press and hold the brake pedal to keep the vehicle from moving. The vehicle may “creep” and move forward or backward even if the engine is idling slowly.
- Never shift into Reverse (**R**) or Park (**P**) when the vehicle is moving.



### NOTICE

Even though the transmission is in Park (**P**), the vehicle may move a couple of inches (a few centimeters) forwards or backwards if you take your foot off the brake pedal after stopping the vehicle without first setting the electronic parking brake.



If the selector lever is moved into Neutral (**N**) by mistake when the vehicle is moving, take your foot off the accelerator pedal. Wait until the engine speed has dropped to idle speed before moving the selector lever into a drive gear.



Leaving the selector lever for a long period of time in any position other than Park (**P**) when the ignition is switched off can drain the vehicle battery.

## Shifting with Tiptronic®

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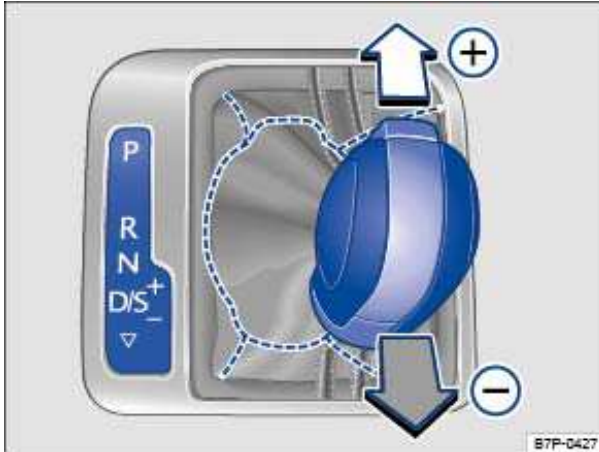



Fig. 245 Selector lever in Tiptronic position.

 Please first read and note the introductory information and heed the WARNINGS .

Tiptronic lets you upshift and downshift manually with the automatic transmission. When Tiptronic mode is used, the transmission stays in the current gear and does not upshift or downshift automatically unless the transmission senses a situation where upshifting or downshifting is necessary to keep the engine from over- or under-revving.

### Using Tiptronic with the selector lever

- Push the selector lever sideways to the right from Drive (**D**) position into the Tiptronic position ⇒  in *Automatic transmission: Selector lever*.
- Briefly push the selector lever forward (+) to upshift into a higher gear or backward (-) to downshift into a lower gear ⇒ [fig. 245](#).



### NOTICE

- During acceleration, the transmission will shift automatically into the next higher gear before reaching maximum engine speed (rpm).
- If you use Tiptronic to shift into a lower gear, the transmission will downshift only when doing so will not over-rev the engine.

## Driving with an automatic transmission

---

 Please first read and note the introductory information and heed the WARNINGS .


All forward gears shift up and down automatically.

### Driving on hills

The steeper the grade, the lower the gear that must be selected. Lower gears increase the braking effect of the engine. Never coast downhill in Neutral (**N**).


- Reduce speed.
- Switch to Tiptronic mode by moving the selector lever from Drive (**D**) to the right into the Tiptronic position.
- Downshift by pulling the selector lever back briefly (-).
- **OR:** Downshift using the paddles on the steering wheel.

## Stopping and starting on hills

If you stop on a hill with the vehicle in gear, you must depress the brake pedal or engage the electronic parking brake to keep the vehicle from rolling. Do not release the brake pedal or the parking brake until the vehicle has started to move forwards ⇒ .

## Kick-down acceleration

The kick-down feature permits maximum acceleration when the selector lever is in the Drive (D), Sport Drive (S) or Tiptronic mode.

If you push the accelerator all the way down, the vehicle will automatically downshift, depending on vehicle speed and engine speed (rpm). This feature lets you take advantage of the full acceleration capacity of the vehicle ⇒ .

With kick-down actuated, the transmission will stay in the current gear longer and not upshift until the engine reaches maximum rpm.



### WARNING

**Rapid acceleration can cause skidding and loss of traction, especially on slippery roads, resulting in a loss of vehicle control, collisions, and serious personal injury.**

- Always adapt your driving to the traffic flow.





### NOTICE

- When stopping on hills with the transmission in a drive gear, do not use the accelerator to help prevent the vehicle from rolling backwards. This can cause the automatic transmission to overheat and be damaged.
- Never let the vehicle coast or roll down a hill in Neutral (N), especially when the engine is not running. The transmission will not be lubricated and will be damaged.

## Automatic transmission malfunction

 Please first read and note the introductory information and heed the WARNINGS .

### Emergency shift program

If the automatic gearbox goes to emergency program, it is indicated with a text message along with a yellow indicator lamp  on the instrument cluster display. Depending on the current system fault, the selector lever position may continue to be displayed. The text message will go away after a few seconds. The yellow indicator lamp  remains lit up while the system fault continues to exist.

In any event, have the automatic transmission checked by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.



### NOTICE

- As soon as you get any of these warnings about transmission overheating, you must either park the vehicle in a safe place or drive faster than 12 mph (20 km/h).
- If the text message and acoustic warning repeat themselves every 10 seconds or so, you must park the vehicle in a safe place as soon as you can safely do so and stop the engine. Let the transmission cool down.
- To help prevent damage to the transmission, do not drive the vehicle again until the acoustic warning has stopped. As long as the engine is overheated, avoid stop and start driving and avoid low speeds (“walking pace”).

# Braking, stopping, and parking

## Introduction

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In this section you'll find information about:

Warning and indicator lights

Electronic parking brake

Parking

About the brakes

Braking assistance systems

Switching Anti-Slip Regulation (ASR) on and off

Brake fluid

The **braking assistance systems** are the Anti-Lock Brake System (ABS), Brake Assist System (BAS), Electronic Differential Lock (EDL), Anti-Slip Regulation (ASR) and Electronic Stability Control (ESC).

### More information:

- Trailer towing
- Starting assistance systems
- Tires and wheels
- Parts, accessories, repairs and modifications



### WARNING

**Driving with bad brakes or worn brake pads can cause a collision and serious personal injury.**

- If the symbol **BRAKE WEAR** or **i** lights up in the instrument cluster display, whether alone or together with a text message, immediately contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility to have the brake pads checked and, if necessary, replaced.





## WARNING

Parking improperly can cause serious personal injury.

- Never remove the key from the ignition switch while the vehicle is moving or rolling to a stop. The steering wheel will lock and you will not be able to steer or control the vehicle.
- Never park the vehicle where the hot exhaust system or catalytic converter could ignite flammable materials, such as brush, leaves, dry grass, spilled fuel, etc.
- Always apply the parking brake when parking your vehicle.
- Improper use of the parking brake can seriously injure you and your passengers.
- Never use the parking brake to slow down the vehicle when it is moving, except in an emergency. The stopping distance is much longer because only the rear wheels are braked. Always use the foot brake to stop the vehicle.
- Never activate the throttle manually from the engine compartment when the engine is running and the automatic transmission is in gear. The vehicle will start to move as soon as the engine speed increases even if the parking brake is on.
- Never leave children or anyone who cannot help themselves behind in the vehicle. They could release the parking brake and move the gear selector lever or gear shift, which could cause the vehicle to start moving. This can lead to a crash and serious personal injuries.
- Always take the key with you when you leave the vehicle. The engine can be started and vehicle systems such as the power windows can be operated, leading to serious personal injury.
- Never leave children, disabled persons, or anyone who cannot help themselves in the vehicle. The doors can be locked with the remote control vehicle key, trapping passengers in the vehicle in an emergency. For example, depending on the time of year, people trapped in the vehicle can be exposed to very high or very low temperatures.
- Heat buildup in the passenger and luggage compartment of a parked vehicle can result in temperatures in the vehicle that are much higher than the outside temperatures, particularly in summer. Temperatures can quickly reach levels that can cause unconsciousness and death, particularly to small children.

















## NOTICE



- Always be CAREful when you park in areas with parking barriers or high curbs. These vary in height and could damage your bumper and related parts if the front of your vehicle hits a barrier or curb that is too high while you are getting into or out of a parking spot. To help prevent damage, stop before the tires of your vehicle touch a parking barrier or curb.
- Always be CAREful when you enter a driveway or drive up or down steep ramps or over curbs or other obstacles. Parts of the vehicle close to the ground may be damaged (such as bumper covers, spoilers, and parts of the engine, suspension, and exhaust systems).



## Warning and indicator lights

Please first read and note the introductory information and heed the WARNINGS .

Lights up	Possible cause or meaning ⇒	Proper response
/ <b>PARK</b>	Lights up: electronic parking brake engaged.	In order to drive off, release the electronic parking brake by depressing the brake pedal .
/	Brake system malfunction.	<b>Stop!</b> Get professional assistance immediately .

Lights up	Possible cause or meaning ⇒ 	Proper response
<b>BRAKE</b>	Brake fluid level too low.	 <b>Stop!</b> Check the brake fluid level .
	Together with ABS indicator light  or <b>ABS</b> : ABS failure.	See an authorized Volkswagen dealer or an authorized Volkswagen Service Facility. The vehicle brakes will work without ABS.
	Together with indicator light  : electronic parking brake malfunction.	See an authorized Volkswagen dealer or authorized Volkswagen Service Facility because you may not be able to park the vehicle safely.
	Brake pedal not depressed.	Depress the brake pedal.
<b>BRAKE WEAR</b>	Brake pads worn.	If you believe it is safe to do so, immediately take the vehicle to an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Check, and if necessary replace, <b>all</b> brake pads.
		
	Electronic parking brake malfunction.	See an authorized Volkswagen dealer or authorized Volkswagen Service Facility because you may not be able to park the vehicle safely.
	ESC malfunction.	Take the vehicle to an a qualified workshop.
	Together with ABS indicator  or <b>ABS</b> : ABS malfunction.	Take the vehicle to an a qualified workshop. The vehicle brakes will work without ABS.
	Vehicle battery has been reconnected.	Drive a short distance at a speed of 10 – 12 mph (15 - 20 km/h. If the indicator light stays on, see an authorized Volkswagen dealer or an authorized Volkswagen Service Facility .
	ESC switched off for system reasons.	Switch ignition off and on again. You may have to drive a short distance.
	ASR manually deactivated.	Switch on ASR manually Automatically switch on ASR by turning the ignition on and off.
	Together with ESC indicator light  : ABS malfunction.	See an authorized Volkswagen dealer or an authorized Volkswagen Service Facility. The vehicle brakes will work without ABS.
	Together with warning light  or <b>BRAKE</b> : ABS failure.	
	Brake pedal not depressed.	Depress the brake pedal to select a gear or drive position .
		Depress the brake pedal to release electronic parking brake .

Flashes	Possible cause	Proper response
	Electronic parking brake malfunction.	 <b>Do not continue driving</b> Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

Flashes	Possible cause	Proper response
	ESC or ASR regulating.	Take foot off accelerator pedal. Adapt driving to road conditions.
	The release button in the selector level is not engaged in position.	Engage the Automatic Shift Lock (ASL) .

When the ignition is switched on, several warning and indicator lights come on briefly for a function check. They go out after a few seconds.



## WARNING

Failure to heed warning lights and instrument cluster text messages can cause the vehicle to break down in traffic and result in a collision and serious personal injury.

- Never ignore warning lights or text WARNINGS.
- Always stop the vehicle as soon as it is safe to do so.



## WARNING

Driving with bad brakes can cause a collision and serious personal injury.

- If the brake warning light **BRAKE** or **h** does not go out, or comes on when driving, either the brake fluid level in the reservoir is too low or there is a fault in the brake system. Stop the vehicle as soon as you can do so safely and get expert assistance , *Brake fluid*.
- If the brake warning light **BRAKE** or **h** comes on at the same time as the ABS warning light **ABS** or **j** , the ABS may not be working properly. This could cause the rear wheels to lock up relatively quickly during braking. Rear wheel brake lock-up can cause loss of vehicle control.
- If you believe the vehicle is safe to drive, drive slowly and very **CAREfully** to the nearest authorized Volkswagen dealer, authorized Volkswagen Service Facility, or other qualified workshop and have the brake system inspected. Avoid sudden hard braking and steering.
- If the ABS indicator light **ABS** or **j** does not go out, or if it comes on while driving, the ABS system is not working properly. The vehicle can then be stopped only with the standard brakes (without ABS). You will not have the protection ABS provides. Contact your authorized Volkswagen dealer or an authorized Volkswagen Service Facility as soon as possible.
- If the symbol **BRAKE WEAR** or **i** lights up in the instrument cluster display, whether alone or together with a text message, immediately contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility to have the brake pads checked and, if necessary, replaced.



## NOTICE

Failure to heed warning lights or text WARNINGS can result in vehicle damage.

## Electronic parking brake




**Fig. 246** In the lower front center console: Button for the electronic parking brake.


 Please first read and note the introductory information and heed the **WARNINGS** .

### Setting the electronic parking brake

You can engage the electronic parking brake any time the vehicle is not moving - even if the ignition is switched off. Always engage the parking brake when you leave or park the vehicle.

- Pull and hold the button ⇒ [fig. 246](#).
- The parking brake is engaged when the indicator light  in the button and in the instrument cluster comes on.


### Releasing the electronic parking brake

- Switch the ignition on.
- Press the button. At the same time, press the brake pedal firmly or press the accelerator pedal lightly if the engine is running.
- The parking brake is released when the indicator light  in the instrument cluster goes out.

### Releasing the electronic parking brake automatically when you start driving

The electronic parking brake releases automatically when you start driving if the driver's door is closed **and** the driver's safety belt is buckled.

### Emergency braking function

Only use the emergency braking function in an emergency, when you cannot stop the vehicle using the brake pedal ⇒ .

- Pull and hold the button to brake the vehicle **hard**. An audio warning signal will sound at the same time.
- To stop the braking maneuver, release the button or press the accelerator pedal.




### **WARNING**


**Improper use of the electronic parking brake can cause accidents and severe injuries.**


- **Never use the parking brake to slow down the vehicle when it is moving, except in an emergency. Braking distance is much longer, since only the rear wheels are braked. Always use the foot brake.**
- **Never press the accelerator pedal when a selector lever position or gear is engaged and the engine is running. The vehicle could begin moving, even if the electronic parking brake is set.**
- **Never activate the throttle manually from the engine compartment when the engine is running and the automatic transmission is in gear. The vehicle will start to move even if the parking brake is engaged.**

## NOTICE

Even though the transmission is in Park (P), the vehicle may move a couple of inches (a few centimeters) forwards or backwards if you take your foot off the brake pedal after stopping the vehicle without first firmly setting the parking brake.

 If the vehicle battery is dead, the electronic parking brake cannot be released. Use a jump-start .

 You may hear noises when setting or releasing the electronic parking brake.

 If the electronic parking brake is not used for a while, an automatic system check will occasionally run when the vehicle is parked. This system check makes audible noises.

## Parking


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 Please first read and note the introductory information and heed the WARNINGS  .

Please note legal regulations when stopping and parking your vehicle.

### Parking the vehicle

Please perform these steps only in the order listed.

- Stop the vehicle on a suitable surface ⇒ .
- Hold the brake pedal down until the engine is switched off.
- Apply the electronic parking brake to help prevent the vehicle from moving .
- For automatic transmissions: Shift the transmission into Park (P).
- Switch off the engine and then take your foot off the brake.
- Remove the vehicle key from the ignition.
- If necessary, turn the steering wheel slightly to engage the steering lock.
- Make sure all passengers and especially children leave the vehicle.
- Take all vehicle keys with you when leaving your vehicle.
- Lock the vehicle.

### On hills

Before stopping the engine, turn the steering wheel so that, if the vehicle starts to roll, its front wheels will roll into the curb:

- Facing downhill, turn the front wheels so that they point toward the curb.
- Facing uphill, turn the front wheels so that they point away from the curb.

## WARNING

The vehicle exhaust system and the catalytic converter or diesel particulate filter get very hot. They can cause fires and serious personal injury.

- Never park where the hot exhaust system could ignite flammable materials, such as brush, leaves, dry grass, spilled fuel, etc.




## NOTICE

- Always be **CAReful** when you park in areas with parking barriers or high curbs. These vary in height and could damage your bumper and related parts if the front of your vehicle hits a barrier or curb that is too high while you are getting into or out of a parking spot. To help prevent damage, stop before the tires of your vehicle touch a parking barrier or curb.
- Always be **CAReful** when you enter a driveway or drive up or down steep ramps or over curbs or other obstacles. Parts of the vehicle close to the ground may be damaged (such as bumper covers, spoilers, and parts of the engine, suspension, and exhaust systems).


## About the brakes


---


 Please first read and note the introductory information and heed the **WARNINGS** .

**New brake pads** do not provide full performance during the first 100 to 200 miles (200 to 300 km) and must first be “broken” in ⇒ . To some extent, you can make up for the somewhat reduced performance by applying more pressure to the brake pedal. But, **during the break-in period**, the stopping distance for hard braking and emergency braking will be longer until the brakes are fully broken in. Avoid hard braking and situations that might require hard braking (such as following other vehicles too closely) – especially during the break-in period.


**Brake pad wear** depends mostly on operating conditions and the way the vehicle is driven. If you do a lot of city and short-distance driving and/or have a sporty driving style, you should have the brake pads checked by an authorized Volkswagen dealer or authorized Volkswagen Service Facility more often than the regular service intervals.

**Wet brakes** (for example, after driving through water or washing the vehicle or after heavy rainfall) will not brake as well. Stopping distances will be longer when brake discs are wet or, in winter, even icy. Wet or icy brakes must be dried as soon as possible by **CARefully** applying the brakes a couple of times while traveling at a relatively high speed. Make sure nobody is behind you and that you do not endanger yourself or others ⇒ .

**Brakes coated with road salt** also react slower and need longer stopping distances. If there is salt on the roads and you are not braking regularly, brake **CARefully** and gently from time to time to remove any salt coating from the brake discs and pads ⇒ .

Brake disc **corrosion** (rust) and **dirt** build-up on the brake pads are more likely to occur if the vehicle is not driven much or is driven only for short distances with little braking. If the brakes have not been used and there is some rust on the discs, clean the brake discs and pads once in a while by **CARefully** braking a couple of times while driving at relatively high speed to help clean the brake discs and pads. Make sure nobody is behind you and that you do not endanger yourself or others ⇒ .

### Brake system malfunction

If you brake and find that vehicle doesn't brake nearly as well as it used to (sudden increase in stopping distance), a brake circuit may have failed. The brake warning light **BRAKE** or  will come on and a message may appear in the instrument cluster display. If you believe the vehicle is safe to drive, immediately take it to the nearest authorized Volkswagen dealer or authorized Volkswagen Service Facility for repair. Drive slowly and very **CARefully**, allow for the longer stopping distance, and be ready to push longer and harder on the brake pedal to slow the vehicle down.

### Brake booster

The brake booster works only when the engine is running. It increases the force on the brakes above and beyond the pressure put on the brake pedal by the driver.

If the brake booster is not working, or if the vehicle has to be towed, you will have to push the brake pedal harder to make up for the lack of booster assistance and the resulting longer stopping distance

⇒ .

 **WARNING**

New brake pads do not provide maximum braking performance.

- New brake pads do not have the best stopping power for the first 200 miles (320 km) and must be “broken in.” You can compensate for the slightly reduced braking force by putting more pressure on the brake pedal.
- Drive with extra CARE while the new brake pads are being broken in. This reduces the risk of collisions and serious personal injuries due to a loss of control over the vehicle.
- Never follow other vehicles too closely or put yourself into other situations that might require sudden, hard braking, especially when the brake pads have not been broken in.

 **WARNING**

Overheated brakes will reduce the vehicle's stopping power and increase stopping distances considerably.

- When driving downhill, the brakes have to work especially hard and heat up quickly.
- Before driving downhill, especially on hills that are long or steep, always reduce speed and shift into lower gear (manual or automatic transmission). This will let the vehicle use engine braking and reduce the load on the brakes. Otherwise, the brake system could overheat and possibly fail. Only use the brakes when you need them to slow the vehicle down more or to stop.
- A damaged front spoiler or a non-standard spoiler can reduce airflow to the brakes and make them overheat.

 **WARNING**

Wet brakes or brakes coated with ice or road salt react slower and need longer stopping distances.

- CAREfully apply the brakes to test them.
- Always dry brakes and clean off ice and salt coatings with a few cautious brake applications when visibility, weather, road and traffic conditions permit.

 **WARNING**

Driving when the brake booster is not working increases stopping distances and can cause accidents and serious personal injuries.

- Never let the vehicle coast when the engine is switched off.
- If the brake booster is not working (such as when the vehicle is being towed), a lot more pedal force is needed to slow down and stop.

 **NOTICE**

- Never “ride” the brakes by keeping your foot on the brake pedal when you do not want to brake. Constant pressure on the brake pedal can make the brakes overheat. Riding the brakes will substantially reduce braking performance, increase stopping distance, and can cause complete brake system failure.
- Before driving downhill, especially on hills that are long or steep, always reduce speed and shift into lower gear (manual or automatic transmission). This will let the vehicle use engine braking and reduce the load on the brakes. Otherwise, the brake system could overheat and possibly fail. Only use the brakes when you need them to slow the vehicle down more or to stop.





. When the front brakes are serviced, you should have the rear brake pads inspected at the same time. The wear of all brake pads should be visually checked regularly. The best way to check for brake pad wear is to have your authorized Volkswagen dealer or authorized Volkswagen Service Facility visually inspect the pads through the openings in the wheel rims or from underneath the vehicle. If necessary, the wheels can be taken off for a more thorough inspection.

## Braking assistance systems

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. Please first read and note the introductory information and heed the WARNINGS .

The ESC, ABS, BAS, ASR and EDL braking assistance systems work only when the engine is running. These systems can significantly improve active driving safety.

### Electronic Stability Control (ESC)

ESC helps to improve road holding and vehicle dynamics to help reduce the probability of skidding and loss of vehicle control. It works only when the engine is running. ESC detects certain difficult driving situations, including when the vehicle is beginning to spin (yaw) out of control. ESC then helps you to get the vehicle back under control by selectively braking the wheels and/or reducing engine power and by providing steering assistance to help hold the vehicle on the driver's intended course.

ESC has limitations. It is important to remember that ESC cannot overcome the laws of physics. It will not always be able to help out under all conditions you may come up against. For example, ESC may not always be able to help you master situations where there is a sudden change in the coefficient of friction of the road surface. When there is a section of dry road that is suddenly covered with water, slush or snow, ESC cannot perform the same way it would on a dry surface. If the vehicle "hydroplanes" (rides on a cushion of water instead of the road surface), ESC will not be able to help you steer the vehicle because contact with the pavement has been interrupted and the vehicle cannot be braked or steered. During fast cornering, particularly on winding roads, ESC cannot always deal as effectively with difficult driving situations as it can at lower speeds. When towing a trailer, ESC is not able to help you regain control as it would if you were not towing a trailer.

Always adjust your speed and driving style to visibility, road, traffic, and weather conditions. ESC cannot override the vehicle's physical limits, increase the available traction, or keep a vehicle on the road if road departure is a result of driver inattention. Instead, ESC improves the possibility of keeping the vehicle under control and on the road during extreme maneuvers by using the driver's steering inputs to help keep the vehicle going in the intended direction. If you are traveling at a speed that causes you to run off the road before ESC can provide any assistance, you may not experience the benefits of ESC.

ESC includes and/or works together with the ABS, BAS, ASR, EDL, and XDL systems (see below). ESC is switched on all the time. In certain situations when you need less traction or additional traction cannot be achieved, you can switch off ESC by pressing the ASR button ⇒ [fig. 247](#). Be sure to switch ASR on again when you no longer need less traction.

ESC can be switched on and off manually in *Off-road Mode* .

### Anti-Lock Brake System (ABS)

ABS helps to keep the wheels from locking up and helps to maintain the driver's ability to steer and control the vehicle. This means the vehicle is less likely to skid, even during hard braking:

- Push the brake pedal down hard and hold it there. Don't take your foot off the pedal or reduce the force on the pedal!
- Do not "pump" the brake pedal or let up on it!
- Steer the vehicle while pushing down hard on the brake pedal.
- ABS stops working if you release or let up on the brake.

When ABS is doing its job, you will notice a **slight vibration** through the brake pedal and hear a noise. *ABS cannot shorten the stopping distance under all conditions.* The stopping distance may even be longer, for instance, when driving on gravel or on newly fallen snow covering an icy or slippery surface.



When driving forwards on loose surfaces, a special off-road ABS is automatically activated. In this mode, the front wheels could lock briefly. This shortens the braking distance in off-road situations as the wheels dig into loose surfaces. This occurs only when driving straight ahead. When the front wheels are turned, the normal ABS is activated.

### **Brake Assist (BAS)**

The Brake Assist System can help to reduce stopping distances. If you press the brake pedal very quickly, BAS detects an emergency situation. It then very quickly builds up full brake system pressure, maximizing braking power and reducing the stopping distance. This way, ABS can be activated more quickly and efficiently.

Do **not** reduce pressure on the brake pedal! BAS switches off automatically as soon as you release or let up on the brake.

### **Anti-Slip Regulation (ASR)**

ASR reduces engine power directed to spinning wheels and adjusts power to the road conditions. Even under poor road conditions, ASR can make it easier to get moving, accelerate, and climb hills.

ESC and ASR can help when driving on loose surfaces (such as gravel) and in deep snow. If you get stuck in deep snow, you may be able to get going again by “rocking” the vehicle back and forth. ESC and ASR recognize this special driving situation and automatically increase the speed of the front wheels. Keep pressing the accelerator and let ESC increase the speed of the front wheels to help you keep moving or get moving again.

ASR can be switched on or off manually .

### **Electronic Differential Lock (EDL)**

EDL is applied during regular straight-line acceleration. EDL gently brakes a drive wheel that has lost traction (spinning) and redirects the drive force to other drive wheels. In extreme cases, EDL automatically switches off to keep the brake from overheating. As soon as the brake has cooled down, EDL automatically switches on again.

XDL is an extension of the Electronic Differential Lock system. XDL does not react to drive wheel slippage when driving straight ahead. Instead, XDL detects slippage of the inside front wheel during fast cornering. XDL applies enough brake pressure to this wheel in order to stop the slippage. This improves traction, which helps the vehicle stay on track.



## **WARNING**

**Driving fast on icy, slippery, or wet roads can lead to a loss of control and result in serious personal injury for you and your passengers.**

- **Always adjust your speed and driving style to road, traffic, weather, and visibility conditions. Never let the additional safety that ESC, ABS, BAS, ASR, and EDL can provide tempt you into taking extra risks.**
- **Braking assistance systems cannot overcome the laws of physics and always prevent loss of vehicle control. Slippery and wet roads are still dangerous even with ESC and the other systems!**
- **Driving too fast on wet roads can cause the wheels to lose contact with the road and “hydroplane.” A vehicle that has lost road contact cannot be braked, steered, or controlled.**
- **These systems cannot reduce the risk of accident, for example if you drive too fast for conditions or if you do not keep your distance from the vehicle in front of you.**
- **Although these systems are very effective and can help you control the vehicle in many difficult situations, always remember that your vehicle handling control is limited by tire traction.**
- **When accelerating on a slippery surface, for example on ice and snow, depress the accelerator CAREfully. Even with these systems, the wheels may start to spin, leading to a loss of vehicle control.**



## WARNING

The effectiveness of ESC can be significantly reduced if other components and systems that affect vehicle dynamics, including but not limited to brakes, tires, and other systems mentioned above, are not properly maintained or functioning.

- Always remember that vehicle alterations or modifications can affect the functioning of the ABS, BAS, ASR, EDL, and ESC systems.
- Changing the vehicle suspension or using an unapproved tire / wheel combination can change the way the ABS, BAS, ASR, EDL, ASR, and ESC systems work and reduce their effectiveness.
- The effectiveness of ESC is also determined by the tires fitted .



. All 4 wheels must be equipped with identical tires in order for ESC and ASR to work properly. Differences in the tread circumference of the tires can cause the system to reduce the engine power when it is not expected.



. If ABS is not working, ESC, ASR, and EDL will also not work.



. You may hear noises when these systems are active.

## Switching Anti-Slip Regulation (ASR) on and off


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**Fig. 247** In the front center console: Button to manually switch ASR on and off.


 . Please first read and note the introductory information and heed the WARNINGS  .

The Electronic Stability Control (ESC) only works when the engine is running. This system includes ABS, EDL and ASR.

ASR can be switched off by pressing  button ⇒ [fig. 247](#) while the engine is running. Switch off ASR only in situations where there is not enough traction, such as the following:

- When driving in deep snow or on loose surfaces.
- When “rocking” the vehicle back and forth when you are stuck.

Afterward, reactivate ASR by pressing the  button again.

In *Off-road Mode* you can also switch ESC on or off on some models by pushing the  . button .

## Brake fluid



Fig. 248 In engine compartment: Brake fluid reservoir cap.

**ⓘ . Please first read and note the introductory information and heed the WARNINGS ⚠ .**

Brake fluid absorbs water from the air over time. Too much water in the brake fluid will damage the brake system. Water also lowers the boiling point of the brake fluid. Too much water in the brake fluid can cause vapor lock during heavy brake use or hard braking. Vapor lock reduces braking performance, increases stopping distances and can even cause total brake failure. Your safety and the safety of others depends on brakes that are working properly at all times ⇒ ⚠.

### Brake fluid specifications

Volkswagen has developed a special brake fluid that is optimized for the brake system in your Volkswagen. Volkswagen recommends that you expressly use brake fluid that conforms to quality standard **VW Standard 501 14** for optimum performance of the brake system. Check the information on the container for the brake fluid you want to use to make sure it meets the requirements for your vehicle.

Brake fluid that complies with **VW Standard 501 14** can be purchased from your authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If this special brake fluid is not available you may – under these circumstances – use another high-quality brake fluid that complies with U.S. Federal Motor Vehicle Safety Standard (FMVSS)

116 DOT 4 ⇒ ⚠.

Please note, however, that not all brake fluids that comply with U.S. Federal Motor Vehicle Safety Standard FMVSS 116 DOT 4 have the same chemical composition. Some of these brake fluids can contain chemicals that could, over time, degrade or damage internal parts of the vehicle's brake system.

Volkswagen therefore recommends that you use brake fluid that expressly complies with **VW Standard 501 14** for optimum brake system performance over the long term.

### Brake fluid level

The fluid level in the transparent brake fluid reservoir must always be between the MIN and MAX marking ⇒ ⚠.

On some vehicles, engine components block the view of the brake fluid reservoir and make it impossible to see the brake fluid level. If you cannot clearly see the brake fluid level in the brake fluid reservoir, please see an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The brake fluid level drops slightly when the vehicle is being used as the brake pads wear and the brakes are automatically adjusted.

## Changing brake fluid

Brake fluid must be changed according to the service schedule in your ⇒ Booklet *Warranty and Maintenance*. Have the brake fluid checked by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility. Refill only with new brake fluid that meets the standards listed above.



### WARNING

**Brake failure and reduced brake performance can be caused by not having enough brake fluid in the reservoir or by old or incorrect brake fluid.**

- Check the brake system and brake fluid level regularly.
- Always change the brake fluid according to the service schedule in your ⇒ Booklet *Warranty and Maintenance*.
- Hard braking with old brake fluid may cause vapor lock. Vapor lock reduces braking performance, increases stopping distances and can even cause total brake failure.
- Always make sure that only the correct brake fluid is used. Only use brake fluid that expressly conforms to VW Standard 501 14 or, if it is not available, only use a high-quality brake fluid that conforms to U.S. Standard FMVSS 116 DOT 4 requirements.
- Using another brake fluid, or one that is not of high quality, can impair the function of the brake system and reduce its effectiveness. If the container does not say that the brake fluid complies with VW Standard 501 14, or U.S. Standard FMVSS 116 DOT 4, do not use it.
- The brake fluid must be new.



### WARNING

**Brake fluid is poisonous.**

- To reduce the risk of poisoning, never use food, beverage or other non-original containers to store brake fluid. Someone might be misled by the original label on the container, or by the shape of the container, and drink the brake fluid. This could occur even if you relabel the container as “brake fluid.”
- Only store brake fluid in the closed, original container and keep it out of the reach of children.



### NOTICE

**Brake fluid will damage vehicle paint, plastic parts and tires. Wipe any brake fluid off vehicle paint and other vehicle parts immediately.**



Brake fluid can pollute the environment. Brake fluid that has leaked out must be collected and disposed of properly, following all applicable environmental regulations.

# Saving fuel and helping the environment

## Introduction

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In this section you'll find information about:

Efficient driving style  
Fuel-efficient driving

Fuel consumption, environmental impact, and wear and tear on engine, brakes and tires depend mainly on the following 3 factors:

- Your personal driving style.
- External driving conditions (weather road conditions).
- Technical requirements.

You can reduce fuel consumption by up to 25% by using a few simple techniques and adjusting your driving style.



### **WARNING**

**Always adjust your speed and the distance you keep between you and the vehicles ahead of you to the road, traffic, weather, and visibility conditions.**

## Efficient driving style

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 . Please first read and note the introductory information and heed the **WARNINGS**  .

### **Shifting faster**

As a rule, the following applies: The higher gear is always the most efficient gear. The rule of thumb for most vehicles is to drive in 3rd gear at about 20 mph / 30 km/h, 4th gear at about 25 mph / 40 km/h, and 5th gear at about 30 mph / 50 km/h.

If traffic and driving conditions permit, “skipping” gears when upshifting also saves fuel.

Do not run the gears up to their limit. Use 1st gear only to start moving and then smoothly shift into 2nd gear. Avoid kick-downs in vehicles with automatic transmissions.

### **Coasting**

If you take your foot off the accelerator, fuel delivery to the engine is interrupted, which lowers fuel consumption.

Therefore, when nearing a red stop light, for instance, allow the vehicle to coast without using the accelerator. The engine will then continue to run at idle.

In situations where the vehicle will be stopped for a longer period of time, such as at a railroad crossing, physically switch off the engine.

### **Defensive driving and “flowing” with traffic**

Frequent braking and acceleration increases fuel consumption significantly. Just by driving defensively and keeping a sufficiently large distance away from the vehicle in front of you can make up for the speed fluctuations caused by taking your foot off the accelerator. Active braking and accelerating is then not necessarily required.

### **Calm and smooth driving**

Consistency is more important than speed. The more smoothly you drive, the less fuel the vehicle consumes.

When driving on the highway or freeway, a constant, moderate speed is more efficient and economical than constantly accelerating and braking. Usually you can reach your destination just as quickly by driving at a moderate, but steady speed.

The cruise control system can assist in maintaining a uniform driving style.

### **Moderate use of extra electrical loads**

Comfort inside the vehicle is nice and important, but it is important to use them in an environmentally conscious manner.

Some devices can increase fuel consumption when activated (examples):

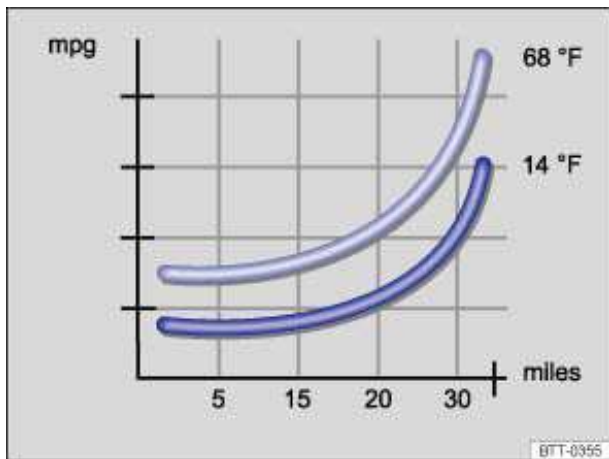
- Climate control system (air conditioner): If the climate control system has to produce starkly contrasting temperatures, it requires a large amount of energy, which is generated by the engine. The temperature in the vehicle should therefore not be extremely different from that of the outside temperature. It may be helpful to ventilate the vehicle before driving and then to drive a short distance with the windows open. After that, switch on the air conditioner with the windows closed. Keep the windows closed when driving at high speeds. Open windows increase fuel consumption.
- Switch off seat heating once it has served its purpose.
- Switch off the windshield and rear window defroster as soon as the windows are free of fog and ice.

### **Additional factors that increase fuel consumption (examples):**

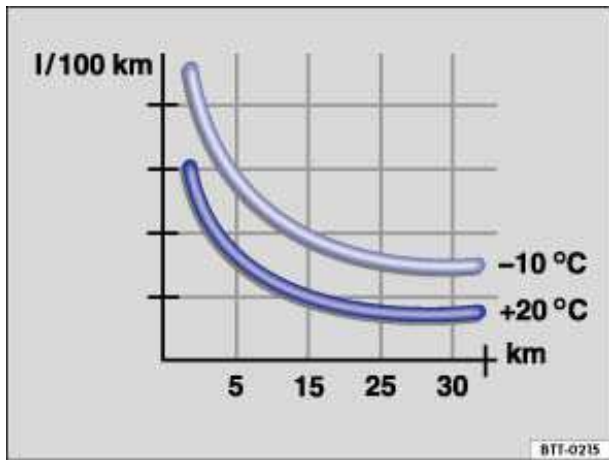
- Malfunctioning engine control.
- Driving in the mountains.
- Towing a trailer.

## **Fuel-efficient driving**

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**Fig. 249** Fuel consumption at 2 different outside air temperatures.



**Fig. 250** Fuel consumption in l/100 km at 2 different outside air temperatures.

**ⓘ . Please first read and note the introductory information and heed the WARNINGS ⚠ .**

Driving defensively and economically can easily reduce fuel consumption by 10 to 15%.

The vehicle consumes the most fuel when accelerating. Defensive driving requires less braking and therefore less acceleration. If possible, coast the vehicle to a stop, for example, when you can see that the next traffic light is red or is about to turn red.

### **Avoid traveling short distances**

A cold engine consumes significantly more fuel immediately after starting. It takes a few miles before the engine is warmed up and fuel consumption is stabilized.

To reduce fuel consumption and the emission of pollutants effectively, the engine and catalytic converter must reach their optimal **operating temperature**. Critical in this context is also the **outside air temperature**.

⇒ [fig. 249](#) and ⇒ [fig. 250](#) display the varying fuel consumption rates for the same distance driven, once at +68 °F (+20 °C) and once at +14 °F (-10 °C).

Therefore, avoid driving short distances unnecessarily and consolidate routes.

Under the same conditions, the vehicle consumes more fuel in winter than in summer.

“Letting the engine run to warm up” is not only illegal in some places, but also technically not necessary and wastes fuel.

### **Adjust the tire pressure**

The proper tire pressure helps reduce rolling resistance as well as fuel consumption.

When purchasing new tires, always make sure that the tires are optimized for lower rolling resistance.

### **Use low viscosity engine oil**

Fully “synthetic,” low viscosity engine oils that expressly comply with Volkswagen oil quality standards reduce fuel consumption. Low viscosity engine oils reduce the frictional resistance on the engine and are distributed more evenly and quickly, particularly when cold-starting the engine. The effect is particularly apparent in vehicles that frequently travel short distances.

Always ensure the right engine oil level is maintained and keep to the scheduled service intervals (engine oil changes).

Make sure the engine oil that you purchase expressly complies with Volkswagen oil quality standards and is the oil approved by Volkswagen for your vehicle.

### **Avoid unnecessary weight**

The lighter the vehicle, the more economical and eco-friendly it will be. For example, an extra 220 lbs (100 kg) of weight increases fuel consumption by up to 1 pint per 60 miles (0.3 l/100 km).

Remove all unnecessary items and unnecessary dead weight from the vehicle.

**Remove unnecessary aftermarket components**

The more aerodynamic the vehicle, the less fuel it will consume. Aftermarket components such as bicycle racks reduce its aerodynamic performance.

Therefore, remove unnecessary structures and unused rack systems, particularly if planning to drive at higher speeds.



# Steering

## Introduction

In this section you'll find information about:

Warning and indicator lights  
Steering system information

The power steering system is not electro-mechanical, it is hydraulic. In both cases, the power steering works only when the engine is running.

The hydraulic power steering system uses hydraulic lines, hydraulic oil, a pump, a filter, and other parts to maintain a constant oil pressure in the hydraulic system.

The electro-mechanical power steering system automatically adjusts to driving speed, steering torque, and the steering angle of the wheels. It delivers extra steering force only when you are actually turning the wheels. The electro-mechanical power steering works only when the engine is running.

### More information:

- Starting and stopping the engine
- Vehicle battery
- Towing






### WARNING

Turning the steering wheel is very hard when the power steering system is not working. This makes it harder to steer and control the vehicle.




- Power steering works only when the engine is running.
- Never let the vehicle coast with the engine switched off.
- Never remove the key from the ignition switch while the vehicle is moving or rolling to a stop. The steering wheel will lock and you will be unable to control the vehicle.

## Warning and indicator lights

 Please first read and note the introductory information and heed the WARNINGS .

Lights up	Possible cause	Proper response
	Power steering malfunction.	 <b>Stop!</b> Have the power steering system checked immediately by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility.
	Power steering assist is reduced.	Stop, restart the engine, and drive a short distance. If the yellow warning light does not come on again, you do <b>not</b> need to have the steering system checked. Otherwise, have the steering checked immediately by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility.

Lights up	Possible cause	Proper response
	Vehicle battery was disconnected and has been reconnected.	Drive a short distance at about 10 - 12 mph (15 - 20 km/h).

Flashes	Possible cause	Proper response
	Electronic steering column lock malfunction.	 <b>Stop!</b> The ignition cannot be switched on. The vehicle must not be towed! Get professional assistance.
	Steering column is twisted.	Turn the steering wheel back and forth.
	Steering column not locked/unlocked.	Remove vehicle key from ignition switch and switch ignition on again. Heed any messages shown in the instrument cluster display. On vehicles with Keyless Access, press the starter button briefly twice in a row without depressing the brake or clutch pedal.  <b>Do not drive any farther if</b> the steering column remains locked after switching the ignition on again. Get professional assistance.

When the ignition is switched on, several warning and indicator lights come on briefly for a function check. They go out after a few seconds.

 **WARNING**

**Failure to heed warning lights and instrument cluster text messages can cause the vehicle to break down in traffic and result in a collision and serious personal injury.**

- **Never ignore warning lights or text WARNINGS.**
- **Always stop the vehicle as soon as it is safe to do so.**

 **NOTICE**

Failure to heed warning lights or text WARNINGS can result in vehicle damage.

## Steering system information

 Please first read and note the introductory information and heed the WARNINGS 

### Electronic steering column lock

The steering column is locked by removing the remote control vehicle key from the ignition switch when the vehicle is not moving. The electronic steering column lock does not lock if the vehicle moves for more than 10 seconds after the remote control vehicle key is removed.


Vehicles with Keyless Access: The steering column is locked if the driver door is opened with the ignition switched off. The vehicle must be standing still and the transmission must be in Park (**P**) on an automatic transmission vehicle.

## Power steering

Power steering automatically adjusts to driving speed, steering torque, and the steering angle of the wheels. Power steering works only when the engine is running.

If power steering is reduced or lost completely, it will be much harder to steer and control the vehicle.

## Counter-steering assistance

Counter-steering assistance is part of Electronic Stability Control (ESC). This feature makes it easier for the driver to control the vehicle in difficult situations. For example, if you have to brake hard on a surface that provides uneven traction, the vehicle could pull to the right or left. ESC detects this situation and helps the driver counter-steer with additional steering power ⇒ .



### WARNING

**The counter-steering assistance in ESC can do no more than help the driver steer in difficult situations. The driver must still control the vehicle. The vehicle does not steer by itself with this feature!**



### NOTICE

**If the ignition is off, the steering column lock will engage and the vehicle cannot be steered. For this reason, you must leave the ignition on when going through an automatic CAR wash, for example, so that the wheels will still steer.**

# Hybrid drive


Applicable only in the United States

## Introduction

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In this section you'll find information about:

- Warning and indicator lights
- Overview of special driving tips
- Hybrid functions and mode
- Energy flow display
- High-voltage battery
- Special considerations for hybrid vehicles
- Removing and installing engine compartment cover

All work on the high-voltage system is dangerous, requires specialized knowledge, and should be CARried out solely by authorized Volkswagen dealers and authorized Volkswagen Service Facilities that are qualified to do work on hybrid vehicles and have the training, know-how, tools, and equipment required to properly maintain, diagnose, and repair the hybrid electrical system in accordance with the standards and guidelines established by Volkswagen ⇒ .

The high-voltage network is made up of the following high-voltage components: the high-voltage battery, the power electronics (made up of the DC/DC converter and pulse inverter), the electric motor, high-voltage air conditioning compressor, and the orange-colored high-voltage cables and connectors.

### **More information:**

- Instruments
- System settings (CAR)
- Starting and stopping the engine
- Braking, stopping and parking
- Saving fuel and helping the environment
- Preparations for working in the engine compartment
- Changing a light bulb
- Jump-starting



## **DANGER**

The vehicle's high-voltage electrical system and high-voltage battery are dangerous and can cause burns, other serious personal injuries, electrocution, and death.

- Always assume that high-voltage battery and parts of the high-voltage system are fully charged and energized.
- Never touch or let jewelry or other metal objects contact high-voltage cables or the high-voltage battery and battery poles, especially if the cables, battery, and battery poles have been damaged in any way.
- Never do any work yourself on the high-voltage electrical system, the orange-colored high-voltage wiring, or on the high-voltage battery.
- Never open, service, repair, or disconnect any part of the hybrid electrical system.
- Never damage the orange-colored high-voltage cables. Never remove them and never disconnect them from the high-voltage electrical system.
- Never open or remove the orange-colored cover on the high-voltage battery.
- Always have work on the hybrid electrical system and systems that could be indirectly affected by it done by qualified, trained technicians who have the know-how, experience, documentation, and tools to do the work safely.
- All work on the high-voltage electrical system and the high-voltage battery must be done in compliance with Volkswagen standards and guidelines.
- Vehicle keys must be safely stored a safe distance from vehicle so that the ignition cannot be switched on and energize the electrical system.
- Gases vented or released from the high-voltage battery vapors are potentially poisonous and can burn.
- Physical damage to the vehicle or the high-voltage battery can result in immediate or delayed release of poisonous gases that can also cause a fire.
- Always avoid contact with leaking fluids and gases escaping from the battery, particularly one that has been damaged.
- Always tell emergency responders that the vehicle has a high-voltage battery.



## **WARNING**

Driver distraction causes accidents and serious personal injury. Using the instrument cluster or accessing Infotainment System menus while driving can take your attention off the road and cause accidents.

- To help reduce the risk of accidents and injuries, never change settings in the instrument cluster display or use Infotainment System functions unless the vehicle is standing still.

## WARNING

When powered by the electric motor, the vehicle makes much less noise, both when idling and driving, than when it is running on the internal combustion engine. It is much harder or even impossible for the drivers of other vehicles and above all for cyclists, pedestrians, and children to hear the vehicle when it is running on electrical power.

- Pedestrians and others can be struck and seriously injured because they cannot hear the vehicle and tell that it is getting close to them, for instance when you are parking, backing up, or driving in a low-speed zone where there is likely to be pedestrian traffic.
- Always watch out for pedestrians, especially small children, cyclists, and others who may not hear the vehicle or realize that it is about to move or will cross their path of travel.
- Always be especially CAREful in residential areas, school zones, and other places where the speed of motor vehicles is restricted and pedestrians may be at greater risk,
- Make sure the ignition and the hybrid drive system have both been turned off before leaving the vehicle.

## WARNING

Never leave the vehicle when hybrid drive system indicator lights are still lit. The vehicle can move if the accelerator is depressed even though the combustion engine has been stopped. This can cause accidents and severe or lethal injuries.

- Make sure the transmission is in Park (P) before you get out of the vehicle.


## WARNING

Never support the vehicle with cinder blocks, bricks, or other objects to inspect it. The vehicle could slip or move suddenly and cause an accident with serious personal injury.

## WARNING

Never let the hybrid battery get wet. Liquids and other fluids can cause short circuits, electrical shock, burns, and explosions.

- Never CARry large amounts of liquids or other fluids in the luggage compartment.
- Always make sure that any containers with liquids and other fluids are properly secured and tightly closed to prevent leakage during normal driving as well as hard cornering, braking, and other vehicle maneuvers. Leaking liquids can get into the cover of the high-voltage battery and the high-voltage cable connections. This can damage the electrical system and the high-voltage battery.

 Never drive until the fuel tank is completely empty. There may not always be enough charge in the high-voltage battery to get to the next gas station.




## Warning and indicator lights

 Please first read and note the introductory information and heed the WARNINGS 

### Warning messages

When the ignition is switched on, several warning and indicator lights come on briefly for a function check. They go out after a few seconds.

Warning lights and text messages are shown in the instrument cluster display. Acoustic warnings may also sound at the same time.

Lights up	Warnings in the instrument cluster display	Proper response
	Fault in the hybrid system: stop the vehicle at a safe location!	Stop the vehicle in a safe place as soon as it is safe to do so.
	Fault Hybrid system: Workshop!	See an authorized Volkswagen dealer or an authorized Volkswagen Service Facility.
	High-voltage battery is being charged.	While this message appears, do not stop the engine.
<b>READY</b>	READY.	Never leave the vehicle parked in the ready position. Remove the remote control vehicle key out of the ignition or for vehicle with Keyless Access press the starter button. When leaving the vehicle always take the remote control vehicle key with you.
<b>E-MODE</b>	Hybrid vehicles: Extended electro-mode drive active.	
<b>E-MODE</b>	E-MODE currently not available.	Check to see if the requirements for extended electro-mode drive are met .
	Vehicle can still be driven.	
	Electric driving is currently not possible.	Never leave the vehicle parked in the ready position. Remove the remote control vehicle key out of the ignition or for vehicle with Keyless Access press the starter button.
	Request to start the engine.	Start the engine with the ignition switch or starter button.

### Warning when leaving the vehicle

Switch off the ignition before leaving the vehicle unattended. In certain situations, a message appears in the instrument cluster display as you are leaving the vehicle. This message warns you that the vehicle's electric drive is still enabled and that the combustion engine might start automatically.

Always switch the engine off, remove the key, and take it with you when leaving the vehicle ⇒ .

The warning when leaving the vehicle appears if:

- The ignition is switched ON.
- **AND:** Electrical drive is functional (READY active).
- **AND:** The combustion engine is OFF.
- **AND:** The driver safety belt is not fastened. **OR:** The driver door is open.



### WARNING

A parked vehicle that is not properly parked can roll away and cause accidents or severe injuries. When leaving the vehicle, always move the selector lever into Park (P) and engage the electronic parking brake.



## WARNING

Failure to heed warning lights and instrument cluster text messages can cause the vehicle to break down in traffic and result in a collision and serious personal injury.

- Never ignore warning lights or text WARNINGS.
- Always stop the vehicle as soon as it is safe to do so.



## NOTICE

Failure to heed warning lights or text WARNINGS can result in vehicle damage.

## Overview of special driving tips

Please first read and note the introductory information and heed the WARNINGS .

This short overview cannot replace the detailed description in this entire chapter, especially not the warnings or safety instructions.

Driving situations	Requirements and conditions	Vehicle behavior
Electrical driving.	<ul style="list-style-type: none"> <li>- Selector lever in position <b>(D)</b>.</li> <li>- Foot brake released.</li> <li>- Accelerator is slightly depressed.</li> </ul>	If all operative requirements of the Hybrid system are fulfilled, the vehicle starts electrically. The combustion engine is switched on only at higher speeds.
Constant driving and gliding without engine on (sail).	<ul style="list-style-type: none"> <li>- Thinking ahead when driving, with CAREful acceleration.</li> <li>- Reducing speed early or completely in case of obstacles or speed limits.</li> </ul>	<p>The kinetic energy of the vehicle is used optimally for its motion ahead. No energy is lost through excessive acceleration or braking.</p> <p>By easing off the accelerator completely, the combustion engine is automatically switched off and disconnected. The vehicle glides without engine power.</p>
Full acceleration (Boost).	<ul style="list-style-type: none"> <li>- Selector lever in position <b>(D)</b>. Kick-down mechanism of accelerator activated.</li> <li>- Selector lever in position <b>(S)</b> or Tiptronic: accelerator is depressed to 80%.</li> </ul>	The electric motor assists the combustion engine in acceleration. The maximum overall output is used <i>briefly</i> .
Braking energy regeneration (Recuperation).	<ul style="list-style-type: none"> <li>- Early and even braking with short brake pedal travel.</li> </ul>	The vehicle is braked by the electric motor. Most of the kinetic energy is then won back and can be stored in the form of electrical energy in the high-voltage battery.
Driving in city traffic.	<ul style="list-style-type: none"> <li>- Selection of a moderate speed.</li> <li>- Avoid full acceleration.</li> </ul>	<p>Driving in fully electric mode at this level is possible only with a speed of up to approximately 50 km/h (31 mph).</p> <p>The fuel consumption is reduced with moderate acceleration due to higher efficiency of the combustion engine and driving in fully electric mode is possible.</p>



Driving situations	Requirements and conditions	Vehicle behavior
	<ul style="list-style-type: none"> <li>- CAREful use of E-MODE button ⇒ fig. 251.</li> </ul>	<p>The high-voltage battery discharges quickly with the E-MODE button switched on. This can increase fuel consumption since driving in electric mode is preferred in this case, even though the combustion engine would be more efficient.</p>
Driving on country roads and highways.	<ul style="list-style-type: none"> <li>- Conscious easing off of the accelerator, to enable longer sailing distance.</li> <li>- Reducing speed by easing off the accelerator early and not by braking.</li> <li>- Avoid speeds of over about 160 km/h (99 mph).</li> <li>- CAREful selection of gear (<b>S</b>).</li> </ul>	<p>By easing off the accelerator, the combustion engine is automatically switched off and de-clutched. The vehicle glides without engine power.</p> <p>Sailing possible. Reduction of speed this way is more fuel-efficient than through braking.</p> <p>Efficient sailing is possible with a speed of about 160 km/h (99 mph) .</p> <p>Sporty driving style with activated sport programme increases fuel consumption. Efficient sailing in sport programme with combustion engine automatically switched off is possible with a speed of about 70 km/h (43 mph).</p>
Driving in cold months.	<ul style="list-style-type: none"> <li>- Do not warm up the combustion engine by running it with the vehicle stationary.</li> <li>- CAREful use of heating for windshield and the rear window, outside mirror, seat and steering wheel.</li> <li>- Never leave the vehicle in a garage over night.</li> </ul>	<p>The temperature of the combustion engine increases very slowly, but fuel consumption increases considerably.</p> <p>This prevents energy from being lost and saves energy for the electric motor.</p> <p>This prevents the high-voltage battery and the vehicle interior from cooling down too much. The optimal temperature of the high-voltage battery is reached quicker at the beginning of the journey and the combustion engine can be switched off quicker when the vehicle interior is sufficiently heated.</p>

## Hybrid functions and modes



Fig. 251 In the lower front center console: E-MODE button for extended electro-mode drive.

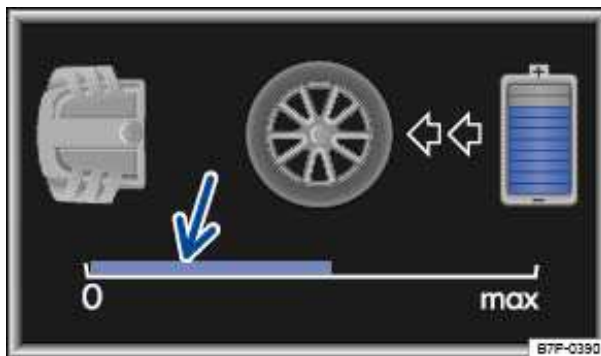


Fig. 252 Hybrid menu: In the MFI display: Current electric power level.

**ⓘ . Please first read and note the introductory information and heed the WARNINGS ⚠ .**

The functions and operating modes described below are controlled automatically by the vehicle management system depending on how the vehicle is being driven. This helps to ensure that the vehicle operates in the best mode at all times. Extended electro-mode drive (E-Mode) is an exception, however. The driver must manually select this mode .

### Combustion engine drive

In this mode, the vehicle is powered by the combustion engine. The electric motor acts as an alternator and recharges the vehicle's 12 Volt power system. It also recharges the high-voltage battery at the same time.

### Full-acceleration (Boost)

For full acceleration, the vehicle is powered by the combustion engine and the electric motor. This *Boost* mode is available only for a short period because it uses a lot of the battery's charge.

Boost mode is activated by:

- Kick-down when the transmission is in Drive (**D**).
- **OR:** Fully depressed accelerator when the transmission is in Sport Drive (**S**).
- **OR:** Fully depressed accelerator when the transmission is in Tiptronic mode.

### Electrical motor drive

The vehicle can be powered by the electrical motor at low to moderate speeds, provided the high-voltage battery charge is adequate and wind resistance is not too strong. The combustion engine is switched off in this mode. Gentle start-ups (getting the vehicle going) and parking are also phases the electrical motor can often handle alone.

The combustion engine is started if you accelerate faster or if the charge level of the high-voltage battery gets too low. As soon as allowed by your acceleration and the high-voltage battery charge level, the vehicle switches back to electrical motor drive.

Use the following indicators to tell when the vehicle is being powered electrically:

- Tachometer for the combustion engine shows zero engine revolutions.
- Instrument cluster display.
- Infotainment System screen.

### Extended electro-mode drive (E-Mode)

By pressing the E-MODE button ⇒ [fig. 251](#), the driver can extend the normal limits of electrical motor drive so that the electric motor powers the vehicle whenever possible (given the battery charge level and the way you are driving). In this mode, the vehicle is propelled by the electric motor as much as possible.

Extended electro-mode drive can be activated only if all of the following conditions apply:

- The high-voltage battery must have an adequate charge.
- The driver must accelerate gently.
- The speed must be low.

If extended electro-mode drive is not possible, a message appears in the instrument cluster display.

The activation of the extended electro-mode drive will be indicated by the symbol **E-MODE** in the instrument cluster display ⇒ [table .](#)

The combustion engine starts and **interrupts** extended electro-mode drive if the first 2 conditions change. Then the color of the symbol **E-MODE** changes from green to *grey*. Extended electro-mode drive resumes automatically as soon as all conditions listed above apply and the symbol **E-MODE** changes to *green*.

Extended electro-mode drive is **deactivated** if any of the following conditions apply:

- Ignition is switched off.
- **E-MODE** button is pushed a second time.
- Transmission is in Sport Drive (**S**).
- Transmission is in Tiptronic mode.
- Speed is greater than about 43 mph (70 km/h).

To reactivate, press the **E-MODE** button again.

### Electric power level display (E-Powermeter)

The electric power level is shown in the MFI display ⇒ [fig. 252](#) (arrow). When the power level display reaches its **maximum**, the vehicle automatically switches to the combustion engine. By accelerating gently it is possible to drive the vehicle using electric energy only.

The power level display is activated during electric drive and at full acceleration (Boost). When the vehicle is fully accelerated, the display is constantly in the **maximum** area.

The power level display only appears when the vehicle is being driven with the electric motor.

In all other driving modes, the power level display is deactivated so that the bar is not shown.

### Start-Stop mode

The combustion engine is operated only as needed. When the vehicle is stopped the combustion engine is normally off. The vehicle electrical systems are supplied with power from the high-voltage battery. The instrument cluster tachometer will show zero engine speed (zero engine revolutions).

This dependant on vehicle conditions feature of the hybrid drive system is normal and is designed to save fuel. The power steering and the braking assistance systems remain active. In certain situations it may be necessary for the system to start the combustion engine even when the vehicle is not moving. With prolonged driving in traffic jams, the combustion engine will be switched on and off to charge the high-voltage battery for the following start-stop phase.

### Sailing

If the accelerator is not depressed and the lever is in position (**D**), the combustion engine is switched off even with high speeds. The vehicle then decelerates slower than conventional vehicles, which

could be used for reducing fuel consumption with a foresighted driving style. Even in this case, the rev counter in the instrument cluster displays zero engine speed (0 engine revolutions).

### Brake energy regeneration (Recuperation/charge)

When the vehicle brakes, the electrical energy is generated by the electric motor, which works as an alternator and charges the high-voltage battery. The same thing occurs while the vehicle is coasting to a stop or driving downhill.

Energy regeneration is shown in the instrument cluster display or on the Infotainment System screen. The combustion engine may be switched off automatically in this situation. The instrument cluster tachometer will show zero engine speed (zero engine revolutions).

### Automatic starting - combustion engine

The combustion engine is started automatically in a number of situations.

- Engine temperature is too low.
- Catalytic converter temperature is too low.
- High-voltage battery being charged at high rate when decelerating. The high-voltage battery cannot absorb any more energy and for this reason the electric motor cannot brake the vehicle. The combustion engine comes on to help slow the vehicle down (engine brake).
- Engine hood is open.
- Leaving the vehicle when the electric motor is still "live". The status of the electric motor is not always obvious, particularly when the combustion engine is not running. The combustion engine will therefore start if the driver's safety belt is unlatched or the driver's door is opened when the transmission is in Park (**P**) or Neutral (**N**).

## Energy flow display

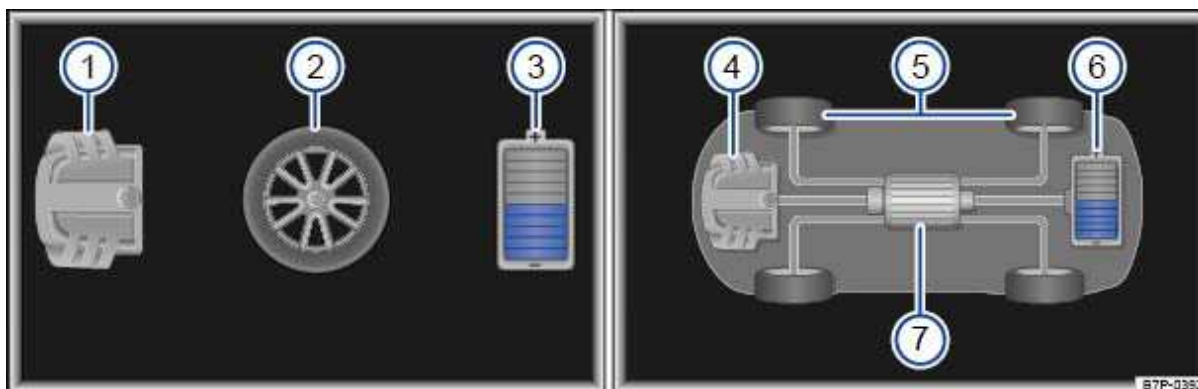


Fig. 253 Energy flow display (Variant 1). Left: Instrument cluster. Right: Infotainment System.

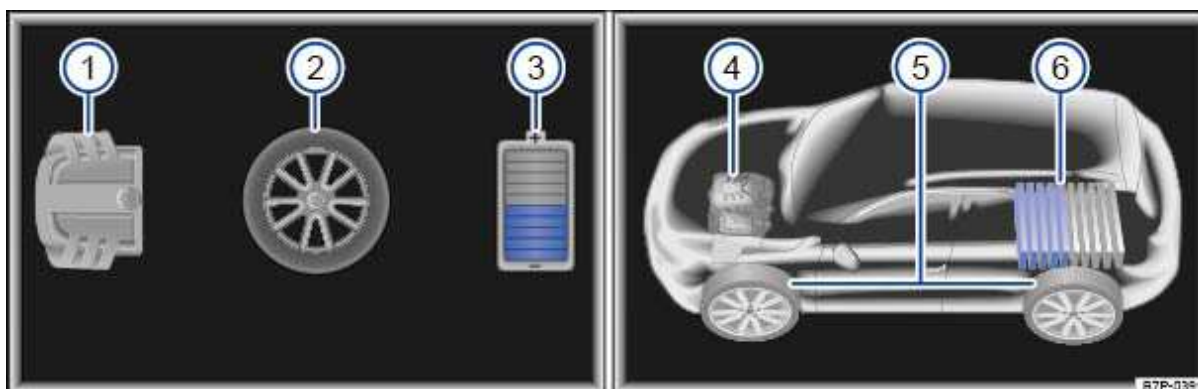


Fig. 254 Energy flow display (Variant 2). Left: Instrument cluster. Right: Infotainment System.

 . Please first read and note the introductory information and heed the WARNINGS  .

Hybrid drive energy flow is shown with symbols and arrows in the instrument cluster display (MFI) and on the Infotainment System screen.

Explanation of the symbols that appear in the energy flow display when the vehicle is not moving

⇒ fig. 253:

- (1) Symbol for combustion engine in **instrument cluster display**
- (2) Symbol for vehicle drive in **instrument cluster display**
- (3) Symbol for high-voltage battery in **instrument cluster display**
- (4) Symbol for combustion engine on the **Infotainment System screen**.
- (5) Symbol for electric motor on the **Infotainment System screen**.
- (6) Symbol for high-voltage battery on the **Infotainment System screen**.
- (7) Symbol for vehicle drive on the **Infotainment System screen**.

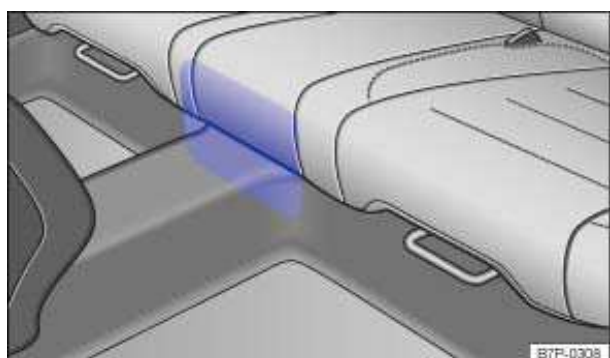
### Color codes

Color	Infotainment System screen
Orange	Energy flow from combustion engine (combustion engine drive).
Blue	Energy flow <b>from</b> the high-voltage battery (electrical motor drive). Energy flow <b>to</b> the high-voltage battery (battery charge).
Green	Energy regeneration through deceleration or braking (recuperation).

## High-voltage battery



**Fig. 255** Location of the high-voltage battery: under the luggage compartment floor.




**Fig. 256** Air ventilation for the high-voltage battery under the rear seat bench.

 . Please first read and note the introductory information and heed the WARNINGS  .


The high-voltage battery is under the luggage compartment floor ⇒ [fig. 255](#).

### Cooling the high-voltage battery

There are ventilation slots under the rear seat bench that provide the high-voltage battery with cool air. The ventilation area under the rear seat bench ⇒ [fig. 256](#) must not be blocked or covered ⇒ .

### Maintenance of the high-voltage battery

Other than taking the vehicle in for scheduled maintenance to an authorized Volkswagen dealer or an authorized Volkswagen Service Facility that is qualified to do work on hybrid vehicles, there is nothing that the vehicle driver has to do to maintain the high-voltage battery.

The maintenance connection for the high-voltage battery is under the luggage compartment floor under an orange cover. This connection is **only** for scheduled maintenance, which must be performed **only** by specially trained service technicians. There is no need to remove the connector at any time when the vehicle is being used ⇒ .

#### . WARNING

The high-voltage hybrid electrical system is dangerous and can cause burns, other serious personal injuries, electrocution and death.

- Never open, service, repair, or disconnect the high-voltage hybrid battery.
- Never touch or let jewelry or other metal objects contact high-voltage cables or the high-voltage battery and battery poles, especially if the cables, battery, or battery poles have been damaged in a crash or in some other way.
- Always have work on the hybrid electrical system and on systems that could be indirectly affected by it done by qualified, trained technicians, who have the know-how, experience, documentation, and tools to do the work safely.

#### . WARNING

Failure to heed warning lights and instrument cluster text messages can cause the vehicle to break down in traffic and result in a collision and serious personal injury.

- Never ignore warning lights or text WARNINGS.
- Always stop the vehicle as soon as it is safe to do so.

#### . NOTICE

- Failure to heed warning lights or text WARNINGS can result in vehicle damage.
- If the 12 Volt battery is disconnected or dead or has been replaced, there is a possibility that the combustion engine will not automatically switch off when the vehicle is powered by the electric motor. If this situation persists for several days, take the vehicle to an authorized Volkswagen dealer or an authorized Volkswagen Service Facility that is qualified to do work on hybrid vehicles.
- Never transport water or other liquids or fluids in open containers, such as an aquarium. If liquid is spilled in the luggage compartment, this can cause short circuits or damage the high-voltage battery.

#### . NOTICE

Never block or cover the cooling air vents for the high-voltage hybrid battery under the rear seat. Blocking or covering these vents can damage the high-voltage battery.

## ! NOTICE

If the vehicle is not used for a longer period, the high-voltage battery will run down. To keep the high-voltage battery in good condition, the vehicle needs to be driven at least every 2 months for at least 30 minutes or 15 miles (20 km).

- If the high-voltage battery is dead, the gasoline engine will not start. Contact an authorized Volkswagen dealer, an authorized Volkswagen Service Facility, or another qualified workshop for assistance.

## Special considerations for hybrid vehicles

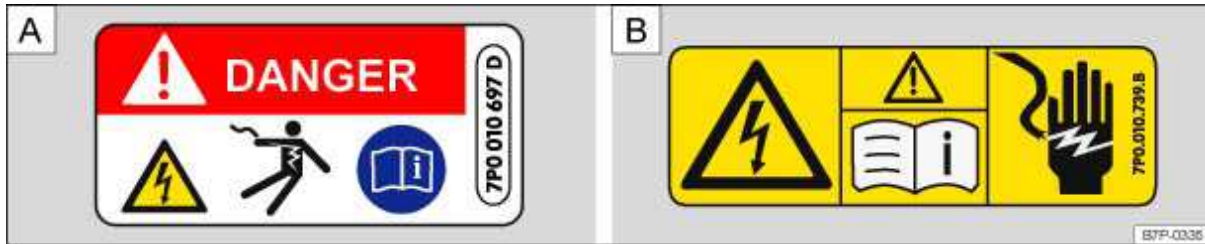


Fig. 257 Warning label on high-voltage hybrid components (A). Warning label on covers which are over high-voltage hybrid components (B).

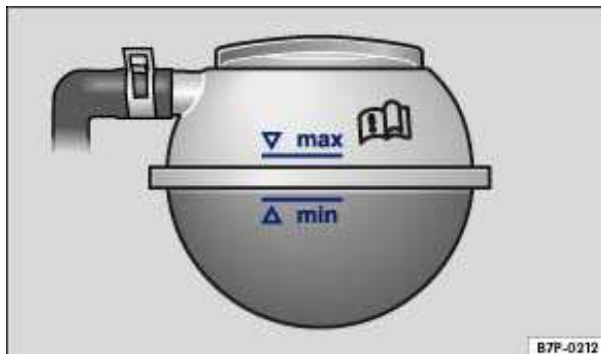


Fig. 258 In the engine compartment: Coolant expansion tank, low temperature cooling circuit.

**! Please first read and note the introductory information and heed the WARNINGS !**

Hybrid vehicles are different from vehicles that have only a gasoline engine. Besides the functions and equipment already described, they differ from non-hybrid vehicles in other ways as well.

### Noises in hybrid vehicles

When the combustion engine is **not** running, you may hear sounds that you do not notice when the engine is running, but would not hear when the gasoline engine in a conventional vehicle was running. These sounds are normal. If you have any doubts, please contact an authorized Volkswagen dealer or an authorized Volkswagen Service Facility that is qualified to do work on hybrid vehicles.

### Checking coolant level and refilling coolant

Hybrid vehicles have 2 engine coolant expansion tanks. In addition to the readily visible expansion tank for the high-temperature coolant circuit at the back of the engine compartment on the right, there is a second expansion tank for the low-temperature coolant circuit at the front right under a cover

⇒ !.

This cover (1) and (2) must be pulled off to check and correct the coolant level. For procedure for checking coolant level and adding coolant.



Removing the engine compartment cover requires a certain degree of skill. If you have any doubts at all, Volkswagen recommends having the cover removed by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility.

### Jump-starting

If the 12 Volt electrical system is not working because the 12 Volt vehicle battery is dead, the hybrid vehicle can be started with the high-voltage hybrid battery if its charge is adequate. For this purpose, the vehicle has jump start terminals in the engine compartment. You must open the opening for jump starting. ⇒ [fig. 259 \(5\)](#) in the cover ⇒ [fig. 259 \(3\)](#) to get to the jump-start terminals in the engine compartment .

### Hybrid warning labels

There are additional warning labels that warns against touching hybrid system components. The warning labels are placed:

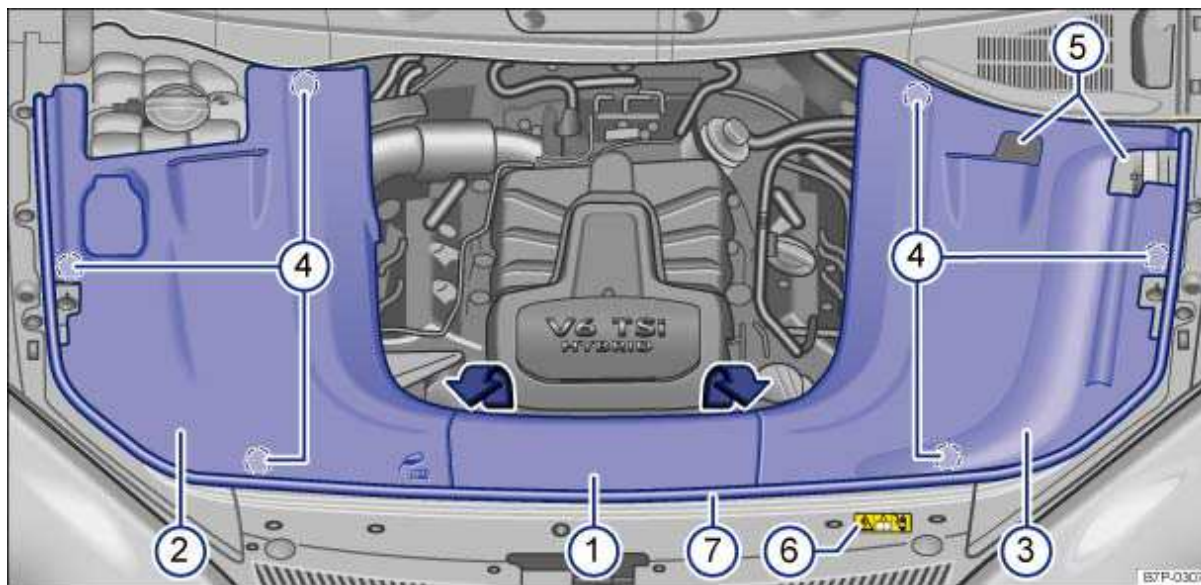
- on each high-voltage component for example in the engine compartment or underneath the luggage compartment ⇒ [fig. 257 A](#).
- in the engine compartment on the hood latch **CARrier B**.

For procedures regarding stickers and labels .

## ! NOTICE

**When refilling operating fluids, make sure not to confuse them. Otherwise serious malfunctions and engine damage can occur!**

## Removing and installing engine compartment cover



**Fig. 259** Engine hood open: Engine compartment cover.

**! Please first read and note the introductory information and heed the WARNINGS !**

If the engine compartment cover has to be removed and replaced, read and heed the information on working in the engine compartment **before** beginning .

Removing the engine compartment cover requires a certain degree of skill. If you have any doubts at all, Volkswagen recommends having the cover removed by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility.



Explanation of [fig. 259](#):

- (1) Center cover.
- (2) Right cover.
- (3) Left cover.
- (4) Retainers.
- (5) Opening for jump starting.
- (6) Warning label for high-voltage hybrid components.
- (7) Engine compartment seal.


Engine compartment covers (1) and (3) must be removed in the following situations:


- Changing light bulbs in the left headlight assembly.

Engine compartment covers (1) and (2) must be removed in the following situations:


- Changing light bulbs in the right headlight assembly.
- Adding engine coolant to the low temperature coolant circuit .


### Removing engine compartment cover

When removing any part of the engine compartment cover, always pull CAREfully on the relevant attachment points ⇒ .

- Open the engine hood .
- Pull off cover (1) in the direction of the arrows. Push engine compartment seal (7) slightly to the side while doing this.
- Pull right cover (2) up and off. Push engine compartment seal (7) slightly to the side while doing this.
- Pull left cover (3) up and off. Push engine compartment seal (7) slightly to the side while doing this.

### Installing the engine compartment cover

CAREfully push down on all parts of the engine compartment cover near each attachment points ⇒ . Before installing, make certain that the rubber spacers in the retainers (4) are correctly placed.

- Push right cover (2) under the engine compartment seal (7) and push it into the retainers (4) until it locks into place.
- Push left cover (3) under the engine compartment seal (7) and push it into the retainers (4) until it locks into place.
- Insert center cover (1) into the openings in the direction opposite to the arrows, push it underneath the engine compartment seal (7) until it locks into place.
- Close the engine hood  .



### NOTICE

**To avoid damaging the engine compartment cover and the engine compartment seal, be CAREful when removing and installing the various parts.**

- **Do not yank parts off when removing or bend them.**
- **Apply only light pressure to the attachment points to get the parts to lock into place.**

# Starting assistance systems

## Introduction

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In this section you'll find information about:

Warning and indicator lights

Hill Hold

Hill Descent Assist

### More information:

- Volkswagen Information System
- Braking, stopping and parking
- Vehicle battery
- Tires and wheels
- Parts, accessories, repairs and modifications
- Jump-starting



### WARNING

The intelligent technology of the dynamic starting assistance features cannot overcome the laws of physics. Never let the increased convenience provided by the dynamic starting assistance features tempt you into taking risks.

- Unintended vehicle movement can cause serious personal injury.
- The dynamic starting assistance features are no substitute for CAREful and attentive driving.
- Always adapt your speed and driving style to visibility, weather, road, and traffic conditions.
- The dynamic starting assistance features cannot keep the vehicle from moving in all hill-start situations (for example, if the ground is slippery or icy).
- Never activate the throttle manually from the engine compartment when the engine is running and the automatic transmission is in gear. The vehicle will start to move as soon as the engine speed increases, even if the parking brake is set.



### WARNING



Driving with too little fuel in the fuel tank increases the risk of stalling, especially when driving up and down hills.


- If your vehicle stalls suddenly, this can cause an accident and serious personal injuries.
- Driver assistance and braking assistance systems can malfunction when there is too little fuel in the tank and cause you to lose control of the vehicle.
- Never drive until the fuel tank is almost empty.

## Warning and indicator lights

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 Please first read and note the introductory information and heed the WARNINGS .

Lights up	Possible cause	Proper response
	Hill Hold malfunction.	Take the vehicle to an authorized Volkswagen dealer or an authorized Volkswagen Service Facility and have the system checked.
	Hill Descent Assist switched on.	.

Flashes	Possible cause	Proper response
	Hill Descent assist is regulating the speed.	.

When the ignition is switched on, several warning and indicator lights come on briefly for a function check. They go out after a few seconds.

## WARNING

Failure to heed warning lights and instrument cluster text messages can cause the vehicle to break down in traffic and result in a collision and serious personal injury.

- Never ignore warning lights or text WARNINGS.
- Always stop the vehicle as soon as it is safe to do so.

## NOTICE

Failure to heed warning lights or text WARNINGS can result in vehicle damage.

## Hill Hold

 Please first read and note the introductory information and heed the WARNINGS .

Hill Hold helps keep the vehicle from rolling backwards when starting out on a hill, for example after stopping at a traffic light. You don't have to apply and release the parking brake while depressing the accelerator. For Hill Hold to work, the engine must be running and the vehicle must be in Drive (D), Sport Drive (S), or Reverse (R) and you must use the foot brake to hold the vehicle before starting to move.

Hill Hold keeps the brake applied for not quite 2 seconds with the same force you used to prevent the vehicle from moving. This gives you time to take your foot off the brake, and gently depress the accelerator to get the vehicle moving again. If you do not depress the accelerator pedal and get the vehicle moving again within this time, the brakes will release and the vehicle will roll downhill. Furthermore, if any requirement for engaging Hill Hold is no longer met while the vehicle is stopped, Hill Hold disengages, the indicator light in the button goes out, and the brakes are automatically released and will no longer hold the vehicle.

**Hill Hold is activated automatically when the following conditions are all met at the same time**

**Points 1 to 3 must all be met at the same time:**

1.	Hold the <b>stopped</b> vehicle on an incline with the foot brake or electronic parking brake.
2.	The engine is running "smoothly."

**Points 1 to 3 must all be met at the same time:**

3.	The transmission must be in Reverse ( <b>R</b> ), Drive ( <b>D</b> ), or Sport Drive ( <b>S</b> ) and the foot brake must be depressed to keep the vehicle from moving.
4.	To drive off, take your foot off the brake pedal and gently depress the accelerator within 2 seconds.

**Release the brake as you gently depress the accelerator.**

**Hill Hold is immediately deactivated:**

- If any requirement listed in the table above is no longer met (see page 439, *Hill Hold is activated automatically when the following conditions are all met at the same time*).
- If the engine is not running smoothly or the engine malfunctions.
- If the engine stalls or is switched off.
- If the transmission is in Neutral (**N**).
- If a tire does not have enough road contact (such as when the vehicle is tipped or at an angle).


**⚠ WARNING**

The intelligent technology of Hill Hold cannot overcome the laws of physics. Never let the increased convenience provided by Hill Hold tempt you into taking risks.



- The Hill Hold feature cannot hold the vehicle in all hill start situations (for example, if the surface is icy or slippery).
- Hill Hold can only help keep the vehicle from moving for less than 2 seconds. After that, the brakes will be released and the vehicle can roll down the hill.

## Hill Descent Assist

 Please first read and note the introductory information and heed the WARNINGS .


Hill Descent Assist helps the driver on steep downhill grades by actively braking the vehicle. The vehicle is held to the speed it has when Hill Descent Assist first begins to work ⇒ .

One requirement for speed regulation is that the tires must have a sufficiently good grip on the ground underneath. For example, Hill Descent Assist **cannot** perform its function on icy slopes or on slopes with an oily road surface.

 An indicator light  comes on in the instrument cluster display whenever Hill Descent Assist is enabled. The indicator light *blinks* when Hill Descent Assist is regulating the brakes.

Hill Descent Assist is always enabled, but only regulates the brakes when certain requirements are met.

**Hill Descent Assist regulates automatically:**

- If the vehicle is in off-road mode and the indicator light  is on.
- **And:** If your speed is under 18 mph (30 km/h).
- **And:** If the downhill grade is 10 % or steeper.
- **And:** If you neither accelerate nor apply the brakes.
- **And:** If the vehicle's engine is running.

If you accelerate or step on the brake when Hill Descent Assist is operating, the feature switches off. Hill Descent Assist begins regulating speed again the next time the requirements are met.

**Hill Descent Assist does not regulate speed:**

- On downhill grades of less than 10 %.

- **OR:** At speeds over 18 mph (30 km/h).
- **OR:** If the driver brakes or accelerates.



## **WARNING**

**Always be ready to apply the brakes. Otherwise accidents and injuries can occur.**

- **Hill Descent Assist is merely a driving aid and cannot always slow the vehicle down enough under on downhill grades.**
- **The vehicle may pick up speed despite the use of Hill Descent Assist.**



The Hill Descent Assist also works when you are backing down a hill.

# Park Distance Control (PDC)

## Introduction

---

In this section you'll find information about:

Park Distance Control (PDC)  
Optical Parking System (OPS)

If your vehicle is equipped with this feature, it will have Park Distance Control sensors in the front bumper.

The Park Distance Control system (PDC) and the Optical Parking System (OPS) can help the driver when backing up and parking. PDC uses ultrasonic sensors in the bumpers to measure the distance between the vehicle and objects in front and in back of the vehicle. The system uses the time it takes for the ultrasonic waves to bounce back from the object to calculate the distance between the vehicle and an object. Park Distance Control works only at speeds up to about 10 mph (15 km/h). If the vehicle gets too close to an obstacle in front or behind it, a beeping signal sounds. The closer the vehicle gets to the obstacle, the faster the beep. When the obstacle is very close, the sound is continuous. If you move even closer to the obstacle despite the continuous warning sound, the system cannot measure the distance remaining until collision.

If you move even closer to the obstacle despite the continuous warning sound, the system cannot measure the distance remaining until collision.

A Declaration of Compliance with the United States FCC and Industry Canada regulations is found on .

### More information:

- Infotainment System
- Parts, accessories, repairs and modifications



### WARNING

**Park Distance Control and the Optical Parking System are no substitute for CAREful and attentive driving. Never rely completely on these systems for information about people and objects that might be in the way of the vehicle and could be struck resulting in serious personal injuries.**

- **The sensors have blind spots in which they cannot detect people, animals, and objects.**
- **Always be CAREful and look around you when parking. The sensors cannot always detect people, animals, and objects. Watch out for small children and animals in particular.**
- **Certain types of clothing and the surfaces of certain objects do not reflect the ultrasonic waves that the sensors send and receive. Such objects and persons wearing such clothing will not be detected by PDC or will not be detected accurately.**
- **Noise in the area can interfere with the signals of the Park Distance Control sensors. Under certain circumstances, the system will not detect people and objects for this reason.**



### NOTICE

- **Things like trailer draw bars, thin rods, fences, trees, and narrow painted vertical poles or posts may not be detected by the Park Distance Control and Optical Parking System sensors and could damage the vehicle.**
- **If you continue driving closer to an object that the Park Distance Control and Optical Parking Systems have already detected and reported, the object may disappear from the sensor range and may no longer be detected. This is especially true for low or high objects.**

The system will no longer sound warnings about these objects. Ignoring signals from the Park Distance Control system could result in serious damage to the vehicle.

- The sensors in the bumper can be damaged or become misaligned in low speed impacts and parking maneuvers. Damaged or misaligned sensors cannot accurately detect or report objects that might be within range of the PDC system
- To help make sure that the system works properly, always keep the sensors in the bumpers clean, free of snow and ice; do not cover the sensors with stickers or other objects.
- When cleaning the sensors with power washers or steam cleaners, only spray the sensors directly for a very short time, and always keep the washer nozzle at least 4 inches (10 cm) from the sensors.
- Noise from rough roads, cobblestones, other vehicles and the surrounding area, for example, can prevent the Park Distance Control system from accurately detecting and reporting people and objects that may be within range of the system sensors.



Volkswagen recommends practicing with the Park Distance Control system in a location or parking space with no traffic in order to become familiar with the system and how it works.

## Park Distance Control (PDC)

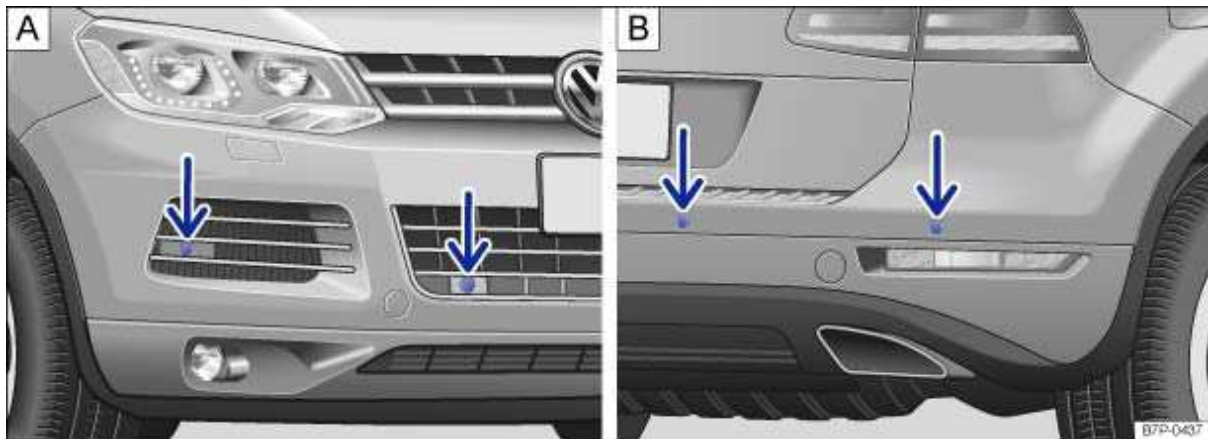


Fig. 260 On the front and rear bumper: Park Distance Control system sensors.

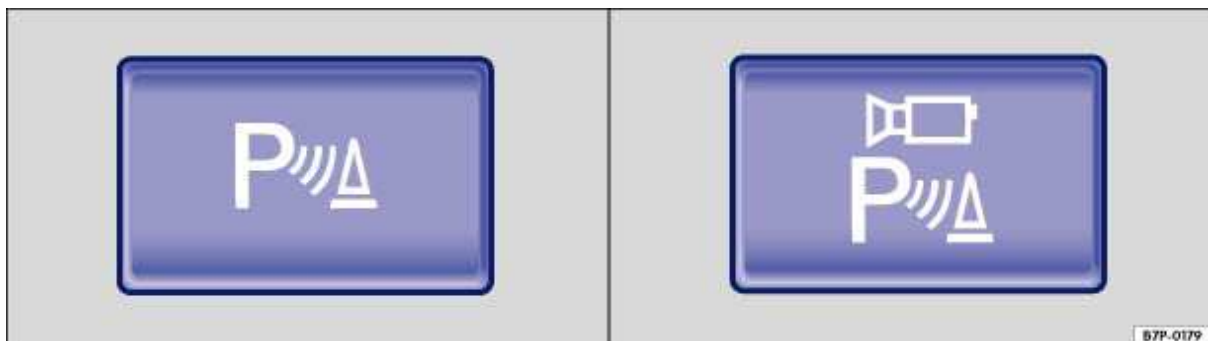






Fig. 261 In the upper front center console: Different versions of the button for switching Park Distance Control on and off.

. Please first read and note the introductory information and heed the WARNINGS .

There are 4 sensors in each bumper ⇒ fig. 260 (arrows).

## Switching Park Distance Control on and off manually

- Push the  or  button *once* when the ignition is switched on to switch Park Distance Control on.
- Push the  or  button *again* when the ignition is switched on to switch Park Distance Control off.

The indicator light in the button comes on and stays on as long as the feature is active. The indicator light in the button comes on and stays on as long as the feature is active.

## Switching Park Distance Control on and off automatically

- *Automatic activation:* Shift into reverse.
- **OR:** Drive forward slowly (less than about 6 - 9 mph /10 - 15 km/h) and approach to within about 38 inches (95 cm) of an obstacle.
- **OR:** If the vehicle rolls backwards.
- *Automatic deactivation:* Drive faster than about 6-9 mph (10 - 15 km/h).

A chime sounds to tell you that the system is on. If the chime does not sound, PDC is not working. Have the system inspected by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility.

## Special considerations when using Park Distance Control

- In some cases, the Park Distance Control system interprets water and ice on the sensors as an obstacle. To prevent automatic PDC activation in these cases, you can turn Park Distance Control off permanently in the Infotainment System .
- If the distance remains the same, the warning tone volume decreases after a few seconds. If a continuous tone sounds, its volume remains the same.
- If the vehicle moves away from the obstacle, the beeping sound stops automatically. The beep turns on once more automatically if the vehicle approaches the obstacle again.
- There is no beeping when the transmission is in Park (**P**) or the electronic parking brake is engaged.
- The volume of the audible signals can be adjusted by an authorized Volkswagen dealership or an authorized Volkswagen Service Facility.



### WARNING

**Never rely completely on the PDC for information about people and objects that might be in the way of the vehicle and could be struck by the vehicle causing serious personal injury.**

- **The PDC sensors have blind spots where they cannot detect people or objects.**
- **Always watch for people, especially small children and animals, because the sensors may not always be able to detect them.**



If you hear a long beep lasting about 3 seconds when you first turn PDC on or the indicator light in the button starts blinking, this means there is a malfunction in the Park Distance Control system. Switch off the Park Distance Control system with the button and have it immediately checked by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility.



## Optical Parking System (OPS)

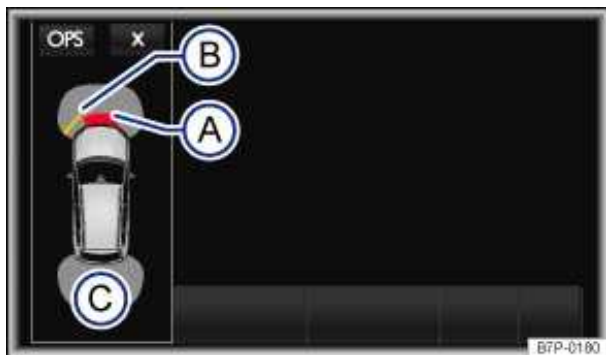


Fig. 262 OPS screen display: Small-screen display.

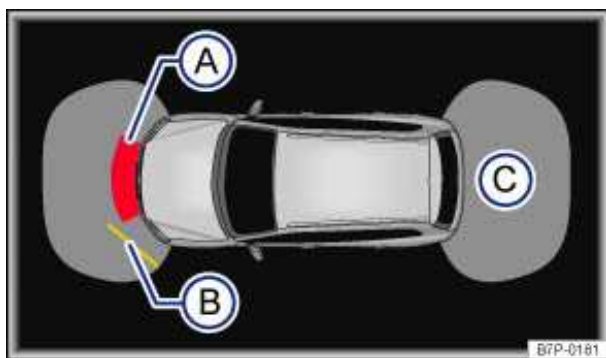


Fig. 263 OPS screen display: Full-screen display.

**⚠ Please first read and note the introductory information and heed the WARNINGS ⚠.**

- (A) Obstacle detected in collision zone.
- (B) Obstacle detected in scanned area.
- (C) Scanned area behind the vehicle.

The Optical Parking System is an enhancement of the Park Distance Control system .

The areas scanned by the sensors *in front of* and *behind* the vehicle are displayed on the screen of the factory-installed Infotainment System. Potential obstacles are shown relative to the vehicle ⇒ ⚠.

If you approach to within about 38 inches (95 cm) of an obstacle at a speed of less than about 6 - 9 mph / 10 - 15 km/h), the small-screen OPS view is displayed. An indicator light comes on  $P_{\text{w}}$  or  $P_{\text{R}}$ .







### Automatic activation in the Infotainment System

Automatic activation of the small-screen OPS display can be switched on and off in the Infotainment System.

- Switch on the ignition.
- Press the **CAR** Infotainment button.
- Tap the **Assist systems** function key on the screen.
- Select **Parking Distance Warning System** from the list.

If the OPS small-screen display has been disabled, Park Distance Control can only be switched on by pressing the button  $P_{\text{w}}$  or  $P_{\text{R}}$  or by putting the vehicle in Reverse (**R**).

Function	Proper response
Automatic activation of OPS small-screen display:	By approaching to within about 38 inches (95 cm) of an obstacle at a speed of less than about 6 - 9 mph (10 - 15 km/h).

Function	Proper response
Manual deactivation of OPS small-screen display:	Tap the ✕ function key ⇒ <a href="#">fig. 262</a> .
Switch to full-screen view:	Vehicle rolls backwards slowly. <b>OR:</b> Press the lit-up button  or  <b>OR:</b> Tap the <b>OPS</b> function key .
Switch on the display automatically:	By putting the vehicle in Reverse. <b>OR:</b> Vehicle rolls backwards.
Switch on the display manually:	Press the  or  button.
Manually deactivate the display:	Press the  or  button <i>again</i> .
Automatically deactivate the display:	Drive forward faster than about 6 - 9 mph (10 - 15 km/h).

### Scanned areas

*In front* of the vehicle, the area in which obstacles are detected extends about 48 inches (120 cm) straight ahead and up to 24 inches (60 cm) to either side. *Behind* the vehicle, the area scanned area extends about 5 ft. 4 inches (160 cm) to the rear and about 2 ft. (60 cm) to either side ([C](#)) and ⇒ [fig. 263 \(C\)](#).

When the system is activated automatically, the acoustic signal sounds only if an object is detected in the area about 20 inches (50 cm) to the *front* or *rear* of the vehicle.

### Screen display

The display shows the scanned area in several segments. The closer the vehicle gets to the obstacle, the closer the segment advances to the displayed vehicle ⇒ [fig. 262 \(B\)](#) and ⇒ [fig. 263 \(B\)](#).

When the next-to-last segment is displayed, you have reached the collision zone. **Stop the vehicle!**

Distance between vehicle and obstacle	Audible signal	Screen: Segment color if obstacle detected
Front: about <b>12 – 48 inches (31 – 120 cm)</b> Rear: about <b>12 – 64 inches (31 – 160 cm)</b>	Beep tone if manually activated	Yellow
Front: about <b>12 – 20 inches (31 – 50 cm)</b> Rear: about <b>12 – 20 inches (31 – 50 cm)</b>	Beep tone if automatically activated	Yellow
About <b>0 – 12 inches (0 – 30 cm)</b> front or rear	Continuous tone	Red

The distance at which the continuous tone sounds is somewhat greater for vehicles with a factory-installed trailer hitch.



### Infotainment System settings for OPS

A number of settings can be selected in the Infotainment System.



- Switch on the ignition.
- Press the **CAR** Infotainment button.
- Tap the **Assist systems** function key on the screen.
- Select **Parking Distance Warning System** from the list.

## Function key: Actions



---

**Front volume/tone level:** Different volume and pitches can be separately selected for front by tapping the  or  function keys or by moving the slider.

---

**Rear volume/tone level:** Different volume and pitches can be separately selected for rear by tapping the  or  function keys or by moving the slider.

---

**Reduced audio volume:** Different volume and pitches can be separately selected for front and rear by tapping the  or  function keys or by moving the slider.

---

**Automatic activation of mini-OPS:** If the check box in the function key is checked , the small screen OPS display is automatically switched on when you slowly approach an obstacle. To switch off this feature, tap **Automatic activation of mini-OPS**. After deactivation, there will not be any warning when you approach an obstacle.

---


**Reset settings:** Resets all settings to the factory settings.

---

## When towing a trailer

On vehicles with a factory-installed trailer hitch and an electrically connected trailer, a corresponding graphic is displayed on the screen. Distance values behind the vehicles will not be displayed.

## Muting Park Distance Control

The acoustical PDC warnings can be muted by tapping the  function key in the Infotainment System. You must tap the function key again to reactivate the acoustic warnings.

Muting is cancelled by switching Park Distance Control back on after it was switched off. The warning messages cannot be switched off.



## WARNING

Never rely completely on the OPS for information about people and objects that might be in the way of the vehicle and could be struck by the vehicle causing serious personal injury.

- The OPS sensors have blind spots where they cannot detect persons or objects.
- Never pay so much attention to the OPS and the graphics shown on the screen that you fail to notice what is going on around you.
- Always watch for people, especially small children and animals, because the sensors may not always be able to detect them.



## NOTICE

Automatic activation of OPS when approaching an obstacle works only when your speed falls below a threshold of about 6 - 9 mph (10 - 15 km/h). If you then close the display, you must either switch the ignition off and back on or exceed the speed threshold and then reduce speed to under the threshold a second time in order for it to activate automatically again.



Volkswagen recommends practice parking with Park Distance Control on a parking lot or other place where there is little traffic to get used to how the system works.

# Rear Assist with dynamic orientation lines

## Introduction

---

In this section you'll find information about:

Operation

Parking perpendicular to the road (Mode 1)

Parallel parking (Mode 2)

A camera in the rear hatch assists the driver while parking in reverse or maneuvering. The camera image is shown together with orientation lines projected by the system on the screen of the factory-installed navigation system.

Rear Assist may take a few seconds to bring up the camera image.

2 different orientation lines (modes) can be selected:

- **Mode 1:** Backing into a parking space at right angles to the direction of traffic, such as in a parking lot.
- **Mode 2:** Parallel parking (parking parallel to the direction of traffic).

You can select the mode by tapping the function key on the radio or navigation system screen. Only the mode selected is displayed.

### More information:

- Exterior views
- Parts, accessories, repairs and modifications
- ⇒ Booklet *Radio* or ⇒ Booklet *Navigation System*



### WARNING

Rear Assist is not able to give you a clear and undistorted view of all areas behind the vehicle.

- The camera has blind spots in which it cannot see people and objects.
- Always be CAREful and look around you when parking. The camera cannot show people, animals, and objects in certain situations. Watch out for small children and animals in particular.
- Due to the screen resolution, the camera may not pick up thin posts, chain-link fences and similar fences, and other objects, or it may show them unclear.
- Always keep the camera lens clean and free of snow and ice; do not cover the lens.

## **⚠ . WARNING**

Rear Assist technology cannot overcome the laws of physics and the limits of the system. CAREless or unintentional use of Rear Assist may result in accidents and severe injuries.

- Always adjust your speed and driving style to road, traffic, weather, and visibility conditions.
- Always keep an eye on the parking direction and the vehicle surroundings. The front of the vehicle swings out more than the rear of the vehicle.
- Never pay so much attention to the graphics shown on the screen that you fail to notice what is going on around you.
- Always watch for people, especially small children, animals and objects, because the camera may not always be able to detect them.
- The system may not be able to clearly show everything behind the vehicle.
- Use Rear Assist only when the rear hatch is completely closed.

## **! . NOTICE**

- The camera shows only two-dimensional images on the screen. Due to the lack of depth of field, it may be difficult or impossible to identify protruding objects or recesses in the road, for example.
- Things like thin rods, fences, posts and trees may not be detected by the camera and could damage the vehicle.

## Operation



Fig. 264 In the rear hatch: Location of the Rear Assist camera.

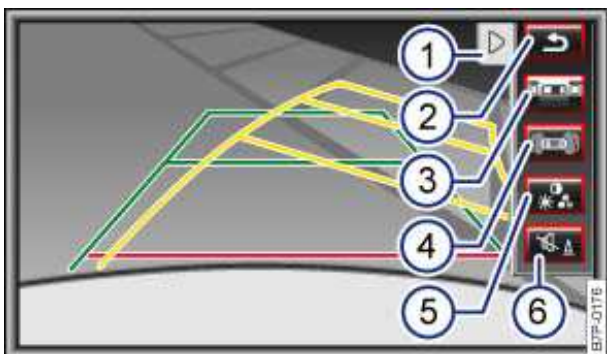


Fig. 265 Display of the Rear Assist: Mode 1 activated.

**📖 . Please first read and note the introductory information and heed the WARNINGS ⚠**

Function buttons on the screen ⇒ [fig. 265](#)

- (1) Display the menu (◀) or hide the menu (▶)
- (2) ↗ Turn off the rear view camera screen.
- (3) Change between Mode 1, and Mode 2. Activate orientation guides to park in reverse perpendicular to the road.
- (4) Display Optical Parking System.
- (5) Adjust display: brightness, contrast, color.
- (6) Turn the sound of the rear assist off and on.

Function	Vehicles without Park Distance Control	Vehicles with Park Distance Control
Switch on the display automatically:	Shift into reverse with ignition switched on or engine running. Mode 1 is displayed ⇒ <a href="#">fig. 266</a> .	
Switch off the display manually:	Push an Infotainment System area selection button for example <b>RADIO</b> or <b>SETUP</b> .	
	<b>OR:</b> Tap the ↗ function key on the screen. <b>OR:</b> After switching off the ignition, the Rear Assist display will be hidden after a short time.	
		Press button: <b>PO</b> OR <b>PS</b>
Switch off display by shifting out of reverse:	The display will be switched off after about 10 seconds.	Display switches immediately to OPS.
Switch off display by driving forwards:	The picture goes out when you go faster than about 9 mph (15 km/h).	The picture goes out when you go faster than about 6 mph (10 km/h).

**Rear Assist (camera ⇒ [fig. 264](#) and screen) is automatically activated and deactivated.**

Activate:	Shift into Reverse when the ignition is switched on or the engine is running. Mode 1 is displayed.	
Deactivate:	Accelerate <b>OR:</b> Drive forward briefly <b>OR:</b> Press the <b>MEDIA</b> selection button of the navigation system , <i>Changing the media source.</i>	

## Special considerations

### 1) Do not use Rear Assist in the following situations:

- When an incorrect or unclear image is displayed, such as when there is poor visibility or a lens is dirty.
- If the area behind the vehicle cannot be seen clearly or completely.
- If the rear of the vehicle is heavily loaded.
- If the rear hatch is open.
- If the driver is not familiar with the system.
- If the position or angle of the camera was changed, such as after a rear-end collision, have the system checked by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility.

## 2.) Examples of optical deception by the camera: (examples)

The Rear Assist camera provides only two-dimensional images. Recesses and protruding objects on the ground or protruding parts on other vehicles are difficult or impossible to identify due to the lack of depth of field.

Objects or another vehicle may seem closer or farther away on the screen than they really are.

- When driving from a level surface onto an upward or downward slope.
- When driving up or down a slope onto a level surface.
- If the rear of the vehicle is heavily loaded.
- When approaching protruding objects. These objects can disappear from the field of view when backing up.

### Cleaning the camera lens

Keep camera lens clean and free from snow and ice.

- Engage the parking brake.
- Switch on the ignition.
- Select the reverse gear.
- Wet the camera lens with a commercially available alcohol-based glass cleaner and clean with a dry cloth ⇒ ⚠.
- Remove snow with a brush.
- Remove ice with deicer spray ⇒ ⚠.



### NOTICE

- **Never use abrasive cleaning agents to clean the camera lens.**
- **Never remove snow or ice on the camera lens with warm or hot water. This can damage the camera lens.**



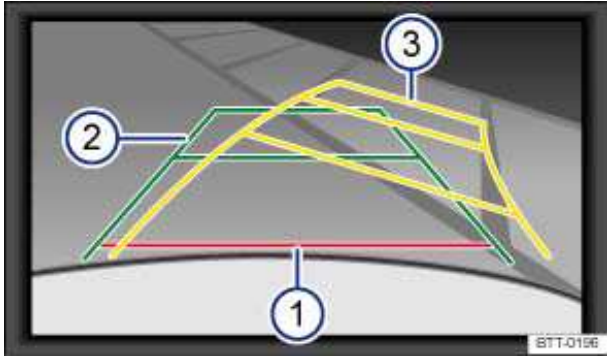
. Volkswagen recommends practicing parking with Rear Assist in a safe place with little or no traffic or in a parking lot under good visibility and weather conditions in order to familiarize yourself with the system, the orientation lines and the way they work.



. Rear Assist cannot be activated when the factory-installed trailer hitch is electrically connected to the trailer or the rear hatch is open.

## Parking perpendicular to the road (Mode 1)

---



**Fig. 266** On the screen: Orientation lines of the parking area behind the vehicle.

. Please first read and note the introductory information and heed the WARNINGS

### Orientation lines overview

Meaning of the orientation lines projected on the screen ⇒ [fig. 266](#). All distances of the orientation lines refer to a vehicle on a level surface.

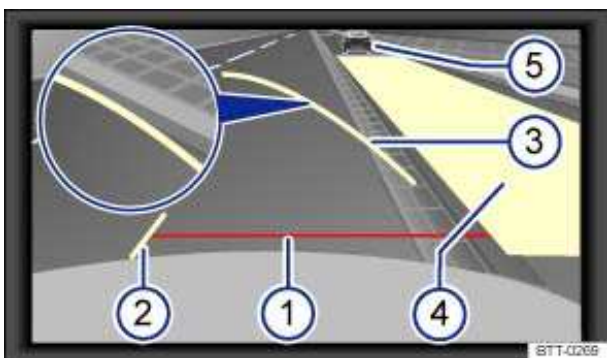
- (1) **Red:** Safety distance: Area up to about 16 inches (40) cm behind the vehicle on the road.
- (2) **Green:** Vehicle extension (somewhat wider) toward the rear. The green area ends about 6 feet (2 meters) behind the vehicle on the road.
- (3) **Yellow:** The extension of the vehicle to the rear shows the vehicle path as determined by the position of the steering wheel. The yellow area ends about 10 feet (3 meters) behind the vehicle on the road.

### Parking

- Position the vehicle in front of a parking space and shift into Reverse.
- Slowly back up and steer in so that the yellow orientation lines lead into the parking space (3).
- Align the vehicle in the parking space so that the green and yellow orientation lines are parallel to the parking space.

## Parallel parking (Mode 2)

---



**Fig. 267** On screen: Orientation guides and surfaces of the parking area behind the vehicle.

. Please first read and note the introductory information and heed the WARNINGS

When a turn signal is set, unnecessary lines and areas are hidden.



## Orientation lines overview

Meaning of the orientation lines and areas projected on screen ⇒ [fig. 267](#). All distances of the orientation lines refer to a vehicle on a level surface.

- (1) Safety distance: Area up to about 16 inches (40 cm) behind the vehicle on the road.
- (2) Vehicle's width limits.
- (3) Point to change steering angle.  
When the yellow line touches the curb or any other parking space boundary, the steering wheel must be turned in the opposite direction (close-up view).
- (4) The parking area parallel to the vehicle which is needed for parking. The area shown must fit completely into the parking space.
- (5) Parked vehicle at the curb.

## Parking

- Position the vehicle about 3 feet (1 meter) away from and parallel to the parking space and shift into reverse.
- On the screen of the navigation system, activate Mode 2 for parallel parking.
- Back up slowly and steer the vehicle so that the yellow surface on the screen is flush with the side boundary of the parking space (such as the curb) and stops short of any obstacle (5), such as another vehicle.
- Turn the steering wheel as far as it will go into the direction of the parking space and slowly back up.
- Once the yellow line (3) touches the side boundary of the parking space, such as a painted line or a curb (close-up view), turn the steering wheel as far as it will go in the opposite direction.
- Continue backing up until the vehicle is positioned in the parking space parallel to the roadway. If necessary, correct the parking position.



. It may take up to 5 seconds for the area detected by the sensors to be displayed on the factory-installed radio or navigation screen.

# Cruise Control System (CCS)

## Introduction

---


In this section you'll find information about:

Indicator lights

Indicator lights

Cruise control operation

The Cruise Control System (CCS) helps maintain an individually stored constant speed when driving above about 12 mph 20 (km/h).

The CCS slows down the vehicle only by reducing the flow of fuel to the engine, not by braking ⇒ .

### More information:

- Shifting gears
- Parts, accessories, repairs and modifications



### WARNING

Using the cruise control when it is not possible to drive safely at a constant speed can be dangerous and can lead to an accident and serious personal injuries.

- Never use cruise control when driving in heavy or varying traffic or when you cannot keep a safe distance between you and the vehicles ahead of you.
- Never use cruise control on steep, winding, or slippery roads (such as gravel roads, wet roads, or snowy or icy roads) or on roads with standing water.
- Never use cruise control when driving off-road or on unpaved roads.
- Always adjust your speed and the distance you keep between you and the vehicles ahead of you to the road, traffic, weather, and visibility conditions.
- To help prevent unintended operation of cruise control, switch the system off when it is not being used.
- It is dangerous to use the Resume feature when the previously set speed is too high for the existing road, traffic, or weather conditions.
- When going downhill, the cruise control may not be able to maintain a constant speed. The vehicle will speed up because of its own weight. Downshift and/or use the foot brake to slow the vehicle.

Applicable only in the United States

## Indicator lights



Fig. 132 In the instrument cluster display: Cruise control status indications.

⚠ Please first read and note the introductory information and heed the WARNINGS ⚠

### Display

Different cruise control versions are available. The stored speed is shown in the instrument cluster display on some equipment versions.

Status fig. 132

- (A) Cruise control temporarily deactivated. Stored speed in small numbers.
- (B) System malfunction. See an authorized Volkswagen dealer or an authorized Volkswagen Service Facility.
- (C) Cruise control activated. No speed stored in memory.
- (D) Cruise control is active. Stored speed in large numbers.

### Indicator lights

Lights up	Possible cause
	Cruise control is regulating the speed.
<b>CRUISE</b>	

When the ignition is switched on, several warning and indicator lights come on briefly for a function check. They go out after a few seconds.

### WARNING

Failure to heed warning lights and instrument cluster text messages can cause the vehicle to break down in traffic and result in a collision and serious personal injury.

- Never ignore warning lights or text WARNINGS.
- Always stop the vehicle as soon as it is safe to do so.

### NOTICE

Failure to heed warning lights or text WARNINGS can result in vehicle damage.

Applicable only in Canada

## Indicator lights



Fig. 133 In the instrument cluster display: Cruise control status indications.

⚠ Please first read and note the introductory information and heed the WARNINGS ⚠


### Display

Different cruise control versions are available. The stored speed is shown in the instrument cluster display on some equipment versions.

Status ⇒ fig. 133

- (A) Cruise control temporarily deactivated. Stored speed in small numbers.
- (B) System malfunction. See an authorized Volkswagen dealer or an authorized Volkswagen Service Facility.
- (C) Cruise control activated. No speed stored in memory.
- (D) Cruise control is active. Stored speed in large numbers.

### Indicator lights

Lights up	Possible cause
	Cruise control is regulating the speed.
<b>CRUISE</b>	

When the ignition is switched on, several warning and indicator lights come on briefly for a function check. They go out after a few seconds.

### ⚠ WARNING

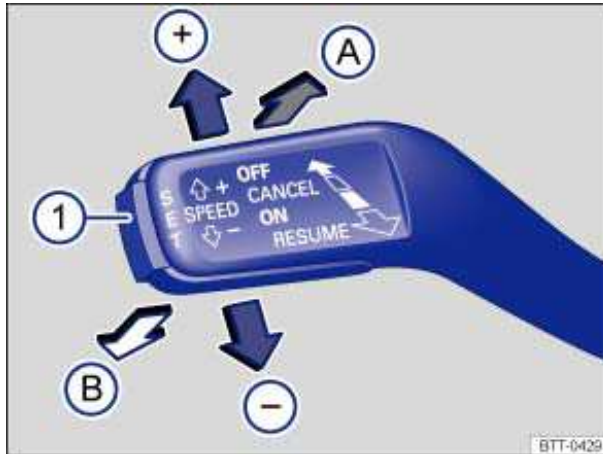
Failure to heed warning lights and instrument cluster text messages can cause the vehicle to break down in traffic and result in a collision and serious personal injury.

- Never ignore warning lights or text WARNINGS.
- Always stop the vehicle as soon as it is safe to do so.

### ⓘ NOTICE

Failure to heed warning lights or text WARNINGS can result in vehicle damage.

## Cruise control operation



**Fig. 134** On the left side of the steering column: Cruise control operating lever.

⚠ Please first read and note the introductory information and heed the WARNINGS ⚠

In order to:	You must ⇒ <b>fig. 134</b>	Result:
Switch on cruise control.	Move lever to the <b>ON</b> position (A)	System is switched on, but does not regulate vehicle speed until a speed is set.
Set cruise control to current vehicle speed.	Press the <b>SET</b> button (1).	Current vehicle speed is set; cruise control helps to maintain this speed. If the cruise control is already regulating vehicle speed, the stored speed is reduced by 1 mph (1 km/h) each time the button is pressed.
Temporarily deactivate cruise control.	Push the lever <i>briefly</i> to the <b>CANCEL</b> position (B). <b>OR:</b> Depress the brake or clutch pedal.	Cruise control is temporarily deactivated. The speed is still stored in the memory.
Resume speed stored in cruise control.	Pull the lever <i>briefly</i> to the <b>RESUME</b> position (A).	Cruise control resumes speed previously set. If there is not a previously stored speed, the cruise control system stores and maintains the current speed. If the cruise control is already regulating vehicle speed, the stored speed is increased by 1 mph (1 km/h) each time the button is pressed.
Increase set speed (while cruise control is actively controlling vehicle speed).	Push the lever <i>briefly</i> to the <b>SPEED +</b> position (+) to increase speed in increments of 5 mph (10 km/h) and store.	The vehicle will accelerate until the new higher speed is reached and saves the new higher speed in the memory.
	Push <i>and hold</i> the lever in the <b>SPEED +</b> position (+) to increase the set speed until the higher desired speed is reached and button is released.	

In order to:	You must ⇒ <a href="#">fig. 134</a>	Result:
Reduce set speed (while cruise control is actively controlling vehicle speed).	Push the lever <i>briefly</i> to the <b>SPEED</b> – position (–) to reduce speed in increments of 5 mph (10 km/h) and store.	Cruise control will slow the vehicle down <i>without braking</i> by reducing the flow of fuel to the engine until the new lower speed is reached and saves the new lower speed in the memory.
	Push <i>and hold</i> the lever in the <b>SPEED</b> – position (–) to reduce the set speed until the lower desired speed is reached and the button is released.	
Switch off cruise control.	Move the lever to the <b>OFF</b> position (B).	System is switched off. The set speed is deleted.

### Driving downhill with cruise control

If cruise control cannot maintain constant speed while driving downhill, slow the vehicle with the foot brake and downshift if necessary.

### Automatic deactivation

Cruise control speed regulation is automatically deactivated or temporarily interrupted:

- If the system detects an error that could affect the function of the cruise control.
- If the vehicle has accelerated and goes faster than the stored speed for a longer time.
- If the brake or clutch pedal is depressed.
- If the vehicle shifts gear (manual transmission).
- If an airbag deploys.

# Heating and air conditioning

## Introduction

---

In this section you'll find information about:

- Controls
- Operation via the Infotainment System
- Air conditioner operation
- Air vents
- Air recirculation

### **Manual air conditioning (AC) and Climatronic**

**Your vehicle is equipped either with a Manual A/C climate control system or with a Climatronic climate control system.** On vehicles with Climatronic climate control, system status messages will appear briefly in the Climatronic display and/or on the factory-installed Radio system or Radio & Navigation system.

You can use the Infotainment System to change the units in which temperatures are displayed.

The temperature units (Fahrenheit or Centigrade) in the factory installed radio or navigation system screen can be changed in the **Settings** menu in the Premium instrument cluster display in appropriately equipped vehicles.

### **The dust and pollen filter**

The dust and pollen filter with an activated CARbon insert reduces the entry of pollutants into the passenger compartment.

The dust and pollen filter must be replaced at the intervals recommended in ⇒ Booklet *Warranty and Maintenance* so that the air conditioner can work properly.

If the effectiveness of the filter decreases prematurely due to operating the vehicle where the outside air is heavily polluted, the dust and pollen filter should be replaced more frequently than indicated.

### **More information:**

- Exterior views
- Passenger compartment
- Volkswagen Information System
- Seat functions
- Windshield wiper and washer
- Infotainment System
- Starting and stopping the engine
- Exterior CARE and cleaning



## WARNING

Poor visibility increases the risk of collisions and other accidents that cause serious personal injuries.

- Always make sure all windows are clear of ice, snow and condensation for good visibility to the front, sides, and rear.
- Maximum heating output and fast defrosting will only be possible after the engine has reached operating temperature. Wait until you have good visibility before driving off.
- Always make sure you know how to properly use the heating and ventilation systems as well as the rear window defroster that you will need for good visibility.
- Never use air recirculation for long periods of time. When the air conditioner is off and recirculation mode is on, condensation can quickly form on the windows and greatly reduce visibility.
- Always switch off recirculation mode when it is not needed.



## WARNING

Stale air causes driver fatigue and reduces driver alertness, which can cause accidents, collisions and serious personal injury.

- Never switch off the fan for a long period of time and never use air recirculation a long period of time because no fresh air will come into the passenger compartment.



## NOTICE

- If you think the air conditioner is not working properly or may be damaged, switch it off to help prevent more damage. Have the air conditioner checked by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Air conditioner repair requires specialized knowledge and special tools. Volkswagen recommends that you see an authorized Volkswagen dealer or an authorized Volkswagen Service Facility.
- Do not smoke when air recirculation is switched on. Smoke drawn into the ventilation system can leave residue on the evaporator and on the dust and pollen active CARbon filter, resulting in permanent odors whenever the air conditioner is switched on.



If the air conditioner is switched off, the fresh outside air will not be dehumidified. To help keep the windows from fogging over, Volkswagen recommends leaving the air conditioner (compressor) switched on. Press the **AC** button.



When it is very hot and humid outside, **water condensation** can drip from the air conditioner evaporator and form a puddle under the vehicle. This is normal and does not indicate a leak.



Keep the air intake slots in front of the windshield free of ice, snow and leaves in order to maintain proper functioning of the heating and ventilation systems.



Maximum heating output and defrosting performance are not possible until the engine has reached operating temperature.



Emergency starting and starting the engine with a very weak vehicle battery or after the vehicle battery has been replaced may change or delete system settings (including time, date, personal



convenience settings and programming). Check the settings and correct as necessary once the vehicle battery has built up a sufficient charge.

## Controls

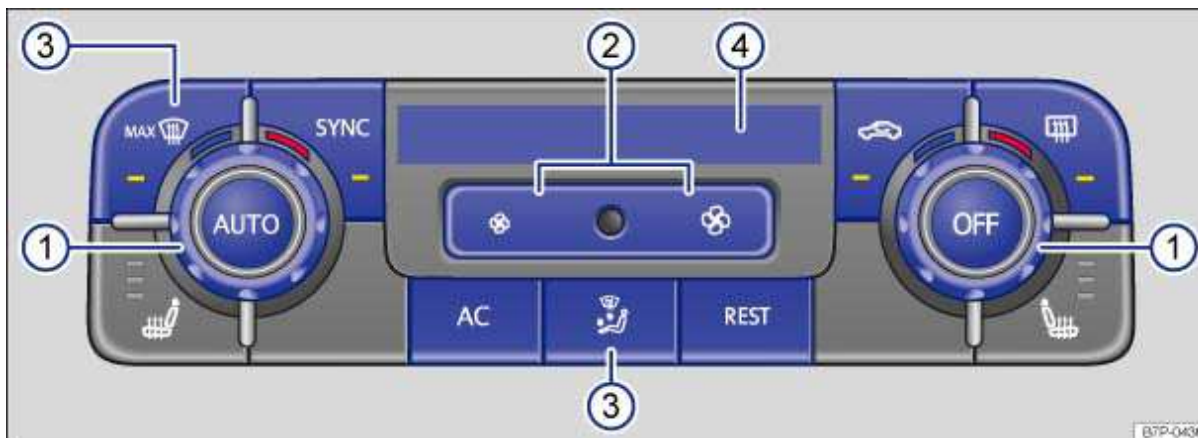







Fig. 272 In the front center console: Climatronic controls.

**ⓘ . Please first read and note the introductory information and heed the WARNINGS ⚠**

Press the corresponding button to switch a feature on or off. The respective button needs to be pushed several times for adjustable functions. The indicator lights in the buttons and the information shown in the Climatronic control display ⇒ fig. 272 (4) and on the Infotainment System screen provide feedback on the activation of the selected functions.

The LEDs in a particular button lights up to show that the feature is activated.

Button/Knob	More information. Front Climatronic controls .
(1) ● ... ●	Temperature: Left and right sides separately and continuously adjustable. Turn the knob to set the temperature. Temperature is shown in the Climatronic display.
(2) 	Fan: Manual fan speed adjustment. Setting 0: fan and Climatronic switched off.
(3)	Air distribution: Can be selected manually via button.
<b>MAX</b> 	Defog / defrost button: The incoming outside air is directed to the windshield, and air recirculation is automatically disabled. At temperatures above +38 °F (+3 °C), the air is dehumidified and the fan is set to high speed so as to defog/defrost the windshield as quickly as possible.
SYNC	Apply the driver settings to all climate zones
	Air recirculation 470.
	Rear window defroster: works only when the engine is running or, on hybrid vehicles, when the vehicle is ready to drive; switches itself off after 10 minutes at the latest.
AC	Switch cooling system on and off.
	Air distribution to the windshield, the upper body, and the footwells. Push the button repeatedly until you get the setting you want; the selected setting is shown in the front Climatronic display.
REST	Residual heat mode
AUTO	Automatic temperature, fan, and air distribution control.

<b>Button/Knob</b>	<b>More information. Front Climatronic controls .</b>
OFF	Switch off: Press <b>OFF</b> . button or adjust manually to 0. This switches Climatronic off entirely. <b>OFF</b> lights up in the front Climatronic display.

## **WARNING**

Stale air causes driver fatigue and reduces alertness, which can cause accidents, collisions and serious personal injury.

- Never switch off the fan for a long time and never use air recirculation a long period of time because no fresh air will enter the passenger compartment.

## Operation via the Infotainment System









Fig. 273 Infotainment System: Front climate control settings.


 . Please first read and note the introductory information and heed the **WARNINGS** 

You can use the Infotainment System to control Climatronic. To access the main menu, push the **CLIMATE** Infotainment button.

Tap the appropriate function key to switch a feature on or off. Feedback on the activation of the selected feature will appear in the Infotainment System screen.

A feature is turned on if its function key check box  is checked.

<b>Function key</b>	<b>More information. Front Climatronic controls ⇒ fig. 273.</b>
	Air distribution to the windshield.
	Air distribution to the upper body.
	Air distribution in the footwells.
	Air distribution to the upper body and the footwells.
	Air distribution to the windshield and footwells.
	Heated steering wheel: The steering wheel is heated to about +77 °F (+25 °C) and held constant at about this temperature.

<b>Function key</b>	<b>More information. Front Climatronic controls ⇒ fig. 273.</b>
<b>AUTO</b>	Automatic temperature, fan, and air distribution control. By tapping the function key repeatedly, you can select from the air conditioning profiles Low, Medium, and High in AUTO mode.
Fan switch 	Manual fan speed adjustment. Setting 0: fan and Climatronic switched off.
<b>Extras</b>	Depending on equipment version, the following adjustments are possible after tapping the function key <b>Extras</b> :  <b>Air conditioning profile</b> feature key for setting fan speed in AUTO mode. You can choose between Low, Medium, and High.  <b>Automatic air recirculation</b> feature key

## Air conditioner operation

 **Please first read and note the introductory information and heed the WARNINGS**

The air conditioner works only when the ignition is switched on. The cooling system for the passenger compartment works only when the engine is running (or when a hybrid vehicle is ready to drive) and the fan is on.

When the ignition is switched off, you will only be able to switch on the residual heat feature.

The air conditioning system is most efficient when the windows and the power sunroof are closed. If the vehicle is not moving and the passenger compartment becomes very hot due to sunlight, briefly opening the windows may speed up the cooling process.

Keep the air intake slots in front of the windshield free of ice, snow and leaves so that the heating and ventilation systems can work properly.

The front seating positions are referred to as “climate zones”. Different climate control settings may be used for each climate zone.

### Settings for optimum visibility

When you switch on the cooling system, both the temperature and humidity in the vehicle are reduced. This will help make passengers feel more comfortable and prevent windows from fogging up.

- Press the **AUTO** button.
- Set temperature to +72 °F (+22 °C).
- Open air vents in the instrument panel

### Heating

Maximum heating output and fast defrosting will only be possible after the engine has reached operating temperature.

### Switching between Fahrenheit and Celsius in Climatronic

You can switch between Celsius and Fahrenheit for the temperature display using the Setup menu in the Infotainment System.

- Press the **SETUP** Infotainment button.
- Press the **System** feature key.
- Press the **Units** feature key.
- Select the desired unit.

## Automatic window fog detection

Automatic window fog detection checks whether the windows are fogged up and if necessary automatically adjusts the air flow to the windshield and side windows or switches on the windshield heating. If the fan or the air conditioner **AC** is turned off, automatic window fog detection cannot work properly.

## Residual heat mode

The residual engine heat can be used for a limited time to heat the passenger compartment when the ignition is switched off.

- Switch off the ignition.
- Push the **REST** button. The feature will appear in the Climatronic display.
- Press the **REST** button again to switch the feature off early.

The feature is switched off if it is draining the battery too much, and it does off automatically after 30 minutes. The fan speed is reduced to save energy.

## Applying driver settings to all climate zones

The driver-side settings for temperature, fan speed, and air distribution can be applied to all of the other climate zones.

- Push the **SYNC** button. The indicator light in the button lights up and the changes are applied to all climate zones.
- Push the **SYNC** button again to cancel the feature.

The synchronization feature is deactivated if individual settings are entered for one of the other climate zones using the Climatronic control unit. In this case, the indicator light in the **SYNC** button goes out.

## Air conditioner does not work

The air conditioner may not switch on for one the following reasons:

- The engine is not running (or a hybrid vehicle is not ready to drive).
- The fan is turned off.
- The air conditioner fuse has blown.
- The ambient air temperature is colder than +38 °F (+3 °C).
- The air conditioner compressor has been temporarily switched off due to excessive engine coolant temperature.
- There is another malfunction in the vehicle. Have the air conditioner checked by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

## Special considerations

When it is very hot and humid outside, **water condensation** can drip from the air conditioner evaporator and form a puddle under the vehicle. This is normal and does not indicate a leak.



The climate control system adjusts the passenger compartment temperature as fast as possible considering the outside temperature.



Due to residual moisture in the air conditioner, the windshield may fog up after the engine is started. Switch on the windshield defroster to help evaporate the condensation as quickly as possible.



The air coming out the vents and flow through the passenger compartment and out through the vents below the rear window. Do not cover these slots with clothing or other objects.

## Air vents



Fig. 274 Air vents in the dashboard.

. Please first read and note the introductory information and heed the WARNINGS

### Air vents

To help ensure sufficient heating, cooling and ventilation in the passenger compartment, never close the air vents ⇒ fig. 274 (1) completely.

- To open and close the air vents, turn the thumb wheel below the vents in the desired direction.
- Use the lever on the vent grille to adjust the airflow direction.

Additional, non-adjustable air vents (2) are located in the door pillars and the instrument panel, in the footwells, as well as in the rear area of the passenger compartment.

### Indirect ventilation

Indirect ventilation is provided via generously proportioned vents in the top of the instrument panel (3).

When the air conditioner is in automatic mode, indirect ventilation is controlled automatically. If necessary, it is switched to direct ventilation in order to reach the desired interior temperature.



### NOTICE

**Do not place food, medications, or other heat-sensitive things in front of the air vents. Food, medications, and other things that are sensitive to heat or cold can be damaged or made unusable by the air flow from the vents.**

## Air recirculation

. Please first read and note the introductory information and heed the WARNINGS

### General information

There are different types of air recirculation:


	Manual air recirculation.
	Automatic air recirculation.


In air recirculation mode, outside air is prevented from entering the vehicle interior.

In very hot or cold outside temperatures, temporarily switch to manual air recirculation in order to cool or heat the vehicle interior faster.

For safety reasons, air recirculation is switched off if you push the button ⇒ .

## Switching air recirculation on and off manually

*Switching on:* Press the  button repeatedly until the indicator light in the button comes on.

*Switching off:* Press the  button repeatedly until the indicator light in the button goes out.

## Switching air recirculation on and off automatically

- Press the **CLIMATE** Infotainment button.
- Tap the **Extras** function key.
- Switch automatic air recirculation on or off by tapping the **Automatic air recirculation** function key.

If the check box in the function key is checked , automatic air recirculation is switched on.

## What automatic air recirculation does

In automatic air recirculation mode, fresh air will enter the passenger compartment. If the system detects an increased concentration of pollutants in the outside air, it automatically switches to air recirculation. As soon as the pollutant level is back in the normal range, air recirculation is switched off.

Unpleasant odors cannot be detected by the system.

To keep the windows from fogging up, automatic air recirculation is **not** switched on automatically in certain circumstances.



### WARNING

**Stale air causes driver fatigue and reduces driver alertness, which can cause accidents, collisions and serious personal injury.**

- **Never use air recirculation mode over an extended period of time, since no fresh air will enter the passenger compartment.**
- **When the air conditioner is off and recirculation mode is on, condensation can quickly form on the windows and greatly reduce visibility.**
- **Always switch off recirculation mode when it is not needed.**



### NOTICE

**Do not smoke when air recirculation is switched on. Smoke drawn into the ventilation system can leave residue on the evaporator and on the dust and pollen active CARbon filter, resulting in permanent odors whenever the air conditioner is switched on.**



When backing up and while the automatic wiper/washer is operating, air recirculation is briefly activated to avoid unpleasant odors in the passenger compartment. This feature only works if automatic air recirculation is enabled

# Refueling

## Introduction

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In this section you'll find information about:

- Indicator lights and fuel gauge
- Refueling with gasoline or diesel
- Misfueling guard for diesel vehicles
- Fuel capacities
- Refueling checklist

The fuel filler flap is located on the rear right side of the vehicle.

### More information:

- Fuel
- Selective catalytic reduction (AdBlue)
- Preparations for working in the engine compartment



### WARNING

**Improper refueling or handling of fuel is dangerous and can cause fire, explosion, and severe burns.**

- **Always make sure that the fuel filler cap is screwed on all the way. This helps keep fuel from spilling out or evaporating.**
- **Fuel is highly flammable and explosive; it can cause severe burns and other severe injuries.**
- **Failure to shut the engine off while refueling and/or to insert the pump nozzle all the way into the fuel filler neck can cause fuel to overflow and to spray out. Fuel spray and overflowing fuel are dangerous because they can cause fire and serious personal injury.**
- **During fueling, the engine, and the ignition must be switched off for safety reasons.**
- **Never use a cellular telephone, CB radio, or other radio equipment while refueling. The electromagnetic radiation can cause sparks that can ignite fuel vapors and cause a fire.**
- **Never get back into your vehicle while refueling. If in exceptional circumstances you must get back in your vehicle while refueling, make certain that you close the door and touch metal to discharge static electricity before touching the filler nozzle again. This helps avoid the build-up of static electricity, which can cause sparks that can ignite fuel vapors released during refueling. Sparks can cause a fire while refueling.**
- **Never smoke or have an open flame (or sparks, cigarettes, or other smoldering objects) anywhere in or near your vehicle when refueling or filling a portable fuel container.**
- **Follow all safety instructions and procedures that apply at the service station where you refuel.**
- **Never spill fuel in the vehicle or the luggage compartment.**



## WARNING

- Even if empty, portable fuel containers can leak and cause a fire and serious personal injuries, especially in a crash.
- If, under exceptional circumstances, you must transport a portable fuel container, please observe the following:

For your safety, we strongly recommend that you do not travel with a portable fuel container in your vehicle.

- Never fill a portable fuel container while it is anywhere in or on the vehicle (for example, in the luggage compartment or on the rear hatch). Static electricity can build up while filling and can ignite fuel vapors, causing a fire.
- Always place a portable fuel container on the ground before filling. Never spill fuel inside the vehicle or luggage compartment. Fuel vapors are highly flammable.
- Always keep the filler nozzle completely inside the portable container before and during filling.
- If filling a portable container made of metal, the filler nozzle must always be in contact with the container. This will help prevent static electricity from discharging and causing a fire.
- Always observe local and state or provincial laws about the use, storage, and transportation of portable fuel containers.
- Make certain that the portable fuel container meets industry standards, such as ANSI/ASTM F852-86.



## NOTICE

- Remove fuel spills from the vehicle immediately to help prevent damage to the paint, tires, and wheel housings.
- Refueling with gasoline when your vehicle has a diesel engine or refueling with diesel fuel when your vehicle has a gasoline engine can cause very serious and expensive engine and fuel system damage that is not covered by any Volkswagen Limited Warranty.
- If you put any amount of incorrect fuel in the fuel tank, do not start the engine under any circumstances. Immediately contact the nearest authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance. These fuels contain substances that can severely damage the fuel system and the engine if the engine is started.
- Vehicles with diesel engines must never be refueled or driven with gasoline, kerosene, heating oil, or other non-specified fuels that have not been expressly approved for use with the diesel engine. Other kinds of fuel will cause serious damage to the fuel system and the engine that is not covered by any Volkswagen Limited Warranty.



Fuels can pollute the environment. Spilled fuel must be collected and disposed of properly, following all applicable environmental regulations.



There is no emergency release for the fuel filler flap. Contact an authorized Volkswagen dealer or an authorized Volkswagen Service Facility for assistance if necessary.



## Indicator lights and fuel gauge



Fig. 275 In the instrument cluster: Fuel gauge for gasoline and diesel fuel.

📖 Please first read and note the introductory information and heed the WARNINGS ⚠️

Lights up	Temperature gauge needle ⇒ fig. 275	Possible cause or meaning ⇒ ⚠️	Proper response
🛢️	Red range (arrow)	Fuel tank almost empty. Running on reserve .	Time to refuel ⇒ ⚠️.
		Fuel tank system malfunction.	Take the vehicle to an authorized Volkswagen dealer or an authorized Volkswagen Service Facility and have the system checked.
🚗		Fuel filler cap not properly closed.	Stop and closer fuel filler cap properly.

When the ignition is switched on, several warning and indicator lights come on briefly for a function check. They go out after a few seconds.

### Fuel filler cap not properly closed ⚠️

If the indicator light ⚠️ comes on or you see a text message in the instrument cluster display indicating that the fuel filler cap is not properly closed, stop the vehicle in a safe place and switch off the engine and the ignition.

Open the fuel filler flap and take the fuel filler flap off the filler neck. Then put the fuel tank cap back on the filler neck and screw it on clockwise until you clearly hear a clicking sound. Close the fuel filler flap.

After switching on the ignition, the indicator light ⚠️ may stay on or the text message may still appear in the instrument cluster display, even if the fuel filler cap is now properly closed. This is normal and no reason to take your vehicle in for service.

If, however, the malfunction indicator light ⚠️ also comes on, drive to your nearest authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the fuel system and the engine checked.



## WARNING

Driving with a fuel tank that is almost empty can lead to stalling in traffic, a collision, and serious personal injuries.

- When the fuel tank is almost empty, fuel supply to the engine can be interrupted, especially when driving up and down hills. The interruption in fuel flow could stall the engine during a maneuver in difficult terrain and make you lose control of the vehicle.
- Steering and braking assistance as well as ESC and related systems will not work if the engine “sputters” or stalls due to lack of fuel.
- Always refuel when the tank is 1/4 full to reduce the risk of running out of fuel and stalling in traffic.



## NOTICE

- Failure to heed warning lights or text WARNINGS can result in vehicle damage.
- Never drive until the fuel tank is completely empty. The irregular fuel supply can cause the engine to misfire. This allows unburned fuel to get into the exhaust system and damage the catalytic converter or the diesel particulate filter.



## NOTICE

If the fuel tank venting system malfunctions and the fuel tank cannot be properly vented before refueling:

- Gasoline fumes can escape from the fuel filler neck, resulting in temporary odors.
- The fuel nozzle may shut off during refueling and it will take longer to refuel the vehicle. Only in this situation can you continue to CAREfully refuel your vehicle after the fuel nozzle shuts off.
- See your Authorized Volkswagen dealer or authorized Volkswagen Service Facility to have your vehicle checked.



The small arrow next to the gas pump symbol in the fuel gauge shows the side of the vehicle with the fuel filler flap.

## Misfueling guard for diesel vehicles

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Fig. 278 With open fuel cap: Misfueling guard in the fuel filler neck

📖 Please first read and note the introductory information and heed the WARNINGS ⚠️

The fuel filler neck of diesel vehicles is equipped with a misfueling guard ⇒ [fig. 278](#). The misfueling guard helps prevent filling the fuel tank of a diesel vehicle with gasoline, because the guard makes it difficult to insert any type of filler nozzle other than the type commonly used for diesel fuel.

Damaged, worn out, or incorrect nozzles, as well as other means of refueling (portable fuel containers, for example) will generally not open the misfueling guard and fuel from these sources cannot easily flow into the tank. Using these incorrect or non-standard nozzles to refuel your diesel vehicle can cause fuel spills, which can cause fires, explosions, burns, and other severe injuries.

The misfueling guard can generally only be properly opened with a correct nozzle from a standard diesel fuel pump. Under certain circumstances it may be necessary to turn the nozzle back and forth slightly with light pressure to open the misfueling guard. If the misfueling guard cannot be opened this way, see the nearest authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the fuel system checked.



## WARNING

Spilled fuel can cause fires, explosions, burns, and other severe injuries.

- Do not refuel from devices other than correct, undamaged standard diesel fuel pump nozzles.
- Always stop refueling once the pump nozzle switches off so that the tank does not overflow.



## NOTICE

- It is your responsibility to put the right fuel in your vehicle and any damage that results is not covered under the Emissions warranties or any other Volkswagen Limited Warranty.
- If you put any amount of the incorrect fuel in the fuel tank, do not start the engine under any circumstances. Immediately contact the nearest authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.
- If diesel fuel should get on any rubber hose, it must be wiped off immediately. The same applies if diesel fuel gets onto other parts of the vehicle, especially paint, tires, or a plastic part. Wash the contaminated vehicle parts right away with soap and warm water to help prevent leaks and serious damage.
- Never force a fuel nozzle in the misfueling guard. If you have problems inserting a fuel nozzle, first check to make sure you are using the correct diesel fuel. If you are, go to a pump with the standard diesel nozzle. Forcing a fuel nozzle in the misfueling guard can damage it so that it can no longer help prevent misfueling.

## Fuel capacities

📖 Please first read and note the introductory information and heed the WARNINGS ⚠️

	Fuel tank capacity
Hybrid drive vehicle	about 22.45 gal (85.0 l) or 26.41 gal (100.0 l) of which about 3.17 gal (12.0 l) reserve
Gasoline engines	about 22.45 gal (85.0 l) or 26.41 gal (100.0 l) of which about 3.96 gal (15.0 l) reserve
Diesel engines	about 22.45 gal (85.0 l) or 26.41 gal (100.0 l) of which about 3.17 gal (12.0 l) reserve

## Refueling checklist

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 **Please first read and note the introductory information and heed the WARNINGS **

The engine compartment of any motor vehicle is a hazardous area. Never do any work on the engine or in the engine compartment unless you.

- know exactly how to CARry out the job,
- have the correct technical information and the proper tools and supplies, and
- are familiar with the necessary safety precautions

### Checklist

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If you are uncertain in any way, have the work done by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Serious personal injury may result from improperly performed work. Make sure that you check the following items regularly. The best thing is to check them every time you refuel:

- ✓ Windshield washer fluid level
- ✓ Engine oil level
- ✓ Engine coolant level
- ✓ Brake fluid level
- ✓ Tire pressure
- ✓ Vehicle lighting necessary for driving safety:
  - Turn signals
  - Parking lights, low beams and high beams
  - Taillights
  - Brake lights
  - License plate light

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Information regarding changing light bulbs



### **WARNING**

**Disregarding the safety-related checklist may lead to accidents and injuries.**

- **Please note and follow the points listed in the checklist.**

# Fuel

## Introduction

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In this section you'll find information about:

- Gasoline
- Gasoline additives
- Diesel fuel

The correct fuel grade for your engine is shown on a sticker located on the inside of the fuel filler flap ⇒ [fig. 277](#).

Bad or poor quality fuel reduces operating performance, efficiency and service life of the engine. If you notice any symptoms like rough engine idle or performance or “bucking”, immediately reduce the vehicle speed, accelerate slowly and keep the engine speed in the middle of the rpm range. Avoid high rpm and rapid acceleration. If these symptoms should appear right after refueling, switch off the engine. In both cases contact an authorized Volkswagen dealer or an authorized Volkswagen Service Facility to have the engine checked.

### More information:

- ⇒ Booklet *Warranty and Maintenance*
- Refueling
- Engine control and exhaust system



### WARNING

**Improper refueling or handling of fuel can cause fire, explosion, and severe burns.**

- **Fuel is highly explosive and flammable and can cause severe burns and other injuries.**
- **Heed applicable safety warnings and obey local fuel handling regulations.**
- **Always make sure the fuel cap is screwed on all the way. This keeps fuel from spilling out and from evaporating.**
- **Failure to shut the engine off while refueling and/or to insert the pump nozzle fully into the vehicle's filler neck could cause fuel overflow and fuel spray. Fuel spray and overflowing fuel are dangerous because they can cause fire or serious injury.**
- **For safety reasons, the engine must be turned off when refueling.**
- **Never get back into your vehicle while refueling. If in exceptional circumstances you must get back in your vehicle while refueling, make certain that you close the door and touch metal to discharge static electricity before touching the filler nozzle again. Static electricity can cause sparks that can ignite fuel vapors released during refueling.**

## Gasoline additives


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 **Please first read and note the introductory information and heed the WARNINGS **

Additives are used to improve the quality of the gasoline.

Fuel quality impacts the operating performance, efficiency and service life of the engine. Therefore, use high quality gasoline that is already blended by the fuel supplier with suitable gasoline additives that do not contain metal. The additives provide corrosion protection, clean the fuel system, and prevent deposits on the engine.

Volkswagen recommends TOP TIER Detergent Gasoline. For more information on TOP TIER Detergent Gasoline, please go to the official Web site <http://www.toptiergas.com>.

If quality gasoline with additives that do not contain metal is not available or engine malfunctions occur, you should add the required additives while refueling ⇒ .

Not all gasoline additives are effective. Using the wrong additives can cause significant and expensive damage to the engine and the catalytic converter. Never use additives that contain metal. Please note that metal can be included in some aftermarket gasoline additives that are available to be added to gasoline during or after refueling to help improve knock resistance or increase the octane rating.

Volkswagen recommends using only additives approved by Volkswagen. Appropriate additives as well as instructions on how to use them are available from your authorized Volkswagen dealer or authorized Volkswagen Service Facility. Do not add any other gasoline additives.

## NOTICE

**You can damage the engine by using incorrect additives.**

- **Using incorrect gasoline additives can cause extensive engine damage as well as damage to the catalytic converter.**
- **If you must fuel your vehicle with gasoline whose octane rating is too low, only drive with the engine speed in the middle of the rpm range and with low engine load. Avoid high rpm and heavy engine load. Otherwise, the engine could be damaged. Refuel your vehicle with gasoline with the required octane rating as soon as possible.**
- **Do not use fuel that is labeled at the pump as containing metal. Lead replacement fuel contains high concentrations of metallic additives. Engine damage could result.**
- **Fueling your vehicle just one time with leaded fuel or fuel that contains other metallic additives can affect the performance of the catalytic converter and cause extensive damage to it.**

## Diesel fuel

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 **Please first read and note the introductory information and heed the WARNINGS **

Always use only Ultra Low Sulphur Diesel (ULSD) fuel No. 2 ⇒ .

The ULSD must always meet ASTM D-975 specification ⇒ .

“USLD” should be clearly marked on the pump. Before filling your vehicle please always make sure you are using ULSD. According to Federal regulations ULSD is the only diesel fuel type allowed for use in your vehicle.

Diesel fuel with concentrations of methyl ester bio diesel higher than 5% (B5), such as B11, B20, or B100, are strictly prohibited.

ULSD Diesel fuel may not be available outside the USA and Canada. Be sure to check availability before traveling to other countries.

### Winter diesel

At temperatures below 20° F (-7° C), wax separation in ULSD occurs. Wax may clog the fuel filter or tank filter and keep the engine from running.

To help prevent the filter from being clogged with wax, the fuel filter in your vehicle is heated with warm fuel when the engine is running (filter preheating system). Heating the fuel filter makes it possible to use your vehicle with ULSD down to about -10 °F (-24 °C).

If you expect temperatures below 5 °F (-15 °C) ask your fuel dealer whether their ULSD is sufficiently winterized.

If non-winterized or insufficiently winterized diesel fuel has already thickened to the point that the engine will not start, move the vehicle to a heated garage or workshop until it has warmed up.

Cold diesel engines normally produce louder noises during winter conditions than during warmer periods. In addition, the exhaust gases may be light blue in color until the engine has warmed up. The exhaust gas volume varies depending on the outside temperature.

Do not let your diesel engine idle unnecessarily after a cold start. Driving off slowly will shorten the warm-up period.



## **WARNING**

**Starting fluids can explode and cause a run-away vehicle condition.**

- **Never use starting assist fluids.**



## **NOTICE**

- **The vehicle's diesel engine was designed solely for use with ULSD fuel. For this reason, never use gasoline, heating oil, or other fuels that have not been expressly approved for use with the diesel engine. These fuels contain substances that will severely damage the fuel system and the engine. Such damage will not be covered by any Volkswagen Limited Warranty.**
- **If you put any amount of the incorrect fuel in the fuel tank, do not start the engine under any circumstances. Immediately contact the nearest authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.**
- **If diesel fuel should get on any rubber hose, it must be wiped off immediately. The same applies if diesel fuel gets onto other parts of the vehicle, especially paint, tires, or a plastic part. Wash the contaminated vehicle parts right away with soap and warm water to help prevent leaks and serious damage.**
- **The vehicle is designed to run on diesel fuel containing methyl ester bio diesel in concentrations of 5% or less. Never use methyl ester bio diesel in blend levels higher than 5% (5% methyl ester blends are sometimes designated or labeled as B5). The properties of methyl ester bio diesel blends in levels greater than 5% may cause serious damage to the fuel injection system and to the engine. This could lead to expensive repairs that will not be covered by any Volkswagen Limited Warranty.**
- **Damage to the engine and fuel system and performance problems caused by using fuels that are different from those specified above or by using “starting assist fluids” are not the responsibility of Volkswagen and are not covered under the Emission warranties or any other Volkswagen Limited Warranty.**

# Selective catalytic reduction (AdBlue®)

## Introduction

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In this section you'll find information about:

- Warning and indicator lights
- AdBlue information
- Refilling AdBlue

The fill level of AdBlue should be checked every time the vehicle is serviced ⇒ Booklet *Warranty and Maintenance*.

### More information:

- Luggage compartment
- Fuel
- Parts, accessories, repairs and modifications



### WARNING

If the AdBlue fill level is too low, the vehicle cannot be restarted after the ignition was switched off. It is also not possible to jump-start or emergency start the vehicle!

- Refill AdBlue when the AdBlue fuel range falls to about 600 miles (1000 km).
- Never let the AdBlue tank run dry.



### WARNING

AdBlue is an irritating and corrosive fluid that can harm skin, eyes, mucous membranes, and respiratory organs.

- If AdBlue gets into the eyes, flush them thoroughly with large amounts of clean water for at least 15 minutes; medical attention is recommended.
- If AdBlue is swallowed, immediately rinse the mouth for at least 15 minutes with plenty of water. Do not induce vomiting unless instructed to do so by a medical professional. Get medical attention immediately.



### NOTICE








- AdBlue corrodes surfaces such as painted vehicle components, plastics, clothing and CARpets. Remove spilled AdBlue immediately with a wet cloth and plenty of cold water.
- Remove crystallized AdBlue with warm water and a sponge.

## Warning and indicator lights

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 Please first read and note the introductory information and heed the WARNINGS .



Lights up	Possible cause or meaning ⇒ 	Proper response
	<b>No engine restart possible!</b> AdBlue fill level too low.	Stop the vehicle at a safe and appropriate place with level pavement and refuel AdBlue
together with 	<b>No engine restart possible!</b> AdBlue-system malfunction.	Have the system checked by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility.
	AdBlue level is low.	Refill the AdBlue tank within the indicated number of miles or kilometers Volkswagen recommends going to an authorized Volkswagen dealer or an authorized Volkswagen Service Facility.
together with 	AdBlue system malfunctioning or not filled standard AdBlue.	Have the system checked by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility.
	AdBlue level is low.	Refill the AdBlue tank within the indicated number of miles or kilometers Volkswagen recommends taking the vehicle to an authorized Volkswagen dealer or an authorized Volkswagen Service Facility.
together with 	AdBlue system malfunctioning or not filled standard AdBlue.	Have the system checked by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility.

When the ignition is switched on, several warning and indicator lights come on briefly for a function check. They go out after a few seconds.



## WARNING

Failure to heed warning lights and instrument cluster text messages can cause the vehicle to break down in traffic and result in a collision and serious personal injury.

- Never ignore warning lights or text WARNINGS.
- Always stop the vehicle as soon as it is safe to do so.



## NOTICE

Failure to heed warning lights or text WARNINGS can result in vehicle damage.

## AdBlue information

 Please first read and note the introductory information and heed the WARNINGS 

In vehicles with selective catalytic reduction, a special urea solution (AdBlue) is injected into the exhaust system ahead of the catalytic converter in order to reduce nitrogen oxide emissions.

AdBlue is stored in a separate tank of the vehicle and should be refilled under normal driving conditions during service according to the maintenance schedule. The AdBlue tank holds slightly less than 5 gallons (20 liters).

AdBlue consumption depends on the individual driving style, system operating temperature, and outside air temperature. Therefore in rare cases AdBlue may have to be refilled between service events.

Starting with a remaining range of about 1500 miles (2400 km), a reminder to refill AdBlue is displayed in the instrument cluster. If you ignore the last refill reminder, it is impossible to start the engine again after it is switched off

Volkswagen recommends that you have the AdBlue tank refilled by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility. If no authorized Volkswagen dealer or authorized Volkswagen Service Facility or other qualified workshop is available, you should refill at least 1.5 gallons (5.7 liters) of AdBlue (3 AdBlue bottles). Refill only the type of AdBlue that Volkswagen has explicitly approved for your vehicle.

If warning lights  $\sim$  and  $\alpha$  both come on together, there is a malfunction. Volkswagen recommends that you take the vehicle to the closest qualified workshop.

AdBlue<sup>®</sup> is a registered trademark of the German Association of the Automotive Industry (VDA) in the United States, Germany, the European Union and in other countries.

## Refilling AdBlue

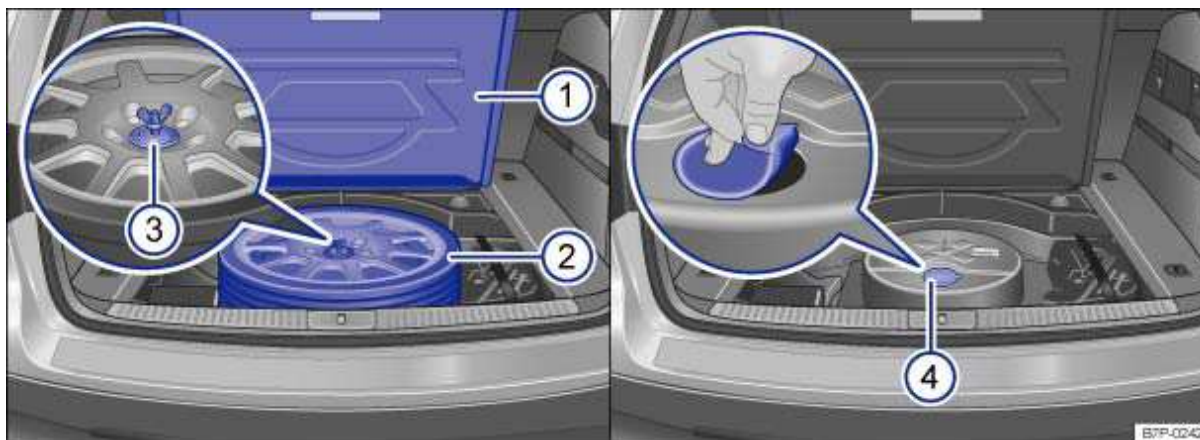


Fig. 279 Luggage compartment with collapsible spare tire and AdBlue tank.

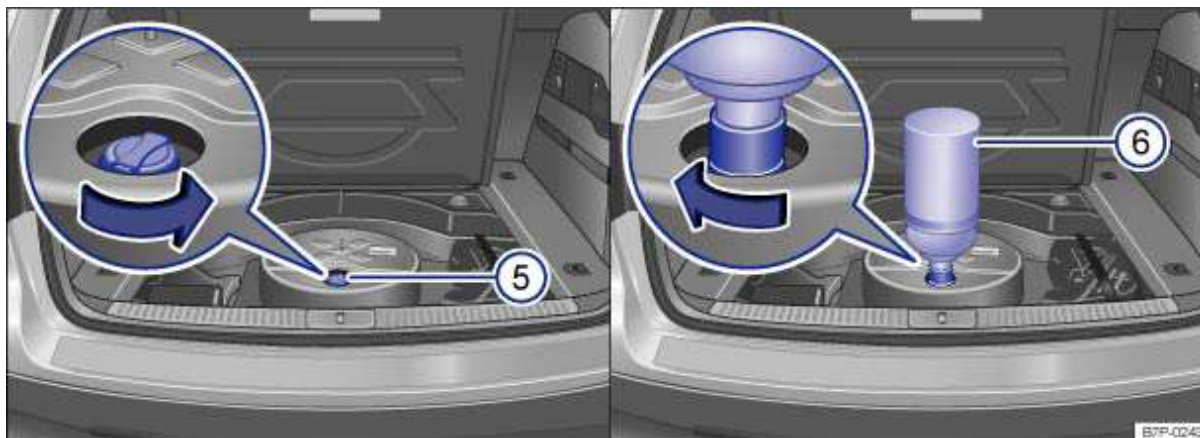


Fig. 280 AdBlue tank with filler neck cap and refill container.

 . Please first read and note the introductory information and heed the WARNINGS 

Key to ⇒ [fig. 279](#) and [fig. 280](#):

- (1) Luggage compartment floor.
- (2) Collapsible spare tire.
- (3) Fastening screw with washer.
- (4) Plug.
- (5) Cap on the tank filler neck.
- (6) AdBlue refill container.



When refilling AdBlue, the vehicle must be parked on a level surface, not on an incline or with the wheels on one side up on the curb. If the vehicle is not on level ground, the gauge that shows the fill level may not register the added quantity.

### Opening the tank filler neck

- Open the rear hatch.
- Fold up the luggage compartment floor panel ⇒ [fig. 279 \(1\)](#) and hook it open or, if you have a reversible luggage compartment floor panel, take this out .
- Take out the collapsible spare tire (2)- Unscrew the fastening screw (3) with washer counterclockwise and take out the collapsible spare tire.
- Pull off the plug (4) in the spare tire well.
- Unscrew the tank filler neck cap ⇒ [fig. 280 \(5\)](#) counterclockwise and remove.

### Refilling AdBlue

**Only use Volkswagen-approved AdBlue that meets ISO 22241-1 requirements. Only use original packaging.**

- Read and heed the information provided by the AdBlue refill manufacturer ⇒ 
- Note the expiration date.
- Unscrew the cap of the refill container.
- Vertically insert the neck of the refill container (6) into the tank filler neck and turn clockwise to hand-tighten.
- Press the refill container down into the tank filler neck and hold it there.
- **Add at least 1.5 gallons (5.7 liters) of AdBlue which is 3 refill bottles.** Adding a smaller amount is not sufficient.
- Wait until the contents of the refill container has flowed into the AdBlue tank. Do not squeeze or damage the refill container!
- Unscrew the refill container counterclockwise and lift it out CAREfully ⇒ .
- AdBlue stops flowing from the refill bottle when the AdBlue tank is completely full.

### Closing the fuel filler neck

- Screw in the fuel filler neck cap (5) clockwise until the cap locks into place.
- Put the plug ⇒ [fig. 279 \(4\)](#) back in the spare wheel recess and make certain it is properly placed and secure.
- Put the collapsible spare tire (2) back in the spare wheel recess and secure it with the fastening screw (3) and washer.
- Unhook the luggage compartment floor panel (1) and fold down or, if you have a reversible luggage compartment floor panel, put this back in

### Things to do before driving again

- After refilling, switch on **only** the ignition.
- Leave the ignition switched on for at least 30 seconds so that system can detect the refill.
- Do not start the engine for 30 seconds!



## WARNING

Store AdBlue only in its closed original container and in a safe place.

- To reduce the risk of poisoning, never keep AdBlue in empty food or beverage containers that might mislead someone into drinking from them.
- Always store AdBlue outside the reach of children.



## NOTICE

- Use only AdBlue that has been explicitly approved by Volkswagen. Using other types of AdBlue can damage your vehicle's engine.
- Never mix water or any other substances or additives with AdBlue. Damage caused by such additives will not be covered by any Volkswagen Limited Warranty.
- Never put AdBlue into the diesel fuel tank! Otherwise the engine may be damaged!
- Do not CARRY a refill container in the vehicle all the time or routinely. Due to temperature fluctuations and damage, the container could start leaking and the AdBlue could damage the vehicle interior.



Dispose of the refill container in an environmentally-responsible manner.



Appropriate AdBlue refill containers can be obtained from an authorized Volkswagen dealer or an authorized Volkswagen Service Facility.

# Some basics

## Introduction


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In this section you'll find information about:

- Rollover warning
- Before driving off-road
- General rules and good driving practices
- Technical terms explained
- Useful off-road driving equipment
- Safety and off-road driving

Your vehicle can be driven on and off-road. In this chapter you will find important information on driving your vehicle. It is very important to review this chapter before taking your vehicle off-road.

Driving off the beaten path is challenging - for the driver, the passengers, and the vehicle itself.

It requires special knowledge and skills different from those needed for highway driving. Successful off-roading comes from a combination of theory and practice. This includes knowing the right way to handle the expected and the unexpected ⇒ .

Safety must always have top priority. Never overestimate your own abilities or underestimate the difficulties that come with driving off-road. Never let determination get the better of your common sense. If the going gets too difficult, turn back and find a better route to your destination.

The wide range of terrain you can come up against, and the many risks and dangers the terrain may hide, make it impossible to foresee and deal in this Manual with every conceivable off-road situation you may face. For this reason, it is vital for you to know what lies ahead and evaluate possible dangers before trying to drive over difficult or unfamiliar terrain.

The vehicle is not designed for trips with "an expedition-like character".

### **More information:**

- Driving instructions
- Adjusting the seating position
- Safety belts
- Off-road driving situations



## WARNING

Inadequate experience and knowledge of the demands of off-road driving can lead to critical situations and cause serious personal injury.

- Never take routes or risks that could put you or your passengers in danger. If you cannot go on, or have doubts about the safety of your route, turn back and take a new route.
- The intelligent technology of the vehicle cannot change the laws of physics. Despite the ABS, adverse terrain can cause instability through blocked wheels – for example, if you brake hard when driving on a loose gravel road. Difficult terrain may also prevent the ESC from doing its job.
- Never operate the vehicle at the limit of its performance ability. Always leave a good safety margin.
- To reduce the risk of loss of control and serious personal injury, never use the cruise control when driving off-road.
- Even terrain that looks easy can be difficult and dangerous, putting you and your passengers in a critical situation. It is often best to check an area out on foot first.
- Drive with special CARE and think ahead in off-road terrain. If you drive too fast, or fail to maneuver the vehicle properly, you could cause personal injury and damage the vehicle.
- Never drive faster than is appropriate for the prevailing terrain and the road, traffic, and weather conditions.
- Never drive too fast across embankments, ramps, or slopes. The vehicle could become airborne. If that happens, you will not be able to steer and can lose control.
- If your vehicle becomes airborne, always keep the front wheels pointing straight ahead. If the wheels are not pointing straight ahead when the vehicle lands, it could roll over.
- Never allow people to stand in front of or behind the vehicle if you have put items such as stones or pieces of wood under the wheels to improve traction on slippery ground. Spinning wheels can turn these items into dangerous flying objects causing serious personal injury.
- Even areas that look harmless can be dangerous. Potholes, ditches, trenches, drop-offs, different kinds of obstacles, and soft or swampy ground often cannot be seen and can be partially or fully covered by water, grass, branches, or other things. Driving over such terrain can cause accidents and severe injuries. Before crossing an unknown area, CAREfully explore the route you plan to take on foot.



## WARNING

Never drive off-road if you are low on fuel. Too little fuel in the tank can cause an accident and serious injuries. You can also run out of fuel in a remote area where getting help is difficult or impossible.

- When the fuel tank is almost empty, fuel supply to the engine can be interrupted, especially when driving over bumps, across slopes, and up and down hills. The interruption in fuel flow could stall the engine during a maneuver in difficult terrain and make you lose control of the vehicle.
- Steering and braking assistance as well as ESC and related systems will not work if the engine “sputters” or stalls due to lack of fuel. This can cause loss of vehicle control, especially in difficult terrain.
- Always refuel when the tank is 1/4 full to reduce the risk of running out of fuel.



## NOTICE

If the power sunroof or the windows are open when it rains or snows, the interior of the vehicle will get wet and the vehicle may be damaged. Always keep the windows and the power sunroof closed when driving off-road.

## Rollover warning

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 . Please first read and note the introductory information and heed the WARNINGS 

A vehicle's **center of gravity** affects its rollover characteristics. Since vehicle has higher ground clearance for off-road driving, its center of gravity is also higher than that of “standard” passenger CARS. The higher center of gravity increases the risk of vehicle rollover while driving. Always keep this in mind when driving. Heed the safety information and warnings in this Manual.



### WARNING

Utility vehicles have a significantly higher rollover rate than other types of vehicles.

- In a rollover crash, an unbelted person is significantly more likely to die than a person wearing a safety belt.
- Your vehicle has a higher center of gravity and an increased risk of rollover while driving than a standard passenger vehicle that is not suitable for occasional off-road use.
- Never drive too fast, particularly through curves, and never attempt extreme driving maneuvers.
- Always adjust your speed and driving style to road, terrain, traffic, and weather conditions.
- Transporting luggage or other objects on top of your vehicle raises the center of gravity and can further increase the risk of rollover.
- Always avoid driving crosswise on a slope , *Driving crosswise on a slope*.
- If stopped crosswise on a slope, never get out of the vehicle using the doors that face downhill. The combined center of gravity of the vehicle and its contents (passengers and load) can shift, causing the vehicle to tip over and roll down the slope. Always exit the vehicle calmly using the doors that face uphill , *Driving crosswise on a slope*.


## Before driving off-road

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 . Please first read and note the introductory information and heed the WARNINGS 

### Checklist: Review before every off-road trip!

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For your own safety and that of your passengers, CARry out each of the following steps in the order listed before every off-road trip ⇒ :


- ✦ Inform yourself thoroughly before exploring nature and the terrain you plan to visit.
- ✦ Do not plan extensive day trips. Consider the increased fuel consumption during off-road driving.
- ✦ Fill the fuel tank completely. Off-road driving consumes significantly more fuel than driving on the road.
- ✦ Check whether the tires are suitable for the off-road trip you are planning. For difficult terrain, always use special off-road tires.
- ✦ Check, and if necessary correct, the cold tire inflation pressure in all tires, including the collapsible spare tire (if any).
- ✦ Fill engine oil up to the MAX mark so the engine can be properly lubricated. This is especially important when driving through potholes and up and down hills.
- ✦ Completely refill the windshield washer reservoir with water and window washer fluid.
- ✦ Install a towing eye in the front and back of the vehicle. Once the vehicle gets stuck, it may no longer be possible to install a towing eye.
- ✦ Check the vehicle tool kit. Add tools and other gear based on the special requirements of the trip you will be taking
- ✦ Stow luggage as low and flat as possible in the vehicle. Safely secure all loose objects.



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## Before driving off-road the first time

Before you drive your vehicle off-road, we urge you to take an appropriate off-road driving course. Taking a course is especially important if you have little or no experience driving off-road. Even more experienced off-roaders can benefit from an off-road driving course.

A good course can show you how to handle the vehicle in a wide range of off-road situations and how to more safely deal with difficult terrain. Driving off-road demands a different attitude and very different skills compared with highway driving. Your safety and that of your passengers will depend on your knowledge, skill, and caution as a driver ⇒ .



### WARNING

**Disregarding the safety-related checklist may lead to accidents and serious personal injuries.**

- **Always review and follow the checklist above. Follow commonly accepted safety practices and use common sense.**
- **All occupants must sit properly and wear safety belts whenever the vehicle is moving.**

---

## General rules and good driving practices


 **Please first read and note the introductory information and heed the WARNINGS .**

### Off-road rules of conduct

Always be responsible and respect the environment when driving off-road. Driving through undergrowth and over meadows can destroy areas where animals live.

- Only drive where it is permitted.
- Keep noise and dust to a minimum.
- Leave nature as you found it.
- Always stay on designated trails and paths.
- Avoid sensitive natural habitats.
- Yield to drivers who are driving uphill or passing.

### Good driving practices

Special rules apply to off-road driving ⇒ .

- Never drive off-road alone. At least 2 off-road vehicles should travel together. Unexpected situations can occur. For this reason, take along the equipment you need to call for help in case of an emergency.
- Stop and explore the route on foot wherever necessary and always before traveling over difficult trails or terrain.
- Drive over hill crests slowly. Otherwise, the vehicle can tip and be damaged and disabled.
- Drive slowly through difficult terrain segments. On slippery surfaces, upshift and keep the vehicle moving.
- Look for terrain that is firm and stable. Off-road ground is frequently soft, and the tires can sink into it. This reduces ground clearance and fording depth.
- Even at low speeds, always follow other vehicles at a safe distance. If the first vehicle suddenly gets stuck, the second vehicle can still stop in time without getting stuck as well.



## WARNING

Off-road driving can be dangerous, can lead to accidents, vehicle damage, stranding in remote areas, and serious personal injury.

- Never drive too fast or for terrain and weather conditions.
- Always adjust your speed and driving style to road, terrain, traffic, and weather conditions.
- Always avoid sudden, sharp maneuvers that increase the risk of loss of vehicle control or getting stuck.
- When driving off-road look and think ahead, expect the unexpected.
- To reduce the risk of loss of control and serious personal injury, never use the cruise control when driving off-road. Cruise control is designed for highway use. It is completely unsuitable for off-road situations and can even be dangerous when used off-road.

## NOTICE

Always make sure the vehicle has enough ground clearance. Severe damage to the underbody can occur if the vehicle bottoms out. The damage could disable the vehicle and leave you stranded.



“Tread lightly” is an educational program designed to increase public awareness of land use regulations and responsibilities in our nation's wilderness areas. Volkswagen supports the U.S. Forest Service and the Bureau of Land Management in encouraging you to preserve our national forests and other public and private lands by “treading lightly”.

## Technical terms explained

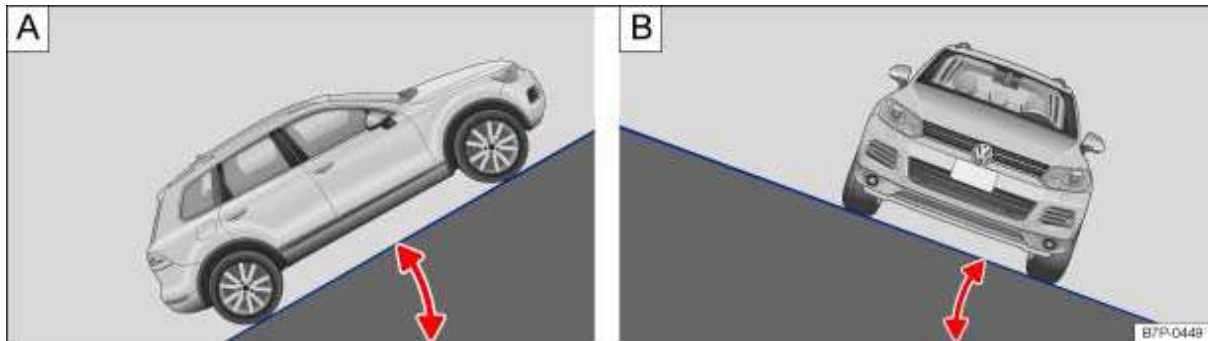



Fig. 281 Illustration of grade (gradient angle) A and lateral angle B.

 Please first read and note the introductory information and heed the WARNINGS 

The technical data in the table below only apply to ideal conditions. The values were determined on flat, firm, and non-slippery road surfaces and under dry weather conditions.

Changes in vehicle load and the condition of the ground and the surroundings will affect the stated maximum values. The maximum values do not apply, for example, to off-road situations and will also be lower on hard, firm surfaces if ideal conditions do not exist. As the driver, you are always responsible for deciding whether your vehicle is able to handle a particular situation ⇒ .

Term	Explanation	Technical data
Ground clearance	This is the vertical distance between the level ground and the lowest part on the vehicle.	Front: maximum 8.6 inches (214 mm). Rear: maximum 10.4 inches (261 mm).
Fording depth in standing water	Distance between the point on the ground that touches the tire and the engine air intake duct.	Maximum 20 inches (500 mm).
Gradient angle	The number of feet (meters) in altitude gained when traveling 100 ft (30.48 m) is given as a percentage or in degrees ⇒ <a href="#">fig. 281 A</a> . Information on the maximum slope the vehicle can climb unassisted (depends on road surface and engine power).	Maximum permissible 31 degrees (corresponds to 60 %).
Lateral angle (vehicle slope)	The maximum angle the vehicle may be driven across terrain without the vehicle rolling over (depends on height of center of gravity) <b>B</b> .	Maximum permissible 35 degrees.
Breakover angle	Maximum permitted angle given in degrees that a vehicle driven at low speed can clear a ramp without the underbody of the vehicle scraping the ramp	Maximum 20 degrees.
Approach/departure angle	Transition from horizontal plane to a slope, or from a slope to flat ground. Maximum angle in degrees the vehicle can be driven at low speed along an embankment without the bumper or underbody scraping.	Front: maximum 25 degrees. Rear: maximum 26 degrees.
Fall line	This is the vertical drop route.	
Articulation	Articulation capability of the vehicle while driving on one side over an object.	




## WARNING

Never exceed the recommended maximum values in the above table. Exceeding these values will result in serious personal injury and/or damage to your vehicle.

- All values listed above are for ideal conditions and assume firm, even surfaces that are dry and not slippery.
- Off-road conditions will always be less than ideal. Always reduce the maximum values listed in the table above to allow an adequate margin of safety between the ideal maximum value and your vehicle's actual off-road situation.


## Useful off-road driving equipment

 Please first read and note the introductory information and heed the WARNINGS 

The checklist lists only a few of the items that could be very helpful when driving off-road ⇒ . If you have user's manuals or assembly instructions for the listed extra equipment, take them with you off-road and heed them.

## Checklist

---

Checklist: Useful off-road driving equipment ⇒ :

- ✓ Water, compass, maps, flashlight and spare batteries.
  - ✓ Cable winch, tow rod or tow rope strong enough for your vehicle.
  - ✓ Cell phone, shovel, blankets, and rubber boots, tape measure, and yardstick.
  - ✓ Vehicles without tire mobility set: Electric air compressor to connect to the 12 Volt outlet in the vehicle for inflating the tires.
  - ✓ A wooden plank about 2 inches thick and 3 feet long or similar aluminum frame as traction aid for a stuck vehicle or as a base for the vehicle jack.
  - ✓ Snow chains for all 4 tires, additional spare tires, and tire mobility set.
- 



### WARNING

**Accidents and severe personal injury can result from the improper use of tools or equipment as well as from the use of tools or equipment that are damaged or not right for the job to be done.**

## Safety and off-road driving

---

 . Please first read and note the introductory information and heed the **WARNINGS** 

Proper seating position and safety belt use is always important, regardless of whether you are on the highway or driving off-road.

- Every person in the vehicle must sit properly and wear his or her safety belt whenever the vehicle is moving
- Every occupant must properly fasten the safety belt belonging to the seat he or she occupies and keep the belt properly fastened while riding in the vehicle. This applies to the driver and all passengers, even when driving off-road

Safety belts save lives – on the road and off.

### Distance to the steering wheel

When driving off-road, you may want to sit a little differently than you would for normal highway driving.

Depending on the terrain, you may need more strength to control the steering wheel because of the higher forces that can come up from the front wheels.

Sit so that you can clearly see the terrain in front of you, especially when you are driving up or down slopes. Never sit so that the distance from the center of your breast bone to the center of the airbag cover on the steering wheel is less than 10 inches (25 cm)

### Suitable shoes

Never wear shoes with a slippery sole or high-heels when driving off-road, and never drive off-road barefoot. Always wear shoes that support your feet properly and give you a good feel for the pedals.



## **WARNING**

**Not wearing safety belts, or wearing them improperly will increase the risk of serious injuries when driving off-road. Holding the steering wheel improperly will reduce your ability to control the vehicle and can also increase the risk of injury when driving off-road.**

- **Properly worn safety belts are the single most effective means of reducing the risk of serious injury and death during sudden braking or driving maneuvers and in automobile accidents. For this reason, always wear your safety belt properly and make sure all passengers wear their safety belts properly as well whenever the vehicle is moving.**
- **Never wrap your thumbs around the steering wheel rim. When driving off-road, obstacles in front of the wheels can make the steering wheel jerk suddenly in your hands and cause personal injury. Rest your thumbs pointing up on the on the surface of the steering wheel at the 3 and 9 o'clock positions.**

# Off-road driving situations

## Introduction

---

In this section you'll find information about:

- Selecting the right gear
- Off-road mode
- Driving in rough terrain
- Driving through water
- Driving over snow-covered terrain
- Driving in steep terrain
- Driving crosswise on a slope
- Avoiding deep ruts and depressions
- Crossing ditches
- Driving in sand and mud
- If the vehicle is stuck
- After driving off-road

Driving off-road: Drive at a crawl; don't speed! Even harmless-looking areas can be dangerous ⇒ .

Volkswagen recommends that you get out of the vehicle and explore the terrain personally before trying to cross it. Walk the area and make sure that the ground is firm enough. Check for obstacles or other hidden dangers. Always obey local requirements and regulations; follow commonly accepted safety practices and use common sense .

The examples discussed in this chapter are intended to help you drive safely off-road. But the situation facing you may not fit any of these examples.

The wide range of terrain you can come up against, as well the risks and dangers it may hide, make it impossible to deal with every conceivable situation in this Manual. The examples in this chapter are only general guidelines to help you drive safely off-road. The guidelines may not apply in every situation you encounter. Therefore, it is vital that you know what lies ahead and evaluate possible dangers before you try to drive over difficult or unfamiliar terrain. This will help you to evaluate and prepare for possible dangers.

If necessary, use traction assistance systems while driving off-road but do not use any other driver assistance systems. All other driver assistance systems were designed only for driving on paved roads and must not be used for off-road driving.

### More information:

- Starting assistance systems
- Some basics



### WARNING

**Areas that look harmless can, in fact, be very dangerous. Potholes, ditches, trenches, drop-offs, different kinds of obstacles, and soft or swampy ground often cannot be seen and can be partially or fully covered by water, grass, branches, or other things. Driving over such terrain can cause accidents and severe injuries.**

- **Before crossing an unknown area, CAREfully explore the route you plan to take on foot.**
- **Never choose a risky route or run a risk that will endanger you and your passengers. If you have any doubts as to whether the route is safe, turn around use a different route.**
- **Always adapt driving speed and style to load, terrain, visibility, and weather conditions.**

## Selecting the right gear

---

 . Please first read and note the introductory information and heed the WARNINGS 

Different kinds of terrain require different gears. Selecting the right one helps you to get through safely.

Before driving over a difficult section, think CAREfully about which gear you should select. With time, you will learn which gear is best for various types of terrain.

### Basics

- If you select the right gear you will usually not have to slow the vehicle down with the foot brake when driving down slopes - the engine will brake the vehicle. You will then only have to use the brake when the braking power of the engine is not enough.
- Never accelerate more than necessary when driving off-road. If you accelerate too hard, the wheels could lose traction and you could lose control of the vehicle.

### Automatic transmission

- Use selector lever position **(D)** when driving on ordinary level areas.
- Use Tiptronic mode and put the vehicle in **2nd** or **3rd** gear when driving through moderately difficult off-road terrain, for example mud, sand, water, or hills .
- Use Tiptronic mode and shift into 1st gear when driving up or down steep hills **1st**. Use Hill Hold.
- On soft or slippery surfaces, drive at an appropriate speed and in the highest possible driving range of the Tiptronic.


## Off-road mode

---



Fig. 282 In the lower front center console: Rotary knob (4MOTION).

 . Please first read and note the introductory information and heed the WARNINGS 

*Off-road mode* is a special driving program that adjusts the vehicle's performance for off-road driving situations ⇒ . This setting affects the following systems and features:

- ESC, ASR, EDL, and ABS.
- Hill Descent Assist.

The speeds at which the automatic transmission shifts gears are affected.

### Switching off ASR and ESC on some models

On all models, you can switch off Anti-Slip Regulation (ASR) by pushing the « button in the lower front center console

On some models, you can also use this button to switch off the entire Electronic Stability Control (ESC) when the vehicle is in *Off-road mode*.

Press and hold button	Status
Up to 3 seconds	ASR switched off.
3 to 10 seconds	ESC switched off.

If you switch from *Off-road mode* back to *On-road mode*, ESC is automatically switched back on again if it was off. However, ASR remains disabled.

## WARNING


Never drive on paved roads in *Off-road mode*. This can cause dangerous driving situations, accidents, and severe personal injuries.

- This mode is designed solely for off-road driving. If used on paved roads, the ESC, ASR, EDL, and ABS systems can affect vehicle handling and make it unstable.
- Always make sure to switch off *Off-road mode* as soon as you are back on a paved road.

## Driving in rough terrain

 Please first read and note the introductory information and heed the WARNINGS 

### Driving tips

- Drive no faster than a crawl over rocky sections.
- Drive around obstacles such as rocks wherever possible. If this is not possible:
- CAREfully advance until one front wheel is *on* the rock and then slowly drive over it ⇒ .

## NOTICE

- If you are facing a large rock or tree stump or other large obstacle, do not attempt to drive straight over it or to climb over it with just 2 wheels. A rock or other obstacle that is too high for your vehicle to clear will damage and may disable the vehicle if you try to drive over it. You could be stranded far away from help. Never let large obstacles pass under the vehicle. If there is no way around them and they are too large to drive over, back up and find another route.
- Even obstacles that are lower than your vehicle's ground clearance can come into contact with the underbody and damage or disable your vehicle. Such obstacles are especially dangerous when the ground around them is soft or there is a dip right in front of or behind them. They are also dangerous if you drive over them too quickly and the shock absorbers are compressed.



Leaking engine oil and brake fluid can pollute the environment. Collect leaking operating fluids and dispose of them properly in accordance with applicable environmental laws and regulations.

## Driving through water


 Please first read and note the introductory information and heed the WARNINGS 


### Important factors when deciding whether to drive through water:

- Water depth.
- Strength of the current.
- Firmness of stream bed and bank.


- Shape of the bank.
- Objects in the water.
- Maximum fording depth of the vehicle.

### **Before driving through water**

Stop, get out of the vehicle, and assess the situation ⇒ :

- Measure water depth from one side to the other. Check the firmness of the bed and banks; check for drop-offs and obstacles in the water ⇒ .
- Make sure it is possible to enter and exit the water safely.
- Check the angle of the embankment and the firmness of the ground on each bank.
- Switch to off-road mode.

### **Driving through standing and slow-moving water**


The vehicle can drive through standing water if the ground under the water is firm enough ⇒ . Never exceed maximum fording depth.

- Drive slowly into a river in the direction of the flow. Never exceed the departure/approach angle and lateral angle (vehicle slope).
- Always drive at a constant speed to the other side.

This will help prevent engine damage from the water. It also allows an air pocket to form in front of the engine that can supply it with the necessary air.

Entering the water quickly or driving too fast through the water will create a bow wave. A bow wave can force its way into the engine air intake duct and seriously damage the engine.

### **Driving through fast-moving water**

Driving through fast-moving water is very dangerous ⇒ .

The vehicle can be swept away by the current. Even vehicles with high ground clearance can get stuck if the ground is washed out from under the tires. Fast-moving water will build up against the side of your vehicle. This will make the water deeper. Always think about this before entering the water. Water volume, speed, and depth can be very unpredictable and dangerous.

If you are uncertain how fast the water is flowing, look for a shallower place where you can cross in safety. If you cannot find a safe place to cross, turn back.

### **Headlight washer system instructions**

Do not use the headlight washer system when driving through water. Things in the water can enter into the openings when the washer nozzles are extended. This can prevent the washer nozzles from retracting to their normal position. If this should happen, CARefully remove the objects.

### **After driving through water**

- After crossing through deep water, stop the engine and check the oil dipstick. If there are beads of water on the oil dipstick or the oil level has increased, do not start the engine. Change the engine oil immediately. Depending on the amount of water in the oil, running or starting the engine can result in engine failure or serious engine damage.
- Always dry the brakes by braking a couple of times.





## WARNING

Flowing water is very powerful and can sweep your vehicle away. This can lead create an extremely dangerous situation and cause an accident with serious personal injuries.

- Never take routes or risks that could put you or your passengers in danger. If you cannot go on or have doubts about the safety of your route, turn back and take a new route.
- Never stop in the water.
- If water gets into the engine, your vehicle can break down. You will lose control of a broken down vehicle, and it can be swept away.
- Soft surfaces, mud, underwater obstacles, and holes can cause accidents and can cause the vehicle to break down in the water. This can lead pose extreme danger.
- Rapidly flowing water can develop strong forces that can pull the vehicle downstream. This can cause accidents and fatal injuries.
- Drive through water only where the banks and bottom are firm enough and the water is shallower at all points than the maximum permissible fording depth for your vehicle ⇒ table .



## NOTICE

- Vehicle components such as the engine, drive train, suspension or electrical system may be severely damaged by driving through water.
- Avoid stopping in deep water. This can let water get inside the vehicle.
- On soft ground, the tires dig into the surface. This reduces fording depth. Make sure that the ground is sufficiently firm.
- Avoid creating a bow wave in front of the vehicle while driving through water. A bow wave could force its way into the engine air intake duct and seriously damage the engine.
- If you even briefly exceed the maximum fording depth when driving through water, severe engine damage will result. This engine damage will lead to a vehicle breakdown. This can disable the vehicle in the water.
- Never drive over salt flats or through salt or salty water. Salt causes vehicle corrosion. Rinse all parts of the vehicle that were exposed to salt or salt water right away with fresh water.

## Driving over snow-covered terrain

 Please first read and note the introductory information and heed the WARNINGS 

Install snow chains on all 4 tires before driving over snow-covered terrain.

Snow-covered terrain may look harmless but the snow can hide many dangers. This is particularly true for stretches where you can't see the tracks left by other vehicles.



## WARNING

Driving through snow-covered terrain is very dangerous.

- Never take routes or risks that could put you or your passengers in danger. If you cannot go on or have doubts about the safety of your route, turn back and take a new route.
- Potholes, ruts, ditches, drop-offs, and other obstacles are often partially or completely hidden by the snow, especially when it is deep.
- Snow-covered dangers can lead to an accident, serious personal injury, or stranding under extreme weather conditions.
- Always adapt driving speed and style to load, terrain, visibility, and weather conditions.


## Driving in steep terrain

---

 . Please first read and note the introductory information and heed the WARNINGS 

### Driving on slopes

**Before** driving up or down a slope, get out of the vehicle, explore the terrain, and assess the situation.

- Walk the grade you intend to drive, check the stretch for firmness and obstacles or other hidden dangers ⇒ .
- Find out how the route continues at the end of a steep angle.
- If the route is too steep or too uneven or the ground is too loose, do not drive this route. Find an alternative.
- Drive at a constant speed straight up or down a slope.
- Use just as much power as needed to get up the slope. Too much power makes the tires slip, spin, or lose traction. This can increase your risk of losing control. However, too little power will increase the likelihood of stalling.
- Never stop or try to turn around on a slope.
- Do not let the engine stall.
- Do not change gears while climbing the slope.

### If you get stuck while driving up a slope

- Never try to turn around.
- If your engine stalls, apply the foot brake and restart the engine.
- Shift into reverse and back your vehicle CAREfully straight down the slope.
- Use the brake to keep the speed steady when backing down to a safe place.

### Driving down a slope

Never exceed the vehicle's maximum lateral angle (vehicle slope). If an emergency forces you to cross the slope and the vehicle threatens to roll over, immediately steer the vehicle downhill along the fall line.

There is an increased risk of rollover when driving down a slope. For this reason, concentrate on steering safely down the slope.

Use Hill Descent Assist on steep descents.

- Drive down steep slopes in first gear.
- Gently apply the foot brake to help keep the vehicle under control.
- If it is possible and if it is not dangerous, drive straight down the fall line (maximum slope).
- Do not shift into Neutral (**N**).



## WARNING

Never try to drive up or down slopes that are too steep for your vehicle. The vehicle could slide away, tip over, or roll over.

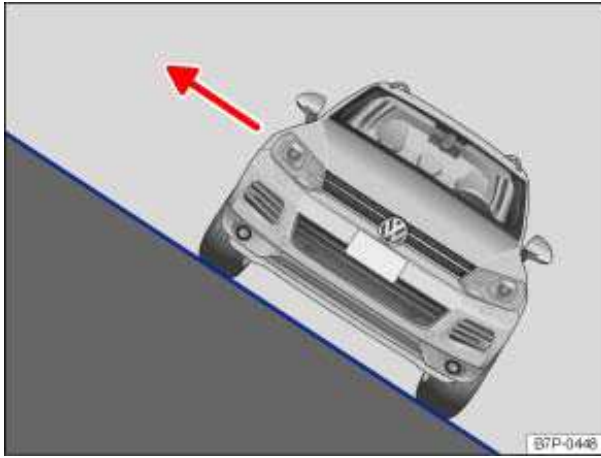
- Never take routes or risks that could put you or your passengers in danger. If you cannot go on or have doubts about the safety of your route, turn back and take a new route.
- The lateral angle must never be more than the maximum angle approved for the vehicle.
- Always drive along the fall line when driving up or down a slope.
- Never try to turn the vehicle around on a slope. The vehicle could tip over or roll down the slope.
- If the engine stalls or you can no longer drive up the slope for any reason, stop and apply the foot brake. If stalled, apply the foot brake and restart the engine. Then shift into Reverse (R) and CAREfully back your vehicle straight down the slope along the fall line. Keep the vehicle speed slow and even.
- If the engine will not restart, apply constant pressure to the foot brake and CAREfully back straight down the slope the same way you drove up. Keep the vehicle speed slow and even.
- If the engine is running, select Reverse and CAREfully back straight down the slope the same way you drove up. Use engine braking power and the foot brake to keep the vehicle speed slow and even.
- Never just roll down a slope with the transmission in Neutral (N). You could lose control of the vehicle.

## Driving crosswise on a slope

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Fig. 283 Steer downhill along the fall line.



**Fig. 284** On a slope, always exit on the uphill side of the vehicle.

**📖 . Please first read and note the introductory information and heed the WARNINGS ⚠️**

Driving crosswise on a slope is one of the most dangerous off-road driving situations ⇒ ⚠️.

Even if it seems harmless, never underestimate the difficulties and hazards when driving crosswise on a slope. A vehicle perpendicular to the slope of the hill can become uncontrollable and slide away, tip, or roll over. This could cause severe or fatal injuries to all occupants.

### **Driving at an angle to the slope**

**Before** driving crosswise on a slope, check whether there is a different, safer route.

If you have to drive across a slope, first make sure the ground is firm and even along your route. If the ground is soft or slippery, the vehicle is more likely to slip away to the side. Make sure that the angle does not become too great due to surface unevenness. This can make the vehicle tip and roll over.

The steeper the slope across which the vehicle is moving, the more important it becomes to make sure the wheels on the lower side do not run over holes or depressions. The wheels on the high side must never run over protruding rocks, tree stumps, or other obstacles.

If the vehicle threatens to tip, immediately steer downhill into the “fall line” and gently accelerate ⇒ [fig. 283](#). If it is not possible to steer down the fall line, steer uphill and gently accelerate.

The vehicle center of gravity should be as low as possible. The weight of all passengers should be evenly distributed. Taller or heavier passengers should sit on the higher side of the vehicle. Luggage on the roof should be removed and heavy objects should be secured, as the vehicle could tilt due to the sudden shifting of objects in the vehicle ⇒ ⚠️.

While driving across the slope, passengers on the rear bench should always sit on the uphill side of the vehicle. In extreme cases, passengers on the downhill side must get out of the vehicle until the hill has been safely crossed.

### **Exiting on a hillside**

If the vehicle comes to a standstill at a significantly tilted angle on the hillside, all passengers should exit the vehicle on the uphill side ⇒ [fig. 284](#). This applies even if the uphill door is hard to open. The uphill-side door may swing shut due to its weight or CARElessness.



## WARNING

Never try to drive crosswise on a slope, especially one that is too steep for your vehicle. The vehicle could slide sideways and tumble down the slope. To reduce the risk of accidents and serious injuries:

- Never underestimate the difficulties and dangers of driving crosswise on a slope. Never take routes or risks that could put you or your passengers in danger. If you cannot go on or have doubts about the safety of your route, turn back and take a different route.
- When driving crosswise on a hill, the vehicle can lose its hold, slide sideways, tip or turn over and roll down the hill.
- Make certain that the wheels on the downhill side of the vehicle do not run over holes or depressions. Make certain that the wheels on the high side of the vehicle do not run over rocks, tree stumps, or protruding objects.
- Before driving crosswise on a hill, check whether it is possible to steer into the fall line along the selected route. If this is not possible, select a different route. If the vehicle threatens to tip, immediately steer downhill into the fall line and gently accelerate ⇒ [fig. 283](#).
- If the vehicle is stopped a hillside and is laterally tilted, avoid sudden and uncontrolled movement in the vehicle. The vehicle can lose its hold, slide sideways, tip, or turn over and roll down the hill.
- If the vehicle is stopped at while pointed crosswise on a steep slope, make certain that no one exits the vehicle through a door on the downhill side. This can shift the vehicle center of gravity to the downhill side. The can tilt or roll over and roll down the hill. To help minimize this risk, always exit the vehicle through the doors that are facing uphill ⇒ [fig. 284](#).
- When getting out, make certain that doors opened on the uphill side are not closed CARElessly and do not swing shut due to their own weight and injure anybody.

## Avoiding deep ruts and depressions

Please first read and note the introductory information and heed the WARNINGS

Ruts are very common on forest trails, in grassland and fields, as well as on much-used cross-country lanes.

If the ruts and depressions are firm and shallow, simply follow the ruts.

Do not drive in ruts and depressions that are too deep ⇒ . If deep ruts and depressions cannot be avoided, turn around.



## NOTICE

If ruts and depressions become too deep, the vehicle underbody can bottom out and get stuck. This can damage or even disable the vehicle.

## Crossing ditches

Please first read and note the introductory information and heed the WARNINGS

- Check whether the approach/departure angle and the lateral angle (tilt) are small enough to allow the vehicle to cross the ditch.
- If possible, cross the ditch at an acute angle ⇒ .
- This is only possible if the lateral angle (side-to-side tilt) is not too large.



## WARNING

If the approach/departure angle or the lateral angle of the ditch are too steep for the vehicle, do not attempt to cross the ditch. The vehicle can fall over on its side, slide sideways, or turn over.





## NOTICE

If you enter at right angles to the ditch, the front wheels will fall into the ditch. The underbody of the vehicle can get stuck and the vehicle can be damaged or disabled. Getting out of a ditch without assistance is rarely possible, even with all-wheel drive.

## Driving in sand and mud


 Please first read and note the introductory information and heed the WARNINGS 

Always drive at a constant speed through sand and mud; do not shift gears manually and do not stop.

- Check whether ESC is active. The indicator light  or  in the instrument cluster must both be off
- Select a suitable gear and remain in this gear until solid ground is reached
- Always keep the vehicle moving.

Never drive too fast through sand and mud. The wheels may spin and the vehicle can get stuck. If the tires no longer grip, turn the steering wheel back and forth slightly in short, quick movements. This can improve front wheel traction when driving in sand and mud.

### Driving through sand

Never reduce tire inflation pressure before driving through sand ⇒ . If you have reduced the tire pressure to drive through sand, make sure to correct the tire pressure afterwards before driving any farther. Driving with reduced tire pressure can make you lose control of the vehicle and increase the risk of serious or fatal injuries.

### Driving through mud

Do not change your speed or your direction. The tires can lose their grip in mud. If the vehicle skids, steer in the direction the vehicle is sliding to try to get it back under control.



## WARNING

Driving through sand and mud can be dangerous. The vehicle can skid out of control and crash, causing serious injuries. Always drive CAREfully when driving in sand and mud.

- Never take routes or risks that could put you or your passengers in danger. If you cannot go on or have doubts about the safety of your route, turn back and take a different route.



## WARNING

Driving on tires that are not inflated to the correct cold tire inflation pressure can cause an accident with serious or fatal injuries.

- If the tires are not inflated to the correct pressure, they will wear out faster and the vehicle will not handle as well.
- Incorrect tire pressure can make tires overheat, resulting in tire damage including tire tread separation and sudden blowouts that can make you lose control of the vehicle.

## If the vehicle is stuck


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 Please first read and note the introductory information and heed the WARNINGS 


It takes experience and a fine touch to “rock” a vehicle back and forth to get it going when it is stuck. If you go about it the wrong way, you’ll dig the vehicle in even deeper and need someone to tow you free.

### If the vehicle won't budge

- CAREfully dig out all 4 wheels and make sure that no other parts of the vehicle are stuck in the sand.
- Select reverse gear.
- CAREfully accelerate and try to back up in your own track.

If this doesn't help, try placing brushwood, floor mats, or burlap sackcloth directly in front of the tires to improve grip and traction ⇒ .

### Rocking the vehicle free

Don't spin the wheels. It's unlikely to help you get going and all but certain to dig you in even deeper if you do it too much ⇒ .

- Switch off Anti-Slip Regulation (ASR)
- Switch to *off-road mode*.
- Turn the steering wheel so that it points straight ahead.
- Shift into reverse and accelerate just to the point where the wheels first start to spin.
- Immediately engage first gear and accelerate again until the wheels just begin to spin.
- Repeat this process to get the vehicle to rock back and forth and then hopefully develop enough forward momentum to get going again.
- Once the vehicle is free, switch ASR back on



### WARNING


**Make sure there are no people or animals in front of or behind the vehicle, especially when it is stuck and you are trying to rock it loose.**

- **Stones, brush, pieces of wood, and other objects under the wheels can be thrown at great velocity when they spin. This can cause serious or even fatal injuries.**
- **If the stuck vehicle suddenly regains traction, it will lurch forward and can run over anybody who is standing too close to it in the front or in the back.**

## After driving off-road


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 Please first read and note the introductory information and heed the WARNINGS 



After an off-road drive, you always need to check the vehicle's underbody for damage and may need to clean the radiator grille ⇒ .

### Checklist

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Checklist: Perform after every off-road drive ⇒ .

- ✓ Turn the rotary knob in the front center console back to *On-road mode* and switch ASR/ESC back on
- ✓ Clean the turn signal lights, the headlights and taillights, the license plate, and all windows.
- ✓ If required, remove the towing eye(s) and snow chains.

- ✓ Check tires, suspension struts, and axles for damage and remove coarse dirt, stones, and foreign objects from the tire tread.
  - ✓ Examine the vehicle underbody and remove objects such as twigs, leaves, or bits of wood that have gotten stuck in the brake system, the wheels, the suspension, the exhaust system, of the engine ⇒ . If damage or leaks are detected, see an authorized Volkswagen dealer or an authorized Volkswagen Service Facility.
  - ✓ Remove coarse dirt from the radiator grille and the vehicle underbody, *Exterior CARE and cleaning*.
  - ✓ Check the engine compartment to for dirt that interferes with engine operation  *Preparations for working in the engine compartment*.
- 



## **WARNING**

**Objects trapped under the vehicle floor can damage the brake system, fuel lines, gaskets, and other underbody parts. Such objects can also ignite on contact with hot vehicle components. You must check after each off-road outing to see whether any foreign objects have gotten stuck in the vehicle underbody.**

- **Never drive the vehicle if any foreign objects are stuck in the brake system, the wheels, the suspension, the exhaust system, or the engine or engine compartment.**
- **Flammable materials such as dry leaves or twigs can catch fire from contact with hot vehicle components. A fire can cause serious personal injuries.**
- **Trapped objects can damage or block the fuel lines, the brake system, gaskets, and other parts of the suspension system. This can cause you to lose control of the vehicle and have an accident.**



# Preparations for working in the engine compartment

## Introduction

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In this section you'll find information about:


Warning light

Getting ready to work in the engine compartment

Opening and closing the engine compartment

Always position the vehicle on a firm and level surface before doing any work in the engine compartment.

The engine compartment of a vehicle is a hazardous area. Never do any work on the engine or in the engine compartment unless you

- know exactly how to CARry out the job,
- have the correct technical information and the proper tools and supplies, and
- are familiar with the necessary safety precautions ⇒  !

If you are uncertain in any way, have the work done by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility. Serious personal injury may result from improperly performed work.

### More information:

- Windshield wiper and washer
- Starting and stopping the engine
- Brake fluid
- Vehicle battery
- Hybrid drive vehicles
- Checks while refueling
- Engine oil
- Engine coolant
- Parts, accessories, repairs and modifications



## **DANGER**

**The vehicle's high-voltage electrical system and high-voltage battery are dangerous and can cause burns, other serious personal injuries, electrocution, and death. Never touch or let jewelry or other metal objects contact high-voltage cables or the high-voltage battery and battery poles, especially if the cables, battery, and battery poles have been damaged in any way.**

- **Never do any work yourself on the high-voltage electrical system, the orange-colored high-voltage wiring, or on the high-voltage battery. Never open, service, repair, or disconnect any part of the hybrid electrical system. Always have work on the hybrid electrical system and systems that could be indirectly affected by it done by qualified, trained technicians who have the know-how, experience, documentation, and tools to do the work safely.**
- **Never open or remove the orange-colored cover on the high-voltage battery.**
- **Never damage the orange-colored high-voltage cables. Never remove them and never disconnect them from the high-voltage electrical system.**
- **All work on the high-voltage electrical system and the high-voltage battery must be done in compliance with Volkswagen standards and guidelines.**



## WARNING

Unintended vehicle movement during maintenance work can cause serious personal injuries.

- Never work under the vehicle unless you have safely secured the vehicle from moving. If you must work under the vehicle with the wheels on the ground, always make sure that the vehicle is on level ground, that all 4 wheels are chocked to keep them from moving, and that the key is not in the ignition.
- If you must work under a vehicle raised on a floor jack, always make sure that the vehicle is safely supported on safety stands intended for that purpose that are strong enough to support the weight of the vehicle. The jack supplied with the vehicle is not strong enough for this purpose and can collapse causing serious personal injury.



## WARNING

The engine compartment of any motor vehicle is a potentially dangerous area and can cause serious personal injury.

- Always use extreme caution when doing any work in the engine compartment. Always follow commonly accepted safety practices and use common sense. Never risk personal injury.
- Never perform any work in the engine compartment unless you know exactly how to CARry out the job and have the correct technical information and the correct tools.
- If you are uncertain about what to do, have the work performed by an authorized Volkswagen dealer, an authorized Volkswagen Service Facility, or another qualified workshop. Serious personal injury may result from improperly performed work.
- We strongly recommend that you always have HID - High Intensity Discharge (Xenon) lamps and HO7 bulbs replaced by a qualified technician. Serious personal injury may result from improperly performed work.
- Never open or close the engine hood if steam or coolant is escaping. Hot steam or coolant can cause serious burns. Always wait until you no longer see or hear steam or coolant escaping from the engine.
- Always let the engine cool down completely before CARefully opening the hood.
- Hot parts of the engine and the exhaust system will burn skin on contact.
- When the engine has cooled down and you are ready to open the hood:
  - Firmly apply the electronic parking brake and shift the transmission into Park (P).
  - Take the vehicle key out of the ignition.
  - On vehicles with Keyless Access, make sure that the remote control vehicle key is out of range of the vehicle and that the vehicle cannot be started by depressing the starter button.
  - Always keep children and others away from the engine compartment and never leave them unsupervised.
- The engine coolant system is under pressure when the engine is hot. Never unscrew the coolant expansion tank cap when the engine is hot. Hot coolant can spray out and cause severe burns and other serious injuries.
  - Turn the cap slowly and very CARefully in a counterclockwise direction while applying light downward pressure on the top of the cap.
  - Always protect your face, hands, and arms from hot escaping coolant or steam by covering the cap with a large, thick rag.
- Never spill fluids on the engine or exhaust system when refilling. Spilling fluids onto hot parts of the engine or exhaust system can cause a fire.



## WARNING

High voltage systems in the engine compartment can cause electrical shocks or even electrocution, severe burns, other serious injuries, and even death!

- Never short-circuit the electrical system. Be especially CAREful when using jumper cables. The vehicle's battery could explode!
- To reduce the risk of electrical shock and personal injury while the engine is running or being started:
  - Never touch ignition cables. Never touch other components of the high-voltage electronic ignition system.
  - Never touch the wiring of the HID - High Intensity Discharge (Xenon) headlights.



## WARNING

Moving parts in the engine compartment can cause serious personal injury on contact.

- Never reach into the area around or touch the radiator fan. Contact with the blades can cause serious personal injury. Always remember that the radiator fan is temperature-controlled and can come on suddenly even when the engine has been switched off for a while and the key has been removed from the ignition.
- If you have to perform a check or repair when the engine is running, there are more risks from the rotating parts, such as the drive belts, alternator, radiator fan, etc., and from the high-voltage ignition system. Always use extreme CARE.
  - Always make sure that jewelry, loose clothing and long hair do not get caught in rotating engine parts. Before starting any work remove your jewelry, take off your necktie, tie back and cover your hair, and do not wear clothing that can hang down and get caught in moving engine parts.
  - Always use extreme caution if the accelerator pedal has to be depressed to perform a check. The vehicle will start to move even if the parking brake is on.
- Never leave any objects in the engine compartment, for example cleaning rags and tools. Objects left behind can cause malfunctions, engine damage, and even fires.



## WARNING

Operating fluids and some materials in the engine compartment can catch fire easily, causing burns and other serious personal injuries!

- Do not smoke.
- Never work next to open flames or sparks.
- Never pour or spill operating fluids or other flammable liquids on the engine. These fluids can ignite on hot engine parts and cause injuries.
- If work on the fuel system or the electrical system is necessary:
  - Always disconnect the 12 Volt vehicle battery. Make sure the vehicle is unlocked when you disconnect the battery, or the alarm will go off. Never touch the electrical wiring of the ignition system.
  - Never work near heaters, water heaters, or other open flames.
- Always have a functional, approved fire extinguisher nearby.



## NOTICE

**When changing or topping off fluids, make sure that you pour the fluids into the correct reservoirs. Adding the wrong type of operating fluids will cause serious malfunctions and engine damage!**



Fluid leaks are harmful to the environment. Regularly check the ground underneath your vehicle for this reason. If you find spots of oil or other fluids, have your vehicle checked by your authorized Volkswagen dealer or authorized Volkswagen Service Facility. Dispose of leaked operating fluids properly.

## Warning light

Please first read and note the introductory information and heed the WARNINGS

Lights up	Possible cause	Proper response
	Engine hood not properly closed.	<b>Stop!</b> Close the engine hood.

When the ignition is switched on, several warning and indicator lights come on briefly for a function check. They go out after a few seconds.

If the engine hood is open or not closed properly, the warning light comes on in the instrument cluster.

Depending on your vehicle's equipment and options, a symbol showing that the hood is not properly closed may appear in the instrument cluster display instead of the warning light. The symbol will still be displayed even after the ignition is switched off. The display goes out about 15 seconds after the vehicle has been locked with the doors closed.



## WARNING

**Failure to heed warning lights and instrument cluster text messages can cause the vehicle to break down in traffic and result in a collision and serious personal injury.**

- Never ignore warning lights or text WARNINGS.
- Always stop the vehicle as soon as it is safe to do so.

## Getting ready to work in the engine compartment

Please first read and note the introductory information and heed the WARNINGS

### Checklist

Before any work in the engine compartment, CARry out the following steps in the order in which they are listed ⇒ :

- ✦ Park the vehicle in a safe place on a firm, level surface.
- ✦ Hold the brake pedal down until the engine is switched off.
- ✦ Apply the electronic parking brake to help prevent the vehicle from moving

- ✘ Shift the transmission into Park (P)
- ✘ Stop the engine and remove the key from the ignition switch
- ✘ Let the engine cool down sufficiently.
- ✘ Keep children and others away from the vehicle.
- ✘ Make sure the vehicle cannot move unexpectedly.



## WARNING

Disregarding the safety-related checklist may result in serious injuries.

- Always review and follow the checklist. Follow accepted safety practices and use common sense.

## Opening and closing the engine compartment



Fig. 285 Inside hood release lever in the footwell on the driver side.



Fig. 286 Outside hood release in the radiator grille.


Please first read and note the introductory information and heed the WARNINGS

### Opening the engine hood

- Before you open the hood, make sure that the windshield wiper arms are resting on the windshield ⇒
- Open the driver door and pull the inside hood release lever in the direction of the arrow ⇒ fig. 285.
- The engine hood is released from its latch by a spring ⇒

- Push the outside hood release lever ⇒ [fig. 286](#) (arrow) and lift the hood all the way up. A gas-filled strut will hold the hood up.

### Closing the engine hood

- Pull the hood down to overcome the resistance of the gas-pressure strut ⇒ .
- Let the engine hood drop into the hood latch – do *not* press it afterwards!

If the hood does not close completely, open it again and close it properly.

When the hood is properly closed, you can see that it fits flush with the other body parts. The indicator light in the instrument cluster will go out



### WARNING

If the hood is not closed properly, it could fly up and block your view while you are driving. This can lead to a crash and serious personal injuries.

- After closing the engine hood, check that the hood release lever is properly latched into the hood latch. The engine hood must be flush with the surrounding auto body parts.
- If you ever notice that the hood latch is not properly secured when the vehicle is moving, stop at once and close it.
- Never let anyone get in the way of the hood when closing it.



### NOTICE

- Make sure the windshield wiper arms are resting on the windshield before you open the hood. Otherwise, the windshield wipers and the hood may be damaged.
- Always put the windshield wiper arms down against the windshield before driving the vehicle.



### NOTICE

Before opening or closing the engine hood, make sure there is enough room to do so, for example when the vehicle is in a garage.